



Reference: *Title 5 Section 59410*

The Chancellor may withhold diplomas and registration privileges from any student or former student who fails to pay a proper financial obligation to the District. The student shall be given written notification and the opportunity to explain if the financial obligation is in error.

The definition of proper financial obligation shall include, but is not limited to:

- Student fees
- Obligations incurred through the use of facilities, equipment, or materials
- Library fines
- Unreturned library books
- Materials remaining improperly in the possession of the student
- Any other unpaid obligation a student or former student owes to the District.

A proper financial obligation does not include any unpaid obligation to a student organization.

Student Notifications

Business Services staff review student balances owed to determine if students have failed to pay a proper financial obligation to the District. If a student owes a financial obligation, the following steps are taken by Business Services staff:

- A hold is placed on the student's record in the student information system database
- A written notification, including amount owed, instructions on how to make payments, and contact information of Business Services staff for questions or appeals, is created and mailed, via US Postal Service, to the student's identified preferred mailing address
 - If the notification is returned as undeliverable, Business Services staff stores the returned mail as proof of mailing and lack of deliverable address
 - If the notification is returned with a forwarding address, Business Services staff re-sends the notification to the new address identified

Student Appeals

A student may appeal any or all of the amount indicated as owing on the notification by contacting Business Services staff indicating they are appealing the amount owed. The student must submit details of their appeal to Business Services staff who will research and review details of the charges incurred and owed in consultation with college staff and the college Registrar.

If the appeal is approved, the Business Services staff will adjust the amount owed. If the amount owed is reduced to zero, the academic record hold is removed and Business Services staff communicates the decision to the student.

If the appeal is not approved, the Business Services staff will communicate the rationale for the decision both verbally and via US Postal Service to the student at the identified preferred mailing address.

Date: 10/26/21