

CAMPUSNUMBER
STUDENTNO
PREV_ED
SCHOOL
STATE
REGION
GROUP
DATE_REC'D
CLOSED
AGE
PROGRAM
CONTACT

: 37
: 125-09
: Associates
: Davenport
: IA
: Midwest
: Regional
: 11/2/2009
: 11/9/2009
: 7.00
: IT

School
Redacted

DEADLINE
STATUS
CATEGORY
COMPLAINT
TYPE
COMMENTS

: Closed
: Closed
: SA
: SA: student doesnt want to pay balance
: Campus Email to HO
: 11/9/09- ED issued the official transcript to an employer of a student
Ok, I agree we should do what is in the best interests of the student and the campus
From School: Well, I am concerned that the Military base will see us a difficult to deal with in the future. We have just started establishing good relationship with them and we have about 30 students from the base that it is expanding!
This would be an exception if you are willing to make it for the best interests of the student but may also encourage the student never to pay down her balance. Does she fully understand the ramifications of ignoring her financial commitment to the school and her lenders? Then again, she can't pay without a job so it's really a catch 22. We just have to be careful about granting the exceptions as we do not want to open the flood gates. Do you believe this grad is in communication with other that would adversely impact the decision to grant the exception?
From School: I did make contact with the employer due to this being a job with the military and government an official transcript is need! So the transcript would only go to the military office and not to the student. I did check on if I could send an unofficial with letter, she stated that an official document was needed.
11/6/09- From ED: I will check. It is for a government job on the local military base.
Is there any reason the employer won't accept an unofficial with a letter from you?
Is it within policy to send a transcript to potential employer to validate the degree so she can get employed?
11/3/09- From ED: Well I had a crazy conversation with her this evening I told her I would not put up with her yelling that I would have a conversation! Additionally she is to send me the contact info for the employer and I will handle! I also tried to make an appointment with her for Monday. She then stated that she had been told to get a lawyer! I will keep you in the loop.
11/2/09- Perhaps set up a payment plan and after a 2-3 successful payments, her transcript is released. Although this is not warranted, it would be in her best interests.
From ED: Student is from 2006, [Redacted] She has a balance to the campus and is upset that we will not release her official transcript to her. She is stating she needs it for a job she is also attending another school. I have explained our policy that student must fulfill there financial obligations in order for us to release her official transcript. I explained that i would gladly provided her with an un-offical and letter of explanation to her employer. She states that she paid to much money already, and that we should not have made here take those loans. I have tried to be supportive and customer sensitive and come up with a resolution. She wants to complain about the situation to my staff and who will listen. Apparently this has gone on with her since she left I believe LDA is early 2007 or late 2006. Any recommendations on this one? I am planning to call her tomorrow at somepoint.

MONETARY

Confidential

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