

FINAL STATEMENT OF THE INDEPENDENT MONITOR

As noted in the report for the period, July 2017-December 2017, the Monitor had hoped to issue one additional report for the final month of the term, January 2018. Ideally, in that report, the Monitor had hoped to: (1) review more admissions representatives' calls; (2) visit at least one of the three Zenith campuses that will remain open for the foreseeable future; and (3) make some assessment of the efficacy of Zenith's complaint resolution process.

Regrettably, in this final statement, the Monitor can report only on one of these outstanding items, additional calls. For whatever reason, Zenith did not reply to repeated requests to visits its remaining campuses or the request for information sufficient to assess its complaint resolution process.

At the time of the final report, calls for May and July 2017 had not been reviewed. Those reviews have since been completed.

Of the 290 calls reviewed for May 2017, two were concerning. In one of those calls, the admissions representative, citing government data, mentioned the median salary for the given field. The prospective applicant responded with "so like the minimum?." The representative did not make clear that "median" does not mean the same thing as "minimum." In the second call, in discussing the paralegal program, the representative asked whether the student could attest that she had not had any felony or misdemeanor convictions in the past ten years. The caller responded that she had two misdemeanor convictions in 2013. At that point, the representative repeated the question, whereupon the caller said that she *could* make the attestation. Eager to sign up a new student, apparently, the representative disregarded the inconsistency.

Of the 184 calls reviewed for July 2017, one was concerning. This call was between a financial aid representative and an admissions representative. The former related that the prospective student earned "like \$225,000, plus combat pay." The latter responded, "Well, let him know what he needs to change," suggesting that the prospective student should report a lower income figure so as to qualify for financial aid.

Finally, as noted in the final report, the Monitor believes that it would be in the best interest of students if there were some independent review of Zenith's conduct between now and the time that it closes most of its remaining schools. To quote the concluding sentence of that report, "Given the inevitable cost pressures and the fact that these schools will be ceasing operations in the not too distant future, there will doubtless be a temptation to cut corners as the closing dates near."

