



HAND DELIVERED

April 20, 2009

REDACTED

Dear [REDACTED]

This letter is in reference to your letter received by my today, April 20, 2009.

Having received your letter we agreed to meet in my office today with Academic Dean [REDACTED], Program Director [REDACTED] and Director of Career Services [REDACTED] HELP

You informed me that the reason for your letter was to be heard. You informed us that you are a top student of Concorde Career College, San Diego and while in my office I referenced your records in our system and agreed with you.

You had concerns regarding communications that "all of the good jobs" for Insurance Coding and Billing were located in the north county. Program Director Career Services Director [REDACTED] stated that there were more opportunities in the north county due to numbers of hospitals and doctors office in that area, not necessarily that all of the good jobs were up there. Career Services Director

Also you stated that you never informed [REDACTED] that you wanted to have an extern site close to home. Your extern site is in close proximity to the college and your home and this is agreeable to you as you need to complete your program and get a job to be self-supportive.

At the end of our meeting I asked you if you were satisfied with our discussion and you again stated that you just wanted to be heard. I thank you for this opportunity to meet and I appreciate your desire to be heard. I look forward to shaking your hand at your graduation!

Sincerely,
[REDACTED] HELP

Campus President

[REDACTED] HELP

Today should be one of the happiest days for me this year! I'll be done with school on Tue I got my internship today (Friday) I have perfect attendance (never was late or left early), have been consistent on the dean's list, was nominated for student of the month (by ^{Redacted by} _{UCI D} ...love his upbeat pleasant attitude ALL THE TIME; he is very helpful to us students). My typing and 10 key is over and beyond the requirements, I have NEVER cheated OR copied from anyone, (I have had the highest grades in my class...since I started). I have never fallen asleep in class or cursed out an instructor or classmate, never went to complain to the head of the dept or the dean. I am drug free and can pass a back ground check! I have lived up to all of Concorde standards.

So why am I feeling like concord is not living up to their part of the bargain? It took me about 2 weeks to sign the paperwork to start Concorde! My first concern was why should I start school and not start looking for a job NOW instead of 7 months from now? ^{Redacted} assured me that with hard work (dean's list) and dedication (attendance) I will rise to the top "the cream of the crop will rise to the top" ^{My} second concern is how do I know I will find a job after I finish this schooling? ^{Redacted} _{d by} assured me...we have job placement for those who want to work and show up everyday and let us see you want it! I believed them!! Through no fault of their own...I believe that they believe that! However I don't think they know what goes on upstairs! Their job is to get us in! I understand that!

Once I signed the paperwork it seemed everything changed! From the front desk secretary (she got a little short and nasty) to the instructions (some)! My first 3 modules here were horrible. I stayed because I had an obligation to my contract and I wanted to prove to myself that I was CAPABLE: I knew that I was skilled enough of finishing my task. Not only was I going to stick this out I would do so being the top of my class. I believed in the Concorde dream so much that I went to my family and friends which encouraged a few to follow in my footsteps. After my 14 days were over I began to have more confidence in myself.

I started Concorde along with five other students that were on the same path of completion; we were anxious but afraid of what the next module would bring. To our disappointment the first instructor was rude and abrupt to the point that not just the new people but everyone else in the class was afraid to ask a question about the homework or lecture or afraid of being singled out and belittled! Ultimately people started to ask each other questions about the homework and lecture! I was appointed by the rest of the class as the go to person if you had a question on what was expected from the instructor. I took pride in being the go to guy. The instructor took notice of my leadership skills and instead of thanking me for taken up her slack I was told "I am the instructor and not you". From that moment on I told my classmates that they had to go to her! From that moment I felt like I been black balled because I was trying to help my fellow classmates.! I ended up on another list other than the dean's list! My rapport with the students was excellent and the rapport with 1st instructor not so good! To the point where my second instructor was WARNED about our class! Mind you I was only trying to help! Student "A" suggested we take it to the dean! (as student "a" has done several times after talking to stapleton after the 1st week) It didn't bother me that much...because I am not a complainer...it takes a lot for me to step out...so she did on her own! After she went to

stapleton. I'm guessing to her not being satisfied (so she says) she went to the dean! Student "A" told the class we should not have to pay for instructors that don't instruct, so when and if we get a chance to take another survey we should let that be known! We did! After we left her class (instructor 1) and seen a change in her demeanor and attitude a fellow student asked her (instructor 1) why were we her worst class (this was told to us)? Her response? "Oh when you guys started I had a lot of stress on me from planning my wedding and other personal issues, I apologize" however the damaged had already been done!

This leads to my disappointments and untruths! ^{Redacted} told the whole class that she had first and final say so in who got what site on their internship! ^{Redacted} also told the whole class during one of her many talks with us about her experiences that she can smile in your face and kick you in the...butt! (in so many words) since all the internships go through her I feel like I am the one getting kicked! Student "B" was hand picked for an internship, by ^{Redacted} this is a student that has a "C" average, has missed numerous days (per module) falls asleep in class, has had altercations with students and instructors, has lost her badge several times (3)(all replaced thru ^{Redacted}) given new pins that was lost and certificates with certificates protectors, mock interviews, (no one else got this service...(and she didn't ask for this) folders for certificates, etc...and on top of all this was told "I hand picked you for this site but don't go in there with the same attitude you have when you come in here"! I'm confused on the logic of this! Here I am busting my butt to be the best, (keeping up my end of the bargain), to do my best! and I get hand picked for a site around the corner (Euclid)!? And the Dr at the site told me, in short, that he is only doing this internship as a favor to Concorde! After ^{Redacted} already told us in every chance he gets, that the better sites are out of the area and that is where you want to go so don't limit yourself with willing to travel...well on my senior orientation on all 3 lines I put opened, will travel! So when student "A" got her site in Sorrento valley and told ^{Redacted} that they WOULD except another Concorde student and tried to plug me into the Sorrento valley site and even told the coordinator at that site about me, she was told I said I did not want to travel by ^{Redacted} !! (not true). I also was told the internship "is not to get hired it's only for experience"! If that is so, why tell student "A" and "B" this site is looking to hire?! It's confusing I still don't fully understand the logic!! Something is wrong with this picture!

If you ever get a chance to walk in my shoes (for at least a week) at any given time/point in the last 5 years you would know I have nothing to loose by speaking what is on my mind today 04-17-09 (especially when I am paying for something) (loans and personal) I think I have said enough...however...this is the tip of the iceberg. There are many more scenarios and stories at Concorde in the last 7 months that I am sure some don't know or think I know! By the way...Student "A" and "B" are willing to vouch for everything that is written here!

POINT IS...DOWNSTAIRS NEED TO KNOW WHAT IS GOING ON UPSTAIRS!
And I trusted ^{Redacted} (my recruiter) and ^{Redacted} (my financial aid advisor) and what they told me was true, when I first sign the paperwork about Concorde, that doing my best and being the best at school, everything else will fall in place! And that I would have

nothing to worry about...Not if I rub people the wrong way or if they have a personal vendetta against me for what ever reason I will get the bottom of the barrel of what is left over!! Or that I have to be in a popularity group! I had to let this out, it was causing me to loose sleep, I would not and could not toss and turn another night with this heavy weight in my heart...this had to be said for those behind me and/or beside me who can't or won't speak up, for many reasons! These are my true feelings with no exaggerations! I am not the only one who notices this and feels the same way...just the only one who speaks out on injustices! (Especially when it comes to me)!

PS. I am all for taking someone under your wing (I too have taken student "B" under my wing)...but not at others' expense!

REDACTED

fwd: aas

President
Director
Redacted by HELP