

Unusual Enrollment History Policy:

The U.S. Department of Education may select a FAFSA applicant for Unusual Enrollment History (UEH) by placing a flag on their record. When this happens, the Office of Financial Aid at Charter Oak State College is required to review the student's enrollment information for the last four award years to determine if academic credit was earned. The evaluation includes an applicant's receipt of Federal Pell Grant and Federal Direct loans. In instances where a student is not assigned a UEH flag, Charter Oak may choose to treat a student as though the U.S. Department of Education has selected them for a review of prior academic history.

While most students have legitimate reasons for unusual enrollment histories, other students enroll in school just long enough to receive cash refunds of federal student aid (grant and loan dollars). These students will often leave school, after receiving their financial aid refund, and repeat the process again by enrolling at another school. The UEH flag was established to help prevent fraud and abuse in these instances.

Students with UEH flags are required to provide Charter Oak with their official academic transcripts (if they have not done so already). As part of the review process, Charter Oak has the authority to request missing transcripts and is able to determine if academic records are missing by reviewing data from the National Student Loan Data System (NSLDS).

Students will be ineligible for financial aid until all required transcripts are received by Charter Oak.

- Applicants with missing transcripts will be notified by the Admission's Office.
- Matriculated students with missing transcripts will be notified by either their academic advisor or by the Registrar's Office.

Once all required academic transcripts are received, the Office of Financial Aid will review the student's enrollment and financial aid records to determine if academic credit was earned. Records may be reviewed from previously attended schools and, if applicable, while the student is enrolled at Charter Oak.

Academic Credit Earned: If Charter Oak determines that academic credit was earned, and the student is not enrolling just to receive a financial aid refund, no further action is required. The student becomes eligible for financial aid.

- In certain cases where a student has earned credit, if the Office of Financial Aid has reason to believe that the student is enrolling only long enough to collect student aid funds; additional documentation will be required before a determination of financial aid will be made.

Academic Credit Not Earned: If Charter Oak determines that the student did not earn academic credit at a previously attended institution, or while enrolled at Charter Oak, the student will be required to provide additional documentation before eligibility for financial aid can be determined.

Students who have lost their eligibility for financial aid will be notified by the Office of Financial Aid via their Charter Oak email. They will also receive information on how to appeal their status in order to regain financial aid eligibility.

As part of the appeal process, students will be asked to provide documentation explaining why they failed to earn academic credit (at either a previously attended institution or while attending Charter Oak). Documentation provided by the student must support the following:

1. The reason(s) why the student was unable to earn passing grades; and
2. That the student did not enroll solely for the purpose of receiving a credit balance of financial aid.

Students may include personal and academic reasons to explain their failure to earn academic credit. Personal reasons include illness, a family emergency, a death in the family, changes in living status, and military obligations. Academic reasons may include unexpected academic challenges, or a determination that the academic program did not meet the student's needs.

Appeals will be reviewed by the Financial Aid Appeals Committee and must be addressed to:

Ralph Brasure III
Director of Financial Aid
Charter Oak State College
185 Main Street
New Britain, CT 06051
Email: rbrasure@charteroak.edu

Appeals will only be approved if the following conditions are met:

1. The student is able to demonstrate that they are ready and able to achieve academic success. This includes an acceptable explanation of why academic credit was not earned and how the circumstances that lead to academic difficulties have been resolved.
2. The student must provide professional third-party documentation to support their statements. Examples of third-party documentation might be a doctor's or therapist's note with diagnosis and illness start date, an accident or police report, a death certificate, or military deployment orders.
3. The student follows an academic plan developed by Charter Oak that, if followed, will ensure successful degree completion.

To help students achieve academic success before exhausting federal financial aid limits, all students who are flagged for UEH need be aware of annual, aggregate, and lifetime limits tied to the Federal Pell Grant and Federal Direct Loan programs:

- [Federal Pell Grants](#) may be received for up to twelve (12) full-time semesters. Pell Grants received for part-time attendance are pro-rated against the 12 full-time semesters.
- There are annual and aggregate borrowing limits on [Federal Direct Loans](#).

Students who are flagged for UEH should also become familiar with financial aid policies, including:

- [Satisfactory Academic Progress](#) (SAP) requirements, which measure a students' progress toward program completion. When facing academic difficulties, students are encouraged to seek tutoring and other support services through their advisor or instructor.

Students with questions concerning Charter Oak's UEH policy are asked to contact the Office of Financial Aid by email at sfa@charteroak.edu or by phone at (860) 515-3703.