

Department: Student Services
Owner & Title: Melanie Scheet, SVP Student Success

Effective Date: 7/1/2024
Last Revised Date: 6/26/2024

Purpose and Scope

Consistent with the Illinois Student Debt Assistance Act, this policy establishes processes and procedures to assist students in limiting their student debt when a physical or financial hardship requires the student to withdraw from Universal Technical Institute located in Lisle, IL (“UTI”). Requirements of the Act as it pertains to access to student transcripts are also outlined.

Policy Information

Physical or Financial Hardship Withdrawal Request

A student may apply for a hardship withdrawal from their enrollment at UTI Lisle due to an unforeseeable and documented circumstance, which has a significant impact on the student's ability to continue in their course of study and be successful. Examples of a physical or financial hardship include: (i) serious injury or illness; (ii) chronic illness; (iii) a serious medical issue of a family member (spouse or partner, child, parent or guardian, grandparent, or sibling) for which the student is a part-time or full-time caretaker of that family member; (iv) a mental health condition of the student; (v) a sudden or consistent lack of transportation that prohibits a student's presence in class; or (vi) a significant, non-elective cost of living increase for the student. To request a hardship withdrawal under this policy, the student must complete the Hardship Withdrawal Form and submit supporting documentation evidencing the significant physical or financial hardship prior to the end of the course (period) in which they intend to withdraw. Students can obtain a form on campus or request a form at the following email address: campus_support@uti.edu.

Hardship withdrawal submissions will be reviewed by the UTI Division Hardship Review Team. Students will be considered for a full or partial refund of the original tuition, fee, and any other charges for the period of the withdrawal. Students will generally receive communication regarding the review outcome or any requests for further information within two weeks of submission.

Students are not eligible for hardship withdrawals if they have completed all program requirements. A student receiving federal financial assistance should contact the Financial Aid Department to discuss funding. Hardship withdrawal requests will be processed according to the last date of attendance.

Official and Unofficial Transcripts

Pursuant to and in compliance with the Act, UTI will not (i) refuse to provide an unofficial transcript to a current or former student on the grounds that the student owes a debt; (ii) condition the provision of an unofficial transcript on the payment of a debt, other than a fee charged to provide the transcript; or (iii)

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charge a higher fee for obtaining an unofficial transcript or provide less favorable treatment of a request for an unofficial transcript because a current or former student owes a debt.

For official transcripts, UTI (i) will provide an official transcript of a current or former student to a current or potential employer, even if the current or former student owes a debt to the university; (ii) will not condition the provision of an official transcript to a current or potential employer on the payment of a debt, other than a fee charged to provide the transcript; and (iii) will not charge a higher fee for transferring an official transcript to a current or potential employer or provide less favorable treatment for such a request because a current or former student owes a debt.

If a hold has been placed on a student's transcript for reasons other than a debt owed, the student must contact the appropriate department to resolve the hold.

Revision History

| Document Revision History | | | | |
|---------------------------|---------|------------------------|--|--|
| Date | Version | Change | Author | Approver |
| 7.1.24 | 1.0 | Initial Implementation | Melanie Scheet, SVP Student Success and Outcomes | Helen Garland, SVP Chief Compliance Officer Crystalbleu Allen, VP Compliance Operations |