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ITT Educational Services, Inc.

Student Comment/Complaint Report

Complaint Date:	7/23/2008	Response Date:	7/30/2008
Received Date:	7/23/2008	Close Date:	7/30/2008
Logged Date:	7/23/2008	Days Open:	7
Target Due Date:	8/2/2008		
Source:	Email		

Location:	Youngstown		
	School: YNG	District: NC	State: OH
Complaint Code:	Transfer of credit		
Functional Department:	Recruitment		
Complainant & Profile:	Former Student		
Student Name:	Redacted - Business Sensitive		
Other Contact (Agency/Firm):			
Final Disposition:	Unsubstantiated	Detail:	Close letter/explanation sent

Complaint Summary: In a complaint through the Student Portal, former student R [Redacted - Business Sensitive] complains that he was told his credits would transfer.

Complaint Narrative: In a complaint submitted through the Student Portal, former student R [Redacted - Business Sensitive] states he is unsatisfied with the Youngstown campus and has withdrawn. He claims his Representative told him his credits would transfer should he seek a bachelor degree somewhere else. He provides that his School Chair [Redacted by HELP Committee] has told him this is not true and that at times the recruitment area does sometimes give students false hope. He states questions began arising when a ITT Representative talked to students about bachelor degree programs that will be offered soon.

Resolution Summary: [Redacted - Business Sensitive]'s Representative denies making any such statements. Also, [Redacted - Business Sensitive] signed disclosures stating credits were unlikely to transfer.

Resolution Narrative: Director [Redacted by HELP Committee] reports the person discussing bachelor degree programs was not from the school, but was from ACICS. [Redacted - Business Sensitive] misunderstood the matter and was not present for that meeting. As to transfer of credits, the Representative denies making any such statement that the credits would transfer. Mr. [Redacted by HELP Committee] states he has never received such a complaint about the Representative. Further, [Redacted - Business Sensitive] signed the required disclosures for the state of Ohio which states that credits are unlikely to transfer. As to the School Chair, he did discuss matters with Mr. [Redacted - Business Sensitive]. However, he did not make statements that the

Representatives at time mislead students. Rather, he apologized if [Redacted] g misunderstood.

Mr. [Redacted by HELP] met with the student on July 28, 2008. [Redacted - Business Sensitive] complained about 3 courses he didn't like along with the above complaints. As a gesture of good faith, Mr. [Redacted by HELP Co] offered to refund the 3 courses. [Redacted - Business Sensitive] refused the offer and demanded a refund for all charges related to his enrollment. Mr. [Redacted by HELP Co] declined as no wrong doing has been found. Mr. [Redacted by HELP] followed up with [Redacted - Business Sensitive] with a written summary of the meeting.

ITT Educational Services, Inc. **ITT**

Student Comment/Complaint Report			
Complaint Date:	8/22/2008	Response Date:	9/8/2008
Received Date:	8/22/2008	Close Date:	9/8/2008
Logged Date:	9/2/2008	Days Open:	6
Target Due Date:	9/12/2008		
Source:	Email		
Location:	Youngstown		
	School: YNG	District: NC	State: OH
Complaint Code:	Transfer of credit		
Functional Department:	Recruitment		
Complainant & Profile:	Former Student		
Student Name:	Redacted - Business Sensitive		
Other Contact (Agency/Firm):			
Final Disposition:	Unsubstantiated	Detail:	Close letter/explanation sent
Complaint Summary:	Former student Redacted - Business Sensitive alleges he was told credits earned would transfer to other schools.		
Complaint Narrative:	<p>In an email to the Director of Compliance, former student Redacted - Business Sensitive states:</p> <p>My name Redacted - Business Sensitive believe the director of the Youngstown, OH campus had already spoken with you about my incident. Unfortunately I did not find my meeting with him satisfactory to resolve my problem. I had an enrolling meeting two days before classes started with a Mr. Redacted by HELP Committee who was handling all of the enrolling process. He quickly had me signed up and ready to go to start classes on the following Monday. We had discussed many things but i am feeling now that i was mislead. He had me initial a bunch of papers which i do not feel were explained to me very properly. I am just not finding out that my credits are not transferable to the University I was specifically discussing with him. The director had sent me a student handbook outlining all of the disclaimers on the transfer of credits. This was my first time seeing this book, i was never given one until now. I specifically spoke with Redacted about transferring my credits to YSU to go into a bachelor program for Criminal Justice. He was very familiar with YSU because he had went there himself he said. He said my credits would transfer and could possibly be ahead of other students with the on hand training ITT teaches. I was trusting the representative of ITT believing he was telling me the truth. I had started to enroll at YSU for the Police Academy when I</p>		

found out this was not true.

I had withdrawn from classes as soon as i found out. I was very disappointed and felt like i was lied to. I came back into the school to get a copy of a transcript and to say goodbye to a couple fellow students and teachers. I had spoke with my department chair Joe Deramo and he understood my problem and was quick to say he has talked to the enrolling people before about giving people false hopes. Other teachers who i had talked to had also agreed. I told him i was trusting the word of the representative, thought i was being told the truth.

I do not mean to be in polite but, i have had teachers tell me they have seen this happen before, and i am very disappointed with the director of the youngstown campus, i feel my meeting with him was absolutely worthless and i would rather not handle this through him, this is why i chose to contact you.

I am requesting a full refund for feeling i was mislead and given false hopes. I now have spent a year at ITT, \$12,000, and i can not use any of it to further my studies. I have to now start all over.

There are many other concerns i have with my time spent there which i feel should be addressed if needed to be.

I hope to hear back to you soon.
Thank you for your time.

Resolution Summary:

Redacted - Business Sensitive signed disclosures related to the transferability of credits and the topic is outlined in the school's Catalog.

Resolution Narrative:

The Director of Compliance provided the following response to Mr. Redacted - Business Sensitive

Redacted - Business Sensitive
Redacted - Business Sensitive
I am writing in response to your August 22, 2008 email concerning our Youngstown campus of ITT Technical Institute. I appreciate you bringing this matter to my attention for review and response. I apologize it has taken me a few weeks to respond. I was out of town for a period of time when I received your email.

Redacted by HELP Committee
In your email, you claim that Representative informed you that credits you would earn at the Youngstown campus would be transferrable to Youngstown State University (YSU). However, the facts do not substantiate your claim. First, Redacted by HELP Co Mr. Redacted by HELP Co denies he made such a statement during the enrollment process. Rather, he states he informed you that the acceptance of credits is up to the receiving institution as it is in the Youngstown campus' discretion whether to accept credits from another institution.

Next, you received and/or executed several documents which state that credits earned at the Youngstown campus are unlikely to transfer to another institution. The first document is the State of Ohio Student Disclosure Form ("Ohio Form"). For your reference, I have attached a copy of this form. The document outlines six specific points. The fifth point is titled "Transferability of Credits" and is initialed by you. This point states:

I understand that the transferability of credits to another institution is determined exclusively by the receiving institution. No person can imply or guarantee that my credits will be transferrable.

Along with the Ohio Form, you received and executed a form titled Documentation and Disclosure Summary ("Disclosure Form"). Again, for your reference, I have attached a copy of this form. In this form, you acknowledge that you have received and reviewed certain other documents including the School Catalog. As with the Ohio Form, you initialed various sections and signed at the bottom of the Disclosure Form. For the School Catalog, the form highlights certain topics contained in the School Catalog including the "Unlikely Transferability of Credits to Other Institutions."

In your email, you state that the Director, ^{Redacted by HELP Committee} sent you a "student handbook" which was the first time you had seen the document. By "student handbook," I am assuming you are referring to the School Catalog. As stated above, you acknowledged in the Disclosure Form receipt of the School Catalog. Further, when you enrolled at the campus, you acknowledged receipt of the School Catalog when you executed your Enrollment Agreement. For your review, I have attached a copy of your Enrollment Agreement. The acknowledgment is stated on page 4 of the document.

The School Catalog is very clear as to the Transfer of Credit policy. The Transfer of Credit section is stated on page 35 of the current Youngstown campus Catalog. This section states in pertinent part:

DECISIONS CONCERNING THE ACCEPTANCE OF CREDITS EARNED IN ANY COURSE TAKEN AT THE SCHOOL ARE MADE AT THE DISCRETION OF THE RECEIVING INSTITUTION. THE SCHOOL MAKES NO REPRESENTATION WHATSOEVER CONCERNING THE TRANSFERABILITY OF ANY CREDITS EARNED AT THE SCHOOL TO ANY INSTITUTION OTHER THAN AN ITT TECHNICAL INSTITUTE AS SPECIFIED ABOVE. IT IS UNLIKELY THAT ANY CREDITS EARNED AT AN ITT TECHNICAL INSTITUTE WILL BE TRANSFERABLE TO OR ACCEPTED BY ANY INSTITUTION OTHER THAN AN ITT TECHNICAL INSTITUTE.

ANY STUDENT CONSIDERING CONTINUING HIS OR HER EDUCATION AT, OR TRANSFERRING TO, ANY INSTITUTION

OTHER THAN AN ITT TECHNICAL INSTITUTE MUST NOT ASSUME THAT ANY CREDITS EARNED IN ANY COURSE TAKEN AT THE SCHOOL WILL BE ACCEPTED BY THE RECEIVING INSTITUTION. AN INSTITUTION'S ACCREDITATION DOES NOT GUARANTEE THAT CREDITS EARNED AT THAT INSTITUTION WILL BE ACCEPTED FOR TRANSFER BY ANY OTHER INSTITUTION. THE STUDENT MUST CONTACT THE REGISTRAR OF THE RECEIVING INSTITUTION TO DETERMINE WHAT CREDITS EARNED AT THE SCHOOL, IF ANY, THAT INSTITUTION WILL ACCEPT.

Besides being in all capital letters, this verbiage is also typeset in bold print in the School Catalog.

You also mention that you had a conversation with your School Chair, ^{Redacted by HELP Committee} You assert Mr. ^{Redacted by HELP} stated he talked before with the ^{Redacted by HELP} Representatives about "giving people false hopes." Mr. ^{Redacted by HELP} states he told you that it is up to the receiving institution to determine what credits, if any, it would accept as transfer credit. As you were considering transferring to YSU, he provided you with a person at YSU to contact to discuss the issue. Mr. ^{Redacted by HELP} denies that he stated that there have been past issues with this topic being misrepresented to students.

Again, I appreciate you providing me the opportunity to review and respond to your concerns. However, based upon the above summarized information, the facts do not substantiate a full refund of tuition and fees as you have demanded.

If you have any questions or wish to provide any further information, please feel free to contact me."