



ACCREDITING BUREAU OF HEALTH EDUCATION SCHOOLS
7777 Leesburg Pike Suite 314 N. Falls Church, Virginia 22043
Redacted by HELP Committee

December 19, 2008

ID# I-001

By Electronic Transmission: Redacted by HELP Committee
And by First Class Mail

Redacted by HELP Committee

President
Allied College Maryland Heights
13723 Riverport Dr., Suite 103
Maryland Heights, MO 63043

Redacted by HE

Dear Ms.

The Accrediting Bureau of Health Education Schools (ABHES) received the enclosed complaint against Allied College Maryland Heights. The completed Complaint Form is from ^{Redacted by HELP Committee} and the complaint references Mr. ^{Redacted by HELP}. The complaint, itself, was received, via email, from Renee Linda.

Please send a response to the complaint to ABHES. The response should be presented in a sufficient manner to allow for an appropriate and complete review of this matter. Please provide the response as soon as possible, but not later than **January 19, 2009**.

You may email the response to ^{Redacted by HELP Committee} or send by first class mail. If you have any questions concerning this request, please contact me at ^{Redacted by HELP Committee} or by email. Your cooperation is appreciated.

Sincerely,

Redacted by HELP Committee

Director of Accreditation

Nationally Recognized by the U.S. Department of Education

2AEG-HELP-05-00000276

Anthem Education Group
Document 10, Page 1

To: ABHES

Hello and good afternoon.

I would like to pass along this email to you because I have been contemplating taking necessary action against this college for quite a few months in regards TO THEIR VERY POOR PROGRAMS AND LACK OF LONG TERM EMPLOYEES. I have hesitated in reporting them because I care so much about the students who still attend the college and a few of the Instructors still employed there and I do not want to see anyone else have to SUFFER over this very unorganized and shady institution. If you take the time to search the internet regarding High Tech Institute Schools, you will find COUNTLESS complaints against this corporation and it is amazing that most of the complaints are all similar in nature. It is also almost impossible to find any contact information for a corporate office, Chief Executive Officer, Owner, etc. to call and file a FORMAL complaint with. I have seen in many cases that a student may want to file a formal complaint and ask for a corporate office number and the Campus President or staff person will REFUSE to give the number or if a student does somehow find the corporate number and call, the corporate office will transfer the call directly BACK to the school's Campus President. The students who attend the school are of course the VERY FIRST priority but I can no longer sit back and allow this "career college" to continue to treat their employees and students so terribly as well as take advantage of low income Missouri and Illinois residents who have a dream to better their future for their families. This school is constantly taking thousands of dollars from these students and NOT giving a quality education. Over the last few years I have witnessed this school TAKE money from helpless victims who do not know any better. The school has an absolutely HORRENDOUS curriculum and the programs are an absolute JOKE! For some of the "careers" they promote a person does not even need to have a degree to be in the field but Allied will be dishonest and tell the potential student that a degree is needed to work in that particular field. I have seen them allow a student, let's say in the Pharmacy Tech Program go through his whole program and when it is time to go on externship tell him that he cannot go because he is unable to be licensed due to a felony, etc. but they knew all along that he had a background history! They kept him in school to basically take his money. All that they care about is getting AS MANY ENROLLMENTS as necessary to keep the school open. The staff turnover at this college is TREMENDOUS. It seems as if a person will be hired and about 2-3 weeks into the position they find out what the college is REALLY like and how people are treated and how poor the quality of education is and they bail! I was in a position at the college where I was extremely close to 200+ students and at times I was their only ear to listen. I heard ALL of the complaints (and the complaints came in at high numbers) about the school from students and they are VERY frustrated. I also witnessed many inappropriate and unfair practices against students and staff. The Campus President is an absolute joke! She never works directly with the students but she surely knows how to boss her staff around, pay low wages and terminate students and staff if she doesn't like someone personally. You better believe she is going to do all that she can to plot and plan and try to terminate that person....just because she doesn't like them. I have seen very qualified staff passed up for promotions due to their skin color, disability (depression, etc.) or the

2AEG-HELP-05-00000277

"personal" way that the Campus President feels about them. Positions that may be available within the school are NEVER posted internally so therefore if someone would like the opportunity to move up the career ladder, they are not given ample opportunity to. That particular college has had NUMEROUS lawsuits filed against them in recent years for their misconduct, discrimination, etc. The college is very diverse in their student population, but the higher percentage of the population are African-American, lower income students.

Another MAJOR concern about this college is they have a program called "Ability to Benefit". This program allows persons who DO NOT have a high school diploma or GED to enter the college and receive a diploma. EVERYONE has a right to an education.....but the college is NOT equipped to give these students every opportunity available to succeed. Along with this, the college has been enrolling students who have IEP's from high school and this IS considered Special Education. These students are paying a HUGE amount of money to get an education and to get the SPECIAL HELP that they need to ensure that they are successful but the school REFUSES to have a Special Education Department for those students (which is REQUIRED) and this is setting up ALL students who have an IEP for failure. There were several students who must have their tests READ to them weekly due to learning disabilities, etc. and I have witnessed staff members REFUSING to read them their tests and I have also witnessed students waiting around for HOURS to have a test read to them because there is no one available to help them. It is heartbreaking to see. I know MANY current and past employees and students who will tell you the same stories I am telling you and MORE about this college. This college is an embarrassment and takes advantage of people in every way. Students have also been lied to during the Admissions process. Students have been told that the college will assist them with transportation, childcare, etc. but this is untrue. Sometimes these two things in particular will make someone take the step forward and enroll if they feel that they are going to receive some type of help or benefits such as a bus pass or childcare. The Student Services Department at the school ASSISTS a student in finding RESOURCES to help them with transportation, childcare, etc. but no money, bus passes, etc. are given or provided. Quite a few students have shared that they feel misled by the school.

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The Campus President Redacted by HELP **has her favorites as far as students and staff. I have seen her terminate a student just because she does not like them. She basically wants the staff to talk with any student who may have attendance issues, etc. and make the student cry, plead and beg with her to stay in school. It was emotionally draining to try to make a student beg and plead to stay in school because the students have very real issues and problems. I have seen students with Cancer or who have ill family members they are taking care of or who have had natural disasters happen to them and she seems to feel no sympathy towards what they are going through. Most recently she terminated a male African-American student who was having some mental health issues, was homeless, etc. Ms. Redacted by HELP terminated him because he missed 3 days of his externship due to severe depression and not having a place to live, along with having no money for public transportation, no phone, etc. Several months earlier I witnessed another student, who was a Caucasian female who had a similiar situation as the African-American male, and she missed more than a week of her externship (no call, no show), she was also taking drugs and drinking and Ms. Redacted by HEL ALLOWED this student to STAY in school and take a**

2AEG-HELP-05-00000278

Leave of Absence 3 times over!!!!!! (the students name is ^{Redacted by HELP Committee} and she was a Surgical Technologist student) I have spoken in depth with the male African-American student (Daniel Hadley) and he plans to take further legal action as well as filing numerous complaints with the BBB, ABHES and other agencies. He would like an investigation to be done and other students and Allied College staff to be interviewed so that you can see the very REAL issues in a different light. ^{Redacted by HELF} has severe depression and because he was homeless and had no money and no one to turn to for help he was struggling with making externship his focus, but states that school is extremely important to him and he only had 2 months left on his Surgical Technologist Externship and wants the opportunity to complete extern to take care of his children and his family. He was told by Ms. ^{Redacted by HELJ} that she would never allow him to re-enter school and she did not explain or suggest the re-entry process to him during his termination meeting. He feels discriminated against because his severe depression and mental condition was prohibiting him from completing and perfecting his externship and he wanted to do well. He was in the midst of trying to request a Leave of Absence from the college so that he could "get well" and see a mental health professional but was never even given the opportunity to explain his condition-Ms. ^{Redacted by H} terminated him from the college within 2 minutes of their meeting on December 17th, 2008. ^{Redacted by HELP C.} was EXCELLENT grades all throughout his program. His tuition with Financial Aid was paid and up to date.

This school never uses the curriculum books properly so students are having to purchase books that are NEVER cracked open and I have seen on NUMEROUS occasions that a class WILL NOT have a teacher so the students are left there alone!!!!!! I am not in the education department but I have had to go to a classroom and sit with the students to make sure they were not left alone. It was very embarrassing when there is NOBODY to properly cover a classroom! I always became very upset not seeing someone there to be with the students and it happened quite often. I would then try to contact other instructors, the DOE, etc. but could rarely reach anyone to come in and take over the class. The students would end up sitting in the computer lab wasting time away.....going to the computer lab happened quite often. Once again, the students are paying a HUGE amount of money to get the best education possible, but the days when there was no staff available to cover a class were excessive. I used to think to myself "Wow. If I was a student here I would be extremely upset that I am ONCE AGAIN without an Instructor."

PLEASE investigate this school and help these poor students. They DESERVE a quality education. I have discovered that most places out in the field do not respect Allied College North Campus. They almost do not want to hire anyone who graduates from the school. It's very sad.....and it speaks volumes about the quality of education Allied offers.

Thank you so much for your time.

2AEG-HELP-05-00000279