



DEVAL L. PATRICK
GOVERNOR

TIMOTHY P. MURRAY
LIEUTENANT GOVERNOR

GREGORY BIALECKI
SECRETARY OF HOUSING
AND ECONOMIC DEVELOPMENT

Commonwealth of Massachusetts
Division of Professional Licensure
Office of Private Occupational School Education
1000 Washington Street • Boston • Massachusetts • 02118

BARBARA ANTHONY
UNDERSECRETARY OF OFFICE
OF CONSUMER AFFAIRS AND
BUSINESS REGULATION

MARK R. KMETZ
DIRECTOR, DIVISION OF
PROFESSIONAL LICENSURE

Bulletin #7 - American Career Institute School Closure

TO: Current and Former Students of the American Career Institute (ACI) located at
703 Granite Street, Braintree, MA
186 Alewife Brook Parkway, Cambridge, MA
125 Newbury Street, Framingham, MA
365 Caldwell Drive, Springfield, MA
10 State Street, Woburn, MA

DATE: April 17, 2013

RE: Court Appointment of a Receiver, Update on Student Documents and Payments, Tuition Options
Payment Status, and Student Tuition Refund Claims Process through DPL

On January 9, 2013, the Massachusetts Division of Professional Licensure (DPL) received notice that the American Career Institute (ACI) ceased operating in Massachusetts. DPL is continuing its investigation of the matter and is coordinating these efforts with other state and federal agencies. This bulletin, the seventh released by DPL, provides updates on the following issues:

- Court Appointment of a Receiver to Wind Down ACI Obligations;
- Exam and Testing Vouchers;
- Computer Kits and Books Purchased from ACI;
- 1098-T Student Tax Forms;
- Payments Made to ACI not Reflected on Student Records;
- Tuition Options Payment Status; and
- Student Tuition Refund Claims Process through DPL.

Court Appointment of a Receiver to Wind Down ACI Obligations:

In mid-February 2013, a federal district court judge appointed a Receiver for the purpose of preserving and protecting ACI's assets and assisting with the orderly closure of the School while it winds down business. DPL is working with the Receiver and others to resolve several ACI



related matters including missing student records, certificates of completion, incomplete transcripts, and student records for graduates of ACI.

In the interim, DPL will continue to act as a point-of-contact for former ACI students. As such, students with questions or issues related to missing or incomplete student records and documents are advised of the following:

Missing Student Records and Documents:

Students who have not notified DPL—either by e-mail or by signing an acknowledgement form at an information session— that they are missing documents from their student file, should submit a Document Authorization Release Form with their original signature and a self-addressed stamped envelope to DPL. Please also include your ACI student I.D. number.

If and when these documents have been located, DPL will notify students by e-mail about how they may obtain copies of these documents.

Certificates of Completion and Student Records for Graduates of ACI:

Graduates who have not notified DPL— either by e-mail or by signing an acknowledgement form at an information session — that they are missing Certificates of Completion or other student records, should submit a Document Authorization Release Form with their original signature and a self-addressed stamped envelope to DPL. Please also include your ACI student I.D. number.

If and when these documents become available, DPL will attempt to notify graduates by e-mail about how they may obtain copies of these documents.

Graduates who have not received their Certificate of Completion because they owe an outstanding balance to ACI may pay their balance by sending a check payable to “Francis C. Morrissey as Receiver for ACI” to Morrissey, Wilson, Zafiropoulos, LLP, 35 Braintree Hill Office Park, Suite 404, Braintree, MA 02184. Upon notice from the Receiver that he has received the payment, DPL will work with the Receiver and ACI to obtain a Certificate of Completion.

Incomplete Transcripts:

Students who received incomplete transcripts should e-mail DPL at dplschoo1.closure@state.ma.us, and inform DPL staff regarding which grades or courses are missing from their transcript. If available, students should also provide proof or documentation of their attendance, the grade they received in the course, the name of the course instructor, and the approximate dates of attendance. Students must provide their ACI student I.D. number as well.

CPR Training Cards:

ACI has provided DPL with all CPR training cards that were in its possession at the time of its closure. If students did not receive their cards, students should make other arrangement to obtain their CPR training cards, which may include retaking the CPR training. If you paid for a CPR training card and didn't receive it or have to retake the training, you may be eligible for reimbursement of this training fee. At a later date, DPL will make every effort to provide students with a process whereby they can file a claim for reimbursement, provided they can show proof of payment to ACI for the CPR training; please note that this process has not yet been established.

Exam and Testing Vouchers:

Students who paid for exam and testing vouchers—including vouchers for all IT, DANB, and CMA exams—and who can prove this payment by documentation of charges on their ledger cards, should be aware of the following:

Students Who Have Received Test Codes or Vouchers:

Students who have received test codes or vouchers should be advised that receipt of these documents indicates that ACI had submitted your test application and payment to the testing agency prior to their closure. As a result, students should attempt to take their exams as soon as possible, as the codes and vouchers may have expiration dates.

Students Who Have Not Received Test Codes or Vouchers:

Students who have not received test codes or vouchers from ACI should make other financial arrangements to take the tests. If you paid for a test code or voucher and did not receive it, you may be eligible for reimbursement of this fee. At a later date, DPL will make every effort to provide students with a process whereby they can file a claim for reimbursement, provided they can show proof of payment to ACI for the test codes or vouchers; please note this process has not yet been established.

Computer Kits and Books Purchased from ACI:

Students who paid ACI for computer kits and books may be eligible to apply for a claim for reimbursement at a later date. Please note that if and when a reimbursement system is established, only students that who have not discharged their student loans **and** can prove their purchase of these items from ACI will be eligible to file a claim. Please see below for more information regarding the claims process.

1098-T Student Tax Forms:

Students who have specific questions about whether their 1098-T student Tax Form is accurate or whether they should have received such a form, should consult a tax professional. In general,

students who were not *charged* tuition in 2012 may not be eligible to receive a 1098-T Student Tax Form. However, it is recommended that you consult a tax professional regarding your specific situation.

If you were *charged* tuition by ACI in 2012, which does not mean those who *paid* money to ACI in 2012, you may be eligible to receive a 1098-T form. If you have not yet received it you should e-mail DPL at dplschoool.closure@state.ma.us. DPL will attempt to get information about why the form has not been issued. When contacting DPL, students must provide the following information: name, current mailing address, and ACI student I.D. number. Please note that if you have already provided this information to DPL, you do not need to do so again. If and when these forms become available, DPL will attempt to notify students by e-mail.

Payments Made to ACI Not Reflected on Student Records:

Students who report having paid ACI just prior to its closing and whose payments are not reflected on their ledger, should e-mail DPL at dplschoool.closure@state.ma.us or call 617-727-5811, and inform DPL staff of this issue. DPL will work with the Receiver and others to obtain information about those payments. When contacting DPL, please provide the following information: name, ACI student I.D. number, and a copy of any receipts for payments or cancelled checks (both front and back of check).

DPL will work with the Receiver in an effort to resolve the issues. Students who have already contacted DPL regarding this issue do not need to do so again.

Tuition Options Payment Status

Students who are NOT participating in a teach-out, and who financed payments to ACI through Tuition Options, should contact Tuition Options immediately at 1-877-294-0888 Monday - Thursday from 9 a.m. - 10 p.m. and 9 a.m. - 8 p.m. on Friday. Tuition Options will work with the school's court-appointed Receiver to determine how student payments should be handled. Please note that students will be required to address their obligations with Tuition Options **before** students will be eligible to file a claim for tuition reimbursement with DPL.

Student Tuition Refund Claims Process through DPL

Per M.G.L. c. 112 § 263(g) ACI was required to maintain a surety for tuition refunds to students in the event of a closure.

Students who were unable to complete their programs of study with ACI as a result of its closure on January 9, 2012, and who did not elect to complete their ACI program through a teach-out option, may be eligible to make a claim for reimbursement of their tuition through a claims

process established and administered by DPL. DPL will notify students when the claims process is open and will provide instructions for making a claim in a future bulletin.