

NCTDA's Certificate Financial Hold Exemption Policy

Date Adopted: August 28, 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 NCTDA and request a certificate. This policy also describes when a student may be subject to a registration hold.

C. Policy

1. Individuals may be subject to a certificate hold when such individual owes debts to the NCTDA for tuition. Individuals will be subject to such a hold when the entire debt is not paid off in full. If the debt can't be paid in full within 30 days, NCTDA will assign the debt to a third-party collection agency. If an individual is subject to such a hold, their 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 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 certificate request and documentation to verify an exemption, NCTDA 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, NCTDA will release the requested certificate. If NCTDA determines that the individual does not meet the exemption criteria, NCTDA will provide a written explanation of the denial of the request within ten business days.
4. Registration Holds: Individuals will no longer be able to register or enroll for courses if the course has been cancelled and rescheduled three times by the student. NCTDA will charge a \$150 cancellation fee per cancelled/rescheduled course. If the student reschedules and completes a course, only one of the cancellation fees will not apply.
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 NCTDA should contact: NCTDA @ 970.690.8846.
6. Complaints pertaining to HB22-1049 may be submitted to the Colorado Student Loan Ombudsperson via email to CSLSA@coag.gov.