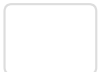


Central Indiana

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BBB Business Review



THIS BUSINESS IS NOT BBB ACCREDITED.

The College Network, Inc.

Additional Locations

View Additional Phone Numbers

3815 River Crossing Parkway #260, Indianapolis, IN 46240

<http://www.collegenetwork.com>

! THERE IS AN ALERT ON THE COLLEGE NETWORK, INC. !



On a scale of A+ to F

Reason for Rating

[BBB Ratings System Overview](#)

BBB Business Reviews may not be reproduced for sales or promotional purposes.

Description

The College Network (TCN) is an independent education publisher and research company and is not a part of Excelsior College nor any other university or college.

BBB Accreditation

This business is not BBB accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 13 factors. Get the details about the factors considered.

Factors that *lowered* the rating for The College Network, Inc. include:

380 complaint(s) filed against business

19 complaint(s) filed against business that were not resolved

Business has failed to resolve underlying cause(s) of a pattern of complaints

Factors that *raised* the rating for The College Network, Inc. include:

Length of time business has been operating

Response to 380 complaint(s) filed against business

Customer Complaints Summary

[Read complaint details](#)

380 complaints closed with BBB in last 3 years | 168 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	193
Billing/Collection Issues	15
Delivery Issues	21
Guarantee/Warranty Issues	4
Problems with Product/Service	147
Total Closed Complaints	380

Additional Complaint Information

Consumers state that not all exam questions are in the study guides purchased through TCN. The company states that questions on some college exams may change frequently and even though specific questions may not be covered in the study guides, the subject matter is.

The company's guarantee states that if an exam is not passed after 2 attempts, TCN will pay the cost of each subsequent exam and/or provide tutorial services. This is at TCN's discretion.

BBB file indicate that this business has a pattern of complaint concerning consumers alleging that it took weeks and even months longer to get their exam fee back from company than what they were told. On August 8, 2014 company responded with "We have experienced some administrative issues around the tracking, approval, and reimbursement of exam fees. While dealing with these issues we have put in place an escalation process to manually submit exam fee payments as customers contact our customer service center to individually deal with customer issue. Our relationship with our customers is number one in importance to us. We have had many requests for checks when the customer(s) hasn't yet completed the required practice exams which had originally slowed or caused some delays in the process." Company states "All of these issues have been identified and should be corrected soon." Better Business Bureau has continued to monitor the pattern of complaints with The College Network and Better Business Bureau has found that the company has failed to cooperate with BBB efforts to address the underlying cause(s) of complaints.

[Read Complaints](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint against The College Network, Inc.](#)

Customer Reviews Summary

[Read customer reviews](#)

11 Customer Reviews on The College Network, Inc.

Customer Experience	Total Customer Reviews
Positive Experience	1
Neutral Experience	0
Negative Experience	10
Total Customer Reviews	11

[Read Customer Reviews](#) | [Submit a Customer Review](#) | [See Trends in Customer Reviews on The College Network, Inc.](#)

Government Actions

BBB knows of no government actions involving the marketplace conduct of The College Network, Inc..

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning The College Network, Inc.'s advertising at this time.

What is BBB Advertising Review?

Additional Information

BBB file opened: May 22, 2008

Business started: 11/22/1995 in IN

Business incorporated 11/22/1995 in IN

Type of Entity

Corporation

Business Management

Mr. Gary Eyler, Owner

Mr. Bernie Schrader, Director of Customer Relations

Contact Information

Principal: Mr. Gary Eyler, Owner

Customer Contact: Mr. Bernie Schrader, Director of Customer Relations

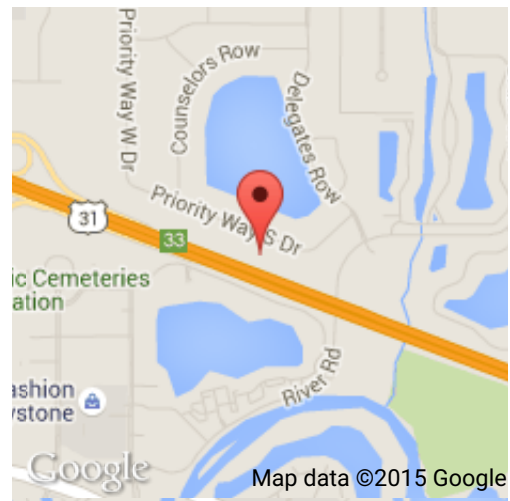
Business Category

Publishers - Book

ONLINE PUBLICATIONS

Alternate Business Names

T C N



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[About Enhanced Services](#)

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