

April 20, 2007

Redacted

Dear ^{Redacted} Redacted:

Dr. Galantine's office has asked that I respond to your letter dated April 3, 2007. I regret that you feel your experiences with the Zona Rosa Campus were dissatisfactory. We strive as a system to ensure the quality of our education for all of our students.

I contacted ^{Redacted by HELP Committee} Redacted by HELP Committee Campus Executive Officer of the Zona Rosa Campus. ^{Redacted by HELP Committee} Redacted by HELP Committee does remember you, and in fact assisted you with the purchase of your online books. She did visit with you at that time. ^{Redacted by HELP Committee} Redacted by HELP Committee states that you indicated that you would be able to complete your online courses for spring, and that upon receipt of a bill from the student account office, you would submit payment for that quarter.

In reviewing the blocks from class during the spring, it appears that you were blocked once, on May 10, 2006 and then given access again on May 11, 2006 (1 day), once the financial aid award letter was signed. Summer quarter you were blocked from attendance because you had failed to pay the remaining balance on your account from the spring quarter as promised. In reviewing the timelines involved in securing your financial aid, the aid was secured for both quarters in a timely manner, and disbursed according to your eligibility.

In concluding the review, we are of the opinion that the balance of \$429.46 is due. In the interest of resolving this amicably, I have closed the account at the collection agency, deleted it from the credit bureau submissions and waived the interest. However, the balance must be paid within thirty days. If the balance remains unpaid after May 25, 2007, all interest will be reinstated and all collection efforts will be resumed.

Further questions or concerns can be directed to me at the toll free number listed below, extension ^{Redacted by HE} Redacted by HE. I look forward to hearing from you soon.

Sincerely,

Redacted by HELP Committee

Collections Manager

"This is an attempt to collect a debt and any or all information obtained will be used for those purposes."