

NUMBER : 38
STUDENTNO : 65-08
PREV_ED : HS Grad
SCHOOL : Cedar Rapids
STATE : IA
REGION : Midwest
GROUP : Central
DATE_REC'D : 10/1/2008
CLOSED : 10/13/2008
AGE : 12.00
AGE_GROUP : <30
PROGRAM : BA
CONTACT : School
Redacted

DEADLINE : Closed
STATUS : Closed
CATEGORY : Academic/FA
COMPLAINT : Academic/FA: student not happy with academic experience or FA
TYPE : Blog

COMMENTS : 10/13/08- From ED: Actually [Redacted] came in and spoke when he dropped on Monday, Oct 6. He was very nice. I briefly met with him, with [School] present again, and expressed that I didn't want any hard feelings over anything and again offered him tutoring. He was very polite and said it really wasn't anything about the college; he was frustrated with himself for not being able to pass the classes. He didn't think he was capable. So we shook hands and just chatted a bit. His "wife" also attends Kaplan and she said she has no intentions of quitting school and is happy here. So, we'll see what happens.

10/6/08- From C-Vue: Student called to ask what the procedure would be to drop from the university. He stated he would be transferring to Kirkwood CC. I told him he needed to come in and talk to [School] and sign the appropriate paperwork to complete the withdrawal process. He stated he would do that. [Redacted] came in to drop from Kaplan. I told him the ramifications of being dropped and he said that he is decided. He signed the SSCR and I submitted it to [School] this date.

10/4/08- From ED: Yes - I met with [Redacted] with [School] Academic Dean, present. [Redacted] did not hesitate to tell me he wrote the message on rip off report. I asked him why and he said because we are a rip off just as he said. He clearly did not understand the academic progress requirements. [School] I both reviewed with him not only the gpa requirements but the progression requirement. We informed him he has 2 more terms in which to complete his degree, not counting the term he is in. I offered him private tutoring from a work study student to help him meet sap requirements. (not in a group setting but one on one) I asked him if there was anything else I could do and he said no "this place is still a rip off and will always be a rip off". I asked him why he continues to go to school at Kaplan when he feels that way. He didn't really know. We then talked about whether or not he should be a student at the college if he truly felt it is a rip off. I again offered tutoring and asked him to make a decision as to whether or not he wanted tutoring or if he was planning to leave school. I expressed to him it is not appropriate to go around bashing an institution that he attends. He still didn't get it. But he did get upset with me for confronting him. I read the blog about the campus. Strange stuff. I don't frankly know what he is talking about. I haven't overheard anyone at lunch and have not been out to the lunch with the student advisor. So can't help you on any of the info. He's mad and that's about it. And I know from the prior [Redacted] incident several years ago, that legal will tell me to ignore him. This of course was after he followed me around the state to meetings, watched my home, and took pictures of me without my knowledge. In [Redacted] case a judge eventually told him he was ill and needed help.

10/3/08- Requested update from ED

10/1/08- From ED: We believe the student is [Redacted] a current student, who fits the academic issues described. I will speak with him.

I wanted you to be aware of the blog (link below) sent to me by the PR department. There is little to no information other than a screen name ([Redacted]) and complaints about the FA and Academic depts to identify this student. If you or your staff has any information or leads to who this may be- please contact the student and provide an update to this group.

From PR: Posted 9/15/08- Blog: When I first thought about going to college I was rather excited about the possibility of earning a degree and bettering myself and my future. I wrongly chose Kaplan University here in Iowa. First and foremost the school is a plain ripoff from the get go, you pay an astonishing 30,000 for your program, which for most people is a lot of money!!! Second you have to deal with Financial Aid which for the most part is a headache in itself, I myself had to consolidate my loans but I still received bills from the loan company Loan Direct. I was under the assumption that I was in deferment (that was what I was told by Financial Aid) and then they screw with your living expense checks. by this I mean if you have bad attendance they withhold your money from you (a federal offense) they never cease to do this to students every term.... Next they have some really challenging classes and they expect you to keep up with instructors that go to fast, you go into their academic success center only to find no tutors there to help you, from the get go Kaplan told

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me that they were there to help students succeed, yeah right!!! Then when you have a attempt at the school and for some reason have to drop out and then you go back and start with 4 F's it becomes virtually impossible to bring back your GPA and then when you do and bring that GPA over 2.0 they proceed to let you know that you under probation. Simply BS because they don't tell you.. they just fraud you to get your money.....

MONETARY

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