

## EXHIBIT 9

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

*“I was directed to take online classes because on campus courses were not available. They were not of good quality and there was no teacher actively involved in the process.”*

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

*“In the end they cancelled my program with three classes left to take then put me in another program where I needed 6 more to graduate. Not to mention that they didn’t actually teach me the material I needed to know to pass my last few classes of my previous program so I failed them all.”*

**3. [REDACTED] (ID 9614), California-Orange, ASEE, 2/2009-9/2011:**

*“Where unable to provide night classes so they dropped me and forced me to either skip a semester or to pay out of pocket for half the classes since federal aid was only given for full time students. Private credit cards were issued with high interest rates[.]”*

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

*“Forced me into starting the bachelors program before I had finished the classes needed to get my associates.”*

**5. [REDACTED] (ID 8300), California-Oxnard, AS Multimedia, BS Digital Entertainment and Game Design, 6/2003-3/2007:**

*“The general education was originally on campus, during my third year they moved it online, no prior announcement. I did not sign up for online classes and was not the least bit interested in taking courses online. In fact I didn’t find out I had an online class until I got my class schedule. When I went to my program chair they told me it’s too bad, it was moved online to cut costs. After a few terms and numerous people failing as well as several complaints they finally moved it back on campus. The online classes were more of a joke than the on campus classes. Most of the teachers seemed to have no knowledge of what they were teaching and if you needed help you could send an email and wait, sometimes it took up to a week for finally get a response.”*

**6. [REDACTED] (ID 3975), California-Rancho Cordova, 10/2009-12/2012:**

*“Understanding the total cost of the programs when changes would arise. The continues retake of a class and the cost of five classes when the program was changed. None of this was explained to me that my Federal Loans capped for earning my associates degree. Had I have know I would have dropped out after failing twice.”*

**7. [REDACTED] (ID 8324), California-San Bernardino, 9/2006-7/2009:**

*“I was told one price at the beginning of the program, then they told me to switch to the associates program in mid-term without disclosing the price differences. They then told me to continue the bachelors program after I completed the associates program. I was never made aware of any changes.”*

**8. [REDACTED] (ID 8529), California-San Diego, 9/2010-6/2012:**

*“ITT Tech told me it was providing a Bachelors Program for my city/area. However, 2 semester left before finishing my Associates, they told us that there would be no Bachelors Program for us to continue in as they were shutting down our program due to lack of interest. If we wanted to continue, that the closest location was over 4 hours away. We were then bombarded with invitations to work on other programs within ITT, starting at the Associates Level, not Bachelors.”*

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

*“I was signed up to take my general education classes in house. Due to a death of one of the teachers of this class I and several others in my class were told we’d have to take a semester’s worth of Gen-EDs online. This ended up meaning that all my General Education classes from that point on were going to be online regardless of that i signed up for. This didn’t carry any less cost than the in house classes and the fact that we didn’t want to take them online didn’t seem to matter to the administration. We were never allowed another Gen-ED class on campus from that moment . Due to the terrible interface and terrible reliability of their online classes at the time and frustration on my part, my grades suffered dramatically, even failing several of these classes.”*

**10. [REDACTED] (ID 8744), Florida-Tallahassee, 9/2010-3/2012:**

*“ITT Tech provided no support. They started a construction management program and cancelled it before any classes were unable to obtain a degree. There was no notice, no prior knowledge. They let our class start thinking we were in Construction Management when behind*

*the scenes they cancelled it and changed it to Project Management without even telling us. We actually just noticed that the course name on our schedules changed. There was no staff available to help answer questions and then they suckered about half on my class into continuing the Project Management program which was later cancelled without anyone receiving a degree.”*

**11. [REDACTED] (ID 9071), Idaho-Boise, Visual Communications, 1/2008-8/2009:**

*“When I enrolled, they knew I was aiming towards pursuing my Bachelors in Visual Communications to land this “awesome job” they kept telling me about. That was their recommendation. Halfway through my Associates, they informed me they, suddenly, no longer offered the Bachelors I had been working so hard towards. At that point, I was stuck with this loan and wasted my time with no other options to turn to.”*

**12. [REDACTED] (ID 8014), Illinois-Orland Park, 3/2011-3/2013:**

*“One semester I was forced to take classes online that was a total mess. [I] I wanted my bachelor’s degree in the end of all this. Now only to be told 2 weeks before getting my associates degree that the criminal justice program was being cancelled. Now I just wasted 2 years of my life and \$80,000 plus in debit for a associates degree that cant even be used for a lowly security job watching the front door of a grocery store, or the school credits cant be transferred to another school. I can go on for the next 10 pages of feeling degusted about this school and how it ripped me off.”*

**13. [REDACTED] (ID 7675), Indiana-Newburgh, 3/2007– 9/2011:**

*“The associate Dean taught one of my criminal Justice classes. He would always talk about the work he did with CSX, a job I don’t qualify for without additional schooling. He brought in a speaker once who was an intelligence analysts, a job I also don’t qualify for. I expressed multiple times to him and my program chair that was a job I was very interested in. No one ever told me my classes weren’t enough to get me the job. Even the commercial showed a crime scene technician which was what I was interested in when I started. They ask you what field you want to go into telling you that just the criminal Justice degree would open so many doors. They never told me that I don’t have enough education for the jobs they show in there commercials. I can’t be a crime scene technician without science classes. None of which were in my 180 credit hours. I even got a crime scene kit for one of my classes, I used it one time in class.”*

**14. [REDACTED] (ID 9321), Massachusetts-Norwood, Information Technology - Computer Network Systems, 8/2009-7/2014:**

*“However, worst of them all was the issue with my dual associates. They had stated that they had a SAP (Systems Applications Programming) field that I could enroll on, but there were not*

*enough students enrolled to open the program. I had worked with some of my friends to sign up for this program so that they would have enough students to open the program. Everything worked great until I got told that there were not enough courses to keep me enrolled on the program and that I would have to transfer to CNS once again. I was left crushed to know that I would not be able to get my SAP degree and that all the money spent on the degree would have been worthless.”*

**15. [REDACTED] (ID 8117), Michigan-Troy, Digital Entertainment and Game Design, 7/2009-9/2013:**

*“Also before signing up for the bachelors program I was told there would be no more online classes, and was later forced to enroll in them to complete my program.”*

**16. [REDACTED] (ID 8216), Michigan-Wyoming, Electrical Engineering and Communications Technology, 6/2007-6/2014:**

*“When I first started ITT it was under the belief that they would be getting the Bachelors Game Design Program. They said it would be coming in a couple months but to sign up for it anyway. I did and began the Associate's degree first in Visual Communications. After about three quarters they came to us and said that if we wanted to complete that degree we would have to move it out west where the classes were at. I was furious and wanted to drop out, but they said that if i did I would have to pay for all three quarters of classes right away. I was unable to do so, so I ended up switching to the Electronics program to avoid having to pay my loans immediately.”*

**17. [REDACTED] (ID 8581), Missouri-Arnold, Network Systems Administration, 9/2014-9/2016:**

*“I told them I did not want online classes but they kept attempting to put me in them. I was not given proper training.”*

**18. [REDACTED] (ID 8191), Missouri-Arnold, Visual Communications, 9/2010-12/2012:**

*“I originally attended ITT Tech to study Digital Entertainment and Game Design. I was told a prerequisite was to complete a two year Visual Communications program. I did that, half way through two instructors at the school warned students that the Digital Entertainment and Game Design program didn't exist anymore. Those two instructors where quickly removed along with the Department Chair of the Design programs. All students were told there is nothing to worry about, that we can still sign up for the Digital Entertainment and Game Design program once we complete the Visual Communications program. 2 years later, my class schedule was different to force us to attend an extra quarter and we get told sorry, Digital Entertainment and Game Design program has been away for the past year. It was actually gone, yet I was told I could still*

*get into the program. They told us this so we would stay and complete the second year. The only reason I attended ITT Tech was taken away and I was lied to so the school wouldn't lose my federal student loan aid from my leaving to study Digital Entertainment and Game Design somewhere else."*

**19. [REDACTED] (ID 8246), Missouri-Arnold, 9/2008-8/2011:**

*"I went to ITT because their advertisements promised an excellent education and a high job placement rate which was not true. The school stopped offering classes that were a part of my degree when I was 3 credits away."*

**20. [REDACTED] (ID 7911), Missouri-Arnold, Software Applications Development, 6/2009-6/2012:**

*"ITT attempted to prevent my entire program/class from graduating on time. Having such a small class graduate from the program would make their numbers look bad. They attempted to force us down to part time students for a semester and then take a single class (the capstone) the next semester. Each one of us wrote a complaint to HQ and met with the Dean and we were provided the class a week after classes began."*

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

*"Speaking of an English class I was forced to take an online English class which I was refused to be allowed to drop and had to retake it as I had failed due to poor performance in the class due to limited high speed access at my house. Which I had mentioned early in the class that would happen."*

**22. [REDACTED] (ID 8516), New Mexico-Albuquerque, 8/2006– 5/2010:**

*"Shortly after I enrolled in business management, they told us they were ending the program and we would be the last class to go through. The degree then changed to business project management. All of my teachers for business classes had no idea what they were doing and in fact, one said he was thrown into the class because they had no one else to teach. Much of the time we were on the internet not learning anything. My project management classes were a joke and literally learned not one thing about project management because the teachers had no idea so they would read out of a book and hope for the best."*

**23. [REDACTED] (ID 6143), Ohio-Columbus, Computer and Electronic Engineering, 9/2010-6/2012:**

*"They also lied to me on what the program I was attending was about, which meant that my career ideas and plans were completely waylaid because I wasn't receiving the education I needed for the field. I was told that my program focused on computers and the building/repairing*

*of them when in reality there was only one class that focused on that. I found myself studying something I had not signed up for, and stuck with the loans the moment I attended the first class.”*

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

*“I also was misled 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.”*

**25. [REDACTED] (ID 7810), Ohio-Warrensville, Electronics, 6/2012-3/2015:**

*“[S]ome classes were only available during the evening and in my case during a semester all my classes were set to be evening classes even tho i had a night time job. when i brought this up to the women that did my schedule i was told and i quote “ you’ll need to find a new job”.”*

**26. [REDACTED] (ID 8621), Tennessee-Nashville, Bachelor of Applied Science in Software Development, 6/2008– 6/2012:**

*“We took a class near the end of our Associates program. When we were able to sign up for our Bachelors program, we were forced to take the same class again (and have the same book, twice!). When we complained about this and tried to fight this with corporate, the district manager had a meeting with three of us. We were basically told that we can keep our mouth shut and continue on (and graduate) or he could expel us from the college, with all of our debt.”*

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

*“I wanted to become a crime scene investigator for the city or the FBI, when I enrolled I was never told I would not be able to enter into that field. I found that out after completing several classes. I was under the impression I could get an entry level position as possibly an evidence collector or some other position in law enforcement or the FBI. I later found out I would have to become a police officer first and for the FBI I was too old to work as a special agent. Career services was not very helpful in assistance with job placement I did not go on any interviews that I didn’t secure myself. They only sent me a notification about a couple of upcoming job fairs where I competed against the general public rather than referrals from the school. I thought the school had a high job placement rate, the criminal justice program had full classes at all times it was one of the largest programs at my campus.”*

**28. [REDACTED] (ID 2725), Washington-Seattle, Digital Entertainment and Game Design, 12/2004-5/2009:**

*“They claimed to offer classes that would help me land a job in Game Design as a 3D modeler or a Level Design artist. However, i was coerced into a Multimedia degree that had little to do with where i wanted to go, which they claimed was the foundation for Game Design. Some of the classes i took had little to do with Game Design. One of the classes I had to take was Economics, and this was one class I didn't feel necessary for me to be in because it was not something i wanted to pursue. Another class i was forced to take was coding, and I already knew that was not the path i wanted to follow. What bothered me the most is had i taken these classes at a University or other college I would have never passed them - with ITT I got an A in coding and a B in Economics. I felt like I was handed the grades.”*

**29. [REDACTED] (ID 9416), Wisconsin-Green Bay, 12/2008-6/2013:**

*“I took online classes at a previous school and hated it, so I also made sure all my courses would be on campus. I knew then I could interact with an instructor, sure enough, there I was taking online classes in my BA program. In one of the online classes I actually got an F because the instructor didn't like my paper on Ethics (a completely debatable topic) and I was trying to debate it with the instructor, but online it is nearly impossible to do so. I then retook the class on campus and got an A.”*

**30. [REDACTED] (ID 8645, 9677), Wisconsin-Green Bay, 12/2009-6/2013:**

*“They told me that I would have to take an Associates degree in Visual communications because 50% of the course had prerequisite classes in it that I would need for my Bachelors degree in Digital Entertainment. I did not want this Associates degree but because they said it had 50% of the classes I would need I took it. When I went through the Associates degree I found that they had lied to me and that only 3 out of the 21 classes in the Associates course were needed for my Bachelors degree. So I was forced into a degree I didn't need or want so that they could get more money from me.”*

*“They knew that my course of study was being shut down but didn't tell anyone of us who signed up until late we were 3 months in. Then they fired our half way knowledgeable teachers to replace them with lower paid people who knew nothing about what they were teaching. After the lawsuit and finding out that the school is closed employers don't want to accept my degree as legitimate.”*

*“They forced us into an associates degree that we didn't want because it had “prerequisites” for our bachelors degree, even though the two had absolutely nothing to do with one another. They forced me to double major to get into my Bachelors degree and then told me I couldn't use my*

*presidential scholarship that they promised to me for the first 2 quarters of my Bachelor classes when it should have been for all of them.”*

**31. [REDACTED] (ID 6163), Wisconsin-Greenfield, Associates of Applied Science in Visual Communications, 6/2009-7/2011:**

*“My program was changed from Multimedia, which consisted of more graphic design and video classes, to Visual Communications, which I was reassured wouldn’t change the courses I was interested in. Many courses were changed to reflect their newly created program without letting current students finish out the program they had begun.”*

**32. [REDACTED] (ID 8050), Online, 9/2012-6/2014:**

*“They were misleading in the type of classes that were provided. I enrolled thinking I would be enrolled for game design but all programs but I was Autocad, civil engineering, or revit, etc. None were about animation.”*

**33. [REDACTED] (ID 8675), Game Design, 9/2009-6/2011:**

*“It’s a detriment when looking for employment to have ITT on my resume. It’s embarrassing to say that’s where I went to school. I had to spend more money and time for additional course work in a field I could make a career. They lied to us about the Multi Media program shutting down and said it wouldn’t cause an issue with our class but then we had to take new courses in the Visual Communication course and pay for additional classes that we wouldn’t have needed in the previous program. They told me this was in order for me to graduate and if I didn’t, I couldn’t graduate.”*

**34. [REDACTED] (ID 2830), Criminal Justice, 5/2009-10/2011:**

*“Portland Oregon campus took away the Bachelors in Criminal Justice with no notification. The teachers had no experience or education in the Criminal Justice system. They seemed more like fly by night teachers.”*

**35. [REDACTED] (ID 7713), Industrial Engineering, 6/2012-4/2014:**

*“The school offered the industrial engineering program to me after two semesters of drafting. I switched programs with the idea that i would not have to retake any courses. The first two semesters had very similar courses with different names. When i tried to contest it went to the corporate office and never returned, i dropped the class hoping to hear an answer before i graduated, i never did. The campus director had to “move things around” to make it look like i took the class, but what ended up happening was i payed for a class that i never took. And since the curriculum is simalar to a previous course, i basically payed twice for the same course.”*

36. [REDACTED] (ID 2730), 1/2011-1/2012:

*“I enrolled into video game design and after spending 3 semesters there I found out that they had “fazed out” my program and put me in visual communications which is not what I enrolled for. They never even told me until I noticed the changes and brought it up to the administration.”*

37. [REDACTED] (ID 7096), 1/2000-12/2003:

*“[F]irst semester came then we had a break over the holidays. came back and they changed programs on us. we was told we had to pay more to get the up dated program. And we rushed through a lot of the programs. at one point in In we lost a teacher. they replaced the teacher with someone with no background in the program we was studying[.]”*