

December 3, 2008

Dear Accrediting Commission of Career Schools and Colleges of Technology,

This complaint is concerning the Career Services department at the Remington College North Houston Campus. I am VERY dissatisfied with the service they have provided. I STRONGLY feel as though they are not doing the best they can do. It has been almost two months since I graduated from the school and I still do not have a Medical Assisting job. The leads they have given me are ones that I can find on my own. I have not received any leads from companies that may have contacted them for employment opportunities. I DO NOT have my own transportation so I have to use the city's public transportation system (Metro) to get to and from home. I have been going to the school for the past two to three months and/or other places on the following dates: October 13, 14, 15, 16, 17, 20, 21, 22, 23, 24, 27, 28, 29, 30, 31, November 3, 4, 5, 6, 7, 10, 11, 12, 13, 14, 17, 18, 19, 20, 21, 24, 25, 26, and December 1, 2, and 3. The other places I have been to and/or have applied at include: the Worksource, Texas Children's Hospital, Methodist Hospital, Michael E. DeBakey Veteran's Hospital, Houston Northwest Hospital, Woman's Hospital of Texas, Kelsey Seybold, Novum Pharmaceutical Research, IntraCare Hospital, MD Anderson Cancer Center, Texas Department of Health and Human Services, Harris County Hospital District, Memorial Hermann, Proxy Personnel, Dean's Professional Services, and to numerous jobs on craigslist.org, workintexas.com, monster.com, and indeed.com. I have also been to two job fairs, one through Career Builder and the other through the Employment Guide where I gave my resume to prospective employers. I have also dropped off my resume at various doctor's offices and clinics. I need a Medical Assisting job to better myself and to save up money for a car. I need this position soon because I have to begin loan payments that I got from Remington in March of 2009. A rapid response to this issue will be greatly appreciated.

Sincerely,

[REDACTED]



REMINGTON ADMINISTRATIVE SERVICES, INC.

February 6, 2009

**VIA OVERNIGHT DELIVERY**

[REDACTED] Compliance Analyst  
Accrediting Commission of Career Schools and Colleges of Technology  
2101 Wilson Boulevard, Suite 302  
Arlington, Virginia 22201

***Re: Response to Complaint filed by Amanda Barnes against Remington College – North Houston Campus (School #M070741)***

Dear [REDACTED]

Please accept this statement and attached exhibits on behalf of Remington College – North Houston Campus (“Remington College”) for consideration in your investigation of the above-referenced complaint filed by [REDACTED] (“Complainant”).<sup>1/</sup>

Complainant alleges that she was “very dissatisfied” with the career placement services provided by Remington College because the student had not obtained gainful employment within two (2) months after graduating from the Medical Assisting Program. After investigating the allegations, Remington College has concluded that Complainant’s dissatisfaction is unfounded. Upon review of this position statement, we are confident you will reach the same conclusion.

Here, Complainant enrolled in Remington College’s Medical Assisting Program on or about January 14, 2008. At the time of her enrollment, Complainant signed an Application and Enrollment Agreement, which clearly states under the “CAREER SERVICES” heading on page six that “REMINGTON COLLEGE CANNOT AND DOES NOT GUARANTEE EMPLOYMENT BEFORE OR AFTER GRADUATION.” (See Application and Enrollment Agreement, attached hereto as Exhibit A). Further assurances that employment is not guaranteed

<sup>1/</sup> Please note that this statement and enclosed materials include confidential information not to be disclosed without the written approval of Remington College. In addition, this statement is based upon the investigation of the facts and information reviewed thus far. This statement and enclosed materials are submitted for the purpose of aiding the Commission in its investigation and efforts to conciliate this matter. This statement, while believed to be accurate, does not constitute an affidavit or a binding statement of Remington College’s legal position, nor is it intended to be used as evidence of any kind in any other administrative or court proceeding in connection with Complainant’s allegations. By submitting this statement and enclosed materials, Remington College in no way waives its right to present new or additional information at a later date, for substance or clarification. Moreover, by responding to this complaint, Remington College does not waive, and hereby expressly preserves, any and all substantive and procedural defenses that may exist to the complaint and/or Complainant’s allegations.

500 International Parkway, Suite 200  
Heathrow, FL 32746

Response to Complaint filed by [REDACTED] against Remington College – North Houston Campus  
(School #M070741)

---

after graduation is contained later on in the “CAREER SERVICES” section of the Application and Enrollment Agreement in bold on page seven, whereafter Complainant initialed and dated her understanding of this section. (See Exhibit A).

In addition to the basic information and disclaimers found in the Application and Enrollment Agreement, prospective students are also referred to the “Career Services” section in the School Catalog, which explains the scope of the services provided and again disclaims that employment after graduation is not guaranteed. (See School Catalog, attached hereto as Exhibit B; Career Services information is contained on page 13). More specifically, the Career Services section in the School Catalog specifies that Remington College will: assist students in preparing their resumes and completing employment applications; assist students in job-interviewing related skills; and extend invitations to employers to visit the campus and interview graduating students. (See Exhibit B).

In this case, Complainant graduated on or about September 26, 2008, and since that time, the Career Service Department at Remington College has: assisted Complainant with the preparation of her resume; provided Complainant with numerous job leads and interview opportunities (some of which Complainant declined to take advantage of due to transportation issues or otherwise); and participated in a mock panel interview with Complainant. Moreover, it is clear from looking at Complainant’s complaint itself that Remington College provided a great deal of assistance to Complainant in her job search – 36 days listed for either visiting Remington College for career placement assistance or actively seeking employment, as well as 15+ prospective employers she contacted regarding employment opportunities.

It is unfortunate that Complainant has not found viable employment in a related field as she appears to have been a very good student, and I have been told by the Career Services Director that she did well during her mock interview. Nonetheless, Remington College has provided the services specified in the School Catalog and the Application and Enrollment Agreement. As such, Remington College denies any wrongdoing and respectfully requests that the Commission dismiss this complaint without further action.

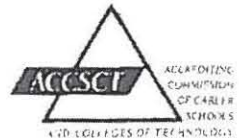
If you should require any additional information, or if I can otherwise be of any further assistance during the course of your investigation, please do not hesitate to contact me directly. I can be reached at Redacted by HELP Committee

Respectfully submitted,

**Redacted by HELP Committee**

Associate General Counsel

DCN/sde  
Enclosures



April 22, 2009

**USPS MAIL**  
**CONFIDENTIAL**

[REDACTED]  
Director  
Remington College-North Houston Campus  
11310 Greens Crossing, Suite 300  
Houston, Texas 77067

*School #M070741*

Dear [REDACTED]

The Accrediting Commission of Career Schools and Colleges of Technology ("ACCSCCT" or "the Commission") considered the complaint submitted by [REDACTED] against Remington College-North Houston Campus ("Remington") located in Houston, Texas. Upon review of the school's additional information dated April 9, 2009, the Commission determined that the allegations made in the complaint regarding the lack of employment search/career services at the school were not sufficient to continue reviewing the complaint. The documentation submitted by Remington supports the school's efforts regarding assistance provided to students and graduates in their job search efforts.

Overall, Remington has demonstrated, through the submission of records and documentation, that it has followed its policies and procedures to demonstrate compliance with the ACCSCCT Standards of Accreditation as described above in this letter. Therefore, the complaint filed by [REDACTED] against the school is considered closed. No further action is required in regard to the matter.

Should you have any questions, please contact me directly at [REDACTED] Redacted by HELP Committee or by email at [REDACTED]

Sincerely,

[REDACTED]

Compliance Analyst

**Redacted by HELP Committee**

2101 Wilson Boulevard, Suite 302  
Arlington, VA 22201

Redacted by HELP Committee

www.accscct.org

received  
04/27/09