

Hello, my name is ^{Redacted} and this constitutes my formal complaint, I was a student at Ashford University for a little over a year. In January 2009 I began looking for a school to get my license to become a Dental Assistant upon looking I stumbled on Ashford so I gave them a call. When I called them I spoke with ^{Redacted} he started telling about the school. I told him that I wanted to go to school to become a dental assistant. He said that Ashford could help me in that. So I asked him would I be able to use my license in any state and he told me yes! I then told him that I would have to think about it. So then on a later phone call we had he also informed me that after my first year I would then be starting my dental classes. I said okay and I got enrolled. After a few of my classes ^{Redacted} was no longer my enrollment advisor. So I was no longer in contact with him. So I went through my first year and noticed that I was not having any dental classes. This raised some suspicion so I called my academic advisor and asked her what I was going to school for to see is it was the same as ^{Redacted} told me and she told me BA in Health Care Administration. I asked her if that is what I needed to become a dental assistant, she told me that I could use my degree for anything that requires a Bachelors degree. So I asked her would I get my license to become a dental assistant and she said no! I told her that is what I was told and who told it to me and she didn't really have anything to say. So now I have decided to take the steps I have taken because I feel like I was completely and utterly lied to. I would not have taken these classes or went to this school for something I was not interested in. I would have used the money for what I wanted to go to school for. I trusted ^{Redacted} and Ashford University with my educational choices. Since that is there job to help people get in the right classes for what they want to go to school for, and I feel like he took complete advantage of me. I now have over 9,000 dollars in student loans and owe the school over 3,000 dollars. What I would like to see happen is all the credits that was earned and all the debt that was acquired to be wiped clear as if I never attended Ashford University. I hope from this you understand my position and agree. I would hope that this situation would not have to become a legal matter but in my position I am not willing to just swallow all of this debt from false and untruthful actions on the university's employee behalf. As I stated before I would not have attended Ashford University if I was not falsely informed on what I would be attending by your employees. I greatly appreciate your time and consideration in this matter.

Sincerely,

^{Redacted}

May 5, 2010

Redacted

Dear [Redacted]

On March 17, 2010, the Office of Student Grievance Resolution at Ashford University (University) received your formal grievance. In your grievance, you allege that Enrollment Advisor (EA) [Redacted] stated that you could earn a dental assistant license that could be used in your state. You also assert that after your first year of taking classes, you would begin to take dental classes. During a telephonic conversation on March 17, 2010, you spoke with Student Grievance Resolution Coordinator (SGRC) [Redacted] and stated that EA [Redacted] had completed the University's online application for you and you only signed the Transcript Request Form.

In your grievance and confirmed during the March 17, 2010 telephonic conversation with SGRC [Redacted] you identify the following as the remedy you seek:

1. The University to remove the credits you earned during your enrollment.
2. The University to reverse all tuition charges accrued during your enrollment.
3. The University to refund all financial aid funding that was received during your enrollment.

Finding of Facts

On January 16, 2009, the University received the online application you completed and electronically signed, selecting the Bachelor of Arts in Health Care Administration (BAHCA) as your area of study (Attachment A, Online Application).

On January 21, 2009, the University received the Institutional Student Information Record (ISIR) that was generated from the 2008-2009 Free Application for Federal Student Aid you completed. The ISIR identified that you selected a "First Bachelor's" as the Degree/Certificate program you were pursuing.

Between January 27, 2009, and March 2, 2010, you attempted eleven courses, eight of which you successfully completed, two you failed and one you withdrew from.

During a telephonic conversation on February 23, 2010, you spoke with Financial Services Advisor [Redacted] stating you believed you were in a dental assistant program and had taken a year of courses that you could not use. [Redacted] notified you that if you were going to leave the University, you would have a balance owed on your account.

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During a telephonic conversation on March 3, 2010, you spoke with Student Services Manager [Redacted] about your concerns with the program you were enrolled in, stating you wanted to be a dental assistant.

During a telephonic conversation on March 17, 2010, you spoke with SGRC [Redacted] and claimed that you did not complete the application or send anything to EA [Redacted]. Rather, you claimed that EA [Redacted] took all of your personal information over the telephone and completed the online application for you.

Allegation related to receiving a dental assistant license for your state

In your grievance, you allege that EA [Redacted] stated the University could help you achieve earning your license to be a dental assistant in your home state. The University's investigation did not reveal any evidence that would substantiate this claim and you failed to provide any documentation to support it. The University does not offer any type of dental program nor does Ashford University advertise for any type of online dental school on the internet. The claim that the EA [Redacted] offered a dental assistant program to you or that you enrolled in a dental assistant program that you located online is firmly denied.

In your grievance, you also assert that EA [Redacted] stated that after your first year you would begin to take dental classes. As previously stated, the University does not, nor has it ever, offered a dental assistant program. Throughout your enrollment in the University, you had access to your course schedule and degree progress report in the Student Portal. The only degree program you have been enrolled in was the BAHCA (Attachment B, Degree Progress Report). Never once did your schedule reflect courses related to or about dental assisting. Rather, your schedule included general education requirements and the core requirements for the BAHCA degree program.

Allegation related to EA [Redacted] completing your online application

During the March 17, 2010 telephone conversation with SGRC [Redacted] you asserted that EA [Redacted] had completed your online application for you. The University's investigation did not find any evidence to substantiate this claim and you were unable to provide any supporting documentation. University records indicate that the signature on the transcript request form is nearly identical to the signature on the four excess funding checks you received between March 2009 and September 2009 (Attachment C, Transcript Request Form & Attachment D, Endorsed Stipend Checks). Based on the signature information, the University refutes your allegation that EA [Redacted] completed your online application, though you signed the transcript request form.

Conclusion

The University firmly denies the allegations made in your grievance and orally communicated to SGRC [Redacted]. Your signature on the transcript request form indicates clear intent to enroll in the University. Further, University records did not uncover any contact with your Academic or Financial Services Advisor throughout your enrollment questioning the courses you were taking,

the program you were enrolled in or your course schedule. Therefore, the University denies your request to have your academic record and financial charges reversed and your financial aid refunded.

Please note you currently have a balance owed on your student account in the amount of \$2,655.00. The University recommends you contact Collection Specialist [Redacted] at (866) 974-5700, extension [Redacted] or at [Redacted] to facilitate repayment arrangements. Please note that failure to do so may result in the progression of the collection process resulting in your account being placed with an outside agency and assessed additional fees.

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 the best in your future endeavors.

Sincerely,

[Redacted]

Vice President of Student Services

Encls. /4/ Attachment A, Online Application
Attachment B, Degree Progress Report
Attachment C, Transcript Request Form
Attachment D, Endorsed Stipend Checks).

[Redacted] Page 3 of 3

* Please note the University's appeal procedure is located at the bottom of page twenty-three of the 2009-10 Academic Catalog. Should you decide to submit an appeal, it must be submitted within twenty (20) business days of receipt of this response letter to GrievanceAppeals@ashford.edu.

Confidential Treatment Requested

BPI-HELP_00027161

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