

CAMPUS : 61
STUDENTNO : 2-07
PREV_ED : HS Grad
SCHOOL : Alexandria
DATE_REC'D : 7/26/2007
DATE_CLOSED : 8/7/2007
AGE : 12.00
PROGRAM : Medical Studies
CONTACT : Redacted

Redacted

DEADLINE : Closed
COMP_DESCR : Academic
COMMENTS :

8/7/07- Notes for the record 8/7/07. I met with [Redacted] re her concerns about her experience at TESST at 1:30 pm. During this meeting, I advised her of the channels for student grievances and gave her a copy of pages 15-16 of the campus Catalog which covers these procedures. I told her that I had met with [Redacted] instructor classes, that [Campus] had done an analysis of any information that he had not covered that they should have gotten, and that all of that content was covered during the first week of the new mod (last week) when the curriculum calls for a review of that previous learning. In addition, clinical skill workshops are offered on an on-going basis for all students who wish to get the additional practical experience. I further indicated that as soon as the school was aware that there were issues with the class, corrective action was taken (i.e., the faculty member in question was dismissed). I stated that since immediate action was taken and a clear plan for coverage of all content that did not place any student at a disadvantage had been executed, I was not inclined to refund tuition.

Ms [Redacted] admitted that she did not voice any concerns prior to her call to withdraw. She further stated that her issues were more personal than with the school, since her husband will be going to [Redacted] next month and she will be moving to [Redacted]. Ms [Redacted] was given information from Long Technical College regarding their MA programs and possible transfer, was taken to see Financial Aid regarding the consequences of withdrawal versus transfer to another Kaplan School. She indicated that she was satisfied with the outcome, and thanked me for my time and consideration.

8/6/07- From RVP: [Redacted] called to cancel the meeting last week. We are scheduled for tomorrow at 8/7 1:00 - It may take me some time to update you as I am running 2 campuses and a region.

8/2/07- Requested an update from RVP via VM and email

7/26/07- I spoke with the student last night and we will meet in person on Tuesday. She is concerned about all of the changes in leadership in Alexandria, and in particular a faculty member that we terminated Monday, indicating that he had not been a good teacher and spent most of his time recruiting students to go to another school at which he was teaching (the basis for his termination). I will also meet with the students in that mod to see the extent to which the course material of concern was/was not covered in the class

7/25/07- This student called in and wants to withdrawal from school and wants a full refund. She claims that her contract (enrollment agreement) with the school is "null and void" due to the fact she is not getting the education she was promised. She claims that all of the management/instructors have either quit or been fired and wants someone to contact her today. Please provide a response to this complaint and copy all on this email

ASSIGNED :
STATE : VA

Confidential

KHE 0038448