

**Excerpts, selected by the HELP Committee, from a larger document**  
**produced by the company**

# ITT Educational Services, Inc.

Student Comment/Complaint Report			
Complaint Date:	8/17/2006	Target Due Date:	9/3/2006
Received Date:	8/21/2006	Response Date:	
Logged Date:	8/24/2006	Close Date:	
Category:	Complaint	Days Open:	0
Source:	Letter		
Location:	Austin		
	School: AUS	District: TX	State: TX
Complaint Code:	Inadequate instructor		
Functional Department:	Academic Affairs		
Complainant & Profile:	Redacted - Business Sensitive		Student
Student Name:	Redacted - Business Sensitive		
Other Contact (Agency/Firm):	Redacted - Business Sensitive		
Final Disposition:		Detail:	

**Complaint Summary:** Student Redacted - Business Sensitive alleged his GE347T Group Dynamics instructor Redacted by HELP Committee failed to provide satisfactory instruction for the program course.

**Complaint Narrative:** Redacted - Business Sensitive submitted a written complaint to Associate Dean Redacted by HEL on August 17, 2006, which read:

"While the instructor was enthusiastic regarding the subject matter, when she was actually in class, that is perhaps the only positive that I can bring up regarding the instructor. The lectures were not organized, we did not receive lecture on 60% of the material that we were tested upon, and our instructor missed 25% of the scheduled class periods between two consecutive weeks of vacation and the July 4th holiday. To make matters worse, we were assigned to drastically insufficient time for both of the class projects due to these absences. On the first project we were given one week in order to complete what was a 20+ page sentence outline along with a presentation where we were required to present for 5 minutes or more per person in the group. One week is woefully inadequate time to prepare for a project of this scope. Then, this was followed by two weeks of vacation by the instructor during which time we did not receive responses to our topic choice for the final project when they were emailed to her during this time. This lack of response to emails has caused us to be forced to do the entire final project in a time period of two weeks which once again is rather inadequate.

To complicate matters even further, we were lectured on approximately 50% or less of the material on the first test, 33% of the material on the second test and were forced to take it in her absence, and no more than 60% of the material on the third test. Even worse, we were forced to spend our money on this course and then sit and watch reality TV shows which have zero learning potential or redeeming value.

Considering this late date, and the fact that she still plans to squeeze another homework assignment in over a movie that we must watch as a class in week 10, the entire week 11 class will be presenting the final project, and we must take a test this week (week 10) for the third test as well, then it appears that for the final we will be lectured on exactly 0% of the material in the final 3 chapters. I say again, ZERO percentage of the final looks to be covered in the class and we will be forced to read those three chapters on our own and simply guess at what she might consider to be important for the final. This has been truly representative of the poor way that this course has been taught for the entire quarter. This complete and total lack of preparation, effort and desire to perform on the part of the instructor has made this course without any doubt in my mind the largest waste of time, money, effort and resources since I have begun attending this school. I am severely disappointed with the teacher and instructor, and would recommend anyone else make all possible efforts to avoid doing themselves the disservice of being instructed by this person in their career here."

Resolution Summary:

Resolution Narrative:

Redacted by HELP Committee

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Redacted by HELP Committee

**From:** at 030  
**Sent:** Saturday, August 26, 2006 1:51 PM  
**To:** Redacted by HELP Committee  
**Subject:** Follow-Up [Redacted - Business Sensitive] Complaint

August 26, 2006

Follow up on [Redacted - Business Sensitive] complaint  
Ms. [Redacted by HELP Committee] GE347 Class

I ([Redacted by HELP Committee] Associate Dean) had a face-to-face follow-up with [Redacted - Business Sensitive] on Saturday August 26, 2006. The outcome of our meeting are as followed:

- [Redacted - Business Sensitive] stated that he did not approach Ms. [Redacted - Business Sensitive] with his concerns earlier because he felt as if it would be analogous to him telling his boss how to do his job.
- I encouraged [Redacted - Business Sensitive] to (in future classes) try sharing his concerns about a class with his instructor first, so that he/she can be aware that a problems exists and work on a resolution; and expressed that he is always welcome to escalate the issue to his school Chair, Associate Dean's, and Dean, if he feels that a resolution had not occurred or if he does not feel comfortable approaching an instructor.
- I apologized to [Redacted - Business Sensitive] for not receiving a higher quality of service in the classroom, but assured him that his suggestions for class improvement were taken under advisement and would be incorporated into future GE347 classes
  - o Suggestions Included:
    - Lectures should cover material included in the exam
    - Improve application to the real world vs. focusing on vocabulary
    - If the instructor is absent from class for 2 weeks he/she should have realistic expectations for assignment due dates
- [Redacted - Business Sensitive] was pleased with the outcome of his complaint and was impressed that his concerns were promptly addressed

Redacted by HELP Committee

8/28/2006