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Redacted by HELP Committee

~~Dean Savanuga,~~

After meeting with you in regards to my concerns about my experience at ITT-Tech, you had asked me to write a letter expressing the specifics of my concerns. It's not that I intended to put off writing that letter to you, I wanted to be able to fully focus myself on my studies and hopefully avoid any distractions that would cause me further concern. Being the first person that ever attended college in my family was a huge step for me. Most of my life I settled for what I could do to get by since I didn't finish high school, as most others do. My son had just died, I was living on my own, and the last thing on my mind was dealing with the daily life of being a high school student. To be honest with you, I had no ambition, no desire to make any improvements in my life, and my only day to day motivation was to quickly find the bottom of a bottle somewhere to try and numb the pain. That was my plan, to keep going that way until I couldn't feel anymore. Little did I know someone else had other plans for me that I would soon find out. Six months down the road I found out I would be having a baby girl. She's not just my daughter, she saved my life. I don't think I would be here today, if she had not come along. She was my ultimate encouragement to finally get my general education diploma, and has always been supportive of me furthering my education. In January I had reconstructive surgery on both of my legs, and almost lost my right leg. But off I went 300+ stitches in each leg, to sit through an eight hour test to get that diploma. I will never forget laying in that hospital bed and getting the call from my mom that I passed. All I could do was cry. It was the first time in my life my family had actually acknowledged something good that I had accomplished. I remember starting to see the commercials on television about the School of Criminal Justice. I couldn't stop thinking about it. I wanted to be part of it, so badly. So I made the call to the school to ask for information. That is when I was connected to Redacted by HELP Committee Redacted by HELP Co spoke so highly of the program and scheduled a time for me to come in and tour the facility very quickly. He told me how the teachers at ITT are the actual tutors that help the students out if they need it. He also told me how I would be in classes with all of the other Criminal Justice students, not students that were there for other degrees. He opened the program book to the page that showed the required credits and classes for the Criminal Justice program and highlighted certain information, and gave me a tour of the facility. I took the required test to apply for admission to the school and passed it. So Redacted by HELP Co had talk to financial aid, and schedule an appointment to come back in and sign all of the paper work. I was given a schedule, and within a few days, I was attending classes in the Criminal Justice program. I made it very clear to him that I had never attended college, checked into attending college, and knew nothing about

how things went when attending college. I also expressed concerns about what math classes I would be required to take, due to the fact that I probably had the least experience with math. That is when ^{Redacted by HELP C} went into a story about how he had formerly been a dish washer in a kitchen, and how even though he knew the math class he was taking in college was difficult, all he had to do was get through that one class and that would be all he had to take. That is exactly what ^{Redacted by HELP Committee} said to me, in regards to the math that I would be required to take, that it would be one general math class and I would be done with it. Apparently that wasn't correct, because when I began classes, I was placed in Problem Solving. Problem Solving is not considered to be a math class, yet from day one, it's nothing but algebra equations that many times took up the entire whiteboard for the instructor to find the answer. I was absolutely terrified, but I asked for help from the beginning, because I did not understand the work I was being asked to do. Rarely I would get some assistance from the instructor, other times I would just be told, "Oh, you know more than you think you do", or "Just go talk to the librarian". That doesn't seem to add up to what I had been told about how the instructors were the tutors for students that needed help. But still, I spent numerous days that I didn't even have class, at the facility, in the library asking for help. Eventually I spoke to Mr. ^{Redacted by HELP C} after being pulled into the Dean's office while she had stepped out, by ^{Redacted by HELP Committee} telling me that I needed to watch who I spoke to, and how the people I was talking to weren't my friends, that they were coming back to him and saying I was agitating them. I had been sitting in the library, alone. Not one person was in there with me that day, until three students walked in that I had seen around now and then. They sat down at the table I was at, at their own free will, not because I asked any of them to. Mr. ^{Redacted by HELP Comm} told me that he would help me and offered to tutor me on Thursday's or Friday's. So even though I had to make arrangements to do so on Friday's, I came in on those days for the help that I needed so badly. But each time I did, he would be busy with a group of guys, working on Physics. So it was a waste of my time. Mr. ^{Redacted by HELP} did have me do an assessment on the computer for him, and it would not even allow me to do the types of math equations that the class I was in was all about. It said I wasn't ready yet. Mr. ^{Redacted by HELP} asked me if I knew I would need to use this type of math in my daily work, and I told him no, not that I was aware of. His response was, "Then why do you care?" Why do I care? Maybe because I'm paying \$405 per credit hour to take a class that I have to pass either way? I do appreciate that ^{Redacted by HELP Committee} called me to offer to help me on my final project for Problem Solving, but I had been asking for help for so long, that by then, if I took the time to meet with her to do that project, I would not have been able to complete my other two projects. It was all like attending a school of lies, instead of a school of education. When they gave me my schedule of classes, I didn't know they changed each quarter, or that you have to renew information with financial aid each quarter. Yet your answer to my concerns when I came to see you, Dean ^{Redacted by HELP Committee} were that I should have "assumed" certain things,

and that I would have to “learn” certain things as an adult attending college. I can honestly tell you now, had I ever “assumed” that any of my instructors would advise me to go take some classes at Sylvan, I would never have bothered attending school at ITT. In so many ways I feel like my life’s dream has been ripped right out of my hands. Just because I didn’t know every aspect of being a “college student” .To have one of my instructors tell me that they were hesitant to pass me because they knew it would only be more difficult for me in the next classes was very hurtful. Especially since I knew I had asked repeatedly for help in their class. I had two other instructors look at the instructions for my Problem Solving final project, and they themselves said that the directions were so vague to them, that they didn’t know how to help me. For the cost to attend school at ITT, the one thing that I would “assume”, would be that there would not be so much misleading information being given to students, and that the education received would actually be useful. I may have only been there one quarter at this point, but so far I can honestly say all I truly learned were a few different stories about laws in different states, and how to use power point. During one day that I was in one of the computer labs doing some work, I overheard two instructors having a bit of a loud discussion about how they felt the students were so mislead when they were signed up to attend classes. I didn’t say anything, but it certainly confirmed that I’m not the only one that feels this way. I’ve been told both sides of the story that ^{Redacted by HELP Committee} does get money for getting students to sign up, and I’ve also been told that he doesn’t. Regardless, he lied to my face; mislead me about every aspect of being a student at ITT, other than the fact that it’s a square building, and how happy he is not to be washing dishes still. It’s ironic how the student handbook says that if a student expresses concerns, whether it be written or oral, that they will receive a written response. But of course I’ve received nothing, other than my new schedule in the mail, which wasn’t what I was told my schedule would be for next quarter. Perhaps just something else I should have assumed.

Thank you for your time,

Redacted - Business Sensitive

Redacted by HELP Committee



ITT Technical Institute
ITT Educational Services, Inc.

June 13, 2006

Redacted - Business Sensitive

Dear Redacted - Business Sensitive

This letter serves as official acknowledgment that I have received a copy of the letter you gave to Redacted by HELP Committee Dean of Academic Affairs, on or about June 5, 2006. From our follow up conversation on June 7 you had determined, based on a number of conversations with instructors, the Dean, the Associate Dean and me, that it was in your best interests to withdraw from ITT Technical Institute effective at the end of the March 2006 quarter. In several phone conversations with me you expressed frustrations about our activities and processes and, as your letter states, ultimately chose not to participate in several proposed review and tutoring-type sessions with Redacted by HELP Committee or me.

Additionally, I confirmed that the scheduled disbursements of Title IV funding (Pell grant and loans) for the June quarter were cancelled and/or returned. Your current account shows that a total of \$2,141.78 (combined Stafford subsidized and unsubsidized loans) was refunded. I have included a copy of the *Refund Verification Report* for your review.

I have valued your candid feedback and comments about our recruiting process, your classroom experiences, curriculum objectives, and recommended changes. If I can be of further assistance do not hesitate to call me.

Sincerely,
Redacted by HELP Committee

Director

Enclosures

CC: Student file



3781 Park Mill Run Dr., Ste 1, Hilliard, OH 43026-8110
Telephone: (614) 771-4888 Facsimile: (614) 921-4179

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