

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

ITT Educational Services, Inc. **ITT**

Student Comment/Complaint Report

Complaint Date:	5/11/2006	Target Due Date:	5/21/2006
Received Date:	5/11/2006	Response Date:	5/16/2006
Logged Date:	5/11/2006	Close Date:	5/16/2006
Category:	Complaint	Days Open:	5
Source:	Email		

Location:	Youngstown		
	School: YNG	District: NC	State: OH
Complaint Code:	Quality of education		
Functional Department:	Academic Affairs		
Complainant & Profile:	Student		
Student Name:	<small>Redacted - Business Sensitive</small>		
Other Contact (Agency/Firm):			
Final Disposition:	Unsubstantiated	Detail:	Close letter/explanation sent

Complaint Summary: Graduate Redacted - Business Sensitive claimed that she has been unable to find a job since graduating from ITT Technical Institute Youngstown in September 2005 and is dissatisfied with the education she received.

Complaint Narrative: Redacted - Business Sensitive email to Director Redacted by HELP Committee stated: "already attended! Graduated Sept 2005-I want a complete refund! I have a year to request it! The education was horrible! It was a waste of my time and money! You can keep the money the government gave you, but I want you to refund my student loans! all of them. Your school robbed me blind and the fact that your name is now on my resume employers won't even look at me! one even told me that ITT talks a bunch of hype up our *** Now, what are you going to do about this?"

Resolution Summary: Redacted by HELP Committee rector Redacted - Business Sensitive provided a written response to Redacted - Business Sensitive concerns, and the college's Career Services Department was ultimately successful in assisting the graduate obtain employment.

Resolution Narrative: Significantly, with respect to financial aid, the student did not dispute the amount of her obligations, but was frustrated about having to repay student loans when she had been unable to obtain employment following her graduation. Redacted - Business Sensitive was advised to contact the college's DOF, Redacted by HELP Committee if she was unable to begin repayment, and the school would assist her with filing for a deferment or forbearance.

[Redacted: Business Sensitive] was informed of the school's attendance requirements, including the fact that students are required to regularly attend each course that the student is registered to take in the program in which the student is enrolled. With respect to the withdrawal policy, the graduate was advised that class attendance requirements are not excused by medical or other exigent circumstances, and that failure to attend any program course for a period of 22 consecutive calendar days would result in an administrative withdrawal.

Lastly, Mr. [Redacted by HELF] documented the ongoing assistance the college's Career Services Department had provided [Redacted: Business Sensitive] following her graduation. Fortuitously, several days after [Redacted: Business Sensitive] complaint had been forwarded to the Compliance Department, Ms. [Redacted] received a job offer as a result of being referred to a "Career Fair" at the ITT Technical Institute Pittsburgh. Mr. [Redacted by HELF] also encouraged [Redacted: Business Sensitive] to continue to work with DOCS [Redacted by HELF] to pursue future employment opportunities.

IS THIS TRUE?

Redacted - Business Sensitive

Response to Student Complaint:

The responses will follow the order in which they were received:

Correspondence received May 10, 2006, 7:28 am...

Complaint Summary Item 1...wants student loans refunded, and has a year to request it.

Response... If you are unable to begin repayment at this time, please call ^{Redacted by HELP Committee} our Director of Finance at ^{Redacted by HELP Committee} He can help you file a DEFERMENT, which delays the student loan payment because you are not working. If you are working and cannot afford to begin repayment at this time, ask Mr. ^{Redacted by HELP C} about how to file for a FOREBEARANCE; neither negates your obligation to repay the loan, however, each is devised to allow the student more time to reach a position, wherein, they are better able to repay the loan. Additionally, the Director of Finance is not aware of any one year timeframes within which, student claims for refunds can be made.

Per Federal law, you as the borrower of the Student Loan are responsible to repay your loans on time (including interest, insurance, or origination fees) even if you are unable to get a job, or if you are dissatisfied with the education you receive. These responsibilities were explained to you in the Entrance Interview process when you began school, and you signed the form indicating this had been explained to you. The form is in your Finance file at the college.

Complaint Summary Item 2... the name of ITT on her degree is the reason employers will not look at her.

Response... The College makes no claim of guaranteed employment. Your signature on the Disclosure Statement for Computer Drafting and Design at the time you began your schooling, acknowledged your understanding of this on 8-3-2003. The form is in your Academic file at the college.

A review of our Career Serves file indicates you began working in a field related to Computer Drafting and Design two (2) weeks, prior to graduation. Your employer was EDP Consultants in Willoughby, Ohio, and you remained employed there until 12-05-2005 as confirmed by the company. The fact that you left, for whatever reason, does not preclude the fact you were employed before you graduated.

By your own admission in response to my e-mail confirming receipt of your complaint on May 10, 2006 at 1:08 pm, you were offered a second job in a field related to your degree, however, you made the decision to turn the job down. Thus, you have worked at a job, and turned down a second job related your degree within the first six months after your graduation. This reality casts doubt on, and contradicts your statement "employers won't even look at me."

On May 15, 2006, you were contacted to inform you that your resume had been sent to Redacted by HELP Committee an international company in the heating and cooling business. You have been and continue to be on the mailing list for weekly job openings. We understand you want something different/better. We will continue to help you accomplish this.

Correspondence received May 10, 2006, 1:08 pm...

Complaint Summary of first paragraph... faculty issues, time used not per understanding, cheat sheets in Math, \$500 kit was included in the tuition and never used, books were awful/errors, Structural Drafting was eliminated before she started, Civil Engineering was not taught.

Response...

Faculty issues...It is up to the faculty, per ITT policy, to determine if a student has been in class a sufficient amount of time to be counted present. We do this because a majority of our students work, and cannot always get to class for the entire class period.

Time used not per understanding...Classes were scheduled for the appropriate amount of time.

Cheat sheets in Math...formulae sheets were permitted in Math and tolerances provided students in CDD. Major universities permit open book and note exams.

\$500 kit was included in the tuition and never used.... Some items from the toolkit were used, i.e., scales were used to create and check drawings and the final exam questions students on this skill, irregular curves were used to layout curves for manual sketches, mechanical pencils with different leads (important in manual drafting) were used. Manual drafting (to include manual boards) was phased out of the curriculum as a result of less employer demand for these skills.

Books were awful/errors...The books were those required by the curriculum at the time, unfortunately, it is not uncommon for books to contain errors.

Structural Drafting was eliminated before she started...Structural drafting was never listed in the catalog, nor part of the curriculum, when you began school. All courses were clearly listed in the catalog.

Civil Engineering was not taught...our records indicate you received a grade of 95% for a plan and profile drawing for the ODOT (Ohio Department of Transportation); in addition horizontal and vertical curve calculations are both part of Civil Drafting. I therefore, do not understand your claim as it relates to Civil Drafting.

Complaint Summary of second paragraph...could not perform basic skills needed on entrance exam for surveying firm due to never having studied Civil Drafting at ITT, offered job at \$8.00 per hour because she had no Structural Drafting background in AutoCAD, Recruiters guarantee jobs, failed to be notified of job openings (career fair), and wants refund.

Response...

Could not perform basic skills needed on entrance exam for surveying firm due to never having studied Civil Drafting at ITT...our records indicate a contrary position as it relates to teaching Civil Drafting. You admit a partial understanding of terms related to Civil Drafting in your complaint.

Offered job at \$8 per hour because she had no Structural Drafting background in AutoCAD...Structural drafting was not listed in the catalog as a course of study when you began school with us in September 2003. You knew this before you began school.

Recruiters guarantee jobs...ITT requires that all students acknowledge that ITT does not guarantee jobs by having the student sign the Disclosure form for the program of interest before starting school. Your signature on the Disclosure form attests to the fact you knew the college did not guarantee employment before you began school. The form is in your academic file.

Failed to be notified of job openings (career fair)... Based on discussions with Mr. Redacted by HELP Committee Career Services Director, our records indicated you began working in a field related to your program of study two weeks before you graduated and remained employed until 12-2005. Based on this knowledge, the CS department considered you employed and did not send you weekly job opening reports. Your name has since been added to the list of weekly job openings. Please contact Redacted or Redacted by HELP Co to confirm we have your correct address. On 5-15-2006, we contacted Redacted by HELP Committe to inform you your resume was sent to Redacted by HELP Committe, an international company in the heating and cooling business.

Wants refund...Federal law requires the borrower to repay the loan. Please contact Mr. Redacted by HELP Committee at Redacted by HELP Committee to file for a deferment, or forbearance, both of which can defer the beginning of loan payment now.

Conclusion...I am sorry your experience with us did not meet your expectations. You will probably not agree with some of my responses. I tried to answer your concerns, as I understood them, and did not speculate; some of your concerns were general in nature. Nonetheless, the college stands ready, willing and able to continue to work with you and we do understand your concerns. It is not uncommon that students, who are not

employed, become concerned if they are not working when the time comes to begin repayment of student loans. Based on what you have been telling me, you are not confident in certain areas related to your degree program, and are therefore not confident in the interviewing process. We can choose to be contentious or work together to do something positive about it for you. I encourage you to keep the lines of communication open with our Career Services Department and with the faculty who stand ready to assist you. I would like to point out that other graduates who received the same education as you have been successfully placed in CDD related positions. We cannot help you, if you or the school, is not willing to work together. We are willing to continue to work with you, therefore the college will offer, at no charge the following;

A free re-take of a class or classes currently offered in the catalog, wherein you feel your skills may be lacking;

A one-on-one session with a faculty member agreed upon by both you and our Dean for the expressed purpose of learning to use all items in the CDD tool kit. Training can be facilitated by face-to-face (preferred style), e-mail or phone conversation;

Continued use of our Career Services Department personnel and resources to assist you in your Career Search in a field related to your degree.

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Saturday, May 13, 2006 10:06 AM
To: [Redacted - Business Sensitive]
Cc: Redacted by HELP Committee at HQ
Subject: RE: Complaints

[Redacted] I am not focusing your entire complaint on the CDD faculty...faculty was mentioned by you in your complaint, correct?...I do not weight the complaint, rather I deal with each in the same way...I want to speak with all CDD faculty and one is out of town, thus I must wait until all are present...I wanted to update you on the status of my actions-

-----Original Message-----

[Redacted - Business Sensitive]
Sent: Friday, May 12, 2006 5:46 PM
To: Redacted by HELP Committee at 024
Subject: Re: Complaints

Redacted by HELP Committee

Please don't focus my entire complaint on the CDD instructors. Some of them, yes, they need a little improvement! The majority of my complaint is the curriculum. I am just not satisfied with the education we received. We had class 3 days a week, approximately 15 hours a week. I would say about 7 of those hours were actually spent learning something. I believe some very viable, crucial, need to know information was either, left out, forgotten about, or eliminated from the course. Not to mention the books we had to pay for! The books were useless, horrible refrence material, and full of numerous errors. Every quarter we had to fill out the surveys about the school. I don't know if you have access to those or not, but if you do, you will see what I, and many others, wrote about ITT. I thought for sure I would have been called on some of the stuff I wrote. I never was. Why is that? A school that "prides themselves on education and success", you would think that they would be more concerned with what their students feel, and say. I feel as though the students of ITT are just a number in the books and a huge paycheck. If we weren't then our curriculum and our concerns would have all been corrected! I think if you want to know more then you should contact some more of the students that graduated in September 2005, and I don't mean only the CDD program. A lot of my fellow students felt the same way I do, for some reason none of them spoke loud enough at the time, including myself.

[Redacted - Business Sensitive]

----- Original Message -----

From: Redacted by HELP Committee
To: [Redacted - Business Sensitive]
Cc: Redacted by HELP Committee
Sent: Friday, May 12, 2006 4:18 PM
Subject: Complaints

[Redacted] I am still researching your issues...will not be able to meet with all CDD faculty until this coming Monday evening, as one faculty member is out of town...after I meet with them on Monday, I will e-mail you on Tuesday

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Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Wednesday, May 10, 2006 2:39 PM
To: Redacted - Business Sensitive
Cc:

Redacted by HELP Committee

Subject: RE: Your e-mail of May 10th, 2006, 7:28pm

...as I stated earlier, I will research all of your files...in addition, by your response to my earlier e-mail printed below, you have now added serious additional issues, which must be investigated in fairness to all...I will need to meet with each person you have identified to get their side of the story, which is the way I handle student issues...I do not make decisions without thoroughly investigating each one...am I to assume we are going to correspond by e-mail, if not, please correct me?..

-----Original Message-----

Redacted - Business Sensitive
Sent: Wednesday, May 10, 2006 1:08 PM
To: Redacted by HELP Committee
Subject: Re: Your e-mail of May 10th, 2006, 7:28pm

These are my concerns! I am just not satisfied with the education I received. I am not sure if you remember me or not, but I think we spoke once while I attended school. That was when ^{Redacted by HELP Com} gave me a 69% on my final comp paper. After receiving A's during her entire class, we had a disagreement, I then got that very low grade. Ms. ^{Redacted by HELP} read my paper and agreed with me that it was definitely a paper worth a higher grade. The issue was brought up to Ms. ^{Redacted by HEI} and Mr. ^{Redacted by HELP} Mr. ^{Redacted by HEL} informed me that " the instructors are the king of the classroom. They can do what they want. If you turn in a paper, whether it's turned in on time or not, they can choose whether they are going to accept it. If you show up to class and stay for an hour, they can choose whether or not to count you present." Those were his exact words, I will never forget that conversation! This complaint is nothing personal towards you! I feel what I learned there could have been learned in 8 months max. More than 50 % of class time was play time. We were lucky if the instructors taught or "lectured" for more than an hour. The math classes, come on, what school lets you use 4 cheat sheets, full notebook paper size - front and back? That's not making anyone learn anything, that is an easy A. Don't get me wrong here, some of the instructors there really did try to teach the entire time, but they were far and few between. Let's talk about AutoCAD for a few minutes here. Here are a list of things I am unsatisfied with.

Included in my tuition, was that 500 dollar kit - that we never used! What is that all about?

The books were awful! Full of errors. You guys took the good books away, before we started. I was fortunate, and an instructor that actually cared gave me one or two of the good books!

Structural Drafting was eliminated from the program before I started. Why? Is that not necessary for a drafting student to learn?

Civil Engineering - We didn't do one ounce of civil drafting. I think it is necessary.

I feel as though I owe back all this money because someone taught me the basics of AutoCAD. I could have gone to a local JV and learned more about AutoCAD for maybe 600 dollars. I am not sure if you ever sat in on any of the classes, which if you did, an instructor might have actually taught something. The teachings were not of Associate Degree level. I don't deserve the degree I have. I am terribly sorry that I wasted two years of my life! But you can have the degree back! It is worthless. I went on an interview a while back for a survey firm. I was required to perform an AutoCAD skills test. I was given a chart, on it were some numbers listed under columns that included : tangent, delta arc, and a few more. The result would have been a portion of this plot map that I was to be creating. I sat there for 45 minutes, about to cry, not having a clue what to do, I almost walked out. Well, through my very basic education, I did learn what an arc was and a line, I knew tangent, so I decided just to pick a function and enter in the number. My plot plan was not right, close, but not right. Now don't you agree, had we done any drafting ion our Civil class, I may have had better success with that skills test? That was during my eighth quarter there at ITT. I went back to school and talked to some of my instructors about that test. Not one of them could tell me how to

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plug those numbers into CAD. Why is that? Now, just last week, I had an interview, with a structural drafting firm. I was offered the job. The job is an hour from my house and due to the fact that they only wanted to pay me 8 dollars an hour, I had to turn it down. They said due to my lack of knowledge in structural drafting and AutoCAD, that was all they could afford to pay me. Now, I am aware that I need to start in an entry level position, but come on, when you go to a college that charges over 30,000 dollars, you would think you'd have a top notch education! I was wrong in believing that ITT would give me that! I also want to bring up your career services and recruiters! Your recruiters guarantee ITT will find you a job. Wrong! That is false advertisement. I did not find out that was false until, probably my sixth quarter. Career services even acknowledged the fact that the recruiters say that, they also said the recruiters had to stop doing that. Now, as for Career Services, they know I am seeking employment. Yet they fail to update me when they have any possible jobs. A girl I went to school with gets calls all the time, I only receive them if they are returning my call! I wasn't even notified of the job fair that was recently held, I was told by the girl I graduated with, but not until the day of and about an hour before it started. Apparently there were companies there from my area. Can you explain why career services are not doing their job? Now, how do I get a refund, or at least get you to return my loans?

Redacted - Business Sensitive

----- Original Message -----
 Redacted by HELP Committee
From: Redacted by HELP Committee
 Redacted - Business Sensitive
Cc: Redacted by HELP Committee
Sent: Wednesday, May 10, 2006 12:02 PM
Subject: Your e-mail of May 10th, 2006, 7:28pm

Erin...I am in receipt of your e-mail, which arrived in the e-mail for Recruitment today...please be advised I am reviewing your files in an effort to better understand your concerns...in order to be sure I am addressing your concerns correctly, I have duplicated your e-mail as I received it today...

"I already attended! Graduated Sept 2005-I want a complete refund! I have a year to request it! The education was horrible! It was a waste of my time and money! You can keep the money the government gave you, but I want you to refund my student loans! all of them. Your school robbed me blind and the fact that your name is now on my resume employers won't even look at me! one even told me that ITT talks a bunch of hype up our *** Now, what are you going to do about this?"

Please confirm that these are your issues as you stated them...I have also alerted our compliance department about your issues...I will be more than happy to meet with you in person, communicate via e-mail, or talk by phone at Redacted by HELP Committee...please advise your preference.

Redacted by HELP Committee

Director

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