

Colorado Campus — Transcript Release Policy (HB22-1049)

Scope: This policy applies to the Colorado campus and complies with Colorado House Bill 22-1049.

Awarding Credentials

Upon successful completion of all required coursework, students are awarded a **Certificate** (or **Diploma**, where applicable).

How to Request Transcripts or Credentials

Contact the **Campus Director** to request:

- Official or unofficial **transcripts**
- A replacement **certificate/diploma**

We do not withhold transcripts or certificates/diplomas from any student who has satisfactorily completed all coursework and graduated. This complies with HB22-1049.

Enrollment Holds for Outstanding Balances

- Students who owe a balance are **ineligible to enroll/register** in a new program until the balance is paid.
- This enrollment hold **does not** affect access to transcripts or earned credentials.
- Accounts with an unpaid balance of **\$50.00 or more** that remain outstanding for **over 90 days** may be referred to a third-party collection agency.

Questions & Payment Plans

For questions about:

- Eligibility or conditions for obtaining transcripts or credentials, or
- Establishing a **payment plan**
please contact the **Campus Director**.

Concerns & Complaints

- Concerns about transcript or credential access should be directed to the **Campus Director** (serving as the **ombudsperson** and **administrator of student loans**).
- Complaints related to **HB22-1049** may be submitted to the **Colorado Student Loan Ombudsperson** at **CSLSA@coag.gov**.

NCTDA Certificate Financial Hold Exemption Policy

Adopted: August 28, 2024

A. Purpose

Implements Colorado HB22-1049.

B. Scope

Applies to all current and former students—except “foreign students” per C.R.S. 23-1-113.5—who owe NCTDA money for tuition, room/board, or financial aid funds and request a certificate. Also outlines when registration holds may apply.

C. Policy

1. Certificate Holds

- NCTDA may place a hold when tuition or other debts are unpaid in full.
- Debts not paid within 30 days may be sent to a third-party collector.
- Certificates will not be released while a hold is in place unless an exemption (Section 2) applies.

2. Exemptions (Certificate Must Be Released)

A certificate request will be honored if documentation shows it is required for:

- A job application
- Transfer to another postsecondary institution
- State, federal, or institutional financial aid
- Military or National Guard opportunities
- Other postsecondary opportunities

3. Exemption Process

- Submit the certificate request with supporting documentation.
- NCTDA will review and decide if an exemption applies.
- If approved: certificate is released.
- If denied: written explanation provided within 10 business days.

4. Registration Holds

- Students who cancel/reschedule the same course **three times** may not register/enroll for it again.
- A **\$150** fee applies per canceled/rescheduled course.
- If the student reschedules and completes the course, **one** cancellation fee will be waived.

5. Payment Plans

- To set up a payment plan, contact NCTDA at **970-690-8846**.

6. Complaints

- Complaints related to HB22-1049 may be sent to the Colorado Student Loan Ombudsperson at **CSLSA@coag.gov**.