

Mr. Barfield,

I believe you are the Ombudsman which I think is the student advocate if I'm right. I'm in dire need of some help and advice. Here is the issue I have. I transferred in this year from Midlands Tech. And Midlands claims they have sent my transcript to FMU. And FMU claims they haven't received it. Which has caused my Financial aid not to get moved forward. So accounting has dropped me from my classes this week. For missing a payment even though I paid 1,000 dollars to stall them from dropping my courses a month ago. And now they have dropped me from my classes. Currently I have all A's and B's I am anticipating Presidents List.


Here is what I have done:

- I've contacted all my professors to get my grades I currently have, and to ask them to write a letter for my re-enrollment
- I'm going to Midlands in the morning to get them to place a transcript in my hand.
- My dad is taking the day off from work to come to FMU to help me get this mess fixed.
- If need be my dad will bring a check to pay more tuition off.

What else should I do.

Thank you so much,




NOV 28 2016
STUDENT AFFAIRS

Michael S. Barfield

From: [REDACTED]
ent: Monday, November 28, 2016 10:32 AM
To: Michael S. Barfield
Subject: Re: Help

Where is your office? I'm in class till 1130 (as even dropped I don't want to miss) and I'm meeting with Dr. Lasher to write a letter for me. JH

On Monday, November 28, 2016, Michael S. Barfield <MBarfield@fmarion.edu> wrote:

Jonathan that would be fantastic, I would love to meet you. I am still waiting on responses from both the accounting and registers office.

[REDACTED]
Sent: Monday, November 28, 2016 10:27 AM
To: Michael S. Barfield <MBarfield@fmarion.edu>
Subject: Re: Help

Thank you for a speedy reply. My number is [REDACTED]. If you have time I can swing by your office today.
JH

On Monday, November 28, 2016, Michael S. Barfield <MBarfield@fmarion.edu> wrote:

Hey [REDACTED], I hope you and your family had a great Thanksgiving.

You have brought your issue to the right man, my friend. Let me make some phone calls this morning and see if we can get to the bottom of what is going on. Send me a phone number I can reach you at this afternoon, thanks.

[REDACTED]
Sent: Sunday, November 27, 2016 9:56 PM
To: Michael S. Barfield <MBarfield@fmarion.edu>
Subject: Help

Michael S. Barfield

From: Michael S. Barfield
Sent: Monday, November 28, 2016 10:43 AM
To: Ann M. Williams
Subject: Phone Conversation

Just to review our phone conversation Mrs. Ann:

I called you around 10:30 A.M. on 11/28/2016, in regards to a transcript issue involving [REDACTED]. You stated, [REDACTED]. [REDACTED] did not have a transcript from Midland Technical College on file, with our registrar's office.

I thank you so much for your time and hope you have a wonderful week.

Michael S. Barfield
Student Life Specialist/Student Ombudsman
Francis Marion University
Smith University Center Suite 205
843-661-1183 (office)
843-661-1373 (fax)

"We make a living by what we get, but we make a life by what we give" – Winston Churchill

Michael S. Barfield

From: Jennifer D. Hester
Sent: Monday, November 28, 2016 10:38 AM
To: Michael S. Barfield; Christal C. Bazen; Ashley Owens
Subject: RE: Help

Good Morning:

We know [REDACTED] well. He has been to our office multiple times and spoken with Christal and I.

[REDACTED] signed up for the payment plan on August 16, 2016 for his balance of \$5,295.00 (broken down into three payments of 1,765.00 each on Sept 1, Oct 3, and Nov. 3. (We have his payment plan form if needed).

When you sign up for the payment plan, in the agreement, it states "A student who has missed two consecutive payments or has a delinquent account 10 days after the final payment date may be removed from his/her classes.".

The students receive monthly emails stating when their payment is due, if they did not pay they get an email that they received a late fee, and if they are going to be dropped they receive an email.

Emails that he received from our office:

August (letting him know his payment was due on Sept. 1), Sept. 6 letting him know he received a late fee for not paying on the 1st, Oct 17 letting him know we didn't receive payment for Oct. 3, and that he would be dropped if payment was received.

He came to see us on Oct. 14. He let us know that he still owed \$974 to Midlands Tech. He said he didn't know why he owed and that he had been trying to find out since August. He told us that he didn't have the money to pay, but he was working 3 jobs (waiter, owns his own business, and works for the railroad) and he would gather money to pay them so he could get his transcript. He told us that he had \$500 in tips, he could get his mom to give him some, and friends to get him the money. He asked to have until the 17th. Christal approved. He came back the 17th (made a payment of \$1,000- he owed 3,530) and said that he didn't have Midlands paid yet and that he was working on the rail road on the 22nd and that he would pay them Monday and be back to us on the 26th with the transcript so he could get Financial aid here. He came back on the 26th and said he was deathly ill and was not able to work and that he needed more time. Christal told him that time was running out that he only had one more chance. He came on the 2nd with a receipt for the amount he said he owed Midlands but said they had to send the transcript. He was to come back the 9th to check on everything, but he never came back. Ashley and I called Admissions and Registrar and no one had received anything.

Now, we cannot verify what someone owes another school so we have to take them by word. Since the transcript was not received and he could not get aid and he never came back in, we had to drop him. We brought his balance down to \$0. He did not receive a change check because refund dates ended Oct. 20. We told him over and over about being dropped and what he had to do. We communicated as much as possible and we waited to drop him for as long as possible. We dropped him Nov. 14 and at that point he still owed \$4,310.00. The last payment was due Nov. 2 and at that point the whole balance should have been paid.

He told us over and over that he understood and just needed more time, but unfortunately there was no more time able to be given.

He can still get back into his classes if he can get FMU the transcript and the balance either paid in full with financial aid or he pays the balance out of pocket. Before Registrars will allow him back into classes, he will need to get verification from each professor stating they will let him back in.

We did as much as we could, but unfortunately, we couldn't wait any longer when no change was taking place.

Mrs. Jennifer D Hester
Accountant-Student Receivables



Francis Marion University
P.O. Box 100547
Florence, South Carolina 29502
OFFICE: 843-661-1120
FAX: 843-661-1198

"When you are going through difficulty and wonder where God is.... remember the teacher is always quiet during a test."

From: Michael S. Barfield
Sent: Monday, November 28, 2016 9:40 AM
To: Jennifer D. Hester; Ashley Owens
Cc: Christal C. Bazen
Subject: FW: Help

Could you ladies help me out with this student issue, from an accounting stand point?

From: [REDACTED]
Sent: Sunday, November 27, 2016 9:56 PM
To: Michael S. Barfield <MBarfield@fmarion.edu>
Subject: Help

Mr. Barfield,

I believe you are the Ombudsman which I think is the student advocate if I'm right. I'm in dire need of some help and advice. Here is the issue I have. I transferred in this year from Midlands Tech. And Midlands claims they have sent my transcript to FMU. And FMU claims they haven't received it. Which has caused my Financial aid not to get moved forward. So accounting has dropped me from my classes this week. For missing a payment even though I paid 1,000 dollars to stall them from dropping my courses a month ago. And now they have dropped me from my classes. Currently I have all A's and B's I am anticipating Presidents List.

Here is what I have done:

- I've contacted all my professors to get my grades I currently have, and to ask them to write a letter for my re-enrollment
- I'm going to Midlands in the morning to get them to place a transcript in my hand.
- My dad is taking the day off from work to come to FMU to help me get this mess fixed.
- If need be my dad will bring a check to pay more tuition off.

What else should I do.
Thank you so much,

Michael S. Barfield

From: Jennifer D. Hester
ent: Monday, November 28, 2016 12:09 PM
To: Michael S. Barfield; Christal C. Bazen; Ashley Owens
Subject: RE: Help

Michael:

I have received new information. [REDACTED] political science advisor, Will, has called me and asked questions as well.

Will said that [REDACTED] has contacted all of his professors to please protest on his behalf since he is a great student. [REDACTED] told Will that they (his father and himself) went to Midlands today and there is still a hold on his transcript. He did not tell Will what the hold was. (Typically that means money is still owed or they do not have the proper documentation of the payment yet- [REDACTED] had brought Christal a receipt from the Dept of Rev. for Midlands- this did not tell us anything but a receipt of what he said he owed Midlands). Since there is a hold, we will not receive a transcript until the hold is removed. Hinely is going to have to work that out with Midlands. He was provisionally accepted to FMU pending the Midlands transcript (this is what also held up his Financial Aid package). Hinely also told Will that the transcript wasn't any good because he failed everything. SO they wanted to know if he even needed that transcript then. I told them to speak with Latoya from Financial Aid and the Admissions office because I am not sure of that answer. I would think yes, it would still matter.

We worked with Hinely as much as possible. We spoke with him numerous of times and told him the steps to take. Since they were not taken (we haven't received a transcript), we had to drop him because we could not wait any longer.

hope this helps.

Thank you!

Mrs. Jennifer D Hester
Accountant-Student Receivables



Francis Marion University
P.O. Box 100547
Florence, South Carolina 29502
OFFICE: 843-661-1120
FAX: 843-661-1198

"When you are going through difficulty and wonder where God is.... remember the teacher is always quiet during a test."

From: Jennifer D. Hester
ent: Monday, November 28, 2016 10:38 AM
To: Michael S. Barfield; 'Christal C. Bazen'; Ashley Owens
Subject: RE: Help