

## **High Technology Program Student Complaint Summaries**

The below complaint summaries are compiled from both Bureau received complaints and those found on various reputable industry websites (coursereport.com, quora.com). Complaints that were chosen from websites were those that were not entirely negative (zero or one star reviews), but offered a balanced review of the institution. These complaints have been presented in a brief summary form (there will be no student/institution names provided) in order to ensure privacy and confidentiality. For the sake of simplicity, these summaries have been categorized by complaint topic.

### **Curriculum/Education:**

- The school did not deliver as promised and students had to teach themselves. There was a lack of guidance and education from instructors.
- The institution's website was misleading; they advertised that no coding experience was needed, but the course work was not at an introductory level.
- Though the instructors were great coders they did not provide a quality instruction. There was a lack of support from the instruction staff.
- Some instructors were recent graduates from the institution.
- The pre-work was not adequate preparation if you had no prior experience.

### **Refund:**

- The "money back guarantee" in the contract which was different than the advertisement on the website.
- School refused to refund a deposit to a student that never attended class.
- The institution failed to provide refunds when student withdrew or was terminated.

### **Non-Program Related Issues:**

- Students were required to perform manual labor such as yard work, and cleaning bathrooms and carpet.
- Living conditions for students were unsanitary.

### **Career Assistance:**

- The Outcomes and Job Assistance Staff changed multiple times, making you feel that you are on your own for your job search.
- The "Recruiter Network" that was promised did not seem to exist, had to find a job on craigslist.