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**R -- Redacted by HELP
Committee**

March 18, 2009

**Via Electronic Submission & FedEx Express – Overnight Mail
FedEx Tracking No. R -- Redacted by HELP Committee**

R -- Redacted by HELP Committee
Manager of Institutional Compliance
ACC SCT
2101 Wilson Blvd., Ste. 302
Arlington, Virginia 22201

School #B065985

Re: Complaint of **R -- Student**

Dear **R -- Manager of Institutional Compliance**

This writing will acknowledge receipt of your February 24, 2009 correspondence advising that the Accrediting Commission of Career Schools and Colleges of Technology (“ACC SCT” or the “Commission”) received a complaint against Vatterott College in Kansas City, Missouri (“Vatterott College” or the “School”) by **R -- Student**, a former student in the Pharmacy Assistant program. A copy of your letter along with the complaint has been attached for ease of reference (see **Exhibit 1**).

As directed, Vatterott College is providing documentation of compliance with the Standards of Accreditation in response to the concerns set forth below.

Section IV, Statement of Purpose, Substantive Standards, Standards of Accreditation
Section IV (D)(1), Substantive Standards, Standards of Accreditation

*The complainant alleges that Vatterott College was misleading in its advertisements for the Pharmacy Assistant program. Specifically, **R -- Student** states that she enrolled at the school based on advertisements which claimed that students could become a Certified Pharmacy Technician in one year. Also, she states that the school informed her that she could attend a second year to obtain a Pharmacy Technician diploma.*

Accrediting standards require that all advertising and promotional materials are truthful and accurate and avoid leaving any false, misleading, or exaggerated impressions with respect to the school, its location, its name, its personnel, its training, its services, and its accredited states so that students can make informed and considered enrollment decisions. Therefore, Vatterott College must submit the following:

- *A response to the complainant's allegations;*

Vatterott College's advertisements for the Pharmacy Assistant programs did not and have never claimed or even alluded to the fact that students could become a Certified Pharmacy Technician in one year.

Career Skills¹ for a Better Life!

St. Ann • Sunset Hills • Memphis • Kansas City • Cleveland • O'Fallon • Tulsa • L'École Culinaire • Oklahoma City
Springfield • Quincy • Des Moines • St. Joseph • Omaha • Wichita • Joplin • Dallas • Houston

VAT-02-05-02337

As confirmed by her Enrollment Agreement (see **Exhibit 2**), **R -- Student** enrolled in the school's Pharmacy Office Assistant program on January 1, 2004 and began her training on February 9, 2004. She acknowledged receiving a *Receipt for Student Admission Materials* (see **Exhibit 3**). The Receipt is designed to ensure that all applicants are fully informed as to the expectations, rules, responsibilities, and obligations of students attending Vatterott College; and, her initials on the document reflect that she made her decision to enroll based upon the contents of the school catalog. **R -- Student** also was asked to sign an *Acknowledgment To Be Completed By All Vatterott College Students* (see **Exhibit 4**) which notes:

I have reviewed and I have received copies of the following:

*Advisement of Participant Rights
Drug Prevention Program Brochure
Enrollment Agreement
Career Services Assistance Policies
Catalog*

I understand that these materials contain all pertinent information regarding various training opportunities and services available through the college.

I also acknowledge that no other promises, representations, or inducements have been made to me, other than what is contained in the above, and I have made my decision to enroll at Vatterott College based solely on the above.

Further, I did not rely on any promises, representations, or inducements, other than what is contained in the above, prior to attending class or incurring any financial obligations for tuition or fees at Vatterott College.

More specifically, the Catalog description for the Pharmacy Office Assistant program notes that "the diploma program is designed to prepare the student for entry-level employment as a Pharmacy Office Assistant, performing administrative clerical duties or any similar positions within the health care field" while the catalog description for the Pharmacy Technician (PhT) Associates of Occupational students (A.O.S.) program notes that the "degree program is designed to prepare the student for entry-level employment as a Pharmacy Office Assistant, performing administrative clerical duties or any similar positions within the health care field. The Pharmacy Technician A.O.S. degree graduate is skilled with theory and practical working knowledge of all Pharmaceutical front and back-office procedures to perform the tasks associated with assisting a pharmacist" (see **Exhibit 5**). The related course outlines and syllabi are equally devoid of any mention that the students will become Certified Pharmacy Technicians (see **Exhibit 6**).

The same can be said about the print advertising related to those programs (see **Exhibit 7**) as well as the television commercial (see **Exhibit 8**). The fact of the matter is that Vatterott College has never stated or represented that **R -- Student** could become a Certified Pharmacy Technician in one year.

Moreover, the allegation that the school indicated to **R -- Student** that she could attend a second year to obtain a "Pharmacy Tech" diploma is equally unfounded. The Enrollment Agreement confirms that she enrolled in the 60-week Pharmacy Office Assistant diploma program (refer back to **Exhibit 2**). The fact that she would earn a diploma upon completion of the program was specifically circled for emphasis on the Enrollment Agreement. The

course descriptions as contained in the school Catalog are equally unequivocal that training would lead to a diploma (refer back to **Exhibit 5**). This same material further reflects that Vatterott did offer a 90-week Pharmacy Technician (PhT) A.O.S. program. She certainly could have enrolled in that program upon completion of her 60-week diploma program and earned an A.O.S. degree with an additional 30 weeks of training.

With reference to her complaints regarding the general quality and content of the Pharmacy Office Assistant program, it bears noting that **R -- Student** experienced debilitating attendance issues following her introductory class which prevented her from completing the training. As reflected in her Attendance Record and Academic Transcript (see **Exhibit 9**), **R -- Student** had an attendance average of 98% for the introductory Medical Language class but her attendance dropped to 58%, to 38%, and then to 0% when she had to be dropped from the program. The related file notes (see **Exhibit 10**) reflect a variety of reasons for her absences but none were related to dissatisfaction with the program. A fact which is further confirmed by her signed course evaluation (see **Exhibit 11**) which reflects a very favorable assessment of her training (due to attendance issues, she was not present during the evaluation process for her other classes). More importantly, her signed critique reflects that: **R -- Student** agreed the school to be as it was represented to her before enrolling; Ms. **R --** agreed that she was satisfied with the training received at Vatterott College; and, **R -- Student** strongly agreed that she would recommend Vatterott College and its programs to a friend.

Learning is an intensely collaborative process, requiring interaction and cooperation between school and student. Both the process and the result are extremely subjective. The attitude, demeanor, and dedication of a student play a significant role in the success or failure of the educational product. In this instance, the credible evidence suggests that **R -- Student** was not committed to the training and that her attendance shortcomings likely contributed to her lack of success. It is unfortunate that **R -- Student** failed to complete the Pharmacy Office Assistant diploma program but it certainly was not due to misleading advertising or any shortcomings on the part of the school. In closing, we would assert that the school's program and program-related advertising were in compliance with the Standards of Accreditation.

- *Copies of all advertising for the Pharmacy Assistant and Pharmacy Technician programs;*

Copies of all print advertising for the Pharmacy Assistant and Pharmacy Technician programs have been attached as **Exhibit 7** and a CD copy of the television commercial regarding these two programs has been attached as **Exhibit 8**.

- *Copies of instructional outlines and course syllabi for the Pharmacy Assistant and Pharmacy Technician programs;*

Copies of Catalog descriptions with instructional outlines and course syllabi for the Pharmacy Assistant and Pharmacy Technician programs have been attached as **Exhibits 4 and 5**.

- *A description of Vatterott College's recruitment and admissions process and an explanation as to how the school ensures that students are fully informed as to the nature of the training to be provided and that each student understands the program's responsibilities and demands; and*

Vatterott College ensures that all prospective students are fully informed as to the nature of the training to be provided and that each student understands the program's responsibilities

and demands by asking all students to sign an Enrollment Agreement (see **Exhibit 2**). The Enrollment Agreement sets out the specifics of the chosen program, notes whether the training will lead to a diploma or specialized degree, and highlights the school's Refund Policy. Students also receive and are asked to specifically acknowledge with their initials and signature a Receipt for Student Admission Materials (see **Exhibit 3**) as well as an Acknowledgment To Be Completed By All Vatterott College Students (see **Exhibit 4**) which are designed to ensure that all applicants are fully informed as to the expectations, rules, responsibilities, and obligations of students attending Vatterott College. Students are provided with copies of the school Catalog containing course descriptions (see **Exhibit 5**) as well as course outlines and syllabi (see **Exhibit 6**) for each course in a particular program.

R -- Redacted by , the Pharmacy Program Director, would also bring all the classes together at the beginning of each new term or phase and introduce herself and the other instructors to the students; detail the requirements and expectations of the program; and, explain the difference between a Registered Pharmacy Technician and a Certified Pharmacy Technician (see **Exhibit 12**). **R -- Director** also specifically advised the students Vatterott College only prepares students for entry level positions within pharmacy and that the school's programs did lead to students becoming Certified Pharmacy Technicians.

- *Other documentation to demonstrate compliance with accrediting standards as it relates to this obligation.*

Students are asked to complete Student Critiques (see **Exhibit 11**) which solicits the students' honest opinion regarding such things as quality of the training, course content, instructor assistance and preparedness, and, whether they "find the school to be as it was represented to me before enrolling." In **R -- Student** case, the critique confirms the school to be as it was represented to her before enrolling; that she was satisfied with the training received at Vatterott College; and, that she would strongly recommend Vatterott College and its programs to a friend.

In closing, it is suggested that Vatterott College has demonstrated that it presented its programs in an ethical and well-informed manner to **R -- Student**. The advertising material, Catalog course descriptions, and course outlines and syllabi make no mention of and never claimed that students will become a Certified Pharmacy Technician. Moreover, **R -- Student** own critique contradicts and is in direct opposition to the assertions raised in her complaint.

We appreciate this opportunity to respond. Should you have any questions or need additional information, please feel free to contact me at **R -- Redacted by HELP Committee** or, in the alternative, to directly contact **R -- Redacted**, the campus director, at **R -- Redacted by HELP Committee**.

Sincerely,

R -- Redacted by HELP Committee

R -- Redacted by HELP Administrator

Enclosure: Schedule of Exhibits with Exhibits 1 through 11.

cc: **R -- Redacted** Campus Director
Vatterott College – Kansas City Campus