

Redacted

Fax Transmittal Form

To: Ashford	From: Redacted
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ATTN: Student Grievances

Fax Number: _____

Date: 7-29-10	Number of Pages including cover: _____
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Message:

ISO CERTIFIED 9001:2008



Formal Grievance Submission Form

Revised 7/23/10

You will receive written acknowledgment of receipt of your grievance by e-mail message. The University will issue a written response explaining the outcome of your grievance by U.S. Mail no more than 30 business days from the submission date of your grievance form. If you have any questions, please feel welcome to contact Student Grievance Resolution at (866) 974-5700, extension 2206 or grievance_resolution@ashford.edu.

Student Information (please print):

First Name: Redacted Last Name: Redacted Student ID: Redacted
 Address: Redacted City: Redacted State: OH Zip: Redacted
 Phone: Redacted Email: Redacted
 Date Submitted: 07/29/10 Modality: Online ASPIRE On-Campus Traditional
 How did you learn about the formal grievance process? Redacted

Subject of Complaint (check all that apply):

- | | | | |
|--|--|--|--|
| <input checked="" type="checkbox"/> Transfer Credits | <input type="checkbox"/> Personal Hardship | <input type="checkbox"/> Military Benefits | <input type="checkbox"/> Dismissal |
| <input type="checkbox"/> Transcript | <input checked="" type="checkbox"/> Other: | <input type="checkbox"/> Grade Appeal Outcome | <input type="checkbox"/> Disability Related |
| <input type="checkbox"/> Technology | <input type="checkbox"/> Operator | <input type="checkbox"/> Financial Services Advisor | <input type="checkbox"/> Degree Requirements |
| <input type="checkbox"/> Student Discipline | <input type="checkbox"/> Online Classroom | <input type="checkbox"/> Financial Aid | <input type="checkbox"/> Bias |
| <input type="checkbox"/> Student Account | <input type="checkbox"/> Ombudsman | <input type="checkbox"/> Faculty | <input type="checkbox"/> Advising |
| <input type="checkbox"/> Scheduling | <input type="checkbox"/> Never Attended | <input checked="" type="checkbox"/> Enrollment Advisor | <input type="checkbox"/> Academic Advisor |

Name(s) of Person(s) Involved: Redacted and other faculty at Ashford University

Please provide the following information in relation to your complaint.

Date: November 2008 Time: _____ Location: Via telephone

In the space provided, please explain the nature of your complaint (please attach supporting documentation or evidence as a Word or PDF attachment, if necessary).

I recently contacted my state department of education to find out if I could participate in Ashford University's partnership with Rio Salado College out of Arizona after I completed my BA degree with Ashford. When I did so, I was told by my state's department of education that neither Rio Salado or Ashford was transferrable to Ohio and that if I continue with my Bachelor's Degree from Ashford and try to go to school in Ohio to complete my teaching certificate that my Bachelor's Degree would not be recognized and I would have to start all over with a school here in Ohio. I spoke with Redacted both in email and on the telephone to insure that there was no miscommunication between us regarding my questions and what he was telling me. I am extremely upset about this because I was told when I enrolled that I could obtain my BA from Ashford regardless, but that I would only need to see if my state would accept Rio Salado.

Redacted - Associate Vice-Chancellor, Academic Quality Assurance

Contact # 1-614-752-9543

Please list the names of the individuals involved in your formal complaint.

Redacted Enrollment Advisor- told me that I could obtain my BA from Ashford- that it would transfer to Ohio. Was told that I only needed to make sure that Ohio's Dept. Of Education would accept Rio Salado before I enrolled in that program.

Have you made an attempt to resolve this problem? If yes, please describe those attempts.

I have spoken with my Academic Advisor, Redacted and she talked to several managers who told her that this information is incorrect. I have also spoken with Redacted Student Grievances. I want concrete evidence that my BA will transfer to Ohio because according to Redacted (Dept. Of Ed.), Ashford is not accepted by the Chancellor of the Board of Regents and I can not get my BA from Ashford and then enroll at a school in OH to get my teaching certificate.

Please state the remedy you seek as the outcome of your grievance:

If information from OH Dept. of Ed. is found to be accurate, I would like all of my expenses with Ashford reimbursed to me along with monies spent on books and supplies. I also feel that my time that I have invested in school with Ashford, as well as the time that I have lost is worth something as well. - amount to be determined - addressing with Redacted

Student's Signature

Redacted

Date: 7/29/10

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The investigation of the student's concerns is currently pending and the University has not yet issued its response to the student's grievance.