

June 12, 2009

**Via Fax:** Redacted by HELP Committee  
**and First Class Mail**

Redacted by HELP Committee

BBB Complaint Department  
345 N. Riverview Street, Suite 720  
Wichita, KS 67203

Re: **Redacted**

Dear Redacted by HELP Cor

Thank you for the opportunity to respond to the consumer complaint filed by Redacted  
**Redacted**

On July 28, 2008, **Redacted** visited National American University's Wichita campus to inquire about the university's Medical Assisting program. She was advised that the Wichita campus did not offer the Medical Assisting program, which is available at other NAU locations including the university's Overland Park campus. At that time, the university was awaiting approval from the Kansas Board of Regents to extend the program to the Wichita campus and, therefore, the campus could not recruit students for the program. **Redacted** elected to enroll in the Healthcare Management program instead. Please see the enclosed copy of the acceptance letter, dated July 31, 2008, advising **Redacted** that she had been accepted into the Healthcare Management program.

**Redacted** was informed by the campus admissions representative that she may elect to change her academic program to Medical Assisting once approval was extended to include the Wichita campus. On October 15, 2008, the Kansas Board of Regents approved the university's request to offer Medical Assisting at its Wichita campus. Redacted **Redacted** subsequently requested that her program be changed to Medical Assisting. Please see the enclosed copy of the program change form submitted by **Redacted**.

**Redacted** completed four courses during her time at NAU. Three of the four courses for which **Redacted** registered are requirements in the Medical Assisting program. The fourth course, Accounting I, is not required in the Medical Assisting program, although it is required in the Healthcare Management program. This seems to be the basis for **Redacted** complaint.

I fully understand **Redacted** displeasure in taking a course that does not apply toward her revised degree program. The academic dean recommended the accounting course because it is required in the Healthcare Management program. It should be noted that **Redacted** could have declined the suggestion and selected a different

Terry Poell  
BBB Complaint Department  
June 12, 2009  
Page 2

course, especially if her ultimate goal was to change to the Medical Assisting program. The course requirements for the Medical Assisting program are clearly listed in the university's undergraduate catalog. She could also have withdrawn from the accounting course during drop/add week and selected an alternate course without repercussion. She did neither. **Redacted** later asked to drop the course several weeks into the academic term. However, she elected to continue in the course after learning that she would have lost all financial aid funding for both courses in which she was then enrolled and would have been required to pay her educational expenses out of pocket.

**Redacted** called me several weeks ago from her cell phone in her automobile. The connection was so poor that we were unable to have a conversation. I had to ask several time just to determine who was calling. **Redacted** said she would call back when she reached her destination. I did not know her purpose for calling and she did not call again. She has not discussed her situation with me. To the best of my knowledge, she has not discussed the matter with anyone else on campus, or leave any messages regarding her concerns.

It is commonplace for students to take courses at a school and then choose to leave before completing a degree. When students make that decision, they are taking a risk as to whether all credits will transfer into other degree programs elsewhere. However, that does not absolve them from paying for the courses taken at that particular institution. Generally, student loan repayments begin six months after leaving school. That is **Redacted** situation at this time.

**Redacted** paid a total of \$5,557.29 for tuition, fees, books, and instructional materials. She received considerably more financial aid than that, and received all excess monies in the form of refunds. A portion of her financial aid package was also in the form of grants that she does not have to repay.

National American University strives to provide quality education to all students in a caring and supportive learning environment. If **Redacted** contacts me, I will work with her to find a mutually agreeable resolution to her issue regarding the accounting course.

Please contact me if you have any questions or require additional information. Thank you for your consideration.

Sincerely,

Redacted by HELP Committee

Associate Campus Director  
National American University  
Wichita Campus  
Redacted by HEI @national.edu