

Concorde Career College
Attn: Tim Cole
Redacted by HELP

March 11, 2010

Mr. Cole:

I am contacting you to lodge a formal letter of complaint against your Vocational Nursing Program on the San Bernardino, CA campus. Please be advised that copies will also be sent to the Board of Vocational Nursing in California as well as the Better Business Bureau.

I began my program on January 26, 2009 and graduated as the valedictorian with a 4.0 GPA on February 16, 2010. From the very beginning of this class there were problems. We were promised that our clinical hours were to be spent mainly at acute care hospitals, promised that the school would work with us in regard to putting students near clinical sites that were near their homes, all sorts of empty promises. We ended up having a total of 10 clinical days at an acute care hospital, the rest spent mainly in skilled nursing homes and then the last two terms we were at public health clinics where we were not even able to perform nursing duties. We spent the majority of our days filing charts in a chart room.

We lost our first DON about 1 month into the program and in the year we were there went through at least 3 DON's as well as 2 ADON's. There were times when we didn't even know if we had a clinical site the night before we were supposed to be there.

All of the above only serves to let you know how frustrated myself and the members of my class were by the time of our graduation. The week before we were pinned Redacted by and another of your Nursing Staff came to our classroom and told us how important it was for them that all our paperwork be turned in in a timely manner so we would be able to sit for State Boards. We were told that our class was her first priority and she would not be able to do anything until our paperwork was turned in. Blah blah blah.... More empty promises.

Today, March 11, 2010 I call the office in San Bernardino to speak to Redacted because we have not heard anything about our authorization to test. Mind you I must speak to Redacted because again your company has failed to be able to hold on to ANOTHER Director of Nursing. I am told that in the 3+ weeks since we were pinned our paperwork is STILL SITTING ON HER DESK. Has not been turned in, NOTHING has been done. This is totally UNACCEPTABLE. Redacted by was still there for at least three days after our pinning, that paperwork was sitting on her desk the day we graduated because several of us saw it there. It should have been sent that day! I truly don't care what kind of excuses Redacted can come up with. None of them are valid and none of them is my problem. It is your responsibility as a company to handle things that need to be done. Our class got the short end of the stick from beginning to end.

Now that we are out of school, we have bills to pay and student loans that are due and again Concorde dropped the ball. We all payed \$28,000 for tuition before interest and this is how you treat your students? I saw your company kick students out of class who were not able to make their payments. I saw people get dropped from class for missing one extra day after they had a baby even though the school knew from the start that they were pregnant and told them they would work with them. Your teachers and administration spent the last year drilling into our heads how we had to act in a professional manner and when it comes to the MOST important part of our education, you couldn't even handle that. As I said, this behavior is totally unacceptable and I find it unconscionable that in an economy with jobs so hard to find and people struggling so much to get by, your company has treated us this way. In case you've failed to notice the census of your students, there are more and more that are adults who've needed to change careers because of these economic times. They started school in a bad position and have all struggled to make it throughout. They don't need the extra time and aggravation this will put on them in their search to be able to regain the work force. I'm sure if this has happened to you or yours it would not be acceptable and therefore should not be acceptable to anyone.

I expect that you will find a way to rectify this situation. I look forward to hearing from you soon.

REDACTED