

# RELEASE OF OFFICIAL TRANSCRIPTS AND DIPLOMAS

## PURPOSE OF THIS POLICY

This policy is in response to, and in accordance with, C.R.S. §23-5-113.5 ([https://advance.lexis.com/documentpage/?pdmfid=1000516&crd=d4dbb687-c8ee-4423-9f44-fa967dfc0fb2&nodeid=AAXAACAAABAAOAAW&nodepath=%2FROOT%2FAAX%2FAAXAAC%2FAAXAACAB%2FAAXAACABAAO%2FAAXAACAAABAAOAAW&level=5&haschildren=&populated=false&title=23-5-113.5+Prohibition+on+withholding+transcripts+and+diplomas+%E2%80%94+postsecondary+institution+%E2%80%94+remedy+%E2%80%94+definitions.&config=014FJAAYNGJKY2Y4Zi1mNjgYLTRkN2YtYmE40S03NtYnzYzOTg00EFKAFvZEhrgGfsh2dfi92gv2KwWf8saKqYROP5&pdDoc%2Fshared%2Fdocument%2Fstatutes-legislation%2Furn%3AcontentItem%3A6598-TSF3-GXF6-80F2-00008-00&comp=vg1\\_9kk&prid=cb958896-81bc-495d-a8bc-7e4c36839511](https://advance.lexis.com/documentpage/?pdmfid=1000516&crd=d4dbb687-c8ee-4423-9f44-fa967dfc0fb2&nodeid=AAXAACAAABAAOAAW&nodepath=%2FROOT%2FAAX%2FAAXAAC%2FAAXAACAB%2FAAXAACABAAO%2FAAXAACAAABAAOAAW&level=5&haschildren=&populated=false&title=23-5-113.5+Prohibition+on+withholding+transcripts+and+diplomas+%E2%80%94+postsecondary+institution+%E2%80%94+remedy+%E2%80%94+definitions.&config=014FJAAYNGJKY2Y4Zi1mNjgYLTRkN2YtYmE40S03NtYnzYzOTg00EFKAFvZEhrgGfsh2dfi92gv2KwWf8saKqYROP5&pdDoc%2Fshared%2Fdocument%2Fstatutes-legislation%2Furn%3AcontentItem%3A6598-TSF3-GXF6-80F2-00008-00&comp=vg1_9kk&prid=cb958896-81bc-495d-a8bc-7e4c36839511)), “Prohibition on withholding transcripts and diplomas – postsecondary institution – remedy – definitions.” C.R.S. §23-5-113.5 requires postsecondary institutions to adopt a policy outlining how a student may obtain a transcript or diploma. Additionally, this policy must outline:

1. The process whereby a transcript or diploma may be withheld from a current or former student who owes a debt;
2. The process for verification of conditions the current or former student may demonstrate to receive an exemption under subsection (2) of the legislation;
3. An opportunity to establish a Payment Plan;
4. Identification of the point at which a student will no longer be able to register for classes due to a debt load;
5. Identification of the point at which a student may be subject to a transcript, diploma, or registration Hold; and
6. The lowest amount of debt at which the institution will assign the debt to a third-party collection agency.

## APPLICATION OF THIS POLICY

This policy applies to all current and former students who have an outstanding debt owed to the university and request an official transcript or diploma.

## EXEMPTIONS FROM THIS POLICY

None.

## DEFINITIONS USED IN THIS POLICY

**Diploma:** for purposes of this policy, “diploma” refers to the official diploma of Colorado State University which signifies the completion of a degree program.

**Hold:** an administrative restriction that prevents a student, or former student, from performing a specific action (such as registering for classes or receiving a transcript).

**Payment Arrangement:** an agreement between the university and a former student that allows the former student to make recurring payments to reduce and eventually eliminate a debt owed to the university.

**Payment Plan:** an agreement between the university and a current student that allows the student to distribute payment of their account balance over a defined period.

**Returned Financial Aid:** Title IV financial aid funds that a current or former student owes to the university due to miscalculation, withdrawal, misinformation, or other reasons.

**Transcript:** for purposes of this policy, “Transcript” refers to the official academic transcript of Colorado State University which includes a person’s coursework and level of achievement.

**Transcripted:** a person’s coursework and level of achievement has been entered into the official and formal records of a college or university.

## POLICY STATEMENT

Official academic Transcripts at Colorado State University (CSU) may be obtained by currently enrolled and former students by following the process defined by the Office of the Registrar. Instructions for ordering Transcripts are posted on the Office of the Registrar website. Transcripts will only be released to the person whose academic records are Transcripted unless an academic records release form signed by the individual whose academic records are Transcripted is presented.

Academic degrees (e.g., Bachelor of Arts) are conferred after a student meets all requirements for their program of study. Upon conferral of a degree, a Diploma is awarded to the graduated student.

Holds that prevent the release of Transcripts and/or Diplomas may be applied to the academic record of current and former students for a variety of reasons including, but not limited to, an outstanding account balance greater than a defined threshold, failure to participate in a loan exit interview as required by federal law, disciplinary reasons, etc. A Transcript or Diploma will not be released to a student or former student until the conditions of the Hold have been satisfied or other conditions, as described below, have been met.

## POLICY PROVISIONS

### Financial Holds Preventing the Release of Transcripts and Diplomas

A financial Hold preventing the release of Transcripts and Diplomas will be added to the academic record for all currently enrolled and former students who have an outstanding debt of any amount to Colorado State University due to unpaid tuition, room and board, or Returned Financial Aid. This Hold will be removed once the debt due to unpaid tuition, room and board, or Returned Financial Aid falls below the defined threshold.

### Conditions for Releasing Transcripts and/or Diplomas When a Financial Hold is Present

Currently enrolled and former students may request the financial Hold preventing the release of Transcripts and Diplomas be temporarily lifted if:

1. **The Transcript or Diploma is required for a job application**
2. **The Transcript or Diploma is required for the military (Active Duty, National Guard, or Reserves)**
3. **The Transcript or Diploma is required for a financial aid application (federal, state, or institutional)**
4. **The Transcript or Diploma is required to apply to another college or university**
5. **The Transcript or Diploma is required to apply for other postsecondary opportunities**

To request the Hold be temporarily lifted, the student must provide CSU their student ID, name, and a copy of the application document listed above demonstrating the requirement for a Transcript or Diploma, via the process outlined on the Office of the Registrar website. If granted, the Hold will be lifted only for as long as it takes to generate the requested Transcript or Diploma. International students may be excluded from having Holds temporarily lifted, per state law. Requesters will pay the normal transaction fees for Transcript and Diploma requests, as published on the Office of the Registrar website. Approval of a request to temporarily lift a Hold preventing the release of Transcripts and Diplomas does not constitute a waiver of the ordering and mailing fees that are due at the time of placing an order.

### **Payment Plans and Arrangements**

Currently enrolled students are encouraged to establish a Payment Plan, if needed. Students participating in a Payment Plan will be exempt from receiving financial Transcript, Diploma and registration Holds while on an active payment plan.

Former students are encouraged to establish a Payment Arrangement with the university. A Payment Arrangement will allow a former student to make periodic payments to reduce their debt owed to CSU. All financial Holds will remain in place until the debt falls below the defined threshold.

### **Collections**

Unpaid student accounts will be turned over to a third-party collection agency when they become at least 120 days past due. If the balance is not paid in full the student will be responsible for paying any late payment charges, collection agency fees, and all costs and expenses including reasonable attorney fees that CSU incurs in its collection efforts.

Financial Holds preventing the release of Transcripts and Diplomas will remain in effect until the debt owed for tuition, room and board, or Returned Financial Aid falls below the defined threshold.

### **Financial Holds Preventing Registration**

A financial Hold preventing registration for classes will be added to the academic record for all currently enrolled and former students who have an outstanding debt to Colorado State University greater than the defined threshold. This Hold will be removed from the student record once the outstanding debt is reduced to an amount below the defined threshold. Currently enrolled students participating in an active Payment Plan are exempt from financial registration Holds.

### **Complaints**

Complaints related to this policy may be submitted to the Colorado student loan Ombudsperson.

### **COMPLIANCE WITH THIS POLICY**

Compliance with this policy is required. For assistance with interpretation or application of this policy, contact the Office of the Registrar.

### **REFERENCES**

C.R.S. §23-5-113.5

### **APPROVALS**

Approved by: Amy L. Parsons, President, March 20, 2023