

Colorado Revised Statutes 23-5-113.5 - Release of Transcript Policy

Procedure to Order Transcript

Colorado Mesa University requires students with a Financial Hold to submit an eForm to receive approval to receive transcripts or diplomas due to an outstanding balance owed to CMU. Link to form: [Financial Hold Transcript Request eForm](#). Once the form is completed the student has 5 days to request Official Transcripts or Diploma through these means.

Request Official transcripts via the National Student Clearinghouse.

Colorado Mesa University has authorized the National Student Clearinghouse to provide official mailed or PDF (electronic) transcripts. You can order transcripts using any major credit card. Your card will only be charged after your order has been completed. Please note: PDF transcripts are only available for those who attended from fall 1991 to present.

- Go to <http://www.getmytranscript.org>
- Select Colorado Mesa University from the list of schools and click Submit. The site will walk you through placing your order, including delivery options and fees. You can order as many transcripts as you like in a single session. A processing fee will be charged per recipient.
- You will be notified if you have a transcript Hold.
- If student has a Financial Hold, the Registrar is notified and will verify that the student has submitted the eForm from above and is approved to receive their transcript due to one of the following conditions.
- *Circumstances to release transcript if balance owed*
 - Needed for Job Application
 - Needed to Transfer to Another Institution
 - Applying for state, federal or institutional financial aid
 - Pursuit of Opportunities in the Military or National Guard
 - Pursuit of Other Postsecondary Opportunities

Policy of Placing Financial Holds for Student Registration

- If a student's balance is over \$1,000 or outstanding balance from a prior semester, a hold is placed on the student's account which will prevent registration.
- Any account with an outstanding balance receives a service charge every month of 1%. Any delinquent account that is not paid in full or enrolled into one of the Extended Payment Plan options will be sent to an external collection agency. Also, you will not be able to register for classes while you have an outstanding balance with Colorado Mesa University.

Policy for Sending Account to Collection Agency

- Final Notices are mailed to accounts with balances 30 days delinquent and are not a current student. This notice encourages you to pay your balance in full or enroll into one of the Automatic Extended Payment Plan options by the due date on the notice. Failure to take action will result in the account being sent to a collection agency, reported to credit bureaus, and reported to Colorado State Revenue Office.
- Colorado Mesa University uses three collection agencies:

- Aspen National: 1-800-981-9420
- National Credit Management: 1-800-627-2300
- Williams & Fudge Collections: 1-800-849-9791

Policy and Procedure for Student to File Complaint

- Students (current or former) may file a complaint pertaining to HB 22-1049 by contacting:
 Colorado Department of Law
 Consumer Protection Section
 Consumer Credit Unit - SLS
 Ralph L. Carr Colorado Judicial Center
 1300 Broadway, 6th Floor
 Denver, CO 80203
 CSLSA@coag.gov
 Consumer Complaints & Licensing:
 Ph: (720) 508-6975
 Fax: (720) 508-6033
- Students (current or former) may contact the Bursar in Student Accounts to file any complaints pertaining to the Colorado Mesa University policy:
 Colorado Mesa University
 Office of Student Accounts
 1100 North Ave
 Grand Junction, CO 81505
 Ph: 970-248-1177
 E: studentaccounts@coloradomesa.edu

Reporting Requirements

Elements to include in reports and when due and Responsible party for reporting and data

Beginning July 1, 2024

- Colorado Mesa University's policy required for releasing transcripts and thresholds for holds and collections (Registrar and Student Accounts)
- Number of students Colorado Mesa University is withholding transcripts, diplomas, and have registration holds (Registrar and Student Accounts)
- Number of students assigned to collection agencies for past due amounts to include the number that were eligible for Pell Grants (Student Accounts and Financial Aid)

Beginning January 2025 the Student Loan Ombudsmen will report on the data provided by institutions.