

REDACTED

From: McAuliffe, Jane
Sent: Friday, February 22, 2008 4:47 PM
To: [REDACTED]
Subject: FW:English 121

REDACTED

Please begin the process and contact the student. Thanks, Jane

From: [Redacted]
Sent: Friday, February 22, 2008 4:37 PM
To: McAuliffe, Jane
Subject: English 121

Ms. McAuliffe, I am terribly sorry to have bothered you with this e-mail. However, since time is of the essence, I felt compelled to skip the chain of command and address my grievance directly to you... Ms. McAuliffe.

My name is [Redacted], I enrolled at Ashford University back in October of last year. The reason I chose Ashford over a few other institutions is because of the seemingly genuine concern expressed by your recruiters, and academic advisors. I recall they really went out of their way to provide me with answers to my questions, and all the time reassuring me that even after I enrolled the level of assistance would be there. I had never attended an on-line post secondary institution before, and it had been more than 20 years since I took a college course, hence I entrusted part of my success in this endeavor to your advisors, because I believed in their rhetoric. However, now I'm not so sure I made the right choice. Two issues come to mind.

Number one, is the fact that I have to pay for my books out of pocket. I was lead to believe that books were part of the tuition costs and thus taken directly out of my student-loan proceeds. Moreover, I was also lead to believe that remaining funds would be disbursed to me...this has yet to happen. Lastly, no one ever informed me of the \$990 technology fee, which by the way the other university which I almost chose, does not charge a tech fee. Consequently, I felt like your advisors took advantage of my naivete's, and were less than forthcoming when it came to disclosing all the pertinent information. Nonetheless, I chalked it up to a learning experience, and I'll be honest with you, I have consulted other institutions in an attempt to keep my options open. Yet, I continue to take classes at Ashford. In fact I am currently enrolled in my 4th class. I'm holding a 3.20 GPA, thus as far as I'm concerned, I'm holding my end of the bargain.

Nonetheless, the second issue I wish to point out is the need to take English 121. According to my academic advisor [REDACTED] because I did not score a 65 or better on my English proficiency test, I am thus required to take English 121 again. I pleaded with her to allow me to take the test again as the policy dictates. However, she denied my request on the grounds that I needed to take the test before my third class. To me it sounds like "tough luck" your "s.o.l." You either enroll in the class or take some other exam (CLEP), I don't recall the exact name. Her unwillingness to show some measure of flexibility and understanding, leads me to believe that all the assurances of help were just empty rhetoric in order to recruit me to the school. Moreover, this give credence to my belief that all they care about is taking more of my money rather than helping me succeed.

Ms. McAuliffe, my performance in the classes I have taken speak for themselves; ask any of my instructors to provide you with the reflection papers, the research papers I have written in order for you to ascertain for yourself that I do not need to retake English 121. In addition, I transferred the following English course from my previous schools: Eng 3110, Eng 3111, Eng 3216, and Eng 3305. The first two

2/25/2008

Confidential Treatment Requested

BPI-HELP_00026097

Bridgepoint Education, Inc.
Document 10, Page 1

being English composition and English expository writing. I fully understand the policy, but even you have to agree that it is not edged in stone, and that my request is not beyond what is realistic. I know I have no one to blame for not passing the first time...I took it for granted. Also, I was new to this whole on-line environment, hence I felt somewhat lost during the first couple of months. This is the reason why I ask that you give me an opportunity to take the English proficiency test again. I guarantee I will pass it, and then we can lay this issue to rest. Please Ms Mcauliffe, help me. I'm ^{redacted} years old, the hour glass is half empty, and I can't afford any delays in my quest to attain my degree. I would sincerely appreciate your cooperation in this matter, and once again I apologize for burdening you with it, but I didn't know who to turn to.

IMPORTANT NOTICE: This e-mail message is intended to be received only by persons entitled to receive the confidential information it may contain. E-mail messages sent from Ashford University may contain information that is confidential and may be legally privileged. Please do not read, copy, forward or store this message unless you are an intended recipient of it. If you received this transmission in error, please notify the sender by reply e-mail and delete the message and any attachments.

2/25/2008

Confidential Treatment Requested

BPI-HELP_00026098

Bridgepoint Education, Inc.
Document 10, Page 2

REDACTED

From: REDACTED

Sent: Monday, February 25, 2008 11:17 AM

To: | Redacted

Subject: Ashford University

Date: February 25, 2008

Sent via E-mail: Redacted

Dear | Redacted

I am sending you information regarding the formal grievance process as it relates to our investigation of your complaint sent to Jane McAuliffe, received in my office on February 22, 2008. Your complaint has been forwarded to me based upon the Ashford University grievance procedure as outlined on pages 22-23 of the 2007/2008 Ashford University Catalog. This process is in effect beginning August, 2007. The 2007/2008 Catalog is available at <http://ashford.edu/student/forms/catalog0708.pdf> in a PDF format. Please let me know if you have any issues with accessing the current Catalog. Please note that we are treating your grievance sent to Ms. McAuliffe as a formal grievance.

Since your grievance was not received via our formal process, I want to ensure that you have the opportunity to present any and all information that you wish to have considered with regard to your complaint prior to our review. Please review the grievance policy and respond to this e-mail within five (5) business days of our receipt of your initial complaint, by February 29, 2008, to ensure that we have a full description of "the alleged incident(s) and any corrective action sought". Following this process will ensure that we have all factors that you deem relevant to your complaint prior to consideration. Please follow the guidelines below so that I may ensure that your submission contains all information you wish to have considered.

"The complaint must be presented in writing and sent via e-mail attachment or other written form. It should describe the alleged incident(s) and any corrective action sought. The complaint should be signed by the complainant or in the case of an e-mail complaint, it should be sent as a Microsoft Word attachment in letter format and should contain the name and all contact information for the student along with the words "this constitutes a formal complaint" (2007/2008 Ashford University Catalog, pg. 22). Please also forward any supporting documentation that is referenced in your complaint and/or documentation that you wish to have considered as we investigate your complaint.

Once I receive this communication from you, I will be contacting you regarding the option of scheduling a time to discuss the allegations, as described below:

"In all cases, both the complainant and the accused will have the opportunity to meet and discuss the allegations with the investigator and may offer any witnesses in support of their position to the investigator during the course of the investigation. The student has the right to have an advocate present during the investigation meetings and discussions. Such an advocate must be a member of the Ashford University Community: student, faculty member, academic advisor, or staff member. The student's advocate may not act as an attorney or formally represent the student. These procedures are entirely academic in nature and not legal proceedings. No audio or video recording of any kind is permitted, nor is formal, legal representation allowed. At his or her sole discretion, the investigator may prohibit from attending or remove any person who disrupts the investigation (2007/2008 Ashford University Catalog,

2/25/2008

Confidential Treatment Requested

BPI-HELP_00026099

Bridgepoint Education, Inc.
Document 10, Page 3

pg. 23).

If I do not receive any communication from you regarding this matter on or before February 29, 2008, I will assume that the complaint sent to Ms. McAuliffe contains all information you would like considered and proceed with the investigation of this matter in accordance with the Grievance Procedure. Please let me know if you have any questions regarding this process or related information.

Sincerely,

REDACTED

Compliance Coordinator
Ashford University

866.974.5700 REDACTED
858.391.5407 fax

REDACTED

www.ashford.edu

Higher education made affordableSM

2/25/2008

Confidential Treatment Requested

BPI-HELP_00026100

Bridgepoint Education, Inc.
Document 10, Page 4

REDACTED

From: REDACTED
Sent: Monday, February 25, 2008 1:35 PM
To: REDACTED
Subject: RE:English 121

She can retake once.

REDACTED

Provost
Ashford University

858.231.1673 phone
858.391.5704 fax

REDACTED

www.ashford.edu

Higher education made affordableSM

From: REDACTED
Sent: Monday, February 25, 2008 12:44 PM
To: REDACTED
Subject: RE:English 121

Yes.. Liz, please see below and approve/deny student's request to retake the proficiency exam before being required to take English. Thanks.

REDACTED

University Registrar/
Director of Compliance & Institutional Research
Ashford University

858-513-9240 phone
866-974-5700 toll free phone
858-391-5717 fax

REDACTED

www.ashford.edu

Higher education made affordableSM

From: REDACTED
Sent: Monday, February 25, 2008 12:42 PM
To: REDACTED
Subject: Re: English 121

Should we have REDACTED review the Eng 121 waiver request now rather than wait for the formal process?

2/25/2008