

RECEIVED

JAN 21 2009

①

Dear Mr. Shape,

CFO/COO Office

I am writing you to inform your organization what I have experienced at your Denver campus. I have been held up for one year now in continuing my education due to the total unprofessional attitude portrayed by the staff. From the director (Larry Jackson), the Dean (Jeanne Lipp), two of the Admissions Deans (Jaqueline Haack) and (Jaqueline McClaren) as well as the Admission counselor (Mary Contreras) who misled me and could never get my program registration correct.

I originally started at NAU in Redacted ^{Redacted}. Upon my registration, I was told that there was tutoring provided by NAU if needed, also Saturday mornings were available for any additional assistance if needed, on-line classes were also available if requested. My transcripts from my last school (I graduated in ^{Redacted} with an associates degree) were transferred over to the admissions counselor to review what classes I would still need to complete my B.S. in accounting. I was told at that time if I attended full-time, with the thirteen years experience of accounting that I had, I could be finished in no more than six months. From the moment I started my program, the admissions counselor could not seem to get it straight in her head that I was enrolled in the B.S. accounting program. I did get it straightened out and finished my 1st semester.

Unfortunately, I ran into the same problems on registration for my 2nd semester, as well as the fact that I was told that I was not eligible for on-line classes until the 3rd or 4th semester. I went to Jeanne Lipp to get things straightened out again, who seemed angry with me for even bothering her with this trivial matter. She told me that it was no big deal, did I want to continue, or what?? I did want to continue, so I bit my lip, and went to class. I guess Mary ^{Redacted} and my new admissions counselor was Jacqueline Haack, the admissions Dean.

I finished my 2nd semester with a lot of difficulty in Algebra, (it had been 30 years since my last Algebra class). I had expressed this to my teacher, who told me that I should set up a time with one of the school's tutors, but none was available. Somehow I had pulled off an A, but had no idea how.

I started my 3rd semester pretty rocky. My first week I had the flu pretty bad so I missed my first class of Strategies for success. I did however, call Jacqueline Haack so my teacher could e-mail my syllabus so I could be caught up by the next week. I called repeatedly, but received no response. When I called the front desk, Jacqueline was covering the phones that day, answered and told me the teacher (Kimberlee Larson) was no longer an employee of NAU and wasn't sure who would be taking over, she would let me know. Well she never did, so I dropped the class because I would have been two weeks behind. My other class (Org. communications) was a bust from the start. The first class, the teacher lasted about ten minutes and stated that she wouldn't even teach the material in this class to her high school students, and walked out. I came back the next week and the bookstore lady had taken over the class. There was still no syllabus, and she had no idea what books we were going to be using, she should know by the next week. I attended the 3rd class and it was a total waste of time. Not only did a bunch of adults have a reading session narrated by the bookstore lady, but also we had to constantly finish her sentences and sometimes bring her back to her train of thought. I went to Jacqueline Haack and told her I am not paying this much for a class to be taught by someone as unqualified as this women was, so I was given an exception to drop this class also.

The next class involved was College Algebra. After the 2nd class I felt myself starting to feel a little lost. After the 3rd class I talked to my teacher about getting some additional help before I really started to get behind. He told me to go to the Dean Lipp to set up tutoring. She did nothing about setting up any type of tutoring until 3 other students had also requested tutoring.

1/9/09

2

She contacted a student to tutor who stood us up on the first class and showed up the next week only to confuse us more as we spent 2 ½ hours trying to figure out 3 problems, we never were able to finish any of them. The more disturbing part was that Dean Lipp was sitting in the library about 10 feet away and never once offered any type of assistance.

I told my teacher of what had happened and his suggestion was to talk to Larry Jackson about stopping where I was and taking the class over again next time it was offered. I went to Mr. Jackson's office, knocked, and entered. When I did enter, Mr. Jackson barely looked up at me from his chair, and the rest of the meeting was conducted with his back half turned to me during the whole conversation. It was concluded by—too bad, I should have studied harder, and that NAU has never committed to or was responsible for supplying any type of tutelage or any extra help by the teachers. I did try to discuss what was said to me, but Mr. Jackson said he was too busy to discuss this any further. I could not set up any time to speak with him again so I did e-mail him to set up the class again for the next semester. I have attached some of the e-mails sent back to me by him telling me not to bother him any more about registration the information is posted on the walls. He did not even realize that I stopped attending because my teacher had even said that it would be a waste of time to continue as the majority of the class was so far ahead, the students that remained in the class were just out of high-school and have had algebra, trigonometry, calculus. He had also asked how the heck did I finish my last class with an A when there was so much that was not covered in the Elementary Algebra class to prepare me for the College Algebra course. I didn't know what to say.

The worst part of this whole dilemma is that Larry Jackson would not let me attend NAU until I paid for the class and books in total. He also told me that if I wanted to take the class again, I would have to pay for it again. For the finale, I was told that if I was late in paying, he was going to make me pay for the other class that I had already been excused from. Call me crazy, but this sounded both unprofessional and unethical. It has taken me a year to pay for the class, but I did.

To summarize: I want to finish the program that I started. I wanted to avoid transferring to another school. I would like to be able to be given the College Algebra class without having to pay for it again. There definitely has to be more clarification of what is said at registration (like NAU offering tutoring and online classes) and what the school really offers. There also has to be more respect given to students that have problems or situations that need addressing. I am now **Redacted** old and have been the **Redacted** of **Redacted** and I have been treated like a junior high student.

I hope this has not been too drawn out as I did try to shorten my story as much as possible but still getting the message across what has been happening in your Denver Campus. By the way, I have been trying all this time to find out who was above Larry Jackson to make this report. According to the Denver Campus staff and the staff that I had talked to at your main campus in South Dakota, I was told there was nobody above Larry Jackson to talk to about this type of situation, his word is final. I am glad I was able to find out the right person to contact. I am looking forward to hearing from you.

Sincerely,

Redacted



NATIONAL AMERICAN UNIVERSITY

THE NATIONAL COLLEGE SYSTEM

Albuquerque
4775 Indian School Rd. NE, Ste. 200
Albuquerque, NM 87110
(505) 348-3700

Austin
13801 N. Mo-Pac Expressway, Ste. 300
Austin, TX 78727
(800) 628-8392

Bloomington
7801 Metro Parkway, Ste. 200
Bloomington, MN 55425
(952) 356-3600

Brooklyn Center
6120 Earle Brown Dr., Ste. 100
Brooklyn Center, MN 55430
(763) 852-7500

Colorado Springs
5125 N. Academy Blvd.
Colorado Springs, CO 80918
(719) 590-8300

Denver
1325 S. Colorado Blvd., Ste. 100
Denver, CO 80222
(303) 876-7100

Distance Learning
5301 S. Highway 16, Ste. 200
Rapid City, SD 57701
(800) 770-2959

Ellsworth AFB Extension
1000 Ellsworth Street, Ste. 2400B
Ellsworth AFB, SD 57706
(605) 718-6550

Independence
3620 Arrowhead Avenue
Independence, MO 64057
(816) 412-7700

Overland Park
10310 Mason
Overland Park, KS 66212
(913) 981-8700

Rapid City
321 Kansas City St.
Rapid City, SD 57701
(605) 394-4800

Rio Rancho
1601 Rio Rancho, Ste. 200
Rio Rancho, NM 87124
(505) 348-3750

Roseville
1530 Highway 36 W
Roseville, MN 55113
(651) 855-6300

Sioux Falls
2801 S. Kwanis Ave., Ste. 100
Sioux Falls, SD 57105
(605) 336-4600

Watertown Education Center
925 29th St., Ste. E
Watertown, SD 57201
(605) 886-3450

Wichita Education Center
7309 E. 21st Street, Ste. G40
Wichita, KS 67206
(316) 681-3050

Zona Rosa
7490 NW 87th Street
Kansas City, MO 64153
(816) 412-5500

January 29, 2009

Redacted

Dear Mr. Redacted

Per my last note, I have reviewed the circumstances surrounding the issues you outlined in your communication. In that regard and based on the information I have received, I would propose the following solution:

1. You bring your account current.
2. NAU will allow you to retake College Algebra in the spring 2009 or summer 2009 term and would write off the "tuition" charge accordingly. If there is a textbook cost, it would need to be paid by you.
3. Prior to enrolling in the College Algebra course you would need to take the University's math exam to determine if you are prepared to take this course. If the exam indicates that you are not prepared for College Algebra, you will need to take the appropriate prerequisite course(s). The prerequisite course(s) will be taken at your expense.

I would encourage you to visit with Dean Lipp and/or Jacqueline as to the timing for the math exam and registering for the upcoming term.

If you have any questions, please don't hesitate to contact us. We look forward to assisting you in getting your degree from National American University.

Sincerely,

Ronald Shape, Ed. D
COO / CFO
National American University

cc: Linda Pottorff, Director of Student Accounts
Jeanne Lipp, Denver Campus Academic Dean
Jacqueline McClaren, Denver Campus Admissions Representative

CENTRAL ADMINISTRATION

5301 S. Highway 16, Ste. 200 • Rapid City, SD 57701
(605) 721-5200 • (800) 843-8892 • (605) 721-5241 FAX • www.national.edu
Accredited - The Higher Learning Commission: Member - North Central Association • www.nca.org (312) 263-0456