Paul Mitchell The School Colorado Springs

TRANSCRIPT/DIPLOMA/CERTIFICATE FINANCIAL HOLD EXEMPTION POLICY

Date Adopted: July 16, 2024

Date Revised: July 16, 2024

A. PURPOSE

This policy is in response to Colorado HB22-1049.

B. SCOPE

This policy applies to all current and former students, excluding foreign students as defined in C.R.S. 23-1-113.5., who have an outstanding debt for tuition, kit costs, overtime fees, or other financial aid funds owed to the school and request a certificate of completion/graduation. This policy also describes when a student may be subject to a registration hold.

C. POLICY

- The school does not withhold transcripts, however individuals may be subject to a certificate of completion/graduation hold when such individual owes certain debts to the School for tuition, kit fees, overtime or financial aid funds. Individuals will be subject to a certificate of completion/graduation hold when the student defaults on their payment plan or 30 days after withdrawal and/or completion the student may be assigned to a Collections Company. If an individual is subject to such a hold, their certificate of completion/graduation will not be released unless an exemption applies as outlined in section 2 of this policy.
- Exemptions are granted for individuals who can demonstrate that the transcript/diploma/certificate request is required for one of the following reasons:
  a. Job application
  b. Transferring to another postsecondary institution
  c. Applying for state, federal, or institutional financial aid
  d. Pursuit of opportunities in the military or national guard
  e. Pursuit of other postsecondary opportunities
- Process and Procedure for Exemptions: Upon submission of a certificate of completion/graduation request and documentation to verify an exemption, the School will review the request and make a determination regarding whether or not an exemption exists, as outlined in section 2, above. If it is determined that the individual has a valid exemption, the School will release the requested certificate of completion/graduation. If the School determines that the individual does not meet the exemption criteria, the School will provide a written explanation of the denial of the request within seven business days.
- Debt-Based Registration Holds: Individuals will not be able to register for a new program or reenroll at the School unless they meet the re-entry requirements. In order to be accepted into a new program, or return to a program they were previously enrolled in, the student cannot be in collections and they have to make satisfactory arrangements for payment on any previous balance(s). Refer to the Re-Entry Policy in the school catalog.

- Individuals have the option to establish a payment plan for an outstanding debt. An individual who wishes to establish a payment plan for a debt owed to the School should contact: **Colleeno@coloradosprings.paulmitchell.edu**
- Complaints pertaining to HB22-1049 may be submitted to the Colorado Student Loan Ombudsperson via email to CSLSA@coag.gov.