



VETERANS EDUCATION SUCCESS

Sample Complaints From Veterans Who Attended Ashford

They lied about the costs. When I asked to withdraw I was told I would have no debt. I asked a number of times. I explained to my advisor that I was struggling and they continuously harassed me about getting back into the university and I felt pressured to go. The tuition and fees were outrageous. I never finished. I got behind in my work. There was no support system. I withdrew before taking another class and the university is saying I owe them money. I was promised a military grant that would pay over 25% of my tuition and fees. Now I'm overwhelmed with loan debt because that grant was only 5%. So many lies and it's hard to contact someone once you've got in. They don't want to discuss anything.

--N.G., Mississippi, 2013-15

I started at Ashford in August 2010, and graduated June 2013. I couldn't believe the amount of tuition and that was even with their "military grant"! I've been actively looking for a job since graduation. Granted my husband's career is not a positive factor in my job search with the amount of moving required, but I've seen others with my same degree from other more reputable institutions find employment with little difficulty. I have heard the jokes about a degree from Ashford, but I can assure you my student debt is no joke!

--W.D., Iowa, 2010-13

I feel like I was tricked into choosing a degree program in haste by their recruiters. Once I realized that the degree was not what I wanted to do in life I tried to change my major, but was told it would be very difficult and that the GI Bill benefits would not cover the additional courses I would have needed to take. I decided to finish the degree and now when I apply to relevant jobs in my field of study my Bachelor's degree has about as much worth as my high school education.

--J.A., California, 2014

Cost was expensive. Education quality wasn't enough to pursue employment

--C.M., Georgia, 2011

Ashford University misled me on the tuition that would be covered with my tuition assistance from the military. I ended up taking out student loans to cover the amount of my tuition that the military didn't cover.

--M.P., Texas, 2013-15

Ashford kept adding class requirements after already enrolled in the degree program. They raise class fees all the time and forced us to pay for e-books even if we did not want them.

--S.D., Florida, 2015

I was recruited from an online survey. The school offered me a Military discount and I also applied for grants and loans. I completed about 5 classes before discovering that the school was not accredited. I have approx 15k in loans and nothing to show for it.

--D.L., New Jersey, 2015

I got my AA from Ashford university and then when I went back for my bachelors I had 3 classes left and I asked to take a break while I moved from the west coast to the east coast. They wouldn't give it to me and then when I failed my class they dropped me as a student. So I went to another school and none of my credits transferred. I have 3 classes left and now I am starting over. Also I have \$5000+ due for the first quarter because of as I was told "your tuition wasn't covered" but I had called three times and the first two times I called they said it was a credit and that I overpaid.

--S.H., South Carolina, 2014-15

I had financial aid and tuition assistance and Ashford says I still owe them money. My thought was if one didn't pay for the class the other one would pick up the slack.

--L.H., Georgia, 2011-14

I'm concerned that my credits aren't accepted in mainstream colleges.

--M.F., Texas, 2010-15

One of my main concerns with Ashford was of if their credits were transferable. When I asked if my credits can be transferred to other colleges they said they would. After I got my bachelors, I applied at Capella University to try to get my Masters. When I tried to give them my credits from Ashford, none of them would transfer...they said they would not take them. Not it's like I starting over and am taking 23 classes that are over \$1700 each.

--J.C., Virginia, 2013

I called the school based on a recommendation of someone that I worked with. I would have never started attending had I known that the accreditation the school has is pretty much worthless when trying to transfer any earned credits to another university. It makes all of the time I've spent studying, and all of the money that I've spent, a waste of my time and resources.

--D.H., New York, 2012

When I went into the program at Ashford University I was going for a social science with a concentration in education, which I was led to believe was a teaching degree and I would be able to become a teacher. The program is no longer available and even on my diploma is only states social science. The degree itself if not enough to help get one a teaching position. Also I had the post 9-11 GI Bill that went straight to the school. Even still they continued to send student loan after student loan. I am not sure what my GI Bill paid for, however I have about 60k in student loans now. With a degree that does not allow me to be a teacher.

--V.C., Louisiana, 2013

I was under the impression I will get a bachelors in Adult Development. After I was enrolled in the school for about a year, I have found out that that degree no longer exists. They didn't even inform me about it not being around anymore. I have also asked for some help with my homework or ask for some time for extensions due to my PTSD issues and I was denied.

--B.P., Arizona, 2013

The degree I obtained isn't accredited anywhere.

--R.L., Georgia, 2011-14

I attended Ashford online for about 6-10 months while I was overseas and stateside. I was going for my degree in criminal justice. When I first looked into the school I was told that once I get my degree it will be accepted by all employers. Well that was a lie. I was told it would only take about three years yet I later found out that it was going to take four years. I feel the tuition they charged me was very high. It was about 290 per class. They also led me to believe that I could take my credits and transfer them to any other college. Yet El Paso Community College would not take them. Who knows how much extra they charged me. What makes it worse is that I'm a disabled veteran and was attending college to further my education to better myself.

--P.J., California, 2013-14

I went to school at Ashford University back in 2013 and I felt misled while at this school. The amount of money I put out and not getting accredited for my grades to transfer to another school. I feel used and would like to be paid back for what I lost and get my credits to transfer.

--D.D., Georgia, 2013

Man oh man they have got me real good, I was about to deploy to Afghanistan in February of 2012, was just starting my MPA. I called Ashford and addressed the issue. They told me that not to worry simply fill out a drop slip and email it back to them. I did just as instructed, came back from deployment. Both classes that I was supposedly dropped from, listed as F on my transcript. Called them back and tried to get an explanation from them. They have told me that I was improperly dropped because they did not receive a statement from me together with the slip. I reply this is new to me, they told oh maybe the operator failed to disclose that to you. I appealed it with the dean. All I got is sorry this is our school policy. Stay away from Ashford at any cost. Thanks to Ashford now I am \$11,000 student loan debt.

--R.J., Hawaii, 2011

I applied for my student loan with Ashford at the recommendation from a student advisor because the VA GI Bill doesn't work on the same schedule as the school. I applied to pay for it all but they only submitted it to pay for a portion. My student portal doesn't reflect I owe anything but I got a call from the school saying I owe nearly \$4K to them and I won't get my degree until it's paid back.

--S.P., Georgia, 2012

While attending to complete my BA in psychology, we learned of several professional organizations/groups that are important for psychologists to belong to. The groups were listed in our text, and discussed in the course. However, those groups did not recognize or accept Ashford students. The degree I had was pretty much useless to attend any further education. I had to take supplement undergrad courses for any masters degree plan, unless I wanted to continue my masters with Ashford, which doesn't have the reputation of traditional brick and mortar schools. Also, when I finally had my pre-rec's complete, my academic advisor at my current school noticed I had no history course during my undergrad. She said that in 17 years she had never seen any bachelor's in any discipline be awarded without that general education requirement filled.

--N.P., Delaware, 2011-14

Found out that this school was not an accredited college

--J.L., South Carolina, 2010

Fed me all the stupid lies. Cost way too much of my GI Bill and lost more money after I left this school because they continued charging.

--R.A., Arizona

My wife and I attended Ashford University. She was told her that she would be able to teach with her degree. I was told all kinds of lies at first about how loan or money worked.

--R.M., Virginia, 2009-12

The cost of tuition for this school was much greater than they recruited me for, then there were student loans taken out. They said financial aid needed to be a second form of payment, however, because of my military status and benefits it wouldn't be used.

--B.D., Massachusetts, 2011

Degree seems to be useless.

--J.O., Oklahoma, 2010

I have paid out of pocket for a lot of my degree because they cannot seem to work with our benefits like they said they could/would. I was using the GI Bill but they messed it up causing me to be sent to collections for 750 dollars that I again paid out of pocket. I have been in class with other military where that person would make posts with massive amounts of spelling errors or grammar errors and I talk to them in the next class to find out they got a high grade in the previous class that they made all the errors in.

--D.F., Idaho, 2012

Ashford University told me that I would receive my rental allowance for my chapter 33 GI bill as long as I was attending one class at a local community college. During my last year, Ashford said that wouldn't accept any more classes from the community college. The government stopped paying me. I lost over \$10,000. Ashford either purposely hid it so that I wouldn't choose another college, and or were completely incompetent and negligent. During the last complaint I filed, I was told that the 'VA Rep' at Ashford who initially signed me up, wasn't a VA Rep, just one of their normal salespeople who had no idea how the GI Bill works. Further, I found out that if a real VA Rep would've helped me in the first place, they would've scheduled my curriculum to where I would've got my housing allowance until the end. I fell behind on my bills, my grades suffered because I had to get a full time job, and was still taking full time classes. I've made numerous complaints, and all I get is an admission that they're wrong, but nothing else. They got paid their portion of my GI Bill because I had to finish the curriculum, but I was left to struggle because they told me false information when I signed up with them.

--P.M., California, 2010

When I applied at Ashford University I was told that they were 100% accredited; however I found out that when applying to the Navy Reserve OCS that they aren't accepted as a Nationally accredited school. This is very disheartening as I put a lot of time and effort into my MHA, and haven't seen the return on that.

--H.M., Pennsylvania, 2010

It seemed that the requirements for a specific degree plan would change requiring different and additional coursework extending my course load and debt!

--C.M., Texas, 2010-11

I enrolled in the school because they said they were accredited when I was in the military. I found out afterwards that they're not very well recognized. In addition they would keep my leftover tuition assistance money for months on end and my Pell grant money. They then signed me up for student loans that I did not ask for. When I was finishing up my last class they told me I had to take an additional capstone class to achieve my degree that they never told me about before in order to get an additional \$750 from me. I obtained my degree but have yet to find a job in the field.

--J.H., Texas, 2011-14

Pushy sales tactics. All about getting you enrolled and forget about you once you were enrolled. Very expensive compared to other schools. Once enrolled had to finish because transferring credits would've been a hassle.

--J.S., Florida, 2011

I enrolled under the pretense that the degree I eventually earned could stand next to other state and private institutions. This was not the case. Overall, they employ pushy tactics and poor advice for students.

--G.M., Texas

I was told by the recruiters of Ashford university that my credits would transfer and be recognized. They were complete liars and told me to do loans even when I was using my GI Bill.

--J.S., North Carolina, 2010

Felt as though policies kept changing. Some credits did not transfer to other schools as promised. Seemed money was a concern when I was unable to attend due to field time. This is when I would receive multiple calls to sign up for more classes. I transferred to another school where if I requested help. The instructor would email me promptly.

--J.S., Texas, 2012

Prior to applying to Ashford University, I was informed by them that the school was the only Online University backed by the Army. They contacted me repeatedly. Once I began the process, the actual educational benefits were very poor with little to no feedback / communication from the professors. Throughout my education, Ashford repeatedly "misplaced" / lost many of my financial records and funds. At the end, they repeatedly charged me for my transcripts and graduation fees even though I had paid them several times.

--M.L., Hawaii, 2009-13

When I applied for my degree with Ashford. I was told that I would get hired to a job in my field. My husband was active duty Army and he gave me his GI Bill in order for me to get my degree. While signing up for the GI Bill I was under the impression that I was signing up for grants or money that was to accompany the GI Bill for recipients. Now that I have over \$40k in student loans, I feel like I was left holding the bag. My credit has taken a hit, I've gotten my resume updated numerous times, I've applied to well over 100 jobs, and years later I still don't have a job in my field.

--C.C., Texas, 2012