

1. **The Transcript or Diploma is required for a job application**
2. **The Transcript or Diploma is required for the military (Active Duty, National Guard, or Reserves)**
3. **The Transcript or Diploma is required for a financial aid application (federal, state, or institutional)**
4. **The Transcript or Diploma is required to apply to another college or university**
5. **The Transcript or Diploma is required to apply for other postsecondary opportunities**

To request the Hold be temporarily lifted, the student must provide CSU their student ID, name, and a copy of the application document listed above demonstrating the requirement for a Transcript or Diploma, via the process outlined on the Office of the Registrar website. If granted, the Hold will be lifted only for as long as it takes to generate the requested Transcript or Diploma. International students may be excluded from having Holds temporarily lifted, per state law. Requesters will pay the normal transaction fees for Transcript and Diploma requests, as published on the Office of the Registrar website. Approval of a request to temporarily lift a Hold preventing the release of Transcripts and Diplomas does not constitute a waiver of the ordering and mailing fees that are due at the time of placing an order.

Payment Plans and Arrangements

Currently enrolled students are encouraged to establish a Payment Plan, if needed. Students participating in a Payment Plan will be exempt from receiving financial Transcript, Diploma and registration Holds while on an active payment plan.

Former students are encouraged to establish a Payment Arrangement with the university. A Payment Arrangement will allow a former student to make periodic payments to reduce their debt owed to CSU. All financial Holds will remain in place until the debt falls below the defined threshold.

Collections

Unpaid student accounts will be turned over to a third-party collection agency when they become at least 120 days past due. If the balance is not paid in full the student will be responsible for paying any late payment charges, collection agency fees, and all costs and expenses including reasonable attorney fees that CSU incurs in its collection efforts.

Financial Holds preventing the release of Transcripts and Diplomas will remain in effect until the debt owed for tuition, room and board, or Returned Financial Aid falls below the defined threshold.

Financial Holds Preventing Registration

A financial Hold preventing registration for classes will be added to the academic record for all currently enrolled and former students who have an outstanding debt to Colorado State University greater than the defined threshold. This Hold will be removed from the student record once the outstanding debt is reduced to an amount below the defined threshold. Currently enrolled students participating in an active Payment Plan are exempt from financial registration Holds.

Complaints

Complaints related to this policy may be submitted to the Colorado student loan Ombudsperson.

COMPLIANCE WITH THIS POLICY

Compliance with this policy is required. For assistance with interpretation or application of this policy, contact the Office of the Registrar.

REFERENCES

C.R.S. §23-5-113.5

APPROVALS

Approved by: Amy L. Parsons, President, March 20, 2023