

Illinois Board of Higher Education (IBHE)  
Institutional Complaint System  
Annual Report 2018

Private Business and Vocational Schools (PBVS)

as of November 05, 2019

Institution	Submitted	Category Academic Complaint	Category Non-Academic Complaint	Status	Close Date
Verve College (formerly PCCTI Healthcare)	1/8/2018	Transferability of Courses/Credit;	Misleading or Incorrect Course/Program Information;	Closed: No Further Action Required	5/22/2018
Verve College (formerly PCCTI Healthcare)	1/24/2018	Transferability of Courses/Credit;	Misleading or Incorrect Course/Program Information;	Closed: No Further Action Required	5/22/2018
La'James International College	2/15/2018	Quality of Instruction/Programs ; Academic Other: Negligence;	Transcripts/Diploma/Records;	Closed: No Action Taken	2/25/2018
Adonis College of Nursing	4/11/2018	Faculty Misconduct; Grades; Quality of Instruction/Programs ;	Deceptive Practices; Financial Aid; Misleading or Incorrect Course/Program Information; Staff Misconduct;	Sent to Institution	
ATS Institute of Technology (MDT College of Health Sciences Inc)	4/11/2018	Admission/Dismissal;	Assault/Harassment;	Withdrawn	
CMK Healthcare Training Center, LLC	4/13/2018		Transcripts/Diploma/Records;	Pending/Received	
Adonis College of Nursing	4/19/2018	Quality of Instruction/Programs ; Academic Other: ;	Misleading or Incorrect Course/Program Information;	Pending/Received	
Adonis College of Nursing	4/24/2018	Admission/Dismissal; Advising; Faculty Misconduct; Grades; Graduation; Quality of Instruction/Programs ; Transferability of Courses/Credit; Academic Other: ;	Billing; Deceptive Practices; Financial Aid; Misleading or Incorrect Course/Program Information; Scheduling Problems; Transcripts/Diploma/Records; Withdraw/Refund;	Pending/Received	
Career Training Center of Chicago	5/7/2018	Admission/Dismissal; Faculty Misconduct; Quality of Instruction/Programs ;	Assault/Harassment; Discrimination; Staff Misconduct; Withdraw/Refund;	Closed: No Action Taken	5/25/2018
Americare Technical School	5/17/2018	Academic Other: clinical makeup payment of \$200 per day;	Deceptive Practices; Discrimination;	Closed: No Further Action Required	5/25/2018
Illinois nail academy	5/29/2018	Grades; Transferability of Courses/Credit; Academic Other: need my state board or copy of it and hours;	Transcripts/Diploma/Records;	Closed: No Further Action Required	8/27/2018
medical careers institute	5/29/2018	Quality of Instruction/Programs ;	Advertising Violation; Deceptive Practices; Non Academic Other: ;	Closed: No Action Taken	11/16/2018

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The Soma Institute–The National School of Clinical Massage Therapy	5/30/2018	Advising;	Discrimination;	Closed: No Action Taken	7/31/2018
Adonis College of Nursing	5/31/2018	Grades;	Billing;	Assigned to Analyst	
B.I.R. Training Center	7/11/2018		Billing;	Pending/Received	
B.I.R. Training Center	7/13/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/13/2018		Billing; Non Academic Other: Deposit not refunded;	Pending/Received	
B.I.R. Training Center	7/15/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/16/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/16/2018	Academic Other: Transfer money deposit;	Non Academic Other: Transfer money deposit;	Pending/Received	
B.I.R. Training Center	7/16/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/16/2018		Billing; Non Academic Other: Deposit refund;	Pending/Received	
B.I.R. Training Center	7/16/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/17/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/17/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/19/2018	Admission/Dismissal;	Financial Aid;	Pending/Received	
B.I.R. Training Center	7/19/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/23/2018	Quality of Instruction/Programs ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/23/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/25/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/27/2018	Academic Other: ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/28/2018	Academic Other: Official Transcript;	Billing; Withdraw/Refund; Non Academic Other: tuition deposit , official transcript;	Pending/Received	
B.I.R. Training Center	7/30/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/30/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	7/30/2018		Non Academic Other: ;	Pending/Received	
B.I.R. Training Center	8/1/2018	Transferability of Courses/Credit;	Financial Aid;	Pending/Received	
B.I.R. Training Center	8/1/2018		Billing;	Pending/Received	
B.I.R. Training Center	8/2/2018	Advising; Graduation;	Transcripts/Diploma/Records; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/3/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/4/2018		Billing;	Pending/Received	
B.I.R. Training Center	8/6/2018	Admission/Dismissal; Transferability of Courses/Credit;	Transcripts/Diploma/Records;	Pending/Received	

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B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018	Academic Other: return deposit ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/6/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/7/2018	Academic Other: NON RECEIVABLE OF TUITION DEPOSIT;		Pending/Received	
B.I.R. Training Center	8/7/2018	Academic Other: ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/7/2018	Academic Other: Tution Deposit Not Received;		Pending/Received	
B.I.R. Training Center	8/7/2018	Graduation;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/8/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/8/2018		Withdraw/Refund; School Not Approved;	Pending/Received	
B.I.R. Training Center	8/10/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/10/2018		Withdraw/Refund; School Not Approved;	Pending/Received	
B.I.R. Training Center	8/10/2018	Academic Other: Deposit Refund;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/12/2018	Academic Other: Tuition deposit;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/12/2018		Billing; Non Academic Other: ;	Pending/Received	
B.I.R. Training Center	8/14/2018		Withdraw/Refund;	Pending/Received	
Illinois College of Nursing	8/15/2018	Admission/Dismissal; Faculty Misconduct;	Deceptive Practices; Discrimination; Staff Misconduct;	Closed: No Action Taken	5/13/2019
B.I.R. Training Center	8/16/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/16/2018		Billing; Non Academic Other: tuition deposit return;	Pending/Received	

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B.I.R. Training Center	8/18/2018		Non Academic Other: Deposit payment;	Pending/Received	
B.I.R. Training Center	8/18/2018		Billing; Transcripts/Diploma/Records;	Pending/Received	
B.I.R. Training Center	8/22/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/22/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/23/2018		Transcripts/Diploma/Records;	Pending/Received	
B.I.R. Training Center	8/25/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/26/2018		Billing;	Pending/Received	
B.I.R. Training Center	8/27/2018	Faculty Misconduct;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/27/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/27/2018	Academic Other: ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/28/2018	Graduation;	Withdraw/Refund; Non Academic Other: Tuition deposit return;	Pending/Received	
B.I.R. Training Center	8/28/2018	Academic Other: ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	8/29/2018		Non Academic Other: Deposit return;	Pending/Received	
B.I.R. Training Center	8/29/2018		Billing; Non Academic Other: deposit;	Pending/Received	
B.I.R. Training Center	9/1/2018		Billing;	Pending/Received	
B.I.R. Training Center	9/1/2018	Academic Other: school is closed, deposit return;	Non Academic Other: School is not returning Tuition Deposit ;	Pending/Received	
B.I.R. Training Center	9/3/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/4/2018		Billing; Withdraw/Refund; Non Academic Other: Tutuion deposit ;	Pending/Received	
Regency beauty institute	9/4/2018		Transcripts/Diploma/Records;	Closed: No Action Taken	11/16/2018
B.I.R. Training Center	9/11/2018		Withdraw/Refund; Non Academic Other: \$400 guarantee deposit needs to be refunded;	Pending/Received	
B.I.R. Training Center	9/11/2018	Admission/Dismissal; Faculty Misconduct; Graduation; Quality of Instruction/Programs ; Academic Other: ;	Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/11/2018		Withdraw/Refund;	Pending/Received	

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B.I.R. Training Center	9/12/2018	Grades; Academic Other: Transcripts;		Pending/Received	
B.I.R. Training Center	9/13/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/13/2018	Transferability of Courses/Credit;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/13/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/13/2018	Admission/Dismissal;	Billing;	Pending/Received	
B.I.R. Training Center	9/13/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/13/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/14/2018	Academic Other: ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/14/2018		Billing; Transcripts/Diploma/Records; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/17/2018		Billing;	Pending/Received	
B.I.R. Training Center	9/17/2018	Grades;	Billing;	Pending/Received	
B.I.R. Training Center	9/17/2018		Billing;	Pending/Received	
B.I.R. Training Center	9/17/2018	Grades;	Non Academic Other: ;	Pending/Received	
B.I.R. Training Center	9/18/2018		Transcripts/Diploma/Records; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/18/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/18/2018	Academic Other: fee \$400;		Pending/Received	
B.I.R. Training Center	9/18/2018		Transcripts/Diploma/Records; Non Academic Other: have not gives us our deposit of \$400. which was refundable .;	Pending/Received	
B.I.R. Training Center	9/18/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/18/2018	Quality of Instruction/Programs ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/18/2018	Transferability of Courses/Credit;	Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/18/2018		Withdraw/Refund; Non Academic Other: complaint for the 400 dollar deposit made to BIR Training Center;	Pending/Received	
B.I.R. Training Center	9/18/2018		Non Academic Other: 400 dollar deposit has not been refund;	Pending/Received	
B.I.R. Training Center	9/18/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/18/2018	Admission/Dismissal;		Pending/Received	
B.I.R. Training Center	9/18/2018	Admission/Dismissal;		Pending/Received	
B.I.R. Training Center	9/18/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/18/2018		Billing; Non Academic Other: ;	Pending/Received	

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B.I.R. Training Center	9/18/2018		Billing; Deceptive Practices; Non Academic Other: Refund of deposit;	Pending/Received	
B.I.R. Training Center	9/18/2018		Transcripts/Diploma/Records; Non Academic Other: tuition deposit;	Pending/Received	
B.I.R. Training Center	9/19/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/19/2018		Non Academic Other: Tuition Deposit;	Pending/Received	
B.I.R. Training Center	9/19/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/19/2018		Billing; Transcripts/Diploma/Records;	Pending/Received	
B.I.R. Training Center	9/20/2018		Billing;	Pending/Received	
B.I.R. Training Center	9/20/2018	Academic Other: ;	Non Academic Other: ;	Pending/Received	
B.I.R. Training Center	9/21/2018	Academic Other: Student;	Billing;	Pending/Received	
B.I.R. Training Center	9/22/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/22/2018	Grades; Transferability of Courses/Credit; Academic Other: ;	Scheduling Problems; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/22/2018	Academic Other: issue transcript;	Non Academic Other: security deposit ;	Pending/Received	
B.I.R. Training Center	9/23/2018	Licensing/Certification Training;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/25/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/25/2018	Academic Other: ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/26/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/26/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/26/2018		Non Academic Other: tuition deposit;	Pending/Received	
B.I.R. Training Center	9/27/2018		Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	9/28/2018	Admission/Dismissal;		Pending/Received	
B.I.R. Training Center	9/28/2018		Transcripts/Diploma/Records; Non Academic Other: Tuition deposit refund;	Pending/Received	
B.I.R. Training Center	10/2/2018	Academic Other: student;	Billing;	Pending/Received	
B.I.R. Training Center	10/2/2018		Billing; Staff Misconduct; Transcripts/Diploma/Records; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/3/2018		Billing; Withdraw/Refund;	Pending/Received	

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B.I.R. Training Center	10/3/2018	Academic Other: language training;		Pending/Received	
B.I.R. Training Center	10/3/2018		Billing;	Pending/Received	
B.I.R. Training Center	10/3/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/3/2018	Admission/Dismissal;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/4/2018	Graduation;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/4/2018	Academic Other: Need tuition back;	Transcripts/Diploma/Records;	Pending/Received	
B.I.R. Training Center	10/4/2018	Academic Other: ;	Billing;	Pending/Received	
B.I.R. Training Center	10/5/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/5/2018	Admission/Dismissal;	Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/6/2018		Non Academic Other: DEPOSIT ;	Pending/Received	
B.I.R. Training Center	10/6/2018	Admission/Dismissal;		Pending/Received	
B.I.R. Training Center	10/6/2018		Non Academic Other: Tuition deposit ;	Pending/Received	
B.I.R. Training Center	10/7/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/8/2018		Billing;	Pending/Received	
B.I.R. Training Center	10/10/2018	Academic Other: Current student of Computer System Institute;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/10/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/14/2018		Billing; Withdraw/Refund; Non Academic Other: Tuition Deposit ;	Pending/Received	
B.I.R. Training Center	10/15/2018	Academic Other: ;	Billing; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/17/2018	Advising;	Transcripts/Diploma/Records; Non Academic Other: I-20 STUDENT ;	Pending/Received	
B.I.R. Training Center	10/17/2018	Graduation; Transferability of Courses/Credit;	Billing; Staff Misconduct; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/17/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/26/2018		Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/30/2018	Academic Other: Tuition Deposit Refund;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	10/30/2018		Billing; Transcripts/Diploma/Records;	Pending/Received	

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Adonis College of Nursing	11/6/2018	Admission/Dismissal; Faculty Misconduct; Grades; Quality of Instruction/Programs ; Academic Other: refusing to release grades although payment agreement was not breached.;	Assault/Harassment; Billing; Deceptive Practices; Discrimination; Financial Aid; Misleading or Incorrect Course/Program Information; Staff Misconduct; Withdraw/Refund;	Closed: Decided in Favor of Institution	10/4/2019
B.I.R. Training Center	11/11/2018	Academic Other: Current Student of Computer System Institute;	Withdraw/Refund;	Withdrawn	
B.I.R. Training Center	11/12/2018	Academic Other: CURRENT STUDENT IN Computer System Institute ;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	11/19/2018		Transcripts/Diploma/Records; Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	11/21/2018			Pending/Received	
B.I.R. Training Center	11/23/2018	Graduation;	Withdraw/Refund;	Pending/Received	
B.I.R. Training Center	11/30/2018	Academic Other: Transferred to UOP;	Scheduling Problems; Withdraw/Refund; Non Academic Other: 400\$ deposit refund ;	Pending/Received	
B.I.R. Training Center	12/3/2018		Non Academic Other: Security Deposit by \$400 ;	Pending/Received	
B.I.R. Training Center	12/3/2018		Withdraw/Refund;	Pending/Received	
J'Renee` Career Facilitation, Inc.	12/5/2018	Transferability of Courses/Credit;	Misleading or Incorrect Course/Program Information; Transcripts/Diploma/Records;	Closed: No Further Action Required	7/31/2019
Verve College (formerly PCCTI Healthcare)	12/6/2018	Transferability of Courses/Credit;	Billing; Deceptive Practices; Discrimination; Financial Aid; Transcripts/Diploma/Records;	Closed: No Action Taken	2/1/2019
Midwest Technical Institute–Moline	12/20/2018	Admission/Dismissal;	Billing; Deceptive Practices; Discrimination; Financial Aid; Staff Misconduct; Transcripts/Diploma/Records;	Pending/Received	
B.I.R. Training Center	12/25/2018	Academic Other: ;	Non Academic Other: ;	Pending/Received	