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I provided copies
to Dr. Ken & ELS.
Please file under student complaint.
+ls
Ken*

Redacted

National American University
Attention: Dr. Jerry L. Gallentine, President and CEO
5301 South Highway 16, Ste 200
Rapid City, SD 57701

RECEIVED

DEC 11 2007

President's Office

Dear Dr. Gallentine:

This letter speaks from my own opinion; however, the attached petition represents some of the other students that believe as I do.

I have been a student at NAU since about 2002 seeking a degree in Organizational Leadership. I feel as though I've received a good education through this school, up until this term (Fall 2007). This is the first term that I have had to use electronic instruction materials (EIMs). The word around campus was that they were just awful, but that we had no choice. This term I learned for myself how really useless these materials are. Here are some of the problems with the EIMs that I, personally, experienced in the one class that I took this term – Project Management (PM):

- ❖ The instructions were extremely confusing. It took several class sessions before we felt comfortable with what we were being asked to do.
- ❖ The materials do not proceed in a logical flow according to the logical steps of the typical PM process
- ❖ The website links that were provided in the materials were broken links. I was not the only student that had difficulties. Many of us were unsuccessful with attempts to get to more than one of the sites that were supposed to provide us with additional information, which meant that the assigned homework did not get done. Alternate assignments had to be given to cover the requirement.
- ❖ The Case Studies did not provide a useful demonstration to learning.
- ❖ PM requires a useful resource to be able to refer back to at any time. These materials do not serve that purpose. Sure they were less expensive than a book would have been, but I would rather have a book that I would keep as a reference, especially for this particular class.
- ❖ Project Management was one of my most important classes. I was anxious to take it because, at this particular point in time, I could have immediately used what I learned. If it weren't for Peter Ambs, the Instructor, I would not have learned a thing. The EIMs only served to confuse and frustrate.
- ❖ We are not given a choice to purchase a book, or download the EIMs. I would like to have that choice available to me.

Winter term 2007 is just around the corner, and I find that the two classes that I have registered for also require the use of EIMs. The only reason that I am downloading these materials is because I have no choice. Believe me, if I had a choice, I would not use these electronic instructional materials.

University of New Mexico is the only other school available to me. If I were not so close to finishing my degree, I would consider changing schools. In addition, this would require a degree change, as UNM does not offer Organizational Leadership.