

-----Original Message-----

From: Better Business Bureau R -- Redacted by HELP Committee

Sent: Friday, January 05, 2007 5:41 AM

Subject: BBB Complaint Case#42006975(Ref#58-6023-42006975-4-12200)

Complaint Case #: 42006975

The Bureau has received a complaint from a consumer. This case is NOT being treated as a complaint, but we wanted to inform you of this communication.

Your Better Business Bureau is a non-profit organization dedicated to helping consumers and companies resolve disputes. We encourage you to respond to the consumer and try and resolve the issues presented in the complaint. You can view the details of the consumers complaint by clicking here.

The Bureau is not requesting a written response from you, however, if you choose you may send a letter addressing this complaint for our files. If you send a letter directly to your customer, please send the Bureau a copy of the response. As stated above, the Bureau will not be pursuing this complaint with you. You do not need to contact the Bureau regarding this complaint.

Thank you for your prompt attention to this matter.

Sincerely,

R -- Redacted by HELP Committee

Customer Service Representative

BBB Complaint Department

R -- Redacted by HELP Committee

1/10/2007

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To whom it may Concern:

Recently I received a comment card in the mail regarding my experience at Southwestern College (Franklin, Ohio Campus). My experience there was anything but pleasant. When I signed up I was told several things by the Dean and financial aid. These things seemed too good to be true, and it turns out they were. I was led to believe that the loan I was getting was to fund my entire tuition. This was not the truth; myself and many other students were required to take out another loan in the last quarter of our studies. Mine was an additional \$400.00.

Education is extremely important to me, so I would have no problem paying for a quality education. I do not feel I was given even a mediocre one at Southwestern. I felt as if I was teaching MYSELF. Many times I was left in a classroom alone, or sent home because I did not have an instructor. Three of my instructors were terminated, and two of the three were involved in criminal activity. I feel this sets a horrible example, it reflects partly on the establishment as well as on the students. I do realize nothing is guaranteed, however I was told I was guaranteed a job after graduation. I was told I would be a certified insurance specialist while in school. I later found out the certification test is extremely expensive, and it requires that you have at least six months experience. I was told what I was paying for my tuition was competitive with other technical schools in my area. I later found out another school within ten miles of me charged half as much for the same program. They also had externship opportunities, as I did not. Also they had modern equipment. I was told the equipment at

LINC0000002

Southwestern was the most modern available. When I listed the software I used on my resume, I was told it was "ancient", by several doctors.

Despite all this I attended school everyday, and graduated with a 4.0 grade point average. I am unable to find a job though because I have no experience. I attribute this to the fact that as a coding and billing student, I was offered to externship opportunity. I gladly would have accepted the opportunity that people in the other programs complained about. I took it upon on myself to volunteer at the hospital, when I could, while working full time, to gain experience. I was only able to photo copy in the medical records department. Then I switched to direct patient care, which was also not my field. I contacted several companies in hopes someone would let me at least shadow someone, but I never received one phone call back.

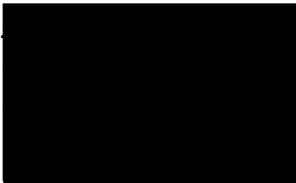
I have done everything I can to find employment in my field, or at least close to it. I have faxed and mailed over fifty resumes. I have also filled out over twenty applications. I was offered help by career services at my school, but they told me nothing I did not already know. I was called for about five interviews, and although I received extremely positive feedback, each time I was passed over for someone with more experience.

I went to school to better my life, and when my loans become due, I will actually be in worse financial shape then I was before I attended school. I wish I would have never attended school at all, and had I known the reputation of the campus here, I would have never signed up. Also because of the geographic location many people who attended the Franklin campus were on public assistance. According

LINC0000003

to the laws in Ohio many of these people had to either work full time, or be in school full time. These people received full grants, but many did not even finish their first quarters. It does not seem fair that someone who attended school everyday, and graduated with high honors, received no financial aid, and can not find a job. However, someone who did not even want to attend school, or were ordered to, had a full ride, and quit. So, as I write you from my job, a college graduate, making six dollars an hour, I urge you to investigate the Franklin, Ohio campus.

Sincerely,



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