Transcript/Certificate Financial Hold Exemption Policy

Date Adopted: July 2024

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 the School for tuition, room and board fees, or financial aid funds. Individuals will be subject to such a hold if they are not in good financial standing with the school. 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, the School 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, the School will release the requested transcript/diploma/certificate. If the School determines that the individual does not meet the exemption criteria, the School will provide a written explanation of the denial of the request within seven business days.

4. 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 the school should contact the school's main office: info@dimassageschool.com.

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