

**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:	5/14/2008	Target Due Date:	5/24/2008
Received Date:	5/14/2008	Response Date:	5/16/2008
Logged Date:	5/14/2008	Close Date:	5/16/2008
Category:	Email	Days Open:	2
Source:	Email		
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Location:	Nashville		
	School: NSV	District: CT	State: TN
Complaint Code:	Tutoring Availability		
Functional Department:	Academic Affairs		
Complainant & Profile:	Student		
Student Name:	Redacted - Business Sensitive		
Other Contact (Agency/Firm):			
Final Disposition:	Unsubstantiated	Detail:	Academic advising provided
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Complaint Summary:	In a complaint through the Student Portal, Student [Redacted - Business Sensitive] or complains that tutoring is not available at the school.		
Complaint Narrative:	<p>In a complaint through the Student Portal, student [Redacted - Business Sensitive] states:</p> <p>"I really don't mean to complain but my biggest bone of contention with ITT is that oftentimes just when you need a little help with a course, no one is available to assist you. I would say, if there are no students available or interested in tutoring; Perhaps we could hire them from other places or work in conjunction with other schools to provide tutoring for their school an ours. I see that as a win, win situation. It would be very much like Fisk/Vanderbilt or Tennessee State/Vanderbilt. The benefitees would be the students. Thanks for listening. "</p>		
Resolution Summary:	<p>[Redacted - Business Sensitive] had not requested any tutoring outside of the normal tutoring hours. The Dean and School Chair have met with [Redacted - Business Sensitive] to outline tutoring options for her. The Student was satisfied with the result of the meeting.</p>		
Resolution Narrative:	<p>Dean [Redacted by HELP Committee] provided the following initial report as to an earlier meeting with [Redacted - Business Sensitive]</p> <p>"Around 2 pm today, Ms. [Redacted by HEL] asked me to assist a student (Ms. [Redacted - Business Sensitive]) who was at the front desk and seemed to be agitated about not getting any assistance from anyone in Drafting. When I</p>		

went to speak with her, I discovered that she didn't seem unduly upset. I told her that I would look for someone who could assist her while she waited in the lobby. Unfortunately, none of the qualified persons were in the building at that time. I assured Ms. [Redacted - Business Sensitive] that her concerns would be addressed, noting that two of the individuals who could help her would be in later this evening. She said that she understood that "these things happen." Nonetheless, I told her that I would make sure that Ms. [Redacted - Business Sensitive] the department chair, would speak to her about her needs tonight. I also asked about tutoring, but [Redacted - Business Sensitive] apparently not arranged for tutoring up to this point. She had two projects she needed advice on, but she waited until today (evidently) to seek help for these. Later, when I spoke to [Redacted - Business Sensitive], she said that [Redacted - Business Sensitive] came by to ask for assistance, but that no one in Drafting was scheduled for that particular moment.

Later, I spoke again to [Redacted - Business Sensitive] in Lab 1 in order to emphasize that Ms. [Redacted - Business Sensitive] would talk to her tonight and arrange some assistance for her. I told her to check back with me if the results were not satisfactory. She seemed content with my remarks. I told her that, in the future, we will arrange tutoring outside of the posted hours if she will let us know in advance what she needs. She said that she understood and that she would do as I suggested. I think that what happened was that Ms. [Redacted - Business Sensitive] became unhappy that no one could help her at the last minute with a problem she encountered with a project."

School Chair I [Redacted - Business Sensitive] also met with [Redacted - Business Sensitive] to discuss tutoring and her academics. The [Redacted - Business Sensitive] was pleased with her discussion with Ms. [Redacted - Business Sensitive]

A [Redacted - Business Sensitive] had not requested tutoring from the school, the above matter is closed as unsubstantiated.

Redacted by HELP Committee **at HQ**

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**From:** Redacted by HELP Committee  
**Sent:** Friday, May 16, 2008 12:42 PM  
**To:** Redacted by HELP Committee  
**Subject:** FW:

I'll stop after this one Redacted by HEL here is more info on Ms. Redacted - Business Sensitive from the other evening...

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**From:** Redacted by HELP Committee  
**Sent:** Friday, May 16, 2008 10:49 AM  
**To:** Redacted - Business Sensitive  
**Cc:** Redacted by HELP Committee  
**Subject:** RE:

Redacted - Business Sensitive

I really appreciate your kind words and clarification on the events of that day. Redacted by HELP Co and Redacted by HELP Committee have both said very encouraging words in regards to your work ethic and how you continue to push until you gain an understanding. You are one of the few students who truly take advantage of getting the most out of your education. I will agree that you started out a little rough but I also noticed that with each quarter that passes, you have calmed down and take constructive criticism much better and I appreciate your effort in doing so. Regardless of my title or position, I will always help you or any other student in any way I can, whether it be tutoring, advising or mentoring. Keep up the good work in your classes and I promise it will pay off when you get that degree.

Redacted by HELP Committee

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**From:** **Redacted - Business Sensitive**  
**Sent:** Friday, May 16, 2008 9:49 AM  
**To:** Redacted by HELP Committee  
**Subject:**  
**Importance:** High

Redacted by HELP Committee

(this one is a little long....sorry, but needed to be said)

I didn't mean to cause any problems for you by asking for help. You and I had already talked as I explained to the staff. They were the ones in the dark and didn't even know it. I knew you had other things you'd planned to do and I was absolutely fine with that because I also sent Redacted by HELP C an email at the same early point during the day as I did you. After you and I spoke he was my next game plan. He never answered back or was available when I arrived at the campus. I checked with several folks (even Redacted by HELP Committee who was nice about helping me find someone as well). She can vouch for the fact that no one was upset. I think the person from corporate may have fueled that fire. However, Redacted by HELP Committee finally came and provided some assistance.

All that being said, while I journaled my day before bed last night, it dawned on me that I had not responded to you. That is to say that I just want you to know that I appreciate **ALL** help and guidance that you have provided in the past and I hope as well in the future. My goal in getting help is always the instructors first and you as a last line of defense due to your **BUSY** schedule. I understand and accept that because we often have to work at the **110%** level while many others are allowed the luxury to work at the **95%** level or sometimes even less. Enough said about that though. You know the full scope of that story. Just know that I have great admiration and respect for you as a department head at the college level. In many instances that is rare.

I do however look forward to learning all I can while I work toward completion of my degree at ITT and hopefully you will

continue to be as helpful as you always have. Frankly, I cannot believe how far I have come in comparison to my days of yelling, cussing, and crying due to my lack of knowledge and understanding. That has and continues to change daily at ITT. I have some serious plans after this Associates degree and it is looking like "I HAVE A DREAM" is certainly coming to fruition for me. I appreciate you and all that have contributed to my current level of success. Thanks.

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**From:** Redacted by HELP Committee  
**Sent:** Wednesday, May 14, 2008 4:57 PM  
**To:** Redacted by HELP Committee  
**Subject:** Redacted - Business Sensitive

Around 2 pm today, [Redacted - Business Sensitive] asked me to assist a student ([Redacted - Business Sensitive]) who was at the front desk and seemed to be agitated about not getting any assistance from anyone in Drafting. When I went to speak with her, I discovered that she didn't seem unduly upset. I told her that I would look for someone who could assist her while she waited in the lobby. Unfortunately, none of the qualified persons were in the building at that time. I assured [Redacted - Business Sensitive] that her concerns would be addressed, noting that two of the individuals who could help her would be in later this evening. She said that she understood that "these things happen." Nonetheless, I told her that I would make sure that [Redacted by HELP Committee] the department chair, would speak to her about her needs tonight. I also asked about tutoring, but [Redacted - Business Sensitive] apparently not arranged for tutoring up to this point. She had two projects she needed advice on, but she waited until today (evidently) to seek help for these. Later, when I spoke to [Redacted by HELP Committee] she said that [Redacted - Business Sensitive] came by to ask for assistance, but that no one in Drafting was scheduled for that particular moment.

Later, I spoke again to [Redacted - Business Sensitive] in Lab 1 in order to emphasize that [Redacted by HELP Committee] would talk to her tonight and arrange some assistance. [Redacted - Business Sensitive] told her to check back with me if the results were not satisfactory. She seemed content with my remarks. I told her that, in the future, we will arrange tutoring outside of the posted hours if she will let us know in advance what she needs. She said that she understood and that she would do as I suggested. I think that what happened was that [Redacted - Business Sensitive] became unhappy that no one could help her at the last minute with a problem she encountered with a project.

It may be pertinent to point out that [Redacted - Business Sensitive] has in the past demonstrated a tendency to react emotionally and somewhat inappropriately to situations wherein she encounters frustration. Last June, at the request of the online dean, I had to talk to [Redacted - Business Sensitive] about her attitude towards an online instructor. [Redacted - Business Sensitive] interaction with the instructor is typified in the email below. In IRIS, there are several entries in which [Redacted - Business Sensitive] has successfully sought for assistance from instructors and in which instructors have noted contact attempts and other communications.

That having been said, we will certainly follow up to provide [Redacted - Business Sensitive] with the appropriate level of service. I will let you know how we resolve the situation.

Redacted by HELP Committee

Academic Dean, ITT Nashville

E-mail sent to me 6/17/07: Posted By Responded By Date / Time Status: [Redacted - Business Sensitive]  
06/17/2007 18:45:35 Sent Category COMPOSITION II Subject About this course Question Mrs. [Redacted - Business Sensitive]  
Answer [Redacted - Business Sensitive] D.K. I will put a copy of this e-mail in your permanent file so the Dean receives a copy. \* I am informing you that I am dropping your Composition II class. I took the liberty (LOL!!!) of perusing your course requirements. I do not have time to log into your course 3-5 times per week. I work a full time job, part time job and am carrying a full time load and only have to attend my on-campus classes 1x per week. I am allowed to complete assignments up to the point of the next class. The funny thing is, these courses are "MY MAJOR!!!" I give all those courses "EXTENSIVE TIME AND ATTENTION!" They require it, period. That is not to say that the study of english and its components have no importance. However, nothing in life is as important as this course appears to be. I understand the need to be appreciated for your level of education in this area, but you must realize that individuals will communicate whether they use the spoken word or sign language. that makes you a little expendable now doesn't it. The only point I'm trying to make here is that you should lighten up. Don't beat your students down. Life is too short to spend it being a sadist. Even if I choose masochism, I prefer that it be my choice. So, I am withdrawing from your course. Would love to take a beatdown, but got too many irons in the fire. Love ya, See ya, bye bye. \ Attachments

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