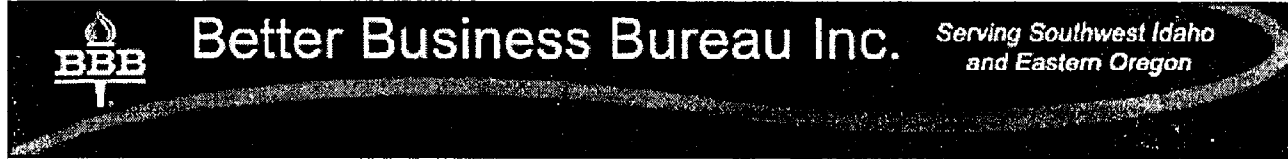


**Excerpts, selected by the HELP Committee, from a larger document**  
**produced by the company**



Helping Businesses To Sell Ethically, Consumers To Buy Appropriately And Donors To Give Wisely.

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## Complaint Response Verification:

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### Membership

Members Only

Benefits Of Membership

Standards Of Membership

Code Of Ethics

New Members

Member To Member Services

Your submission was accepted. The following information was submitted:

required\_COMPANY\_NAME: ITT Technical Institute

required\_CONTACT\_NAME: Redacted by HELP Committee

required\_CONTACT\_PHONE: Redacted by HELP Committee

required\_CONTACT\_EMAIL: Redacted by HELP Committee

required\_BUREAU\_PERSON: Redacted by HELP Committee

required\_CUST\_NAME: Redacted - Business Sensitive

RESPONSE: It appears that Redacted - Business Sensitive complaint concerns the way the placement percentages are generated on our disclosures to new students when enrolling for their course of study. He comments that "this counting of people already in the field of study is misleading. ITT should report true numbers and not mislead people. This can be done by counting people already in their field of study, counting people who change their career fields with this education."

We do not believe we mislead students by including data of this kind in our employment metrics. Upon enrolling at ITT and before students start our courses, they sign a disclosure detailing previous year's graduate salary and employment information. This information discloses employment statistics based on whether the graduate had employable skills (graduated) and as a result were working in the field of study, a related field, or out of the field. The fact that a student works for the same company throughout his education and decides to remain with that company after graduation does not impact the knowledge the student gained in order to work in his field or a related field. His employment is included in the employment statistic calculation.

Many students enter our programs while they are currently employed in the hopes that upon graduation with a higher degree, they will be able to advance and earn a higher salary in the same organization. As a result of obtaining a degree many companies promote the employee to a higher paying job. Or, our graduates may seek work at another company. Regardless, they have completed the course and have the skills necessary to work in their field of study.

Redacted - Business Sensitive obtained 2 degrees from us. He graduated with an associates degree from Computer Network Systems and in that class 15 students enrolled and 14 of them were employed.

Redacted - Business Sensitive continued on to our Bachelor program in Information Systems Security in which 20 students started and 17 were employed. Many of the students in Redacted - Business Sensitive class of Information Systems Security were already employed in the field. After graduation many of them elected to stay with that same employer. Through our routine follow-up we documented that some of these students did advance to higher paying jobs within the same company. Since they were employed in their field, these metrics went into the employment calculation.

Since Redacted - Business Sensitive Graduation in December 2005, we continued to assist Redacted - Business Sensitive the same way we assist all of our graduates. We sent him regular emails with job leads, we made phone calls and left messages, and we mailed job lead packets weekly on opportunities that we found in

**Business Services**

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- Register Your Company
- Code Of Advertising

the community that matched [REDACTED] skills. We have sent him hundreds of documented job leads of which [REDACTED] has not responded to us about the results of his follow through with these. We will continue to provide services to him. Our Director of Career Services, Redacted by HELP Committee is eager to continue assisting [REDACTED], and would welcome having him contact her to help him in any way possible. We are proud of [REDACTED] accomplishments and are here for him if he is in a position to need our services. We wish him the very best and hope to see him succeed.

Redacted by HELP Committee

Director  
ITT Tech

**Special Programs**

- BBBOnline
- Advertising Review
- Integrity Counts

radiobutton: radiobutton  
Thank you for responding to the complaint from one of your customers. Your response has been forwarded to the Bureau for processing. If you have any questions please feel free to contact us at Redacted by HELP Committee

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- Who We Are
- How We Serve
- Board Of Directors & Staff
- Frequently Asked Questions
- Locate A BBB
- Contact Us

Redacted by HELP Committee

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**From:** Redacted by HELP Committee  
**Sent:** Monday, February 12, 2007 11:13 AM  
**To:** Redacted by HELP Committee  
**Subject:** FW: [Redacted - Business Sensitive] Complaint  
**Importance:** High

Redacted by HELP Committee

This is a complaint filed by the Better Business Bureau. Please read [Redacted - Business Sensitive] comments and give me any input you can about his Job search history. I guess I should also look at his transcript to see how well he did in school.

I will probably send it to corporate so they can get involved as well.

---

**From:** Redacted by HELP Committee  
**Sent:** Monday, February 12, 2007 10:25 AM  
**To:** Redacted by HELP Committee  
**Subject:** [Redacted - Business Sensitive] Complaint  
**Importance:** High

February 12, 2007

ITT Technical Institute  
Redacted by HELP Committee

Boise, ID 83707

**Re:** [Redacted - Business Sensitive]

Redacted by HELP Committee

Dear

Enclosed is a copy of a complaint we received from one of your customers. We recognize there are two sides to every dispute and as a neutral third party; the BBB would like to assist you and your customer in reaching a resolution outside the legal system.

We know that as a successful business person, you are aware of the importance of customer goodwill. We encourage you to contact your customer directly with your response to this complaint. We also request that you inform our office of your response. Please respond **within 15 days** to [Redacted by HELP Committee] via phone, in writing or by using our on-line response form. For the on-line response forms go to [www.askbbb.org](http://www.askbbb.org). Click on MEMBERS ONLY. Then click on ELECTRONIC RESPONSE. Put in the username which is response and your password **11238**. Then complete the response form.

As a reminder, the BBB provides mediation services to assist member companies and consumers with issues that are in dispute. Please contact our office immediately if you would like to utilize

our mediation services in this situation.

Thank you for your time and cooperation in this matter.

Cordially,

Redacted by HELP Committee

BBB Consumer/Business Relations  
Redacted by HELP Committee

Description for Complaint ID # 5014171

Redacted - Business Sensitive

ITT Technical Institute  
Redacted by HELP Committee

Boise, ID 83707

Prior to enrollment at ITT; part of this process is showing what the placement rate of various fields of studies are. For example, if a field shows 100% placement of students it is assumed that these students can get jobs with this education. During four years of enrollment the graduating class of ISS students had dropped to 8 or 9 people. The majority of these people were already working in their careers either at HP, or for family businesses. However, I was still working in my original field. Career Services does provide job leads, either businesses calling in, or email notification on jobs. During a discussion with Career Services they wanted me to register a business so that they could have 100% placement for this class. What I am finding out going to interviews is that in order to be employable I need to be certified and that these Associate and bachelors degrees will help you get a job in a call center. The complaint I have is that the way the placement percentages are generated (counting of people already in the field of studies) is misleading. ITT should report true numbers not to mislead people. This can be done by counting people already in their field of study, counting people who get a change their career fields with this education.

SETTLEMENT: Other (requires explanation)

SETTLEMENT EXPLANATION:

I have not decided yet. However, legal methods maybe an option