

NUMBER : 7
 STUDENTNO : 215-08
 PREV_ED : HS Grad
 SCHOOL : Modesto
 STATE : CA
 REGION : California
 GROUP : West
 DATE_REC'D : 2/20/2008
 CLOSED : 2/27/2008
 AGE : 7.00
 AGE_GROUP : <30
 PROGRAM : RT
 CONTACT : Campus
 Redacted
 DEADLINE : Group Unresponsive
 STATUS : Closed
 CATEGORY : Administration
 COMPLAINT : ED complaint
 TYPE : Student email to HO
 COMMENTS : 2/27/08- From ED: I have not heard anything complaint arose 2/18/08 LDA: 2/28/08
 Received the original complaint from ED, waiting for an update on situation, group has been unresponsive.
 2/22/08- All- Can you provide me with an update on this complaint? Has there been any guidance given as
 requested by Campus? In the last paragraph of his response? Can someone please forward me a copy of the
 original complaint for my files?
 2/21/08- Requested additional information from Campus on forwarded complaint
 2/20/08- From ED: Please accept this as my response the Redacted complaint submitted to Campus
 Campus on February 18, 2008. It appears that Redacted has four specific areas of concern which I will
 address in the order delivered. Her first area of concern regarding her Math 100 instructor not being
 knowledgeable and that she was being tested like a guinea pig. Response: I don't understand her comment
 that I "hemmed and hawed" nor do I agree with the tone she is presenting. I did not and would not take such a
 cavalier attitude towards instructors failing in the classroom. I did address her concern and told her that Campus
 and I were aware of the situation and that we were working on a solution. I acknowledged that this was
 the first time the instructor taught the class and unfortunately at times we find that we may need to make
 adjustments. After reviewing the complaints we realized Campus (the instructor) while well qualified to teach
 the course was not well suited for it so we made an immediate change. That was when Campus took over the
 class while offering tutoring sessions before and after the class. I believe this is in part why she did in fact pass
 the course. The second area of concern regarding schedules being posted in a timely manner and that she felt
 I was talking down to her and that I get irritated with her. Response: I was sitting in my office with Campus
 Campus (my DOF) last Wednesday evening when Redacted approached me rather aggressively requesting
 an explanation as to why the schedules were so late and why her schedule was created the way it was. She
 initiated the conversation by stating that she signed an enrollment contract that clearly stated that her
 schedule would be 5:30pm-9:30pm Monday-Friday however since she has received transfer credit she would
 not be taking a full a load and she needed to know which nights she would be attending well before the
 beginning of the module. She was also concerned about the actual time she would be attending each evening.
 I responded that the schedules were late due to a temporary shortage of manpower in the Registrar's office
 and that there were several changes in instructor schedules. She assertively disagreed and said that Campus
 Campus (the Registrar) told her that it wasn't her fault and that she didn't get the schedules from the PD until
 7pm the day before. I replied that even if we had completed it a week prior they would have been inaccurate
 anyway due to the changes in the instructor's schedules. I also reiterated that while the enrollment contract
 may state the schedule the contract also states the college reserves the right modify or change the schedule
 as deemed necessary. I then suggested that she discuss this topic with Campus (DOE) or Campus
 (ADOE) for further clarification as it pertains to the actual days or times of her schedule. I added that I did not
 want to misguide her and they were better prepared to answer her questions. She appeared to be dissatisfied
 with my answer and left my office and went back to Campus office. I must say that my demeanor was
 polite but firm and direct. Perhaps she misread it to be irritated unfortunately I cannot speak to how she felt. I
 also don't understand her statement that I get irritated with her. This implies that I am familiar with her and that
 we have had continued communications when I can only recall speaking with her on two occasions. The third
 area of concern regarding my interrupting Campus while teaching and on the same or separate occasion (not
 certain) he was unable to teach the entire class schedule. Response: I am not familiar with this incident
 however I can say that over time there have been occasions when I had to momentarily interrupt him for
 urgent matters. This issue will be resolved this next module when we hire another full time instructor. An offer
 has been accepted and I believe he will be starting with our new Clinical Director of Education on or around
 March 5th. The final area of concern requesting that I be more respectful and understanding and that I treat
 them as if they are important. Response: I'm somewhat at a loss with this concern. I treat all students as they

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are important and have an open door policy with all. As everyone knows I conduct town hall meetings every six months or so as a general assembly. However, the RT students have very specific topics that need to be addressed that do not pertain to the diploma and CJ students so I have separate town hall meetings just for them. I feel it's important to keep all the students informed and I have actually conducted three town hall meetings just for the RT students within the past six months. I have found that the RT students require additional attention at times and by conducting these meetings the frequency of complaints and dissatisfaction has been greatly reduced. I must admit that there have been times when the students do not like or agree with some of the campus policies we have put in place and are very vocal about it. For instance, I have recently initiated new security policies for front desk check in and I must admit the group that was most non-compliant and unhappy were the RT students. Even after communicating to them that the added security measure was for their best interest a number of the RT students continued to challenge the policy. I am happy to say that during the past several weeks we have had only one incident where a student assertively challenged the policy. In closing, I appreciate the opportunity to address these concerns with you and would be more than happy to discuss them with [Redacted]. Of course, I will not discuss any of these topics with her until I receive your approval and guidance. Please let me know if you need any more information.

2/18/08- Complaint: Dear [Campus] My name is [Redacted] and I am currently attending Maric College as a Respiratory Therapist student. I am writing to you because I am very irritated with the President of the college, [Campus]. It first started in my second modular in Math 100. We were given a teacher that had NEVER taught math before. Three weeks into the modular everyone in the class was so lost. I talked to the Director of Education, [Campus] first and was basically told to be patient. I then called [Campus] and asked to be pulled out of the class and I would make it up later when the actual "math" teacher was available. He hem hawed around and told me to just come that night to class and things would be different. Before class I was in the break room and [Campus] came in so I introduced myself to him, being we had just talked on the phone, and he told be they were just trying this instructor out to see how it would work. I said that I didn't appreciate being the guinea pig! His response was that it was trial and error! When I went to class that night, [Campus] had taken over the class, which was a great thing but we were already half way through! I did pass the class, thank goodness! My other issue is that the school is not getting our schedules to us in a timely manner. The next Modular after that we didn't get schedule until 2 days before it was to start. The modular I am in now, the schedule wasn't even ready until the day the modular was starting! Students were instructed to go to the registrar before class started @ 5:30 pm to get schedules. I understand that we are scheduled to be in class from 5:30 to 9:30 pm Monday thru Friday, but I only had to take 2 of the 4 classes scheduled for this modular! I went to [Campus] the night before the new modular was to start and he told me that registrar was short handed but I knew for a fact already that registrar didn't even get the schedule from the director until 7:00 pm the night before! When ever talking to [Campus] I feel I am being talked down to and that what I have to say is not important! He gets very irritated with me. Other students have felt the same way. The Pharmacology I and Cardiopulmonary class I am now taking is taught my [Campus]. He is an excellent teacher. Love him to death. But he is constantly be pulled from class (by [Campus]). The second night of class he was 45 minutes late to class, taught for 20 minutes then we were instructed to take a 10 minute break which turned out to be more like 20-25 minutes. The Respiratory Therapy Program is a \$33,000.00 program! The most expensive course you offer. I am not asking that my education be handed to me, I realize I have to work for it and work very hard!! I don't appreciate being treated like I am not important to this school. [Campus] seems to feel that the RT students are constantly demanding and wanting everything handed to them. This is further from the truth. I feel he needs to show us a little bit more respect and understanding. He is always preaching to us that when we go out on our rotations to not talk bad about the school, because I guess it has happened. I would never ever do that but I understand how some of the younger student may, because that don't know any better. I am almost 50 years old. Trying to better my self at this age is not easy, but [Campus] is not helping the situation by acting the way he does!

[Campus] I am pleading with you to please look into this manner. Not only for me but for all students. Thank you for taking the time to read this e-mail and hopefully I will be hearing from you soon. [Redacted]
RT Student @ Maric College, Salda, CA

MONETARY

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