



Transcript Request Policy

The Colorado Academy of Veterinary Technology (CAVT) provides transcripts to current students, former students, and graduates of CAVT under the following terms and utilizing the following process:

Individuals seeking to obtain a copy of their transcript from CAVT must make the request in writing. Written requests can be by postal mail or email. If by postal mail, a letter should be addressed to CAVT, Attn: Transcript Request, 2766 Janitell Rd, Colorado Springs, CO 80906. If by email, an email should be sent to jwhatley@cavt.edu with "Transcript Request" in the subject line. Transcript requests must include the following:

1. Student's Name and current address;
2. Student's email;
3. Student's mobile phone number;
4. Student's dates of attendance and graduation date (if applicable);
5. Purpose of the request;
6. Person/organization to whom the transcript should be sent, including an address (email and/or physical address) and phone number.

If the student's account with CAVT is current, transcripts will be provided to the person/organization within 10 business days of the receipt of the request. An account is current if there is no overdue tuition, fees, or other outstanding educational charges that are more than 30 days past due to CAVT. For currently enrolled students who are on a payment plan, an account is past due if payments on the plan are more than 10 days past due.

If the student's account is not current, CAVT will withhold the requested transcript until the account is brought current, with the following exceptions:

1. If the money owed to CAVT is not related to the student's educational program (tuition/fees/educational charges);
2. The transcript is needed for a job application;
3. The transcript is needed for the student to transfer to another postsecondary institution;
4. The transcript is needed for an application for state, federal, or institutional financial aid;
5. The transcript is needed to pursue opportunities in the military or national guard; or
6. The transcript is needed to pursue other postsecondary opportunities.

To qualify for one of the listed exceptions, a student must demonstrate that the request legitimately qualifies for such exemption. This can be accomplished by the request for the transcript coming directly from the entity to which the student is applying/pursuing opportunities and verified by the student, or by the student requesting the transcript be sent directly to the entity with the name and phone number of the person who will be receiving the transcript provided to CAVT for verification.



CAVT does not charge students a fee for providing transcripts (although electronically certified transcripts through services such as Parchment may have a fee associated with them by the certifying entity).

If a student has an outstanding debt owed to CAVT which is greater than \$250.00, the student may work with CAVT to establish a payment plan. Once a payment plan is established, and assuming that all payments are timely made under the plan, the student's debt to CAVT shall be deemed current.

Students who's debt with CAVT exceeds \$100.00 and is more than 15 days past due cannot register classes for the following term(s) until the debt is brought current (either through payment of the debt or by entering into an agreed upon payment plan to pay the debt). Students, former students, ad graduates with more than \$25.00 past due to CAVT and which debt has been past due for more than 15 days may be subject to a transcript or diploma hold.

CAVT may assign any debt of more than \$250.00 to a third-party collection agency. CAVT and any third-party collection agency to which it assigns any debt will not use transcript or diploma issuance as a collection tool.

Students who have a complaint about regarding the withholding of their transcript/diploma or regarding this policy may file such complaint with the Colorado Student Loan Ombudsperson. To contact the Colorado Student Loan Ombudsperson, go to <https://coag.gov/office-sections/consumer-protection/consumer-credit-unit/student-loan-servicers-act/office-sections-consumer-protection-consumer-credit-unit-student-loan-servicers-act-consumers/> or

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:
(720) 508-6975
Fax: (720) 508-6033