

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 Redacted by HELP

Student Information (please print):

First Name: Redacted Last Name: Redacted Student ID: Redacted
 Address: Redacted City: Redacted State: KS Zip: _____
 Phone: (Redacted Email: Redacted
 Date Submitted: 8-23-10 Modality: Online ASPIRE On-Campus Traditional
 How did you learn about the formal grievance process? **REDACTED**

Subject of Complaint (check all that apply):

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> Transfer Credits | <input type="checkbox"/> Personal Hardship | <input type="checkbox"/> Military Benefits | <input type="checkbox"/> Dismissal |
| <input type="checkbox"/> Transcript | <input 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 checked="" 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**

Please provide the following information in relation to your complaint.

Date: August 2009 Time: Evening Location: Phone
 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 was informed by **REDACTED** at the time of enrolling that I would be able to receive my Teachers license from Ashford. He also informed me that I would be able to pick the school I would want to do my student teaching at since Ashford is not familiar with the area. I have attached a paper that goes into more detail.

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

Have you made an attempt to resolve this problem? If yes, please describe those attempts.
 Yes, I have talked with both **REDACTED** informed me that I would need to talk to **REDACTED** informed me that she could not help my with my issued and that I needed to fill out a formal grievance process.

Please state the remedy you seek as the outcome of your grievance:
 I am seeking a full refund. I would also not have any objections to having my transcript from Ashford erased in order to get the full refund.

Student's Signature: Redacted Date: 8-23-10

HIGHER EDUCATION MADE AFFORDABLESM

Redacted

August 13, 2010

Student Grievance Resolution
Ashford University
400 North Bluff Blvd
Clinton, Iowa 52732

To whom it may concern:

When I was searching for a College to attend so that I could finish my degree and work full time I ran across Ashford University. I thought that attending an online school would work perfectly as I could complete my work at night and on the weekends. I talked with my enrollment advisor [REDACTED] whom seemed very eager to help me get into Ashford in August of 2009. We talked several times on the phone about how the classes would run and what classes I would need to take. Since this was an online school I asked him what would be done about student teaching since I wanted to obtain a teachers license. He told me I would be able to pick the school to do student teaching at since Ashford doesn't know the area in which I live (Wichita, KS). He informed me that I would learn more about this as I went along. Since it was near the end of the month he told me that I would have to get everything done and sent to him on that day we talked. He briefly went over everything and answered any concerns I had questioned him about. On August 3, 2010 I received a phone call from my Academic Advisor [REDACTED] asking me how my classes were going. I told her that everything is going good but I had some questions about what I did once I finished my next four classes. She informed me that I would be sent a letter and form to fill out for graduation. She told me that even if I didn't plan on being there for graduation that I still needed to fill the form out. I then asked about student teaching and receiving my Teacher's license. She told me that I would not receive a license through Ashford and that I would need to attend their cooperating school Rio Salado in Arizona.

I asked to talk to a manager and was directed to [REDACTED] around August 9th. She told me that she was sorry that I have gone through this. On August 10th I talked to her about getting my tuition refunded and if need be erasing my transcript if the money was refunded. She told me that she could not help me in that manner and that I need to send in a letter to formal student grievance.

I was really blown away to find out that I had spent so much time and money at a College that I was not going to be able to obtain my Teacher's license from. The only reason I left my other college was because I was told that I would be able to receive my Teacher's license from Ashford. This allowed me to keep my job and was told I would only have around a year and a half left to get my degree. Now

Confidential Treatment Requested

BPI-HELP_00026808

since Ashford has misled me I will have to return to my previous college and leave my job so I can finish my degree. I have been dedicated to all of my classes and received all A's thus far. I just want all of this to be taken care of so I can move on with my life. I am asking for a refund on my tuition and all of my classes can be erased from my transcript. These classes are not going to help me in any way and I don't want anyone to think that I am trying to attend college for free. I will also be contacting my Attorney and the Better Business Bureau.

Thank you,

Redacted

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