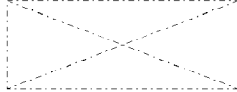




STUDENT COMPLAINT SUMMARY

Name of Student:



Student ID #:

6605627

Date of Original Complaint:

November 2007

Description of Complaint:

II exam

Alleged statements guaranteeing eligibility for Coder

Department(s) Involved:

Education / Admissions

Additional Information:



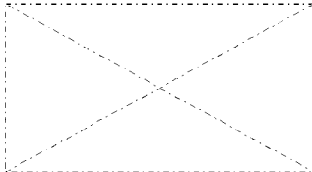
Better Business Bureau
Serving Wisconsin

10101 W. Greenfield Ave., Ste. 125
West Allis, WI 53214
Redacted by HELP Committee

FAX
www.wisconsin.bbb.org

Case #: 44038795

Consumer Info:



Business Info: Herzing University
525 N. 6th Street
Milwaukee, WI 53203
Redacted by HELP Committee

<http://www.herzing.edu>

Nature of the Complaint: Contract Disputes

Consumer's Original Complaint:

When I contacted Herzing College about the Medical Coding Program, I was informed that I would be Coder II upon completion. That is false. In order to obtain the status of Coder II, you must have three years of experience to be eligible to take the certification test. I contacted employment agencies for coders and was told they wouldn't even talk to a coder without any experience.

Also, the school employed instructors with fraudulent credentials so I literally had instructors "teaching" the classes who had never gone to school for the subject or worked in the field. They were unable to answer questions because they just didn't know how to answer the questions.

Instructors REFUSED to give out answers so the students had no way of knowing if they were even on the right track. Imagine trying to learn algebra and you don't know if the work done the previous week was done correctly and yet you are supposed to build on that information for the next session.

Two particular instructors taught the class the way they wanted without even using the book. For example, in Anatomy and Physiology we had to write "detailed experiment reports" and learned absolutely nothing about the subject itself. Another instructor liked papers on Pharmacology and again didn't use the book so nothing was learned about that subject.

I now have over \$10,000 in student loans to repay and I had to take a pay cut to get into the field of coding since I didn't have any experience, however, I was told that the salary increase would be immediate because coders are in need at this time. The whole point in going back to school at the age of 54 was to get myself into a field where I could support myself since my husband's health is declining and I have to be prepared to live alone.

I'm hoping to protect someone else from making the same mistake I made by going to Herzing College. They say they have the same credentials as Penn State and they may, however, the education is a joke. When I called to get the answers, I was told that that was the teacher's method of teaching. I finally was able to get the answers AFTER the class was over from a Dean who insisted the teacher send them.

Consumer's Desired Resolution:



December 3, 2007

Ms. [Redacted] by HELP Committee
Complaints Analyst
Better Business Bureau of Wisconsin
10101 W. Greenfield Ave. Suite 125
West Allis, WI 53214

RE: [Redacted]

Dear Ms. [Redacted] by HELF

The purpose of this letter is to provide a response for the record concerning the complaint filed by Ms. [Redacted]

In regards to [Redacted] concern for alleged statements conveyed by a Herzing College Admissions' representative guaranteeing eligibility for the Coder II exam, we are not aware of any such commitment being made. Upon the conclusion of our investigation, it was determined that such alleged statements were not made upon review of the transmissions documented in the record between Ms. [Redacted] and Admissions personnel. It is Herzing College's standard not to make any promise for testing and/or employment guarantees. Herzing College can direct students to national websites that report community data for employment opportunities, market compensation ranges and professional organizations who conduct examinations specific to a discipline.

[Redacted] is correct in identifying that Herzing College had an instructor that was dismissed for not providing instruction that meets our standards for instructional delivery. When the issue was brought to Herzing College's attention, appropriate action was taken to ensure that our standards are maintained if not surpassed.

[Redacted] was enrolled in the diploma program for Medical Billing and Insurance Coding. She chose not to complete the internship course that was reflected on her program schedule when she registered. Herzing College is more than willing to have [Redacted] retake the course (MC 163 aka MC 173 current program) at no cost in which she expressed a concern with the learning outcomes she achieved. Ms. [Redacted] by HE earned above average grades in her program of completed courses.

[Redacted] notified her student advisor on 09/12/2006 that she has obtained a "better coding job". [Redacted] is welcome to contact our Career Services department for additional career resources and career counseling services should she desire to seek such services at no expense to her for such services.

It is unfortunate that [Redacted] perceives dissatisfaction with her experience at Herzing College. We hope to rectify her perception by welcoming her to re-take the course referenced above at no cost for which we had to take appropriate action with the faculty member.

Regards,

Mr. Henry Herzing
President, Herzing College

Cc: [Redacted]

525 N. 6th Street • Milwaukee WI 53203 • phone 414-271-8103