

Excerpts, selected by the HELP Committee, from a larger document
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ITT Educational Services, Inc. **ITT**

Student Comment/Complaint Report			
Complaint Date:	5/6/2006	Target Due Date:	5/18/2006
Received Date:	5/6/2006	Response Date:	5/9/2006
Logged Date:	5/8/2006	Close Date:	5/9/2006
Category:	Complaint	Days Open:	1
Source:	Email		

Location:	Henderson		
	School: HEN	District: SW	State: NV
Complaint Code:	General administration		
Functional Department:	Director/Administration		
Complainant & Profile:	Redacted - Business Sensitive		Student
Student Name:			
Other Contact (Agency/Firm):			
Final Disposition:	Unsubstantiated	Detail:	Close letter/explanation sent

Complaint Summary: Student: Redacted - Business Sensitive submitted a post to the Yahoo! Message Board for ITT/ESI in which she alleged dissatisfaction with the school's administration and the decision to move her BSBA program online.

Complaint Narrative: Redacted - Business Sensitive post on May 6, 2006, reads: "I enrolled at this school about a year ago. In the business program. The director of the Henderson campus scheduled a meeting to meet with me and all the other students in my program. When I arrived to the meeting, the reseptionist told me to sit and wait. I sat for 30 min. as the receptionist and another faculty member stared and whispers about me. After that I got angry and left. When I went to class that night I met with the director. The director tells us all of our classes are going online. He says he is cancelling our program. He tells all of us this right before we are suppose to have a test in consumer behavior. The online teachers do not know anything about the subject they teach, at least that has been my experience. The online teacher can not answer simple questions, instead they insult you and tell you to refer to the book. The Dean at the Henderson campus went to the restroom and started gossiping about the situation and talking trash on the programs chair person. This is a horrible school. The faculty hates their job. All the students in my program are very unhappy with the school. No one I know will ever attend this school."

Resolution Summary: The school catalog clearly provides that the courses comprising the Business Administration bachelor's program may be taught

Resolution Narrative:

completely online over the Internet as a distance education course.

Director ^{Redacted by HELP Committee} addressed ^{Redacted - Business Sensitive} concerns about the delayed meeting by explaining that: (1) he had an earlier meeting with one of her classmates overrun its allotted time; and (2) the secretary and receptionist were whispering because they wanted to be sure that he knew she was waiting. Mr. ^{Redacted by HELP Com} apologized for any inconvenience or perceived discomfort ^{Redacted - Business Sensitive} may have experienced while waiting to speak with him.

Mr. ^{Redacted by HELP Com} also explained that the school's decision to move the remaining BSBA students from resident to online courses was specifically permitted in the CURRICULA section of the school catalog. However, the student's concerns regarding the movement to the online learning environment ^{Redacted by HELP Committee} were deemed moot when the Chair for the School of Business, ^{Redacted - Business Sensitive} was able to devise an alternative solution in which the remaining BSBA core courses would be offered as resident courses. Further, ^{Redacted - Business Sensitive} was advised that while the new scheduling may result in a slight delay in graduation, her BSBA courses would continue to be offered in the evenings and the remaining BSBA students could attend the same classes.



ITT Technical Institute
ITT Educational Services, Inc.

May 9, 2006

Redacted - Business Sensitive

Re: Your complaint concerning the BSBA program switching to online.

Dear Redacted - Business Sensitive

Complaint about online courses and your desire to not switch to online

I again apologize for your having to wait for my meeting but as you are aware I had meeting with one of your classmates and I was not in a position to remove myself. I had been misinformed as I was told you aware of this meetings running late. During our conversation on May 4th I indicated that I was going to move the remaining BSBA students to all online classes. You were unhappy about the decision and indicated that moving online was not a viable option for you as you have been unhappy about your previous online experiences. I also told you that Mr. Redacted by HELP Committee was working on an alternative solution and if viable I would share that with you this week. Based on Mr. Redacted by HELP Committee efforts your classes will not be moved to online. Mr. Redacted by HELP Committee plan will allow all remaining BSBA students to attend the same classes. There may be a slight delay in graduation but your BSBA courses will be in the evenings and the classes held in residence. Your General Education course(s) will be online during the June 2006 term. Your remaining General Education courses may or may not be online in the future.

I am sorry our conversation upset you before your exam. I had no knowledge of your exam and I let each student choose their meeting date in advance with several days to choose from. I have always altered my scheduled to meet the student needs. In the future if we have a planned meeting and you wish to reschedule I will always accommodate your request.

Online course issues

As we discussed in our meeting that we have local resources to assist you with your online courses. If you are struggling in a course or with an instructor please speak with Redacted by HELP Com or Redacted by HELP Committee Both of these individuals will help you resolve any issues you may have.



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Telephone: (702) 558-5404

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ITT-00004293

ITT Educational Services, Inc.
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May 10, 2006

Redacted - Business Sensitive

Re: Your complaint concerning the BSBA program switching to online.

Dear Redacted - Business Sensitive

I appreciate the opportunity to respond to your concern about courses in the Business Administration, Bachelor of Science Degree program ("BSBA") at ITT Technical Institute Henderson being taught completely online over the Internet as a distance education course. I also would like to restate my earlier apology for any perceived discomfort you experienced while waiting to speak with me earlier this month regarding this matter. Unfortunately, a meeting with one of your classmates overran its allotted time, and I was unable to maintain my planned schedule.

School's Discretion to Teach Courses Online

As you may realize, students' perceptions regarding the quality and value of any given online or residence course can vary greatly. However, one of the goals central to the operating philosophy of the ITT Technical Institutes is that "[e]ach curriculum will integrate technology, lifelong learning and professional development activities. Curricular Integration can help students connect the entire learning process to their lifetime career goal" (*see* Henderson 2006 school catalog, inside back cover). ITT Technical Institutes therefore offer a variety of courses that integrate Internet technology into the course curriculum, recognizing that such proficiency is essential in today's every-changing business model.

During our conversation on May 4, 2006, I had indicated that the remaining BSBA students would be moved to online courses, as specifically permitted in the CURRICULA section of the BSBA program of the school catalog (*see* Volume 25, page 10). As expressly disclosed in the catalog, each Core, General Education and Technical Basic course is followed by a "+" or "++" symbol, indicating that the course "may be taught either completely in residence at the school, completely online over the Internet as a distance education course or partially in residence and partially online, as determined by the school from time to time in its discretion." In response, you said you were unhappy with that decision and explained that moving online was not a viable option for you because of previous, unsatisfactory online experiences.

Redacted by HELP Committee

May 10, 2006

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As you may also recall, during our meeting earlier this month I also told you that our Chair for the School of Business, ^{Redacted by HELP Committee} was working on an alternative solution and if viable I would share that with you this week. I am pleased to inform you that based on Mr. ^{Redacted by HELP Committee} efforts your remaining BSBA Core courses will **not** be taught online, and the remaining BSBA students will be able to attend the same classes. Although this scheduling may result in a slight delay in graduation, your BSBA courses will be offered in the evenings and the classes held in residence at the school.

Please note that students at ITT Technical Institute Henderson will have their General Education course(s) taught completely online during the June 2006 Quarter. Effective with the September 2006 Quarter, the school will review this decision and make a determination as to whether future General Education courses will be taught either completely in residence at the school, completely online over the Internet as a distance education course or partially in residence and partially online (reserving the school's discretion to change this determination from time to time).

Dean and Faculty Issues

You also raised several allegations in your recent post to the Yahoo! Message Board for ITT Educational Services, Inc., that concerned Dean ^{Redacted by HELP Committee} school faculty and other students in your program of study. Although I will not be able to speak with Ms. ^{Redacted by HELP Committee} until she returns to work later this week, your statements about the faculty being unhappy are surprising and inconsistent with the feedback provided by faculty members and staff via a variety of confidential methods. Likewise, information and average scores received from student surveys consistently rate the school and instructors very high. I would appreciate any comments or suggestions about ways to improve your educational experience, and would also welcome the opportunity to investigate and resolve any other specific issues of which you may be aware.

As a final consideration, I am sorry our conversation upset you before your exam. I did not have any knowledge of your exam and had intentionally allowed each student to select their own meeting date and time in advance to avoid any potential conflicts. I have always maintained an "open door" policy for all students, and attempt to keep a flexible schedule to accommodate the unexpected or unplanned events which frequently arise.

I wish to thank you for candidly expressing your concerns and I encourage you to contact me with any other issues you would like to discuss. Please feel to call me or stop by my office anytime.

Sincerely,

Redacted by HELP Committee

Director



ITT Technical Institute
ITT Educational Services, Inc.

Dean and Faculty Issues

I will not be able to address your issues with the Dean until I speak with the Dean. Ms. Redacted by HEI will not be returning to work until Thursday May 11, 2006. Your statements about the faculty being unhappy are surprising. The feedback I have received from faculty is the morale has never been higher and the faculty and staff have a variety of confidential methods to express any concerns they may have. I am available to hear your suggestions to improve your experience. I read the student surveys and the average scores rate the school and instructors very high. If you have any specific issues please let me know and I investigate and resolve any issues you may have.

I wish to thank you for expressing your concerns and I encourage you to inform me of all issues or concerns you may have. Please feel to call me or stop by my office anytime.

Sincerely,
Redacted by HELP Committee

Director



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ITT-00004298

ITT Educational Services, Inc.
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