

Excerpts, selected by the HELP Committee, from a larger document
produced by the company



January 28, 2009

Mr. [Redacted - Business Sensitive]
Redacted by HELP Committee

Re: ITT Technical Institute

Dear [Redacted - Business Sensitive]

Your January 15, 2009 correspondence to the Director at the Indianapolis campus of ITT Technical Institute was forwarded to my attention for review and response. I appreciate you bringing your concerns to our attention.

In reviewing available records, you attended the ITT Technical Institute located in Richardson, Texas. Your enrollment began in December 2003. In November 2005, you graduated with an associate of applied science degree in Computer and Electronics Engineering Technology.

Cost of Education

In the first concern outlined in your correspondence, you complain of the cost of your education and claim that staff at the campus did not know the cost of tuition. First, the school's staff would not be able to quote to you a guaranteed cost of tuition for the completion of your program of study. The total cost of tuition can vary based upon several factors including, but not limited to, the number of credit hours taken may change based upon transfer credits, failed or repeated courses and the number of credit hours taken at a specified amount of cost per credit hour.

When you enrolled at the campus, you executed an Enrollment Agreement. I have enclosed a copy of this document for your review. In the Enrollment Agreement, an Estimated Total Program Cost was provided. As seen in the Enrollment Agreement, the Estimated Total Program Cost stated was \$36,383.00. In reviewing your account history, this Estimated Total Program cost was very near the actual amount you were charged of \$36,588.39.

Finally, you also would have received a copy of the school's Catalog when you enrolled. You acknowledged receipt of the Catalog when you executed the Enrollment Agreement. The tuition charge per credit hour was stated in the Catalog, including future expected tuition increases.

Quality of Education

Next, you complain of the quality of education you received at the Richardson campus. You claimed that textbooks were incorrect and instructors merely provided students A's in the courses.



13000 North Meridian Street, Carmel, IN 46032-1404
Telephone: (317) 706-9200

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As to textbooks, there may be a typographical error from time to time in the text. If such error was noted, I hope you brought it to the attention of your instructor(s) while you were attending classes in 2003 to 2005. Our corporate Curriculum Department utilizes feedback from instructors and advisory committees to improve the curriculum offered and ensure required changes are made. Further, the learning resources provided to students go beyond just the textbook. The additional learning resources include the detailed syllabus and the ITT Tech Virtual Library, to which you should still have access today.

In relation to your assertion that instructors merely granted students A's, I have reviewed the final grades for each student in all courses in which you were enrolled at the Richardson campus. This review does not substantiate your assertion. If you believed there was cheating by students on assignments or exams, I hope that you reported such activity to your instructor or other school staff for review. As stated the Academic Dishonesty and Conduct policies, ITT Technical Institute does not condone or allow academic cheating. If such actions are found to have occurred, students may be subject to various disciplinary actions, including having their enrollment at the campus terminated.

Transfer of Credits

You have also claimed that the unlikely transferability of credits was not explained to you. The transferability of credits earned at the campus was disclosed in various ways. First, you executed a required document entitled the Receipt of Enrollment Polices. I have enclosed a copy of this document for your review. In section B of this document, it states in pertinent part: "If the school awards credit hours, I understand that transferability of any credit hours earned at this school may be limited." As seen on the document, you initialed this statement.

Further, the school's Catalog also provided clear guidance regarding the transferability of credits. The Transfer of Credit section of the Catalog stated in pertinent part:

DECISIONS CONCERNING THE ACCEPTANCE OF CREDITS EARNED IN ANY COURSE TAKEN AT THE SCHOOL ARE MADE AT THE DISCRETION OF THE RECEIVING INSTITUTION. THE SCHOOL MAKES NO REPRESENTATION WHATSOEVER CONCERNING THE TRANSFERABILITY OF ANY CREDITS EARNED AT THE SCHOOL TO ANY INSTITUTION OTHER THAN AN ITT TECHNICAL INSTITUTE. IT IS UNLIKELY THAT ANY CREDITS EARNED AT AN ITT TECHNICAL INSTITUTE WILL BE TRANSFERABLE TO OR ACCEPTED BY ANY INSTITUTION OTHER THAN AN ITT TECHNICAL INSTITUTE.

Besides being in capital letters as reproduced above, this language was also in bold typeset.

Financial Aid

Finally, you state that you contacted the Richardson campus concerning the total amount of loans you took out related to your education at the campus. You claim the campus was unable to tell you this information.

The campus reports that the staff in the Finance Department does not recall receiving a call from you. However, per the information available to me, your loan amounts breakdown as follows:

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Unsubsidized Stafford Loans:	\$10,973.00
Subsidized Stafford Loans:	\$9,480.73
College Advantage Loan Program:	\$10,534.66

Also, your financial history indicates you received \$5,600.00 in Pell Grant funds.

Again, I appreciate you bringing your concerns to our attention. However, based upon the above summarized information, the facts do not substantiate your request for a full refund of tuition. Should you require any assistance regarding a further explanation of the above financial aid amounts or related to a job search or other career services, the staff at the Richardson campus is available to assist you.

If you have any questions or wish to provide any further information, please feel free to contact me.

Sincerely,
Redacted by HELP Committee

Director of Compliance

Enclosures

cc: Redacted by HELP Committee, Director

Thursday, Jan 15, 2009

To whom it may concern,

America is going through a huge economic crisis. The problem is broad and complex with too many corporate giants scamming and tricking the middle and lower class people into taking out loans that they will not be able to pay for. ITT Tech is one of the scammers, tricking people into taking out ridiculous amounts in student loans.

First of all their tuition rates are a joke, climbing from 24k in 2002 to 40k in 2003 for only a 2 year proprietary Associate degree (prices double for bachelors). I've heard of 10k for a 2 year degree but 40k?! When the financial office is asked for a price on how much tuition is they have no idea. They are not informing people they are a for-profit institute, meaning students are paying to keep shareholders happy and to pad the pockets of the executive staff located in Carmel, IN. To make matters worse they are not only putting a huge financial burden on the people but they are also squandering grant money from the government! ITT illegally collected over \$350 million USD in Federal U.S. grants. The whistleblower is a former employee of ITT Tech who was employed for 10 years. I don't have definitive proof but if this holds true, it's going to be very expensive for ITT.

Textbooks are full of inaccurate information that even the instructors contradict. Most instructors just don't even bother using the text books. For instance, in our class when we were reviewing logic gates the book showed the gates have 3 inputs but in fact they only have 2, and we had so many inaccurate graphs, charts, and diagrams, and I still have the books to prove it. Still, most instructors make little to no effort to teach. They allow cheating to go on during tests and class assignments. This school is just handing out A's and diplomas, ruining the integrity for student's in the work force. They literally hand out A's to anyone. For example, an ex-instructor informed me that nearly 1 of 4 students at ITT Tech receive 'highest honors', having a perfect A average, when in reality in a real college or university nearly 1 of 100 students get a near-perfect A average. Also, when students show up literally 3 hours late for class it still counts as a valid attendance and those who sign-in and immediately leave is considered a valid attendance. They don't count you absent because instructors need to meet their quotas. The student body is undisciplined, lazy, and unfocused with a huge sense of entitlement.

Another scam they have been known to pull off is when they tell people the credits will transfer when in reality they do not. But still they have lied to people telling them the credits will transfer and are quick to place them in classes they know are not for them. This is just another example of how ITT tech is a robbing good people from an education, while flaunting their debauchery and their unimpeded scam and stiffing good American people from a chance for a good continual education, because in fact credits will only transfer to another ITT Tech campus or another diploma mill like Devry. Real colleges and universities and employers just laugh at the proprietary pieces of paper they hand out.

This is a nationwide problem for American people and the government. The economic crisis is bad, but ITT Tech should not be allowed to boldly get rich off of government grants and ruin the economy even further.

I recently contacted my campus in Richardson, TX and even they are confused at how much they took out in loans! They took out loans left and right at my expense, when an ITT-Tech degree is not equitable at \$40,000K! And to create such a loan is criminal because there is no "meeting of the minds" in the agreement. I would like to settle for a full refund from ITT Tech because they actually owe me and the government a full refund! I would like to have a response within 10 business days. Also, aside from contacting the State of Texas, and the Accrediting Council, I will present my case to the Dept of Education and Dept of Justice.

Redacted - Business Sensitive

CONFIDENTIAL

ITT-00009383

ITT Educational Services, Inc. **ITT**

Student Comment/Complaint Report			
Complaint Date:	1/21/2009	Target Due Date:	1/31/2009
Received Date:	1/21/2009	Response Date:	
Logged Date:	1/21/2009	Close Date:	1/28/2009
Category:	Letter	Days Open:	7
Source:	Letter		

Location:	Richardson		
	School: RSN	District: SC	State: TX
Complaint Code:	Quality of education		
Functional Department:	Academic Affairs		
Complainant & Profile:			Graduate
Student Name:	Redacted - Business Sensitive		
Other Contact (Agency/Firm):			
Final Disposition:	Unsubstantiated	Detail:	Close letter/explanation sent

Complaint Summary:	Graduate, Redacted - Business Sensitive complains of the quality of education he received at the Richardson campus.
Complaint Narrative:	<p>Graduate, Redacted - Business Sensitive states the tuition he was charged for his education was too high. He claims the Finance Department did not know what the cost of the education was when he inquired. He believes the textbooks used contained incorrect information and instructors allowed students to pass without earning their grades. Finally, he states that students are not informed that credits earned at the school do not transfer to another institution.</p> <p>Mr. Redacted - Business Sensitive has demanded a full refund of his tuition.</p>
Resolution Summary:	A review of Mr. Redacted - Business Sensitive Enrollment Agreement, CSPA's and the final grades for his courses do not substantiate Mr. Redacted - Business Sensitive claims.
Resolution Narrative:	<p>Mr. Redacted - Business Sensitive estimated total cost was provided in the Enrollment Agreement he signed. Further, future expected tuition increases were included in the estimated total cost and were disclosed in the Catalog copy he received when he enrolled at the campus.</p> <p>There is no record of any complaints by Mr. Redacted - Business Sensitive while he was enrolled at the campus. A review of the grade distributions in Mr. Redacted - Business Sensitive classes does not evidence all students receiving A's as he has claimed.</p>

Finally, information regarding transfer of credits was provided to Mr. [REDACTED] in both the Catalog and the PS-005 he executed at the time of enrollment.

Director of Compliance ^{Redacted by HELP Committee} provided the following response to Mr. [REDACTED]

"Your January 15, 2009 correspondence to the Director at the Indianapolis campus of ITT Technical Institute was forwarded to my attention for review and response. I appreciate you bringing your concerns to our attention.

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