

Complaint Overview

IDENTIFICATION

Complaint ID: 8154967 **Complaint Type:** Business Complaint **Date Filed:** 4/9/2010 5:49 PM

Dispute Center: BBB of San Diego (San Diego, CA)
 5050 Murphy Canyon, Ste. 110
 San Diego, CA 92123
 Phone: Redacted by
 Fax: Redacted
 Email:
 Web: www.sandiego.bbb.org



Switch back

CONSUMER INFORMATION

Date Filed: 4/9/2010

Sal:

First Name:

Middle Name:

Last Name: *Redacted*

Suffix:

Address:

BUSINESS INFORMATION

Business ID: 0023003139

Name: Ashford University

Address: 13500 Evening Creek Dr N

City: San Diego

State/County: CA

Zip/Postal Code: 92128

Business Phone Number: 8585139240

UNITED STATES

Daytime Phone:

Evening Phone: *Redacted*

Fax:

Email:

Complaint Detail

After requesting to have my excess Student Loan money refunded to me and check was suppose to be mailed out on 03/23/2010. After waiting almost three weeks and never receiving the check I requested to have a stop payment request put in and have the funds reissued. After numerous calls and many Financial Aid Representatives telling me that they would research this and follow up I have yet to receive the fund or a phone call. This is the second time this has happened this academic year. I made the same request back in October of 2009 and after waiting three weeks to never received the check I place a stop payment on the first check and requested to have another check reissued. I think the practice of never being able to receive the original check is unacceptable. I

<http://odrcomplaint.bbb.org/ODRWeb/Business/ComplaintOverview.aspx?ComplaintID=8...> 4/14/2010

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BPI-HELP_00025972

request student loans because so that I can purchase my text books and other school materials. These are funds that I must repay back to the government and I should have so many unsuccessful attempts to received funds.

Desired Settlement

I would to have my student loan payment sent out to me and for it to be expedited as I have textbooks and materials to purchase. Not to mention this is the second time in one academic year that I've experience the same issue with the Financial Aid/Accounting Department.

Consumer**Date Sent: 4/13/2010 6:21:33 PM**

Just to further elaborate on the circumstance. The funds have since been credited back to my account (as of 04/13/2010) and yet they still haven't release the funds to me after the numerous attempts to expedite the process. I'm in the third week of a 5 week class without a textbook with a research paper due on Monday and I've exhausted all financial prospects in which to obtain the required materials short of me receiving my student loan disbursements in a timely manner. I can't say this enough. These are funds that I must repay with interest and to have my financial situation further jeopardized but the unprofessional handling of my student funds in unacceptable, inconsiderate and most importantly unethical.

Business**Complaint Attachments**

AshfordUniversity-FERPA_Release.pdf

8154967-consreleaseform.TIF

8154967-consreleaseform.TIF

REDACTED

From: *Redacted*
Sent: Sunday, April 11, 2010 7:39 PM
To: GrievanceResolution
Subject: This constitutes my formal complaint.

Greetings:

I'm a fairly new student at Ashford University. I began classes on 09/08/2009. On 10/13/2009 I requested a hardship stipend so that I may purchase Microsoft Word because my professor wouldn't accept my papers in Works format. I also needed to purchase a printer and some other school materials. After about two weeks and I hadn't received the check I begin calling my Financial Aid Advisor whom informed me of the 21 day waiting period. During those additional days of not receiving the check I begin to worry about my ability to completed my class without the necessary materials. I called my Financial Aid Advisor back and explained my concern. He again advised me that there wasn't anything that he could do but would forward my concern to his Manager who did call me to let me know that she too couldn't do anything until the 21 days. After waiting the 21 day period my Academic Advisor finally submitted the request and after about 2 weeks from that point I finally received the stipend. Unfortunately, I had to complete my first class without all of the required materials and had to do my final paper over because It was done in Microsoft Work instead of Microsoft Word.

Now, Im in my 5th class with Ashford and my computer needs to be upgraded not to mention its time to purchase textbooks for my next few classes and so I requested a stipend once again. According to the Student Portal Financial Information tab the check was processed on 03/23/2010. As of today I still have not received the refund yet. After about 10 days I begin calling my Financial Aid Advisor and begin to explain to him via email and call that I couldn't handle going threth the same ordeal that I had gone threth previously. That my classes are more advanced now and that I didn't feel confident that I could complete my course studies without the textbooks. He advised me once again that I would have to wait the 21 days. I told him that this process was just unacceptable to me and that I wanted to submit the stop payment sooner and have the payment reissued and he advised me that I could not. On 04/05/2010 I contacted the Financial Services Manager [REDACTED] and she allowed me to submit the stop payment request form and as of today the funds have not be credited back to my account so that a new refund can be reissued. I dont understand why this has happened to me twice in one academic year but the process is unprofessional, unethical and most importantly unacceptable. I can not continue my education with this type of stress.

The following information is a log of the correspondences between [REDACTED] my Financial Aid Advisor and [REDACTED] the Financial Service Manager:

03/30/2010 @ 12:15 Emailed [REDACTED] explaining to him that I hadn't received the stipend check.
03/31/2010 @ 2:30 [REDACTED] called me back and stated that he would forward the previous email to his manager
04/02/2010 @ 9:00 Emailed [REDACTED] and asked him if he had heard anything as of yet because I hadn't heard anything and no response.
04/05/2010 @ 9:28 Emailed [REDACTED] and asked him if he had heard anything as of yet because I hadn't heard anything and no response.
04/05/2010 @ 1:00 Emailed [REDACTED] and explained to her the situation.

04/05/2010 @ 4:06 [REDACTED] emailed me the Stop Payment form 04/09/2010 @ 3:00 [REDACTED]
[REDACTED] called me back after numerous voicemail messages left for her and she explained to me that she still hadn't heard anything and she had nothing to report.
04/11/2010 Checked the Student Portal Financial Information Tab and the funds still have not been credited back to my account so that payment can be reissued.

Can you please help me. I've spent too much time emailing and calling the Financial Aid Department and this time could be better spent completing school assignment and carrying out my daily responsibilities.

My contact information is as follows:

Personal Information:

Redacted

DOB: *Redacted*, 1974

Last 4 of SS# *Redacted*

Student ID:

Redacted

I believe this is all the information that is requested so that I may proceed with my Formal Complaint.

Thanks so much in advance,

Redacted

May 20, 2010

Redacted

Dear

Redacted

On April 12, 2010, Ashford University (University) received your formal grievance. On April 14, 2010, Student Grievance Resolution received a copy of your complaint filed with the Better Business Bureau (BBB) that mirrored your formal grievance. In your complaint lodged at the BBB and your grievance, you allege that it is the University's practice to purposefully mail out stipend checks that you will not receive. In your complaints, you state that you would like to have the processing of your stipend check expedited and sent through expedited mail.

The University conducted a thorough investigation into the issue you address in your complaints. The University's investigation did not reveal that the issue with mail delivery resides with the University. Your initial and reissued stipend checks have been sent to the same address through the U.S. Postal Service. Additionally, each of the stipend checks you state you did not receive have not been returned to the University. The University's investigation determined that each of your stipend checks was processed and sent by the U.S. Postal Service.

The University recommends that you contact your local postal office to determine if an issue exists that may be preventing you from receiving your mail.

The University regrets any inconvenience this situation may have caused you. Please know it is always the intention of Ashford University and its employees to provide excellent student services and an excellent learning experience. We wish you all the best in your future endeavors.

Sincerely,

REDACTED

Vice President of Student Services

** Please be advised that you may appeal this decision to the President of the University. Page twenty-two of the 2009-2010 Catalog describes the appeal process. Please note that you have twenty (20) business days from the receipt of this response letter to file any appeal by submitting to grievanceappeal@ashford.edu.*

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Bridgepoint Education, Inc.
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