

# Iowa College Student Aid Commission

Postsecondary Approval and Registration Administrator  
200 10<sup>th</sup> Street, Fourth Floor  
Des Moines, IA 50309  
(515) 725-3470

## Application for Approval and Registration of Postsecondary School Iowa Code Chapter 261B

Pursuant to Iowa Code Chapter 261B, the undersigned school applies for registration to conduct or maintain one or more courses of instruction, including courses of instruction by correspondence, where the courses are offered in Iowa or the school has a presence in Iowa and desires to offer courses in other states or foreign countries.

Submit a paper document and a complete duplicate in pdf format on a CD.  
Applications may be submitted electronically by contacting the Postsecondary Approval Administrator at the Iowa College Student Aid Commission.

Applications for an initial approval and registration must include a *non-refundable* check for \$4,000 payable to the State of Iowa.

Applications fees are to be sent to:

Postsecondary Approval and Registration Administrator  
200 10th Street, Fourth Floor  
Des Moines, IA 50309

**All items must be completed** before the application will be considered as received by the Commission. Attach additional pages as needed to provide the requested information. Responses are required to have a minimum of a summary paragraph on this form. Responses that include only statements similar to "please see attached", will be considered incomplete. Other documents or materials may also be attached to support the application. Attachments must be tabbed and clearly marked on both the paper and pdf documents..

(Registrations must be renewed every four years or upon any substantive change in program offerings, location, or accreditation.)

Name of school and address of the principal office as defined in Iowa Code Section 490.140 or 510.141:  
[(261B.4(2))] and [(261B.4(1))]

Name of School: **ITT Technical Institute**  
Suite: **N/A**  
Street: **ITT Educational Services, Inc. 13000 North Meridian Street**  
City: **Carmel**  
State: **IN**  
Zip: **46032**  
Country: **US**  
Telephone Number (including country or area code): **1-317-706-9200**

Type of corporation:

- For-profit  
 Non-profit

Address of this school in all in other states, and in foreign countries:

Suite	Street	City	State	Zip	Country	Telephone
N/A	3735 Queen Court SW	Cedar Rapids	IA	52404	US	TBD

Address of all locations in Iowa where instruction is to be provided

Suite	Street	City	State	Zip	Country	Telephone
N/A	1860 NW 118 <sup>th</sup> Street	Clive	IA	50325	US	515-327-5500

Tuition charges, fees and other costs payable to the school by a student. [(261B.4(3))]

Program to be Offered in Iowa	Tuition	Fees	Books and Supplies	Other	Total
<b>AS – Information Technology, Computer network Systems</b>	\$468 per credit hour	\$200 Academic Fee	Inclusive of tuition	N/A	\$45,128
<b>AS – Computer and Electronics Engineering technology</b>	\$468 per credit hour	\$200 Academic Fee	Inclusive of tuition	\$500 - Optional Tool Kit	\$45,128
<b>AS – Computer Drafting and Design</b>	\$468 per credit hour	\$200 Academic Fee	Inclusive of tuition	\$500 - Optional Tool Kit	\$45,128
<b>AS – Paralegal Studies</b>	\$468 per credit hour	\$200 Academic Fee	Inclusive of tuition	N/A	\$45,128
<b>BS – Information Systems Security</b>	\$468 per credit hour	\$200 Academic Fee	Inclusive of tuition	\$500 - Optional Tool Kit	\$84,240
<b>BS – Electronics and Communications Engineering Technology</b>	\$468 per credit hour	\$200 Academic Fee	Inclusive of tuition	\$500 - Optional Tool Kit	\$84,240
<b>BS – Construction Management</b>	\$468 per credit hour	\$200 Academic Fee	Inclusive of tuition	\$500 - Optional Tool Kit	\$84,240

BS – Criminal Justice	\$468 per credit hour	\$200 Academic Fee	Inclusive of tuition	\$150 - Optional Tool Kit	\$84,240
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Refund policy of the school for the return of refundable portions of tuition, fees, or other charges [(261B.4(4))] If the refund policy is attached, please summarize the policy below.

Please see page 43, for the Refund section as shown below, in Attachment 1: ITT Technical Institute, school catalog draft.

**Cancellation**

The student's enrollment in the program will be canceled and all monies received by the school from or with respect to the student under the student's Enrollment Agreement with the school will be returned to the appropriate party(ies) within 30 days, if:

- (a) the student notifies the school that the student has canceled his or her application for enrollment in the program or the student's Enrollment Agreement with the school; or
- (b) the school cancels the program.

**Refund**

(a) If, during the first quarter that the student is enrolled in the program, the student withdraws or is terminated from:

any program course during any of the following specified calendar weeks of the quarter, the student will be obligated to the school for

the entire cost of any tools purchased by the student from the school for use in that program course, and

the following corresponding percentage of the tuition for that program course; and

CALENDAR WEEK OF THE QUARTER	PERCENTAGE OF THE TUITION
1 <sup>st</sup>	10%
2 <sup>nd</sup>	20%
3 <sup>rd</sup>	30%
After the 3 <sup>rd</sup>	100%

the program during any of the following specified calendar weeks of the quarter, the student will also be obligated to the school for the following corresponding percentage of

any Academic Fee charged to the student in that quarter, and

the Administrative Fee.

CALENDAR WEEK OF THE QUARTER	PERCENTAGE OF ANY ACADEMIC FEE AND THE ADMINISTRATIVE FEE
1 <sup>st</sup>	10%
2 <sup>nd</sup>	20%
3 <sup>rd</sup>	30%
After the 3 <sup>rd</sup>	100%

(b) If, during any quarter that the student is enrolled in the program (other than the first quarter), the student withdraws or is terminated from:

(1) any program course during any of the following specified calendar weeks of the quarter, the student will be obligated to the school for

the entire cost of any tools purchased by the student from the school for use in that program course, and

the following corresponding percentage of the tuition for that program course; and

CALENDAR WEEK OF THE QUARTER	PERCENTAGE OF THE TUITION
1 <sup>st</sup> through 3 <sup>rd</sup>	50%
After the 3 <sup>rd</sup>	100%

(2) the program during any of the following specified calendar weeks of the quarter, the student will also be obligated to the school for the following corresponding percentage of

any Academic Fee charged to the student in that quarter, and

the Administrative Fee.

CALENDAR WEEK OF THE QUARTER	PERCENTAGE OF ANY ACADEMIC FEE AND THE ADMINISTRATIVE FEE
1 <sup>st</sup> through 3 <sup>rd</sup>	50%
After the 3 <sup>rd</sup>	100%

The student's withdrawal or termination date for purposes of calculating any refund due under this section will be the student's last date of recorded attendance in a program course.

Notwithstanding anything to the contrary above in this section, if the student withdraws or is terminated from any program course or the program during any quarter, the student will remain obligated to the school for:

all of the tuition, fees, cost of any tools and cost of any other supplies owed to the school for any previous attendance by the student at the school; and

all other amounts owed to the school under the student's Enrollment Agreement with the school (including any addenda to the student's Enrollment Agreement with the school) and/or any other agreement between the student and the school.

If, at the time the student withdraws or is terminated from any program course or the program, the school has received any monies for tuition, the Academic Fee, the Administrative Fee or any tools from or on behalf of the student in excess of the student's obligation for those items as provided in this section, the school will refund such excess to the appropriate party(ies) as specified below in this section.

Any refund required under this section will be paid first to eliminate any outstanding balances for any student financial aid received by or with respect to the student in the following order and priority (unless applicable law requires otherwise) and within the time period prescribed by law:

- |  |   |  |
|--|---|--|
| 1 <sup>st</sup> : private or institutional student loans;  | 5 <sup>th</sup> : unsubsidized Federal Direct Stafford loans; | 9 <sup>th</sup> : Federal Direct PLUS loans; |
| 2 <sup>nd</sup> : private or institutional parental loans; | 6 <sup>th</sup> : subsidized Federal Direct Stafford loans;   | 10 <sup>th</sup> : state student loans; and  |
| 3 <sup>rd</sup> : unsubsidized Federal Stafford loans;     | 7 <sup>th</sup> : Federal Perkins loans;                      | 11 <sup>th</sup> : state parental loans.     |
| 4 <sup>th</sup> : subsidized Federal Stafford loans;       | 8 <sup>th</sup> : Federal PLUS loans;                         |  |

The school will pay the student any refund remaining after all outstanding balances specified in Item (f) immediately above in this section are eliminated, within 60 days following:

the student's last date of recorded attendance in a program course, if the school terminated the student from the program course or the program;

the latter of

the student's last date of recorded attendance in a program course,

the date that the school received the student's written notice of withdrawal from a program course or the program, or

the withdrawal date from a program course or the program specified in the student's written notice of withdrawal received by the school,

if the student withdrew from the program course or the program and the school received the student's written notice of withdrawal; or

the 22<sup>nd</sup> consecutive calendar day after the student's last date of recorded attendance in a program course, if the student withdrew from the program course or the program and such calendar day occurred before any applicable date in Item (2) immediately above in this section.

Degrees granted by the school [(261B.4(5))]

**Associate and Bachelor Degree**

Offered in Iowa [(261B.4(11))]

**Associate of Science - Information Technology - Computer Network Systems**  
**Bachelor of Science - Information Systems Security**

**Associate of Science - Computer and Electronics Engineering Technology**  
**Bachelor of Science - Electronics and Communications Engineering Technology**

**Associate of Science - Computer Drafting & Design**  
**Bachelor of Science - Construction Management**

**Associate of Science – Paralegal Studies**  
**Bachelor of Science - Criminal Justice**

Offered outside of Iowa

**N/A**

Name, business address and telephone number of the chief executive officer of the school: [(261B.4(7))]

Name: **Kevin M. Modany, Chief Executive Officer**  
Suite: **N/A**  
Street: **13000 North Meridian Street**  
City: **Carmel**  
State: **Indiana**  
Zip: **46032**  
Country: **US**  
Telephone Number (including country or area code): **317-706-9230**

Provide a copy or description of the means by which the school intends to comply with 261B.9 [(261B.4(8))].  
Code section 261B.9 is as follows:

**261B.9 DISCLOSURE TO STUDENTS.**

Prior to the commencement of a course of instruction and prior to the receipt of a tuition charge or fee for a course of instruction, a school shall provide written disclosure to students of the following information accompanied by a statement that the information is being provided in compliance with this section:

1. The name or title of the course.
2. A brief description of the subject matter of the course.
3. The tuition charge or other fees charged for the course. If a student is enrolled in more than one course at the school, the tuition charge or fee for all courses may be stated in one sum.
4. The refund policy of the school for the return of the refundable portion of tuition, fees, or other charges. If refunds are not to be paid, the information shall state that fact.
5. Whether the credential or certificate issued, awarded, or credited to a student upon completion of the course or the fact of completion of the course is applicable toward a degree granted by the school and, if so, under what circumstances the application will be made.
6. The name of the accrediting agency recognized by the United States department of education or its successor agency which has accredited the school.

Response:

**An institution catalog is provided to prospective students and also during the enrollment process.**

**The institution catalog lists the written disclosure required by 261B.9 on the Table of Contents page. The institution catalog also contains the name or title of course and a brief description in the Curricula and Course Description pages. The catalog and enrollment agreement also lists the Tuition, Fees and Tools section, a Refund section, Graduation and Credential sections, and the name of the accrediting agency can be found in the Campus Information section as required by 261B.9.**

**Please see Attachment 1: ITT Technical Institute, school catalog draft.**

Name, address, and telephone number of a contact person in Iowa. [(261B.4(10))]

Name: **Paula Jerden, ITT Educational Services, Inc., District Manager**  
Suite: **N/A**  
Street: **13000 North Meridian Street**  
City: **Carmel**  
State: **Indiana**  
Zip: **46032**  
Country: **US**  
Telephone Number (including country or area code): **317-428-8373**

Name, address, and title of the other officers and members of the legal governing body of the school:  
[(261B.4(6))]

Officer Number 1

Name: **Clark D. Elwood**  
Suite: **N/A**  
Street: **13000 North Meridian Street**  
City: **Carmel**  
State: **Indiana**

Zip: **46032**  
Country: **US**  
Telephone No. (including country or area code): **317-706-9200**

For officers 2 or more, add pages as needed:

**Please see Attachment 2: ITTESI Officers and Directors.**

Owner Number 2

Names and addresses of persons owning more than 10% of the school: [(261B.4(6))]

Name: **Columbia Wanger Asset Management, L.P., Columbia Acorn Trust**  
Suite: **300**  
Street: **227 West Monroe Street**  
City: **Chicago**  
State: **Illinois**  
Zip: **60606**  
Country: **US**  
Telephone Number (including country or area code): N/A

For owners 2 or more, add pages as needed: **Please see Attachment 3: Beneficial Owners**

Name all agencies accrediting the institution. For each agency, include **name, address, telephone number, and whether the agency is recognized by the U.S. Department of Education.** [(261B.4(9))] Attach copies of accreditation certificates of status for each agency. If the Iowa location is not accredited, provide accrediting agency certification that the Iowa location will be granted accreditation upon approval by the College Student Aid Commission. **Provide documentation that every location of applicant school is approved by the accrediting agency and in good standing, for all locations throughout the world.**

Accrediting agency 1

Name: **Accrediting Council for Independent Colleges and Schools**  
Suite: **980**  
Street: **750 First Street, NE**  
City: **Washington**  
State: **District of Columbia**  
Zip: **20002**  
Country: **US**  
Telephone Number (including country or area code): **202-336-6780**  
Contact Person: **Joseph E. Gurubatham, Ed.D., Director of Campus Development**

**Please see Attachment 4: Accreditation Letter**

Is this agency recognized by the U. S. Department of Education? [  ] Yes [  ] No

Accrediting Agency 2

Name: N/A  
Suite: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_  
Country: \_\_\_\_\_  
Telephone Number (including country or area code): \_\_\_\_\_  
Contact Person: \_\_\_\_\_

Is this agency recognized by the U. S. Department of Education?  Yes  No

Accrediting Agency 3

Name: N/A  
Suite: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_  
Country: \_\_\_\_\_  
Telephone No. (including country or area code): \_\_\_\_\_  
Contact Person: \_\_\_\_\_

Is this agency recognized by the U. S. Department of Education?  Yes  No

Accrediting Agency 4+

Respond on a separate page:

Describe the procedures followed by the school for permanent preservation of student records. [(261B.4(12))]

**Student academic and financial files (active-inactive-graduate) are maintained in a secure fire resistant file room or in fire resistant file cabinets located in the school's administrative area. Students receiving Pell funding have duplicate files maintained at ITT/ESI headquarters in Carmel, Indiana.**

**All current graduate placement files are maintained in locked files in the Career Services offices. Older graduate placement files are maintained in the secure fire resistant file room. All active personnel records are maintained in locked files in the school Director's office. All inactive personnel records are maintained in fire resistant file cabinets. All active and inactive personnel files are duplicated and maintained at ITT/ESI headquarters. Student academic, graduate placement and financial records, as well as faculty compensation analysis records are also computerized and backed up daily.**

**The information contained in the student's financial aid, academic and placement files is maintained at the school for a minimum of seven years. The student's final transcript, transcripts, if any, from other colleges, and the student's graduate placement document are kept indefinitely. Most other academic records are maintained for 10 years.**

Provide the contact information to be used by students and graduates who seek to obtain transcript information.

Name: **ITT Technical Institute, Cedar Rapids Registrar's office**  
Suite: **N/A**  
Street: **3735 Queen Court SW**  
City: **Cedar Rapids**  
State: **IA**  
Zip: **52404**  
Country: **US**  
Telephone Number. (including country or area code): **TBD**

List the states and approval or registration agencies for all states in which the school operates or maintains a presence.

**Please see Attachment 5: State Contact List.**

State	Agency Name	Address	Contact Person	Telephone Number
<b>See state list</b>				

Describe the academic and instructional methodologies and delivery systems to be used by the school and the extent to which the school anticipates each methodology and delivery system will be used, including, but not limited to, classroom instruction, correspondence, internet, electronic telecommunications, independent study, and portfolio experience evaluation. [(261B.4(13))]

**Academic/Instructional Methodologies and Delivery Systems**

**ITT Technical Institutes** are institutes of higher learning that are committed to offering quality undergraduate and continuing education locally, nationally and worldwide to students of diverse backgrounds, interests and abilities. The institutions offer educational programs that integrate life-long learning with knowledge and skills to help students:

- Pursue their personal interests and objectives;
- Develop intellectual, analytical and critical thinking abilities, and
- Provide service to their communities.

The programs employ traditional, applied and adult-learning pedagogies and are delivered through traditional, accelerated and distance methodologies in a learner-centered environment of mutual respect.

Program curriculums contain a mixture of technical basic, core, and general education courses. The general education courses include courses from communications, humanities, mathematics, physical science and social science.

**For a continuation of Methodologies and Delivery Systems please see Attachment 6: Methodologies.**

Provide the name of every other State of Iowa agency required to approve the applicant school in Iowa, the school's contact person at the agency and the current status of that approval. Attach documentation in the form of a letter or certificate for each agency.

Agency Name	Contact Person	Telephone Number	Approval Status
<b>N/A</b>			

Is the school subject to a limitation, suspension or termination (LST) order issued by the U.S. Department of Education?

Yes  No  
If yes, explain below.

Provide the name and contact information for a U. S. Department of Education official who can verify the LST statement.

**DeNise Hill, USDE, (206) 615-3638**

Do you:  
Enroll students in Iowa?  Yes  No  
Employ Iowa faculty?  Yes  No  
Do you intend to:  
Enroll students in Iowa?  Yes  No  
Employ Iowa faculty?  Yes  No

Describe current operations or plans to enroll students in Iowa or employ Iowa faculty.

**ITT Technical Institute, Cedar Rapids, IA will offer residential programs to residents of Iowa and will employ Iowa faculty members. The school Director will be hired approximately 4 months prior to the start date and administration and faculty members will be hired approximately 2-3 months prior to the start date.**

**Please see Attachment 7: Hiring and Job Descriptions.**

Name, address, and telephone number of full-time employees in Iowa.

Name: **TBD** \_\_\_\_\_  
Suite: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_  
Country: \_\_\_\_\_  
Telephone Number (including country or area code): \_\_\_\_\_

Will your school comply with *Iowa Code* section 261B.7 limiting the use of references to the Secretary of State, State of Iowa, or College Student Aid Commission in promotional material (See the *Iowa Code* for details)

Yes  No

Will your school comply with the requirements of *Iowa Code* section 261.9(1)"e" to "g"? [

(See the *Iowa Code* for details.)  Yes  No

Does the school agree to file annual reports that the Commission requires from all Iowa colleges and universities?

Yes  No

Attached a copy of the applicant school's most recent audit prepared by a certified public accounting firm no more than 12 months prior to the application and state below where, in the audit report, there is evidence that the auditor is providing an unqualified opinion.

**Please see pages 1 and 2 of Attachment 8: ITT Educational Services, Inc. Consolidated Financial Statements for the years ended December 31, 2008 and 2007.**

Describe how students will be provided with access to learning resources, including appropriate library and other support services requisite for the schools' degree programs.

**The Learning Resource Center (LRC) at the ITT Technical Institute in Clive will be designed and equipped to support the technical, career orientation and life-long learning goals of the institution's educational programs, therefore, the LRC plays a critical role in achieving the educational goals of the institution. The collection (both electronic and paper) is built on the curriculum and includes basic skills and general education holdings and a substantial amount of technical material along with general reference and periodical material selected specifically to address the needs of the student. Experience derived from more than 30 years of operation suggests there is a strong correlation between an institution's ability to retain, graduate and place students and the adequacy of the institution as measured by the volume and/or quality of the facility, equipment, library resources, staff, and support services.**

**The school's LRC committee, comprised of the Librarian, Dean, Program Chair(s) and various instructors, review the LRC holdings annually with the goal of maintaining relevant and up-to-date resources for the institution and educational programs. Care will be taken as the institution increases the number of volumes and other resources so that, rather than arbitrarily adding books, new materials will be appropriate to the curricula and needs of the students as the school grows.**

**For a continuation of the Learning Resource Center and Virtual Library description please see Attachment 9: LRC and Virtual Library.**

Provide evidence that faculty within an appropriate discipline are involved in developing and evaluating curriculum for the program(s) to be registered in Iowa.

**The Corporate Curriculum Department includes National Chairs who specialize in a particular industry or area of expertise. Each of these National Chairs pursues a rigorous and ongoing program of keeping up with trends, changes and standards in their specific industries, through attendance at industry conferences; participation in industry trade associations; reading industry journals, books and news; consultation with textbook publishers, hardware and software vendors, technology service providers and interaction with other educators in that field. In addition, they interact with ITT/ESI program chairpersons and instructors, who bring their unique experiences to bear on industry directions.**

**Periodically the department holds planning conferences in which the findings of all the above sources are discussed and an assessment of potential responses to recent industry trends is conducted. From these planning meetings arise the early definitions of possible new programs of study, or updates to existing programs. The industry trends and needs and possible program attributes associated with them are analyzed to assist in the overall needs assessment step of the process.**

**Please see Attachment 10: National Chair and Chief Academic Officer Resumes.**

Provide evidence that the school has adequate physical facilities appropriate for the program(s) to be offered and are located in the state. Include a copy of a signed agreement for a facility purchase or lease or option to purchase or lease. Please include a photograph of the location.

**This 19000 square foot modern facility is divided into administrative and educational areas complete with classrooms and laboratories. Ample and well-lighted parking is available. The facility has been designed to serve the disabled. Please see the Disabled Applicants and Students section of this catalog for further information. The facility is in compliance with federal, state and local ordinances and regulations, including those relating to safety and health.**

**Please see Attachment 11: ITT Technical Institute, Cedar Rapids signed lease.**

Include a statement, signed by the chief executive officer of the applicant school, on school letterhead, demonstrating the school's commitment to the delivery of programs located in Iowa, and agreeing to provide alternatives for students to complete programs at other institutions if the applicant school closes the program before students have completed their courses of study.

Statement may be in an attached document.

**Please see Attachment 12: CEO Statement Letter.**

Provide an organizational plan that shows the location and physical address, telephone number, fax number and contact information for all internet-based and site-based educational locations, administrative, and service centers operated by the applicant and any parent organization.

**ITT Technical Institute, Cedar Rapids, is one of a network of co-educational, non-denominational private postsecondary educational institutions owned and operated by ITT Educational Services, Inc., a Delaware corporation.**

**Please see attachment 13: ITT Educational Services, Inc., District Offices, Learning Sites and ITT Technical Institute location list.**

Provide documentation showing the school's policy for the resolution of student and graduate comments and complaints. Provide complete contact information to which complainants may be referred.

**Please see page 38 of the institution draft catalog for the Student Complaint/Grievance Procedure as shown below.**

**Student Complaint/Grievance Procedure**

**Statement of Intent: To afford full consideration to student complaints concerning any aspect of the programs, facilities or other services offered by or associated with ITT Technical Institute. This complaint procedure is intended to provide a formal framework within which such complaints may be resolved. This procedure is not, however, a substitute for other available informal means of resolving complaints or other problems. Students are encouraged to communicate their concerns fully and frankly to members of the school faculty and administration. Reasonable measures will be undertaken to preserve the confidentiality of information that is reported during the investigation and to protect persons who report information from retaliation.**

**Procedure**

**All student complaints will be handled in the following manner:**

**Step One - Contact School Director**

- 1. A student must present to the school Director (ITT Technical Institute, 3735 Queen Court SW, Cedar Rapids, Iowa 52404, telephone (xxx) xxx-xxxx), any complaint relating to any: (a) aspect of the programs, facilities or other services provided by the school; (b) action or alleged misrepresentation by an employee or representative of the school; (c) discrimination or harassment based on race, religion, color, age, sex, sexual orientation, national origin, disability, gender or any other protected status by any student, applicant, faculty member or other school employee, or visitor or invitee of the school; and (d) school activity. The complaint may be oral or written. The school Director will promptly acknowledge receipt of the complaint.**
- 2. The school Director will meet with the student to discuss and respond to the complaint. The school Director's response may be oral or written and will address the specific complaint and indicate what, if any, corrective action has been proposed or accomplished.**
- 3. Within three (3) school days of any such discussion, the school Director will prepare a written summary of the discussion, including any agreed upon or proposed solution of the student's complaint. The school Director will take the necessary steps to ensure that any agreed upon solution or other appropriate action is taken.**

**Step Two - Appeal to ITT Educational Services, Inc. ("ITT/ESI")**

- 1. If a complaint is not resolved to the student's satisfaction, the student will, as soon as possible after the student's discussion with the school Director, submit the complaint on a Student Complaint Summary form to the Senior Vice President, Chief Compliance Officer, ITT/ESI, 13000 N. Meridian Street, Carmel, Indiana 46032-1404, telephone (800) 388-3368.**
- 2. Within ten (10) days after receipt of the student's written letter of complaint, the Senior Vice President, Chief Compliance Officer, ITT/ESI, or designee will reply to the student in writing, specifying what action, if any, ITT/ESI will undertake.**

**Step Three - Contact the Accrediting Council**

If the complaint has not been resolved by ITT/ESI to the satisfaction of the student, the complaint may also be referred to the Accrediting Council for Independent Colleges and Schools, 750 First Street, NE, Suite 980, Washington, DC 20002-4241, telephone (202) 336-6780.

Provide a copy of a current Certificate of Authority provided by the applicant's home state and the Iowa Secretary of State.

**Please see Attachment 14: Indiana and Iowa, Secretary of State Certificates of Authorization.**

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Provide the U.S. Department of Education cohort default rate for each associated organizational entity for which the U.S. Department of Education reports a cohort default rate.

**Please see Attachment 15: ITT Technical Institute main and branch location cohort default rates as reported by the U.S. Department of Education.**

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Provide the average debt upon graduation of individuals completing programs at each branch location and the entire organization,

**Although in the current economy students are borrowing more from various sources to cover college costs, the institution does not track or capture individual personal financial debt loads at the campus or corporate level.**

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Provide the U. S. Department of Education cohort graduation rate for each branch location and the total organization, showing rates for graduates of diploma, two-year, and four-year, programs if those rates are reported to the U. S. Department of Education National Center for Education Statistics.

**ITT Technical Institute, Spokane Valley, will be the main campus for ITT Technical Institute, Cedar Rapids. The graduation rate for ITT Technical Institute, Spokane Valley, as reported in the campus 2008 IPEDS submission, was 36.5%. ITT Technical Institute does not report a graduation rate for the total organization.**

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**SIGNATURE**

**Applicant School Chief Executive Officer**

Kevin M. Modany

Name

Chief Executive Officer

Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**If any information in this application changes between the time of application Commission action, the school must inform the Commission by filing an Amended Application clearly indicating the information which is being amended. Amendments must be received before the Commission takes action.**