

2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
Redacted by HELP Committee

www.accsc.org

April 23, 2010

U.S. POSTAL MAIL & ELECTRONIC DELIVERY
CONFIDENTIAL

██████████
Campus Resident
Remington College – Mobile Campus
828 Downtowner Loop West
Mobile, Alabama 36609

School #M055203

Dear Mr. ██████████:

The Accrediting Commission of Career Schools and Colleges (“ACCSC” or “the Commission”) is in receipt of the enclosed complaint from ██████████ a former Electronics and Computer Engineering student, against Remington College (“Remington”) located in Mobile, Alabama.

The purpose of this letter is to summarize the allegations set forth by the complainant and allow the school an opportunity to respond in accordance with *Section VI (A)(4)(b) and (c), Rules of Process and Procedure, Standards of Accreditation*.

Section VI (Statement of Purpose) Substantive Standards, Standards of Accreditation
Section VI (C)(1) Substantive Standards, Standards of Accreditation

The complainant alleges that Remington did not provide him with appropriate and sufficient graduate employment assistance. Accrediting standards state that schools must remain attentive to their students’ educational and other needs and that graduate employment assistance must be made available to students and the extent and nature of employment assistance services must be as claimed by the school. Therefore, Remington must provide the following:

- A narrative response to each of the complainant’s allegations;
- An explanation of student services available to graduates as published in the school’s catalog;
- Documentation of any student advising sessions with ██████████;
- Documentation of the qualifications of ██████████ and ██████████; and
- Documentation as deemed appropriate by Remington to demonstrate compliance with accrediting standards as it relates to this matter.

The school must submit its response in an electronic format, prepared in accordance with ACCSC’s Instructions for Electronic Submissions which is available online at www.accsc.org. The school’s response must include a signed certification attesting to the accuracy of the information. If the school’s response contains documentation that includes

Remington College - Mobile, Alabama (M055203)

COMPLAINT: [REDACTED]

April 23, 2010

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personal or confidential student or staff information that is not required for the Commission's review (e.g., social security numbers, dates of birth, etc.), please remove or redact that information. The school's response must be received by the Commission on or before May 24, 2010.

Thank you for your attention to this matter. If you have any questions, please contact me directly at [REDACTED] or via email at [REDACTED]

Sincerely,

Redacted by HELP Committee

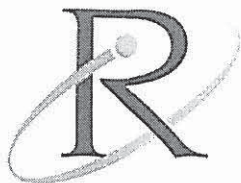
Analyst, Institutional Review and Development

Encls.: [REDACTED] complaint narrative
ACCSC Complaint Review Cover Sheet

Monday, March 22, 2010

I attended Remington College, Mobile, AL campus, from 2004-2006 and I was a student in the Electronics and Computer Engineering program. I made very good grades throughout and I very rarely missed days (maybe one or two for the entire two years). There was supposed to be career services for students that were on the brink of graduation...I never received any such services. In fact, I didn't receive any "help" until after I had complained. I was finally contacted by [REDACTED] and all she ever did was tweak my resume slightly and alert me to job postings I already had knowledge of and jobs that I had already applied to. Then, after promising to help me secure employment, she never stayed in contact with me. Then came [REDACTED] and he pretty much did the same thing [REDACTED] did: Tweak my resume. I met with him here in Mobile, AL and he PROMISED he would stay in contact with me. Not only did I always send emails to [REDACTED] detailing jobs I were applying to and interviews I had but I also did the same thing with [REDACTED] and they both ignored my concerns and emails. I would send emails to [REDACTED] and he would say: "I'm going to contact you at such and such time." But he never did. This is not an isolated incidence. I've spoken with fellow graduates who have experienced the same things. Four years removed from graduation and all I have to show for it is repeated calls from student loan companies. Other schools won't accept Remington's credits. There was no A+ and other certification testings held at the school then like I've heard there are now. I understand that the economy is bad but I graduated in 2006. I've had ONE permanent FT job and I've never been employed as an electronics technician, test technician, field service technician, or any thing that my degree suggests. I can't even get hired at McDonalds. Remington HAS NOT made an effort to help me and I want some answers.

[REDACTED]



REMINGTON ADMINISTRATIVE SERVICES, INC.

March 21, 2010

VIA UPS OVERNIGHT MAIL

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Accrediting Commission of Career Schools and Colleges
2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201

Re: Response to Complaint filed by [REDACTED] against Remington College – Mobile Campus, Inc. d/b/a Remington College – Mobile Campus (School # M055203)

Dear Ms. [REDACTED]

Please be advised that I am in receipt of your correspondence of April 23, 2010, enclosing the complaint filed by [REDACTED] (“Complainant”) against Remington College – Mobile Campus, Inc. d/b/a Remington College – Mobile Campus (“Remington College”). I will be handling the response to this complaint, and I will be your point of contact for Remington College on this matter moving forward. This statement is submitted on behalf of Remington College for consideration in your review of the aforementioned complaint.^{1/}

I. Complainant’s Allegations

Here, Complainant, a Remington College graduate from 2004, alleges that Remington College has not assisted him in obtaining post-graduation employment. More specifically, Complainant initially alleges that he never received any of the career services that Remington College offers to its graduates; however, later on in his complaint, Complainant admits that representatives from Remington College helped “tweak his resume and alert [him] to job

^{1/} Please note that this statement includes confidential information not to be disclosed without the approval of Remington College. In addition, this statement is based upon the investigation of the facts and information reviewed thus far. This statement is 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, 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

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(School # M055203)

openings”. Thereafter, Complainant alleges that the Remington College representatives failed to stay in contact with him during his job search. After investigating these allegations, Remington College has concluded that Complainant’s allegations are unfounded, and adamantly denies any wrongdoing in this matter. Upon review of this position statement, Remington College is confident you will reach the same conclusion.

II. Remington College’s Response To Complainant’s Allegations

Complainant enrolled in Remington College’s Electronics and Computer Engineering Technology Program on or about July 22, 2002 and graduated on or about July 8, 2004.^{2/} While Remington College offers job placement assistance to its students/graduates, it does not guarantee employment for any student or graduate. To the contrary, Remington College provides numerous notices to prospective students to make them aware prior to enrollment that employment is not guaranteed after graduation. More specifically, prior to enrolling, Complainant signed a “Program Application and Enrollment Agreement,” which clearly states as follows:

The School provides employment assistance upon graduation without additional charge. The Applicant is advised this is not given as an inducement to enroll and *no guarantee or representation of employment is made or implied.*

(See Program Application and Enrollment Agreement, attached hereto as Exhibit A)(*emphasis added*). Complainant also signed an “Education America Interview Form,” acknowledging that he understood that “graduation is not a guarantee of job placement.” (See Education America Interview Form, attached hereto as Exhibit B). Additionally, the Campus Catalog provides that while Remington College provides “Graduate Career Services”, it is ultimately the responsibility of the student/graduate to secure employment. (See Graduate Career Services section from the Campus Catalog, attached hereto as Exhibit C).

As referenced above, Complainant graduated on or about July 8, 2004, and initially, it appears as though he did not request much in the way of job placement assistance from Remington College; however, that may be due to the fact that, according to Complainant’s resume, he obtained employment with Best Buy installing mobile electronics. (See Complainant’s Resume, attached hereto as Exhibit D). Thereafter, Remington College did not hear from Complainant for several years; however, when Remington College learned that Complainant was having difficulty finding employment, Remington College provided the following assistance to Complainant: (1) assisted Complainant with updating his resume; (2) provided Complainant’s resume to numerous employers; (3) notified Complainant of numerous job leads and/or interview opportunities; (4) assisted Complainant in coordinating job interviews; (5) notified Complainant of career fairs in Mobile and several surrounding cities (since Complainant expressed his willingness to relocate); (6) advised Complainant on various job search/networking strategies; (7) provided Complainant with the opportunity to participate in

^{2/} Please note that Complainant actually enrolled when the campus was operating under the name Education America – Southeast College of Technology; however, during Complainant’s enrollment, in May 2003, the campus name was changed to Remington College – Mobile Campus.

██████████ / Remington College – Mobile Campus
 (School # M055203)

mock interviews and otherwise encouraged Complainant to visit Remington College's Career Services office, so he could receive more personalized attention; (8) provided Complainant advice on professional appearance and job interview and follow-up techniques; and (9) encouraged Complainant to visit employers of interest personally and hand-out his resume. (See Student Activities printout, attached hereto as Exhibit E). Complainant, on the other hand, did not show up for at least one scheduled interview, initially had an incorrect number and address listed on his resume, was unable or unwilling to visit Remington College's Career Services office for mock interviews/consultation, and Complainant often sought and/or applied for positions for which he was not qualified.

Among other qualified personnel, Complainant received job placement assistance from Remington College's Director of Career Services, Susan Watkins, as well as from former Career Services Specialist, ██████████ ██████████ has a Degree in Business Administration from the University of South Alabama, and has completed training and development activities to support her role as Director of Career Services. ██████████ has a Bachelor's Degree in Marketing with a Minor in Communications, as well as a Masters in Business Administration. As evidenced by the Student Activities printout (Exhibit E), both ██████████ and ██████████ provided a great deal of assistance in helping Complainant search for and obtain viable employment.

III. Conclusion

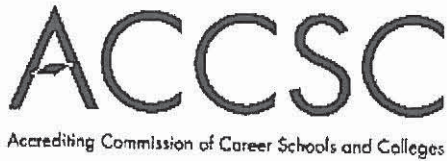
While Remington College is committed to assisting all of its graduates in finding viable employment related to their field of study, Remington College's primary focus is providing hands-on, career-focused training, and does not guarantee that all graduates will be able to secure employment after graduation. As set forth above and in the enclosed documents, Remington College took efforts to inform Complainant prior to enrolling that employment after graduation was not guaranteed. Furthermore, following his graduation, Remington College provided Complainant with job placement assistance and remains ready and willing to help Complainant secure viable employment. Consequently, Remington College denies any wrongdoing and respectfully requests that the Commission dismiss this complaint without further action.

As set forth in detail above and in the attached materials, Remington College has not committed any wrongdoing in this matter. Consequently, Remington College respectfully requests that this complaint be dismissed as expeditiously as possible. If you should require any additional information, or if I can otherwise be of any further assistance, please do not hesitate to contact me directly. I can be reached at ██████████
Redacted by HELP Committee

Respectfully submitted,
Redacted by HELP Committee

Senior Associate General Counsel

LM/DCN/jab
 Attachments



2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
Redacted by HELP Committee

www.accsc.org

June 3, 2010

**U.S. POSTAL SERVICE
CONFIDENTIAL**

██████████
1663 Hillcrest Rd., #291
Mobile, Alabama 36695

Dear ██████████:

The Accrediting Commission of Career Schools and Colleges ("ACCSC") has concluded its review of your complaint against Remington College ("Remington") located in Mobile, Alabama.

On March 29, 2010, the Commission received your signed complaint form and narrative, which granted the Commission permission to forward your complaint to the school. The Commission sent a letter to the school that included a complete copy of your complaint and that requested information and documentation relative to the issues raised in your complaint.

In accordance with *Section VI, Rules of Process and Procedure, Standards of Accreditation*, the Commission thoroughly reviewed your complaint and the school's response and determined that Remington has demonstrated, through the submission of records and documentation, compliance with the ACCSC Standards of Accreditation. Specifically, in response to your allegation that the school did not provide you with appropriate and sufficient graduate employment assistance, Remington submitted documentation, including detailed student advising notes that displayed evidence of resume and job search assistance and contact between career services and you, which demonstrated that the school provided you with extensive graduate employment assistance. You may contact the school to inquire about further placement assistance.

Based on this review and determination, the Commission now considers this matter closed. Pursuant to *Section VI (A)(5)(c), Rules of Process and Procedure, Standards of Accreditation*, the issues subject to a complaint that the Commission has closed will not be subject to further review or consideration unless subsequent complaints against the school raise new issues or suggest a pattern of significant noncompliance with accrediting standards not evident from the Commission's initial review.

The Commission continues to monitor the school's compliance through reports and on-site evaluations and other monitoring as deemed necessary in accordance with the *Rules of Process and Procedure, Standards of Accreditation*.

We will keep a copy of your complaint and the school's response on file. If you have any questions, please contact me directly at ^{Redacted by HELP Committee} or via email at ^{Redacted by HELP Committee}

Sincerely,

Redacted by HELP Committee

Analyst, Institutional Review and Development

c: Remington College – Mobile, Alabama