

Redacted by HELP Committee

OFFICE OF THE ATTORNEY GENERAL
STATE OF [REDACTED]
CONSUMER INFORMATION & COMPLAINTS

[REDACTED]

[REDACTED]

TELEPHONE: [REDACTED]
www.azag.gov

May 4, 2009

UNIVERSITY OF PHOENIX
OFFICE OF DISPUTE MANAGEMENT

[REDACTED]

RECEIVED

MAY - 6 2009

OFFICE OF
DISPUTE MANAGEMENT

RE: CIO [REDACTED]

Dear Sir or Madam:

The Consumer Protection and Advocacy Section of our office recently received the enclosed consumer complaint. Pursuant to A.R.S. § 44-1524, we are charged with investigating possible violations of Arizona consumer protection laws. Therefore, we request that you respond in writing to the specific allegations made by the consumer.

In your response, please indicate what, if anything, you are willing to do to resolve the complaint. If you resolve this matter directly with the consumer, please provide our office with the resolution. Please send your response and copies of any documentation that supports your position to this office **within ten (10) days**. A copy of your response may be made available to the complainant for review, consideration, and response.

If you need to request an extension of **one week or less** in which to respond to this complaint, please fax your request to the Phoenix office at [REDACTED] or the Tucson office at [REDACTED] and an extension will automatically be granted. Please fax your request to the appropriate office. For any other extensions, you must call our office. We appreciate your cooperation.

[REDACTED]

LEGAL ASSISTANT
CONSUMER PROTECTION & ADVOCACY

Enclosure
CPA:A

23PV_City: [REDACTED]

24PV_State: [REDACTED]

25PV_Zip: [REDACTED]

26PV_Phone_Area: [REDACTED]

27PV_Phone: [REDACTED]

28PV_2ndPhone_Area:

29PV_2ndPhone:

30PV_Email:

31PV_Website:

32Circumstances: My name is [REDACTED]. I have been a police officer for over twenty years, I am also an Iraq war Veteran having previously served a tour in Iraq with the Arizona Army National Guard. I am not sure if you can help me personally; however, if you can help other students and Veterans I would be sincerely grateful. I believe that the University of Phoenix is using deceptive practices in order to lure students into the school, the enrollment counselors tell students that they should be complete with their course of study in a short period of time fully knowing exactly how long it is going to take. The enrollment counselors eventually tell the students that is going to take a lot longer to finish their program but not until the student has committed all of his financial aid and invested so much money that it would be senseless to leave and waste his invested time and money.

In June of 2008, I spoke with [REDACTED] a senior enrollment counselor at the University of Phoenix. [REDACTED] stated to that since I was a returning student I would be complete with my Bachelors Degree in approximately one year. I believed [REDACTED] enrolled into the Bachelors of Science in Business Management program, and began school in July of 2008. I continuously checked my schedule after starting school looking for a completion date and noticed none was posted. I called [REDACTED] and [REDACTED] several times asking when a schedule would be posted, several times I left messages and never received return phone calls. I eventually was in contact with [REDACTED] another Enrollment Counselor who acted as a liaison for [REDACTED] and [REDACTED] when they would not call me back. I noticed that only one class would be posted at a time and that the actual complete program would never be fully posted. Eventually in November, I became frustrated with the lack of a schedule noticing that there was no end in sight for graduation. I became assertive and demanded a schedule be posted. The schedule posted put me all the way through 2009 and into the end of 2010. I have talked with other students at the University of Phoenix and this appears to be a common tactic used by University of Phoenix enrollment counselors. It appears that enrollment counselors are deliberately lying to students just to get them into the program, once students have invested several months and several thousand dollars students realize that their chosen program of study is going to take them much longer than they were originally told.

I have a copy of the original document I received from [REDACTED] prepared by [REDACTED]. The document shows that I should only need to complete 13 classes with one science course for a total of 43 credits. The program has now grown to 18 classes with two science courses for a total of 20 courses and 60 credits. In dollar amounts, it is an 8,400-dollar difference and over a year more of my time. Presently I am using the Army National Guard Federal Tuition Assistance program to pay for a portion of my classes and the Army GI bill to pay the difference. I filed a complaint with the University of Phoenix, it appears they are holding on their position and denying that [REDACTED] ever promised or made the statement that I would be done in approximately a year.

In February of 2009 I was told in person by [REDACTED] while at the University of Phoenix East Campus that the reason it took so long for a schedule to be posted was that [REDACTED] was the person who delayed in putting in the required course waivers.

I have the following documents and can send upon request:

1. Copy of complaint I filed with University of Phoenix
2. Copy of letter sent to me by [REDACTED] [REDACTED] in response to my complaint.
3. Copies of some email correspondence between [REDACTED], [REDACTED] and [REDACTED].

Sincerely,

[REDACTED] A. [REDACTED]

33complain_yn: Yes

34ComplaintResponse: They deny the allegations and state that my previous course of study is outdated and that in order to receive an updated education the classes I am taking are all necessary.

35warranty_yn: Yes

36sign_yn: Yes

37Trans_Date_Month: June 0

38Trans_Date_Day: 30 0

39Trans_Date_Year: 2008

40Trans_Place: University of Phoenix-Phoenix

41Damages: Unknown

42SalesPerson: [REDACTED], [REDACTED]

43Witness: [REDACTED]

44ad_yn: No

45Advertised:

46attorney_yn: No

47Attorney:

48action_yesno: No

49Agencies: I am going to also complain to the Veterans Administration when I discover who to complain to.

50Comments: Again I am unsure if you can help me personally, however if my suspicion is correct action needs to be taken to stop this from occurring to other students.

Thanks You

[REDACTED]

51Name: [REDACTED]

52Date: April 21,2009

submit: Submit