

EXHIBIT 5

1. [REDACTED] (ID 8204), Alabama-Bessemer, Computer Electronics Engineering Technology, 3/2005-3/2007:

“We was inform about CompTIA certification and licensing right before graduation. [W]e receive no help in preparation, scheduling, or pricing for the exam to certify us. I never got a certification due to no help.”

2. [REDACTED] (ID 7695), Alabama-Bessemer, Information Systems Security, 12/2009-6/2013:

“None of the classes that I took "prepared" me for the actual career in the field. [T]hey also failed to provide adequate training for certifications related to the job field as the one day per year training was a joke.”

3. [REDACTED] (ID 7830), Alabama-Bessemer, 1/2009-1/2013:

“The school stated that completion of my program would guarantee passed of certification exams for ccna[.]”

4. [REDACTED] (ID 8301), Alabama-Bessemer, Information Security Systems and Technology, 6/2005-8/2009:

“Gave high statistics of graduates that we're employed and could help obtain free certifications.”

5. [REDACTED] (ID 7799), Alabama-Bessemer, Computer Networking Systems, 9/2004-6/2013:

“I was misled about the pass rate of students on certification exams. I was also led to believe that ITT Tech would be doing certification prep classes which never materialized.”

6. [REDACTED] (ID 9225), Alabama-Bessemer, Digital Entertainment and Game Design, 8/2006-1/2010:

“I was also told that my tuition would provide for tests for certification (A+, Cisco, Dell, etc.), software licenses (Adobe, 3DSMax, Maya, etc.), and Books over the course of my education. Certification and Software Licenses were not provided.”

7. [REDACTED] (ID 7924), Alabama-Bessemer, Computer Network Systems, 9/2002-9/2004:

"I was told repeatedly by prospective employers, while pursuing work in my field that my degree was worthless, and unless I had certifications, I was not a qualified candidate."

8. [REDACTED] (ID 9720), Alabama-Madison, Electrical and Electronics Engineering Technology, 7/2012-12/2014:

"Claimed our training would be so good that we'd end up knowing anything we'd need to know about any job we wanted, would be able to easily get certifications in case future employers wanted them, etc."

9. [REDACTED] (ID 7953), Arizona-Tempe, IT/CNS, 5/2009-5/2011:

"I was told that I would be able to take my CCNA, MSCE, A+, Network+ ect through the school and that it would be apart of my tuition. This was not the case. The most they offered were student led study courses. There were no instructors present at the study sessions."

10. [REDACTED] (ID 9282), Arizona-Tucson, 9/2001-5/2009:

"Yes we would still have to take all of our certification classed after we graduated and pay for them also."

11. [REDACTED] (ID 8153), California-Anaheim, IT- DCST, 1/2006-1/2009:

"I was told that my Associates and Bachelors would be enough to get a good paying job. Come to find that Certifications from Microsoft would hold a lot more value."

12. [REDACTED] (ID 7679), California-Anaheim, Data Communications, 3/2004-11/2009:

"They also mentioned that certain classes would help me pass networking certifications, yet they tought no certification material. Most of the material the first two years was not from a reputable company but made specifically for ITT by a company in India. The material was poorly written and the material was not well thought out."

13. [REDACTED] (ID 4139), California-Culver City, 10/2013-6/2015:

"I wad informed once I graduated that they would provide certification on all of the C++ exam at no cost."

14. [REDACTED] (ID 8970), California-Lathrop, Internet Security, 6/2006-6/2011:

“They claimed that I would have the proper education to pass they certification test. The teachers were not well enough knowledgeable to help me even try to pass any certification”

15. (ID 4863), California-Lathrop, Information Technology Computer Networking Systems, 9/2011-5/2013:

“The classes covered a lot of material in the certification tests but it was not in-depth enough and only the basics were taught.”

16. [REDACTED] (ID 5366), California-National City, Networking Systems Administration, 9/2012-6/2014:

“I was led to believe I would be able to compete in a job market where other certifications are required. [I] was told I could earn a high salary in my field but they did not mention the fact that I would need additional certifications which they do not offer.”

17. [REDACTED] (ID 2608), California-National City, Computer Network Systems turned into Network Systems Administrations, 2/2011-6/2014:

“They insinuated that I would get the certifications by going to ITT while I was attending.”

18. [REDACTED] (ID 8440), California-Orange, Data Communications Systems Technology, 6/2007-6/2011:

“They also told me that their classes will help me pass most of the highly needed certifications but that was not true. Their classes and instructors lacked the experience to help us achieve this. I had to study on my own and pay extra money outside of the college money to be able to get this type of training and pass my certifications.”

19. [REDACTED] (ID 5718), California-Oxnard, Game Design, 2/2011-5/2014:

“I stopped listing that I attended ITT on my resume because I inquired after getting rejections for almost a year, and they said that they never had hired anyone that worked out from that school. I started listing Udemy certifications instead.”

20. [REDACTED] (ID 2845), California-Rancho Cordova, 9/2004-3/2007:

“I was told that my education would put me in position to acquire the Cisco Certified Network Administrator certification upon graduation, but that I would earn at least \$60,000 salary without it. I was told the certification would only act as a secondary benefit to my degree and passing the exam would be easy after I finished my education.”

21. [REDACTED] (ID 8291), California-Rancho Cordova, Information Systems Security, 12/2004-6/2010:

“ITT-Tech claimed to offer an education that would result in IT jobs, and my goal was to become a Network Admin. The school claimed to offer training and lab/equipment to learn on, and state of the art facilities. I was told that the CCNA certification would be easy once I was finished with my degree. In reality the computers were very old and many were broken, the only lab equipment I saw was from the teachers' personal collections or workplaces, and I spent less than 30 minutes with a real router the entire time I attended the school. The education had nearly nothing to do with being ready for certification, and none of the coursework prepared me for testing. When I compared my Capstone projects to real-world examples, my work was very inadequate.”

22. [REDACTED] (ID 9573), California-Rancho Cordova, Computer Electronics/Electronic Engineering, 1/1996-12/1998:

“They said I would have all the required credentials in my field upon graduation. I later learned, after being turned down from a job i found on my own, i needed Microsoft certification. Upon contacting the school, I was told that was different and would cost more. I asked them why this wasn't disclosed at the time of my graduation, as I called several years later, I was told that was a program they didn't offer at the time but now, as they realize it is needed, they added a whole new program and would have the recruitment staff call me about costs etc.”

23. [REDACTED] (ID 9287), California-Rancho Cordova, Project Management, 1/2011-9/2015:

“We were assured that the accreditation at ITT was just as good as other schools. Along with this told that certification eligibility was the same if we wen't anywhere else. There was even a study group put together for different programs to prepare for exams. This was not the case and the only certifications that we could pursue were also meaningless.”

24. [REDACTED] (ID 5546), California-Rancho Cordova, Multimedia, 3/2006-12/2010:

“Finding a job with a multimedia degree has been impossible. With my Network Systems degree I was at least able to find contract work and a permanent job at Tony's Fine Foods until they were sold to UNFI. However I have not been able to elevate myself beyond customer support, in order to do so I believe that I will need certifications in a few different areas. The issue that I have is that these certifications can cost \$100 to \$400 and just one of them holds more weight to a potential employer than my degree does.”

25. [REDACTED] (ID 9052), California-San Diego, Computer Networking (AA) Information Security Systems (BS), 3/2003-3/2007:

“Due to the fact that I was new to the field of Info Technology I was unaware of technical certifications. I was only aware of your basic A+ and Network + certifications that the school made claims that the CNS program would prepare you for. Knowing what I know now I would have never started the CNS program. The content taught in the CNS courses were mediocre. I distinctly remember a student that was already working in the field claiming that the courses were a huge joke.”

26. [REDACTED] (ID 8310), California-San Dimas, Computer/Electronic Engineering Technology, 9/2005-3/2010:

“I was also told I would be provided with actual networking certifications, I was told this by my recruiter who was later fired only because multiple complaints had been filed regarding lies.”

27. [REDACTED] (ID 4265), California-Torrance, 2/2005-6/2009:

“Many of the IT related courses were based on theory. And those that did use a book, used IT certification manuals. Upon graduating and working my way into the field and relying on continued independent education to achieve certifications in my field of study, these courses were no where close to what was needed to obtain certifications in the topic.”

28. [REDACTED] (ID 7973), Colorado-Aurora, Computer Networking Systems, 12/2005-12/2007:

“They made it clear that I would be prepared for multiple Microsoft certifications after graduation based on the courses taken. This was not the case.”

29. [REDACTED] (ID 8944), Colorado-Denver, ITCNS - Computer Network Systems, 9/2006-5/2009:

“Most permanent and well-paying IT positions require certifications. After I graduated I was contacted by a company that does certification training and testing. They found my resume on a job board. I met with them, they had me take some pre-tests to check my knowledge. My knowledge was based upon my education from ITT-Tech. I failed the pre-tests. My debt to income ratio was/is so bad that I can't even get loans to attend certification training. The worst part all of the IT contracts I've worked, is that a great deal of the people I worked with had no degree or certs, and some of them made a great deal more than I.”

30. [REDACTED] (ID 9142), Colorado-Denver, Electronics and Communications Engineering Technology, 3/2007-3/2011:

"I was not informed that to be an engineer it was needed to pass or take an certification exam in the end."

31. [REDACTED] (ID 8066), Colorado-Westminster, Network Systems Administration, 12/2013-12/2015:

"I was not familiar with the field at the time of enrollment, so my question was do I need any licenses or anything for employment in this field. I was told when I graduated I would have numerous certifications."

32. [REDACTED] (ID 9366), Florida-Doral, BA Information Security Systems, 6/2003-9/2007:

"Several people over the years have told me that certifications are looked upon as more important than a degree from ITT Tech. As an example, in a job interview several years ago, I made a comment regarding my degree being from ITT Tech being good enough to make me the best candidate for the job. The interview had asked if I had any plans on getting certifications. I said no, I have a degree from the top school. His words, "you should rethink that." I stopped looking for IT work long ago. It never got me to where I wanted to be."

33. [REDACTED] (ID 9278), Florida-Fort Lauderdale, Information Systems Security, 5/2006-12/2010:

"I had to obtain certifications such as CompTia and Cisco to end up in my field of study. ITT Tech on resume did not help."

"I never knew how much employers did not like ITT Technical Institute. From the commercials and staff at ITT, I was advised that ITT was one of the best schools to go to for a technology career. I had to get certifications outside the school in order to get my foot in the door of my field of study."

34. [REDACTED] (ID 8369), Florida-Fort Lauderdale, Network System Administration, 9/2011-12/2014:

"The school, in general, did not teach its students. Many teachers would pull up YouTube videos or assign work that we never went over or discussed. It was all easily searchable on google. No one was taught to any degree except for maybe one or two teachers who actually cared. Most students would be given A's just to pass them along to the next class to keep the passing grade statistics up. ITT absolutely did not prepare you for any kind of Certification Exam for your profession(IT/Networking Systems)."

35. [REDACTED] (ID 7305), Florida-Hialeah, Information Systems Security, 9/2009– 3/2012:

“We were not provided any way to gain licenses in computer fields but expected to take and pay for licensing on our own time and money.”

36. [REDACTED] (ID 9307), Florida-Jacksonville, Information Technology, 6/2004-9/2005:

“ITT never informed me that their class credits were non-transferable. Also classes were very loose and not up to par on what was required to pass certifications in my required field.”

37. [REDACTED] (ID 9421), Florida-Jacksonville, Information Systems & Cybersecurity, 8/2013-9/2015:

“There were no certification test offered throughout the entire program at ITT only classes.”

38. [REDACTED] (ID 2625), Florida-Lake Mary, Information Technology - Computer Network Systems, 1/2009-12/2011:

“When I walked in there I told the guy that I was interested in learning about computer networking and being cisco certified. I asked about information and how much the program cost. Not only did he avoid directly answering the questions saying “what’s a real future worth to you?” “You will not be able to provide as a man doing what you’re doing now” and saying “we provide on campus certification training” and “we help all our students find jobs[.]”

“Well, [I] I asked about being Cisco certified and if they provided that and his response was “well you do earn some of ITT's best certifications and many employers compare that to being Cisco certified.” This was a huge lie.”

39. [REDACTED] (ID 8042), Florida-Lake Mary, Data Communications Systems Technology, 5/2005-5/2009:

“None of my classes provided more than a very basic understanding of concepts. I was unable to pass any certification exams in industry leading technology, such as virtualization, which they didn't even offer classes on. In order to pass required certifications i had to pay for my own books and classes or in some cases my company paid. But, i was left knowing that I didn't really learn anything beyond what i could have taught myself with a “For Dummies” book.”

40. [REDACTED] (ID 4103), Florida-Lake Mary, Electronic Engineering Technology, 9/2013-7/2015:

“[I] was told the ITT provided the testing and certifying of some electronic certificates at the beginning but towards the end when asked about certification ITT acted like were never told that[.]”

41. [REDACTED] (ID 7970), Florida-Lake Mary, Criminal Justice, 9/2007-10/2009:

“As part of my recruitment I was told that they had classes on digital forensics that they did not actually offer. I was also told that law enforcement agencies were only looking for recruits with degrees and were moving away from certifications. There was also a problem with staff retention which lead to classes being cancelled or taught by people who were not qualified to teach the subject. The direction of my program changed dramatically each time the program chair changed which happened three times in the two years I attended ITT.”

42. [REDACTED] (ID 7885), Florida-Lake Mary, Network Systems Administration, 9/2013-6/2015:

“I was also told that Certification and Licenses were part of the Network Administration Program and was included with my tuition which was covered by my Pell Grant. As it turned out I wasn't told about needing Federal Loans until after I had already started and the FedLoan Servicing was sending me mail regarding my new loans.”

43. [REDACTED] (ID 6158), Florida-Tallahassee, Computer Electronics and Engineering, 12/2009-12/2011:

“About one year into the program, they claimed we would be able to get the certification for C and C++. One of the guys found out we did not have enough knowledge, the Librarian ordered the books needed to study for the certification to have in the Library, but no classes were offered. They did keep saying at that point we should be able to aquire jobs in the field, but no one was able to do that.”

44. [REDACTED] (ID 5291), Florida-Tallahassee, 9/2004-5/2006:

“The program head stated a number of times that the classes we where taking would be all we needed for certifications in the A+, CNA, CCNA, C+. And some classes would count towards the financial cost of most of the certification, when I went to take my A+, there was no financial benefit, for the test or the prep book.”

45. [REDACTED] (ID 7965), Florida-Tampa, Network Administration / Network Security Specialist, 6/2001-12/2005:

“They claimed that their curriculum would prepare me for several industry level certifications in networking and computer administration.”

46. [REDACTED] (ID 6415), Florida-Tampa, 11/2006-11/2009:

“I was told the education I received would guarantee me a job "anywhere" and the jobs they sent me to interview for required certifications that I did not have even after graduation. I was never

told I would need additional certifications, I was told they were "perks" and they placed hundreds of students without the certifications. [I] was forced to go to other means to pay for and receive certifications I needed. Also, there are Associates degree level classes that I did not take because they put me directly into the Bachelors program with no prior IT work and just said I didn't need those classes. I have since found that those classes would have assisted me in my knowledge, work and getting a job."

"Looking at the job requirements that meet the pay grade I was promised I need to go back to school to get Linux, Cisco, A+, Ethical Hacking, and other certifications which I can not afford to take at this time due to limited hours after work, and monthly[.]"

47. [REDACTED] (ID 8802), Florida-Tampa, Computer Networking Systems, 4/2010-11/2011:

"The programs did not include any sort of exams or certifications in the field I signed up for."

48. [REDACTED] (ID 4453), Florida-Tampa, Digital Entertainment & Game Design, 1/2005-3/2009:

"We were also not given opportunities to test or study for any coding certifications - something necessary in the industry."

49. [REDACTED] (ID 8991, 7327), Georgia-Duluth, 12/2010-12/2014:

"I was told I could take LEED prep and that was not provided nor was the green building class they did provide excepted by LEED for training to take the Green Associate test."

50. [REDACTED] (ID 9461), Georgia-Duluth, Information Systems Security, 9/2007-6/2011:

"I found that the credits that we have dont transfer to any other college than ITT. The classes taken in my field of study has not equated to a job that I can get in my field. I was not able take a certification that would allow me to get hired in my field of study[.]"

51. [REDACTED] (ID 3837), Georgia-Kennesaw, Computer Networking Systems, 6/2007-9/2009:

"I was told i would be taught everything i needed to know to get all mocrosoft certifications in my field but upon graduation found out that it was not the case."

52. [REDACTED] (ID 2849), Illinois-Arlington Heights, Computer Networking Systems, 1/2008-1/2010:

"They never pointed me in the right direction for certifications."

53. [REDACTED] (ID 9494), Illinois-Arlington Heights, Computer Network Systems, 8/2009-9/2012:

“ITT Tech ensured students that the classes we were taking would secure us in the field we were studying. Unfortunately that was far from the truth because even entry level positions like Geek Squad felt I was under qualified. ITT Tech promised that the Associates Degree would certify me for a job in Computer Network Systems and that no further certifications would be required. Upon graduation I found that further certification was required by prospective employers and my degree lacked those requirements.”

54. [REDACTED] (ID 5490), Illinois-Arlington Heights, Computer Network Systems, 9/2011-3/2012:

“As I found out, an education at ITT was not all it was meant to be. [] I was even made to purchase outside content to get necessary certifications for Microsoft.”

55. [REDACTED] (ID 8442), Illinois-Mount Prospect, 9/2008-1/2012:

“Instructors and department head pushed PMP certification but none of the instruction helped towards this exam. Safety classes had nothing to do with obtaining an OSHA certificate.”

56. [REDACTED] (ID 8234), Illinois-Mount Prospect, Information Systems Security, 6/2009-6/2013:

“To put it as simply as possible, if i knew then what i know now about that school i would not have spent 4 years working so hard to earn a Degree there. I am left with the likelihood of having to spend another 4 years to earn another degree, or take several certifications to remain competitive in my field.”

57. [REDACTED] (ID 7842), Illinois-Oak Brook, Information Systems Security, 6/2010-12/2013:

“I also know for a fact, that maybe 1 or 2 % of my graduating classmates could currently take the CompTIA Network + and Security + Class, at graduation time, or even currently. The curriculum at ITT Tech was not adequate enough, or provided enough hands on (class labs) to learn the correct skills to pass these exams.”

“If students could pass these exams, they would have been able to get a good job, out of school. But that is not the case.”

58. [REDACTED] (ID 9513), Illinois-Orland Park, Computer Science, 8/2014-7/2016:

“They promised to offer me a certification exam but never did[.]”

59. [REDACTED] (ID 7053), Indiana-Carmel, Computer Forensics, 12/2011–12/2013:

“I was told that I could get certified through ITT after graduation, then one I graduated, i was told that they don't offer certified courses.”

60. [REDACTED] (ID 9150), Indiana-Carmel, Criminal Justice, 12/2007-11/2013:

“I found out that even after I completed my degrees through ITT there were still other courses and certification I would have to take because they were not properly accredited and even if I switched to another school most credits would not transfer.”

61. [REDACTED] (ID 8217), Indiana-Fort Wayne, Computer and Electronics Engineering Technology, 3/2009-9/2011:

“I was told by my admissions councilor that the education provided by the CEET degree would be the equivalent of the most in-demand certifications of the IT field.”

62. [REDACTED] (ID 3075), Indiana-Indianapolis, 3/2011– 6/2013:

“They claimed I could take my cisco cert with just what I learned. Found out that was NEVER going to happen.”

63. [REDACTED] (ID 8975), Indiana-Indianapolis, Construction Management, 3/2010-12/2012:

“This particular program was big on certifications after your degree. However, the certification can't be obtained unless you actually have experience in the field. We didn't leave the program prepared for any kind of certifications because only one person was actually able to find an mentor program that allowed them to have the qualifying hours to take the test, not to mention, the guy already had field experience! The program did us a disservice by not having opportunities available for students to obtain hours necessary to qualify the certification tests we were learning about. None of the certifications that we learned and studied about were achievable without experience in the field! How do you take a test for a certification if you have no work even qualify to take the test! Three years later, I still don't have any qualifying hours of service in the field for these certifications we learned about and were told were necessary to excel in the field. What is the point of teaching students about certifications that they leave school unprepared and under qualified to test for?”

64. [REDACTED] (ID 9264), Indiana-Indianapolis, Information Technology & Multimedia Design, 5/2006-9/2008:

“One of the things that I specifically recall her saying was that I would get my A+ certification once I had completed a class I would take in my second quarter. (That would have at least

allowed me to work repairing computers while I finished school! I was super excited!) The teacher told us right from the start of the class that it would teach us part of what was needed to pass the certification, but that we should go buy the test book for it, because it didn't cover everything, and that we would have to pay for the certification out of pocket.”

65. [REDACTED] (ID 8031), Indiana-Newburgh, School of Information Systems, 6/2009– 6/2011:

“Come to find out, a lot of employers want you to have certificates, and they mean more than the actual degree. ITT did not make us students aware of this.”

66. [REDACTED] (ID 7004), Kansas-Wichita, 6/2014-3/2016:

“None of the classes prepared us for certification, the skills learned were not adequate enough to pass any qualification exams required by employers. The structure of the classes required heavy independent study without guidance or assistance from instructors, to the point of losing points if we did more work than we were told to do, creating a learning vacuum restricting the necessary information to pass a certification exam.”

67. [REDACTED] (ID 5237), Kentucky-Lexington, 1/2006-1/2010:

“The mislead about the quality of the education by claiming we would receive certain certifications once completing certain classes. We would complete the classes but never get to take the certification test.”

68. [REDACTED] (ID 9001), Louisiana-Baton Rouge, Informations Systems Securities, 6/2008-6/2012:

“[S]tated that when I was done with certain classes then I should have no problem passing various certification test. [M]ost of the labs in all of my classes never worked so we weren't really prepared for anything. This place was a joke[.]”

69. [REDACTED] (ID 4257), Louisiana-Baton Rouge, 9/2014-9/2015:

“After orientation I spoke with the dean Mr. Rosensaft. He assured me that after each class taken I would have the proper knowledge to take any certification exam (if any) and pass.”

70. [REDACTED] (ID 7687), Louisiana-Saint Rose, 6/2008-10/2011:

“I did not receive the education that they promised I would receive. I didn't receive an education at all. [J]Also, they also promised they would pay for IT certifications for life for all students. Then changed their minds later after several students signed up for the school based on that promise alone.”

71. [REDACTED] (ID 9215), Maryland-Owings Mills, Network Systems Administration, 9/2012-5/2016:

“All of its classes were 10 years behind the job world and didn't teach what was necessary to make it in today's market. When I asked about certifications they said they gave discounts for the certification tests making them cost 150\$ per test and said that 75% of students passed these and that they had to be taken off campus.”

72. [REDACTED] (ID 6728), Massachusetts-Norwood, IT/CNS - Computer Networking Systems, 6/2009-4/2011:

“ITT told us that the Associates Degree in CNS was considered equivalent in the job market to several key certifications. We were told repeatedly that the students this school produced were some of the most sought-after technical professionals in the job market, and that its degree was valuable due to being "worth multiple certifications in one. In truth, certifications are so important in our industry that no degree is considered equal unless from the top technical schools in the world. Despite this, ITT made no efforts at all to prepare us for the various certification tests, and did nothing that enabled us to more easily afford attempting these tests.”

73. (ID 7645), Massachusetts-Norwood, Computer Networking Systems, 10/2008-9/2010:

“They had after school programs for more specific certifications or to focus more on a particular field, but after taking them I have nothing to prove. They didn't set us up to take the tests or anything.”

74. [REDACTED] (ID 7748), Massachusetts-Wilmington, Computer Electronics Technology, 11/2009-12/2011:

“It wasn't until I studied for and attained my CompTIA A+ Certification that I was able to get a job in my field. I spent \$40,000 for 2 years of sub par education. I'm going to end up paying them back until 2021[[]]. It's soul breaking to know I'll be paying this back for another 5 years at \$374(Federal) and \$80(Private) a month and it literally has provided me 0 job opportunities.”

75. [REDACTED] (ID 5226), Michigan-Canton, Computer Network Systems, 9/2005-7/2007:

“They claimed to have industry professionals teaching in the classrooms and top quality equipment in labs, and that they taught everything you needed to achieve in demand certifications in the tech sector.”

76. [REDACTED] (ID 8895), Michigan-Swartz Creek, Information Security System, 6/2007– 6/2011:

“They told us that there would be exams to take for certification's and there were never anything mention or guidenece to take any certification exams. []We were told that we would need certifications to take but when asked about them they did not know how to take them. They would have to look into it[.] When asked later about them they said they were still looking into it but nothing ever came of it.”

77. [REDACTED] (ID 8142), Michigan-Swartz Creek, 9/2010– 6/2012:

“ITT Tech did not offer any sort of certification, such as COMPTIA A++ certification. It promised at enrollment I would receive this and this would lead to employment.”

78. [REDACTED] (ID 9633), Michigan-Swartz Creek, Criminal Justice, 12/2006-12/2010:

“I went to school because I wanted to get into law enforcement, or something along the lines of it. After further research of my own, nobody else, I found out i needed to go to police academy which is paid out-of-pocket and basically a full time job without getting paid. Career Services never understood that and would send me job leads through Monster/Indeed requiring i needed to go to the police academy. They promised crime scene investigations etc but i did not see any of that. Nobody at that facility knew about certifications or licensing, obviously because they had to shut down their school[.]”

79. [REDACTED] (ID 4180), Michigan-Swartz Creek, Mobile Communications Technology, 4/2011-12/2012:

“They said that we would be ready for Cisco certification but never were gave the prep or classes to take or be ready for them.”

80. [REDACTED] (ID 9039), Michigan-Troy, Electronics Engineering, 9/2011-6/2015:

“To become an electrical engineer, you need to take several licensing exams. This was only ever touched on briefly, one time, at the end of a lecture of a general studies class and was never once mentioned again. We were never prepared, nor did we really have any indication that these particular certifications were basically required to land a job anywhere in our field of study.”

81. [REDACTED] (ID 8877), Michigan-Troy, 3/2011-9/2013:

“I also found out after I graduated (not from the school) that our field requires certifications and that you must start out working at different positions before you become employed. They didn't even inform us what the starting positions were.”

82. [REDACTED] (ID 8871), Michigan-Troy, Computer Information Systems, 9/2004-6/2006:

“It was stated to me that once I graduated that I would be able to enter the job market. I was never told that there would be any kind of Certification I needed or that it would be something I would have to obtain on my own after graduation.”

83. [REDACTED] (ID 5154), Michigan-Troy, Computer and Electronics Engineering, 9/2001-12/2003:

“The technology sector is really hard to get into without a good degree, as well as certifications from reputable institutions. [] They offered no certification courses (Cisco, MCSE, CompTIA, etc.), and most of the time the classes were taught verbatim straight from the textbook with the teachers providing no real world examples. I believe the type of education ITT provides also woefully ill prepares people for the type of education reputable institutions provides.”

84. [REDACTED] (ID 7925), Michigan-Troy, Information Security, 3/2009-9/2013:

“When I joined I asked about certification training. They told me that the classes they taught came from most of the exams I was interested in taking, which wasn't the case. ITT Tech provided the tools to learn but they failed in how they executed in the classroom. Basically, if you showed up and did the minimum, you'll pass with an A. This is horrible education and they failed every student that went to this school.”

85. [REDACTED] (ID 8935), Michigan-Wyoming, Project Management Administration, 9/2006-9/2013:

“Because of the poor quality of education I would not be able to pass certification tests or achieve employment in my field of study.”

86. [REDACTED] (ID 5449), Michigan-Wyoming, Network Systems Administration, 9/2011-6/2013:

“I believe I got a substandard education and am now stuck with a diploma that means nothing and is useless. Students were passed through classes despite not doing anything to earn their grades. The classes taken did not adequately prepare me to take certification exams.”

87. [REDACTED] (ID 9003), Michigan-Wyoming, ITCNS, 9/2003-9/2005:

“Course work indicated a person would be ready for a CCNA exam upon graduation. This was not the case. Also, the experiences given were not sufficient for the type of job the program was supposed to be geared for. Out of 25-30 students in class, only one was known to have passed a networking certification in the next year.”

88. [REDACTED] (ID 5060), Michigan-Wyoming, Computers and Electronics Engineering, 6/2001-5/2003:

“We prepped for and took several certification tests that never came with a certificate of completion, they were only practice tests. We were told that by the end of the program we would be A+ certified computer technicians and that everyone would be CEET certified as well. We payed for books and materials and were led to believe that the test we took were official, they even called them "proctored" but our campus was not certified to oversee the classes by the certificate provider.”

89. [REDACTED] (ID 9234), Minnesota-Brooklyn Center, Network Systems Administration, 6/2012-9/2014:

“With the textbooks we got for some of the courses they were from the Microsoft Certification program. I was told that after those courses we would take the actual test and be certified in those areas.”

90. [REDACTED] (ID 9285), Minnesota-Eden Prairi, Digital Entertainment Gaming and Design, 9/2004-6/2008:

“I was told I would be certified in Adobe (Photoshop, Illustrator, HTML, Autodesk (3DS Max, Maya, AutoCAD), Gaming Engines for level design, and Microsoft Office - which is a laugh, I was told that I would receive certifications for all of these programs once I complete the class and/or degree and I did not receive certification for any of those programs not even Microsoft Office. I obtained certification for Microsoft Office through my employer, not through ITT where I paid to take the classes, was tested but never received a single certification, just a [huge] bill to pay for the "education".”

91. [REDACTED] (ID 8296), Missouri-Arnold, 9/2005-12/2009:

“I was in many classes that I was told would help with a few certifications. That was never the case for any class that I took during my 4 years at ITT Tech.”

92. [REDACTED] (ID 4030), Missouri-Arnold, 8/2004-12/2006:

“ITT never set up any standardized certification testing, only speaking of their existence but never encouraging or providing a way for students to be able to attain these necessary certifications that employers want for potential employees.”

93. [REDACTED] (ID 4094), Missouri-Arnold, Computer Electronic Engineering, 3/2005-5/2007:

“Most employers who I interviewed with, wanted me to have certain certifications, that ITT Tech did not offer, thus leading me not to get the job!”

94. [REDACTED] (ID 8034), Missouri-Arnold, Information Security Systems, 4/2006-6/2010:

“Teachers constantly promising that this class or that class would fully prepare the students that they will be able to complete many different technical certifications[.]”

95. [REDACTED] (ID 5558), Missouri-Earth City, Computer Technologies, 1/2008-1/2012:

“I was also led to believe they would prepare me for a number of certifications (A+, Network +, CCNA) but their classes just barely showed the tip of the iceberg of knowledge needed.”

96. [REDACTED] (ID 8252), Missouri-Earth City, Information Systems Security, 11/2004-11/2008:

“I was disappointed that on top of my degree I was told I needed certifications to back up my degree in order to get the jobs in my field.”

97. [REDACTED] (ID 9704), Missouri-Earth City, Computer Networking Systems, 12/2011-12/2013:

“Prior to obtaining my Comptia A+ and Comptia Security+ certifications, there was very little technical "Education" on my resume due to the fact that several potential employers have directly told me that ITT Tech is usually overlooked immediately on a resume for anything more than a low paying Tier 1 Help Desk position. [I]f I hadn't spent my own money and time obtaining Comptia Certifications, I would likely never have been able to get into my field of study! So far this degree has served me in no way shape or form!”

98. (ID 7786), Missouri-Earth City, Information Systems Security, 11/2004-11/2008:

“I had to climb up to the income I make now but not by really using my degree the way it was intended. I have gotten my jobs mostly through experience. I like my current job but it is a help desk job, not a network admin. Most people take certifications over degrees when you apply for server administration jobs.”

99. [REDACTED] (ID 7932), Missouri-Kansas City, Information Systems Security, 6/2006-3/2010:

“During the enrollment process I was told that certifications for classes would be provided on campus, included in the cost of the course, and covered in the courses; this was not the case. No certifications were provided on site, no class ended with a certification that I can put on a resume or carry on with me. The courses didn't cover information enough to acquire any of the certifications that were discussed during my enrollment, and would require a considerable amount of out of class/outside of course study. Ironically, if we wanted to test for a certification,

we were directed to schedule with a nearby testing facility which happened to be DeVry in order to pay out of pocket to get certifications necessary to go with our degree if we expected to work in the field associated with our degree. Most notably Cisco Networking Systems and any of the Microsoft Systems Certifications.”

100. [REDACTED] (ID 7936), Missouri-Kansas City, Information Systems Security, 6/2006-3/2010:

“I believed that the courses offered the necessary information to gain employment in my field. But they did not offer the certifications necessary. If I wanted the required certifications I would have to pay for those and get them from a different facility in addition to the tuition. Of the course work provided I do not feel that I would have been able to achieve those certifications.”

101. [REDACTED] (ID 8332), Missouri-Kansas City, Associates in Network Management, 8/2007-6/2009:

“No certification testing was provided, but the promise of MCSC and CCNA. At graduation they provided a promo card that provided the option of participating in a MCSC self test with a discount of 50% on the test cost.”

102. [REDACTED] (ID 9534), Missouri-Kansas City, Project Management, 1/2009-1/2011:

“[P]romised jobs and positions that required certifications / licensing then ignored that entire process and pushed students to “handle it themselves[.]”

103. [REDACTED] (ID 9093), Missouri-Kansas City, Information Systems Security, 9/2005-12/2010:

“Classes did not provide proper preparation for networking or security certifications. [] Students were left shortly after classroom or lab start returning hours later. Instructors had not sat through or were not prepared for labs. Equipment in labs did not work properly. Courses were taught on outdated operating systems.”

104. [REDACTED] (ID 9047), Nebraska-Omaha, Network Systems Administrator, Information Systems Cybersecurity, 8/2010-4/2016:

“During admissions, I noticed that they used vendor proprietary material that was used directly in teaching for certifications, such as CCNA by Cisco for networking and 70-640 for MS Windows Active Directory. I asked if they do certifications, I was told for some students with the right grades, yes. I got a 4.0 GPA on my associates and no certification help.”

105. [REDACTED] (ID 8081), Nevada-Henderson, Computer Network Systems, 9/2007-6/2009:

“Since graduation I have not been able to secure a job after countless attempts in the Networking Field. No real world advice on certifications or how to pursue those was given. Sadly most employers look for these certifications when selecting applicants. I have given up search for a job in my field and currently my career is in entirely different category.”

106. [REDACTED] (ID 8308), New Mexico-Albuquerque, Criminal Justice, 6/2008-6/2012:

“I was told that with my education I can find a job almost anywhere in my field of study. I was told a certification or license was not required. Yet, there are many jobs that require such certification/license.”

107. [REDACTED] (ID 8376), New Mexico-Albuquerque, Computer Networking, 12/2007-12/2009:

“Towards the end of my program I had to take two classes that focused around cisco ios and coding. We were told that the completion of these courses would prepare us to pass the CCNA exam. The teacher for the first course did not know anything about the course material and simply told us to complete projects from the book without explaining how to do so. The second course we got a brand new teacher that had no curriculum or path of study and relied on the students to teach the course. After completion none of the students were prepared or able to pass the CCNA exam. Several complaints where filed with the dean but nothing was done about it.”

108. [REDACTED] (ID 3646), New Mexico-Albuquerque, Applied Computer Science - Computer Network Systems, 6/2002-6/2004:

“More than one of my professors told us that taking these classes would automatically allow us to pass Microsoft certifications, Cisco certs, Linux certs. Specifically related to Networking. Post graduation I paid \$800 to take my MCSE (Microsoft Certified Software Engineer) and failed. I was under the impression that it was automatic because of my ITT Tech "training." I could not afford to retake the test.”

109. [REDACTED] (ID 7235), New Mexico-Albuquerque, 8/2003-6/2005:

“Lied about their classes providing adequate knowledge to obtain certification or employment. Insisted that the pass rate of all graduates were high despite graduates being unprepared for the job they were applying for or certification.”

110. [REDACTED] (ID 6436), New Mexico-Albuquerque, Computer Networking Sciences, 3/2009-6/2011:

“Employers in my field could care less about my degree. All they care about are certifications. People in the IT field look at me like I am a sucker for having gone to ITT Tech.”

111. [REDACTED] (ID 6007), New Mexico-Albuquerque, 6/2003-9/2007:

“I was also told that certain classes were the equivalent of certificate programs. For Example. The Cisco Networking class was only one quarter and lightly brushed on the topics for certification. Later, I actually attended a real Cisco Networking Academy, the Certificate program for the entry level certification was 1 year of class time.”

112. [REDACTED] (ID 9139), New York-Albany, 9/2010-12/2011:

“I was told that almost all the classes I would take would help me get my CCNA certification or any type of Windows certification. Then when looking into both, the material we were learning was out of date and nothing would really help with either or.”

113. [REDACTED] (ID 9360), New York-Getzville, Computer Networking Systems, 3/2010-3/2012:

“ITT Tech claimed that during or soon after completing my program that I would be able to attempt and successfully take Certification exams in my field. This was 100% not true. ITT Tech's curriculum was no where near what is needed to pass even the most entry level certifications in my field of study. Not only was the curriculum not up to par, but it was missing a substantial amount of information and classes to pass entry level certifications.”

114. [REDACTED] (ID 7476), New York-Liverpool, Computer Networking Systems, 8/2006-8/2008:

“The job I currently have is all my own doing from research and picking up certifications along the way. My certifications hold more weight than my ITT tech degree ever will!!”

115. [REDACTED] (ID 8128), North Carolina-Charlotte North, Information Systems Security, 9/2008-9/2012:

“I was told upon completion that I was getting an NSA 4011 certification, I dont even know if it really exists. [A]ll the certification courses i have taken covered materiel not taught in class, especially after 2010.”

116. [REDACTED] (ID 7731), North Carolina-Charlotte South, Computer and Electronics Engineering Technology, 12/2009-12/2011:

"I was never informed that the classes that I took would not be useful for getting licensed in certification exams."

117. [REDACTED] (ID 8946), North Carolina-Durham, 7/2013-9/2015:

"They promised that I would be qualified for a system administrator position which is a 100% lie. Those positions generally require a bachelor's degree AND 10 years of industry experience. Upon completing the Associate's portion of my education I still have trouble being considered for even entry level IT opportunities because there is no training for the positions that are prerequisites to the system administrator jobs. 2-5 years minimum in ticketing systems, helpdesk, desktop support, troubleshooting, remote desktop assistance, A+ certification, Network + certification; all of which are just the basic prerequisites before you even have a chance to possibly be lucky enough for someone to give you an opportunity as a Jr System Administrator. I had 3.96 GPA and I would not be able to pass the A+, Network+ nor the Microsoft Server Certification exams that were listed on the front of the text books."

118. [REDACTED] (ID 9123), North Carolina-High Point, Information Technology Computer Network Systems, 6/2010-12/2012:

"At the beginning of my second year at ITT I was told that there was a class I could take that would help me get my Microsoft certification. I asked about the class multiple times throughout my second year and was always told that it was not available yet. I never saw any evidence that this class existed and was never able to take any kind of class like this."

119. [REDACTED] (ID 3766), North Carolina-High Point, Computer Networking, 9/2009-3/2011:

"I was told I could take extra classes they offered to gain certification but only received certificates and not real based certifications that meant anything on a resume."

120. [REDACTED] (ID 9025), Ohio-Columbus, 10/2013-6/2015:

"Jobs do not care about my ITT degree and have told me to take it off of my resume as it is meaningless. I have been told to go get certifications if I want to get a job in the field I am interested in."

121. [REDACTED] (ID 8364), Ohio-Dayton, Network Systems Administration, Project Management and Administration, 9/2011-9/2015:

"I was told that with my bachelor's degree I would be able to get a position as a project manager making \$100,000 at a minimum. Come to find out after I get the degree that I need to

get multiple certifications for project management and I need to be an understudy for so many hours. ITT wouldn't help me in getting the certifications needed and due to the college closing I now have to give up my management position that I just received two months ago. Since my degree is no longer valid in the eyes of my employer since ITT closed for all of their fraudulent activity[.]”

122. [REDACTED] (ID 9242), Ohio-Dayton, Computer Networking Systems Technology, 12/1999-12/2001:

“This is easily the most misleading of all their lies. I was told that all I would need was a two year degree and that would be my magical key to success in the networking field. I asked about professional certifications because the 2-year course didn't include any and was told that certifications weren't necessary if you had a degree. That is a blatant lie. After clawing my way into the field through years of self study and countless hours of hands-on experience I can say the truth is exactly the opposite. In the computer networking field professional certifications are the key to getting interviews and speak volumes to prospective employers about your skill set and dedication. Degrees are not necessary and experience along with current certifications can always be substituted. Most classes in this 2-year program didn't even teach us about the actual field of computer networking. There were general computer classes, computer programming classes, and logic courses but there were no actual networking specific classes. We had a new teacher one semester who was teaching us an Internet usage class (which is as useless as it sounds) and asked us if we wanted to learn something relevant to our degree seeing as how this class wasn't going to help us. He spent a few weeks teaching us IP subnetting which is the very basic building block skill that all network professionals need to know and it was the first relevant thing we had. Unfortunately some of the students who weren't understand it complained to the school director and the teacher was removed for not teaching us what was in the book. We then had a replacement who just had us read through the book ourselves. Those few weeks were the only time in the entire 2-years that I learned anything that turned out to be useful as a networking professional.”

123. [REDACTED] (ID 7681), Ohio-Dayton, Computer Networking, Information Security Systems, 6/2006-6/2013:

“ITT Tech told me they would have classes related to getting your A+, Network +, and Security + certifications and they would be provided by the school. This never happened and most of the course material was taught by teachers who did not know the material. The hands on labs I was promised were often incomplete and often could not even be worked on because of either lack of proper equipment or the lack of teacher knowledge. [] I also was mislead by being told that the Information Security System degree was the same as as Cyber Defense program and could lead to a job in that type of field. This is not the case and the material covered only the very very basics of Cyber defense and not enough to get started in even an entry level position in the industry.”

124. [REDACTED] (ID 9246), Ohio-Hilliard, Masters In Business Administration, 1/2013-8/2016:

“We were promised vouchers to take for certification testing. These things did not happen.”

125. [REDACTED] (ID 9050), Ohio-Maumee, Computer Networking Systems, 6/2009-6/2011:

“Was told that after completion of our WAN class that we could get a Cisco certification but there was a lot more required that I have found out later in taking the certification. In short never got a certification from Cisco.”

126. [REDACTED] (ID 7396, 7966), Ohio-Norwood, Computer Networking Systems, 8/2006-5/2007:

“The recruiter told that me technical certifications were useless such as COMPTIA A+, Net+ and Security+. I was informed employers cared more about a degree. I've never once mentioned I went to ITT Technical Institute on my resume but rather got my job by simply interning and certifications of which I was instructed not to get by recruiter.”

“I was informed by my recruiter Jan Wilson - that IT certifications were not necessary and that my degree from ITT Tech was far more important to employers. I was also told that some of my credits could transfer to schools with similar programs but this is false.”

127. [REDACTED] (ID 9374), Ohio-Norwood, Network Systems Administration, 3/2012-12/2013:

“The education I received at ITT was largely outdated, and/or common knowledge materials one could find online. Specifically, I was promised certification path courses relating to Cisco (CCNA, among others). Never once did we touch or study Cisco equipment. Same with VMWare. Everything we studied was theory. ITT touted itself as the "real-world" environment, studying and learning skills that could be put directly to use in the field. This was not my experience. Once I began my independent certification study (Cisco CCNA and Microsoft MCSE), after graduating, I found that I was not prepared to approach the certification exams with more than a passing familiarity with some of the terms. ITT had promised technical skills and tools that would translate directly into Cisco and Microsoft certifications; that's why I joined the school. It just didn't happen. I was a good student, my GPA was 3.91, I paid attention, I soaked in all the learning ITT had to offer when I was a student. But the education was weak, and did not equip myself, nor any other student with the skills promised in order to thrive in the technology field.”

128. [REDACTED] (ID 8505), Ohio-Norwood, Information Technology Information Systems Security, 3/2003-11/2008:

“They claimed that certain classes would prep me to pass certifications such as Microsoft and CompTIA. The materials for these classes were awful. Textbooks had wrong information and many misprints semester after semester. When we complained we were told there was nothing that they could do about it.”

129. [REDACTED] (ID 2614), Ohio-Norwood, Computer Networking Systems Technology, 10/1999-12/2001:

“I was told that I would get a better and more specialized education with the selected courses in the program and smaller class size. I was also told with the education I received I could easily pass computer certification courses such as A+. Overall I was lied to about the courses offered in my program to the point where I believed that I could easily get a computer networking job fresh out of college.”

130. [REDACTED] (ID 8231), Ohio-Norwood, CEET (Computer Electronic Engineering and Technology, 6/2008-6/2010:

“At the beginning, they were hyping everyone up in my class saying that everyone would have to take all these different classes(including certification exams). When I reached the final classes before graduating, I was expecting to take a licensing exam to finish my education. But nothing happened. Once I took my final exam in my three classes, then it was over. I got my diploma.”

131. [REDACTED] (ID 8815), Ohio-Norwood, Information Technology - Computer Network Systems, 12/2010-12/2012:

“No licensing exams or certification preparatory scenarios were ever available to us, nor were they ever set in tandem with the course material as that material was outdated to what we would have to actually take for the certificate exams.”

132. [REDACTED] (ID 9475), Ohio-Strongsville, Information Systems Security, 9/2006-6/2012:

“I was told that with the skills they could teach me it would take my already extensive knowledge and expand it further to where I would be able to advance my career to the next level. I would have access to unlimited certification exams that would be paid for by the school and if I took them outside of the school could be reimbursed for those, even after graduation. This was misleading information as they did not have any exams available until I had reached a certain education level with them and even after I did the tests were no longer offered. [] It has taken me eight years and multiple certifications from vendors such as Citrix, Microsoft, and Cisco to obtain a job over 65K a year[.]”

133. [REDACTED] (ID 7451), Ohio-Youngstown, Computer Network Systems, 9/2004-3/2007:

“I was told multiple times that the classes were to prepare you for certain certification that you would be able to take after completing the classes. Some of the text books were missing chapters and had multiple mistakes in them.”

134. [REDACTED] (ID 8532), Ohio-Youngstown, 4/2001-3/2003:

“I was told that I could breeze through the A+ comptia certification, as well as network +, however I had to essentially teach myself the a+, and still cannot afford the network +.”

135. [REDACTED] (ID 2852), Ohio-Youngstown, CNS / Computer Network Systems, 1/1999-10/2001:

“ITT would state that after a certain class you would be able to pass certification exams, not one person in our class passed any exams they tried.”

136. [REDACTED] (ID 8508), Ohio-Youngstown, Computer Network Systems, 6/2002-6/2004:

“I was told after the hardware class I'd be able to passn the A+ certification. That was a lie. The class was a joke. They had antiquated computers that we spent maybe 30mins on each week. Novell was a required class. By that time no one was running a Novell network. Throughput the whole time at ITT the software and text books were so outdated that nothing I learned was applicable in the real world or prorated me for certification tests.”

137. [REDACTED] (ID 9531), Oklahoma-Tulsa, CCNA, Networking, CNS, Communications, 8/2006-3/2016:

“Was again told that part of the job placement, would be help with my certifications in Networking +, CCNA, Security +, A+, C++, and more. but i cannot remember all of them at this time.”

138. [REDACTED] (ID 7949), Oregon-Portland, Project Management, 9/2009-3/2013:

“While the actual PM teachers pushed for it, ITT refused to work into the PM program to get PMI certification which is pretty much needed in PM work regardless of whether or not you have a degree. So without that PMI certification, the degree is not worth much. Again, the teachers worked out what we the students thought was a good compromise but Corporate ITT refused. If I remember right, the PM director resigned after this.”

139. [REDACTED] (ID 8373), Oregon-Portland, 9/2007-12/2011:

“[T]hey said the classes for my field of study were designed to prepare you for certification exams. But the course outlines were not function it that way. [A]t best there was some overlay. [B]ut i recall a class 'risk management' (eg. IT Governance) where it went over some top level concepts but it didn't prepare you for any certifications for the level of knowledge presented.”

140. [REDACTED] (ID 8377), Oregon-Portland, Computer Networking Systems, 3/2009-3/2011:

“I was told that by completing certain courses I would obtain additional certifications to which there were none.”

141. [REDACTED] (ID 8547), Oregon-Portland, 2/2012-6/2016:

“We were not guided what certification licensing we can pursue and provided review for it.”

142. [REDACTED] (ID 7098), Pennsylvania-Dunmore, Computer and Electrical Engineering Technologies, 1/2009– 1/2011:

“[T]here were a variety of extra courses that you could take which they would give you a certificate for. One example of this was a class which i demonstrated a proficiency in soldering and was rewarded a certificate. I was eventually hired for a company that required a certficiate in soldering and found out that the one from my school was invalid and was let go for lying on my application.”

143. (ID 6609), Pennsylvania-Dunmore, 3/2007-3/2010:

“Found that employers don't take ITT degree seriously since they pass everyone regardless of their competency.”

“Was falsely told that I would learn all of the necessary information to be able to pass all Microsoft and Cisco certification tests.”

144. [REDACTED] (ID 8046), Pennsylvania-Harrisburg, 9/7-12/9:

“After all of this I graduated only to find out that even with my degree I would have to go get my A+ certification to even be considered for an ENTRY LEVEL job, even tho I was assured I would have everything needed to be employed for a 40k plus job.”

145. [REDACTED] (ID 8740), Pennsylvania-Mechanicsville, 1/2003-9/2005:

“I have been repeatedly denied employment because prospective employers insisted that graduate students at ITT Technical Institute are less preferred to those from non-profit or state-sponsored colleges.”

146. [REDACTED] (ID 9027), Pennsylvania-Pittsburgh, Computer Science, 6/2011– 1/2013:

“Said i would have certifications in microsoft windows but then found out that i would have to go get the certificates on my own.”

147. [REDACTED] (ID 9393), South Carolina-Columbia, Computer Networking Systems, 6/2011-6/2013:

“I was told that the classes I took would allow me to be able to pass CompTIA, Microsoft, and Cisco certifications. When trying these exams I found they had lied. The school's ED material was years behind the certification material. After taking 6 weeks classes through a certification company I was able to pass. Not due to the studies and training by ITT though.”

148. [REDACTED] (ID 4879), South Carolina-Greenville, Computer Networkinf Systems, 1/2001-1/2003:

“I was also told that as a graduate of the Computer Networking Systems program I would easily be able to attain other technical certifications such as CCNA which could not have been further from the truth.”

149. [REDACTED] (ID 7672), Tennessee-Chattanooga, 3/2011-6/2013:

“I was never told that my studies in information technology at ITT would not prepare me to take important certifications required in my particular field. I wanted to take a certification when I graduated in 2013 and I failed the pretest on several occasions therefore I was not able to get any jobs in IT.”

150. [REDACTED] (ID 5530), Tennessee-Cordova, Information Technology - Multimedia, 9/2004-6/2007:

“I remember I was told in my first semester that I would receive some certification related to my field of study, but I never was approached to submit to any exam. I was also told that the field of study would qualify me for employment in a design related field of work. The only certification I ever heard spoken about was from classmates and it wasn't related to my field and the exam would not be covered by loans or grants.”

151. [REDACTED] (ID 8682), Tennessee-Johnson City, Network Systems Administration, 9/2012-9/2014:

“They cited that upon completion of the program that I would be ready to take several certification exams in my field of study. I found out that I would need to take certification study classes because the education I received would not be sufficient to pass the exams. I was told that two of my networking classes were basically the exam study classes for two vital Microsoft ceratification exams but I found out they were no way related to the exams after I graduated. They over inflated the number of students that passed the exams. I think they counted a student passing the test no matter how many times it took them. The exams are expensive so I feel defrauded because the classes I took at ITT would not prepare for the exam.”

152. [REDACTED] (ID 9051), Tennessee-Johnson City, NSA (Network Systems Administration), 12/2013-7/2014:

“My former teacher Mr. Stroud (he was over the NSA Program) said with the classes we were taking, we could take the CompTIA certification test and pass with what we were studying there at ITT Tech.”

153. [REDACTED] (ID 7759), Tennessee-Knoxville, Visual Communications, 10/2008-9/2010:

“We were told we would be getting certifications at the end of each class and we never did.”

154. [REDACTED] (ID 6136), Tennessee-Knoxville, Information Systems And Cybersecurity, 12/2009-8/2013:

“ITT stated that with the education I was receiving I could walk in and talk the certification course for any of my classes including the CCNA exam with no additional study and I would be guaranteed to pass with a minimum score of a 90. After speaking with former students I was informed that using just the knowledge we gained in our classes we might get half of the questions correct. ITT also stated that we would be able to use our time in class as work experience to get a career in our field that required experience but this was also not true.”

155. [REDACTED] (ID 9247), Tennessee-Knoxville, 1/2009-1/2010:

“They said that multiple certifications would be available and passable after the program completion.”

156. [REDACTED] (ID 7349), Tennessee-Knoxville, Computer Science, 6/2009-6/2011:

“They claimed to have licensing exams, but when queried further, they said they'd send me the info, I never received such. Almost all the class work I took was program specific, the stuff that

wasn't tended to be cumbersome and less helpful towards certification and employment, to which I had to self study to cover the gaps."

157. [REDACTED] (ID 8106), Tennessee-Nashville, Computer Networking Systems, 12/2006-9/2010:

"The quality of education here is a joke. Though I took it to my own to learn from other resources, due to the fact ITT gave us out-dated books and resources. They did not help with certification exams like promised."

158. [REDACTED] (ID 3994), Tennessee-Nashville, Computer Networking, 12/2000-12/2002:

"Said I would be ready to take the A+ certification. Said I could be hired as a help desk technician."

159. [REDACTED] (ID 9598), Tennessee-Nashville, Information Technology - Computer Network Systems, 6/2009-5/2011:

"I attended ITT Tech for the Computer Network Systems program which was marketed to me heavily as a good path for people looking to get Cisco Networking Certifications and jobs. The classes related to computer networking were not certification oriented and lacked any amount of detail necessary to prepare for the Cisco industry certification exams."

160. [REDACTED] (ID 7802), Tennessee-Nashville, 9/2009-3/2015:

"After I received my NSA degree they told me that I should be able to receive my A+ certification right out of school, when I purchased the materials for the A+ certification, I knew hardly any of it. And I made very decent grades in school[.]"

161. [REDACTED] (ID 9373), Tennessee-Nashville, Computer Electronic Engineering Technologies, 3/2010-9/2012:

"There were no certification or training as I thought they had. Yes, you get a degree, but no experience or certification to help you get a job."

162. [REDACTED] (ID 8008), Tennessee-Nashville, Software Development Technologies, 6/2011-6/2013:

"ITT Tech offered classes in programming languages, yes. However, the classes that were taken provided nothing more than a rudimentary introduction into working with that specific programming language. []To further add onto this, almost every job in the field of Software Development or Information Technology, for that matter, asks that the applicant have an A+ certification. ITT Tech, who supposedly worked with business and [knew] what they wanted and built the courses [around that desire], offered only one class that was a basic introduction into

how to use Windows XP (at the time outdated since we (the world) were on windows 7 and about to have windows 8) and some of the internal components of a pc. They offered no option to gain the certification in A+ or any information about it except "it's a good idea to have it." If businesses needed people to have A+ certifications for Software Development, shouldn't that have been part of the curriculum if they built the programs around what businesses want?"

163. [REDACTED] (ID 9156), Texas-Arlington, Electrical Engineering Tehnical, 5/2013-3/2015:

"There were no certifications. It was suggested, but not offered."

164. [REDACTED] (ID 8927), Texas-Austin, Computer Networking Systems, 6/2006-6/2008:

"ITT stressed job placement. They largely ignored certification altogether. I can't say they over-promised on the case of certification, instead they pretended that it wasn't a necessary requirement for employment in a field where it's actually vital."

165. [REDACTED] (ID 5059), Texas-Austin, Computer Network Systems, 8/2002-11/2005:

"Was told during enrollment that enrollment and classes would make me eligible for various network system certifications tests such as the MSCE. The reality is that everyone is eligible as long as you pay for them."

166. [REDACTED] (ID 9298), Texas-Houston West, Computer Electronic Engineering Technology, 12/2007-12/2009:

"They gaurntee that i would have all the tools to land a job and pass certifications that might be needed for these jobs[.]"

167. [REDACTED] (ID 8736), Texas-Houston West, Information Systems Security, 9/2008-6/2012:

"Hiring managers that I had interviews with did not acknowledge that I attended ITT Tech and that I acquired a degree from there as well. During my interviews, the hiring managers sought more on industry certifications and years of experience which made it difficult for me to land jobs because I did not have any industry certifications and years of experience. []With the courses I took that was offered at ITT Tech along with the books and resources that we had to pay for our courses, it did not prepare me for the certification exam required for my field. Through my unsuccessful job interviews, it was brought to my attention by the hiring managers that a degree from ITT Tech was not sufficient enough to be hired and that I needed to have certifications related to my field. So I had to purchase another book as a study material and did a self-study to prepare me for the certification exam."

168. [REDACTED] (ID 9440), Texas-Houston West, 10/2009-10/2011:

"I was told that the "degree that fit me" was Computer Network Systems and that I would be trained to be able to obtain certifications like A+, MCSA, CCNA and a few others. This never happened. I was never trained to be able to even half pass these tests. More than half of my classes were seeing to get me these certifications they said. The recruiter told me stories about all the students who have all these high paying jobs due to the preparation and support ITT gave them to be able to "[ace]" these certifications."

169. [REDACTED] (ID 8824), Texas-Houston West, Computer Networking Systems, 9/2006-5/2008:

"I was told my Associates degree would supersede any technical certifications but that was a lie. I am now in debt and cannot get a job as a network administrator due to lack of actual experience and no certifications even though this is what was told I would receive upon graduation. [I] was told I would be given more credentials than a certification will grant me but that was a lie. Even after spending all the loan money to obtain the degree employers find certificates more valuable than a degree from ITT Tech. I could have just gotten certifications than a worthless degree from ITT."

170. [REDACTED] (ID 4765), Texas-Houston West, AA Network Systems Administration, 9/2012-10/2014:

"ITT constantly talked about how their coursework would allow an ease of transition into things like CCNA certs, Net+, A+, and the many 4-letter certs from Microsoft. We were constantly told that these courses would make certification exams almost a cakewalk, and that these courses opened doors to our field of study when In fact we were using old versions of VM software, and old versions of Windows Server, two pieces of software we were told were industry must-haves in our field."

171. [REDACTED] (ID 9370), Texas-Richardson, Computer Networking System (CNS), 3/2008-11/2009:

"I was left to take separate certification courses post graduation (these courses did not require any form of degree to take) from other things such as CompTIA and Microsoft to find a job. I had to leave off my "education" at ITT Tech in order to find a job, and post-employment my CEO frequently told me that if she had known I went to ITT Tech she wouldn't have hired me."

172. [REDACTED] (ID 8337), Texas-Richardson, Computer Electronics Engineering Technology, 3/2011-3/2013:

"I was told that they would offer some certification opportunities that relate to my field, but those opportunities never came to be."

173. [REDACTED] (ID 8402), Texas-Richardson, Computer Networking and Administration, 10/2009-12/2011:

“They also said that we would be able to obtain certifications but after starting I found that we had to study, pay for, and schedule on our own time to take the exams. I could have done this without attending ITT-Tech. Most of the classes did not cover the materials we studied or needed to achieve employment in our field of study and when asked about this I was told you have to study on your own and you'll only get out of it what you put into it. I was expecting this to be a school environment because I was wanting to better myself for my family.”

174. [REDACTED] (ID 7978, 9722), Texas-Richardson, Computer Networking Systems, 6/2009-1/2011:

“They stated that after certain course I would be able to take the CCNA certification but the materials they taught were outdated and for older year tests not current at that time. They also stated that the courses they taught were within the current certification test requirements that were out there, though they were still teacher server 2003 while 2008 was out, their Cisco classes were 2 certification revisions behind using outdated material.”

175. [REDACTED] (ID 9466), Texas-Richardson, 6/2003-12/2007:

“I was told when I was there that this career could make me six figures. They didn't explain how the job market really worked, that you would only be looked with certifications and experience in the IT world. They didn't teach anything about how to directly go into network at all! I had to start at a call center making 10 dollars an hour just to get a foot in the door and I had people around me that were doing that without paying thousands in loans. It was absolutely worthless and yes, I was told by the student aid rep and many professors there that we could make 100K if we got through this school.”

176. [REDACTED] (ID 9427), Texas-Richardson, Information Technology - Computer networking Systems, 3/2008-11/2009:

“A few years ago when I was laid off and looking for new employment, I was told one time during a phone interview “Oh, I see you went to ITT Tech. Yikes, they have a bad reputation and don't train their students for the job market”. Naturally, I did not get that job. So, I'm pretty sure that was the cause. My saving grace has been getting technical certifications in my field to prove my knowledge in my field.”

177. [REDACTED] (ID 8164), Texas-Richardson, 12/2008-3/2010:

“They give a large list of exams students can take, for free or reduced cost. And they claim to have higher success rates for passing them. It isn't until after the degree is almost obtained that you realize not only do you have to pay fully for the exam, but little of the tested information is in the curriculum. After I obtained a study book for a few of the exams (at my own cost), I realized

worth the schools curriculum alone I wouldn't be able to pass any of them. And since I had used all available gi bill money on the school, I wasn't able to afford the tests.

178. [REDACTED] (ID 7788), Texas-Richardson, Network Systems Administration, 3/2011-6/2014:

"I was told that they used up to date equipment/software that popular employers used. The "professors" informed us that what we were being taught would allow us to pass our IT certifications from the first time. They were completely wrong!"

179. [REDACTED] (ID 8870), Texas-San Antonio, Networking, 5/2009-5/2011:

"Said that it would offer certification classes, but had 3 presentations on Saturdays that did not mean squat. It was only for the Microsoft A+ exam in which they gave us a copy of the questions on the test. They had folks from the industry come in to talk to us, but no one ever got hired at these companies. Nothing they taught us prepared anyone to take a certification test and pass it."

180. [REDACTED] (ID 9687), Texas-Webster, 6/2004-6/2006:

"School claimed that after graduating, all that was needed was to take certification testing and not to have to take any extra classes to get certificates and increased salaries. The education was not up to the certification testing levels, and most students and graduates failed."

181. [REDACTED] (ID 8743), Texas-Webster, Information Technology-Computer Network Systems, 9/2009-9/2011:

"I was lead to believe we would obtain Microsoft and Cisco certifications as part of the class. They gave the impression of on hands workshops, certifications and real work experience. The reality was the teachers were more focused on having a high passing rate. This meant students were allowed to copy and use notes and books on exams. The quality of education was terrible if too many students failed a class the teacher was dismissed. I took a Microeconomics class were students were failing exams and homework. Within a few weeks we did not have a teacher. Some of the staff or technical teachers sat in for our class."

182. [REDACTED] (ID 8651), Utah-Murray, BAS/ID, 9/1997-12/2000:

"I was not able to pass the SolidWorks certifications until after I had years of on the job training. The training at ITT was not enough."

183. [REDACTED] (ID 7219), Virginia-Chantilly, Computer Networking Systems, 3/2008-3/2010:

“Many of the teachers were not versed in education and had little experience with the courses they taught. On top of that, the school boasted that after taking their courses one could successfully pass both the A+ and Security + certification exams. Both of these claims were false as the methods, equipment and training were outdated compared with what was actually on these exams.”

184. [REDACTED] (ID 4502), Virginia-Norfolk, Computer Network Systems, Criminal Justice, 12/2003-6/2009:

“Was told that practice for the needed certifications were being provided but wasn't.”

185. [REDACTED] (ID 9253), Virginia-Norfolk, Network Systems Administration, 5/2013-5/2015:

“They "offered" opportunities to take all of the starting certification you would need to be successful in Network System Administration like CompTIA A+, Network+ & Security+Cisco Certified Network Associate (CCNA) and Linux, but classes were not available nor did they have offer any assistance in helping you prepare for the exam. I did take a Linux class because it was apart of the course. But the text book they taught from was for someone who already had 5 year of experience not a prerequisite class.”

186. [REDACTED] (ID 8448), Virginia-Norfolk, Computer Networking Administration, 9/2009-6/2011:

“Some of the classes I took were outdated regarding certification. An example is that I took a windows xp class's when vista and even windows 7 were around.”

187. [REDACTED] (ID 8693), Virginia-Norfolk, Criminal Justice, 8/2005-9/2009:

“The CJ program did not have any certifications that were required to graduate or work in the field[.]”

188. [REDACTED] (ID 8647), Virginia-Springfield, Computer Networking Service, 3/2004-3/2006:

“I spent 2 years working for my degree. During this time there was never any mention of certifications. I was naive and did not know that I would need more than my degree. Once I graduated and I was waiting for the job offers to come rolling in I discovered that I needed more than my degree. Most places stated that I needed at least an A+ certification before they could even consider me, and that may not be enough either. I wish I had known this [before].”

189. [REDACTED] (ID 8785), Virginia-Springfield, Network System Administration, 9/2011-3/2013:

“They mention that core classes books would help us on particular Microsoft certifications but all core classes we had not just Microsoft systems/configurations had pages missing to other important information. I was part of the IT Club in the Springfield campus which brought the idea to ITT of becoming a authorize testing center and boot camp study sessions for CompTIA certs but they never provided any help with starting it up or getting a certify representative to help with those CompTIA boot camp cert, we the members of the IT Club had to take it upon our self to provide those boot camp study sessions but other students from the program took it serious since ITT wasn't providing a certify official representative to help with the study session. ITT became a authorize testing center but who knows what they lie to CompTIA on what ITT officials were providing.”

190. [REDACTED] (ID 8481), Virginia-Springfield, Computer Network Systems, 6/2009-8/2011:

“ITT Tech lied to me about certain courses that should have prepared me to take certain certification exams. In fact, for the CCNA exam my professor forgot to give us part of the exam and upon graduation I and all of my classmates had to re-take the course. In my case I had already re-located to a different city and had to endure a grueling process to re-enroll at the local ITT to complete the course. Even after another successful completion of the class I was not prepared in any way to take the actual CCNA exam.”

191. [REDACTED] (ID 7945), Virginia-Springfield, Network Systems Administration, 4/2014-5/2016:

“My Linux class was supposed to prepare me for the Linux certification exam. I did not. Not even close.”

192. [REDACTED] (ID 3694), Washington-Everett, Computer Network Systems, 3/2008-6/2010:

“When I tried to get information about a certification I was trying to obtain back in 2010. I failed the online sample test because I did not recall learning any of the stuff while I attended.”

193. [REDACTED] (ID 8673), Washington-Everett, Project Management and Administration, 1/2008-1/2013:

“Certification in the field, yes this was a lie. Since we have to pay another class/session to study again to get certified and licensed. Statistics about the past was a lie as well. If you look at the Program Managers now, they are at their 60's that are licensed and certified and are making those big bucks in the field.”

194. [REDACTED] (ID 7307), Washington-Everett, Information Systems Security, 12/2002-12/2006:

“The school did not offer the necessary certifications that prospective employers said I needed to gain applicable employment in the field of Information Systems Security. The reference materials used within the classrooms throughout my four years were often joked about by the students, and were of poor quality, poorly edited, and of elementary-school reading level. The director of the IT/IS department stated the IT/IS programs were designed for people with a prior background in computers and network engineering, which I had clearly not, and I struggled because of it. No one had informed me that I needed computer and networking experience, prior to starting this program. That is the reason I chose to go to the school, was to gain that education.”

“I can't afford to pay for the certifications I need to move into a field relevant to my course of study, and haven't been able to since I graduated.”

195. [REDACTED] (ID 4530), Washington-Spokane Valley, information technology, 1/2002-5/2004:

“[T]hey also told me I would be eligible to receive my comtia a+ certification and my network + certification and finally in my last quarter I found out one of the fellow students in my class had tested out of most of his classes to save tuition money and he had already known, so they did not tell me I could have tested out of most of my classes and the classes we based on obsolete out dated operating systems, and the books were promised direct from Microsoft and they weren't they were from india and missed spelled words and wrong information.”

196. [REDACTED] (ID 8052), Washington-Spokane Valley, Computer Network Systems, 9/2005-3/2008:

“There were [many] times I was told that each class will provide enough information to take an certification exam and I would leave having that knowledge. Often times there wouldn't be enough information to even broach a particular certification. I often remember stories of how many students passed a particular exam and then landed "x" job because of their assistance. This is what enticed me to attend.”

197. [REDACTED] (ID 7760), Washington-Spokane Valley, 9/2007-9/2009:

“There were multiple certifications that I researched that would not take credit hours from ITT tech. They indicated to me that they offered all of these certification training programs and there was literally one offered for soldering which I found out later is not accepted by anyone.”

198. [REDACTED] (ID 9719), Washington-Spokane Valley, Information System Security, 6/2007-6/2011:

“As for certification exams, we did not do any mock exams nor did we go over the items that would be on exams. I would have had to study them on my own to even know what to expect. In short, the school told me I would have all the necessary education and training to achieve employment in my career field of Information Systems Security, and I did not.”

199. [REDACTED] (ID 9684), Washington-Spokane Valley, Technical Project Management, 3/2005-6/2007:

“I was told that upon completion of the Technical Project Management degree, I would have the necessary education and knowledge necessary to sit for my PMP certification. I was told that other groups that had gone through this program, was successful in finding jobs quickly and was making above the local area median salary. []Once I graduated, I realized that there was no way I could sit for the exam since we never used or learned directly from the PMBOK, which is basically the Project Management 'bible' that the exam is directly related. []To date, I still have not been able to take my PMP certification exam.”

200. [REDACTED] (ID 9319), Washington-Spokane Valley, Technical Project Management, 9/2002-3/2007:

“It was also promised that this Bachelors program would allow any of it's graduates to go out and obtain PMP certification. We promised the curriculum would be directly based on the PMBOK. We had to pay for the PMBOK twice, and we never once opened it in any of our classes. Upon graduation, no one could have gone and passed the PMP exam with what little education we were given.”

“We were told that we would be taught directly from the PMBOK and the PMP professional would be brought in to teach the classes. NONE of our teachers had a PMP, most didn't know what it was and several had no management experience at all.”

201. [REDACTED] (ID 9343), Wisconsin-Greenfield, Computer Network Systems, 9/2001-9/2007:

“A degree in computer networking from ITT is not specific enough to computer networking field. IT was more of an IT generalist who focused on PC / Break Fix. No time was spent on cisco switches (95% of all networking) No time prepping for the cisco certification that is the only thing an employer looks for to land a job in the field. Nothing was done with cable management, LOC's and different devices that the entirety of the field was about.”

202. [REDACTED] (ID 7471), Wisconsin-Greenfield, Software Engineering, 11/2005-1/2011:

“I was not able to land any jobs in the IT or Computer field. [] In many ways it would have been cheaper and better to just get certificates from Cisco or Microsoft. While a A++ certification class was conducted on campus it was not part of the curriculum and was offered for a fee and during non school hours. I was working full time and going to school full time. I did not have extra time to go back to campus to pay for a separate class that should have been offered as part of my program. We covered only the most basic items for the A++ cert in some of my classes. I would have still had to pay for the test. This certification was desired by most employers.”

203. [REDACTED] (ID 6516), Wisconsin-Greenfield, IT Networking, 8/2000-5/2004:

“The never explained the certification requirements or how they would get students to the level to achieve certifications. They never offered specific classes or courses needed to achieve certification in the IT field or Microsoft. They just told me that they offered all the programs required to attain the highest paid and most accepted skills required by employers.”

204. [REDACTED] (ID 7692), Wisconsin-Greenfield, Information Systems Security, 6/2006-6/2010:

“I found out on the first day of class that we were using outdated Hardware like various Cisco Switches and Servers and Software like Photoshop. I asked the teacher when ITT Tech will update their current Hardware/Software and he told us that there is no plans for updates. Instead of giving us real world scenarios we might encounter in the work world, they gave us outdated labs we would have to complete that offered no real world significance for job placement or taking our certifications. When I finally took my A+ certification, none of the things I learned from my courses were on the exams. I had to study A+ certification books in order to pass the exam.”

205. [REDACTED] (ID 8077), Wisconsin-Greenfield, Computer Drafting And Design, 6/2009-6/2011:

“Provided certificates only through schools name and certification did not meet other standards i.e., SolidWorks certification.”

206. [REDACTED] (ID 8401), Criminal Justice, 11/2006-6/2011:

“My instructors gave us tests to achieve certification in different specialized fields, most notably finger printing specialist. The instructor was certified by the FBI to give this test and certification. I passed the test with a 98% score. ITT Technical would NOT allow the certification to be presented to any of us students. I never received my certification for finger printing but still paid for the class.”

207. [REDACTED] (ID 8728), Computer Networking Systems and Digital Forensics, 6/2006-3/2010:

“Did not receive any classes or aid for certifications for CNS or digital forensics and was grossly unprepared for tests.”

208. [REDACTED] (ID 6189), Software Applications and Programming, 8/2006-8/2008:

“I was told I would learn all I needed to in order to be able to obtain certifications such as the A+ certification to work on hardware. I was told after a 2 year degree I would be proficient in programming and could find an entry level position somewhere. I did not have any of the languages or enough experience coding to pass the initial tests in the employment screening process for any company I was interested in applying.”

209. [REDACTED] (ID 7683), Computer Networking Systems, 12/2009-11/2011:

“Was told that we would all graduate ready to take the Cisco CCNA certification and that they would help us to sign up for it. Course work provided in school didn't cover over half the stuff on the exam.”

210. [REDACTED] (ID 4458, 9548), Criminal Justice, 3/2004-6/2011:

“Was told that some of my classes for my AAS Degree were set up more as a prep for programming certifications that might be needed by some employers. This was not the case when I looked into trying to take these certifications.”

“[M]y first degree was a AAS in computer networking. I was told that the CISCO classes given in this course would if passed with a B average I would get my certificate (CCNP Certification: Cisco Certified Network Professional.) I never received this paperwork from the school. I kept getting the run around from the program directors.”

211. [REDACTED] (ID 9245), Information Technology, 3/2006-3/2007:

“We were told that upon completion of the program, that we would be prepared to take and pass the MCSE certification. I and three of my classmates tried and failed the certification test. My three classmates had graduated from ITT Tech.”

212. [REDACTED] (ID 7999), 11/2009-9/2012:

“My parents and I were told about the training to learn how to fix computers such as A+ plus certification and the rate of people being employed with high salaries. I was also told that I

would receive A+plus certification to learn how to fix computers so that I can at least get a job is at a squad at Best Buy but that did not happen[.]”

213. [REDACTED] (ID 9302, 4244), Information Systems Administration, 12/2007-12/2010:

“The recruiter told me that the curriculum was based on what potential employers were looking for in their candidates. Did not inform me of any further licensing or certification exams.”

“They didn't explain to me that certifications were required in the IT field. In fact, I could have dropped this school and just studied for my certifications and had a much better shot of landing a good paying job.”

214. [REDACTED] (ID 9304), Computer And Electronics Engineering Technology, 6/2007-6/2009:

“ITT Tech stated, after completion of the Associate's degree of the Computer and Electronics Engineering Technology, that I would have the knowledge to pass certain certification programs, I specifically asked about the CompTIA A+ certification, and was assured the coursework would prepare me to pass the exam. After graduating, I ended up having to take a course in order to prepare me for the CompTIA A+ certification (Not with ITT Tech), the coursework I completed at ITT Tech did not prepare me the CompTIA A+ certification.”

215. [REDACTED] (ID 3693), Computer Network Systems, 6/2002-5/2004:

“They claimed that once I graduated I'd be prepared to take the CNP or MCP, these were certifications for Cisco Systems and Microsoft.”

216. [REDACTED] (ID 8270), Computer Network Systems & Information Systems Security, 9/2004-5/2009:

“When being taken on my initial walk through of ITT, I was told that by the end of the CNS degree I'd be well prepared to take the A+ Computer Hardware certification. This excited me alot as certs are very important to have in the IT field. My first CNS class was "Introduction to PC's." The curriculum was to teach computer basics, as well as how to tear down and rebuild a PC. The first 4 weeks were spent teaching students how to do very basic pc navigation, such as: how to move the mouse across the screen, how to click on things, how to open an internet browser. The course finished with us not once taking any PC's apart. When a fellow student asked the instructor about this, they were informed that PC tear downs and re builds weren't part of the curriculum.”

217. [REDACTED] (ID 3689), 2/2008-10/2014:

“They didn't have the proper equipment or up to date texts. I wasn't prepared for certification exams even though we used "microsoft certified"books[.]”

218. [REDACTED] (ID 7960), 8/2006-8/2008:

“They said we would receive certifications for the classes we were enrolled in but I finished my degree and not once did I receive a certification in anything[.]”

219. [REDACTED] (ID 9017), Applied Computer Science, 1/2001-3/2003:

“Was told that after you completed your Cisco class we could go to the testing center (New Horizons) and take our CCNA certification test and pass it on the spot because of what we learned in the class. That was not trues as many of us did go and try to pass the test only to fail it.”

220. [REDACTED] (ID 8611), Information Systems Administration, 1/2009-12/2011:

“It wasnt until I went to Training to You here in Phoenix, AZ and received my A+ and Networking + certifications that an opportunity in IT opened up. Still not a System Admin job I went to school for but its something. So now I have a degree thats worthless because not employers I came across frowned when I even mentioned ITT tech and close to 40k in debt[.]”

221. [REDACTED] (ID 8173), Computer Networking, 3/2003-5/2005:

“Most employers then, and now require specific certifications in specialized areas of my field of study. An AS Degree has alost no bearing on my employability in my field.”

222. [REDACTED] (ID 9377), IT-Computer Network Systems, 8/2010-9/2012:

“[T]hey lied to me about all licensing and certifications. I was told that i would have an opportunity to get certified in multiple areas and not once did they arrange for this to happen. I did take 4 classes out of 32 that were related to certifications and licensing.”

223. [REDACTED] (ID 8631), 2/2008-5/2010:

“I was told by my rep (Latoya Perry) before entering ITT that certifications such as those for Microsoft, Cisco, and others would be included in the curriculum... so I would not only be graduating with a degree, but with certifications that would assist me in being placed in a job fitting my education. I was also told that my credits would be fully transferable, and that continuing my education elsewhere, should I choose to, would be easy. I also found out after

being near completion of my degree at ITT, that not only were most of my credits NOT transferable, but that they didn't provide adequate information to pass really ANY of the certifications that I would have benefited from in my field.”

224. [REDACTED] (ID 8200), 12/2013-7/2016:

“ITT told us we where certified for our certifications and our books were not what we needed for the tests[.]”