Stacey James Institute

School Policy on Transcript and Diploma Issuance and Debt Collection

Purpose:
To outline the process by which a current or former student may obtain a transcript or certificate/diploma, and to specify the circumstances under which these documents may be withheld due to outstanding debt, pursuant to subsection 2 of HB22-1049.

Scope:
This policy applies to all current and former students of Stacey James Institute.

Policy:

1. **Requesting Transcripts and Diplomas:**
    - Students may request transcripts or diplomas through financial aid by completing the appropriate request form.
    - Requests will be processed within 30 days unless a hold is placed due to outstanding debt.
2. **Verification Process for Exemption from Debt Hold:**
    - Current or former students who believe they qualify for an exemption from a debt hold under subsection (2) of HB22-1049 must provide verification of their circumstances.
    - Acceptable documentation may include, but is not limited to, proof of financial hardship, unemployment, disability, Job opportunity, pursuit of opportunities in the military or other extenuating circumstances.
    - Verification documents should be submitted to financial aid or Director's office for review. A decision will be made within 30 days of receipt of all required documentation.
3. **Payment Plans:**
    - Students who owe a debt to the school may establish a payment plan to address their outstanding balance.
    - Payment plans can be arranged through the Financial Aid Office and must be agreed upon in writing.
    - Regular payments must be made according to the terms of the plan.
4. **Registration Holds:**
    - A student will no longer be able to register for classes if they owe a debt to the institution..
    - Notifications will be sent to the student at least 30 days before the registration period, informing them of the hold and the amount owed.
5. **Debt Collection:**
    - The school will assign outstanding debts to a third-party collection agency if the debt remains unpaid for 90 days or more.

- Students will be informed in writing before their debt is assigned to a collection agency, providing them an opportunity to settle the debt or establish a payment plan.

Review and Appeals:

- Students may appeal decisions related to holds or debt collection by submitting a written appeal to financial aid within 30 days of the decision.
- Appeals will be reviewed, and a decision will be communicated to the student within 30 days.

Complaints pertaining to HB22-1049 may be submitted to the Colorado Student Loan Ombudsperson via email to CSLSA@coag.gov.

Effective Date:
This policy is effective as of July 1st,2024 and will be reviewed annually for compliance and effectiveness.

Contact Information:
For questions or assistance, please contact the financial aid office.