

## EXHIBIT 16

1. [REDACTED] (ID 8963), Alabama-Bessemer, Software Engineering, 3/2007-12/2010:

*"I also know I received Pell Grants along with Science and Math grants. Where did those go? I have no clue."*

2. [REDACTED] (ID 8167), Alabama-Bessemer, Criminal Justice, 9/2008-3/2010:

*"When a Pell Grant was received, they didn't disburse whatever money was left over, like most college's do. They held on to that money and told students that they "sent it back.""*

3. [REDACTED] (ID 9144), Alabama-Bessemer, 9/2007-3/2012:

*"ITT told me that I was eligible for Pell Grants, yet said that they have to be sent directly to the school and that they couldn't be sent to the student."*

4. [REDACTED] (ID 6203), Alabama-Bessemer, Computers and Electronics Engineering Technology, 9/2006-8/2008:

*"They took both of my Pell grants to so called put toward my debt. I cant really remember how they told me about my debt."*

5. [REDACTED] (ID 7233), Alabama-Mobile, CEET, 5/2012-5/2014:

*"I was DEFINITELY misled about this. I was told outright that I would be receiving multiple grants to help pay for the classed I was taking. I also even inquired about the excess grant money being sent to me in some way. I and a few other classmates were told that they were used "to clear the books" and were dodged about the issue ever sense."*

6. [REDACTED] (ID 5391), Arkansas-Little Rock, Criminal Justice, 3/2007-7/2010:

*"ITT-Tech convinced me, and all of the other students, that instead of receiving and check from our loans that wasn't being used for tuition and books was being returned to our lenders...so that we wouldn't go into more debt that absolutely necessary. In reality, ITT-Tech kept that money and gave me falsified documents showing the money being returned to my lenders. I, nor were the other students, were non the wiser till I I had maxed out my loans to were I couldn't borrow any more and SallyMae sent me a letter completely contradicting the statements the school student aid department provided me."*

7. [REDACTED] (ID 6057), California-Culver City, Drafting Design, 6/2008-4/2010:

*“The financial office are crooks and snakes lying to me about the financial money i was going to receive to help me with all my expenses in school but i never saw a dime.”*

8. [REDACTED] (ID 7977), California-Culver City, 7/2014-7/2015:

*“I was told I got an ‘Opportunity Scholarship’ and it would cover half the cost of school, but when I pull up the loan information, I am told it was never covered. [] I inquired about when my student loan check would be in the mail, I was told it would go directly to the school and not to worry. Just leave it alone and get your education.”*

9. [REDACTED] (ID 8509), California-Orange, Bachelor’s of Science - CyberSecurity, 1/2012-6/2014:

*“I was forced to sign a document that stated ITT Tech would be getting ALL left over funds from the loans. If I did not sign, I would not be allowed to enroll.”*

10. [REDACTED] (ID 8808), California-Rancho Cordova, Computer and Electronic Engineering, 6/2005-4/2007:

*“I was provided grants but after trying to share them to ITT tech it never happened and I am not sure what they did with the information provided.”*

11. [REDACTED] (ID 7721), California-San Bernardino, 12/2015-8/2016:

*“I received a tuition reimbursement from my job Amazon for \$3000.00 and ITT Tech tried to screw me out of it till I said I would report them.”*

12. [REDACTED] (ID 8004), California-Sylmar, 9/2006-3/2008:

*“I qualified for financial aid, I needed the aid, and asked to receive the funds myself. ITT Tech didn’t allow me to sign to receive the funds myself even though on the document they were making me sign it said I had the right to receive the funds myself they told me I had to sign it over to them and forced me to sign it over to them. That is fraud in my humble opinion.”*

13. [REDACTED] (ID 7706), California-Sylmar, Electronics and Communications Engineering Technology, 1/2003-12/2007:

*“I was specifically targeted as a military veteran and recruited with continuous phone calls because they wanted my GI BILL. [] They never gave me my money for my grants, they lied and distributed elsewhere without my consent. [] I thought that my student loan grants were paying my federal student loans, but that was a lie, I don’t know how my grants were distributed.”*

14. [REDACTED] (ID 9171), California-Torrance, Criminal Justice, 3/2006-4/2010:

*“The recruiter mentioned Financial Aid so I just knew I would eventually receive a check during the semester and when I never was notified I inquired about it and the lady in the office told me there was no Financial Aid left to give me.”*

15. [REDACTED] (ID 9386), Florida-Fort Lauderdale, Criminal Justice, 12/2005-6/2010:

*“I always had to sign a paper that granted them the right to keep everything in full i received from loans or grants.”*

16. [REDACTED] (ID 8802), Florida-Tampa, Computer Networking Systems, 4/2010-11/2011:

*“To this day i have no idea what happened to the grants i qualified for it was about 5k every time I got approved. I was not really allowed to review the documents outside of the finance room, I could not take it home for review. [T]hey did not explain well how much this program would cost. I do not recall signing a master promissory note.”*

17. [REDACTED] (ID 2849), Illinois-Arlington Heights, Computer Networking Systems, 1/2008-1/2010:

*“ITT made me sign a form where any overages from the federal loans would go straight to the school and not me. I could have used that money to pay some of the loan back. They refused to let me attend unless i signed that form and i do believe that the loans where more then enough to cover my classes. They where getting a huge amount of the loan that was extra money from it.”*

18. [REDACTED] (ID 9350), Indiana-Carmel, Network Administration, 4/2014-4/2016:

*“They did tell me I was getting a federal loan and no grants but when I looked at my financial forms it said I would have a grants as well[.]”*

19. [REDACTED] (ID 2670), Indiana-Carmel, 10/2014-10/2016:

*“My financial Aid person was fired before my first semester was up. I receive the pell grant with my GI Bill Benefits. I had signed forms stating this money would be refunded to me within 14 days if the school had been over payed. The school told me the form did not exist, and I gave them a copy and told them where it was on smart forms[.]”*

**20. [REDACTED] (ID 7712), Indiana-Indianapolis, ASN- Associate of Science in Nursing, 9/2009-6/2013:**

*"I would like to submit email between myself and numerous members of the ITT financial aid dept. [ ] [I] received numerous grants according to these emails, none of which i can account for."*

**21. [REDACTED] (ID 9592), Indiana-Indianapolis, Master of Business Administration Degree, 3/2002-6/2007:**

*"I never once knew how much the school was actually receiving to pay for my classes. Every once in a while I would receive a notification of disbursement to ITT Technical Institute mailed to my home address, but these disbursements would be more than my estimated costs for the semester and I would not receive the difference in a refund check to me as I did when I attended FIU. What ITT Technical Institute did with these monies that should have been returned to the government (if a Stafford loan) or issued to me for my living expenses as a student (if Pell grant); I do not know?"*

**22. [REDACTED] (ID 8036), Indiana-Merrillville, Nursing RN, 12/2010-6/2013:**

*"When my school ended I had loan companies call me that I never knew I took out. I thought all my loans were federal when in all reality I had federal and personal loans. I had also asked numerous times towards the end for all my loans information because I was not getting my refund checks after my classes were paid and was never allowed to see them. They were either busy with other people, out of the office, or on the phone."*

**23. [REDACTED] (ID 8809), Indiana-Merrillville, Nursing, 6/2010-7/2013:**

*"I was misled in regards to loans and grant amounts. I was sent information from the government about refunds I should receive but never received."*

**24. [REDACTED] (ID 8179), Indiana-Newburgh, 8/2011-12/2013:**

*"At one point I received a check from my place of employment to apply to my account due to tuition reimbursement program. My place of employment notified me weeks later claiming the check was never cashed. When I asked about it they stated they never received a check. After further investigation they found the check in an employee's drawer."*

**25. [REDACTED] (ID 7917), Indiana-Newburgh, 6/2014-3/2016:**

*"I was told I would get a scholarship and never received it. I also received a scholarship from my work to be applied to school and that was never applied either."*

**26. [REDACTED] (ID 9716), Kentucky-Lexington, Associates of Science Drafting & Design Technology, 9/2011-12/2014:**

*“Was not explained what type of loans were being taken out. . Was not given loan papers most of the time. They are showing \$2600 in grants that were never put towards my loans or money that was given to me that I qualified for. Still showing on the website.”*

**27. [REDACTED] (ID 9288), Maryland-Owings Mills, Information Systems, 1/2010-1/2011:**

*“The total cost of the program was disclosed but I was taunted by grants and scholarships which went to what I felt were very misleading costs. I commuted to the campus yet my grant and private loans went to "Room and board." Things like that drew red flags for me.”*

**28. [REDACTED] (ID 7661), Michigan-Dearborn, Network System Administration, Network Security, 3/2012-3/2016:**

*“I got Pell grants and don't even know what they went to. Then I lost the pell grants cause they said I made to much even though I'm a part time employee and work for tips.”*

**29. [REDACTED] (ID 8573), Michigan-Troy, Computer Electronic Engineering, 12/2007-7/2008:**

*“Treated all loans the same didnt tell me they would take all my pell grant money.”*

**30. [REDACTED] (ID 3964), Missouri-Arnold, 9/2005-9/2009:**

*“I didn't know anything about any grants I got and then all the grant money was not used towards the funding. I didn't know this until after I looked at my student loan website.”*

**31. [REDACTED] (ID 2542), Missouri-Earth City, Visual Communications, 6/2008-11/2011:**

*“All Pell Grants that were received by the school were never notified by me nor did I ever receive a disbursement. The school was receiving federal pell grants in the year or 2012 when I was no longer attending there and had asked be withdrawn.”*

**32. [REDACTED] (ID 9534), Missouri-Kansas City, Project Management, 1/2009-1/2011:**

*“Shuffled loans in to sump money while slow playing grants and awards, in the last semester just stole my grants and award monies. . . presented two "finishing" loans as federally guaranteed fixed interest loans to offset pending grant and award monies the school said they would not receive for up to six months after.”*

**33. [REDACTED] (ID 9721), Missouri-Kansas City, Drafting and Design, 9/2006-8/2009:**

*“I had a job that reimbursed me for my tuition as I passed my classes. I brought ITT Tech almost \$18k in checks ( I have copies of these checks as well as check stubs and receipts) yet NONE of those monies seem to be applied to the student loans, so where did that almost \$18k go??”*

**34. [REDACTED] (ID 8489), North Carolina-Charlotte South, 9/2008-9/2011:**

*“They did all our financial aid for us , they never gave us our pell grants. When I asked they said they don’t issue pell grants to students anymore.”*

**35. [REDACTED] (ID 8912), Ohio-Dayton, Computer and Electronics Engineering Technology, 9/2006-8/2008:**

*“Further more, they provided a federal grant to me to which I believe went into their pockets and did not come off the balance of the education. Department of Education website shows that a grant had been given to me but the total amount of the cost of the education was still due upon loan signing....Not sure how the grant was actually applied in this case if at all.”*

**36. [REDACTED] (ID 9162), Ohio-Hilliard, Nursing, 6/2012-3/2015:**

*“They also held monies that should have been sent to me from the overpayment once federal loans came in.”*

**37. [REDACTED] (ID 8593), Tennessee-Cordova, 6/2004-6/2009:**

*“Kept all the money recieved from funding. Did not distribute any student remaining funds including money from pell grants. Ran through funding becauseof increases tuition and promoted mainley higher private loans.”*

**38. [REDACTED] (ID 8862), Texas-Austin, Network Security Administration, 9/2014-9/2016:**

*“Had issues getting disbursement checks and was always delayed. Never received the last one. I had assistance from Texas Department of Rehabilitation also and they constantly were having billing issues and miscommunication issues.”*

**39. [REDACTED] (ID 7290), Virginia-Norfolk, Visual Communications, 12/2009-2/2012:**

*“When applying for school loans i was informed that my grants were fully used to pay for the quarter; therefore, i needed loans to fill in the missing gap. There was neither explanation of the*

*interest rates, nor was i informed that they actually used just enough of my pell grant that i would be required to needlessly file for a loan. [] Also looking through my pell grants the school falsely stated that i had expenses such as “transportation”, “room and board”, and “living expenses” when i did not have either one.”*

**40. [REDACTED] (ID 4244), Information Systems Administration, 12/2007-12/2010:**

*“I received notifications regarding Pell grants and how they were applied, but the overall cost of the program and the amount owed does not reflect them.”*

**41. [REDACTED] (ID 8631), 2/2008-5/2010:**

*“I never saw any accurate loan paperwork in my time at ITT... EVER I was lied to about the amount I would be paying. I was told because I was a ward of the state I would (and did) receive grants that I never did[.]”*

**42. [REDACTED] (ID 8147), Criminal Justice, 12/2008-12/2011:**

*“I’ve noticed that not all my grants were used towards my loans and I only earned those grants due to my high GPA. I was also told that I could get financial aid because I was a single parent. They never wanted to explain anything they just wanted a signature.”*