

Trends in Military & Student Veteran Complaints

About DeVry University

300 different servicemembers, veterans, and their dependents brought complaints to Veterans Education Success about issues they had with DeVry University. This document contains the narratives of 193 complainants and organizes the complaints by the types of harm they raise and provides context and background information. For each type of harm, a list of narratives organized by final year of attendance is included.

Comparison of Complaints Received by VES to Complaints Received by VA

The chart below compares the closed complaints VA has against DeVry and the complaints received by Veterans Education Success.

	VA Complaints	VES Complaints	VA %	VES %
Totals	153	266	-	-
Financial Issues	95	196	62%	73%
Quality of Education	25	91	16%	34%
Refund Issues	15	33	10%	12%
Recruiting/Marketing	24	75	16%	28%
Accreditation	17	75	11%	28%
Change in Degree Plan/Req's	10	28	7%	10%
Student Loans	61	151	40%	57%
Grade Policy	10	28	7%	10%
Transfer of Credits	27	68	18%	25%
Post-Graduation Job Opport's	30	73	20%	27%
Release of Transcripts	14	41	9%	15%

In every category, more students complained to Veterans Education Success (VES) than are reported in VA's closed cases. Several areas of complaint are similarly common both at VA and VES. For example, financial issues and student loan problems are the top issue DeVry students complain the most about – both among cases handled at VA and those received by VES.

Post-graduation job opportunities was the third highest category of complaint in VA's cases, but was a less frequent concern raised by complaints to VES, and, indeed, does not break the top five concerns raised to VES. Quality of education, the third most frequent complaint received by VES, has more than double the percentage of student complaints than among VA's closed cases. Other frequent issues raised by students are transfer of credits and accreditation (which

often go hand in hand, as accreditation affects the transferability of a school's credits) and deceptive recruiting or marketing.

Whistleblowers: Deceptive Recruiting

In June of 2013, the U.S. Senate Committee on Appropriations, Subcommittee on Defense held a hearing regarding the deceptive recruiting of servicemembers. Christopher Neiweem, a former military recruiter for DeVry University, testified before the Senate on DeVry's recruitment practices targeting military students. Four other DeVry recruiters sent letters to the subcommittee to outline their experiences recruiting students.¹

Neiweem testified that DeVry has a "business culture which emphasized hasty enrollment over... student needs."² Neiweem was employed in the military recruiting division and told to recruit from "the military gravy train" for the purpose of DeVry's 90/10 compliance. He was expected to put "asses in classes," even active duty service members in hot war zones. Christopher Gross, another military recruiter whistleblower also was told by DeVry management that he was expected to "put asses in classes."³ Both Gross and Neiweem were told introduce themselves to potential students not as recruiters or admissions professionals, but as "military advisers," unaffiliated with DeVry. This allowed them to give the impression that their job was to help servicemembers make the best educational decision, when in reality, they were selling DeVry. Many servicemembers they recruited believed them to be affiliated with the Pentagon or other military establishments, which made servicemembers trust them and give their "advice" credence.

Both whistleblowers explained that they were expected to lie to servicemembers to get them to enroll. Servicemembers were told that as long as they had an internet connection they could get their degree. This obfuscated the fact that in order to pass DeVry's classes, students needed to log in and participate in online discussions for 60 minutes three times a week as well as complete outside homework that needed to be submitted on time. Gross said he was also instructed to make misleading statements about job prospects, how quickly a student could receive their degree, or how easy it would be to get grants or scholarships.

¹ <http://veteranseducationsuccess.org/senate-investigation/>

² Christopher Neiweem, Senate Appropriations Committee –Defense Subcommittee; 2013.

<https://static1.squarespace.com/static/556718b2e4b02e470eb1b186/t/578655d859cc6899186942a8/1468421592421/Vets+-+Neiweem+Testimony+%28DeVry%29+Durbin.pdf>

³ Christopher Gross.

<https://static1.squarespace.com/static/556718b2e4b02e470eb1b186/t/5786951d579fb3efea7e1ad5/1468437789963/Vets%2B-%2BDeVry%2B-%2BChristopher%2BGross%2BLetter.pdf>

Vonn Helwig⁴, a non-military specific recruiter for DeVry, wrote to the Senate Committee that he was also told to mislead students on their financial aid packages. He was only allowed to tell students that they were “completely covered on tuition with grants and loans” and not elaborate any further. This meant that students often had no idea where money was coming to pay for school.

Lucas Janchenko⁵, another non-military recruiter for DeVry, wrote to the Senate Committee that he applied for an “inside sales role for a Fortune 1000 company” and was hired because he stated outright that he wanted “to make money for the company and [him]self.” The payment structure was designed to incentivize those who brought in more students. If they hit their recruitment targets, their pay would go up; if they didn’t it went down. Bonuses were given to those recruiters who exceeded their goals. They were asked to keep quiet because “it would be in direct violation [of] the federal guidelines when it came to incentive pay.” DeVry would fire recruiters who did not meet their numbers. A third non-military recruiter, Jason Lane,⁶ wrote to the Senate Committee that he remembers constantly “working out of fear.” The pressure was so intense he had to be prescribed anti-anxiety medication to keep working at this job.

All three non-military recruiters recounted going through SPIN training “where you are taught to overcome the objections immediately and to find their pain, and squeeze.”⁷ They were taught to overcome any financial objections by saying “how could you afford *not* to go”⁸ and were sent links to clips from *Boiler Room* and *Glengary Glen Ross* to drive them to sell.⁹ Vonn Helwig was told that “if they cry they will apply.”¹⁰

Student Complaints

Financial Issues

The largest complaint VES received from DeVry students are complaints about the finances. Students report that, during the recruiting phase, they are often promised a much lower tuition than what is given. For example, student MZ was told her military benefits and the yellow

⁴ Vonn Helwig.

<https://static1.squarespace.com/static/556718b2e4b02e470eb1b186/t/578d50cf9de4bb1397d55efd/1468879055765/Vets%2B-%2BDeVry%2B-%2BVonn%2BHelwig+%285%29.pdf>

⁵ Lucas Janchecko.

<http://static1.squarespace.com/static/556718b2e4b02e470eb1b186/t/56cdfb6e20c6473581b7c25b/1456339822862/Janchenko+Letter.pdf>

⁶ Jason Lane.

<https://static1.squarespace.com/static/556718b2e4b02e470eb1b186/t/578d5123cd0f68e7be1dbed1/1468879139703/Vets%2B-%2BDeVry%2B-%2BJason%2BLane+%287%29.pdf>

⁷ Christopher Gross’s letter.

⁸ Jason Lane’s letter.

⁹ Lucas Janchecko’s letter.

¹⁰ Vonn Helwig’s letter.

ribbon program would cover the entire cost of school. She found out a year later that she was in debt to DeVry; she is now in collection. Students have also found out that they are being charged different amounts than their classmates, or that the “discount” they were promised is actually the normal base price for tuition. Some also report hidden fees that appear after enrollment. For example, student KK had to keep paying out of pocket for different costs and fees that were not originally disclosed when he was recruited. Recruiters were also instructed not to mention the cost of classes during enrollment or what student loan repayments could look like¹¹. These financial misrepresentations make it especially difficult for students to accurately assess how much the school will cost and whether they can afford it.

LF, final year of attendance 2015 - When I spoke to student services with DeVry prior to enrolling I was told that my GI bill along with federal aid would cover my four-year degree. The last semester I received a bill prior to graduation in the amount of \$2,000.00 saying that this amount would not be covered and in order to get access to my official transcripts I would have to pay this amount out of pocket.

MZ, final year of attendance 2015 - I received my bachelor's degree from DeVry University Orlando. Upon completion they claimed that I owe over \$1,200. I used the GI Bill & yellow ribbon so that I wouldn't owe anything. My financial advisors always told me that either the VA or the school would cover the balance because of the yellow ribbon. However, a year later I still have collectors coming after me for this amount.

KK, final year of attendance 2015 - I was told that I owed a balance because my FTA and other associated VA benefits didn't cover it, so I paid out of pocket only to later find out that I owed more, and I had to pay that as well.

TN, final year of attendance 2014 - I was told that I would not have enough to cover the cost of my whole tuition. I sought private loans and I also had a month left on my G.I. Bill which DeVry said that I need to max out. Months later I received an email stating that a debit had been created in my name due to a class that I had already received credit for. When I first started attending DeVry, I submitted all other transcripts from my previous colleges and military education which I was not granted any credits. All of a sudden I have credits from something that I had not been notified about. I have tried to talk to them but only get the run around.

AW, final year of attendance 2014 - I went to DeVry for a few months using T.A. and a Pell grant, all money went to the school. I get a call saying I owe money. I'm an active duty Soldier and have never had to come out of pocket for school.

¹¹ Christopher Gross.

<https://static1.squarespace.com/static/556718b2e4b02e470eb1b186/t/5786951d579fb3efea7e1ad5/1468437789963/Vets%2B-%2BDeVry%2B-%2BChristopher%2BGross%2BLetter.pdf>. Vonn Helwig.

<https://static1.squarespace.com/static/556718b2e4b02e470eb1b186/t/578d50cf9de4bb1397d55efd/1468879055765/Vets%2B-%2BDeVry%2B-%2BVonn%2BHelwig+%285%29.pdf>.

AF, final year of attendance 2014 - While at DeVry, I ended up taking out more loans and still owing them money each semester.

AO, final year of attendance 2014 - For two classes my bill was \$3,700+ not including a ridiculous \$1,800 interest charge.

MW, final year of attendance 2014 - I have been charged for going to the school when I wasn't enrolled for that semester.

FM, final year of attendance 2013 - I tried dropping out the class on the third week but I was told that it was already too late and they will have to charge the VA full amount. They've charged the VA full amount and now the VA wants me to pay the fees and charges. They also made me pay for health insurance even though I already have my own insurance.

JP, final year of attendance 2013 - The tuition was extremely expensive and I felt that teaching myself mathematics was not what I was expecting. I feel I was taken advantage of and pressured to hurry up and enroll.

DM, final year of attendance 2013 - All my loans were beginning to charge me, and my financial aid got twisted and messed up so I'm not allowed to register for classes without paying \$500. On my behalf I feel that this was not my mistake, and I can't even continue my education because of the loan charges that are being placed upon me.

AH, final year of attendance 2013 - They are supposed to abide by the contract I signed when I started; offer classes for one amount of money for the first 6 credits, but then after 7 credits be half the price. I have been taking almost nothing less than 8 credits each and been charged at full price.

CW, final year of attendance 2012 - I was contacted by a DeVry student counselor at my place of business. I explained that I would love to go back and get my B.S but my VA eligibility had expired. I did not want to rack up huge debts because of student loans. I was assured that my loan would cover the cost of my program and if not I could reapply. Now my loan is nearly exhausted and I am only at 90% completion for my degree.

DM, final year of attendance 2012 - DeVry University was close to where I lived in Federal Way, WA. I already had an Associate's Degree in Business Administration from Kaplan University prior to attending. I transferred what credits I could, and then proceeded to graduate with Honors with a Bachelors in Multimedia Design and Development. Having used some of my GI Bill at Kaplan, I suspected that I would have to take out some student loans before graduation. I did not anticipate having over \$28k in debt! The tuition seemed extreme, but by the time I figured that out I felt I was committed.

KD, final year of attendance 2012 - I withdrew from the courses I was enrolled in at DeVry University due to the fact that my Aunt passed away from stage 4 lung and adrenal cancer. I called and spoke to my student services coordinator about the situation and explained that with everything going on, it was more than I was able to take on at that time. DeVry University withdrew me from the classes and refused to allow me to enroll in further future courses until

this classes are paid in full despite the fact that I was receiving military Montgomery GI bill assistance and the school received money directly.

CI, final year of attendance 2012 - They would not release my transcript because, somehow, I owed them money, when I used my GI bill to pay.

GC, final year of attendance 2012 - Class cost was very high at \$2,200 per class. It used up all of my \$40,000 GI Bill and student loans are high. They didn't disclose it would cost that much.

TH, final year of attendance 2012 - They dropped me from class so now I have to pay back over 4 thousand. I was on military orders through the National Guard, for military school.

AV, final year of attendance 2012 - I wanted to just use my GI Bill and FAFSA grant. They signed me up for a loan just in case. They charged me for credits without consulting me. Then they say my GI is out and just charged me without telling me. If I have known, I would have to postpone the next quarter.

ET, final year of attendance 2011 - I was told that my student loan would be in the amount of 10,000.00 dollars to finish. They charged 17,000.00 dollars without asking. I felt that they did not inform correctly on the cost and completion time.

DM, final year of attendance 2011 - I felt totally screwed by DeVry University. As a disabled veteran I was misled on costs and my benefits.

KW, final year of attendance 2011 - Prices were outrageously high and they hid the ball on that.

JH, final year of attendance 2011 - I feel as if I was over charged and my refunds weren't as much as they should have been.

JF, final year of attendance 2011 - I was sent info from DeVry about using my Education Benefits for college and told I could live off the money I received back. The money I received was loan money. I was 12 credits from finishing the Bachelor's in Network Management when my benefits ran out and I was told I owe the school 600.00 before I could complete the course. I am still out of work and owe more than what my Education cost was. I was recruited and not left alone till I signed up for a program.

DW, final year of attendance 2011 - I have been told that I was over charged while on active duty.

SA, final year of attendance 2011 - I paid about 15 thousand dollars to the school directly and still ended up with almost 80,000 dollars in debt. I've been told the accreditation isn't good enough for transferring or attending masters programs even though I was told it was during recruitment. I'm unsure where most of the money I paid them went considering I had almost 80 thousand in loans for online school.

EW, final year of attendance 2010 - I was charged a fortune for tuition. Due to the high cost I had to take out a bunch of student loans. They never made it clear how much all of this would cost.

CM, final year of attendance 2010 - Poor financial aid services and outrageous hidden fees has left me with \$18000 student loan debt and no degree.

TJ, final year of attendance 2010 - I got a student loan and Pell grant but the school still says I owe them \$4,000 and won't release a transcript until paid. I don't understand how I could still owe them money.

CH, final year of attendance 2010 - DeVry ended up being much more expensive than I was informed of. I had to pay out of pocket for more than I was told, and I was limited to what degree I could take in order to use the AUABC program and not lose all of my community college of the Air Force associate degree credits. I was hooked into it and was too far along in the program to stop and transfer so I paid the expense and finished. I only wish I knew about for profit colleges prior to enrolling, I probably wouldn't be in debt now.

RH, final year of attendance 2010 - DeVry admits to sending me refunds then stating for some reason I was not entitled to the refund, and requesting me to repay. I used FASFA; my G.I. bill and still they say I owe them an est. \$2500 to get my transcripts. Also I ended up with over \$11,000 in student loan debt.

RD, final year of attendance 2010 - I was told that if I was applying for a student loan through FAFSA I would get it released to me within a few days of receiving it. It took sometimes months.

SB, final year of attendance 2010 - They said that I still owed about 1500 in tuition fees; I don't understand how I can still owe them money.

CH, final year of attendance 2010 - The tuition was always hard to understand it seemed one month was caught up but the next month a different number. No one ever seemed able to explain it.

JC, final year of attendance 2010 - DeVry University did not give me the military rate for tuition during the same periods of enrollment that they accepted tuition assistance and other military based federal funding. Although they have made some refunds, they have still placed tuition fees on my credit report.

SJ, final year of attendance 2010 - I was told by DeVry that my tuition costs when I finished were one number, but when I finished it was about \$20,000 more.

JO, final year of attendance 2010 - I was just shocked that after one semester I owe \$5000.

GA, final year of attendance 2010 - I enrolled as a student in Atlanta to DeVry University for further my education in 2010. I am a retired veteran who medically retired in Oct 2009 and used Post 9/11 for the entirety of my time at the school. Upon graduating from the school and clearing the institution's financial aid department, I was notified that I had a debt on file and that the school would be holding my diploma unless I paid this debt in full. Even though I used Post 9/11, financial aid and student loans I still inquired a debt from the school. I was told that the debt came from an oversight on their part that they didn't catch until I was selected to be one of the few individuals who attended DeVry to be a part of a random audit. I disputed the issue and even tried to explain that it was impossible for me to inquire a debt because I had

never had a debt before and my tuition was covered by the Post 9/11 and federal student aid. I was unable to enter directly into my field upon graduating, forced to find any type of work closely related to my field and hoping that someone would give me work based off of old transcripts. I eventually had to go back to school into another career field because I was not able to get this issue resolved and provide for my family. I felt like all my time at DeVry was a waste because without my degree and transcripts I was unable find a job that was willing to pay me anything more than minimum wage.

JG, final year of attendance 2009 - I attended DeVry University and I used my GI bill while attending the school. Now I have a balance with DeVry, which they didn't inform me of, and it is now on my credit as due balance lowering my score and it's hard to get a car because of this.

MP, final year of attendance 2009 - I signed for a \$40k bachelor degree but end up being double.

HO, final year of attendance 2009 - I have almost \$50,000 of debt from DeVry and no degree. I didn't know it would be so expensive.

JZ, final year of attendance 2009 - I actually attended DeVry in Irving, TX, but had to stop and my financial aid got messed up and wasn't stopped when I no longer attended, but they didn't show that in the records. So when I continued on my schools told me I did not have enough financial aid to complete my degree.

BG, final year of attendance 2009 - Going through my bachelor's I wasn't given a military discount I was promised.

MR, final year of attendance 2009 - I'm still paying DeVry over \$10,000.00 out of pocket after obtaining my bachelor's degree and still cannot gain access to my transcripts.

GD, final year of attendance 2008 - I was getting deployed to Iraq I handed my orders to the registrar office and they said ok no worries, I come home months later and I have 12,000 debt and I owe DeVry \$825.00 because I did not dropped the classes on time? I handed my orders to them as proof I couldn't take the classes since the internet wasn't always reliable do to we got hit every other night! Now I have a huge debt and no degree to show for.

WP, final year of attendance 2008 - DeVry never made me feel like it was about the education. My entire degree with them to this point has been overshadowed by the stress of their financial system. I'm currently on financial hold over a class that I still owe \$3000. They also singled me out every year for tax verification. I feel like I am being harassed.

ER, final year of attendance 2008 - I'm approximately \$5,000 behind in loan repayments because I can't afford paying them back at \$800.00 per month. I've tried consolidating my loans, but even that requires a down payment I can't afford. DeVry is expensive and they never explained that. My tuition assistance only covered \$750 per class and each class cost over \$2100.

MF, final year of attendance 2007 - They lied about fees and army credits.

GM, final year of attendance 2007 - I did not know and was not consulted about veteran options on tuition.

BB, final year of attendance 2007 - A recruiter came to our National Guard unit and signed many people up promising us discounted rates and debt that should not exceed \$10,000 for a Bachelor's degree. I was set up to get a military discounted rate for attending classes. I was told that I would have to take between 12-23 credit hours to maintain this status although that was not part of the initial agreement and would have to take on student loan debt. After the first quarter at school I noticed discrepancies. Even with the REAP 1607 GI Bill and Federal Tuition assistance I always ended up owing the school money. I ended up with over \$25,000 in school debt that I should not have had between tuition hikes that were against the original agreement with the school and other means that to this day I still do not know how I accrued the debt.

OS, final year of attendance 2007 - Was being charged the regular rate when I was supposed to be charged the military rate. My loans got screwed up and I owe a balance to the school and \$92K for two Master's degrees. I believe something is wrong. That's two high for two degrees from the same school when credits were taken from other degrees.

BM, final year of attendance 2006 - DeVry University did not ensure to make it a priority to educate me about the funding costs and comparisons to other state institutions and only insisted that it be known that my benefits would enough to fund my education.

AA, final year of attendance 2006 - DeVry claimed I had to pay out of pocket what TA would not cover and while I was working with a counselor placed my account in arrears and in turn hurt my credit for many years.

MB, final year of attendance 2005 - My biggest problem was that I was forced into student loans because DeVry would not wait for my GI Bill payment for me to start class. They forced me into debt that I shouldn't have incurred.

AS, final year of attendance 2003 - When I inquired about the price, they give me an amount, throughout the years, that amount increased very significantly. When I asked about payments, they said the Montgomery GI Bill was going to cover all. Short after that I had to start asking for student loans. They also promised me that when I got the student loans, that would also cover my child's daycare, all books and supplies, even rent. That wasn't the case.

Student Loans

Students who use the GI Bill and other related military benefits are in a unique position, because they usually do not need student loans to complete their schooling. But VA benefits take longer to process than student loans and are often late to arrive to the school. Colleges with a cash flow problem often attempt to "manage" their accounts receivables and mitigate the slow VA funds by pushing the veteran to take out student loans, even if the veteran doesn't need them. Many students report they were told by college administrators to fill out the FAFSA form to see if they were eligible for any grants and are promised that any money they get is

from grants only, no loans. Of course, a FAFSA is not limited to only grants. Many students complained that after they graduated, they found out that DeVry took out substantial loans in their names that they will have to pay back. For example, student NW was told that everything was covered by his Post 9/11 GI Bill benefits, but when he left he found out he had a \$5,000 loan he did not sign up for. Similarly, AN was signed up for a \$15,000 loan without his knowledge. And EC had a private loan taken out without her knowledge. Private loans do not have the same forbearance or interest rate rules, which can make them even harder to pay off.

SG, final year of attendance 2016 - GI bill paid for school for the most part but DeVry took loans out when there was no need to if the GI bill was paying 100%. So when the loan would hit my school account they would issue me a refund, instead of sending it back. I'm now 100k in debt. Student finance is and has always been shady.

EV, final year of attendance 2015 - They told me everything was covered by my GI bill and financial aid but they also signed me up for a loan one day without my authorization.

JM, final year of attendance 2015 - I told the recruiter when I signed up that I couldn't afford any payment plan since I didn't have enough financial aid to cover the cost of tuition. After a few minutes the recruiter came back and said that I received a scholarship that would help cover the costs. When I started class, there was no evidence of any scholarship in my account, but there was a balance due of about \$1400. I called the recruiter and she said she forgot to submit the scholarship application. And she would get to it next week. This was a continuous conversation and the scholarship never appeared. The recruiter lied to me to get me signed up and now I have loans for a degree I can't complete.

AJ, final year of attendance 2014 - I was at DeVry for about a year when I started to have a balance on my school loan. For more than 18 months this was happening and no one could explain the balance to me. Then someone from student finance stated that it was a payback to VA. The VA said it was not and after being pushed around for two years I had to be out of school for a debt that I have just found out was from some payment for a pass option.

DF, final year of attendance 2014 - I got accepted for a Stafford Loan but did not need it. After a few months we decided to cancel the loan. When the loan was canceled I received \$ 5,194. I assumed that it was left over money that DeVry was refunding me because I had a balance on the account. They never informed me, which I feel wouldn't have been very difficult for them to send me an e-mail saying "hey this needs to go back to the loan so don't use it." Just like any young adult in their 20's I had bills to pay so I have been making payments for the last year. I currently have \$4,344 left to pay. I feel that this is due to DeVry's inability to communicate accurately.

HM, final year of attendance 2013 - I needed 5k in student loans to finish school. DeVry authorized 20k without my consent and it wasn't able to be fixed. I now have \$20,000 in school loans of which only \$5,000 was agreed on. The financial aid officer refused to correct the problem.

SC, final year of attendance 2013 - DeVry setup me high interest student loan for me while I was in school without my permission.

NW, final year of attendance 2013 - I have about \$5,000 in student loans while attending DeVry that I did not know I accepted. Everything was supposed to be covered through my post 9/11 GI Bill.

JH, final year of attendance 2013 - I was told that 100% was covered but then once it was enrolled I was told I needed to take student loans in order to pay for additional fees.

CJ, final year of attendance 2012 - I was attending DeVry trying to get my bachelors in business management and I had over 60 thousand in school loans even with using my GI bill.

ED, final year of attendance 2012 - I feel like I was misled into believing that I was awarded financial aid like grants, and not that it was specifically a loan.

AM, final year of attendance 2012 - DeVry told me as long as I had FASFA I wouldn't have to repay my loans from the government. Now as I have finished school there they are trying to get me to pay those loans back I used in which the GI Bill did not cover.

JD, final year of attendance 2011 - They didn't tell me I was taking a loan out. I thought I was filling out papers for my GI bill and by the time I realized what was going on it was too late; I was already in debt.

DB, final year of attendance 2011 - I was told that I wouldn't have to pay anything but I got \$7000.00 school loan debt.

SC, final year of attendance 2011 - When the GI Bill was "capped", DeVry made little effort to inform me thus resulting in \$20k in student loans.

CH, final year of attendance 2011 - I was misled on loans for college by DeVry.

BT, final year of attendance 2011 - I was directed into business technical management with a concentration in project management. Once enrolled, I was told I needed to take out a loan. The amount wasn't clearly discussed and with my GI bill shouldn't have totaled \$40,000 which is what I am stuck paying. I could have gone and paid out of pocket to any other school. I feel totally ripped off and feel cheated that my GI Bill didn't seem to cover my education, which was the main reason I joined the service.

MH, final year of attendance 2010 - I didn't think I was going to have to come out of pocket so much. I thought my GI Bill would cover all the cost. Twenty thousand in student loan later I'm pretty disappointed.

JN, final year of attendance 2010 - I specifically asked if the money I was receiving were loans. DeVry promised me they were grants that I wouldn't have to pay back. That turned out to be a lie. I left school with \$14,000 worth of debt.

CL, final year of attendance 2010 - I currently have a \$450 a month payment in student loans from attending DeVry University. I don't know if I will be able to continue making these payments as they will go up every two years and it seems like I will never get done paying back over \$40k in loans!

RH, final year of attendance 2010 - I took out a \$3, 700 student loan to get me situated on my move back to Ohio and now they are garnishing my wages saying I owe them almost \$80,000 in school loans.

CS, final year of attendance 2009 - I thought that the student loans would only be used if my GI Bill didn't cover everything and that I would only get refunds after all the student loan was paid back by DeVry. Now I have over 60,000 in debt after being told that my credits were \$250 a credit rather than \$500. That meant that my degree would have cost about 35K. Now I owe over 60K in student loans.

EC, final year of attendance 2009 - When I was granted a forbearance on my school loans, I discovered that DeVry had established another private loan for me as well that was not included in the forbearance. Because of that, I ended up with a 90-day late payment record on my credit report.

JF, final year of attendance 2009 - I was signed up for a student loan even though I was using Post 9/11.

LS, final year of attendance 2009 - I remember asking the financial personnel at DeVry if the loan was only going to be for what the class costs or for a certain amount. Next thing I knew I had a \$30,000 + debt.

AS, final year of attendance 2009 - I was misled about several loans I unknowingly acquired during that period of time which were presented to me as being grants as opposed to a loan I would eventually have to repay. This struck me as strange because I was receiving the G.I. Bill, but the adviser (who has since been fired) pressured me into these loans all the while assuring me everything was good, as in these are NOT loans.

LC, final year of attendance 2009 - I was told that I could get grants for some of my classes and instead it was loans.

RC, final year of attendance 2009 - I was newly part of the United States Air Force and decided to make use of my GI Bill. Before I ever got to speak to a VA rep, DeVry admissions railroaded me through the process and in doing so signed me up for several student loans. It was only after this was done that I was able to see a VA rep and fill out the paperwork for my GI bill. Due to this I've had to start and stop my education several times. I didn't find out until later that I had debt.

AR, final year of attendance 2008 - I went to DeVry in 2008 and they made me take a student loan through Sallie Mae. I told them I do not want or need a loan but was told it was required. I accumulated interest on my loan but I paid the entire loan off a few years ago.

CM, final year of attendance 2007 - I've went on and off over the years but at one point, I somehow ended up with school loans amounting to over \$10,000.

CL, final year of attendance 2006 - I filled out paperwork class got started things were going well. Next thing I know I am getting letters in the mail about student loans that I had apparently take out. I tried to get through to someone in the financial aid office and it took

almost a month to get someone to return my call now I have a huge student loan that I have to pay back when I should have been using my GI Bill like I was told I was. Not to mention that the credits do not transfer to anywhere.

DR, final year of attendance 2003 - They charged me outside of the student loan for fees and signed me up for a loan I didn't know about so now I owe Sallie Mae and DeVry.

Education Benefits Mismanagement

DeVry had a sizeable number of complaints from students who had their benefits mismanaged. While this is very similar to students who have had financial issues, these issues center around the management of VA and military benefits. This includes not certifying eligibility in a timely manner or forcing a student to take out loans for school because VA did not disburse payment quickly. For example, PC had to keep taking out loans to stay enrolled in DeVry because they were constantly mismanaging the certification process. She states that she tried to stay on top of the process but, "I still encountered mishaps one after another from the fault of my school. It seemed as if by the time my enrollment was certified for the VA, my loans would already disburse to my student account. By the time I would make a payment to DeVry, it did not take into account the interest that would be added. So though my GI Bill covered 70% of my education, somehow at the end of my time at DeVry, I now owe over \$80K in student loans." This means she had to pay back loans, with interest, that she never would have incurred otherwise if they had certified in a timely manner. DeVry also double billed students like DW, charging both the VA and the student personally for classes.

RM, final year of attendance 2015 - I was misled by a DeVry they kept enrolling me in classes that the GI Bill would not cover.

NR, final year of attendance 2015 - I was employed at the time with DeVry and they told me I couldn't qualify for the "vet programs or scholarships because I was employed by them and using employee assistance." However then when I used the max I could've for the year they didn't advise me of that and changed my funding after the drop date so I essentially was held responsible for 2k in tuition. Had I known that I wouldn't have taken classes the following session.

KS, final year of attendance 2014 - When I was enrolled at DeVry I was told that I needed to take classes that was required for me to advance to other classes, these I later found out never were covered by my GI Bill.

CI, final year of attendance 2014 - I was looking to going to school while I was in and they said that by going to DeVry that I can have a chance to earn a degree. While I was taking classes my tuition assistance was suspended and had to wait until it came back or I would have to use my Montgomery GI bill. Now I have to pay back a student loan in which I wasn't told about until the final class I took.

CD, final year of attendance 2013 - They stopped my GI Bill because my GPA dropped to a 2.99. I have gone into massive debt of federal loans due to the incapability of using my GI Bill all new to 1 grade in a class of D plus. Now I have a 3.1 GPA and they will still not back date me nor will they currently inactive my GI Bill because I have to wait at least a whole semester. I have been on academic probation since November of 2014 costing me tens of thousands of dollars in tuition fees.

DW, final year of attendance 2013 - DeVry gave me a class, and once I went to enroll in for next semester, I had a bill, for 3k. I told them that's not possible, I'm covered 100%, they said the post 911 wouldn't cover it, and they will not send it to them. So I called the VA, and they agreed that I was covered, but the law wouldn't let them talk to DeVry.

BL, final year of attendance 2012 - The school messed up my financial aid with the VA, sending billing info every month along with my monthly enrollment confirmation, often times sending the VA the wrong number of currently enrolled credit hours.

AC, final year of attendance 2012 - I got sick for a month with vertigo, pleading with the teachers to give me an F so that I do not get fined by the VA and to let me retake it at a later date. They chose to withdraw me from those classes, causing me to have to pay money back to the government which put me in debt.

JW, final year of attendance 2012 - I was enrolled in DeVry in which my Tuition Assistance was paying. I completed my 2012 semester and about a year later received a bill for \$1900 stating that it was never paid. I ended up paying the bill this year out of my pocket so they would release my transcripts and financial aid.

RC, final year of attendance 2011 - I was previously taking classes with DeVry using tuition assistance through the army. DeVry proceeded to change my major, and, while I was deployed, not process my change of finance from FAFSA to tuition assistance and charge me over \$6,500 with no recourse to take my tuition assistance after the fact.

CW, final year of attendance 2010 - I was told that I was going to have to come out of pocket \$7,000 dollars because DeVry didn't submit my paper work for my post 911 benefits. Then they put it on my credit report and I am now struggling to find a job and pay of the debt.

FF, final year of attendance 2010 - The VA team at DeVry screwed up the calculations on my GI Bill and instead of receiving funds for my education, they said I ended up owing them over \$1,500. As such I was unable to complete my final class for the MPA and a financial hold was placed on my transcripts. My account was turned over to a collection agency without Keller acknowledging the mistake.

ES, final year of attendance 2010 - I was originally told that I could not enroll full-time and qualify for Montgomery G.I. Bill full-time and that I had to enroll part-time for the first year; but when I called a year later I found out they were wrong.

PC, final year of attendance 2010 - I enrolled in DeVry University around 2010 and was forced to continue my Master's with them through Keller Graduate School of Management where I

recently graduated in 2015. Through a variety of issues with financing, working with the VA and a financial advisor back and forth to ensure everything was being processed correctly, I still encountered mishaps one after another from the fault of my school. It seemed as if by the time my enrollment was certified for the VA, my loans would already disburse to my student account. By the time I would make a payment to DeVry, it did not take into account the interest that would be added. So though my GI Bill covered 70% of my education, somehow at the end of my time at DeVry, I now owe over \$80K in student loans.

JL, final year of attendance 2009 - When I started DeVry they made me take out a loan through Sally Mae, until I was approved by the VA. After a year of going back and forth with the school and VA I was approved for The GI bill. DeVry stated the delay was due to they sent the VA the wrong SSN. Also a year after graduation DeVry sent me a \$500.00 and some bill. I eventually paid it and a year after that they reimbursed me saying it was their fault. However, they were threatening to put it as a credit claim.

BN, final year of attendance 2008 - I went in for an IT degree but wasn't sure and said maybe I would just go for business. They convinced me on IT everything was fine got GI money, then 3-4 months in the school wasn't accepted by GI bill for IT degree but was for business; but I would still have to pay back every cent to government.

AW, final year of attendance 2008 - DeVry falsely billed the VA which caused the VA to come after me for the payment. I tried to explain to the VA but they sent me to Treasury collections who garnished my check. I filled a FOIA with the VA who then took the matter seriously and investigated DeVry and found them at fault. However, I was never reimbursed.

GM, final year of attendance 2007 - I did not know and was not consulted about veteran options on tuition.

FL, final year of attendance 2007 - They didn't use any of my benefits when I asked them to.

CF, final year of attendance 2007 - I enrolled in DeVry University a short time after deploying to Iraq. The guidance counselor used heavy bait and switch tactics to get me to enroll as soon as possible, knowing it was already too late for me to apply for tuition assistance. So sure enough, I get a bill in the mail for \$2,000 and have no idea why. Well it turns out that it was WAY too late for any of my TA paperwork to be accepted, so they just billed me. Not to mention, TA only pays \$4,500 a year, how am I supposed to pay for a school that charges 2 and 3 thousand dollars a semester? Well the answer was that I wasn't able to. I had to drop out during my 3rd semester because the school did the exact same thing the 2nd semester and I now owed them around 5 grand. I simply could not afford another semester of them messing everything up.

TT, final year of attendance 2003 - I believe my Montgomery GI Bill benefits were used inappropriately. I believe DeVry may have been scamming myself or the VA.

JB, final year of attendance 2003 - I feel the school is over charging the VA per credit. My enrolling documents say one cost but my student account shows a higher amount.

JW, final year of attendance 2000 - Wasn't told I couldn't use my G.I. bill until I was already going to school.

Quality of Education

In commercials and in person, DeVry often promises a “high quality education” with “hands-on learning experiences.” Students who enrolled report the education is not what they were promised. Students report that the teachers are under-qualified or unqualified to teach the courses; all students pass classes, whether they deserve to or not; and students looking for a true collegiate experience end up teaching themselves. For example, student GM stated that the curriculum was “spoon fed” to students and was a “waste of time.” Students also complain that DeVry’s eight week courses do not offer students the ability to master any material. For example, student MB complained that in his Java course “they had a textbook that was 800 pages and they did not cover even one third of it.” He rated his Java skills after the class as a three out of ten.

ER, final year of attendance 2015 - When I went to DeVry I just didn't feel as if I was learning anything new. It just seemed like they were going to skim me along all these classes and not learn anything.

JG, final year of attendance 2014 - I only had two great classes where I felt I learned something.

SG, final year of attendance 2014 - While attending DeVry I would have constant technical issues with their site submitting my work or taking test which placed me on academic probation. After passing my class which mostly was an intro class to electronic engineering with a B, I checked my other class and saw that I only had a 500 out of 1000 points. I check the class and see that my final had not been submitted. I call the professor who taught the class and ask him why and he informs me that he has left the school. No warning or anything. I submit an appeal to have the academic suspension dropped because it was an obvious accident to which their tech department can testify to after having my sign into the class and see if I could access the exam I did so resulting in the exam showing a 2 of 2 attempts tried. The end result would have resulted in a passed class with the extra credit work done in class which also had not been submitted. No one besides the tech support supervisor on campus and the woman at the front desk attempted to help me or hear me out. I didn't even get a human composed email. I got an automated message saying I was suspended academically.

GM, final year of attendance 2013 - I received a sub-standard education. All the curriculum was power point, expensive textbooks, and spoon fed term papers.

CC, final year of attendance 2013 - I was told that I would have help within a 24 hour period if I had any issues with homework! I would not hear back until after assignments were due!

AT, final year of attendance 2013 - I joined DeVry because they promised me high level education that will compete in today's market. I attended a community college and feel like the level of training trumped DeVry.

SM, final year of attendance 2012 - I kept telling my advisor that 8 weeks was too short to learn the math classes but I was ignored. In my calculus 1 class I kept asking the teacher for help and he kept saying he would set up a time for 1 on 1 tutoring but never did. I tried asking fellow students for help in our discussions page and the teacher would immediately comment after that he would set up a 1 on 1 tutoring.

JW, final year of attendance 2012 - The education was a joke and not even close to worth the cost.

MK, final year of attendance 2010 - I enrolled in DeVry in Electrical Engineering. I completed a year driving over an hour to the campus to take classes. I needed to complete a class in Computer 101 as a prerequisite for other classes. This meant that I couldn't fulfill my full-time status to get fully paid. I still took the class, and failed miserably because I have no knowledge of computer programming and the teacher refused to actually teach. He would write a program on the board and sit at his desk the entire 2-hour class not answering questions. He was not a teacher in fact, but in between jobs computer programmer. I appealed my grade twice and was promised a response that never came.

MS, final year of attendance 2010 - I was supposed to learn about information security and they only taught me maybe four classes and I felt I should have had at least 8 or so to address what my degree was supposed to be not just a couple like that gave me.

JG, final year of attendance 2006 - Felt like grading /education was subpar. I could easily get an A for just turning in all required homework. Testing was online so you could just look up the answers in a textbook or online.

TM, final year of attendance 2006 - I was told by DeVry that they would teach me certain skills to make programs and they never even went over the basic programming knowledge that was required to complete certain courses.

CD, final year of attendance 2005 - I feel the education is not good enough to benefit my career.

DL, final year of attendance 2005 - The schooling isn't worth the price.

JM, final year of attendance 2001 - They promised I would receive the exact same quality of education as a regular college. That was a lie.

Change in Degree Plan/Requirements

Changes in a student's program of study is a category of complaints by students who discover they do not have the degree they were promised. Students report they are lured in with the promise of a specific degree program, but then are switched into a different program without

their knowledge. A student, MB, was told that she was getting a degree in Human Resources, but when she graduated she found out her degree was actually in Technical Management. More commonly, students complain that suddenly classes are added to a program or the program changes slightly, and the student has to stay in class longer than expected. Students also have trouble dropping classes in a timely fashion and often incur fees and costs that weren't explained to them. Some students, like AM, were failed out of courses when he had to leave for active duty training. When AM was recruited he was promised that his service would be accommodated; it clearly was not. While these issues are all slightly different, their common element is misrepresentation about which programs DeVry offers and how those programs work.

AW, final year of attendance 2014 - I was told that I would not have enough to cover the cost of my whole tuition. I sought private loans and I also had a month left on my G.I. Bill which DeVry said that I need to max out. Months later I received an email stating that a debit had been created in my name due to a class that I had already received credit for. When I first started attending DeVry, I submitted all other transcripts from my previous colleges and military education which I was not granted any credits. All of a sudden I have credits from something that I had not been notified about. I have tried to talk to them but only get the run around.

RW, final year of attendance 2014 - I was a student at DeVry for a long time. They gave me credit for some classes that were transferred and then some from military experience. Had to take a break that was long then I wanted to due to military requirements and when I start back up I was told that I had to complete 7 more classes instead of only needing my last 3. This was about a total of \$2750 of more classes when I had already been given credit for them before by the university.

CK, final year of attendance 2013 - They continually changed scheduled classes, from campus to online, with no warning. Causing my VA and financial aid to be miscalculated, causing me to repay VA and the college for their mistakes. Also they closed the campus near me.

GY, final year of attendance 2013 - I was a DeVry student from 2012 to 2013. I was misled during my enrollment. I met Justin Raytay, Associate Director of Admissions when they had an open house at their Glendale Campus in Arizona. I provided DeVry with all my transcripts from my military, Golden West College, and University of Phoenix. I told him I was interested in their Bachelor of Science for Computer Information Systems because I would like to stay in the field of study that I work in. He said that shouldn't be a problem. When I enrolled in my first two classes, I noticed my degree showed online as Bachelor of Science for Technical Management. My Student Success Coach at the time, Autumn Miles would have me fill out a form to change my degree to Bachelor of Science for Computer Information System. After a couple of times filling out this form asking Autumn Miles for the status on my request of changing my degree, I wasn't getting information on my status. Autumn had setup my curriculum for my classes as I

was going to get my Bachelor of Science for Computer Information System. I had even completed some of the course work for Computer Information System. I thought I would be on track to get my Bachelor of Science for Computer Information System degree. I was trying to enroll in my next classes. I noticed I wasn't receiving any communications via phone or email back from Autumn Miles. I finally got a hold of someone from the Glendale Campus. They assigned me a new advisor. The new advisor was Rachel Munoz. I explained the situation with her that Autumn was trying to change my degree to BS of Computer Information System. Again, Rachel asked me to fill out a form to change degree. I received a quicker response from Rachel which I wasn't expecting. She stated "I touched base with the Dean of your academic studies and unfortunately, if you do not declare another concentration (which will add more classes) there is really no room to move your justice administration courses under the general technical specialty section anywhere." I would basically need to start all over to get the degree I wanted. If I knew that, I wouldn't have wasted my VA GI Bill and got a student load to pay the difference. I was averaging \$4750 for two classes per session. I had a total of 21 credits remaining to get my degree. This is if I took my remaining courses, Justice Administration courses. Justice Administration courses wasn't in my plans for my degree from DeVry. The courses I took at Golden West College had some criminal justice classes and general education classes. The way DeVry explained it to me in the beginning that these transfer credits from my Golden West College was going to as elective transfer credit not that I would have to take more justice administration courses to receive a degree from DeVry.

JG, final year of attendance 2012 – I got into an accident. Grades slipped during the time I attempted to raise my grades DeVry would turn down post 9/11 GI bill payments due to being in academic warning. Once out of the warning I could not attend school anymore due too financial warning.

CP, final year of attendance 2011 - I specifically said I needed on campus classes because I can't understand online classes and usually fail. However, they had classes on campus then the teacher left and they made no effort to get another. So I began taking online classes and as I got higher in my degree classes I began to fail the classes and they didn't have any tutors for that subject so I was told I would have to pay for one. I switched my major to the subject I had my AAS in and began taking classes however I couldn't understand that either and failed those online classes too. I dropped out on school until they brought teachers on campus after they forgot to apply for a student loan and left me owing \$3,500. DeVry fooled me into enrolling because I believed I would be learning from a teacher and that didn't happen the whole time for my key major classes for my degree.

JZ, final year of attendance 2010 - When I first enrolled into DeVry I was given a curriculum to follow in order to attain my degree in technical management. From beginning to end I was to follow the course curriculum in to receive my degree. As I neared the end of my degree I was told I needed to enroll into two more classes in order meet credit qualifications for graduation. I

asked why would they tell me the original curriculum did not reflect the extra classes but was told there were "mistakes" and the extra courses were "necessary". The extra courses we're nothing more than added electives which served no purpose to the core degree.

IW, final year of attendance 2010 - I attended DeVry University. I registered for the campus in Gurnee Illinois because it is ten minutes away from my house. I asked for the networking degree program and was signed up for business. The computer program on the Gurnee campus was canceled two sessions in and I have to drive around two hours in rush hour traffic to get to class on the Chicago campus.

BW, final year of attendance 2009 - I was taking a graduate certificate program for Project Management where I was injured in a car accident I notified the teacher and academic advising team and they did not allow me to drop the class and they failed me and charged me for the class even though I explained my situation!

TM, final year of attendance 2009 - During my time with DeVry the degree requirements changed at least three separate times and classes that I had already taken were now not required and couldn't be used for credit. After several years I still do not have a degree from DeVry.

MB, final year of attendance 2008 - I attended DeVry online and was thinking that I was getting a degree in Human Resources and upon completing my degree I found out that my degree was in Technical Management which really doesn't open any doors for me to apply for any jobs or even transfer all of the courses I've taken.

AM, final year of attendance 2008 - When I signed up for DeVry program computer forensics, I was a member in the US navy reserves and was told that the school caters to the needs and schedules of military members active and reserve, so when the time came that I had to do my required active training for 2 weeks, I was told by personnel that I would fail the course if I don't participate in the course during my required 2-week active training. I had no other choice but to not participate so when I got back from training I had learned that I was dropped from the course and had received a failing score for non-participation.

WN, final year of attendance 2006 - Enrolled to get my Bachelor's degree but was unable to be in country for my final semester and ultimately the student loan repayment would not let me sign back up for that final semester where I 'had' to be on campus for the senior project but all the other classes were primarily offered on campus or online.

Post-Graduation Employment Assistance

Students report that, during recruiting, DeVry promises substantive post-graduation assistance and job placement. DeVry students were consistently told that 90% of graduates get employment in their field within the first six months. In some advertisements, DeVry claimed that this has been the case for all their graduates "for more than 30 years." However, as the

U.S. Federal Trade Commission's complaint against DeVry details¹², DeVry counted graduates who did not get a job as a result of obtaining a degree as well as graduates who obtained jobs outside their field of study. DeVry also claimed that graduates obtain jobs that pay significantly more than graduates of other colleges and universities. But this has not been the case for students. For example, student CM found out through his own research that the majority of employers in his field would not accept DeVry's degree as requisite educational experience. And when student KP tried to get help from DeVry to find a job, he was sent to "career fairs hundreds of miles away."

RH, final year of attendance 2015 - There were no job placement or networking opportunities offered to Criminal Justice students.

JG, final year of attendance 2015 - DeVry university told me I could get a degree in 1/2 the time and get employment. I haven't had a job in my field yet and I'm about to have a master degree. Every company I've contacted through them have yet to call me back.

DK, final year of attendance 2015 - I continue each day seeking career opportunities in my field with rejected emails of not having enough experience for the job applied for. The school I attended encouraged me in applying for this program of education to increase my ability to get a career in Information Technology and Business that led to my usage of student loans that I do not ever see myself paying off.

LS, final year of attendance 2014 - I feel completely taken advantage of. I joined the Marines to help me go to college and be successful. I only incurred a large debt and employers do not recognize my credits from this school.

CP, final year of attendance 2014 - I am a retired active duty member and I got my degree from DeVry and found that they have no postgrad jobs in my area. All post grad job offers have come from the Seattle area. So I have to settle for jobs in my local area with far less pay and ones that in no way use my hard earned Degree.

WM, final year of attendance 2014 - School felt like I was buying a degree. Their job fair was nowhere in many of the fields they said or degree was tailored for. I had to use military resources to seek gainful employment.

RD, final year of attendance 2014 - I was informed that in order to advance my career that a degree was all that was necessary. However, what DeVry failed to do was do anything but send indeed links for career services and no actual training or experience for my field, which most small universities do in order to help with a job search. I am now currently in debt with a degree that is not useable by my current job and useless without experience. I currently work manual labor as a machine operator, and i have a 4 year degree from DeVry in technical management, concentrated in accounting. I was also informed that the degree was in fact listed

¹² <https://www.ftc.gov/system/files/documents/cases/160127devrycmpt.pdf>

as an accounting degree with most if not all the same classes, but employers have informed me that they do not see it as an accounting degree when discussing it at interviews.

MH, final year of attendance 2013 - I still can't find a job because DeVry didn't offer any Certification classes to go along with my degree.

MM, final year of attendance 2012 - Found out through my employer that a degree from DeVry is not recognized as an applicable degree (Dept. of Defense).

KW, final year of attendance 2012 - I haven't had a job offer since I graduated.

BC, final year of attendance 2012 - I attended DeVry for my undergraduate and Keller Graduate School of Management (DeVry) with a dual Master's in Project Management and Business Administration. I served for 11 years and cannot find a job. I can't even get an interview.

ER, final year of attendance 2012 - They never once helped me with job placement as they promised they would.

RB, final year of attendance 2011 - I was told the degree would be the same as any other 4-year degree. After using my entire GI Bill for my undergraduate and Master's degree I can't find a decent job in my selective field.

JG, final year of attendance 2011 - My main complaint is that I took an enormous amount of loans which has me in deeply in debt by about \$110,000 but I am not getting the jobs or job interviews that were promised as a part of their recruitment. They said an average of 92 percent of graduates would be working in their field of study or at least close to it within 6 months of graduating. I've graduated with my BS in 2008 and my MBA and MPM in 2010 and 2011 and still have not found anything.

DB, final year of attendance 2011 - I enrolled for the bachelor degree in Networking and Communications, and was sold a story that there was a lot of high paying positions out there. I believed the degree would lead to a cisco certification and the college did little to help with the process.

MM, final year of attendance 2010 - I have not been able to get a job after attending DeVry. Most employers ask for training/experience in the field, DeVry University does not offer co-op or internships like most university giving their students an opportunity to get experience. I graduated 3 years ago and owe on loans I cannot afford because I have no job. My Degree of Technical Management means nothing to Employers.

CM, final year of attendance 2010 - After some research I have found that a majority of employers don't accept for profit university credits. DeVry was misleading about this from the get go and if I knew this up from I would have never enrolled in school there.

SK, final year of attendance 2010 – Job prospects are not available.

MC, final year of attendance 2010 - I graduated with an MBA in Human Resources and Project Management and I have not been able to find a entry level job in either field.

KP, final year of attendance 2009 - Upon graduation, the only assistance I have received are invitations to career fairs hundreds of miles away, and help from career builder writing my

resume. They considered the bar supervisor job I had during college to be work in my field (worthy of a 50,000 bachelor's degree.) And have been told by several employers that my DeVry degree isn't accredited or doesn't qualify me.

KO, final year of attendance 2009 - When I enrolled I was told they would find me a job and that they worked hand in hand with large companies in my area to do so... not at all the case.

ML, final year of attendance 2008 - DeVry told me that a "Technical Management" degree was a credible degree program and assured me that it would help me when it came to finding an occupation once completed. That was a lie.

LR, final year of attendance 2008 - I arrived at DeVry looking for a degree, they lead me to the degree of project management. I was unaware that these degrees are obtained by people that have been in their own practices and look to advance. I have had this degree for 3 years to which I cannot get a job.

MB, final year of attendance 2008 - I attended DeVry online and was thinking that I was getting a degree in Human Resources and upon completing my degree I found out that my degree was in Technical Management which really doesn't open any doors for me to apply for any jobs or even transfer all of the courses I've taken.

KV, final year of attendance 2008 - They also promised job opportunities after graduation and no one ever contacted me.

JR, final year of attendance 2008 - I felt that their statements guaranteeing a post-graduation to be unfair and not accurate. They promised that I would have a job in my career field within 6 months of graduation. It wasn't until 4 years later that I have finally gotten a position in my career field.

EL, final year of attendance 2006 - They said 95% of graduates were able to get a job just because of the schools reputation. Also that they would assist in finding a job; which they didn't. What they told me was a grant turned out to be a loan. After graduating I still had no idea how to do what I was "trained" to do.

LT, final year of attendance 2005 - The school made me believe in its credibility as widely recognized that it would be easier to get a job if I earned my degree with them. That ended up being untrue.

BD, final year of attendance 2004 - Post-graduation job market and placement was not what I was told it would be.

DG, final year of attendance 2002 - When I attended DeVry and Keller Graduate School of management I was under the impression that I would be able to get a job in the IT field within 6 months of graduating from my program. I graduated with my B.S. in 2011 and I have yet to secure a position with the IT field with in the allotted time period. I have applied for numerous positions and I have even used the School's job placement service to find a job and have been unsuccessful. This was not what I expected when I was recruited and fill that I was misled by the recruiter about the job placement success of the college.

RW, final year of attendance 2002 - There were no job placement opportunities.

JS, final year of attendance 2001 – I've been highly misled and still carrying loan debt on a degree that no real engineering firm likes or approves.

VH, final year of attendance 2000 - I had no jobs calling me, or did I get any help from DeVry.

Transfer of Credits

Students complain they were told time and again that “a degree is a degree” and that all degrees are treated the same. Students also allege they were even promised that the credits would transfer to the local community college or state university of their choice. For example, student LE was promised that his credits would transfer to a four-year university, but he has found that is not the case. LE's case is typical for most students on this chart. Student CP, however, experienced this problem in reverse: CP was promised that specific courses would transfer over to DeVry, but once she was enrolled she found out it was not the case. These lies about credit transferability are done to assuage potential student concerns during recruitment in order to get them enrolled.

CF, final year of attendance 2016 - I've taken 4 classes with DeVry, I tried to transfer my credits and was told no after DeVry told me I could.

JK, final year of attendance 2015 - None of my core credit classes transferred to Western Illinois University and I was told they would.

MA, final year of attendance 2015 - When trying to obtain a degree from ASU they told me I would have to start over as my classes would not transfer.

JP, final year of attendance 2014 - DeVry was overpriced and most credits were non-transferable.

CH, final year of attendance 2014 - They don't accept all the credits that I had from other universities.

RB, final year of attendance 2014 - DeVry will not let me transfer my credits.

LE, final year of attendance 2013 - I was told my credits would transfer to a 4-year college and they don't.

RW, final year of attendance 2013 - I cannot transfer my credit to another school such UC San Bernardino.

DV, final year of attendance 2013 - When I finished my classes there, I was about to apply for another school, but was told my credits would not transfer. I had taken a very hard Calculus class and I didn't want to have to take it again. At that point I decided to give up on school.

CP, final year of attendance 2012 - Had to retake course that I had previously taken as an undergrad. DeVry student service rep stated that once I began my MBA this course would transfer but instead found out that I would need to retake the course. Their policy of which

course to transfer from undergrad to grad was one per category. So in my case I had two that fell in the same category and that was not allowed. I had to waste time, and money to retake course.

CA, final year of attendance 2011 - I applied to a community college and they said they don't accept any of my credits I have over 60+ credit and they say I'm not qualified for my associates. DeVry told me I would be.

CB, final year of attendance 2011 - They promised I would be able to transfer my credits and I can't.

MP, final year of attendance 2010 - None of my credits will transfer to graduate school! I was told they would and used loan money for nothing. I have school loans for college classes that are just letters and numbers.

AP, final year of attendance 2010 - I was told that my credits could transfer, if I wanted to continue in another field. The credits do not transfer, are not recognized in other accredited four year schools.

WR, final year of attendance 2009 - None of my credits transferred from DeVry University to a local two year college, Calhoun Community College. The goal was to take all my math, English, history, and psychology to only have my core classes left at the two year college. After starting at Calhoun I basically had to start over.

SQ, final year of attendance 2009 - From my old College at DeVry, I was told that my college credits were transferrable. That was not the case.

EC, final year of attendance 2008 - I was promised my credits would transfer and they don't.

KB, final year of attendance 2008 - I was recruited by DeVry and was told all my military credits would transfer, but that was not true. The tuition was outrageous and I had no choice but to try and finish there.

KB, final year of attendance 2008 - DeVry said they were fully accredited, that my credits would transfer, that they were the same as any other college. Not true, on any level.

JG, final year of attendance 2007 - I had issues transferring credits, with most of them not being transferred. This caused me to change my degree plan when I transferred to a different university, thereby extending the time it took to earn a degree.

JD, final year of attendance 2007 - I asked if this is a degree program and was told YES I would get an Associate Degree in Electronics Technology. Lie #1 I received a DeVry Diploma in Electronics Technology and was told if I want the degree I would have to transfer to Ohio that New Jersey does not grant Associate Degrees in that course. I asked "Will the credit transfer to another 4 year college?" Lie #2 Yes all of our credits are transferable to ANY 4 year school. After 2 years I went to transfer my credit to Penn State and when speaking with the recruiter from Penn State and told him I went to DeVry he flat out told me "Sorry not of those credit are transferable." I contacted DeVry and then was told the only school that accepts all of them is Keller Graduate School who just so happens to run and owned by the same group that owns

DeVry. I had to change my course of study to get a Bachelors Degree and after over \$75,000.00 I still do not have a degree because between DeVry and Keller I have maxed out my student loan options and what they call my "Educard" their school credit card. I feel my DeVry education got me NO Where I could have gotten where I am today on just my Military skills and training. The two years at DeVry in Woodbridge NJ I learned more in the 3 years at North Schuylkill Area Vocational Technical High School.

TM, final year of attendance 2004 - I cannot get into a quality graduate program do to my credits not transferring.