

## **Transcript and Diploma Release Policy for Students with Past-Due Debt**

In accordance with the **Illinois Student Debt Assistance Act (110 ILCS 66/30)**, Career Options, Inc. has established the following policy outlining the process by which a current or former student may request the release of a transcript or diploma previously withheld due to an outstanding balance.

### **1. Eligibility for Transcript or Diploma Release**

A current or former student may request their official transcript or diploma even if they have an outstanding debt to the school, provided they demonstrate one or more of the following hardship or exemption conditions in accordance with Section 15 of the Act:

- **Financial hardship**, including but not limited to:
  - Homelessness or housing insecurity
  - Food insecurity
  - Medical hardship or disability
- **Unemployment or underemployment**
- **Enrollment at another educational institution**
- **Employment application or verification requirements**
- **Military enlistment or benefits verification**

Students seeking an exemption must submit a **Transcript/Diploma Request Form with Exemption Request**, including supporting documentation, to the Student Services Office.

### **2. Process for Verification of Exemption**

- The school will review submitted exemption requests within **14 calendar days** of receipt.
- The student will be notified of the decision in writing.
- If the request is approved, the transcript or diploma will be released regardless of the outstanding debt.
- If denied, the student will be advised of alternative options for resolving their balance.

### **3. Debt Thresholds and Use of Holds**

- A **registration hold, transcript hold, or diploma hold** may be placed when a student has a past-due balance of **10% or more of the total cost of the program**.
- Students will be notified of any hold via email and/or letter, along with instructions on how to resolve the debt.
- The student will have **30 days** from the notice date to make arrangements (payment plan, exemption request, or formal dispute) before any continued administrative hold remains in place.
- Career Options, Inc **does not assign student debt to third-party collection agencies**. All communication and resolution of balances will be handled directly by the school's administrative office.

#### **4. Contact and Submission**

All forms, documentation, and inquiries related to this policy must be submitted to:

**Career Options, Inc – Student Services**  
Attn: Transcript/Diploma Request  
2644 E Dempster St.Park Ridge, IL 60068  
Email: [learn@careeroptionscenter .com](mailto:learn@careeroptionscenter.com)

Phone: (847)297-3900