

COMNet Group Inc.

Student Debt Assistance Policy

Effective Date: July 1, 2025

Overview

COMNet Group Inc. is committed to supporting our students' educational and financial well-being. In compliance with the Student Debt Assistance Act (110 ILCS 66/), we have established the following policies to assist students with debt management and ensure equitable access to academic transcripts and other essential services.

1. Financial Hardship Withdrawal Policy

Effective School Year: 2022-2023

COMNet Group Inc. recognizes that students may encounter significant financial or physical hardships that necessitate withdrawal from their studies. Our Financial Hardship Withdrawal Policy aims to limit the debt owed by these students and provide assistance if they choose to re-enroll.

Types of Hardships Covered:

- Serious injury or illness
- Chronic illness
- Medical issues of a family member requiring the student to become a caretaker
- Mental health conditions
- Sudden or consistent lack of transportation
- Significant cost of living increases

Process:

- Students facing the above hardships can apply for withdrawal and debt limitation through our Financial Hardship Withdrawal Process. Any fees collected will be reimbursed within two weeks from withdrawal minus registration fees.
- Information about this process is also provided during orientation.

2. Policy for Obtaining Previously Withheld Transcripts or Diplomas

Effective School Year: 2023-2024

COMNet Group Inc. has implemented a policy to assist students in obtaining transcripts or diplomas that may have been withheld due to outstanding debt.

Process Includes:

- Verification of conditions for exemption as per Section 15 of the Student Debt Assistance Act.
- Identification of debt thresholds for transcript, diploma, or registration holds.

Availability:

- The policy and procedures for filing complaints with the Attorney General's student loan ombudsperson and an institution administrator are posted on our website and provided to students with cost-related information.

3. Transcript Provision Policies

Unofficial Transcripts:

- COMNet Group Inc. will not refuse to provide unofficial transcripts due to outstanding debt.
- We will not condition the provision of unofficial transcripts on debt payment, except for the fee charged to provide the transcript.
- We will not charge higher fees or provide less favorable treatment for requests due to debt.

Official Transcripts:

- We will provide official transcripts for purposes such as job applications, transfers, financial aid applications, joining the Armed Forces or National Guard, or pursuing other postsecondary opportunities, even if the student owes a debt.
- We will not condition the provision of official transcripts to employers on debt payment, except for the transcript fee.
- We will not charge higher fees or provide less favorable treatment for requests due to debt.
- We may adopt more lenient policies for providing official transcripts to students with debt.

4. Student Debt and Credit Reporting

- If COMNet Group Inc. sends a student's past due debt to a collection agency, it will not be reported to credit reporting agencies, except as required by federal law.

5. Reporting and Compliance

Reporting Requirements:

- By July 1, 2024, and annually thereafter, COMNet Group Inc. will report to the Board of Higher Education or the Illinois Community College Board the information regarding financial-based transcript and registration holds.

Reports Include:

- Our policy developed under Section 30 of the Act.
- The number of students for whom official transcripts, diplomas, or registration privileges were withheld.

COMNet Group Inc. is dedicated to fostering an environment where financial difficulties do not impede academic and professional progress. We encourage students to reach out to our support services for assistance with any of these matters.

For more information, please visit our website or contact our student services office.

Contact Information:

COMNet Group Inc.

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