

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

COMPLAINT ACTIVITY REPORT Case # 75111112**BBB Serving Denver/Boulder****Consumer Info:**

Redacted - Business Sensitive

Business Info: ITT Technical Institute500 E 84th Ave.
Thornton, CO 80229
303 288-4488**Location Involved:** (Same as above)**Consumer's Original Complaint :**

My son and I were paying top dollar for an education that is worthless. The diploma is not accepted by its peers, engineering bureaus/many employers. Ref: Worthless diploma's and false promises.

My son has enrolled at ITT in 2008, and I entered the school in 2009.

We both wanted to improve our situation by acquiring a bachelor degree in electronics.

He wanted to join the military with his bachelor's when he applied at ITT, and I wanted to attain the EE bachelor degree, and continue my education once I had my associates at ITT. It seemed to be good idea to join my son at school and attend the school together. About one year into the program, I started to shop around to find a good college to start the EE-program, and also I was soliciting potential employers in order to find a new and better employment. To my big surprise nobody accepted or acknowledged the associates degree from ITT-Tech. Further investigations revealed that the military recruiters could not confirm nor deny if [Redacted by HE] would be accepted in the officer program with a bachelors' degree from ITT.

We feel both victim from a financial scam and incorrect information. We lost a full year in our education but above all the heavy financial impact on our budget. We are both +\$30K in debt paying for a worthless diploma. When I enrolled the recruiters told me that you could not transfer credits during my studies but once I finished the program I could use the ITT associates to further build on my career. This was completely incorrect and untrue. I have stopped my education at ITT because there is no use to continue to pursue a diploma that is not accepted by any other of ITT's peers, engineering organizations and/or many employers. (They have a limited list of employers working with them!)

During the enrollment process I believed that they were honest and true because they admitted the fact that ITT needs to respect rules and regulations because their dealings with FAFSA. My one dollar question is; why has ITT not been obliged to hold a certain criteria in regards with the issuing of diplomas. When I was shopping around for a new school, I was given all data about the certifying bodies;"ABET" etc... and I was able to contact them and discuss the accreditation. When I was talking to my chair about the accreditation he did not want to reveal who they were and where they resided. The official ITT response is that they are nationally accredited. This is self-accreditation and I believe that the ITT diploma is only a paper that says we were attending school for four years. No value what-so-ever! It seems to me that ITT is luring their students with promises, and keeping them because there is no way out. The financial string is too strong to sever. My son and I believe that this is a very unethical way of doing business. We want our money back so that we can invest in a real diploma at a good school.

Consumer's Desired Resolution:

Refund and an apology

BBB Processing

03/23/2010 web BBB Case Received by BBB
 03/23/2010 bett BBB Case Reviewed by BBB - Accredited Business
 03/23/2010 Otto EMAIL Send Acknowledgement to Consumer
 03/23/2010 Otto MAIL NOTIFY BUSINESS OF DISPUTE - ACCREDITED BUSINESS : Complaint Response Date bumped because:
 Holiday
 04/02/2010 WEB BBB RECEIVE BUSINESS RESPONSE : Contact Name and Title: Redacted by HELP Con Director

Contact Phone Redacted by HELP Committee

Contact Email: -

April 2, 2010

Redacted by HELP Committee

Better Business Bureau
 1020 Cherokee Street
 Denver, CO 80204

Re: Constantin De Bock

Case #75111112

Redacted by HELP Comr

Dear

I am writing in response to the above referenced complaint filed by a former student of our campus, [Redacted - Business Sensitive]. I appreciate you providing our campus the opportunity to respond to [Redacted - Business Sensitive] concerns. In reviewing his submission, I note he purports to be submitting his complaint on behalf of himself and his son, [Redacted - Business Sensitive].

I previously reviewed and discussed [Redacted - Business Sensitive] concerns with him. Since receiving this complaint, the matter was reviewed again. Based upon these reviews, the facts do not substantiate a refund of tuition as requested by [Redacted - Business Sensitive]. [Redacted - Business Sensitive] complaint discusses two issues, transferability of credits and accreditation. Both of these issues are addressed with prospective students during the enrollment process and in documentation the student receives.

Transferability of Credits

The transferability of credits is discussed with potential students during the enrollment process. When a student proceeds through the enrollment process, the Transfer of Credit section of the school's Catalog is presented to the student. The Transfer of Credit 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.

This language is printed in the Catalog in all capital letters and bold type as provided above. Additionally, [Redacted - Business Sensitive] and his son signed Documentation and Disclosure Summary forms which also state they received a copy of the school's Catalog. The Documentation and Disclosure Summary form provides that the Catalog discusses the "Unlikely Transferability of Credits to Other Institutions."

CONFIDENTIAL

ITT-00009660

discusses concern that credits earned at our campus will not be recognized by branches of the armed forces should his son decide to enlist in the military. As described above, any decision to accept credits earned at our school is the determination of the receiving institution. However, our campus is not aware of any issues regarding military branches refusing to recognize credits earned at ITT Technical Institute. However, the military makes the final determination on such matters and the campus does not represent any specific decision will be made should Robert enlist.

Accreditation

continues in his complaint discussing our campus's accreditation. The Thornton campus is accredited by the Accrediting Council for Independent Schools and Colleges (ACICS). In his complaint, states the school is nationally accredited which he equates to self accreditation. is incorrect in his assertion.

ACICS is a national accreditor which is recognized by the U.S. Department of Education. The accreditation process is not that of self accreditation. ACICS is an independent body which reviews numerous facets of our operations to ensure compliance with its accreditation standards.

As with the transferability of credits, our accreditation by ACICS was disclosed during the enrollment process. This information is covered during the presentation provided by a campus Representative. Additionally, the accreditation by ACICS is stated in both the school's Catalog and on the Documentation and Disclosure Summary forms completed.

Finally, I disagree with assertion that a diploma earned from our campus is "only a paper." Our campus has numerous graduates who have found employment in their field or a related field to their studies. When enrolling, signed a Graduate Employment Information form which provided employment information as to their program of study.

I am sorry's dissatisfied with his experience at our campus. Though, I must point out that has previously sent correspondence stating his electronics instructors did an excellent job. However, based upon the summarized information above, request for a refund of tuition must be denied.

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

Sincerely
Redacted by HELP Committee

Director

04/06/2010 bett EMAIL Forward Business response to Consumer

04/14/2010 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

This a copy of the letter sent to Ms. Ward that we will use to start the grievance process.

From: Redacted - Business Sensitive

Date: April 14, 2010

Reference: Grievance procedure step1

Dear Ms.

Prior to taking further action in my quest for justice regarding the false advertising of the bachelor programs at ITT-Tech, and according to the grievance process, and I are obliged to officially submit you our complaint addressed "To Your Attention". I will provide you the details and explain you why we have submitted this complaint. I do understand that my credits were probably not transferable to another institution, and ITT recruiters told me that ITT is nationally accredited. I have no doubt that ITT is allowed to operate a school in Colorado. However, in my personal opinion a strong program should be accepted by its peers, but my complaint is not about transferring credits, or the teachers and other issues. It is above all about the worthlessness of the issued diploma by ITT in Colorado.

When and I enrolled we told our recruiter very clearly what our intentions were once we had our bachelor degree. was to go to OCS at the army, and I wanted to do electrical engineering. Based on the facts given by the recruiter I enlisted at ITT for the bachelor EET program. The information provided to me by the enrollment officer was that the EET Bachelor's degree from ITT, once completed at the school, had the same value as all the other degrees from other undergraduate schools. I could build on this diploma and do later what I planned for. I could get a good job or submit my candidacy to get me a license at the Colorado State Board for my own business, etc... Equally promising the same too that he could enlist at the army OCS program with a bachelor degree from ITT-Tech, he committed himself to go for the full four years. My son and I were completely onboard to finish our education and to do the full four years, investing the \$90,000 and getting our bachelor degree at your institution. Well ITT was not completely honest with us. The technology bachelor's program has no value at all in Colorado.

The false advertisement is that the ITT technology bachelor is not really an official degree in Colorado and cannot be used in an official endeavor. My plan to do some engineering work requires a license as an engineer. According to the National Council of Examiners for Engineers and the Colorado State Board of Licensure, ITT-Tech Colorado curriculum has not been accepted as proof of a four year degree/college. I'm not even allowed to submit my candidacy or do the exams. Therefore there is no value to continue an education at ITT-Tech Colorado. We had to terminate our education and leave the school avoiding waist of time and money. Even to finish the first part of the education would lead to nowhere. Everything we have done so far was useless. I have sent an e-mail to my chair Mr. to inform him about the worthless diploma, but I never received any reply from him. Apparently I was not a source of income for him anymore, so he just dropped me like a stone.

The school ITT-Tech Colorado should not be allowed to call their degree a bachelor, because it is not officially accepted by the state of Colorado. It should be called a four year certificate in technology. That is the reason why and I have prematurely stopped our education at ITT. We want a real diploma and we will not invest \$90,000 and four years of our lives for a diploma that cannot be used in our further careers.

Your official reply is that some ITT-students are successful at some employers but that is not enough for me to accept your certificate as an official diploma. There are other for-profit schools that are accepted by the Colorado certification board and they did the necessary footwork to provide the weight a bachelor degree needs to be useful in the engineering community. They have been accepted by the engineering organization ABET. The moment that you accepted us as students you should at least made sure that the ITT diplomas were worth their money. To remind you the total cost of your program is \$90,000. Business integrity and ethics demand that you provide value for your customers, but instead the organization focuses on higher profits without investing into validation of the diplomas.

I stand by our demands that I want my money back, clear our open debts, and give us an apology for what you have done to me and my son. This delay in our education will cost us time and money and above all our future plans have been delayed. We won't rest our case until these issues have been resolved.

Awaiting your reply I wish you the best.

Sincerely

Redacted - Business Sensitive

04/14/2010 BBB MORE INFO RECEIVED FROM THE CONSUMER : According to the National Council of Examiners for Engineers and the Colorado State Board of Licensure, ITT-Tech Colorado curriculum has not been accepted as proof of a four year degree/college. Neither does the military accept the ITT bachelor degree for its OCS (officers candidate school) program.

This has not been revealed to us when we enrolled at ITT.

04/15/2010 bett MAIL Forward Consumer Rebuttal to Business

04/26/2010 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : April 26, 2010

Redacted by HELP Committee

Better Business Bureau

1020 Cherokee Street
Denver, CO 80204

Re: [Redacted - Business Sensitive]
Case #75111112

Dear Ms. [Redacted by HELP]

[Redacted - Business Sensitive] I am writing in reply to the follow up submission for the above referenced complaint filed by a former student of our campus, [Redacted - Business Sensitive]. As previously, I note he purports to be submitting his complaint on behalf of himself and his son [Redacted - Business Sensitive]. In his follow up, [Redacted - Business Sensitive] seems to accept the information provided in my prior response. However, he continues in his complaint to provide his opinion regarding the value of a degree received from our institution. Last week, I met with [Redacted - Business Sensitive] to discuss his concerns and explain again to him the program in which he elected to enroll and the degree he would receive should he successfully complete his program of study. Unfortunately, [Redacted - Business Sensitive] was not satisfied with my explanation.

Our campus denies [Redacted - Business Sensitive] claims that there has been any false advertising. There is no representation that a graduate of the Computer and Electronics Engineering Technology (CEET) associate of applied science degree program will be eligible to become a licensed electrical engineer. In the campus's Catalog, potential career opportunities for graduates from the CEET program are stated. This listing of opportunities does not provide any statement of electrical engineer as a potential career.

[Redacted - Business Sensitive] again discusses his son's expected enlistment in the military. I provided a response to this issue in my earlier correspondence. Any decision to accept credits earned at our school is the determination of the receiving institution. Our campus is not aware of any issues regarding military branches refusing to recognize credits earned at ITT Technical Institute. However, the military makes the final determination on such matters and the campus does not represent any specific decision will be made should his son enlist.

Again, I am sorry [Redacted - Business Sensitive] is dissatisfied with his experience at our campus. However, a refund of tuition is not substantiated in this matter. The school properly provided instruction to Mr. [Redacted by HELP] in the program of study in which he elected to enroll.

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

Sincerely,

[Redacted by HELP Commi]

Director

04/27/2010	bett	EMAIL	Send Business' Rebuttal Response to Consumer
05/10/2010	OttO	BBB	No Consumer Response- Assumed Resolved with Letter
05/10/2010	OttO	EMAIL	Inform Business - Case Closed ASSUMED RESOLVED
05/10/2010	OttO	BBB	Case closed - ASSUMED RESOLVED

Redacted - Business Sensitive

From: Redacted - Business Sensitive

To: Mr. Redacted by HELP Committee

ITT Educational Services, Inc.

13000 N. Meridian Street

Carmel, IN 46032

Date: May 11, 2010

Reference: Grievance procedure step 2,

Complaint about the Questionable integrity of the issued diploma by ITT in Colorado.

Dear Mr. Redacted by HELP Committee

When my son and I enrolled at ITT-Tech in Thornton, your enrollment advisor made us believe that we would get a higher education and receive a real bachelor's degree. One year into the program we realized that this bachelor degree from ITT-Tech would not bring us far in our planned careers. My son's plan was to enter the military and use his ITT Bachelor to enter the US Army OCS program, and myself, I would go for an engineering career. The only thing we could do is to interrupt our studies and reassess our possibilities. We even considered finishing our CEET associates but nobody would accept the credits earned at ITT when we would enroll in another school in continuation of our bachelor studies. We are no drop-outs or failing students because our GPA's were above 3.8, and we were on several occasions on the honor and dean's list.

Our grievance is that the ITT bachelor degree is not accepted by the military, or by the State of Colorado. Even when we talked to Ms. Redacted by HELP Co. she tried to convince us that the military accepts ITT-diplomas, and that the ITT bachelor degree has the same value as any other institution. The list she provided from the military is misleading because the same list is used to enroll students pursuing a career in the military. The list is only mentioning all the schools where military personnel are allowed to get an education, and spend their GI-bill money. The ironic part of this is that they could not become an officer with the degree attained at the school.

The licensing bureau from Colorado informed me that ITT-Tech is not considered a four-year-college; therefore the bachelor degree from ITT is not a proof of higher education. The ITT Bachelor degree cannot be used for any license application in Colorado, resulting into the fact that you cannot start your own business once you left school.

CONFIDENTIAL

ITT-00009685

ITT Educational Services, Inc.
Document 20, Page 5

Redacted - Business Sensitive

The same is true for the military. Included with this letter is a copy of my communication with the military. The recruiter gave me the web-site with the listing of which schools are accepted by the US Army qualified as a four-year-college. This list was sent to me by Ms. ^{Redacted by HELP Committee} cyber recruiter at the US Army.

The website is www.acenet.edu/resources/memberdirectory. You can check for yourself there is no mentioning of ITT-Tech in this list.

You can realize our disappointment when this information came to our attention. Also Ms. ^{Redacted by H} informed us that the school was working towards a conversion from nationally accredited into a regionally accredited school. My question to you is now, why would you change accreditation when you tell everybody that your diploma has the same value as a regionally accredited school? I assume that ITT calls it a bachelor because the student spends 4 year at school, and it sounds better than a certificate of electronics. I believe that ITT dropped the ball in this matter. There is clearly a certification problem. At this moment the students at ITT are not fully rewarded for the time, efforts and financial resources that they are investing in their education. It is a shame because there is so much potential at ITT-Tech.

We have been misinformed and mislead. Your recruiters do not reveal all the issues, use general statements and they do not clearly explain what the bachelor degree really is. We enrolled in good faith, thinking we were working towards a diploma improving our future, but instead we would have paid a lot of money for something insignificant. To remind you the total cost of a bachelor program at ITT-Tech is \$90,000, and I believe that this amount of money should give us the best education our money can give, but instead we were given a trade-school education. ITT-Tech. is one of the most expensive schools, and I expected a higher standard. Apparently, we do not always get what we pay for. We lost time and resources in this matter, but above all we are back to square one. This postponement will delay furthermore our future plans.

Our initial demand is non-payment of the debt that we owe to ITT, restitution of other costs that we have made in the process, and restoration of our credit score. We are open to what you have to propose to resolve this matter.

Awaiting your reply I wish you the best.

Sincerely

Redacted - Business Sensitive



May 18, 2010

Redacted - Business Sensitive

Re: Your May 11, 2010 Correspondence

Dear Redacted - Business Sensitive

I am writing in response to your May 11, 2010 correspondence regarding your and your son's enrollment at the Thornton campus of ITT Technical Institute. In your correspondence, you contend that the campus is not authorized to award bachelor's degrees and there was no value in the degree you would earn should you have completed your program of study.

The school's Director, Redacted by HELP Committee has previously reviewed your concerns and provided you with a response. I have again reviewed your concerns and cannot substantiate your claims.

Throughout your letter, you claim the campus calls what is awarded a bachelor's degree, but you believe it is not actually a bachelor's degree. First, per the school's records, you were not enrolled in a bachelor's degree program of study. Rather, you were enrolled in the Computer and Electronics Engineering Technology associate of applied science degree program.

However, contrary to your assertion, the campus is authorized to award bachelor's degrees in certain programs of study. You claim you spoke with a licensing bureau which stated the campus is not considered a four year institution, but have not identified with whom you spoke. The Thornton campus is authorized by the Colorado Commission on Higher Education. This authorization is stated in the school's Catalog. Additionally, I have enclosed for your review a listing of Private Accredited schools from the Colorado Department of Higher Education website. On page three of this printout, ITT Technical Institute is listed as having Full Authorization.

Additionally, the campus is accredited by the Accrediting Council for Independent Colleges and Schools (ACICS). ACICS is a national accreditor recognized by the U.S. Department of Education. ACICS has approved the campus to offer bachelor's degrees in certain programs of study.

As such, the Thornton campus is properly approved and/or authorized to award bachelor's degrees in certain programs of study. Your claim that the campus is awarding a certificate and calling it a bachelor's degree is unfounded and incorrect.

You continue in your letter stating that other institutions and groups do not accept the credits you earned at the campus. The transferability of credits is discussed with potential students during

13000 North Meridian Street, Carmel, IN 46032-1404
Telephone: (317) 706-9200

May 18, 2010

Page 2 of 2

the enrollment process. As you proceeded through the enrollment process, you received a copy of the school's Catalog which contains the *Transfer of Credit* section. The *Transfer of Credit* 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.

This language is printed in the Catalog in all capital letters and bold type as shown above.

Additionally, you signed a Documentation and Disclosure Summary form which also states you received a copy of the school's Catalog. The Documentation and Disclosure Summary form provides that the Catalog discusses the "Unlikely Transferability of Credits to Other Institutions."

If you are seeking a specific license or to enter a certain program after graduating from the campus, the campus has made no representation that another body will accept the credits earned at the Thornton campus. As stated above, it is at the sole discretion of the other institution whether the credits earned will be accepted or recognized.

I appreciate you bringing your concerns to our attention. However, the facts do not substantiate a refund of tuition as you have requested. Your assertion the school is not properly accredited or authorized to offer certain degrees is unfounded.

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

Sincerely,
Redacted by HELP Committee

Director of Compliance

Enclosure