



Campus Administrative Policy

Policy Title: Official Transcript & Diploma Distribution Policy

Policy Number: 7060

Functional Area: Student Affairs

Effective: June 26, 2024

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Applies to: CU Denver
CU Anschutz

A. INTRODUCTION

The purpose of this policy is to provide clear guidelines for a current or former student to obtain official transcripts or diplomas/credentials at CU Denver | Anschutz Medical Campus in the case that the student has an outstanding financial obligation to the University.

B. DEFINITIONS

1. **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, and credits accepted in transfer or by exam.
2. **Diploma** – a document awarded by an educational institution testifying the recipient has graduated by successfully completing their course(s) of study.
3. **Holds**
 - a. Transcripts, diplomas, 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 C.2. These obligations include but are not limited to:
 - (1) Past due balance owed to the university.
 - (a) Past due balance of \$1.00 to \$1,499.00 will have a hold on transcripts and diploma.
 - (b) Past due balance of \$1,500.00 or more and/or any returned payment holds will have a hold on transcripts, diploma, 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 the Friday after the census date for Fall and Spring terms. Summer charges are due in full or active enrollment in the current term is required no later than 06/14 or 06/30, depending on the course enrollment date. [Refer to Campus Administrative Policy 7001](#)
 - (2) Loan holds for CU institutional loans and CU-serviced Federal Perkins loans will prevent access to transcripts, diploma, and course enrollment.
 - (3) These holds will remain until the obligation has been satisfied.
- 4. **Payment Plans**
 - a. Current Term Payment Plans – Students can enroll in a payment plan for the balance due in the current enrollment period.
 - b. Student Debt Management Payment Plans – Students with past-due balances after the term has ended can establish a payment plan with the Student Debt Management team. Students have the option of accepting one of the extended payment plans offered through the student debt portal until 6 months after the account is referred to the CU Denver |Anschutz Medical Campus Student Debt Management team.
 - c. Third-Party External Collections Payment Plans - Students with a past-due balance who have been referred to one of CU Denver|Anschutz Medical Campus's external collection agency partners can establish a payment plan with the agency directly within two business days of assignment.
 - (1) Any past due balance of \$50.00 or more is assigned to a third-party external collection agency 120 days after assignment to the CU Student Debt Management team when payment is not received in full, or when no payment plan is established.

C. POLICY STATEMENT

1. Official Transcripts

- a. A current or former student can request an exemption from withholding of their official transcripts if the student can demonstrate that the credential is needed for any of the following reasons:
 - (1) A job application or employment opportunity
 - (2) Transferring to another postsecondary institution
 - (3) Applying for state, federal, or institutional financial aid
 - (4) Pursuit of opportunities in the military or National Guard
 - (5) Pursuit of other postsecondary opportunities
 - (6) An error in the institution's administration of the Title IV, HEA programs, or any fraud or misconduct by the institution or its personnel.
 - (7) 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.

- b. 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.
- c. The exemption process does not apply to international students defined as "foreign student" in CRS 23-1-113.5. This includes any student who is counted as foreign in the University reporting and present in the United States on a nonimmigrant visa.

2. Diplomas

Diplomas, whether paper or electronic, will be released to students who have outstanding debt balances upon completion of the degree or program, with the exception of international students, as defined in section C.1.c.

Notes

1. History:
 - Adopted June 25, 2024
2. Cross References/Appendix:
 - [HB22-1049](#) enacted into law April 21, 2022.
 - Federal Regulation [34 § 668.14\(b\)\(33\) and \(34\)](#) effective July 1, 2024.
 - [APS 8003 - Campus Designation on Diplomas and Transcripts](#)
 - [HB22-1049 Prohibiting Transcript And Diploma Withholding](#)
 - [Campus Administrative Policy 7001: Denver Campus Enrollment and Billing Policy](#)