

Redacted by HELP Committee

February 6, 2008

High Tech Institute
Mr. Dennis Pobiak
2250 W. Peoria Ave. - Ste. 200
Phoenix, AZ 85029

Dear Mr. Pobiak:

I was a Billing and Coding Student for four weeks at your campus in North St. Louis County (Missouri).

I withdrew from your institute because of many problems with the services that were not received that I had contracted for as well as poor office management.

I am enclosing a letter that was sent to your billing department explaining the many problems that I experienced.

I thought that you may be interested in why I found it necessary to withdraw from your College.

Sincerely,

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Former Student

Enclosure

2AEG-HELP-05-00000206

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High Tech Institute
Billing Inquiries
2250 W. Peoria Ave. Redacted by HELP Committee
Phoenix, AZ 85029

Dear Sir or Madam:

I am writing to dispute the charges due in the amount of \$ 1,857.62 along with monies already received (including cash, scholarship funds, student loans and parent loans totaling \$6,898.90) on my behalf. I am requesting that my account be adjusted along with any finance and other charges related to this disputed amount and that I receive an accurate statement.

I am disputing these charges based on the services that I had contracted for that I had not received. I had contracted to receive three hours a night for five nights a week of classes to be taught by a knowledgeable teacher.

In the 16 short weeks that I attended your College, I came across many problems.

On Thursday, September 6, the teacher did not show up for the entire class period for my Psychology Class (even though I was required to sit in class the entire time). On January 15, the teacher was one hour late due to a meeting. When I had my MBC classes, the teachers would have meetings and be at least 20 minutes late for class (again I was required to sit and wait). There was a Faculty Christmas Party that ran past the start of my class time and again we were forced to wait for a teacher. Classes continuously ended at least thirty minutes early and we were told that we could not leave the premises. Every Thursday in my MBC classes (8 weeks), the teacher was in class but did not teach the class (we were told that it was a study hall). Again, I was told that I had to be there the entire time even though there was no instruction being given. In my Financial Principals class on December 7, we had a substitute teacher, which I understood was the Librarian, that was not knowledgeable in Algebra and was teaching the subject incorrectly.

Along with the above problems relating to services contracted for and not received, there were many office problems concerning myself that happened. At Orientation, I filled out the required paperwork. Two weeks later, I was called to the Office because this paperwork was misplaced. After these were filled out by me for a second time and turned in, I was again called to the Office as the paperwork was misplaced for a second time.

We (my parents and myself) were given misleading information more than once at my intake meeting with Redacted by HELP C. We were told that my monthly cash payment would be \$50.00, upon receiving my financial paperwork, these payments were \$300.00 (a huge difference for an eighteen year old). Before Orientation, I would call numerous times with questions relating to your services, sent to voice mail and never receive a return call from anyone. I enjoy going to get my nails done and questioned Redacted by HELP on this at the intake meeting and she told me as long as they were short it was okay. (This was contradicted later on after I signed the contract and attended classes.) We were told by Redacted by HELP C and it's stated in your handbook) that solid white tennis shoes were required. I shopped for weeks to find this type of shoe and after purchasing a pair arrived to school on my first day only to see many different colors of shoes being worn by other students. At the intake meeting with Redacted by HELP C, I was also told that Allied College was an "accredited" college and led to believe that most, if not all of my course credits, would be transferable to a Community

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College or a Four Year College. After I withdrew from Allied College, I enrolled in a Community College and was informed that the "accreditation" received for Allied was not recognized by any Community or Four-Year College.

On December 18, I received a call from ^{Redacted by 1} in the Finance Department stating that even though it was *Christmas Break* that I must still pay my monthly payment of \$300. I recalled personally handing that check to Mia on December 3 and on checking with my Financial Institute, found that this check cleared my account on December 5 (*almost two weeks prior to receiving a call telling me I didn't pay*).

The teacher in my *Psychology Class* did not give out report cards at the end of the session. Because I was new and this was my first class, I was unaware that we were suppose to receive this. As of today, I still have not received a report card for this class.

Because of the lack of services received that I had contracted for, I would like for my account to be adjusted.

Please investigate this matter and correct the billing error as soon as possible.

Sincerely,

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