

FAX COVERSHEET HIGH-TECH INSTITUTE, INC.

2250 W. Peoria Avenue, Suite A-200
Phoenix, Arizona 85029
Redacted by HELP Committee

To:	Redacted by HELP Committee	From:	Redacted by HELP Committee, Campus President
Fax:		Pages:	
Phone:		Date:	May 16, 2008
Ref:		CC:	
AG# 1992441			

Urgent For Review Please Comment Please Reply Please Recycle

Please see attached response to Ms. ^{Redacted by H} complaint.

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Redact

2AFG-HFI P-05-00000787



May 15, 2008

Redacted by HELP Committee

Attorney General
Minnesota Attorney General's Office
Redacted by HELP Committee

Re: Redacted by HELP Committee
AG# 1992441

Dear Ms. ^{Redacted by HELP Committ}

^{Redacted by HELP C} enrolled in the School's Limited Scope X-Ray Technician program which leads to an Associate's of Applied Science Degree, and started her classes on May 21, 2007. She continues to be enrolled and is making satisfactory academic progress towards completing her program. In fact, she will be graduating assuming continued progress, in June (next month) of this year.

High-Tech Institute in St. Louis Park is part of a family of schools owned by High-Tech Institute, Inc., headquartered in Phoenix, AZ. This School, as well as others in the High-Tech family, is institutionally accredited by the Accrediting Commission for Colleges and Schools of Technology ("ACCSCCT"). This School's accreditation with ACCSCCT was in place when Ms. ^{Redacted by} enrolled and started classes on May 21, 2007. The accreditation remains in place today.

Ms. Eis met with an admissions representative on April 5, 2007. At that time the admissions representative conducted an interview to determine her eligibility for the Limited Scope X-Ray Technician program. As a normal part of the interview process, a personalized interview and presentation is conducted on the scope of the program and a tour of the facilities is given. Ms. ^{Redacted by} participated in this process. She then returned at a later date, April 12, 2007, to sign the enrollment documents.

5100 Gamble Drive, Suite 200 • St. Louis Park, Minnesota 55416
(952) 417-2200 • FAX (952) 545-6149
www.hightechinstitute.edu

2AFG-HEI P-05-00000788

Part of the enrollment documents consist of the "Student List of Understandings." Within the "Student List of Understandings" the difference between the High-Tech Institute "Limited Scope X-Ray Technician Program" and a Radiologic Technologist Program, which requires the American Registry of Radiologic Technologists certification, are explained in clear detail (see exhibit 1) of which ^{Redacted by HELP Comm} signed off on indicating that she read and understood them. Ms. ^{Redacted by} indicated that she had been working in the field of X-Ray so she should have an understanding of the difference between a Limited Scope X-Ray Technician and a RT.

When Ms. ^{Redacted by} met with the Campus President to discuss her concerns, she never mentioned that she had not been given paperwork she had requested. Students are given copies of their paperwork upon enrollment prior to starting school. Ms. ^{Redacted by} never indicated to the Campus President in their meeting that she had requested copies of her paperwork or that any member of the college had refused to help her.

During her conversation with the Campus President Ms. ^{Redacted by} did indicate that she was pleased with her teachers and the instruction she was receiving at High-Tech Institute. She further conceded that having the education for which to take X-Rays was valuable.

Graduates of the Limited Scope X-ray Technician Program are qualified to take the test accepted by the Minnesota Department of Health. As of January 1, 2008 this test is administered by the American Registry of Radiologic Technologists. Prior to that date graduates took the Minnesota Basic Operator's Permit administered by Evalcor for recognition by the Minnesota Department of Health. High-Tech Institute does not administer the test recognized by the state. All students who graduate from High-Tech Institute have passed one of the two aforementioned tests.

Ms. ^{Redacted by} is scheduled to graduate (next month) in June 2008 contingent on the successful completion of her externship. She will have the education of an Associate of Applied Science Degree as agreed upon by High-Tech Institute. Ms. ^{Redacted by} is responsible for the tuition costs incurred. Clearly, it is worthwhile for Ms. ^{Redacted by} to obtain an Associate of Applied Science Degree.

We will be pleased to assist Ms. ^{Redacted by} with placement assistance, as we do with all students, upon her successful graduation from the program. We look forward to seeing Ms. ^{Redacted by} at graduation.

Sincerely,
Redacted by HELP Committee

Campus President
High-Tech Institute, Inc.

2AFG-HEI P-05-00000789

BE
Catalog (Initial)
BE
T-Shirt (Initial)



#1
WEB
Source

A Branch of High-Tech Institute, Phoenix, Arizona
5100 Gamble Drive, St. Louis Park, Minnesota 55416
952-417-2200 • 888-324-9700

APPLICATION FOR ENROLLMENT AND ENROLLMENT AGREEMENT

PLEASE PRINT OR TYPE

Redacted by HELP Committee

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Enrolling for: (check one)	Weeks	Months (Approx.)	Clock Hours	Semester Credit Hours
DIPLOMA:				
<input type="checkbox"/> Medical Assistant	35	9	746	32
<input type="checkbox"/> X-ray Technician (Limited Scope)	36	9	810	33
<input type="checkbox"/> Surgical Technologist	61	15	1340	58
<input type="checkbox"/> Massage Therapy	46	12	820	44
<input type="checkbox"/> Medical Billing & Coding	36	9	720	30
<input type="checkbox"/> Pharmacy Technician	36	9	720	35
ASSOCIATE OF APPLIED SCIENCE DEGREE:				
<input type="checkbox"/> Medical Assistant	63	16	1236	62
<input checked="" type="checkbox"/> X-ray Technician (Limited Scope)	64	16	1300	63
<input checked="" type="checkbox"/> Surgical Technologist	93	23	1830	88
<input type="checkbox"/> Massage Therapy	74	19	1310	74
<input type="checkbox"/> Medical Billing & Coding	64	16	1210	60
<input type="checkbox"/> Pharmacy Technician	64	16	1210	65
<input type="checkbox"/> Other				

* Semester Credit Hours are rounded down to next lowest whole number.

Registration Fee Charged: \$ 50.00 Registration Fee Paid: \$ 50.00 Initial Tuition Payment Made: _____

	1 st Academic Year	2 nd Academic Year	Period Remaining	Total
Tuition & Fees	\$ <u>12,937</u>	+ <u>12,937</u>	+ _____	= \$ <u>25,874</u>
Books, supplies and uniforms	+ <u>576</u>	+ _____	+ _____	= <u>576</u>
TOTAL COSTS	\$ <u>13,513</u>	+ <u>12,937</u>	+ _____	= \$ <u>26,450</u>
			Tuition Deposit - (_____)	
			TOTAL DUE	\$ <u>26,450</u>

The remaining tuition due is to be paid either by cash, grants, loans or a combination thereof. In certain situations, High-Tech Institute, (hereafter referred to as the "School"), enters into installment payment plans with the Applicant (hereafter referred to as the "Student"). In these cases, a separate retail installment contract is entered into which is in addition to the Agreement.

The program starting date is 5/21/07 (month) (day) (year). Anticipated completion date 10/17/08 (month) (day) (year).

High-Tech Institute offers four sessions throughout the day. Students are assigned exact sessions during registration at the School's discretion.

CLASS TIMES ARE MONDAY - FRIDAY:
 I. 7:15 a.m. - 10:45 a.m. II. 11:15 a.m. - 2:45 p.m. III. 3:15 p.m. - 6:45 p.m. IV. 7:15 p.m. - 10:45 p.m.

Funding Agency: (If applicable) _____ (Name of Counselor) _____ (Name of Agency) _____ (Phone of Agency)

Address _____ City _____ State _____ Zip _____

- GENERAL INFORMATION. \$ 50.00 Registration Fee is hereby received. Tuition to be paid upon entrance. Supplies, books, lab equipment, instructional equipment will be provided for the Student's use during attendance at the School. It is understood and agreed that this program cost will include tuition and the furnishing by the School, except as prevented by acts or circumstances beyond its reasonable control, of the agreed program of instruction in accordance with the provisions of the catalog, Dated 12/18/06 volume 10, which is incorporated herein by reference, and utilizing such facilities, instruction and equipment as the School shall deem proper. The School without notice may change the program contents, training materials and schedule with no additional expense to the Student. Changes may be made, as required, by industry needs for the purpose of increasing the skill level of students.
- HOUSING. The School does not provide housing.
- GRADUATION. The Student agrees to comply with the School rules and regulations during his program of study, and the School has the privilege of canceling this Agreement and expelling the Student in the event of the Student's failure to comply with the rules and regulations as stated in the current Catalog. The Student may also be terminated for failure to maintain a satisfactory grade-point average, excessive absences or non-payment of tuition or other costs. To be eligible for graduation and to receive a diploma or degree, the Student must complete all modules, including theory, and laboratory instruction, with an overall grade-point average of at least 70% in each module and be current in all financial obligations to the School.

Redacted by HELP Committee Age 21
Signature of Student _____

Signed this 12th day of APRIL, 20 07

Signature of Parent or Guardian (Buyer) _____ Age _____

Printed Name of Parent or Guardian (Buyer) _____

As the authorized representative of High-Tech Institute, I have interviewed the Student and certify that in my judgment the Student meets the requirements and standards of the School and I recommend his acceptance as a Student. I further state that I have made no verbal statements or promises which are contrary to the terms set forth in this Enrollment Agreement.

This is a legally binding instrument when signed by the Buyer and/or Student and accepted by High-Tech Institute unless canceled pursuant to the Buyer's Right to Cancel.
Redacted by HELP Committee
Approved: _____ (Date) 4/12/07

Redacted by HELP Committee
By: _____ (Authorized Representative) Date: 4/12/07

The following to be completed by a School Official:
Redacted by HELP Committee
Received by _____ Date 4/12/07

Reg. Fee \$ 50.00 Deposit \$ _____
 Cash Check Credit Card Money Order

1291 05-16641

White - School Yellow - Futures/FA Pink - Student 05-ADM1000-02/07
The conditions on the reverse side of this document are part of this agreement.

2AFG-HEI P-05-00000790

**HIGH-TECH INSTITUTE / CAMBRIDGE COLLEGE
LIMITED SCOPE X-RAY PROGRAM LIST OF UNDERSTANDINGS**

The following is a list of subject material, externship requirements and graduation requirements of the Limited Scope X-ray program. Please initial the blank before each numbered item indicating that the item has been covered by your admissions representative and that you understand each requirement.

1. BE Full-time externship rotation will begin after the student has completed all classroom courses. This rotation will be set for 40 hours/week approximately between the hours of 8 a.m. to 5 p.m., Monday thru Friday.
2. BE Termination from extern site:
Extern sites may terminate a student for any justifiable reason. If an extern site terminates a student, The School will place the student at only one additional site. If for any reason the student is terminated or terminates himself from this site, all placement efforts on the part of The School will cease and the student will be dropped from the Limited Scope X-ray program.
3. BE I understand that the license, permit or letter of qualification obtained, after completion of this program, is accepted in numerous states but not all. Some states may have different certification requirements for Limited Scope X-ray personnel that may not be acceptable with the license/permit/letter of qualification I will receive. Each state must be contacted individually for specific certification requirements.

The following is a list of job comparisons between my Limited Scope X-ray program, which limits my scope of practice, and an RT (Radiologic Technician) program.

A. X-Ray Technician, Basic X-Ray Machine Operator (FL), Limited Scope X-Ray Technician (TN, OR), X-Ray Machine Operator (MN), Qualified X-Ray Operator (CO):

The procedures learned in the program include: positioning of the fingers, hands, wrists, forearms, elbows, toes, feet, calcaneus, ankles, lower legs, knees, skull, spine, ribs, hips, shoulder and the chest for heart and lungs. Additional responsibilities include back office procedures such as venipuncture (drawing blood), injections, vital signs and EKG's.

B. Radiologic Technician (RT)

The responsibilities of an RT include the same positioning requirements as those described above but also include additional positioning of the abdomen. Contrast media studies involved with internal organs, such as MRI's, CAT scans, mammography, ultrasound and nuclear medicine may be performed by an RT but requires an ARRT certification to specialize.

4. BE I understand that the additional responsibilities of the RT listed above cannot be practiced as a result of my training program.
5. BE I understand the difference between my Limited Scope X-ray program and an RT program. I further understand the school is providing training for a limited scope of practice in X-ray as described in 3A.
6. BE I have read and fully understand the information contained in this List of Understandings. I have also received a copy of this form for my records.

Student's Signature: _____

Date: 4/12/07

Original - School

Yellow - Student

AH129-07/04

2AFG-HFI P-05-00000791

**LIMITED SCOPE X-RAY TECHNICIAN/PTR PROGRAM
MEDICAL FACILITY AFFILIATION REQUIREMENTS**

By initialing the following statement, the applicant understands and agrees to these stipulations.

- BE
(Initial) 1. Facilities who affiliate with the School may, at their discretion, add requirements above and beyond those previously listed. These may pertain to any practice that these medical facilities deem appropriate by their institution; i.e. uniforms, drug screening, etc.
- BE
(Initial) 2. The Limited Scope X-ray Technician program at the School depends on voluntary affiliation with clinical associates for externship for the students. A facility may withdraw or otherwise limit the number of spaces available for students. The School must abide by these limitations and students enrolled in the Limited Scope X-ray Technician program must recognize that these resources vary from month to month.
- BE
(Initial) A. If fewer clinical positions are available than the number of eligible extern students, the School will utilize a system whereby students will be placed on externship in the order in which course work is completed and as the next site becomes available.
- BE
(Initial) B. Students must recognize that due to the need to utilize all available clinical resources, they may have to travel to sites outside the metropolitan area in which the School is located.
- BE
(Initial) C. Students must understand that they must be available to work all required hours at externship sites as arranged by the School. Students who refuse to accept sites as assigned by the School may be terminated from the Limited Scope X-ray Technician program.
- BE
(Initial) D. Students must understand that externships are unpaid. Explain below how you plan to support yourself/your family during the externship period. SAVE
-
- BE
(Initial) 3. In the event that there is a period of time between the end of classroom training and the externship, the student understands that continued classroom attendance is required.

(PLEASE COMPLETE OTHER SIDE)

AHS154-6/04

2AFG-HFI P-05-00000792



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

April 24, 2008

LORI SWANSON
ATTORNEY GENERAL

102 STATE CAPITOL
ST. PAUL, MN 55155
TELEPHONE: [REDACTED]

*Mail
10/4h*

High Tech Institute
5100 Gramble Drive
St. Louis Park, MN 55416

Dear Sir/Madam:

This Office has received a consumer complaint from Ms. [REDACTED] concerning High Tech Institute ("HTI"). Ms. [REDACTED] resides at [REDACTED] Redacted by HELP Committee Minnetonka, MN 55305.

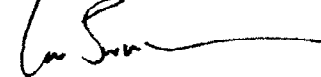
Ms. [REDACTED] indicates that she is a student in the X-ray associate's degree program at High-Tech Institute ("HTI") in St. Louis Park, Minnesota. Ms. [REDACTED] states that HTI told her that HTI was accredited when in fact HTI's accreditation was on probation. Ms. [REDACTED] indicates that HTI is giving a state exam that no one can be hired under as HTI is not AART certified. Ms. [REDACTED] further indicates that she has requested that HTI's admission office provide copies of her paperwork and HTI has refused to provide her copies. Ms. [REDACTED] states that she has obtained state and federal loans and she is paying \$27,000 for her education and that it will be for nothing. Ms. [REDACTED] seeks a refund of the money she has paid for her education.

I ask that an appropriate member of your staff promptly review this matter and reply in writing to both Ms. [REDACTED] and this Office with an explanation of the steps it will take to address her concerns. I ask that the response be sent within ten (10) days of the date of this letter. Please refer to the consumer's name, as well as the file number listed above, when forwarding your response to the following address:

Jeffrey J. Harrington
Assistant Attorney General
Minnesota Attorney General's Office
Bremer Tower, Suite 1400
445 Minnesota Street
St. Paul, MN 55101-2131

Thank you for your attention to this matter. Please feel free to contact Mr. Harrington with any questions or comments. His phone number is [REDACTED].

Sincerely,


LORI SWANSON
Attorney General

cc: Ms. [REDACTED]
AG: #1992441-v1JJH/2008/392587/R