

Phoenix Strategies, Inc. (PSI)
Transcript/Diploma/Certificate Financial Hold Exemption Policy

Date Adopted: July 17, 2023

Date Revised:

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, room and board, or other financial aid funds owed to the school and request a transcript, diploma, or certificate. This policy also describes when a student may be subject to a registration hold.

C. Policy

- 1.** Individuals may be subject to a transcript, diploma, or certificate hold when such individual owes certain debts to *PSI* for tuition, room and board fees, or financial aid funds. Individuals will be subject to such a hold when a student is delinquent on tuition payment for 90 days and tuition debt is \$600 or more. If an individual is subject to such a hold, their transcripts, diplomas, or certificates will not be released unless an exemption applies as outlined in section 2 of this policy.
- 2.** 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
- 3.** Process and Procedure for Exemptions: Upon submission of a transcript/diploma/certificate request and documentation to verify an exemption, *PSI* 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, *PSI* will release the requested transcript/diploma/certificate. If *PSI* determines that the individual does not meet the exemption criteria, *PSI* will provide a written explanation of the denial of the request within seven business days.
- 4.** Registration Holds: Individuals will no longer be able to register or enroll for courses/classes if a student is delinquent on tuition payment for 90 days and tuition debt is \$600 or more.

5. 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 *PSI*, Inc. should contact:
Phoenix Strategies, Inc.: customerservice@phoenixstrategiesmediation.com

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