

**COMPLAINT ACTIVITY REPORT Case # 57110114****Better Business Bureau of Minnesota and North Dakota****Consumer Info:** Redacted by HELP Committee**Business Info:** Capella University  
225 S 6th St Ste 900  
Minneapolis, MN 55402-4316  
Redacted by HELP Committee**Location Involved:** (Same as above)**Consumer's Original Complaint :**

I was a student at Capella University through the Spring of 2006 but did not attend a class that I was pre-registered for in the Summer of 2006. The class was BUS4046 "Employee and Labor Relations" ONLN 1 0210 which ultimately received a letter grade of F for in spite of the fact that I never went into the course-room, I was billed for the entire term and now have a collection agency calling me for money.

In addition Capella University failed to mention that courses taken at there university are not transferable to any other school. I am now having to take an entire degree program over again at a State College in my area called Bridgewater State College so that I may obtain my Bachelors Degree.

Capella University is a very expensive on-line "Accredited University" that gobbled up all my Federal Financial Aid money and refused to remove the charge for the class mentioned above.

They tout themselves as being "Accredited" and stating that not only do they accept transfered courses but imply that their courses are transferable to other colleges.

**Consumer's Desired Resolution:**

I am not looking for the entire \$30,000 plus bill to be reimbursed though I find it very unethical to use the word "Accredited" implying that it is an accepted form of education only to find out that it is not. I am however expecting the course BUS4046, Employee and Labor Relations removed from my transcript and the charges taken off my bill. Redacted by HELP Committee

**BBB Processing**

11/29/2007 **web BBB** Complaint Received by BBB  
 11/30/2007 **BG BBB** Member Complaint Validated by BBB Operator  
 11/30/2007 **Otto EMAIL** Member Send acknowledgement to Consumer  
 11/30/2007 **Otto EMAIL** Member Send acknowledgement to Business  
 12/17/2007 **WEB BBB** RECEIVE BUSINESS RESPONSE : Contact Name and Title: Redacted by HELP Committee

Contact Phone: Redacted by HELP Committee  
 Contact Email: CustomerCare@capella.edu  
 To Whom it May Concern:

Ms. Redacted by HELP Committee was registered for BUS4046 in Summer Quarter 2006. While Capella does not automatically drop learners from courses for non-participation, learners do have the ability to drop their courses online should they decide that they are unable to complete the course at that time. Our records do not indicate that a course drop was ever completed for BUS4046. However, given that Ms. Redacted by HELP Committee did not participate in her course, we have approved a tuition credit for the cost of her Summer tuition (\$1740). Regarding her transcript, we also had a Late Course Withdrawal approved which replaces the failing grade with a grade of W. The W reflects that she was withdrawn from the course, but has no effect on her GPA. Unfortunately, we are unable to completely remove the course enrollment from her transcript.

In regards to our accreditation, Capella University is regionally accredited by the Higher Learning Commission and is a member of the North Central Association of Colleges and Schools. Our credits are widely transferable given our accreditation, however, we are unable to address individual schools' policies on transfer credits. We encourage Redacted by HELP Committee to contact her current institution to determine why her Capella credits did not transfer into her new program.

We apologize for any frustration this situation has caused. The tuition credit and Late Course Withdrawal are in their final stages of processing. We will follow up with her directly once these processes have been completed.

Regards,  
 Redacted by HELP Committee  
 Customer Care Team Lead  
 Redacted by HELP Committee

Capella University  
 225 South 6th Street, 9th Floor  
 Minneapolis, MN 55402  
 www.capella.edu

12/17/2007 **KT EMAIL** VF2 - Forward Business response to Consumer  
 12/18/2007 **KT BBB** CONSUMER SATISFIED WITH BUSINESS RESPONSE : Thank you for your assistance. It appears that they have dropped the charges for the course that I had pre-registered for but did not attend. I am now going to submit a physical disability claim stating that I was unable to withdraw from one other course that I received an F in because I was in the middle of medical treatment for a physical impairment. Though this may not require your service I would like to have it in your records should I need further assistance.

**CAPELLA-0049450**

Thank you again,

Redacted by HELP Committee

12/18/2007  
12/18/2007

Otto EMAIL  
Otto BBB

Inform Business - Case Closed Resolved  
Case Closed RESOLVED

**CAPELLA-0049451**