

**COLORADO SPRINGS
SCHOOL OF MASSAGE**

**5729 CONSTITUTION AVE
COLORADO SPRINGS, CO 80915**

(719) 310-9297

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Approved and Regulated by the Colorado Department of Higher Education,
Private Occupational School Board

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MASSAGE

What is massage? In the context of wellness work, massage, as a healing art, is enjoying a well-deserved and belated revival. For years, massage lingered at the doors of medical practice, although it has been firmly rooted in folk healing methods for centuries. Massage is emerging from a negative position and is being rediscovered to be a powerful tool for healing, which it is, as practitioners explore its value in increasing circulation and draining lymph; it is virtual magic in reducing tension and stress. Massage, or some form of bodywork, is becoming a component of most alternative therapies in this country, while in Europe it has enjoyed its place as a medical sub-specialty without interruption. In this country massage is no longer being used only to pamper people; it is a viable form of alternative health care.

OWNER-FACULTY

Owner:
Deborah S. Alberto

Director:
Deborah S. Alberto

Assistant Director:
Zechariah Q. Reece

Instructor:
Georgina May

Designated School Agent:
Deborah S. Alberto

SCHOOL CALENDAR

Classes begin 3 times a year, August 1, December 1, and April 1. Classes are held once per week in the evening from 6:15 – 10:15 p.m. for 32 weeks. There is a break at Thanksgiving and Christmas. All other holidays are announced and depend on the day of the week they fall. Any holiday or class cancellation due to inclement weather or any other reason will not count as a class session and will be made up.

Our sole course offering is our Massage Therapy course MT-101 which is the Swedish Massage Therapy training plus applicable modules to introduce the student to a variety of modalities they might encounter in the field as a professional massage therapist.

ENTRANCE REQUIREMENTS

1. The student must be at least 18 years of age.
2. The student must be of high moral character.
3. The student must complete an Enrollment Agreement before the start of school. Applications are accepted on a first come basis.
4. Classes sizes are limited to allow the best possible student teacher ratio.
5. Student must be able to read and speak English on a high school level.
6. A completed application with \$50 fee must be submitted for consideration to be enrolled.
7. A completed contract must be filled out and signed prior to the start of class.
8. Late enrollments are discouraged but may be considered on a case-by-case basis and at the discretion of the Director of the school.

NON-DISCRIMINATORY POLICIES

The Colorado Springs School of Massage admits students of any race, color, sex, sexual orientation, national and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to students at the school.

It does not discriminate on the basis of race, sex, sexual orientation, color, national or ethnic origin in administration of its educational policies and admission policies.

ENROLLMENT PROCEDURES

Enrollment is an ongoing process, and any qualified student may enroll at any time of the year. An enrollment interview is required prior to signing the enrollment contract and every applicant must submit a qualified deposit and sign a financial agreement to complete the enrollment process. Late enrollments are not permitted due to the intensity of this course.

PLACEMENT DISCLOSURE

The Colorado Springs School of Massage does not assist nor guarantee placement. Current law prohibits any school from guaranteeing job placement as an inducement to enroll students.

GRADUATION REQUIREMENTS

Students must:

1. Attain no less than 70% on all exams pertaining to their course materials.
2. Complete 15 supervised chair massages.
3. Complete a minimum of 20 weeks of Fully documented full body massages for student clinic.
4. Receive at least 2 professional holistic treatments and write a report on each.
5. Complete a mentorship and any extra work assigned due to missed class time.
6. Complete a case study of a massage related pathology.
7. Participate in at least 2 marketing events sponsored by the school.
8. Satisfactorily complete 2 instructor evaluated massages.
9. Pay in full for the massage program.
10. Satisfactorily complete 700 hours of the MT-101 Massage Therapy Program.
A certificate of completion will be awarded when the student has satisfactorily completed **all** of these requirements.

ATTENDANCE POLICY

Due to the limited number of class hours, it is important that each student be at every class session. Many subjects are taught at only one class with virtually no way of making up the material covered. Realizing however, that emergency situations do occur, each student must maintain an attendance record of 85%. Missed classes can be made up with a written 2 or more page report covering the topic of the missed class session. Missed lab time will need to be coordinated with their teacher, not during scheduled clinic hours. Any student falling below 85% will be required to make up class time before they can receive their certificate. Any student falling below 85% attendance in a quarter (8-week period) will be placed on probation for the following quarter. If a student does not make up their attendance in any two consecutive quarters they may be terminated at the discretion of the Director of the school.

LEAVES OF ABSENCE

Because our class schedule is so tight, we highly recommend that students plan their vacations before the start of class or after they have completed their course of study before taking their time off. If absolutely necessary, and on a case-by-case basis, arrangements to make up lost time will be considered by the Director of the school.

PROGRESS POLICY

In order to successfully complete the program, the student is required to attain a minimum of 70% in all subjects. If a student scores below 70% on any exam or eval, we offer makeup opportunities and tests, so the student can meet the criteria for passing our course of study. Retake tests must be taken within 7 days, we recommend within 3 days. Tests with a passing score are returned to the students after being graded. Grade average will be given out quarterly.

Averages can be figured upon request. Twice through the program the instructors will meet with each student to discuss their progress and answer any questions. Continuing unsatisfactory progress will be brought to the attention of the Director who can require probation up to dismissal as deemed appropriate for the circumstances. Probation policy and possible re-admission will be on a case by case basis.

90% - 100%	above average
80% - 89%	average
70% - 79%	passing
below 70%	unsatisfactory

CONDUCT POLICY

Massage classes are kept light, fun, and in many cases, very relaxing, especially when you are the client. It is, however, an adult education class and is treated as such at all times. Students are expected to conduct themselves in a professional manner while in class. It is essential that they show respect to their instructors and fellow classmates by not being disruptive in class.

TERMINATION POLICY

The Director, at his/her discretion, may terminate the student prior to completion for insufficient progress, non-payment, failure to comply with the school's rules, excessive absences, or any reason that would be considered a "fire-able" offense in a professional environment.

TUITION

MASSAGE THERAPY CERTIFICATE COURSE

SCHEDULE OF FEES AND PAYMENTS

Registration Fee	50.00
Tuition	9250.00
Books & Supplies	700.00 (non-refundable)
TOTAL	10,000.00
(pricing current as of 6/2024)	

After the registration fee has been paid, the remaining balance can be paid in advance or by any of a number of financial means. We do accept cash, check or any major credit card. We also offer an inhouse payment plan where a substantial deposit and 8 monthly payments will allow a student to attend our program. Payments are due at the first scheduled class of each month and must be paid in full, according to the fee schedule assigned, to receive certification.

FACILITIES AND EQUIPMENT

Colorado Springs School of Massage is located at 5729 Constitution Ave Colorado Springs, CO 80915. There are charts, reference books, training rooms, classrooms and massage equipment available for student use during class.

THE MASSAGE THERAPY PROGRAM

Our school is designed to address both professional and personal growth needs. Our MT-101 Massage Program is technically excellent and provides a professional basis for students as they are encouraged to explore their purpose in learning bodywork and are encouraged to explore psychological implications of performing it.

It is our objective to make each student ready for a career in massage therapy in every aspect. A professional image and good business ethics are always stressed.

Our 700-hour Massage Therapy Program runs for 32 weeks, and, with the addition of passing the licensing exam, qualifies the graduate for licensing as a professional anywhere in the state of Colorado and most other states and countries. The Colorado Springs School of Massage is designed so that the maximum number of contact hours can be obtained in an

unstructured supervised format and a minimum number of hours in the formal classroom setting. In this way a student can conduct their studies in their “off time” without interfering with their day job or other personal responsibilities. Therefore, it is possible for a student to have a full-time job and keep up their studies and requirements.

At the Colorado Springs School of Massage, the Anatomy/Physiology/Pathology portion of our course is designed so that the student carries the responsibility of completing each assignment as outlined in the syllabus. Each student receives instructor guidance, textbooks and worksheets supporting what needs to be studied. There is a minimal amount of lecture. This is a systematic program that leaves no question as to the material that is covered concerning their weekly requirements.

THE CURRICULUM

Course: MT101	Total Program Hours
Anatomy & Physiology Terminology	150
Anatomy	
Physiology	
Kinesiology	150
Massage Clinic	200
Pathology	25
Benefits and Physiological Effects	25
Client Assessment and Treatment Planning	50
Ethics, Boundaries and Laws	50
Guidelines for a Professional Practice	50
Total Hours	700

TOPICS OF STUDY

ANATOMY, PHYSIOLOGY, PATHOLOGY

This is the study of the structures of the body and the functions of living. It includes directional terms, body planes and cavities, histology, osteology, myology, arthrology, brain and nervous system in the Anatomy portion. Physiology includes the study of all the major systems of the body to include the integumentary, cardiovascular, lymphatic, respiratory, endocrine and digestive systems. Pathology is the study of disease. In each section of Anatomy and Physiology the diseases of that system and the indications or contraindications to massage will be discussed. In Medical Terminology, the student will learn 250 roots, prefixes and suffixes which will enable them to define thousands of words from the medical dictionary. The

student studies from their textbooks, worksheets, and identified study materials to gain the knowledge required to complete our program.

SWEDISH MASSAGE & TRANSITIONAL STROKES

Swedish massage is the basic massage and basis for almost all other massages. This includes learning all of the basic strokes and how to put them to use for a professional massage. Swedish massage can help people deal with the stress of their daily lives. This course thoroughly examines the physiological effects of massage as well as the contraindications and endangerment sites to massage.

HEALTH & HYGIENE

We teach the importance of working in a clean environment and maintaining cleanliness before and after each massage as well as maintaining one's own health while treating clients. Sanitation practices are ever more important in this age of COVID, and we have added additional emphasis to sanitation consistent with what the commercial environments are conducting.

INTRODUCTION TO A VARIETY OF MODALITIES

Our students receive a thorough introduction to all the following modalities:

Lymphatic Drainage	Hydrotherapy	Trigger Point
Tool Assisted Soft Tissue Mobilization		Cupping
Neuromuscular Therapy	Sports Massage	Deep Tissue
Reflexology	Pregnancy and Infant Massage	

HOW TO START A BUSINESS/BUSINESS LAW & ETHICS

We want every student to be well equipped with the knowledge to begin their own massage therapy business. We have many decades of business experience and share knowledge from many different disciplines that will help each student decide what direction they want to take with their practice.

LICENSING LAWS & REGULATIONS

Each state and/or city is different. Most areas of the United States have licensing laws. We teach our students what is required to get licensed in the state of Colorado and what the regulations will require of them to manage a successful practice.

TRANSFER OF CREDITS

Transfer of credits on previous training will not be accepted. Colorado Springs School of Massage does not guarantee the transferability of its credits to any other institution unless it has a written agreement on file from another institution.

REFUND POLICY

Students not accepted by the school and students who cancel this contract by notifying the school, in writing, within three business days are entitled to a full refund of all tuition and fees paid. Students who withdraw after three business days, but before the commencement of classes, are entitled to a full refund of all tuition and fees paid except the cancellation fee of \$150.

In the case of students withdrawing after commencement of classes the school will retain the cancellation fee, the books and supplies fees, plus a percentage of prepaid tuition which is based on the percentage of contact hours attended as described in the table below. The refund is based on the last date of recorded attendance.

REFUND TABLE

Student is entitled to upon withdrawal/termination:

Within first 10% of program	Weeks 1 - 3	90% less cancellation fee
After 10% but within 25% of program	Weeks 4 - 8	75% less cancellation fee
After 25% but within 50% of program	Weeks 9 - 16	50% less cancellation fee
After 50% but within 75% of program	Weeks 17 - 24	25% less cancellation fee
After 75% of program	Week 25	NO REFUND

1. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
 - a. The date on which the school receives written notice of the student's intention to discontinue the training program; or
 - b. The date on which the student violates published school policy, which provides for termination.
 - c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.
2. The student will receive a full refund of tuition and fees if the school discontinues a course/program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation. The refund table also reflects, in reverse, the amount the student owes if he/she has not paid in advance or is in arrears on his/her payments.
3. The policy for granting credit for previous training shall not impact the refund policy.

STUDENT GRIEVANCE PROCEDURE

We have an open-door policy and fully encourage our students to come to us first in any case where they feel there is a problem with another student, with faculty, staff or course materials. We will do our best to resolve any issues at the lowest possible level but will elevate it to the level required to achieve a satisfactory resolution for all parties concerned.

STUDENTS COMPLAINTS

Attempting to resolve any issue with the School first is strongly encouraged. Complaints may be filed by a student or guardian at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance or at any time prior to the commencement of training by going to the DPOS website. <https://cdhe.colorado.gov/school-resources/dpos-connect-resources>.

POSTPONEMENT OF A START DATE

Postponement of starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a.) Whether the postponement is for the convenience of the school or student; and,
- b.) A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

ADDENDUM:

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Colorado Springs School Of Massage

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Tipping at CSSM Events

We engage our students at marketing events to immerse them in a business environment, to acquaint them with the coordination required to run a successful event, and to help them become a more well-rounded massage therapist.

These marketing events are for the purpose of gaining experience as a new student massage therapist, and to help get additional exposure for the school in our community.

Tipping at these marketing events is greatly appreciated but not mandatory. After covering expenses the collected tips will be donated at the end of the year in the name of the classes they were collected for.

So to be clear... we do not encourage tipping at our marketing events but will collect them in the name of the class and accept them for a worthy donation.

Deborah Alberto
Director
Colorado Springs School of Massage

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Student Clinic Operating Policy

Students must do a minimum of 20 weeks of student clinic to meet their graduation requirements. These sessions must be done in a supervised environment. We provide that supervised environment here at our school.

When our students are doing their massages in the Student Clinic at the Colorado Springs School of Massage, they will provide their availability to school staff so you can be placed on the student clinic calendar.

Students **MUST** be available during those hours. Being 30 minutes early will allow the student enough time to prepare the massage area and greet their client in plenty of time to start at the scheduled appointment time.

Students must not take on other responsibilities during those times that you have obligated to the school. ie: Dental or Doctor appointments, lunch out with a friend, other activities that would conflict with your designated "Student Massage" times. If you must be somewhere else, then please advise school personnel with at least 72 hours' notice so your schedule can be adjusted accordingly.

We highly encouraged our students to come in and do other work, homework, studies, etc. while waiting for a massage to be scheduled.

Tipping the students in our clinic is allowed although not openly encouraged. Payment for the student massages is collected by the Student Massage Coordinator and is applied to the school operating budget. At no time, will a student be paid for a massage in our student clinic.

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ACADEMIC PROBATION

A student will be placed on Academic Probation for:

- 3 or more failed exams
- Performance failures in the Lab
 To be determined by the instructor
- Performance failures during Student Clinic
 To be determined by clinic supervisor

Academic Probation means that the student will be under increased scrutiny in their academic performance, performance in the lab or clinic.

Unprofessional conduct not consistent with a massage professional in training will not be tolerated. A 4th failed exam, continued failures in the Lab, continued failures during Student Clinic will incur the following penalty...

- The student will restart this program with the upcoming class. If the student chooses this option, then he/she will be required to pay a prorated amount to offset the cost of their restart. In choosing this option he/she will forfeit any accomplishments made to date, all scores erased, and chair massages will be forfeited as they will be restarting with a new group of students.
- The student may choose to drop out of our program and receive a prorated amount of their tuition monies paid. If the student is behind on your payments, then he/she will be required to catch up the amount that is due for their stage in the program.

Deborah Alberto
Director
Colorado Springs School of Massage

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TERMINATION POLICY

The Director, at his/her discretion, may terminate the student prior to completion for insufficient progress, non-payment, failure to comply with the school's rules, or excessive absences.

Insufficient Progress:

Failing to maintain a minimum 70% on all tests.

Failing to maintain a mature attitude, or not grasping the techniques portion of our coursework in our lab training areas.

If by the 8th week the student is showing an inability to keep up academically then the Director may decide to terminate the student between the 9th to 16th week. This will allow the student a 50% refund of unearned tuition.

Non-Payment:

Should the student not keep up with their payment schedule then immediate termination is mandatory.

Failure to comply with the school's rules:

The student will make every effort to comply with the accepted rules as outlined in the School Catalog. If the student fails to comply then immediate termination is mandatory.

Excessive absences:

Absences will directly affect all the above items. If there is no clear explanation for the absences then termination is mandatory.

Deborah Alberto

Director

Colorado Springs School of Massage

Colorado Springs School Of Massage

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HOUSE BILL 22-1049

BY REPRESENTATIVE(S) Bacon and Ricks, Benavidez, Bernett, Bird, Boesenecker, Caraveo, Cutter, Esgar, Exum, Gonzales-Gutierrez, Gray, Herod, Jodeh, Kennedy, Kipp, Lindsay, Lontine, McCluskie, Michaelson Jenet, Ortiz, Sirota, Snyder, Sullivan, Weissman, Garnett, Froelich, Amabile, Woodrow;

also SENATOR(S) Pettersen and Bridges, Buckner, Coleman, Danielson, Fields, Gonzales, Hansen, Hinrichsen, Jaquez Lewis, Lee, Moreno, Story, Winter, Fenberg.

CONCERNING PROHIBITING A POSTSECONDARY INSTITUTION FROM MAKING PAYMENT OF AN OUTSTANDING BALANCE ON A STUDENT'S ACCOUNT A CONDITION OF ISSUING THE STUDENT'S DOCUMENTS.

Be it enacted by the General Assembly of the State of Colorado:

SECTION 1. In Colorado Revised Statutes, add 23-5-113.5 as follows:

23-5-113.5. Prohibition on withholding transcripts and diplomas - postsecondary institution - remedy - definitions. (1) AS USED IN THIS SECTION, UNLESS THE CONTEXT OTHERWISE REQUIRES:

Capital letters or bold & italic numbers indicate new material added to existing law; dashes through words or numbers indicate deletions from existing law and such material is not part of the act.

(a) "ADMINISTRATOR" MEANS AN ADMINISTRATOR OF THE "UNIFORM CONSUMER CREDIT CODE" DESIGNATED PURSUANT TO SECTION 5-6-103.

(b) "DEBT" MEANS ANY MONEY, OBLIGATION, CLAIM, OR SUM, DUE OR OWING, OR ALLEGED TO BE DUE OR OWING, FROM A CURRENT OR FORMER STUDENT, BUT DOES NOT INCLUDE A FEE CHARGED TO A CURRENT OR FORMER STUDENT FOR THE ACTUAL COST OF PROVIDING A TRANSCRIPT OR DIPLOMA.

(c) "FINANCIAL AID FUNDS" MEANS FINANCIAL AID FUNDS THAT A CURRENT OR FORMER STUDENT OWES TO A POSTSECONDARY INSTITUTION UNDER TITLE IV, OR TO THE STATE, DUE TO MISCALCULATION, WITHDRAWAL, MISINFORMATION, OR ANY OTHER REASON, NOT INCLUDING THE STANDARD REPAYMENT OF STUDENT LOANS.

(d) "POSTSECONDARY INSTITUTION" MEANS A PUBLIC INSTITUTION OF HIGHER EDUCATION, AS DEFINED IN SECTION 23-4.5-102 (7); A PRIVATE INSTITUTION OF HIGHER EDUCATION, AS DEFINED IN SECTION 23-18-102 (9); OR A PRIVATE OCCUPATIONAL SCHOOL, AS DEFINED IN SECTION 23-2-102

(13).

(e) "ROOM AND BOARD FEES" MEANS ANY MONEY, OBLIGATION, CLAIM, OR SUM, DUE OR OWING, OR ALLEGED TO BE DUE OR OWING, FROM A CURRENT OR FORMER STUDENT FOR THE PROVISION OF CONTRACTUALLY AGREED UPON ON-CAMPUS HOUSING OR MEAL SERVICES PLANS.

(1) "STUDENT LOAN OMBUDSPERSON" MEANS THE STUDENT LOAN OMBUDSPERSON DESIGNATED IN SECTION 5-20-104.

(2) (a) A POSTSECONDARY INSTITUTION MAY REFUSE TO PROVIDE A TRANSCRIPT OR DIPLOMA TO A CURRENT OR FORMER STUDENT ON THE GROUNDS THAT THE STUDENT OWES A DEBT FOR TUITION, ROOM AND BOARD FEES, OR FINANCIAL AID FUNDS.

(b) NOTWITHSTANDING SUBSECTION (2)(a) OF THIS SECTION, A POSTSECONDARY INSTITUTION SHALL NOT REFUSE TO PROVIDE A TRANSCRIPT OR DIPLOMA TO A CURRENT OR FORMER STUDENT:

(I) ON THE GROUNDS THAT THE STUDENT OWES A DEBT OTHER THAN A DEBT FOR TUITION, ROOM AND BOARD FEES, OR FINANCIAL AID FUNDS; OR
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(II) IF THE STUDENT CAN DEMONSTRATE THAT THE TRANSCRIPT OR DIPLOMA IS NEEDED FOR ONE OF THE FOLLOWING EXEMPTIONS:

(A) 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; OR

(E) PURSUIT OF OTHER POSTSECONDARY OPPORTUNITIES.

(C) SUBSECTION (2)(b)(II) OF THIS SECTION DOES NOT APPLY TO A FOREIGN STUDENT, AS DEFINED IN SECTION 23-1-113.5.

(3) IF A POSTSECONDARY INSTITUTION PROVIDES A CURRENT OR FORMER STUDENT A TRANSCRIPT OR DIPLOMA PURSUANT TO SUBSECTION (2)(b) OF THIS SECTION, THE POSTSECONDARY INSTITUTION SHALL NOT:

(a) CONDITION PROVISION OF THE TRANSCRIPT OR DIPLOMA ON PAYMENT OF A DEBT;

(b) CHARGE A HIGHER FEE TO OBTAIN THE TRANSCRIPT OR DIPLOMA OR PROVIDE LESS FAVORABLE TREATMENT IN RESPONSE TO THE TRANSCRIPT OR DIPLOMA REQUEST BECAUSE THE REQUESTING CURRENT OR FORMER STUDENT OWES A DEBT; OR

(c) OTHERWISE USE TRANSCRIPT OR DIPLOMA ISSUANCE AS A TOOL FOR DEBT COLLECTION.

(4) (a) EACH POSTSECONDARY INSTITUTION SHALL ADOPT A POLICY THAT OUTLINES THE PROCESS BY WHICH A STUDENT MAY OBTAIN A TRANSCRIPT OR DIPLOMA AND THE CIRCUMSTANCES UNDER WHICH A TRANSCRIPT OR DIPLOMA MAY BE WITHHELD PURSUANT TO SUBSECTION (2) OF THIS SECTION FROM A CURRENT OR FORMER STUDENT WHO OWES A DEBT. AT A MINIMUM, THE POLICY MUST INCLUDE:
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(I) A REASONABLE PROCESS FOR VERIFICATION OF CONDITIONS A CURRENT OR FORMER STUDENT MAY DEMONSTRATE TO RECEIVE AN EXEMPTION PURSUANT TO SUBSECTION (2) OF THIS SECTION;

(II) AN OPPORTUNITY TO ESTABLISH A PAYMENT PLAN FOR THE DEBT;
(III) IDENTIFICATION OF THE POINT AT WHICH A STUDENT WILL NO LONGER BE ABLE TO REGISTER FOR CLASSES DUE TO THE DEBT OWED; AND
(IV) IDENTIFICATION OF THE POINT AT WHICH A STUDENT MAY BE SUBJECT TO A TRANSCRIPT, DIPLOMA, OR REGISTRATION HOLD, INCLUDING THE TIME FRAMES AND AMOUNTS FOR WHICH THE HOLDS ARE TO BE USED AND THE LOWEST AMOUNT OF DEBT AT WHICH THE INSTITUTION WILL ASSIGN THE DEBT TO A THIRD-PARTY COLLECTION AGENCY.

(b) THE POSTSECONDARY INSTITUTION SHALL POST THE POLICY DESCRIBED IN SUBSECTION (4)(a) OF THIS SECTION AND THE PROCEDURES FOR FILING A COMPLAINT WITH THE STUDENT LOAN OMBUDSPERSON AND THE ADMINISTRATOR ON THE POSTSECONDARY INSTITUTION'S WEBSITE AND PROVIDE THE POLICY AND THE PROCEDURES TO STUDENTS AS PART OF THE INFORMATION SHARED RELATING TO THE COST OF ATTENDANCE THAT INCLUDES ANY ADDITIONAL FEES, FINANCIAL AID, SCHOLARSHIPS, OR OTHER INFORMATION.

(5) (a) BEGINNING JULY 1, 2024, EACH POSTSECONDARY INSTITUTION SHALL ANNUALLY REPORT TO THE DEPARTMENT OF HIGHER EDUCATION CONCERNING TRANSCRIPT AND REGISTRATION HOLDS, INCLUDING:

(I) THE POSTSECONDARY INSTITUTION'S POLICY DEVELOPED PURSUANT TO SUBSECTION (4)(a) OF THIS SECTION;

(II) THE NUMBER OF STUDENTS FOR WHOM THE POSTSECONDARY INSTITUTION IS WITHHOLDING OFFICIAL TRANSCRIPTS, DIPLOMAS, AND REGISTRATION PRIVILEGES; AND

(III) THE NUMBER OF PAST-DUE STUDENT ACCOUNTS ASSIGNED TO THIRD-PARTY COLLECTION AGENCIES, INCLUDING THE NUMBER OF STUDENTS WHO ARE ELIGIBLE FOR FEDERAL PELL GRANTS.

(b) BEGINNING JANUARY 2025, AND EACH JANUARY THEREAFTER,
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THE DEPARTMENT OF HIGHER EDUCATION SHALL ANNUALLY REPORT ON THE INFORMATION DESCRIBED IN SUBSECTION (5)(a) OF THIS SECTION AT THE DEPARTMENT'S ANNUAL HEARING PURSUANT TO THE "STATE MEASUREMENT FOR ACCOUNTABLE, RESPONSIVE, AND TRANSPARENT (SMART) GOVERNMENT ACT", PART 2 OF ARTICLE 7 OF TITLE 2.

(6) (a) THE STUDENT LOAN OMBUDSPERSON MAY PROVIDE INFORMATION TO THE PUBLIC REGARDING THE LIMITS DESCRIBED IN THIS SECTION ON WITHHOLDING A TRANSCRIPT OR DIPLOMA. THE STUDENT LOAN OMBUDSPERSON AND THE ADMINISTRATOR MAY RECEIVE COMPLAINTS FROM CURRENT OR FORMER STUDENTS WHO HAVE HAD A TRANSCRIPT WITHHELD.

(b) BEGINNING JANUARY 2025, AND EACH JANUARY THEREAFTER, THE ATTORNEY GENERAL'S OFFICE SHALL COMPILE DATA ON THE COMPLAINTS RECEIVED BY THE STUDENT LOAN OMBUDSPERSON AND THE ADMINISTRATOR PURSUANT TO SUBSECTION (6)(a) OF THIS SECTION AND ANNUALLY REPORT THE DATA THROUGH THE ANNUAL HEARING FOR THE DEPARTMENT OF LAW HELD PURSUANT TO THE "STATE MEASUREMENT FOR ACCOUNTABLE, RESPONSIVE, AND TRANSPARENT (SMART) GOVERNMENT ACT", PART 2 OF ARTICLE 7 OF TITLE 2.

SECTION 2. In Colorado Revised Statutes, 5-6-104, amend (1)(i); and add (1)(k) as follows:

5-6-104. Powers of administrator - harmony with federal regulations - reliance on rules. (1) In addition to other powers granted by this code, the administrator, within the limitations provided by law, may:

(i) License and regulate collection agencies pursuant to article 16 of this title 5; and

(k) RECEIVE AND ACT ON COMPLAINTS PURSUANT TO SECTION 23-5-113.5.

SECTION 3. Safety clause. The general assembly hereby finds,
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determines, and declares that this act is necessary for the immediate preservation of the public peace, health, or safety.