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ITT Educational Services, Inc. **ITT**

Student Comment/Complaint Report

Complaint Date:	2/22/2007	Target Due Date:	3/12/2007
Received Date:	2/28/2007	Response Date:	
Logged Date:	3/2/2007	Close Date:	
Category:	Complaint	Days Open:	0
Source:	Letter		

Location:	Arlington
	School: ARL District: TX State: TX
Complaint Code:	Quality of education
Functional Department:	Academic Affairs
Complainant & Profile:	Student
Student Name:	Redacted - Business Sensitive
Other Contact (Agency/Firm):	
Final Disposition:	Detail:

Complaint Summary:	Student, ⌐Redacted - Business Sensitive⌐, alleges several issues with respect to the quality of education provided at the Arlington campus.
Complaint Narrative:	Student, ⌐Redacted - Business Sensitive⌐ alleges that several of the classes he attended at the Arlington campus were inadequate due to untrained or unqualified instructors, the lack of any instructor in certain classes, the lack of book availability in other courses, and problems accessing equipment and software in others.

Specifically, ⌐Redacted - Business Sensitive⌐ alleges the following:

1) His Scripting and Web Authoring class was inadequate due to instructor, Mr. ^Redacted by HELP Committee^ not teaching any HTML coding language and instead encouraging students to find code from other Internet websites and copy and paste said code as the student's own work. Furthermore, ⌐Redacted - Business Sensitive⌐ alleges that Mr. ^Redacted by HELP Comm^ installed a computer game on computers which were supposed to be used for students' final exam website demonstrations and spent the class period playing that game instead of evaluating student projects.

2) ⌐Redacted - Business Sensitive⌐ alleges that his Visual Design Theory class was inadequate due to the original instructor quitting the class two weeks into the quarter for another job, and the replacement instructor, Mr. ^Redacted by HELP Committee^ failing to properly train students on the use of Adobe Illustrator and Adobe Photoshop. |

ITT/ESI Corporate Compliance   *Page 1 of 2*   *Dated: 3/2/2007*

3) [Redacted - Business Sensitive] alleges that his Interactive Communication Design I class was inadequate due to the fact that the class had no instructor for three weeks at the beginning of the quarter, and the software provided, Macromedia Flash, was not usable due to the school's Internet security.

4) [Redacted - Business Sensitive] alleges that his Audio/Video Techniques course was inadequaete due to the lack of access to a capture station for five weeks, making it impossible to perform any video editing. He alleges that the class complained of this situation to the Dean and no action was taken.

5) [Redacted - Business Sensitive] alleges that his Animation I class was inadequate due to the teacher's (not identified in the complaint) lack of subject matter knowledge about the topic and reliance on students to answer questions posed in class by other students.

6) [Redacted - Business Sensitive] alleges that his Professional Procedures and Portfolio Development class was inadequate due to the lack of preparation by the instructor (not identified in the complaint) in assisting students to conduct job interviews.

[Redacted - Business Sensitive] also alleges dissatisfaction with the classes he is taking in the current quarter and the scheduling of said classes in such a manner that conflicts with his full-time work responsibilities.

| Resolution Summary: | |
| Resolution Narrative: | |

ITT-00005087

ITT Educational Services, Inc.
Document 13, Page 3

March 16, 2007

Re: ITT Technical Institute – Arlington

Dear Redacted - Business Sensitive

Thank you for your letter, received in our offices on February 28, 2007, with respect to your concerns regarding your experience with the ITT Technical Institute in Arlington, Texas. ITT Educational Services, Inc. takes the concerns of all of its students very seriously and a full and thorough effort was undertaken, in conjunction with school Director ·Redacted by HELP Committee and Dean of Academic Affairs Redacted by HELP Committee to review each of your concerns regarding the Multimedia program of study and various classes and instructors at that location. The following is a summary of our findings as relayed to me by Dean Redacted by HE I apologize both for the delay in responding to your initial letter and for the length of this response, but I wanted to ensure that your concerns were addressed fully and accurately.

You alleged in your letter that your Scripting and Web Authoring I class was inadequately taught by the instructor, Redacted by HELP Committee and that the final exam included questions about the DreamWeaver software notwithstanding the fact that the software was neither installed on your classroom computers nor taught in classroom lecture. With respect to the DreamWeaver software availability issue, that concern has been resolved and a discussion between Dean Redacted by HE and other members of your class indicated that the overall portion of the class time dedicated to DreamWeaver development was minimal and its effect on the exam was non-prejudicial. Therefore, I do not believe it likely that either your grade or your academic performance was materially impacted by the lack of availability of this software.

Mr. Redacted by F also confirmed that, after speaking with your class with respect to their exposure to HTML coding, he arranged for several workshops to be held prior to the final exam, on both Thursdays and Saturdays, as well as making sure that Mr Redacted by HELP Commit would be available for private review sessions with students unable to attend the workshop sessions. However, it appears from our records that you did not choose to attend any of the workshop sessions offered, and these workshops had minimal student attendance and were eventually cancelled for lack of student interest in pursuing them.

Mr. Redacted by HE assures me that, with respect to the DreamWeaver, Photoshop and Visual Design Theory/Interactive Communication Design I class deficiencies that you allege in your letter, he had arranged as appropriate to offer supplementary workshops

ITT Educational Services, Inc.
Document 13, Page 4

and review sessions in each of these subject matter areas. Workshops on Adobe PhotoShop were offered by instructor Harkness and Mr. ^{Redacted by F} recalls that you expressed interest in attending one or more of those workshops but ultimately chose not to attend.

After a review of the school's internet security procedures, Mr. ^{Redacted by HE} was unable to replicate any situation in which the school's security unduly interfered with the operation of Macromedia Flash per your allegations.

After a discussion with instructor ^{Redacted by HELP Committee} it was determined by Mr. ^{Redacted by H} that capture stations were available for student usage in the Audio/Video Techniques class; however, it is possible that these capture stations were not compatible with removable hard drives provided by the students. This is a personal hardware compatibility issue and as such is outside the control of ITT Technical Institute.

With respect to your concerns regarding the qualifications of the instructors for the Animation I and Professional Procedures and Portfolio Development classes, each of those instructors has been verified as having the necessary experience and professional or educational credentials to teach the course in question.

In summary, with the exception of the concerns regarding DreamWeaver software availability set forth above, which situation has been reviewed and corrected, we are unable after a full inquiry to substantiate many of your concerns. While it is the goal of ITT Technical Institutes to ensure the satisfaction of its students whenever possible, I do not believe that there is any additional corrective action which is required to be taken in order to address your issues. I do encourage you to continue to attend whatever classes and supplementary workshops are offered in order to maximize the value of your ITT education, and continue your ongoing dialogue with Dean ^{Redacted by HE} and others in the school administration in order to ensure that the quality of your education meets your expectations.

If there is anything else I can do to assist you, feel free to contact me at ^{Redacted by HELP Committee} ^{Redacted by HEI} or speak with Director ^{Redacted by HELP Commit} or Dean ^{Redacted by F}

Sincerely,

Director of Compliance
ITT Educational Services, Inc.
13000 N. Meridian Street
Carmel, IN 46033

cc: Redacted by HELP Committee

ITT Educational Services, Inc.
Document 13, Page 5

To: ^{Redacted by HELP Committee}
From: ^{Redacted by HELP Committee} Dean
Arlington Campus

Date: 03/02/07

RE: Complaint from [Redacted - Business Sensitive]

Listed below are notes and facts addressing [Redacted - Business Sensitive] complaint filed on 2/28/07:

1. Scripting and Web Authoring course: The instructor, I^{Redacted by HELP Committee} taught this course. He had requested that the Dream Weaver software be installed in the computers. He requested this to our SST's several times. However, it never got installed. I found this out only this quarter. I addressed ^{Redacted by HELP Committee} on the subject matter and ensured that in the future, when it comes to student needs, that he was to make sure that he informed someone in Academics of his needs and not ever let it go unresolved.
I uncovered this issue this quarter when I talked with the last Multi Media class we have. They said that they did not get enough of the HTML coding because the software wasn't installed in the computers. So, I arranged workshops outside of their classes schedule to ensure they were introduced to the material. Mr. ^{Redacted by HELP Com} offered to conduct workshops on his own time to review anything they wanted to see from the course. I personally addressed this class and arranged for the workshops. They agreed on meeting on Thursdays, from 9:00am – 12:00pm and again on Saturdays, 9:00am – 12:00pm. I made sure that they also understood if they could not make these times, then they could talk with Mr. ^{Redacted by HELP Cor} and arrange a private session also. The first week, no students showed up. The second week, only one student showed up. The third Saturday, there was a communication problem when I did not inform Mr. ^{Redacted by HELP Cr} in time to arrange the 1st Saturday workshop (1/27/07). I called the two students who I was told showed up and apologized. Then finally, February 3, 2007, two students, [Redacted - Business Sensitive], came to the Saturday workshop. After talking to them, they made comment that it really was not much to cover and that is was easy. They said they realized that the Dream Weaver part of the course was minimal.

At the same time, when I addressed this class, their other concern was that they had taken Photoshop several quarters back and they wanted a review of that software. We arranged for Mr. ^{Redacted by HELP Comm} to offer a workshop as well. He did one workshop on February 17, 2007, where four students attended. When I went into the class to arrange that particular workshop, there were 9 students who expressed interest in coming, one of which, if I remember correctly, was [Redacted - Business Sensitive]. We set the workshop up in the LRC and installed 10 stations of Photoshop. The students also know that they were welcomed to arrange workshop sessions with Mr. ^{Redacted by HELP Comm} if they could not attend the scheduled ones. I talked with the students after this workshop and they said they may want to do another refresher for Photoshop next quarter.

2. I am not aware of any deficiencies in regards to the Visual Design Theory class they had under Mr. ^{Redacted by HELP Cr} until they brought it up to me this quarter. Mr. ^{Redacted by HELP Cr} was our School Chair and was well versed using Photoshop. To address the students review needs, see the end of number one above.

3. I do not have any knowledge of our internet security system interfering with any of our course soft wares. I am not sure what this is in regards to, but will discuss with the school chair and our SST's.

4. The instructor, ^{Redacted by HELP Committee} did in fact take the capture station into the classroom during the quarter for several weeks. He had asked our SST if there was a way to allow students to use their own removable drives. The computer that they were using was from an older dell, and they were not capable with the existing capture stations. ^{Redacted by HELP Comm} our SST, told me that he did see students use the capture stations on

their as well. So the capture stations were available, but they may not have been compatible with their own removable hard drives.

5. I have not been informed of any difficulties or issues with their current Animation I instructor. I will discuss with the instructor and school chair.

6. I have not been informed of any issues in the Professional Procedures and Portfolio Development class. I know that the two instructors, [Redacted by HELP Committee] and [Redacted by HELP Committee], who teach this course, have been doing so for at least 2-4 years successfully. I will discuss this also with his instructor to determine if there have been any problems.

7. [Redacted - Business Sensitive] was informed several quarters back, as were all students, that the days of the week are always subject to change from quarter to quarter.