

Dewitte, Natalie

From: [Redacted]
Sent: Tuesday, September 30, 2008 9:31 AM
To: [Redacted]
Subject: enrollment problem

My name is [Redacted] a student at Ashford University. I enrolled back in July of 2008. [Redacted] was my enrollment advisor. I chose this University based on cost and flexibility with my schedule. I love that you take one class every 5 weeks. Most important was that I was told a degree in education would take 4 years. I also asked many question regarding student teaching. I was told it was part of the 4 year degree program. I would be able to do my student teaching in the state of Virginia. Based on this information I enrolled in the school. I inquired more information on the teaching credential from [Redacted] my academic advisor. She informed me that I had to complete my bachelor degree first then obtain my teaching credentials at Rio Salado. She told me this program takes about 12 months.. By now I was confused and upset. I read through the hand book and read my enrollment agreement. It does say that you attend Rio salado but doesn't say for how long. I called [Redacted] back and confronted her on this. She seemed very irritated and in a hurry to get me off the phone. I asked her three times if I would be able to teach in 4 years and I attend only one school. She said irritated "yes I would be able to teach in four years and their was not another school to attend". [Redacted] also, said "[Redacted] had no right to discuss the details of the program because that was not her job".. She was only to tell me what classes I'm scheduled for. [Redacted] also told me that she would leave a message for [Redacted] to call me to clarify she was wrong. One week went by, I never heard from [Redacted]. I called her and asked about taking more classes. I also asked more question on the degree . [Redacted] still said the same thing and also gave me the number to Rio Salado. She never mentioned anything about [Redacted] leaving a message to contact me on the subject. I called Rio Saldo and they confirmed that the program took 12 to 18 months. It started at the end of your Bachelors degree. Which means this degree takes about 5 years to complete. If I had been told this information from the beginning I would not have enrolled. I also spoke to [Redacted] Financial aid advisor too. I would like [Redacted] to beware of what the education degree entails. I'm lucky I found out know before it was to late. Going to school does take a lot of money and we are responsible for paying it back. If any of my classes are not transferred, I would like to be refunded. There is nothing worse than paying for something you can't use. I don't understand why I wasn't told the truth. Honesty should be very important.

October 8, 2008

Redacted

Dear [Redacted],

The Student Grievance Resolution Team (hereinafter "SGRT"), a division of the Office of the Ombudsman, received your formal grievance (hereinafter "Grievance") September 30, 2008, from an email to your Student Grievance Resolution Coordinator.

Your Grievance stated;

- That you were misled by your enrollment advisor (hereinafter "EA") upon enrolling;
- From your grievance we are advised that you would like to be compensated for any credits that will not transfer over, currently includes EXP 105.

The SGRT has conducted a thorough investigation, including a close review of your academic and enrollment records. These findings were presented to the University Grievance Committee (hereinafter "Committee") and discussed your issues at great length. The Committee reached the following conclusions based on the investigation and discussions.

As part of our investigation we interviewed your EA regarding your claims. The Committee found that some information the EA was giving was inaccurate. The Committee would like to ensure you that your EA will have additional training regarding the Bachelors of Arts in Social Science with a Concentration in Education.

The Committee has concluded that the University will cover the cost of your EXP 105 course, because you were given misleading information upon enrollment.

Thank you for bringing your issues to our attention. Our services to Students are a paramount importance at the University. It is always the intention of the University to provide excellent student services and an excellent learning experience.

Sincerely,

[Redacted Signature]

[Redacted Title]

Student Grievance Committee

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