

November 6, 2019

Ms. Marceline White  
Director  
Maryland Consumer Rights Coalition

Sent via email to: [dariya@marylandconsumers.org](mailto:dariya@marylandconsumers.org)

Ms. White:

I am in receipt of your October 1, 2019 request under the Maryland Public Information Act. In an effort to provide answers to the specific questions in your letter we researched any relevant documents and provide the specific answer to each question below. If you prefer copies of all the aforementioned documents which contain the data from which we were able to answer your questions we can provide them.

1. How many students hold institutional debt?

As of June 30, 2019, 10,605 students (unduplicated) had institutional debt. Because AACC has an interest-free payment plan whereby students can pay their tuition bill over several months, this debt includes students who are in good standing and current with their student account and students whose account is in the collection process.

2. What is the average amount of institutional debt held by a student?

As of June 30, 2019, the average debt was approximately \$600.

3. What is the most common debt owed by a student to your institution?

The most common debt owed by a student is for tuition & fees.

4. How many transcripts were withheld per year over the past 5 years.

This data is not available. At AACC, students can request transcripts via two online systems. A student can also submit a paper request to the registrar. When a student or former student attempts to make a request for a transcript via the online systems and they have an outstanding debt with the college or is otherwise not in good financial standing, the ability to submit such a request is prohibited and/or cancelled by the online systems and no record of an attempt to request a transcript is recorded. No record of the initial request for a transcript is recorded or maintained by the college.

When a student or former student requests a transcript via a paper form in person, by US postal mail or via fax or other paper-based process and that student has a debt with the college or is otherwise not in good financial standing the requestor is informed that the request will not be fulfilled and that the debt must be resolved with the college and the request re-submitted. An image of the request that has been denied is recorded and attached to the student or former student's record however no indication of the denied request is placed on the student

record. The image of the denied request is viewable to authorized individuals once the student's file is open. To create a count of such denied paper request, every student record would need to be opened individually and reviewed manually.

5. What were the amounts owed that resulted in withholding a student's transcript?  
Refer to the answer in question #4 above. The college does not have the ability to determine the amounts owed that resulted in withholding a student's transcript because there is no record of the students with an outstanding balance that submitted a request for a transcript because the request was restricted from submission, cancelled or not processed.
6. What were the reasons why student owed (i.e. unpaid parking tickets, library fees, etc)?  
The primary reasons why students owed a balance is unpaid tuition, fees and books.
7. What were the demographics of students that had transcripts withheld (i.e. race, gender, class standing, etc)?  
See answer to question #4. The college cannot assemble the demographic profile of the students that had transcripts withheld because the college does not maintain a record of a request for a transcript from a student or former student who is not in good financial standing with the college.
8. How many of these debts were repaid.  
As of 10/28/19 approximately 1,365 of the 10,605 debts that we had at 6/30/19 (as provided in Question #1) had been paid.
9. How many of these debts were repaid after the release of the student's transcript?  
See answers to questions #4 and #8.

Sincerely,



Melissa A. Beardmore, CPA  
Vice President for Learning Resources Management