

Redacted by HELP Committee

From: [Redacted]
Sent: Wednesday, February 03, 2010 11:05 AM
To: [Redacted]
Subject: Remington complaint

Redacted by

I am writing this email to you in regards to a complaint I'd like to submit against Remington College located in Tampa, Florida. During the third quarter I attended, we had a teacher that did not teach us the course material and instead, would complete her own homework for her school at the back of the class while a test engine was put up on the projector for the class to go through. This lasted most of the quarter; the class was Vista Operating Systems. I wasn't so much worried about this class because it was, after all, Vista; an operating system I know will one day soon, more than likely be obsolete. Even though I should have complained about this, I didn't. The next semester was on Server 2003 operating systems. These classes were on Monday, Tuesday and Thursdays from 6pm-11pm. Apparently, during this course, the teacher had won a chance to go on the game show "Who wants to be a millionaire", (<http://www.usforacle.com/usf-grad-wins-big-on-who-wants-to-be-a-millionaire-1.1870116>). Though this fact (going on a game show) is irrelevant, it does help to answer why he was not in class for 6 weeks and didn't bother to come back again except for one more time before quitting (apparently he won \$25,000). While he was playing on this game show, my classmates and I struggled with the situation of not having a teacher, dealing with several teachers, or having one not come in till 6:30 and leave at 9pm to teach another class (these teachers that would come in were fill-ins from other classes they were teaching). Sometimes, there wouldn't be a teacher until 9pm, then would not teach us on Server 2003 Operating Systems and would often teach us things that had nothing to do with this operating system, sometimes not teaching us at all but just "babysitting", doing unrelated things on their laptops. I would have to say that I have not benefited at all from this class and would like to push for a refund of this class only. I had many problems with this school and the Director of Education [Redacted] was fully aware of these problems, as I and other classmates had expressed to him. I recall him coming into the class to fill in and he taught on the basic concepts of "networking", however, keep in mind that this class was for Server 2003 and not only this, he gave us 3 chapters of a book on networking that had nothing to do with Server 2003. All of this concerned me because I knew that not only was I not learning anything about Server 2003, we would have to take a final exam on this class. At the end of this class, we were given a 600 question study guide and were told that the questions would come from them. On the last day of class, which was yet another teacher making him the 6th teacher we had before the class was over, part of the final exam was cleaning the classroom, which was part of the grade. After all of this, I decided that I would benefit from attending Remington, also losing the money I'd spent taking that class and decided on going to another school which I did, transferring to DeVry University. I would also mention the hard time I had getting what I needed from the school to transfer with (transcript).

If you'd like to ask more questions about this email, please contact me at:

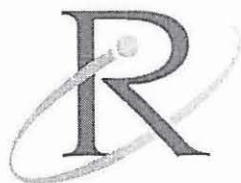
[Redacted]

Sincerely,

[Redacted]

[Redacted]

2/3/2010



REMINGTON ADMINISTRATIVE SERVICES, INC.

March 11, 2010

**VIA E-MAIL TRANSMISSION AND
ORIGINAL BY UNITED STATES MAIL**

Redacted by HELP Committee

Redacted

Florida Department of Education
Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400

*Re: [REDACTED] v. Tampa Campus, Inc. d/b/a Remington College – Tampa Campus
("Remington College") (Complaint Number: 1308)*

Dear [REDACTED]

Redacted by HELP Committee

The purpose of this correspondence is to confirm our recent conversations regarding the above referenced matter, to advise you that the matter has now been successfully resolved via an amicable settlement with the complainant, [REDACTED], and to obtain confirmation that the Florida Department of Education now considers the matter closed.

On March 2, 2010, I advised you that we had resolved the above referenced complaint via settlement, and that I was in the process of preparing a formal settlement agreement. Accordingly, you advised that you would extend the deadline for Remington College to respond to the complaint until March 12, and that no response would be necessary if the settlement was confirmed by that time. After we spoke, I provided a proposed "Settlement and Release Agreement" ("the Agreement") to [REDACTED] and requested that he please review and then sign the document if he was agreeable to the terms therein. I have now received the signed agreement from [REDACTED], thereby confirming that a settlement between the parties had been reached. The agreement has also been signed by the appropriate Remington College representative. My understanding is that you do not require a copy of the Agreement.

A condition of the settlement was that [REDACTED] formally withdraw his complaint with the Florida Department of Education. On or about March 3, [REDACTED] transmitted an email directly to you confirming that he had agreed to settle his complaint, and that he "would like to withdraw [his] complaint to the Florida Department of Education at this time." [REDACTED] provided me with both an electronic and hard copy of this email he sent to you withdrawing the complaint. For your convenience, I am enclosing a copy of that email from [REDACTED].

I am in the process of completing the necessary actions to finalize the terms of the settlement agreement which has now been fully executed by all parties. It is anticipated that

500 International Parkway, Suite 200
Heathrow, FL 32746

██████████ v. Remington College – Tampa Campus
(Complaint Number: 1308)

these actions will be accomplished within approximately the next week. We will, of course, provide ██████████ with a copy of the fully executed Agreement.

At this juncture it is my understanding that that Florida Department of Education considers ██████████ complaint to have been formally withdrawn, and therefore it is unnecessary for Remington College to provide any response to that complaint. It is further my understanding that the Department will now consider the matter closed, due to ██████████ withdrawal of the complaint, as well as to the settlement reached between the parties.

If any of the foregoing is not to your understanding, or if there is any need to discuss these matters further, please contact me immediately. Thank you for your time and your attention to this matter.

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

Associate General Counsel

SDD/jab
Enclosures

Cc: ██████████ (Via email and U.S. Mail)

In an email sent to the Department of Education, dated Wed, March 3, 2010 @ 7:18pm:

Amy Lefstead,

I have spoken with Scott Danahy from Remington College and we have agreed to settle my complaint with a compensation of:

Refund for the Server 2003 class
Balance of \$958 to Remington

Therefore, I would like to withdraw my complaint to the Florida Department of Education at this time.

Thank you for your assistance Amy.

Sincerely,

A black rectangular redaction box covers the signature area. A small handwritten mark is visible to the left of the box.