

Redacted by HELP Committee

From: Redacted - Business Sensitive
Sent: Friday, January 12, 2007 5:11 PM
To: Redacted by HELP Committee
Cc: Redacted by HELP Committee
Subject: RE: Today's Meeting

Yes, Thank you so much as well, It was a pleasure dealing with you and ^{Redacted by HELP} as well, she is a great lady and a very Good director. Thank you to both of you for your support.

I will speak with my father tonight if possible and let you know about that.

Redacted - Business Sensitive

And when I get it completed anyone from ITT that wants to see the Cisco Test LAB I am building here, which will be multi platform so It should be pretty interesting and cool.

Redacted by HELP Comm

From: Redacted by HELP Committee
To: Redacted by HELP Committee
CC: Redacted by HELP Committee
Subject: Today's Meeting
Date: Fri, 12 Jan 2007 15:49:10 -0500

Redacted by HELP Comm

Thank you for coming by today so we could discuss the issue concerning your text book. I am glad that we were able to work things out to your satisfaction, and I hope that in the future you will bring any issues or problems that come up to me or the College Director, ^{Redacted by HELP Committee} as soon as they arise. I will also look into obtaining the supplemental study guide for your Cisco course, and let you know about it when you come in next week. As we also discussed, please let me know if you feel that you require a tutor for your class so we can arrange one.

I look forward to hearing from your father, and I hope he makes the decision to speak at our graduation ceremony on March 10, 2007.

Thank you again for the opportunity to work with you to resolve this issue. I wish you the best as you work towards your goal of graduation from your CNS program.

Sincerely,

Redacted by HELP Committee

Dean of Academic Affairs

1/12/2007

CONFIDENTIAL

ITT-00005216

Peggy Payne at 063

From: Redacted - Business Sensitive
Sent: Wednesday, January 10, 2007 7:55 AM
To: Redacted by HELP Committee
Cc: Redacted by HELP Committee
Subject: Wan Class ITT 320

Hello Mr.

Redacted by HELP Comm

I have to bring an issue to your attention. I still do not Have books materiels for this class, I have spoken with Mr. Redacted by H and Redacted by HELP regarding this and have been waiting but still no books. It makes it very difficult to take a class when I have no materiels for that class.

Now even when I am finially givin a book I have been put at a severe disadvantage regarding this class, I will have to "Go BAcK" and do all the labs and homework after the fact, The one test I have taken I got a 95 on, But I feel like I need to say something, I am sure I can still pass this class but To have to do it this way is a little upsetting considering the dollar amount these classes cost me.

Please help me rectify this situation as it is disturbing to me.

Redacted - Business Sensitive

1/10/2007

CONFIDENTIAL

ITT-00005217

ITT Educational Services, Inc.
Document 15, Page 2

To whom it may concern;

To say I am disturbed would be a massive understatement. We are in week 5 of this quarter and I still do not have books or software for this Class ITT-320. I would like to know what is going on here with the amount of money I am paying your school could at least live up to their end of the bargain. I suggested to ITT that they reschedule me for this class next quarter assuming they can get the materials. They said they would charge me for the class if dropped even though you school has put me in a very bad position because of this.

Not only am I going to speak with my attorney, a copy of this letter will go to the Virginia Dept. of Education, The US Dept of Education and ITT's corp. headquarters. Quite frankly this situation is unacceptable and quite disturbing to me and if we need to rectify the situation in a court of law than so be it, but if you think I am going to pay you for this you are crazy and delusional.

ITT needs to fix this situation and you need to fix it Now, if you do not I will look into all of my options up to and including a lawsuit. So you want to charge me for what? For ITT's incompetence and ITT's mistakes.

It will be Week 6 before you get me a book! Unacceptable at any level. You know I have a 3.7 GPA and am doing quite well, but your company and school has put me at an incredible disadvantage here and I am severely upset and disturbed by this.

I expect to have an answer very, very soon from you.

Sincerely,

Redacted by HELP Committee

4:05

Redacted by HELP Committee

Phone message - 1/10/07

From: Redacted by HELP Committee
Sent: Wednesday, January 10, 2007 5:12 PM
 Redacted by HELP Committee
To:
Cc:
Subject: FW: Immediate Attention Required
Importance: High

- Comes home in frustration
 - We are giving no tools to get things done
 - We are not making him feel good, comfortable, happy as student
 - Tired of us having to call
 - Feel not getting proper help in order to succeed in school

This email is a follow-up of the message I left for Pe around 4p.m. regarding [Redacted - Business Sensitive] and his constant proper instruction/tools needed to be successful.

[Redacted - Business Sensitive] had his math class this morning. As he has a current math teacher, and I discussed with [Redacted by HELP C] his extra attention to assure his success in passing the class is no secret to either of you. Both he and I have repeated the same matter was pre-discussed when [Redacted - Business Sensitive] was interviewed. We were assured that every tool necessary for his success was told there were tutors readily available for students and scheduling one, etc. To date, we have found nothing, [Redacted by HELP C] times of being told by the two of you that you would help him continually fail to follow through. He has actually expressed an inadequate, and appears to be quite short and uncooperative in situations that [Redacted by HELP C] feels requires his attention. Mr. [Redacted - Business Sensitive] seems to be unavailable on a regular basis. [Redacted - Business Sensitive] tried Christmas break to talk with Mr. [Redacted by HELP C] about this matter, and he was unsuccessful in finding him at the school either time he was there.

He had a great tutor session with [Redacted by HELP C] / [Redacted by HELP C] appears to be a good teacher and knows how to teach so that the material is understandable to [Redacted - Business Sensitive]. Unfortunately, it appears that [Redacted - Business Sensitive] is only there at times when [Redacted - Business Sensitive] is not. We would like to request that one or both of you help coordinate tutor dates with [Redacted - Business Sensitive] and [Redacted by HELP C] such that he can let his work place know ahead of time and schedule accordingly. He very much wants to be successful in passing this class. He has assured us that he is doing all he can to try and coordinate it and try to work with his teacher, but keeps finding road blocks that is creating a great deal of frustration for him. Today he approached the teacher for after-class assistance and apparently she was irritated by the fact that she had to tutor him, and made him feel like he should know it and not have to ask for further assistance. She even pointed out that she was not suppose to be tutoring her own teacher. We will not tolerate our young man being made feel like he's inadequate or can't ask for assistance when needed.

We are looking forward to [Redacted - Business Sensitive] successful completion and graduation, and at this point, just want to help him get through it. We are rather exhausted with the constant badgering back and forth about getting the assistance, tools and instruction offered to [Redacted by HELP C] that we are paying for. We have been so extremely misled with what we were initially told in our pre-admission interview would be offered our son, and what he is actually receiving, that we are about ready to give up and pursue legal action. We are at the point of taking all the paperwork/notes from that interview, our own experiences, and the experiences of other

1/10/2007

CONFIDENTIAL

ITT-00005219

student's that have shared similar frustration, and turning over to our family lawyer for his review and assistance in getting you to start doing your jobs and/or find some sort of restitution for our son.

This whole experience is suppose to be exciting and filled with hopes for the future. Instead it has been turned in to an exhausting nightmare that he can't wait to get out of. The career department is suppose to be guiding him through putting his resume on line and trying to help him find work in his field of interest. That has not been happening, due to him being told they are understaffed and overly busy. He was suppose to be getting a Bachelor's degree, and now has been told, "Oh no, we aren't offering that now". We were told our costs for classes would not increase during his term for the associates degree, but would when he began the bachelor program, and that was a big lie. It has been one misleading tale after the other. We are extremely frustrated and fed up.

At this point we want to know how you intend to do to immediately rectify the tutor situation and assist ^{Redacted by HELPC} in his successful completion of this math class?

We expect immediate attention to this matter. You have the contact information for both [Redacted] and myself.

1/10/2007

CONFIDENTIAL

ITT-00005220

Redacted by HELP Committee

From: Redacted by HELP Committee
Sent: Friday, January 12, 2007 3:49 PM
To: **Redacted - Business Sensitive**
Cc: Redacted by HELP Committee
Subject: Today's Meeting

Redacted by HELP Committee

Thank you for coming by today so we could discuss the issue concerning your text book. I am glad that we were able to work things out to your satisfaction, and I hope that in the future you will bring any issues or problems that come up to me or the College Director, Redacted by HELP Committee as soon as they arise. I will also look into obtaining the supplemental study guide for your Cisco course, and let you know about it when you come in next week. As we also discussed, please let me know if you feel that you require a tutor for your class so we can arrange one.

I look forward to hearing from your father, and I hope he makes the decision to speak at our graduation ceremony on March 10, 2007.

Thank you again for the opportunity to work with you to resolve this issue. I wish you the best as you work towards your goal of graduation from your CNS program.

Sincerely,

Redacted by HELP Committee

Dean of Academic Affairs



5/7/2007

CONFIDENTIAL

ITT-00005221

ITT Educational Services, Inc.
Document 15, Page 6