

Better Business Bureau of Minnesota and North Dakota

COMPLAINT ACTIVITY REPORT Case # [Redacted]

Consumer Info: [Redacted]

Business Info: Herzing College Lakeland Division

Redacted by HELP Committee

Consumer's Original Complaint :

I was a student of Herzing College online Program in or around 2004. I was connected to the Minnesota branch of the school. I had only completed a couple of classes when I decided that the program was of no interest to me. I sent the college \$500.00 as a payment sometime before I stopped attending. I did not complete the program, nor did I even come close to completing it. Now they are calling me nonstop for payment of the full program, which is around \$9000.00. I believe it would be only fair if I payed for the classes I did complete, (even the ones with a failing grade). I do not think it is right or just to charge me for classes I did not take. Thank you.

DesiredSettlementID: Other (requires explanation)

Consumer's Desired Resolution:

I would like to only be charged for the classes I attended. I take full responsibility for those few classes, even the ones with a failing grade.

BBB Processing

03/12/2009	web BBB	Complaint Received by BBB
03/16/2009	BW BBB	Complaint Validated by BBB Operator
03/16/2009	Otto EMAIL	Send acknowledgement to Consumer
03/16/2009	Otto MAIL	Inform Business of the Complaint
04/01/2009	OttOBBB	FU - No response to first notice to business
04/01/2009	OttOBBB	Second Notice to Business

CASE ID: [REDACTED]

On April 09, 2009, you provided the following information:

Contact Name and Title: [REDACTED] Campus Pres.

Contact Phone: [REDACTED]

Contact Email: [REDACTED]

[REDACTED] was never, to our knowledge, a student through our campus here in Minneapolis. Our last address on-record for [REDACTED] indicates she was/is a Wisconsin resident, so she would not have enrolled through our campus.

Student records we were able to access here in Minneapolis indicate that she took a substantial number of credits before withdrawing from the program, hence the substantial liability to the college. Students are customarily responsible for paying for coursework regardless of academic outcomes. We suggest further inquiries on this matter be directed to the following contact at Herzing's home office in Wisconsin:

Rickel Todd
President, Online Campus,
Vice President e-learning
Herzing University
525 N. 6th Street
Milwaukee, WI 53203

Redacted by HELP Co