

**COMPLAINT ACTIVITY REPORT Case # 57105933****Better Business Bureau of Minnesota and North Dakota****Consumer Info:**

Redacted by HELP Committee

**Business Info: Capella University**

Redacted by HELP Committee

**Location Involved:** (Same as above)**Consumer's Original Complaint :**

This university has given me inferior and poor service ever since I have been enrolled in the program. I have complained to the numerous times but I have never been satisfied. I have completed all my course work and was allowed to enrolled in my disseration course and my committee fail me by allowing some other professor to give comments about by disseration which lead me to sit out a whole quarter waiting for their feedback. I protested by email but nothing happen and since I was on financial aid and needed to move on to the next course but my committee appeared to not care. They just did not give me any feedback. I have talked to a Dr. <sup>Redacted by HEL</sup> about this situation along with others. She has written up a success plan and I was willing to agree to it just to get out of this university. I recently received an email from the business office stating that I owed at least \$4,000 dollars. I was advised by <sup>Redacted by</sup> my academic advisor to drop a class during the summer because it was my understanding that she was going to get a waiver for the quarter that I was waiting for guidance from my committee and they just left me waiting on some outsider to give them feedback. I have been now kicked out of the course room and it was my understanding that <sup>Redacted by</sup> my academic advisor was going to take care of this situation due to the way I have been treated by the university. They have given my poor service and I feel that now my federal funds have just about come to an end the university is leaving me high and dry. They said that I should have taken the colliquim sooner but I have received all the courses and the colliquim are really useless to me during this time frame of of disseration. They university has allowed me to enroll into the classes as long as my financial aid covered it. The committee would not talk to me and give me feed back thus I have been given poor service and that is the primary reason I am where I am at today in regards to my educational status. I recently had a conference all with my mentor <sup>Redacted by HELP Committee</sup> Dean of Education, and <sup>Redacted by HELP Committee</sup> (Academic advisor). I have been in this university since 2001 and they have not given me good service but I want my degree and I have felt that is no where else I can go. I need help because I feel that as a consumer I have not been treated fairly, I have been given poor advise and I feel that these people were the experts and I relied on them to get me through this process of receiving a doctoral degree and they have let me down.

**Consumer's Desired Resolution:**

I want the university to work with me to help me achieve my degree and to waive the amount that they said I owe because I thought there was an understanding between me and my academic advisor about this matter. Since I had been placed on hold by my committee I feel that I should not be charged for a quarter and I was told by my advisor to drop the summer quarter because the decision had not been made about the waiver and I was told that she was going to handle that situation. Since I have also been allowed to take all my courses and get to the dissertation process without a colloquim I feel that I would only need to attend one because I am almost finish! I think the university just wants the money and three colloquim are not justified at this stage of my doctoral work.

**BBB Processing**

10/08/2007 web BBB Complaint Received by BBB  
 10/10/2007 KT BBB Member Complaint Validated by BBB Operator  
 10/10/2007 Otto EMAIL Member Send acknowledgement to Consumer  
 10/10/2007 Otto EMAIL Member Send acknowledgement to Business  
 10/24/2007 WEB BBB RECEIVE BUSINESS RESPONSE : Contact Name and Title: <sup>Redacted by HELP Commi</sup> Manager

Contact Phone <sup>Redacted by HELP Committee</sup>

Contact Email:

We have reached a resolution directly with the learner. She is working with our Associate Dean of the School of Education.

Regards,

<sup>Redacted by HELP Committee</sup>

Manager, Customer Care

Redacted by HELP Committee

Redacted by HELP Committee

Capella University  
 225 South 6th Street, 9th Floor  
 Minneapolis, MN 55402

10/25/2007 DH EMAIL VFSP - Forward Member Response to Consumer  
 10/25/2007 Otto EMAIL Inform Business - Case Closed Resolved  
 10/25/2007 Otto BBB Case Closed RESOLVED  
 02/04/2008 KT BBB ReOpen the Complaint  
 02/04/2008 KT BBB RECEIVED CONSUMER REBUTTAL : The service problem with Capella has been an ongoing process ever since I have completed my coursework. The Fall quarter of 2007 has been the most recent. I had requested to have a waiver of the quarter to try and complete my disseration proposal because I had been given such poor service in previous quarters and it had caused problems with my financial aid. Dr. <sup>Redacted by HELP Commitee</sup> made arrangements for me to work with my committee who was <sup>Redacted by HELP Committee</sup> and mentor <sup>Redacted by HELP Committee</sup>. I was prepared to submit more information to the committee and I did but there was a problem with the Capella online system and I was unable to log into the system to get into the course. I tried to get into the courseroom but I was unable, I felt that this was going to mess up my financial aid because you have to post in the courseroom. After talking to Dr. <sup>Redacted by HELF</sup> over the phone, she assured me that I could go ahead and submit my information to the committee and they were working on the system. Stacy Sculthorp was the contact person for financial aid matters and getting into the system and they were having problems. I went ahead and submitted my information to my committee and my mentor was very helpful trying to get the ball rolling but the other committee members stalled the process. These people are employees of Capella. One of the committee members would not reply to the

**CAPELLA-0049430**

information I sent him and I also sent additional emails asking him to respond. One did respond but I waited to hear from the other one and the quarter was going by fast and I wanted to move on. My mentor tried to get contact but she was unable too. This was another quarter just wasted and I wanted to finish and move on with my proposal but I did not have a working committee therefore this was poor service offered by Capella again! I have been dissatisfied with their service and I have told them numerous times. I finally requested a reconstruction of my committee and I have nominated two different people and Capella at first did not want to except them but I told them that I need a working committee and what I had was not working. One committee member did not even respond. I was told by Dr. <sup>Redacted by HELP</sup> said that they would agree for them to replace the other two members. Now, they said I have a problem with the financial aid paying for this quarter and they said I was already given a waived on the Fall but I said that they waived was not valid due to the one committee member not responding to me during that quarter and I waiting for his response so I could address everyone together. Capella told me that my financial aid could be used for the Spring but not this quarter. I got a notice saying I had financial aid for this quarter but it was because I had previously register for the next course because I was so frustrated with they way I have been treated and because I need to continue my financial aid to move on to the end. I was told that I could take an inactivity status and enroll in the Spring but I do not want to do that due to the time that has already been wasted and now that I have a working committee, I would like to move on and I have told Dr. <sup>Redacted by HELP</sup> I told them that due to the poor service I have been receiving I have been unable to move on with my disseration.

DESIRED RESOLUTION::Since, I now have a working committee recommended by my mentor I would like to have a waiver for a whole quarter to work with this committee. Because I believe the Fall quarter was not valid due to Dr. <sup>Redacted by HELP</sup> not responding. His actions or lack of communicating is another example of the poor service that I have been receiving from Capella. After my complete waiver with a working committee I would be able to continue my financial aid.

02/04/2008 KT EMAIL FU3 Forward Consumer Rebuttal to Business  
 02/14/2008 KT BBB RECEIVE BUSINESS RESPONSE : To Whom it may concern:

We have reached a resoltuion directly with Ms. <sup>Redacted by HELP</sup> We agreed to waive her tuition for winter quarter due to the delays caused by uncertainty with the registration, financial aid, and her unresponsive committee member.

A learning agreement will be sent to Ms. <sup>Redacted by HELP</sup> outlining expectations of her for the remainder of the quarter. She was encouraged to send her proposal to her newly constituted committee immediately.

Please contact me directly with any further questions or concerns.

Regards,  
<sup>Redacted by HELP</sup> Commit

Manager, Customer Care

Redacted by HELP Committee

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 225 South 6th Street, 9th Floor  
 Minneapolis, MN 55402

02/14/2008 KT EMAIL VF2 - Forward Business response to Consumer  
 02/21/2008 WEB BBB RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/she DID NOT accept the response from the business.)

I have a new committee and I am working with them but I received a plan from Dr. <sup>Redacted by HELP</sup> that I have some concerns with due to the fact that she wants me to sign a document where I cannot request any further waivers. I am not nor have I been happy with the service I have received from Capella. I am having trouble getting into the system and registering for the next quarter. I have been allowed to register for courses that they university said I should have not been into and I have been allowed to come this far in the university without anyone charting my progress except grade wise. but all of a sudden they appear to form a plan that wants me to say that I will not request a waiver. I believe as a consumer if you have bad service from a business they need to rectify it. They only want to do this when I contact BBB. The service I have a Capella has been poor and I only stay enroll because I <sup>Redacted by HELP</sup> have completed all my course work and I need to receive my degree but I very unhappy with the service from the university. I am contacting Dr. <sup>Redacted by HELP</sup> to ask her to remove some of the demands that she has made in this new plan that she drew up for me to sign because I feel that some of it is very unreasonable and as a consumer it is totally unfair for a business to ask that a consumer not ask for some satisfaction for poor service!

02/22/2008 KT BBB Ltr to business consumer no more  
 02/22/2008 Otto EMAIL Inform Business - FUNOMORE  
 02/22/2008 Otto EMAIL Inform Consumer - Case Closed  
 02/22/2008 Otto BBB Case Closed - Administratively Judged Responsive

CAPELLA-0049431