

Emailed Complaint

From: [Redacted]  
Sent: Saturday, January 17, 2009 12:04 PM  
To: [Redacted]; [Redacted]  
Subject: [Redacted] id: [Redacted]

Follow Up Flag: Follow up  
Flag Status: Completed

January 17, 2009

ASHFORD UNIVERSITY/Bridgepointe

[Redacted]

[Redacted]

Dear [Redacted],

Hi [Redacted], I was speaking with [Redacted] (ext [Redacted]) on Friday, Jan. 16th 09 and he advised that I contact you. I had some real issues and this was the first phone call I received where someone listened and understood what I was feeling, [Redacted] agreed that I was misinformed and that you would be able to help me. I am sorry my letter is so long but I have written and left so many messages and no has gotten back to me until yesterday when [Redacted] called.

My name is [Redacted] and I have sent several emails left several messages and have not heard from anyone up until the last two weeks when my account was in collections. I want to pay my outstanding bill, my main issue is the blackboard or tech fee of 990, I was not informed of this fee at any time, I have not received a bill not even upon request. I went through all my documents and an email from [Redacted] most of the correspondence was done in June 08. My pre-eval is dated June 17 2008. and throughout most of my discussions, my primary concern was the degree and the fees. I have only one paper with my signature on it, and it's for a transcript release. Up until my issue and knowledge of this fee, I had no paper with this fee including the application, I didn't even have that. This 990 fee was not disclosed to me at anytime, [Redacted] explained that the advisors are to disclose the fee before enrollment and are also to provide the information about upper and lower division., and he also explained what this fee is for, I did not receive any of the support included for this fee, I had no idea of half the things that were available to me.

In any case my enrollment advisor during our many conversations my main concern was the degree and price of school. He did disclose tuition which was \$7800.00 per year for full time which included 24-30 credits. I understand that tuition goes up from time to time, but I had just joined and had not begun class yet and already there was an increase that is fine I understand that. As far as the \$990.FEE there should be a separate disclosure for this fee, this is not a small registration fee or application fee, this is huge, FEE. I was never advised of this fee. And was pressured to join during the month of July because all the fees were waived and books were free, however not knowing the only fee you were waiving was 55.00 in which [Redacted] informed of that.. sad because I would have preferred to take my time and do my research and pay the 55.00 then have been pressured to join not knowing., so there was lack of information and lots of pressure, do the enrollment advisors make commission? It was never explained to me how upper division and lower division works. I was only told 7800 for the year., Full time., No where was I advised that there would be a fee of \$990.00, and no where was I advised that there was a difference in price for classes, meaning upper and lower division classes, I think I

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Redacted Emailed Complaint

was totally misled. I worked really hard at getting the work done and my performance speaks for itself. I think its fair for me to pay for the classes and withdraw. I have contacted several other colleges and did some research in reference to this degree, and there is no way that I would be able to teach with this degree without taking an additional program for student teaching, which once again was never advised to me until I was way into my third class, this information came directly from my academic advisor, she had told me this should have been explained to me upon enrollment. In the beginning I was so overwhelmed with all the things I needed to get done in order to be prepared as well as brushing up my skills and getting used to the school work, there was no time for researching the school or the degree, I trusted that my enrollment advisor knew what he was talking about. I mean no disrespect to you or your school, but I really want you to understand I totally feel misled, and very disappointed.

I will be attending another college that can give me the degree that I need to teach, and not the degree Ashford has promised. This degree will not provide me with the tools I need to teach. Even if I continued with ashford this degree does not have the proper amount of credit hours needed in certain areas, I would still need a lot more schooling, which in turn is more time and money.

This portion of my degree was not properly disclosed to me until my 2nd conversation with academic advisor [Redacted] and I had already started my 3rd class, I had left several messages and concerns with the advisor, but she is very overloaded with students and didn't have time to talk to me, when we did speak she advised me that this degree is not going to allow me to teach without additional schooling, it was already to late for me to quit I just assume finish and during this time I still had no idea that I was charged \$990 for this fee and never received a call or a bill for prior classes.

I think if you go back and check your records you will see that this information is correct.

I was completely misinformed as to what your school can do for me (the degree) the fees, and financial aid, the scholarship in which no one, once again got back to me. I was pushed into this process and wanted to postpone a little bit, I hadn't been in school for over 20 years, and I needed to do research. I was thrown into this with zero time for research, it wasn't until I spoke with [Redacted] and then contacted the New York state board of education and a New York academic advisor for the school of education, that is when I found out this degree will do nothing for me in New York State, or any other, as this degree requires more schooling, student teaching and other credit hours. My purpose of attending Ashford was to teach.

I really do hope you can understand my disappointment, I was so excited and thought this was going to work out, I am a mother of two and my children will be going to college soon, so the budget is tight. as a consumer I feel very cheated.

I just began getting used to the blackboard and finding my way around the blackboard and logging into the portal, and starting using some of the resources, in which I had know idea that all this information was available to me. Since I am at Ashford, I have had very little support from my academic team and or advisor, initially the calls were flowing, at that time I really needed time to think about this yet,, [Redacted] was persuasive, your financial aid officer, [Redacted], gave me the wrong information regarding financial aid and student loans. [Redacted] was kind enough to explain it correctly to me, however I had already started class, but still no mention of this \$990 fee.,. I believe we have had several discussions regarding information that was incorrectly given to me.

I would not have argued this fee had it been disclosed to me properly, I almost feel like it was left out intentionally in fear of losing a customer, or maybe an error on the enrollment advisors part. surely you can see my frustration and disappointment. I worked so hard the last couple months and paid quite a bit for me to teach myself, this program is not at all what I anticipated, there is very little support especially when you need it, the advisors have 500 students, and how am I to

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Redacted

Emailed Complaint

get any personal attention when needed. The teachers don't respond until a day or two and some responses are "they are only required to respond to 25% of their students".

If this fee had been disclosed I would not be disagreeing. I was initially pressured to join and rushed through the entire process including how to use the blackboard, as I said earlier I had no idea that the library and student information was available to me and how to use. I was literally thrown into this program and trusted that it was going to work in my favor. I am not asking you to clear my tuition however, I think it is truly unfair to charge me the 990 fee for three (5week) classes that , I cant use all the classes but maybe two toward my degree., I can transfer them to my new college, I feel I owe for the tuiton, and will gladly pay, but something should be done in regards to the 990 fee. My understanding is that it was on the student fees and application in which once again I was rushed through and no fee of that nature was explained to me. I feel I will pay something toward it as it is my responsibility as an adult to read, in which I trusted my enrollment advisor, and my stupidity cost me this large mistake. As it stands now I have already taken 12 credits , so where does 7800 come for 30 credits???? This was another issue I was misled with. I mean \$5000 for four classes is a lot of money. I have to pay for this on my own because, the scholarship I was promised never materialized. I really hope you can understand where I am coming from. I also wanted you to know back in November I contacted 20 -30 students in reference to the 990 fee and no one knew about the fee , I found that to be quite upsetting. I saved the emails to prove to you that your enrollment advisors are not doing there job properly, or maybe one or two of them aren't.

If you can do something with this charge I will be happy to make payment, I think  $\frac{1}{4}$  or less that  $\frac{1}{2}$  would be fair, considering I only took technically three classes (two were taken at the same time) so I was only with ashford from July 23, - Nov 4 08) three months . I am sorry but I can no longer attend Ashford, its not because of the fees, it's because of the degree, it will not help me. I feel like I just threw away \$3800... on 4 classes, which doesn't include the 990 fee,. That's a whole year's tuition at some schools, and I received 12 credits. I am registered at the college of old westbury starting this week and tuition is costing me 2500 for 16 credits including all fees, which works with my budget and is giving me the degree I need. I am just so disappointed. I want to pay my bill its only fair, I worked really hard on getting those credits, the work was hard, because you are basically teaching yourself and the support from the teachers is quite minimal.

I would greatly appreciate your cooperation and response as I would like to satisfy my tuition. I look forward to hearing from you. Thank you for your time and attention on this matter.

Redacted

CC.

Redacted

Redacted

Emailed Complaint

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Inauguration '09: Get complete coverage from the nation's capital.

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BPI-HELP\_00028259

Bridgepoint Education, Inc.  
Document 24, Page 4

February 11, 2009

Redacted

Dear ] Redacted ;

Ashford University (hereinafter "the University") is in receipt of your informal complaint sent January 17, 2009, and received by the Office of the Ombudsman on January 20, 2009. Per your grievance, the University is advised of the following concerns:

1. During the enrollment process, you were never notified of the technology fee, and if it had been disclosed to you, you would not have argued the fee.
2. You have no paper with [the technology] fee, including the application.
3. You feel as though you were completely misled with regards to tuition costs, University fees, and the degree program requirements.
4. There is no way you can teach with the BASS/Ed degree without additional schooling, which was not disclosed to you until you were in your third course.
5. As a consumer, you feel cheated and misled and believe it is fair to pay a portion of the fee (one-fourth or one-half).

The University conducted a thorough investigation into your concerns and found the following to be factual:

On July 13, 2008, you completed the University's online application, selecting a Bachelors of Arts degree in Social Science with Education (BASSEd) as your concentration. According to the Enrollment Agreement (page one, Section A):

Section A: This document explains certain requirements and policies at Ashford University. This is a legally binding Agreement when signed by the student and accepted by the school. Your signature acknowledges that you have had reasonable time to read and understand it and that you have been given: (a) a written statement of the refund policy (see Section D); (b) access to the current Ashford University Catalog including a description of the course or educational service including all material facts concerning the school and the program or course of instruction which are likely to affect your decision to enroll; (c) access to the website ([www.ashford.edu](http://www.ashford.edu)).

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Bridgepoint Education, Inc.  
Document 24, Page 5

Regarding the BASSEd program, page three, Section C of the Enrollment Agreement states:

**Bachelor of Arts in Social Science with a Concentration in Education – Special Terms and Conditions**

*Ashford University/Rio Salado College Educational Partnership*

Ashford University has established an educational partnership with Rio Salado College (RSC) in Tempe, AZ. Upon successful completion of all requirements for the Ashford University Bachelor of Arts in Social Science with a Concentration in Education and upon successful completion of all of the Level 1 coursework requirements of Rio Salado College, this collaborative agreement enables graduates to apply for admission into the Arizona Department of Education (ADE) approved Post-Baccalaureate Teacher Certification Program at Rio Salado. Upon completion of both programs, otherwise qualified students are able to apply for a State of Arizona teaching certificate in elementary or secondary education.

Successful completion and graduation from the Bachelor of Arts in Social Science with a Concentration in Education program at Ashford University does not guarantee admission to the Teacher Certification Post-Baccalaureate program at Rio Salado College. Successful completion and graduation from the Bachelor of Arts in Social Science with a Concentration in Education program does not lead to any state teacher certification or licensure. Students who intend to apply to the Post-Baccalaureate Teacher Certification Program must meet all requirements of Rio Salado College in order to be admitted and enrolled in that program. Ashford University applicants, students, and graduates are responsible for reviewing, understanding, and meeting all Post-Baccalaureate Teacher Certification Program admission and completion requirements through Rio Salado College.

Arizona teacher certification is accepted in the majority of states. **However, please be aware that license requirements of state boards and licensing agencies vary from state to state and change over time.** Consequently, successful completion of all degree requirements at Rio Salado College does not guarantee that any state board or licensing agency will accept a graduate's application for licensure. The completion of all degree requirements also does not guarantee a teaching license. Graduates of the Rio Salado Post-Baccalaureate Teacher Certification Program must apply and fulfill all the state requirements that are necessary to secure a teaching license. **Students are responsible to check with their particular state's Department of Education to determine if the Bachelor of Arts in Social Science with a Concentration in Education program in conjunction with the Rio Salado College Post-Baccalaureate Teacher Certification Program are applicable towards certification and licensure in the state in which they intend to teach.** We highly encourage students to research state requirements prior to enrolling at Ashford University. (*emphasis added*).

This link to the U.S. Department of Education's web site is a resource for students to research State certification and licensing requirements.

[http://wdcrobcolp01.ed.gov/Programs/EROD/org\\_list.cfm?category\\_cd=SEA](http://wdcrobcolp01.ed.gov/Programs/EROD/org_list.cfm?category_cd=SEA)

All University fees are outlined on page 7, Section F of the Enrollment Agreement:

| Associated Fees   | Effective July 1, 2008 | Explanation   |
|---|------------------------|---|
| Application Fee   | \$55                   | Non-refundable  |
| Tuition 100 level courses per credit                                | \$262                  | 30 credits of AU coursework   |
| Tuition 200 level and above courses per credit                      | \$337                  | 90 credits of AU coursework   |
| Total Tuition   | \$38,190               | Based on 120 Total Credits of AU coursework                                   |
| Textbooks/Materials   | \$4,000                | Based on an average cost per course of \$100 and taking 40 courses            |
| *Technology Services Fee  | \$990                  | Non-refundable Fee, applied on the 6th week of enrollment, post start date.   |
| Graduation Fee  | \$110                  | Charged with Petition to Graduate   |
| Approximate Total   | \$43,345               |   |
| **Sponsored Professional Training Assessment                        | \$30                   | Per credit submitted, regardless of credit awarded                            |
| **Prior Learning Assessment /Experiential Learning Essay Assessment | \$125                  | Per evaluation submitted, regardless of credit awarded                        |
| ***Education Concentration Fee                                      | \$140                  | Education Concentration Students only, fee charged when registered for PSY372 |
| Course fee - SPA 103 or 104   | \$15                   | Course fee charged concurrent with tuition for SPA 103 or 104.                |
| Late Payment Fee  | \$30                   | Charged when payment is late as per student's chosen finance option           |
| Insufficient Funds Fee  | \$30                   | Charged if credit card is denied or if check is returned NSF                  |

**\*The Technology Services Fee provides the student with initial configuration setup to University systems such as Blackboard, student portal, the online library collection, and other academic support systems.**

\*\*Fees will be charged only when these services are requested

\*\*\*The Education Concentration Fee covers additional costs associated with administrative functions and program management inherent in the facilitation of Education concentrations.

*(emphasis added).*

Finally, page 11 of the Enrollment Agreement states:

**Acknowledgement and Signature: BA in Social Science w/Ed Concentration**

Student Name: Redacted Birthday: Redacted 1966 SSN: \*\*\*-\*\*-Redacted

My signature on this application certifies that I have read, understood and agreed to my rights and responsibilities as set forth in this Application, Agreement and the Ashford University Catalog. I certify that the information contained in this application is true, complete and accurate. I understand that submission of false, inaccurate or incomplete information may result in permanent termination of my application and/or enrollment at Ashford University.

Signed with E-Signature 7/13/2008

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Based on the aforementioned acknowledgements in the Enrollment Agreement you signed, the University maintains that you are financially responsible for all tuition and fees accrued during your enrollment, totaling \$3,573.00.

If you find this resolution to be unacceptable, you do have the option to appeal the decision to the President of the University, Dr. Jane McAuliffe. Please refer to page 23 of the 2008-2009 University catalog for the procedure and send your appeal to [GrievanceResolution@ashford.edu](mailto:GrievanceResolution@ashford.edu) upon its completion.

Please know it is always the intention of Ashford University and our employees to provide excellent student services and an excellent learning experience. We regret that you do not feel as though you received those services during your tenure with the University. We wish you all the best of luck in your future endeavors.

Sincerely,

Redacted

Redacted

Vice President of Online Student Services



Redacted

**From:** Redacted  
**Sent:** Monday, March 02, 2009 7:47 AM  
**To:** McAuliffe, Jane  
**Cc:** Redacted  
**Subject:** FW: Redacted Official Appeal for grievance  
**Attachments:** ashofrd financial 1.doc; ashofrd financial.doc; Redacted Determination Letter.pdf

Good morning,

Following the unfavorable outcome of her grievance, Redacted has filed an appeal (please see below). She filed an informal grievance requesting that the technology fee be removed from her balance but her request was denied. Before pursuing legal action, I encouraged her to file an appeal. She included two attachments (one of which is her grievance), and I have included the Committee's decision.

Please let me know if you have any questions.

Thank you,

Redacted

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**From:** Redacted [mailto:Redacted]  
**Sent:** Friday, February 27, 2009 4:25 PM  
**To:** GrievanceResolution  
**Subject:** Redacted Official Appeal for grievance

Please see attached information concerning my grievance:

[GrievanceResolution@ashford.edu](mailto:GrievanceResolution@ashford.edu)  
 Grievance Resolution @ Ashford University February 27, 2009  
 Dr. Jane McAuliffe,

I wanted to give you the opportunity to become familiar with the problem I had with Ashford I am going to attach a copy of a letter I sent back in early November. I am so disappointed with the service and the team, it's so sad because I had such hi hopes. Please try to see this from a consumer's point of view. I was completely rushed through the entire process with out much time to process all the instructions and expectations as well as to research and all that I was promised. This took some time and in the interim I found out about this fee. All I was assured of only came as let downs. My biggest issue right now is this \$990 fee. I pay cash and was completely unprepared for the tech fee as well as the rising tuition costs, which wound up costing more than my enrollment advisor assured me, not to mention no mention of the difference between upper and lower division courses, this I was totally unprepared for as well. I think it is important for any operational business to be aware of the service representatives and them properly informing their consumer. I think what ever commission or pay per enrollment is their means for motivation. I have been in the mortgage industry for 16 years and we have forms called disclosures, something that a school charging this large fee of \$990 should have, this way the consumer be made aware, not a quick run through the application sign here sign here sign here without reading the fee schedule. The only reason I came to Ashford was because of the program

3/9/2009

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BPI-HELP\_00028264

and the low tuition, which neither came true for me otherwise we would not be having this discussion. The amount of pressure was enormous when I first enrolled and there was little time for research, however your enrollment advisor was persistent, if I put this off, I will miss out on the promotion, the waiving of all fees this month of July 08.

I was strongly advised to contact you in regards to the many issues I have incurred while attending my short stay at Ashford. I have included several emails from students at your school who were unaware of the \$990 fee. All of these students at Ashford were unaware of this fee. I think there is something to be said about your enrollment advisors. I believe they are leaving this important detail/fee out. It's not fair, and totally unjust. I did not find out about this fee until I had completed two classes and had two more scheduled at the same time beginning Oct. 7<sup>th</sup>, I assumed finish them and then drop out. I have been fighting this since then and only now I have gotten some feedback other than from collections. I only continued to take these two additional classes because the school I am attending is willing to accept them toward my degree, (the teaching degree your school promised me) the one your school had promised me. Please understand my position. I finished 12 credits with you but took two at the same time and was completely unaware of this fee until then end of September, among the various other concerns and issues I was misled with. I truly think it is unfair to charge me this fee, considering all the issues I had endured. I was promised so much, and the school delivered so little. I wanted to research this school and program further, yet the enrollment advisor pressured me not to because of the July promotion, continuing to tell me the fees were waived, still no mention of this astronomical fee. I am willing to make a deal as far as the fee goes. I still feel it is unfair for me to get stuck with this large burden and not be able to use the school for my degree, the services that are included in this tech fee I was completely unaware of until my academic advisor disclosed library and other services. I really was misled. I did speak with district attorney and I do have a valid case. I paid my tuition as agreed and I am looking to pay a small portion of the fee for my stupidity in trusting your so called qualified advocates. In all fairness I only attended three 5-week sessions, I was originally told tuition was 7800 for 28-30 credits and apparently that was untrue as well. I agreed to pay tuition and have satisfied my balance. I will agree to pay no more than \$250.00 toward the \$990 blackboard fee if this will be acceptable, otherwise I will pursue litigation. I do not want to take this burden on as I am a full time student with another college and a mother of two, my life is very busy and complicated and this issue has absorbed so much of my time. I wrote letters and left phone calls since the moment I found out about this fee and my degree process, like I said I was promised a certain amount of credits, as well as a scholarship and abundance of support. The teachers are so/so some are good and others do not get back to you, there response is they are only responsible to reply to 25% of their students. I really did not like that answer. I am sorry things did not work out, I was just getting used to the program and the blackboard when I was advised about the degree I would be receiving would not work for me, after all that was my main concern. I do see since then you have updated your home page and it has more information regarding teaching, I assure you this was not the case while I was applying, nor was the large blackboard fee. Please work with me in all fairness I don't want to continue to argue. I feel extremely taken advantage of and very disappointed. Please contact me at your earliest convenience to rectify this situation. I need to move on and put this strenuous experience behind me. Thank you for your time and attention. I have enclosed emails and some correspondence from students whom knew nothing about these fees. These emails go back to November after my argument with the financial aid office and some from this February, its obvious that these enrollment advisors are not doing their job and are very quick in the enrollment process, possible to evade this large fee. I have sent Redacted all my letters with all my issues hopefully you will be able to contact her, she was even sorry and Redacted was also on my side, they were in agreement that I had been treated very unfair in many ways. I hope that you can see from the various emails, correspondence and the short stay that I attended in my favor, I also hope that you will be able to reprimand your enrollment representatives and define a more comprehensive fee schedule that works for all new applicants. Good luck and I will be anxiously be waiting your

3/9/2009

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BPI-HELP\_00028265

response.  
Thank you again

Redacted

**All these students were unaware of the Blackboard tech fee. See the following notes from students that are or were attending. Nov 08-Feb09**

had financial aid and they already took it out of there!!! can't stop it!  
I still have to pay it back, it is a student loan!

Redacted

Redacted

**School Age Director**

Hey Redacted

I totally agree. I also was not aware of the charge. I choose Ashford as a friend suggested it to me and it does work out with my schedule. There are other schools to choose from. It is unfair as we are paying around \$1,000 every five weeks now. I am doing financial aide. I agree about Redacted She was really tough. I felt I spent more time with the papers we wrote and getting the English correct than I did learning anything. This was my first "B." Let me know what is planned to say to Ashford and I will put my two cents in.

Thanks,

Redacted

: Redacted

I was not aware of this fee when I registered. I noticed it when they charged my account. I think it is unfare as well.

On Thu, Nov 20, 2008 at 9:31 AM,

Redacted

No I wasn't aware of the fee until I pulled up my account to see what was paid. I dont recall reading anything about that fee & I agree that the charge for the class should included everything. Yes I found that I was teaching myself and since I am not a teacher I wasn't very good. Keep me posted with any ideas you have on this huge fee.

Thanks!

Redacted

I was not informed about this technical fee prior to enrolling in Ashford. I was only informed about the cost of the different levels of classes. I learned of this additional fee from the student portal. I do agree that it should be included in the tuition for the classes. They were very sneaky. I do, however, understand that more people have to be employed (teachers, technicians, technical suppot, etc.) and it is more expensive for a school to have an extensive online peogram especially when they already have a University campus. They need to be forthcoming, and it is not fair for them to sneak in a large fee without our knowledge of the matter.

Thank you for the e-mail,

3/9/2009

Redacted

11/20/2008 4:40:29 P.M. Eastern Standard Time

From: Redacted

I wasn't aware of the fee either, but paid it bc they said it was necessary.

Hi J Redacted

Thanks for the e-mail. I had no idea what that fee was for and I totally agree with you. First of all, during my last class blackboard was down for at least two weeks total. Also, I've had problems every since. But, I'm glad that you told me because I'm going to make some calls also. Please let me know your process asap.

Thanks

Redacted

WOW..... if i had known about this i probably wouldn't still be here right now!! what do we do??? i dont remember getting any notice about this charge in the mail. i also agree with you about Redacted comments..... thank you for taking a stand, i hope this can be resolved.

Redacted

Hi Redacted : I went through that a couple of months ago. I did not recall anyone mentioning that when I enrolled and I was very upset about it. Although I got nowhere I wish you luck. Keep me informed. Redacted

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**From:** Redacted  
**Sent:** Sunday, February 8, 2009 3:57:57 PM  
**Subject:** blackboard tech fee \$990: Redacted

Redacted, I didn't know anything about it. I need to check on though. Thanks for the heads up.

[ Redacted

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**From:** Redacted  
**Sent:** Sunday, February 8, 2009 7:00:56 PM  
**Subject:** blackboard tech fee: Redacted

Hi Redacted I was upset about that fee also. Especially, because I was not aware that we would have an outrageous fee like that for classes that requires blackboard. Especially, because it is our only means of the classroom. I would appreciate any information that you can give on the situation.

Redacted

If this is for real then they are making quite a prophet! Anything we can do to get this lowered? Redacted

--- On Sun, 2/8/09, Redacted > wrote:

3/9/2009

dont know why they charge this fee. I have seen this fee twice already, I would talk to your academic advisor. I will ask mine too.

-----Original Message-----

From: [Redacted]  
To: [Redacted]; [Redacted]

No I didn't, I just gat a run down of what the college gets and what I get as the left overs. They don't even specifically break down the price per class in the award letter for grants,loans etc,,,, just what the cost all together is. [Redacted]

--- On **Mon, 2/9/09**, [Redacted] > wrote:

From: [Redacted]  
Subject: Re: Fw: blackboard tech fee \$990: [Redacted]  
To: [Redacted]

Date: Monday, February 9, 2009, 4:11 AM

I got screwed with the fee, I was getting state funding and it came out of the grant. Since it was already paid before I knew what it was, they paid it.

I was not aware of this but now I am.

----- Original Message -----

From: [Redacted]  
To: [Redacted]  
Sent: Sunday, February 08, 2009 7:00 PM  
Subject: blackboard tech fee: [Redacted]

Hi [Redacted],

I am sorry that the resolution to your grievance was unsatisfactory to you. I completely understand your frustration and encourage you to file an appeal to the President of the University, Dr. Jane McAuliffe, once you receive your determination letter. This is the next and final stage of the University's grievance procedure, and Dr. McAuliffe may overturn the decision of the Committee (though there is no guarantee). I would highly recommend this as your next course of action, before you spend more time and money on your grievance.

Once you receive your determination letter, refer to page 23 in the University's 2008-2009 catalog (<https://student.ashford.edu/student/forms/catalog0809.pdf>) on how to file an appeal. Once you've completed the document, you can send it directly to me and I will ensure Dr. McAuliffe receives it.

If you have any questions, please do not hesitate to contact me.

Best,

[Redacted]  
Student Grievance Resolution Coordinator  
Ashford University

866.475.0317 [Redacted]  
866.289.8558 Fax

3/9/2009

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3/9/2009

**Confidential Treatment Requested**

**BPI-HELP\_00028269**

**Bridgepoint Education, Inc.  
Document 24, Page 14**



March 17, 2009

Redacted

Dear

Redacted

Ashford University's Ombudsman's Office received your informal grievance on January 20, 2009. On February 11, 2009, you were notified of the University's determination through a formal letter that outlined the investigation and its findings in response to your grievance. On March 2, 2009, I received your formal appeal, disputing the outcome of your informal grievance.

Your appeal stated the following reason for your grievance and your suggested resolution;

- (1) You believe you were misled during the enrollment process and were not advised of the one-time technology fee;
- (2) You are requesting that the \$990.00 technology fee be removed from your account, or reduced to \$250.00.

Based on my review of your informal grievance, formal appeal, student record and enrollment agreement, I must uphold the decision of your informal grievance. It is unfortunate that you believe you were misled during the enrollment process as there is documentation that this information was provided to you. The University maintains that each student is responsible for reading and understanding the application in its entirety at the time of enrollment. Specifically, each student is responsible for the cost of all tuition and fee(s) they accrue during their enrollment with the University.

This matter has been considered at the highest level in the University and the decision is final. I wish you the best of luck in your continued studies.

Regards,

Jane McAuliffe, PhD  
President

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