

# ITT Educational Services, Inc. **ITT**

## Student Comment/Complaint Report

Complaint Date:	3/3/2006	Target Due Date:	3/16/2006
Received Date:	3/3/2006	Response Date:	3/8/2006
Logged Date:	3/6/2006	Close Date:	3/8/2006
Category:	Complaint	Days Open:	2
Source:	Email		

Location:	Eden Prairie		
School:	EPR	District:	MW
		State:	MN
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:	Unsubstantiated	Detail:	Close letter/explanation sent

Complaint Summary:	Former student <sup>Redacted - Business Sensitive</sup> submitted an email to his school's Director, <sup>Redacted by HELP Committee</sup> requesting a refund of his tuition in full.
Complaint Narrative:	<p><sup>Redacted - Business Sensitive</sup> alleged that his instructors were inadequate and not qualified to teach at the college level. He claimed that the school's Dean, <sup>Redacted by HELP Committee</sup> told him that "the reason the instructors were of poor quality is because they have a very limited selection of people to choose from."</p> <p>The former student also stated that he did not feel challenged in his TB143 Introduction to Personal Computers course. <sup>Redacted - Business Sensitive</sup> feels that ITT Technical Institute did not uphold their side of the contract in providing him a quality education and therefore he should receive a refund of his tuition in full.</p>
Resolution Summary:	<sup>Redacted - Business Sensitive</sup> was advised of the school's instructor credential requirements, and was denied any refund.
Resolution Narrative:	<p>Dr. <sup>Redacted by ITT</sup> explained to <sup>Redacted - Business Sensitive</sup> that all instructors meet the standards set forth by the Minnesota Office of Higher Education and the Accrediting Council of Independent Colleges and Schools. Also, Ms. <sup>Redacted by HELP</sup> had explained the process that the school goes through when it is hiring faculty (mock teaching demonstrations, several interviews and background checks).</p> <p><sup>Redacted - Business Sensitive</sup> TB143 concern was moot because he successfully tested out of, and was not charged for, the course.</p>

Redacted by HELP Committee

Redacted by HELP Committee

---

**From:** Redacted - Business Sensitive  
**Sent:** Wednesday, February 22, 2006 7:47 AM  
**To:** Redacted - Business Sensitive  
**Subject:** FW: To whom it may concern:

The address that it needs to go to is on the TO line.

---

**From:** Redacted - Business Sensitive  
**Sent:** Tuesday, February 21, 2006 5:12 PM  
**To:** gsorensen@itt-tech.edu  
**Subject:** To whom it may concern:

To Whom It May Concern:

I am requesting the tuition I have paid to be refunded to me and these are the reasons why.

I feel that in my course of attending ITT Tech that I was misled in multiple ways regarding the education that I was to receive while attending. When I talked to the admissions counselor I was told that this school was going to be a challenge for me from the get start, even after I had told him all of my background. When I started I was shocked to find out that my first class was an intro to pc's class, when I though I would be challenge I was thinking that it would be hard classes not hard classes to stay awake in. The teacher that I had for the intro to pc's class had made mention that he has never really even looked into a computer before and that he mainly did software for it. The first general that I had was taught by a teacher that had a license to teach K-8 and only working at ITT till he could get into a public school. That is hardly my idea of a college professor. During my class time there I was told that I should assume things in science I don't know about college science but that theory goes against everything that I have ever learned about science before. In my second quarter I had intro to OS this class still being very basic was taught by another person that should not have been teaching a class. I had talked to the dean about how poor of a teacher he was on I believe the 2<sup>nd</sup> day of class. During my time in this class the teacher was tiring to explain how to do a type of conversion and none of the class could figure it out. I looked at it and as he was showing one student I went up to the board and showed the class how to do it, amazingly they all understood it when I showed them how to do it the right way. I was approached by him in the next class period and was told that by me knowing all the stuff and thinking that I shouldn't have to show all the pointless work that he wanted that I was making the rest of the class feel dumb and that if I had any respect for them that I should stop. Another time in his class he asked the class what the Linux equivalent to DIR in DOS is and when someone answered LS, witch is the correct answer, he told them no and told them that it was the FIND command in Linux. I spoke up and told him that he was incorrect and that it is LS and I was repeatedly told that I was wrong. My math class was taught by someone that didn't know much about math and was incorrect multiple times when trying things on the board to help people. When I talked to the dean the first time I was told that the reason the teachers are of poor quality is because they have a very limited selection of people to choose from. I feel that any college that is worth \$13,000 a year should not have a problem with bad teachers. That is why I am requesting a full refund of my tuition you, as the school, have not kept up your side of the contract in providing an education.

Redacted - Business Sensitive

2/22/2006

Redacted by HELP Committee

**at 027**

---

**From:** Redacted by HELP Committee at HQ  
**Sent:** Monday, March 06, 2006 7:53 AM  
**To:** Redacted by HELP Committee at 027  
**Subject:** RE:

Redacted by HELP Committee

I think your letter looks fine. This student will probably attempt to raise his complaints here, but I'm going to tell him the same thing you did.  
Thanks,

Redacted by HELP Committee

Student Relations Manager  
ITT Educational Services, Inc.  
13000 N. Meridian St.  
Carmel, IN 46302

Redacted by HELP Committee

---

**From:** Redacted by HELP Committee at 027  
**Sent:** Friday, March 03, 2006 4:57 PM  
**To:** Redacted by HELP Committee at HQ; Redacted by HELP Committee at HQ  
**Subject:**

I received a formal complaint from one of my students. I have attached a copy of the complaint in a pdf file as well as my response for your review. Please provide me with any changes you feel appropriate. Thanks for your help.

Redacted by HELP Committee

Director  
ITT Technical Institute  
  
8911 Columbine Road  
Eden Prairie, MN 55347  
  
2042 Wooddale Drive  
Suite 250  
Woodbury, MN 55125  
[www.itt-tech.edu](http://www.itt-tech.edu)

3/6/2006

CONFIDENTIAL

ITT-00004194

ITT Educational Services, Inc.  
Document 8, Page 3

Redacted by HELP Committee

**at 027**

---

Redacted by HELP Committee

**From:**  
**Sent:** Monday, March 06, 2006 12:20 PM  
**To:** Redacted by HELP Committee  
**Subject:** RE:

Redacted by HELP Committee

thought this was a good first draft, but suggest that you put some additional detail around the responses to the student's allegations of inadequate instructors. Specifically, I would include the instructor names, and for the September 2005 course, the metrics from the student surveys show that 80% of the respondents favorably viewed the instructor's performance.

Also, I noticed on the transcript that the student received "TR" rather than "CR" for one of the test outs.

Redacted by HELP Comm

---

Redacted by HELP Committee

**From:**  
**Sent:** Friday, March 03, 2006 4:57 PM  
**To:** Redacted by HELP Committee  
**Subject:**

I received a formal complaint from one of my students. I have attached a copy of the complaint in a pdf file as well as my response for your review. Please provide me with any changes you feel appropriate. Thanks for your help.

Redacted by HELP Committee

Director  
ITT Technical Institute

8911 Columbine Road  
Eden Prairie, MN 55347

2042 Wooddale Drive  
Suite 250  
Woodbury, MN 55125  
www.itt-tech.edu

3/7/2006

CONFIDENTIAL

ITT-00004195

ITT Educational Services, Inc.  
Document 8, Page 4



**ITT Technical Institute**  
*ITT Educational Services, Inc.*

March 6, 2006

Redacted - Business Sensitive

This letter is in response to your email that was received at the college on February 22, 2006 regarding a request for a refund of your tuition. According to your letter, there are four primary reasons as to why you feel you should receive a refund on your tuition. I would like to address each item individually.

First, you stated that the faculty at ITT Technical Institute were not qualified. The entire faculty at the college meet the standards set by the Minnesota Office of Higher Education and have been approved by the office. In addition, all of the faculty that teach at the college meet the standards set by the Accrediting Council of Independent Colleges and Schools (ACICS), which is the accrediting body that accredits the college.

Second, you have commented that the courses that you enrolled in were not challenging enough for you. When a student brings previous experience to the college, we will provide the student with credit if the student is able to successfully demonstrate that they have the knowledge. I understand you were given the opportunity to demonstrate you had the knowledge for a particular class; unfortunately, you were unable to successfully pass the test. Therefore, it was concluded that you did not have all of the necessary knowledge to advance in the curriculum. We do this to ensure that our students are coming into our courses with the necessary skills to be successful.

Third, you addressed a concern about your "Intro to OS" instructor. The instructor that you refer to I can only assume to be <sup>Redacted by HELP Committee</sup> who does meet the qualifications of both the Minnesota Office of Higher Education and ACICS. In addition, he has had several years teaching technology in a college setting and has several years of industry <sup>Redacted by HELP Committee</sup> experience to bring to the classroom. After having received your letter, I also reviewed Mr. <sup>Redacted by HELP Committee</sup> student surveys from September 2005 quarter (survey results from the December 2005 quarter are not available yet), and found that 80% of the students surveyed stated they "Strongly Agree" or "Agree" with the statement that they were "satisfied with my instructor in this course."



— Main Campus —  
8911 Columbine Road, Eden Prairie, MN 55347  
Telephone: (952) 914-5300

— Woodbury Learning Site —  
2042 Wooddale Drive, Suite 250, Woodbury, MN 55125-4421  
Telephone: (651) 379-7700

CONFIDENTIAL

ITT-00004196

ITT Educational Services, Inc.  
Document 8, Page 5

Lastly, you said in your letter "when I talked to the dean the first time I was told that the reason the teachers are of poor quality is because they have a very limited selection of people to choose from." In talking with Redacted by HELP Committee, Dean, she told me she had explained to you the process that the college goes through in hiring faculty (several interviews, mock teaching demonstration and complete background check) and that our goal is to hire the best instructors possible.

I am sorry that you were not happy with your education at ITT Technical Institute; however, based on the information I explained above, I do not believe a tuition refund is in order.

I wish you the best of luck in your future endeavors.

Sincerely,

Redacted by HELP Committee

Director

Redacted by HELP Committee

---

**From:** Redacted by HELP Committee at HQ  
**Sent:** Friday, March 10, 2006 7:09 AM  
**To:** Redacted by HELP Committee at 027  
**Subject:** RE: Redacted - Business Sensitive

You should let him know that he would need to contact compliance, but we were the individuals that wrote his letter and we don't see any reason why he would receive a refund. He will not receive any type of refund and we would basically write him a letter stating that you've already responded to his issues, he doesn't make any new claims therefore his complaint is closed. He's not going to get anywhere with this.

Redacted by HELP Committee

Student Relations Manager  
ITT Educational Services, Inc.  
13000 N. Meridian St.  
Carmel, IN 46302  
317-706-9302  
317-706-9385

---

**From:** Redacted by HELP Committee  
**Sent:** Thursday, March 09, 2006 5:36 PM  
**To:** Redacted by HELP Committee  
**Subject:** Redacted - Business Sensitive

I just received a voice message from Redacted - Business Sensitive saying he received my letter and we didn't meet our end of the agreement and he wants to talk to the next person up. What is the process from here? Do I refer him to you?

Redacted by HELP Committee

Director  
ITT Technical Institute

8911 Columbine Road  
Eden Prairie, MN 55347

2042 Wooddale Drive  
Suite 250  
Woodbury, MN 55125  
www.itt-tech.edu

3/10/2006

CONFIDENTIAL

ITT-00004218