



BBB of San Diego  
5050 Murphy Canyon, Ste. 110  
San Diego, CA 92123  
Phone: (858)496-2131  
Fax:(858)496-2141

07/15/2010

ITT Technical Institute  
495 La Tortuga Dr  
Vista CA 92081

Dear Representative ITT Technical Institute:

Two weeks ago we sent you a copy of a complaint from the below referenced customer. Our cover letter requested a response from your company within 10 days.

For your reference, the complaint was submitted on 6/30/2010 5:06:40 PM and was assigned an ID of 8224758. The consumer's information appears here:

As of this date, we have not received your written response, so we are assuming that the complaint is still open. We encourage you to contact your customer directly with your response and then send or fax a copy of your response to the BBB, within 10 days of the date of this letter. If you choose to respond to us directly, we will forward a copy to your consumer. Please be sure to include the customer's name and address in any correspondence.

It is very important that you let us know how this situation is resolved so that it will not affect your report in our system. Please note that we are only requesting your side of the story, not directing you to alter your company policy. The only requirement we have for a satisfactory response is that it specifically address the issues of the particular complaint.

It is also important for you to be aware that if you do not let us know that you have responded to your consumer, your report in our system will indicate that you have an unsatisfactory record with the Bureau because your company does not respond to consumer complaints. In addition, every month we publish a list of companies who do not respond to complaints in our MemberLine Newsletter, and distribute it to over 6,000 businesses and media in the county.

Please call us on the consumer HotLine at (858) 496-2131 with any questions or comments.

Regards,

Redacted by HELP Committee

The Better Business Bureau

#### COMPLAINT INFORMATION

##### Customer Information:

Redacted - Business Sensitive

CONFIDENTIAL

ITT-00009785

ITT Educational Services, Inc.  
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E-mail: Redacted - Business Sensitive

**The details of this matter are as follows:**

Service Issues

**Customer's Statement of the Problem:**

Hi, My name is Redacted - Business Sensitive and I currently hold a B.S. degree in Computer Science and Math and wanted to learn more about embedded programming. I spoke with ITT and was told that I would in time learn more about embedded programming at ITT but would need to go through some basic courses first in order to get to that level. After spending about 6 weeks (and quite a bit of my money, \$2500) I was very unsatisfied with the progress, in fact we had just finished going over the basic algebra. Two of the other courses I was required to take, included an introductory class for new students and networking. I found recently that the teacher for networking was fired at the end of the term probably because of his inability to teach the students effectively. I am rather frustrated with the classes I took, felt that I learned nothing and do not feel a bill for \$2500 is a fair amount to be paying for a rather inadequate education. In an economy that is rough at best, I cannot afford to give away money, especially \$2500. This money could have been properly used to pay bills and pay down debt, but I used it in the hopes of improving my knowledge so that I could improve my worth in society, for a higher paying job. Instead now I have a loan to pay off and absolutely nothing to show for it. Services were not rendered nor delivered in a reasonable fashion that would be worth \$2500. Thank you for your time, Redacted - Business Sensitive

**Desired Settlement:**

I would like a partial refund for an inability to deliver services in reasonable manner and time frame. I would be willing to settle on 75% of the full amount (\$2500) because I understand it does cost money to pay for people's time to file paper work. In this economy I do not want to see anymore poeple lose their jobs, I understand it is tough.

**ITT Technical Institute** **ITT**

- Main Campus -  
9680 Granite Ridge Drive  
San Diego, CA 92123-2662  
(858) 571-8500

- Vista Learning Site -  
495 La Tortuga Drive, Suite 100  
Vista, CA 92081-4321  
(760) 630-1418  
www.itt-tech.edu

July 28th, 2010

Better Business Bureau of San Diego  
5050 Murphy Canyon, Ste 110  
San Diego, CA 92123

Redacted by HELP Committee  
Dear

This letter is in response to a complaint submitted by [Redacted - Business Sensitive] to the Better Business Bureau on June 30<sup>th</sup>, 2010. Mr. [Redacted by HEL] enrolled in the Associate of Applied Science Computer and Electronics Engineering Technology degree for the June 2010 quarter at ITT Technical Institute in Vista, CA. This program helps graduates begin to prepare for careers in a variety of entry-level positions in many fields of electronics and computer technology, such as aviation, communications, computers, consumer products, defense and research and development.

The program consists of 96 credit hours including Technical Basic, Core and General Education Courses as outlined in the ITT Technical Institute school catalog and as reviewed by the Admissions Representatives of ITT Technical Institute.

[Redacted - Business Sensitive] has not contacted the ITT Technical Institute campus in Vista, CA regarding his concerns of the program or tuition charges that were incurred. The Student Complaint/Grievance Procedure is listed in the ITT Technical Institute school catalog. I have reviewed the student surveys from the March 2010 quarter as the June 2010 quarter is still in session and did not find any similar concerns as expressed by

[Redacted - Business Sensitive]

If I can provide any additional information regarding this matter, please contact me directly at 760-630-1418.

Sincerely,  
Redacted by HELP Committee

Director

ITT Technical Institute

CC:

[Redacted - Business Sensitive]