



UCCS DEPARTMENTAL POLICY

Policy Title: Official Transcript Release Policy

Effective: 7/1/2024

Office of Primary Responsibility: UCCS Student Financial Services, bursar@uccs.edu
UCCS Office of the Registrar, registrar@uccs.edu

Last Reviewed/Updated: 7/1/2024

Applies to: University of Colorado Colorado Springs

Reason for Policy: To comply with Colorado State HB22-1049 Prohibiting Transcript and Diploma Withholding

I. INTRODUCTION

The purpose of this policy is to provide standards for a current or former student to obtain official transcripts or diplomas/credentials at the University of Colorado Colorado Springs in the case that the student has an outstanding financial obligation to the University.

II. POLICY STATEMENT

A. Official Transcripts

1. A current or former student can request an exemption to withholding official transcripts if the student can demonstrate that the credential is needed for one of the following reasons:
 - a. A job application or employment opportunity
 - 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
 - f. An error in the institution's administration of the Title IV, HEA programs, or any fraud or misconduct by the institution or its personnel.
 - g. If the student can show that their past due balance is covered by a payment plan in good standing at the time of the transcript request.
2. The exemption process applies if the hold preventing transcript release is sourced from a debt owed for tuition, room and board fees, or returned financial aid funds.

3. The exemption process does not apply to international students as defined as "foreign student" in CRS §23-1-113.5.
4. To request an exemption, a current or former student ordering transcripts that has a past due balance will be re-directed to the [UCCS Transcript Hold Appeal form](#) on which they will:
 - a. Specify the reason for the appeal
 - b. Be able to opt in to a payment plan by being contacted by UCCS
 - c. Confirm that all information provided is truthful and accurate
5. The form will then be routed through an automatic system that will lift the hold preventing the transcript release if the student meets the exemption conditions and is not a foreign student. The hold is automatically reassigned to the account 24 hours later.

B. Payment Plans

1. Current Term Payment Plans

Students can enroll in a payment plan for the balance due in the current enrollment period. Students enrolled in a current term payment plan do not receive holds on their accounts if the entire balance is included in the payment plan.

2. Student Debt Management Payment Plans

Students with a past due balance after the term has ended can establish a payment plan with the UCCS Student Debt Management team. Students have the option of accepting an extended payment plan through the student debt portal up to 6 months after the account is referred to the UCCS Student Debt Management team.

3. Third Party External Collections Payment Plans

Students with a past due balance that has been referred to one of UCCS's external collection agency partners can establish a payment plan with the agency directly within 2 business days of assignment.

- a. Any past due balance of \$20.00 or more will be assigned to a third-party external collection agency 120 days after assignment to the UCCS Student Debt Management team if no payment has been received in full or if no payment plan has been established.

C. Holds

Transcripts and/or course enrollment will be placed on hold when there is an outstanding obligation to the university, subject to the exemption request process in II.A. These obligations include but are not limited to:

1. Past Due Balance Owed to the University

- a. Past due balance of \$1.00 to \$500.00 will have a hold on transcripts.
- b. Past due balance of \$500 or more will have a hold on transcripts and course registration.
- c. A balance is considered past due, and a hold will be placed on the student account after the due date listed on the billing statement.
- d. Charges are due in full or active enrollment in a current term payment plan is required no later than census date for Fall, Spring, and Summer terms.
- e. These holds will remain until the obligation is satisfied.

D. Diplomas

Diplomas, whether paper or electronic, will be released to students who have outstanding debt balances upon completion of the degree program.

III. KEY WORDS

- A. Official Transcript – an official transcript is a comprehensive record of academic coursework and progress within the University of Colorado system that reflects coursework, grades, earned degrees/credentials as well as credits accepted in transfer or by exam.
- B. Diploma – a document awarded by an educational institution testifying the recipient has graduated by successfully completing their course(s) of study.

IV. RELATED POLICIES, PROCEDURES, FORMS, GUIDELINES, AND OTHER RESOURCES

A. Forms

1. [UCCS Office of the Registrar – Transcripts](#)

B. Other Resources

1. [Colorado HB22-1049](#)
2. [Colorado Revised Statutes 2023 TITLE 23](#)
3. [UCCS Bursar Office Payment Plans](#)