

February 10, 2008

President of Bryman School

I inquired about the surgical technology program at The Bryman School's Phoenix campus in the summer of 2004. Approximately a month later, after completing all of the necessary requirements to enroll, I was soon offered a seat in the, what was referred to me as, "the most competitive program to get into". Not wanting to pass up this great opportunity, I did not hesitate to sign the next 18 months of my life towards getting the education to become a Surgical Technologist, not to mention take out the enormous loan of approximately \$25,000 needed to do so. I was very excited that I was making the choice to better myself and in the end finally have a degree on my resume to get a reputable career. I made a commitment to go to school and in August 2004, my journey began.

Within the first month of school, I knew I had made a mistake. The personal drama from the teachers interrupting my education was just the beginning. At 29 years old, I felt as an adult, that all the yelling, screaming and reprimanding I was hearing from the staff towards the class was not only immature, but neither appropriate nor deserved. I wanted to withdrawal immediately, but already was told I would owe a sum of \$10,000. More importantly, I made the commitment and I wanted to be true to it. And I was. I was a 4.0 student and with the exception of 1 day, I had perfect attendance. I gave 110 percent in my studies and made sure that I was the best student I could be all around. I wasn't there to be lackadaisical. I wanted my education and I wanted the best one to be given to me.

The teachers mentioned previously were not at the school my entire education. They were let go or left for one reason or another. In the time I attended, there were several different teachers. The turnover rate of not only the teachers, but the program manager, director of education and even the president of the school were deplorable. That same commitment expected of me was not reciprocated by the staff. The frequent turnover and the constant need to regroup by each new hire took a toll on my and fellow classmates educational progress. Each and every new staff member aware that the program needed much improvement, made promises of those changes only to not fulfill them because they didn't stay. Lack of appropriate lab materials and lab time for cases (I was only able to complete 9 cases in 16 months which is unacceptable) were two of many areas affected by the inability of the school to keep professional qualified staff.

Upon completion of my studies and exit interview in January 2006, I was delayed in starting my externship. There were no sites available due to the negative reputation of the school among the hospitals in the valley. When I was finally placed I was soon sent back by the hospital because I had been sent there on false pretense by the school. After waiting again for another site, I was finally placed but unfortunately in June 2006, I injured my back with only three weeks left but could not continue because I couldn't walk. I had to go on a leave of absence to complete rehabilitation. After signing my return papers from my LOA, I received a phone call from the school announcing that I had been terminated because I didn't sign in time. I only had approximately 3 weeks left

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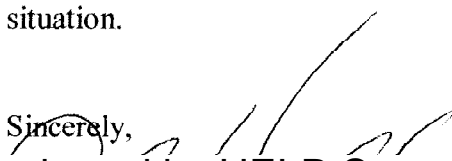
and my education had already taken 6 months longer than it should have. At that point, being emotionally exhausted and so fed up with my experience with the school, I figured I couldn't do anything further, so I succumbed to the termination.

My journey that I started in August 2004 that should have been completed in February 2006 with an Associates of Applied Science in Surgical Technology, ended unsuccessful for me with nothing. In April of 2007, I was contacted by a staff member and informed that I was able to return to school and finish. I was ecstatic that I was being given the opportunity. Unfortunately, over the following few months it was the same situation as before with insufficient staffing. My phone calls were not returned and again I had had enough. The possibility of my finishing school and getting my degree diminish once again but this time I wasn't accepting it.

Since my last unanswered phone call to the school in September 2007, I have sought legal counsel in regards to getting monetary compensation due to the incompleteness of my education by The Bryman School. I am writing this letter to allow you to fulfill this request before I go any further. I am asking for full tuition reimbursement and 2 years salary as a surgical technologist. I was not able to get the career I should have and have not made the money to raise my daughters and provide the life for them and myself that I would have provided I had my degree. I put in a lot of time and hard work and feel I deserve the compensation.

Thank you for your time and I look forward to hearing from you regarding this situation.

Sincerely,

  
Redacted by HELP Committee

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