

Response from Federal Student Aid on W's on Transcripts

September 1st, 2016

While this applies to students receiving aid only, it is the expected response:

Hello Brett,

Thank you for contacting the U.S. Department of Education's – Research and Customer Care Center (RCCC). We appreciate you taking the time to contact us.

In regards to your inquiry, please keep the recorded grades for all students. It's the student's responsibility to explain the situation which caused the withdrawal from their previous institution.

If we can be of any further assistance, please feel free to contact us at fsa.customer.support@ed.gov, or directly at [1-800-433-7327](tel:1-800-433-7327).

Thank you again for contacting the U.S. Department of Education's – Research and Customer Care Center.

Thank you,

Mr. Tomar Brooks
Research and Customer Care Center (RCCC)
Call Center Oversight Branch
Tel: [800-433-7327](tel:800-433-7327)