

Transcript/Diploma/Certificate Financial Hold Exemption Policy

Date Adopted: July 24, 2024

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 Acuity Institute for tuition, or course materials. Individuals will be subject to such a hold when these fees are not paid in full at the time that the individual has completed all certification requirements. 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 can be considered for individuals who can demonstrate that the transcript 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. Registration Holds: There is no registration holds for Individuals with an outstanding balance.
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 the School should contact: Stephanie Herman stephanie@acuityinstitute.com.

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