

NUMBER : 5  
 STUDENTNO : 21-06  
 SCHOOL : Beltsville  
 DATE\_REC'D : 4/6/2006  
 DATE\_CLOSED : 6/19/2006  
 AGING : 74  
 PROGRAM : Medical Assistant  
 TYPE : Email Complaint  
 DEADLINE : 6/6/2006 Awaiting update/response from school  
 COMP\_DESCR : Instructors/admissions complaint  
 COMMENTS : 6/19/06 email from [Campus] We have no update on [Redacted] [Campus] left her 2 messages with no reply back and we haven't heard anything since. Her father did call me about 2 weeks ago to talk about the possibility of his son returning to school 6/19/06 - [Campus] emailed [campus] requesting update 6/6/06 [Campus] rqst update from [Campus] 5/18/06 - per [Campus] tried to contact student again. [Campus] rqst update from [Campus] 5/5/06 - [Campus] left message for student, 5/1/06 - [Campus] rqst update from [Campus] 4/24/06 - [Campus] left voicemail for student today. [Campus] rqst [Campus] contact the student, since the student does not want to speak with anyone at the school; [campus] agrees that no refund is due to the student; [Campus] reqsts draft response be prepared after [Campus] speaks with student. 4/13/06 - [Campus] rcvd report from [Campus] re: student's concerns. [Campus] does not recommend a tuition refund based on her findings. 4/6/06 - [Campus] are following up with this situation & will provide update. [Campus] rcvd an email from an unhappy Medical Asst. program student ([Redacted]) Basically student is upset about quality of instructors; having to teach herself the material; the poor quality of students in the class; being lied to by admissions re: financial committment. Student wants full refund.

ASSIGNED :  
 REFUND\_AMT\_D :

Confidential

KHE 0038274