

9 August 2010

Ashford University  
Student Grievance Resolution Coordinator  
400 North Bluff Blvd.  
Clinton, Iowa 52732  
Subject: "This Constitutes My Formal Complaint"

**ISSUE: Formal Complaint, Grievance Resolution Process**

In accordance with the Ashford University's (2010-2011) academic catalog, pages 10-11, I am initiating this request for a formal grievance resolution as outlined and within the submittal criteria. I am requesting this action based upon my attempt to resolve the issues in the informal grievance process. I performed the informal grievance process with the various members of the Ashford University's Student Grievance Resolution section. I started the This informal grievance resolution process at or around June 26, 2010, after I became aware of some irregularities in my enrollment process that were focused in the utilization of the Post 911 GI Bill, and the returning Ashford Graduate incentives.

As a Graduate of Ashford University, I have always been a staunch supporter of the Ashford program and fully subscribe to the benefits that this University provides. This is why I decided to take a one-year sabbatical from Law School to enroll in the Ashford University's Master of Education Degree (MAED) program. This would fulfill two factors both academically and professionally. First, it would enable me to teach courses at a Post Secondary institution with academic standing while I pursue my Juris Doctorate (JD). Second, it would enhance my professional career, as I expect another assignment as the returning Commander of our Agency Police Academy. Although I do not need the MAED, I felt it was worth the pursuit to achieve this degree from Ashford for those previously stated reasons.

During my initial conversations with [REDACTED] (Ashford University Enrollment Advisor), at or around June 1, 2010, he advised me on at least two separate occasions, that the Post 911, GI Bill, Chapter 33, would cover the complete amount of the tuition. During these conversations, I had the speakerphone turned on, so that I could use the hands free devices while driving and not violate any motor vehicle laws. During these conversations, my brother [REDACTED] and friend [REDACTED] were able to hear the full content of the conversations. In addition, [REDACTED] then told me that I was on track for completing my degree program at or around July 2011. I have since reviewed the course schedule and have observed that it is scheduled for November 2011. This is a significant factor because, I asked him if I could take coursework that would enable me to walk across the stage in May 2011, he replied "*without a doubt, we can have you there*". At this time, I had no reason to believe that any statements made by the EA were deceptive or misleading and therefore was not overly concerned about anyone hearing the content of the conversation. I had full faith in the abilities of the Enrollment Advisor [REDACTED] that he would competently advise me of my responsibilities, and the benefits of reenrolling in Ashford.

Since I have never utilized my Post 91 GI Bill benefits, I specifically asked [REDACTED] if the GI Bill would cover the entire tuition, and he responded on both occasions after doing some math work on a computer, "*that all of it would be covered with no additional cost incurred by me*" to enroll in this course of study. After hearing what sounded like him doing the calculations and then confidently stating that the GI Bill would cover the entire MAED. IN addition, [REDACTED] stated to me that since I was a returning Ashford Graduate that I would receive one free course and another at half the tuition rate. He told me that Ashford University provided these incentives for returning graduates. After hearing his offers and conditions, I made the immediate decision to sign the enrollment contract and enter into an agreement with Ashford University to enroll in the MAED course of study. At that time in the process, I had no reason to doubt or question the validity of any of his statements. I believed him, as he was acting as an agent for the Ashford University and subsequently Bridge Point Education.