



June 25, 2015

Certified Mail Receipt: [REDACTED]

[REDACTED]
Charlotte, NC 28227

Dear [REDACTED]

Thank you for your June 17, 2015 email to Secretary of Education Arne Duncan in reference to your complaint concerning Fayetteville Technical Community College (FTCC). Your correspondence was forwarded to the Department of Education's (Department's) Federal Student Aid office for review, and I am pleased to respond.

Your complaint concerns FTCC's cancellation of your Title IV funds for the Summer session of the 2014-2015 award year. The Department requested and reviewed documents from FTCC regarding the cancellation and was advised the institution canceled your 2014-2015 aid as a result of your failure to provide FTCC with requested information to resolve an Unusual Enrollment (UEH) flag identified by the institution on your 2014-15 Institutional Student Information Record (ISIR); in addition to a subsequent UEH flag on your 2015-16 ISIR.

When a student appears to have attended an institution long enough to receive a Title IV credit balance, leaves without completing the enrollment period, and then enrolls at another institution, repeating the pattern of remaining just long enough to collect a Title IV credit balance without earning any academic credit, the student's application for federal student aid is flagged and the financial aid office must take appropriate steps to resolve the UEH flag before disbursing Title IV funds.

To resolve the UEH flag, the institution must identify the institutions previously attended and review the student's academic records from the institutions to determine if the student received academic credit at the institutions the student attended during the past four award year periods (award years 2011-2012, 2012-2013, 2013-2014, and 2014-2015). Based upon academic transcripts the institution may already possess, or by asking the student to provide academic transcripts or grade reports, the institution must determine, for each of the previously attended institutions, whether academic credit was earned during the award year in which the student received Federal Pell Grant and/or Federal Direct Loan funds. Academic credit is considered to have been earned if the academic records show that the student completed any credit hours or clock hours.

Federal Student Aid
An OFFICE of the U.S. DEPARTMENT of EDUCATION

830 First Street, NE, Washington, DC 20202

StudentAid.gov

FTCC’s review of the National Student Loan Data System (NSLDS) indicates that prior to your enrollment at FTCC for the Summer 2015 enrollment period, you had attended 4 different schools during award years 2010-2011, 2011-2012, and 2014-2015:

- Durham Technical Community College
- North Carolina Central University
- Rowan-Cabarrus Community College
- Davidson County Community College

Most recently in the 2014-2015 award year, you were enrolled at both Rowan-Cabarrus Community College in Fall 2014, and Davidson County Community College in Spring 2015.

As a result, FTCC advised you of the UEH issue and requested information to confirm academic credits received at the previous institutions. Students flagged with a UEH issue, identified by either the Department or the institution, must provide the institution’s Financial Aid Office acceptable documentation to resolve the UEH flag.

FTCC has advised the Department that you have not provided requested information and documentation to resolve the UEH flag; and therefore, cancelled federal student aid awarded to you to cover your Summer enrollment cost of attendance. FTCC should have also provided you an opportunity to question and appeal the decision, as well as information regarding how you may subsequently regain eligibility for federal student aid.

The Department has reviewed the information provided by FTCC and determined that you are not eligible for additional federal student aid until you have provided FTCC with acceptable documents and information to resolve the unusual enrollment flag. And in addition, FTCC has not violated any Title IV regulations in cancelling federal aid for the Summer 2015 session.

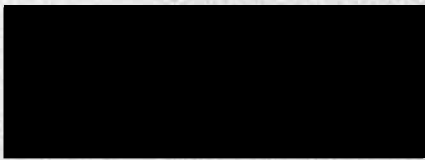
Therefore, the Department’s review of your complaint is now closed. The Department encourages you to work with the FTCC Financial Aid Office to resolve the UEH flag. Failure to do so will result in your ineligibility for further Title IV federal aid until the issue has been satisfactorily resolved.

Respectfully,
[Signature]
[REDACTED]

Complaint Resolution Specialist
School Eligibility Service Group
Customer Engagement and Information Management
Federal Student Aid
[REDACTED]



June 18, 2015



Charlotte, NC. 28227

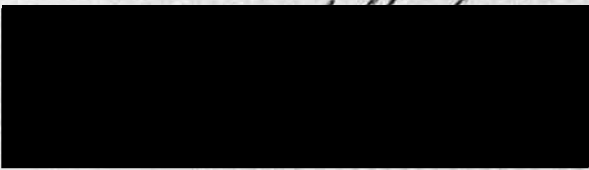
Dear [Redacted]

Per our conversation via telephone and email, Fayetteville Technical Community College's (FTCC) Financial Aid Department has canceled your financial aid as a result of your incomplete file. Missing documents were requested as a result of your file being flagged for unusual enrollment. You were notified via telephone and email multiple times of our request to submit a 14-15 unusual enrollment form and an official copy of all academic transcripts from all previously attended universities, colleges, and community colleges. After evaluating your financial aid file, the FTCC Financial Aid office is highly concerned that you are a potential risk for loan default due to owing an excessive balance at another North Carolina Community College.

Your Pell grant and federal student loans have been refunded back to the Department of Education and will not disburse to your student account at Fayetteville Technical Community College.

FTCC wishes you success in your academic pursuits.

Sincerely,



Director of Financial Aid

Fayetteville Technical Community College

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[REDACTED]

From:

Sent:

[REDACTED]
Tuesday, June 23, 2015 1:50 PM

To:

Cc:

Subject:

[REDACTED]
help

My name is [REDACTED], I have called your office several times, Fayetteville Tech is holding my loan, and Pell grant that I was awarded on June 1st, I have sent them all documents, Please help I am in need of those funds to pay for books, and supplies , and my living expenses