

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

## Student Comment/Complaint Report

Complaint Date:	12/12/2006	Target Due Date:	12/23/2006
Received Date:	12/12/2006	Response Date:	1/15/2007
Logged Date:	12/13/2006	Close Date:	1/15/2007
Category:	Email	Days Open:	33
Source:	Email		

Location:	Little Rock		
	School: LRK	District: CT	State: AR
Complaint Code:	Inadequate instructor		
Functional Department:	Academic Affairs		
Complainant & Profile:	Redacted - Business Sensitive		Student
Student Name:	Redacted		
Other Contact (Agency/Firm):	Redacted		
Final Disposition:	Valid	Detail:	Assigned new instructor

**Complaint Summary:** Student <sup>Redacted - Business Sensitive</sup>; alleged one of his instructors was fired and ITT Technical Institute Little Rock did not provide a replacement.

**Complaint Narrative:** Mr. <sup>Redacted by HE</sup> submitted a complaint via the "Student Portal" that read:  
 "I am an 8th quarter TPM student; I have been at ITT for just about 4 years. Now I have a huge problem. I have no teacher. It seems that ITT has yet again fired a teacher that plays a very important role up there with out a replacement. Therefore, there was a class full of students up there last night and not one person knew what was going on. Now this seems a little much for me, this school teaches us about being responsible, and how to be professionals and then leaves a whole class standing in the hallways with out a phone call, email, nothing. So since ITT won't get a hold of us, and yes I have called, sent emails, and yet nothing has been returned, then I will get a hold of you all. What do we need to do? Please let us know, there is only a few of us and I have there names, email address, and some of there numbers."

**Resolution Summary:** An instructor <sup>Redacted by HELP Ct</sup> was not present for the scheduled class session of Mr. EC414 Capstone Project program course on December 11, 2006.

**Resolution Narrative:** Dean I <sup>Redacted by HELP Committee</sup> confirmed that the assigned instructor for the EC414 course, <sup>Redacted by HELP Committee</sup> had his employment terminated,

effective Friday, December 8, 2006. Although another instructor was initially scheduled to cover the evening course scheduled for the following Monday, the replacement instructor was forced to leave the school after his wife experienced a medical emergency.

As a result of this medical emergency and the disruptions at the Little Rock campus in mid-December, the school failed to have an instructor present for the EC414 evening course on Monday, December 11, 2006. Dean <sup>Redacted by HELP Committee</sup> confirmed that an explanation had been provided to the affected students, and the missed class session would be rescheduled to ensure that the minimum contact hour requirement for the course was satisfied. Also, effective January 8, 2006, a new instructor had been hired to teach out the remainder of the course during the current academic quarter.