NEIU | NORTHEASTERN ILLINOIS UNIVERSITY

University Policy

Volume E3: Enrollment Management	**E3.1** **Official Transcripts and Diplomas for Students with Account Balances** **Effective Date:** 06/28/2024 **Date of Next Review:** 06/01/2029	**Responsible Office:** Office of the Registrar
		Responsible Officer: Vice President for Enrollment Management

POLICY STATEMENT

In accordance with Illinois Public Act 103-54, an institution of higher education must provide both official and unofficial transcripts to current or former students regardless of the students' indebtedness to the institution. The provision of official and unofficial transcripts is not contingent upon payment of other fees owing to the institution besides the fee charged to produce the transcript.

PURPOSE OF THE POLICY

To comply with the state mandate, which aims to make it easier for students to obtain their official transcripts for myriad reasons such as applying for financial aid, transferring to another institution, employment opportunities, etc.

WHO IS AFFECTED BY THIS POLICY

This policy will affect the student population with academic history at NEIU and departments that either work with or that should be aware of options available to students regarding institutional transcripts.

DEFINITIONS

Active Student: a student who has enrollment activity in at least one course over the course of 6 semesters. A student loses their "active status" if they do not enroll in at least one course over 6 consecutive semesters.

Indebted: owing money

Official Transcript: academic transcript or record produced by an institution of higher education deemed to be official, authenticated, certified or *bona fide* containing information such as courses taken, grades awarded, terms of enrollment, degrees or credentials conferred, etc.

Unofficial Transcript: academic transcript or record containing information primarily found on the official transcript but which cannot be used to transfer academic credits to another institution of higher education.

Diploma: a certificate awarded by an educational establishment to demonstrate successful completion of a course of study.

REGULATIONS

Student Debt Assistance Act (110 ILCS 66)

PROCEDURES

Official Transcripts

Northeastern Illinois University (the University) will release official transcripts to students who are currently indebted to the University, identified by the presence of an Accounts Receivable Hold and all its iterations which, when present, prohibit the release of official transcripts. Students designated with any hold type will be able to order official transcripts through the University's official transcript ordering service, pay the associated fee for the production of the official transcripts and have those transcripts delivered to the intended recipient.

Unofficial Transcripts

Northeastern Illinois University will preserve its practice of only allowing active students who maintain access to the NEIUport system to review their unofficial transcripts. Students who are no longer considered active and who cannot access the NEIUport system must order official transcripts.

Diplomas

Northeastern Illinois University requires students to address any outstanding balances that have resulted in the application of an Accounts Receivable Hold, in its various forms, before the University will release their diploma. Students will need to work with Student Payment Services regarding their outstanding balance. Students who have extenuating circumstances warranting a review of their assessed tuition and fees based on registration in a given term can petition the Student Billing and Late Withdrawal Committee within one calendar year of the semester in question to request a retroactive withdrawal and/or a reversal of tuition and fees.

Reporting

Northeastern Illinois University will identify students with an Accounts Receivable Hold, in its various forms, who have been prevented from registering for classes and/or accessing official transcripts and diplomas. The Registrar's Office will generate and submit an annual report to the Illinois Board of Higher Education on or before July 1 of each year using data from the previous academic year.

HISTORY

8/29/2023 Transcript Provision Draft
06/28/2024 Completed 30-day public comment period
06/28/2024 Enacted

CONTACT INFORMATION

Please direct questions or concerns about this policy to:

Contact	Phone	Email
Office of the Registrar	(773) 442-4029	registrar@neiu.edu

DISCLAIMER

The University reserves the right to modify or amend sections of this policy at any time at its sole discretion. This policy remains in effect until such time as the Responsible Officer calls for review. Requests for exception to any portion of this policy, but not to the policy statement, must be presented in writing to the Responsible Officer.