



Accrediting Council for  
Independent Colleges and Schools

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[www.acics.org](http://www.acics.org)

December 12, 2007

ID Code B01254

VIA E-MAIL ONLY

[REDACTED]  
Executive Director  
Lincoln College of Technology  
2359 Windy Hill Road  
Marietta, GA 30067

Dear Ms. R -- Redacted by HELP

Enclosed is a copy of a complaint against your institution from [REDACTED]. As explained in the *Procedures for Resolving Complaints*, located on the ACICS Web site at [www.acics.org](http://www.acics.org), the Council is required to review all matters such as this.

Within 21 calendar days of the date of this letter, you must provide a documented written response to the allegations made by this individual. In particular, please focus on the areas of substitute instructors and unprofessional conduct by faculty members. This response should include copies of appropriate materials to support your statements. Please respond on or before **Wednesday, January 2, 2008**.

The Council strongly encourages you to communicate with the complainant to attempt to resolve this matter internally. In the event that you are unsuccessful, the Council urges you to document your attempt(s) and the result(s). Please include any such documentation in your response. The Council also suggests that, in order to foster cooperation, you should consider forwarding a copy of your response to the complainant.

Your immediate attention to this matter will be appreciated. If you have any questions, please contact the Council office.

Sincerely,  
R -- Redacted by HELP  
Committee

Compliance Coordinator

c: [REDACTED]

Enclosure

LINC0000087

4/3/07

APR 03 2007

To Whom It May Concern:

I, [REDACTED], have been a student at Lincoln College of Technology @ Marietta, Ga. since 9/11/06. I am writing this letter today to withdraw from your school as per the conversation I had with Ms. R -- on 4/2/07. [REDACTED] had asked me previously to write a letter expressing my dissatisfaction with the school and why I was asking for a 100% refund from the school. [REDACTED] offered to refund my money for one class, but it's not one class that I have been dissatisfied with. From the very beginning, I have expressed my dissatisfaction with the school altogether. I have done this through the front office as well as on surveys (both written and computer) and things still have not changed nor have they been handled in a proper fashion. I came to this school to get an education and instead I have wasted 7 months of my life.

In my 2<sup>nd</sup> mod, I had a teacher who would teach only if she felt like it. If she didn't feel like teaching that day, she would have us read to ourselves a little while. She used foul language and talked in a vulgar way with students (sexually).

In my 3<sup>rd</sup> mod, we had one teacher for the first week and another the next week. The new teacher had never taught at the school and had no idea how the class or the school was supposed to operate. She was just thrown into figuring everything out on her own and as a result, we never received the hands on instruction that we were supposed to get during this mod. She also would teach one thing in class, but then would test on things that were never covered or discussed. Some of the questions on her final were questions from our 2<sup>nd</sup> mod class. How do you do that????

In my 4<sup>th</sup> mod, we had three teachers in a 15-day span. We were supposed to learn the muscular and skeletal systems of the body during this mod, but neither was taught. At the end of this mod, our team lead resigned from the school because of the problems that were going on with both the administration and other teachers in the school.

Upon starting our 5<sup>th</sup> mod, letters that students had written to administration concerning a particular teacher somehow got back to the teacher, which lead to problems between that particular teacher and the students. She told the class that she needed to "go buy a gun"! We took this issue to the front office staff and were assured that this would be addressed, however, after a week nothing had been done and the teacher continued her verbal assault on the class. We were to learn CPR in this class, however the videotape was fast forwarded through allot of the training. I couldn't begin to perform CPR on a human being because we skipped through the training. Although this was not a "CPR class", our final for the whole mod covered only CPR!!!

In my 6<sup>th</sup> mod, we had a teacher who we had previously had, that allowed a student to teach the class for her for the first few weeks. During one class, the teacher verbally assaulted me and a couple of other students for no reason. I, again, went to the front office and complained

LINC0000088

but nothing was done. This teacher insisted on us writing a journal for a grade on what we were giving up for Lent. What in the world does that have to do with massage therapy?? I spoke to the front office again and informed them that I was not going to be writing a journal on what I would be giving up for Lent, because it had nothing to do with the mod and it sounded allot like forcing other peoples religious views on me. I talked with the front office to inform them of this teacher's behavior and to let them know that we had not been taught the muscular or skeletal systems and that I didn't think I would be able to pass the National Certification because of all the things we were not taught. [REDACTED] assured me that I would not be required to write the journal and that she would talk to the teacher. She also informed me that they were trying to get together some classes on the weekends to study for the National Certification. Why would there be a need to study on the weekends if we were being taught everything we needed to know Monday – Thursday?? I informed her that this would be impossible for me as I am a single parent of an 8-month-old child. One night, we were taking turns reading out of our textbook, and a teacher verbally harassed one student because she could not pronounce some of the Latin terminology. The student was very upset having been called out in class like that and got up and tried to leave, but the teacher grabbed the books and the book bag out of the student's hands and tried to restrain her from leaving. The teacher grabbed the student by the arm and pushed her out of the classroom and took the student into another classroom and slammed a door behind them. Several students went to check on the situation and came running back saying that the teacher had "put her hands" on the student. They went and got another teacher from another class because there wasn't anyone from administration at the school that night, but she did not want to get involved in the situation because "she was in enough hot water as it was". Meanwhile, the class is just waiting around and at 10:30pm, everyone just leaves to go home. This situation not only affects one student, but the whole class. Students called the school the next day to complain and wrote letters yet nothing was done right away. It was only after the student pushed the issue that the teacher was disciplined for her actions and then it was only a 2-day suspension!!!! During these 2 days, our class sat in on another class and did nothing. Upon her return to teaching, the teacher that had been suspended was really mad at the students who had complained and called on her and for the next 4 or 5 days, she did not teach at all!!! She would come in the class and write what pages to read in the textbook and answer some questions at the end of the chapter. She didn't speak a word!!! She then tells everyone that they are to continuing writing their journals. This issue again, I was assured was being taken care of, which obviously was not.

In our 7<sup>th</sup> mod, we were supposed to learn Trigger Point. We could not learn this, because we had not been taught the muscular or skeletal systems. The instructor, meanwhile, had gotten sick and we had a substitute instructor for a few days who taught nothing!! When our instructor came back, he wanted us to do the hands on that we had not done in mod 3. The class was supposed to start at 6:30pm, yet most nights we wouldn't start until 7:00pm and we would stretch outside for a while and then go on break at 8:00pm. We would come back at 8:30pm and wait on the instructor to get back and then goof off until 9:30pm. At 9:30pm, we would get to go home!!! I scratch my head and ask myself, what did I learn?? Someone please tell me how this is teaching me Trigger Point????

LINC0000089

I finally had enough and called corporate to address my complaints with them. I was assured that they would handle the situation. Obviously corporate had contacted the school regarding my complaint because the school contacted me then with [REDACTED] (the Dean) and the next class, the teacher informed us that we would be learning the muscular and skeletal systems in 2 days and that the final would be that Wednesday of that week. How can you teach the entire muscular and skeletal systems of the body in 2 days??? The next day, two other students and myself were told by [REDACTED] that we could stay at home until the next 2 mods started and we were assured that we did not have to take the finals and it would not affect our grades or our attendance, which up to this point I had not missed a single day. We were also told that the school was going to consider having early classes from 5-6 pm to cover the things not covered in each mod. Obviously we have not been taught what we were supposed to have been taught in each mod. This does not help me because I cannot get to school any earlier than 6:30pm.

Each student received a syllabus at the beginning of each mod on what would be covered during that mod, yet not one time was the syllabus followed. The classrooms are also to have proper equipment to be taught with on which the school has not provided (skeletons & charts in each class room). Instructors were asked by students over and over again and we were told that they had asked the proper administrative up front and were denied. I am convinced that I would never be able to pass a National Certification on what I've been taught the past 7 months. I am also convinced that I have completely wasted my time and I'm now being given the run around by the administration of the school. I have called the school and have been told that they must get with corporate. I called corporate and was told that the school was handling the problems. The problems with the school are obviously out of control cannot be fixed with a band aide here and there. I can't get the 7 months of my life back that I have wasted but I can get my money back. We as students should not have to deal with all these issues, and if so then they should have been properly addressed when we were being told that they were and not just brushed aside because it just makes things worse, as to now it is irreversible. How are we as students learning with all of this going on? I was told that I would be getting a quality education, which I never received. Your attention to this matter is greatly appreciated.

Sincerely,

[REDACTED]

I can be reached @ any of these ways:

[REDACTED]

LINC0000090



July 1, 2008

ID Code R --

**R -- Redacted by HELP Committee**

Executive Director  
Lincoln College of Technology  
2359 Windy Hill Road  
Marietta, GA 30067

Dear R -- Redacted by HELP Committee

The Council has reviewed your response, dated April 23, 2008, to the complaint made by R --  
R -- . Based on this review, there is no substantive evidence that the institution is violating the  
standards set by the *Accreditation Criteria*. Therefore, unless additional information and documentation  
are received, this matter is considered closed.

Please keep in mind, however, that this matter has been made a part of the institution's permanent file.  
This material and all other information accumulated through the accreditation process will be reviewed  
by the Council when considering a new grant of accreditation for the institution.

Sincerely,

**R -- Redacted by HELP Committee**

Senior Manager, Campus Development