

BBB CASE# REDACTED

Complaint filed by:	REDACTED	
Complaint filed against:	Concorde Career Institute (More)	
Activity		
	Date	Activity Description
	04/08/2009	Case ADMINISTRATIVELY CLOSED
	04/08/2009	Inform Consumer - Case ADMINISTRATIVELY CLOSED
	04/08/2009	Bureau Judged Case A3R
	03/30/2009	MIP Member timeline
	03/23/2009	ADR Consumer rebuttals b offer call company I have reviewed the response from cci..My feeling was one of shock, they brought up my time missed due to illness, HOWEVER they failed to mention the fact that I maintained a 3.4 GPA overall...They DID NOT ATTEMPT TO ASSIST ME WITH PLACEMENT EVER. This statement was completely false. Also the statement about me being in collections is also FALSE..I will be seeking legal action against the school! Thank you.
	03/23/2009	MIP Member timeline
Complaint status:	03/17/2009	More info received from the business In reviewing [REDACTED] I have found no evidence of any miss representation. [REDACTED] met with an admission representative and signed a placement form that informed the student of the programs employment statistics. In reviewing her file there is no documentation of being unsatisfied with the school. There is documentation from her clinical instructor concerning absences from 8/20/08 through 10/15/08 with advisements of the importance of being in school. The reasons for her absences stated illnesses and a terminal ill sister, [REDACTED] as given additional time to complete her class work and turn in assignments and evaluations. Every student at CCI is entitled to one paid certification exam. If they fail that exam they are responsible to pay for any additional testing. From 1/22/09 through 2/5/09 CCI attempted to work with [REDACTED] placement assistance. The fact that she was not certified was a problem. On 2/5/09 a career services person called [REDACTED] and was told she couldn't speak to her because she was applying for a job on line and she would call her back. She never called the campus back. [REDACTED] never spoke to me about any problems while she [REDACTED] CCI and this letter is the first formal complaint from [REDACTED] the school. The student has not fulfill her financial obligations and has been placed into collections.
	03/17/2009	Call/Email Business
	03/16/2009	MIP Member timeline
	03/10/2009	Call/Email Business
	03/09/2009	MIP Member timeline
	03/04/2009	Call/Email Business
	03/02/2009	MIP Member timeline
	02/25/2009	ADR Complaint Rec'd Call Company
		Case Received by

<http://66.255.18.66/complaint/view/67137129/b/69f0ac>

8/24/2010

Confidential

CCC000110051

Complaint

	02/24/2009 BBB (Less)
Case Description:	When I first met with a Concorde Rep. he said that once I graduated from their school they placed 98%... (More)
Category:	Sales Practice Issues
Case opened date:	02/25/2009
Case closed date:	04/08/2009
Desired Resolution:	Full repayment of outstanding student loans and I would also request to be compensated for the 13 monthies of time... (More)

Download a copy of this complaint so you can print it for your records

*** This complaint has been closed. If you have more information to provide to the bureau regarding this complaint, please click [here](#). ***



Better Business Bureau of West Florida, Inc.
2655 McCormick Drive
Post Office Box 7950
Clearwater, FL 33758-7950
(727) 535-5522 | (800) 525-1447
Fax: (727) 539-6301
www.bbb.org

February 25, 2009

Campus President

Concorde Career Institute
Redacted by HELP

RE: Case # _____ **REDACTED**

The Better Business Bureau has received a complaint from one of your customers. The intent of this letter is to provide your company with an opportunity to respond to the consumer's dissatisfaction. We ask your cooperation in responding to the complaint within 24 hours of receipt of this letter. Experience shows that an immediate response eases mediation efforts. The consumer has been notified that you will contact them directly within 24 hours of receipt of this letter to resolve this dispute. We also ask that you notify the BBB of your resolution efforts.

As part of your pre-commitment to BBB membership, specifically the "Membership Identification Program (MIP)", you have agreed to mediate and if necessary, arbitrate any eligible dispute brought to the BBB's attention. While we would like to see every claim mediated in a favorable fashion, we understand that situations may arise in which your customer may remain unhappy or you feel the dispute is without merit. In either case, arbitration will be set to bring closure to the claim.

Please understand that a prompt reply is important to your company's record and is greatly appreciated. Company reports are based on a review of the complaints and responses in the company's file.

We encourage you to use our ONLINE COMPLAINT system to respond to this complaint. The following URL (website address) below will take you directly to this complaint. You will be able to enter your response directly on our website:

<http://westflorida.app.bbb.org/complaint/view/> Redacted by HELP

Thank you for your prompt reply and cooperation. If you have any questions or comments, please call me at Redacted by HELP

Sincerely,

Redacted by
Trade Practice Specialist

BBB CASE#: 67137129

Complaint filed:	REDACTED
Complaint filed against:	Concorde Career Institute (More)
Complaint status:	Call/Email Business (More)
Case Description:	When I first met with a Concorde Rep. he said that once I graduated from their school they placed 98%... (More)
Category:	Sales Practice Issues
Case opened date:	02/25/2009
Case closed date:	
Desired Resolution:	Full repayment of outstanding student loans and I would also request to be compensated for the 13 months of time... (More)

Download a copy of this complaint so you can print it for your records

** Your recent additional information has been recorded, and will be reviewed by the BBB.

If you have information you would like to provide regarding this complaint, click [here](#). ***

<http://66.255.18.66/complaint/view/>

Redacted by HELP

3/17/2009

Confidential

CCC000110054

Better Business Bureau of West Florida, Inc.
COMPLAINT ACTIVITY REPORT **REDACTED**

Consumer In

Business Info: Concorde Career Institute
Redacted by HELP
Tampa, FL Redacted by
Redacted by HELP

REDACTED

Location Involved: (Same as above)

Consumer's Original Complaint :

When I first met with a Concorde Rep. he said that once I graduated from their school they placed 98% of there students, that definately did not happen. As of 4 mos post graduation only 1 out of 7 have a job in the field of surgical technology, and this individual had no help with finding this position either. I was also told that I would be prepared for the CST exam and that they had a 80% pass rate on this exam, again that was not true, only 50% of our class passed the exam as did the graduateing class a month before mine. Then due to not being properly prepared for this CST exam the first time, I am expected to pay to re-take the exam which will cost an additional \$200.00, after I have already paid \$15,000.00 for the initial "education". In addition to the preceeding, I feel they continue to mislead new students with instructors that are unqualified and incompetent to provide the level of education that it takes to be successful in this field. Unfortunately my realization came in little to late. My hope is that this will deter this from happening to future students. So, now I have no job, no certification, and a huge student loan coming due. Not a very good place to be. Not to mention no prospects of a career and children to support. I feel I was completely misled and should not have to pay for this "non-education". My experience with this school was far from satisfactory. I am still also inclined to add the last fact, I maintained a 3.0-3.8 GPA thru out my time at this school, so I really feel as if we just were not prepared.

Consumer's Desired Resolution:

Full repayment of outstanding student loans and I would also request to be compensated for the 13 monthes of time I wasted which if figured up comes out to be a minimum 1040 hrs, so even at a minimum wage job it would be \$6656.00. I feel this is fair and would be acceptable. I truly hope this type of empty promises will cease on their behalf. Thank you for your time.

BBB Processing

02/24/2009 web BBB Case Received by BBB
02/25/2009 LAG MAIL ADR Complaint Rec'd Call Company

Date: 3/10/09

Concorde Career Institute
Unofficial Transcript

Page 1 of 1

Student:	REDACTED	Original Start Date: 10/22/2007	Student GPA: 3.38
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Course Code	Course Description	Credits Attempted	Credits Earned	Grade	Quality Points	Course Code	Course Description	Credits Attempted	Credits Earned	Grade	Quality Points
Program: Surgical Technologist Enrollment #: PO07090613 Start Date: 10/22/2007 Status: Graduate Grad Date: 11/17/2008 Hours Req:											
ST110	ST110: Basic Sciences I	7.60	7.60	B	22.80						
ST120	ST120: Basic Science II	8.00	8.00	B	24.00						
ST210	ST210: Principles of Surgical Technology	6.40	6.40	A	25.60						
ST220	ST220: Asepsis	6.40	6.40	A	25.60						
ST230	ST230: Principles of Surgical Assisting	6.40	6.40	A	25.60						
ST240	ST240: Surgical Procedures	6.40	6.40	A	25.60						
ST310	ST310: Clinical Practice 1	5.55	5.55	B	16.65						
ST320	ST320: Clinical Practice 2	5.55	5.55	C	11.10						
Surgical Technologist		52.30	52.30	GPA: 3.38							

Credentials awarded for Surgical Technologist enrollment		
Credential	Date Awarded	Date Cleared
Diploma / Certificate	11/17/2008	11/17/2008

*** End of Transcript ***

** Indicates Retaken Course
R* Indicates Retaken Override

Indicates Pass/Fail Course

Accredited by: Accrediting Commission of Career Schools and Colleges of Technology

Confidential

CCC000110056

Student Activities

rpt_CmStudentActivities.rpt
Redacte

All Records

3/11/2009
8:44:49AM

Student Information:

REDACTED

Campus: Tampa
Status: Graduate
Graduation Date: 11/17/2008
Degree: Diploma / Certificate

Contacts:

Due Date	Activity	Activity Category	Status	Result	Completed By	Date Completed	Contact Person	Comments
9/26/2007	AD01 - New Lead Inquiry		Closed	Contacted	Redacted	10/2/2007	Redacted by	ENROLLED
9/27/2007	FA - Tentative		Closed	Meeting Given	by HELP	9/27/2007	HELP	
10/1/2007	AD08 - Return for Enrollment		Closed	Meeting Given		10/13/2007		
10/2/2007	AD04 - 1st Appointment		Closed	Meeting Given		10/13/2007		ENROLLED
10/3/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/3/2007		
10/3/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/3/2007		
10/3/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/3/2007		
10/3/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/3/2007		
10/5/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/5/2007		
10/5/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/5/2007		

*** Live ***

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CCC000110057

Student Information:

REDACTED

Campus: Tampa
Status: Graduate
Graduation Date: 11/17/2008
Degree: Diploma / Certificate

Contacts:

Due Date	Activity	Activity Category	Status	Result	Completed By	Date Completed	Contact Person	Comments
10/5/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent	Redacted by HELP	10/5/2007	Redacted by HELP	
10/5/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/5/2007		
10/8/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/8/2007		
10/9/2007	ADL - Orientation Letter PS - Institute		Closed	Letter Sent		10/9/2007		
11/2/2007	BO - EFT Receipt		Closed	Letter Sent		11/2/2007		
11/26/2007	BO - 60 Days Past Due		Closed	Letter Sent		11/26/2007		
11/26/2007	BO - Late Account		Closed	Letter Sent		11/26/2007		
12/27/2007	BO - 30 Days Past Due		Closed	Letter Sent		12/27/2007		
1/7/2008	Comment		Pending					Student phoned in due to illness today. Expected return is Tues 1/8/8
1/8/2008	Comment		Pending					Student phoned in today, still ill. Will try to be in tomorrow.
1/11/2008	BO - 30 Days Past Due		Closed	Letter Sent		1/11/2008		
1/16/2008	Comment		Pending					called in sick, she expects to return tomorrow
1/17/2008	Comment		Pending					Student called in ill. She has been very ill since school started last week. I have filed

**** Live ****

Student Activities

3/11/2009
8:44:49AM

Student Information:

REDACTED

Campus: Tampa
Status: Graduate
Graduation Date: 11/17/2008
Degree: Diploma / Certificate

Contacts:

Due Date	Activity	Activity Category	Status	Result	Completed By	Date Completed	Contact Person	Comments
1/28/2008	BO - Late Account		Closed	Letter Sent	Redacted by HELP	1/28/2008	Redacted by HELP	out an advising form to be completed upon her return
2/13/2008	BO - 30 Days Past Due		Closed	Letter Sent		2/13/2008		
4/10/2008	BO - EFT Receipt		Closed	Letter Sent		4/10/2008		
6/23/2008	Labels - Mailing - Employer - Avery 5160		Closed	Letter Sent		6/23/2008		
6/24/2008	Comment		Closed	Task Complete		6/24/2008		6/24-waiting for student to come in and complete paperwork with FA to increase unsub loans which should pay off payment plan.
8/15/2008	Comment		Closed	Task Complete		8/15/2008		left message to call and/or come by the BO
8/18/2008	Comment		Closed	Task Complete		8/18/2008		Student at Tampa General. Instructor said she will be in Friday.
8/20/2008	BO - Late Account		Closed	Letter Sent		8/20/2008		
8/26/2008	Comment		Pending					ntacted me regarding her absence on 08/26/08. - ill. dk 08/26/08
8/27/2008	Comment		Pending					ntacted me regarding her absence on 08/27/08 - ill. dk 08/27/08
9/2/2008	Comment		Pending					ntacted me regarding her absence on 09/02/08 - ill. dk 09/02/08
9/8/2008	Comment		Pending					Upon the beginning of class on 09/05/08, I found [REDACTED] leaving the ST lab. I asked her what she was doing in the lab.

*** Live ***

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Confidential

CCC000110059

REDACTED

Campus: Tampa
Status: Graduate
Graduation Date: 11/17/2008
Degree: Diploma / Certificate

Contacts:

Due Date	Activity	Activity Category	Status	Result	Completed By	Date Completed	Contact Person	Comments
9/10/2008	Comment		Pending				Redacted by HELP	<p>She said that she was getting a gown. I told her that the lab was off limits to clinical students & the gowns were for the campus students that were using the lab. I told her to fold the gown back up & put it where she found it. A few minutes later I went back to check if the gown had been put back & saw a gown thrown onto the patient stretcher & a wrapper nearby. I went to find to ask her where she had put the gown she opened & I couldn't find her. I asked her classmate REDACTED if she had seen REDACTED. REDACTED had left. I commented that why would she leave without saying anything when I had just seen her. REDACTED just found out recently that her sister does not have long to live. REDACTED extended me soon thereafter stating "I left for the day - ill" REDACTED returned to clinical today 09/09/08 & has made no comment about her sister. dk 09/09/08</p> <p>did not contact me regarding her absence today. 09/10/08. I will follow up w/a phone call to contact # listed - document changes. Re</p>

*** Live ***

Student Information:

Boole, Pamela

REDACTED

Campus: Tampa
Status: Graduate
Graduation Date: 11/17/2008
Degree: Diploma / Certificate

Due Date	Activity	Activity Category	Status	Result	Completed By	Date Completed	Contact Person	Comments
9/10/2008	Comment		Pending				Redacted by HELP	09/10/08 [redacted] has not contacted me regarding her absence today, 09/10/08. Phone call to follow up. dk 09/10/08
9/22/2008	Comment		Pending					Erica did not contact me regarding her absence today, 09/22/08
10/9/2008	Comment		Pending					[redacted] contacted me regarding her absences on 10/07, 10/08, 10/09 - III. dk 10/09/08
10/15/2008	Comment		Pending					[redacted] contacted me regarding her absence on 10/14/08 - She texted stating that she woke up vomiting & diarrhea & asked if she should come in. Due to compromising patients who are already ill, it is recommended per/TGH that you do not come into the hospital if you are ill. Therefore, I told [redacted] not to come in.
10/15/2008	Comment		Pending				Redacted by	Today, 10/15/08 [redacted] texted me & said she was was shaky but would come in & work on homework. She has not signed in nor have I seen her. She will be marked absent until she can be accounted for on the clinical site. dk 10/15/08 [redacted] had excessive absences which has, in the past, affected to pass her term.

Student Activities

3/11/2009
8:44:49AM

Student Information:

REDACTED

Campus: Tampa
Status: Graduate
Graduation Date: 11/17/2008
Degree: Diploma / Certificate

Contacts:

Due Date	Activity	Activity Category	Status	Result	Completed By	Date Completed	Contact Person	Comments
10/21/2008	Comment		Pending				Redacted by	I told [redacted] on 10/13/08 that she needs to hand in missing work so she has scores to enter for her grade. She did not ask for any of the missing assignments. I do have a student website where the homework is posted weekly in which [redacted] has access to. [redacted] also needs to achieve the required scrub experience criteria in which she is below where she should be. Next week is 320 midterm where I will counsel her one on one on her status & the plan of action to achieve her program completion. [redacted] will be notified & Update to follow midterm. dk 10/15/08
10/22/2008	Comment		Pending				Redacted by HELP	[redacted] contacted me regarding her absence on Monday, 10/20/08 - court settlement. [redacted] contacted me regarding her absence on Tuesday, 10/21/08 - no reason given dk 10/21/08
10/29/2008	Comment		Closed	Task Complete	Redacted by	10/29/2008		[redacted] contacted me regarding her absence today, 10/22/08 - cold sweats, intestinal probs. dk 10/22/08 Due to change in Fed. Regs. Pell 08/09 2nd. AY only eligible \$1708.gd

*** Live ***

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Confidential

CCC000110062

Ledger Card

rpt_saLedgerCard.rpt
Redacted

Sorted by: Campus, Term Start Date, Transaction Number

3/11/2009
8:44:31AM

Student Name
Address
REDACTED

Balance \$ 0.38
Student ID REDACTED
Current Status Graduate
Program Version Surgical Technologist
Start Date 10/22/2007
LDA 11/17/2008
Graduation Date 11/17/2008

Date	Check/Ref	Enrollment	Term	Campus	Code	Description	Charges	Payments	Balance
Tampa									
10/23/2007	AUTO-102307	PO07090613 : Surgical Techn		FLTPA	BOOK	Books	624.00		624.00
10/23/2007	AUTO-102307	PO07090613 : Surgical Techn		FLTPA	HS	Health Screens	184.00		808.00
10/23/2007	AUTO-102307	PO07090613 : Surgical Techn		FLTPA	REG	Registration Fee	100.00		908.00
10/23/2007	AUTO-102307	PO07090613 : Surgical Techn		FLTPA	TUIT	Tuition	5,437.50		6,345.50
10/23/2007	AUTO-102307	PO07090613 : Surgical Techn		FLTPA	TUIT	Tuition	13,312.50		19,658.00
10/23/2007	AUTO-102307	PO07090613 : Surgical Techn		FLTPA	TX	Sales Tax	53.69		19,711.69
10/23/2007	AUTO-102307	PO07090613 : Surgical Techn		FLTPA	UN	Uniforms	143.00		19,854.69
10/31/2007	20296/FA 20296	PO07090613 : Surgical Techn		FLTPA		SEOG 2007-08		250.00	19,604.69
10/31/2007	20293/FA 20293	PO07090613 : Surgical Techn		FLTPA		Pell Grant 2007-08		2,155.00	17,449.69
11/2/2007	EFT/11/2/2007	PO07090613 : Surgical Techn		FLTPA		Subsidized Stafford Loan Payment 2007-08		1,750.00	15,699.69
11/2/2007	EFT/11/2/2007	PO07090613 : Surgical Techn		FLTPA		Unsubsidized Stafford Loan Payment 2007-08		2,000.00	13,699.69
11/26/2007		PO07090613 : Surgical Techn		FLTPA	INT	Interest Charge	31.61		13,731.30
11/26/2007	101	PO07090613 : Surgical Techn		FLTPA		Student Payment 2007-08		105.20	13,626.10
4/9/2008	EFT	PO07090613 : Surgical Techn		FLTPA		Subsidized Stafford Loan Payment 2007-08		1,750.00	11,876.10
4/9/2008	EFT	PO07090613 : Surgical Techn		FLTPA		Unsubsidized Stafford Loan Payment 2007-08		2,000.00	9,876.10
4/10/2008	31370/FA 31370	PO07090613 : Surgical Techn		FLTPA		SEOG 2007-08		250.00	9,626.10
4/10/2008	31369/FA 31369	PO07090613 : Surgical Techn		FLTPA		Pell Grant 2007-08		2,155.00	7,471.10
7/29/2008	EFT/EFT	PO07090613 : Surgical Techn		FLTPA		Unsubsidized Stafford Loan Payment 2008-09		990.00	6,481.10
7/30/2008	EFT/EFT	PO07090613 : Surgical Techn		FLTPA		Unsubsidized Stafford Loan Payment 2008-09		990.00	5,491.10

*** Live ***

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CCC000110063

REDACTED

Date	Code	Description	Section	Credits	Hours	Bill Code	Charge	Balance
8/26/2008	33083/FA 33083	PO07090613 : Surgical Techn	FLTPA			Pell Grant 2008-09	1,643.00	3,848.10
8/27/2008	EFT	PO07090613 : Surgical Techn	FLTPA			Subsidized Stafford Loan Payment 2008-09	1,102.36	2,745.74
10/10/2008	EFT/EFT	PO07090613 : Surgical Techn	FLTPA			Subsidized Stafford Loan Payment 2008-09	1,102.36	1,643.38
10/30/2008	34006/FA 34006	PO07090613 : Surgical Techn	FLTPA			Pell Grant 2008-09	66.00	1,578.38
3/9/2009		PO07090613 : Surgical Techn	FLTPA		TUIT	Tuition credit adjustment	(1,578.00)	0.38
Totals:							\$18,308.30	\$18,307.92
Tampa Totals:							\$18,308.30	\$18,307.92

Code	Course Description	Section	Credits	Hours	Bill Code	Charge
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Description	Bill Code	Term	Amount	Date
Pending Charges Total:				
Student Total:				

Student Activities

3/11/2009
8:44:49AM

Student Information:

REDACTED

Campus: Tampa
Status: Graduate
Graduation Date: 11/17/2009
Degree: Diploma / Certificate

Contacts:

Due Date	Activity	Activity Category	Status	Result	Completed By	Date Completed	Contact Person	Comments
11/25/2008	Comment		Closed	Task Complete	Redacted by HELP	11/25/2008	Redacted by HELP	as given the opportunity to turn in the 4 clinical evaluations and complete the 12 cases in order to pass the course. She has until 12/1/08 to complete this. As of 11/25 she has only turned in one evaluation and has no cases scrubbed. She also was absent 11/21 and left the clinical site early 11/24. will receive the 57% give her if she doesn't complete this opportunity successfully.
12/5/2008	Labels - Mailing - Student - Avery 5160		Closed	Letter Sent	Redacted by HELP	12/5/2008	Redacted by HELP	
12/10/2008	LM - Grad Call		Closed	Call Completed		12/8/2008		
12/17/2008	Comment		Closed	Task Complete		12/17/2008		EMAILED CAMPUS ABOUT ACCT
12/22/2008	Labels - Mailing - Student - Avery 5160		Closed	Letter Sent		12/22/2008		
12/22/2008	BO - Collection Call		Closed	Call Completed		12/22/2008		PER CAMPUS DO NOT WORK ACCT
1/9/2009	CS - Job Placement Contact		Closed	Left Message		1/9/2009		LM to call me re: job placement/verification.
1/15/2009	LM - Grad Call		Closed	Call Completed		1/15/2009		no answer sent pc
1/16/2009	LM - Grad post card		Closed	Letter Sent		1/15/2009		
1/16/2009	BO - Collection Call		Closed	Call Completed		1/16/2009		follow up with campus on acct

**** Live ****

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Confidential

CCC000110065

Student Activities

3/11/2009
8:44:49AM

Student Information:

REDACTED

Campus: Tampa
Status: Graduate
Graduation Date: 11/17/2008
Degree: Diploma / Certificate

Contacts:

Due Date	Activity	Activity Category	Status	Result	Completed By	Date Completed	Contact Person	Comments
1/22/2009	CS - Job Placement Contact		Closed	Call Completed	Redacted by	1/22/2009	Redacted	Student called for job placement assistance. I gave her several leads off of employ florida and indeed. I will check with Redact to see if know of any place that is hiring non-certified techs. She did not pass her certification.
1/28/2009	CS - Job Placement Contact		Closed	Contacted	Redacted by HELP	1/28/2009	Redacted by HELP	Sent Redacte an email to see if he had any job leads for non-certified surg techs.
2/5/2009	CS - Job Placement Contact		Closed	Call Completed		2/5/2009		Rcvd communication from Admission Rep. Redacted regarding student's dissatisfaction with Concorde. Student wrote e-mail to Redac stating she would not recommend Concorde to anyone.
2/10/2009	BO - Collection Call		Closed	Call Completed	Redacted by HELP	2/10/2009	Redacted by HELP	I immediately contact student and reached her. She however couldn't speak with me as she was applying for a job online. Grad promise to call me back as soon as she's done applying for the job.
3/2/2009	Labels - Mailing - Student - Avery 5160		Closed	Letter Sent		3/2/2009		follow up with campus on acct
3/9/2009	BO - Collection Call		Closed	Call Completed		3/9/2009		follow up with campus

Report Date: 3/11/2009

**** Live ****