

## Hold Policy

**Version: 1.0**

**Responsible University Official: Provost, via the Office of the University Registrar**

**Effective Date: February 1, 2023**

### 1. Purpose

- 1.1. This policy sets forth the rights and responsibilities of university offices placing holds on student records while minimizing disruptions to the academic progress of students.

### 2. Scope

- 2.1. This change will apply to the St. Louis and Madrid campuses.
- 2.2. This policy applies to all employees who are authorized to apply holds within the student information system.

### 3. Definitions

- 3.1. A *registration hold* is a tool intended to prompt students to resolve outstanding issues before permitting them to enroll in classes for subsequent terms.
- 3.2. A *transcript hold* is a tool intended to prompt students to resolve outstanding issues before releasing their official academic transcript.
- 3.3. A *diploma hold* is a tool intended to prompt students to resolve outstanding issues before providing them their official diploma.

### 4. Policy

- 4.1. The Office of the University Registrar must:
  - 4.1.1. Maintain a webpage listing all holds with the assigning/responsible unit and instructions on how students can resolve,
  - 4.1.2. Maintain holds on student records,
  - 4.1.3. Train units placing holds on appropriate use and procedures,
  - 4.1.4. Notify students when holds are placed on their record, and
  - 4.1.5. Notify students when holds are satisfied/removed from their record.
  - 4.1.6. Must remind all students eligible to enroll fourteen (14) days prior to the first day of the next registration period.

4.2. Units that place holds in response to students' **inaction** must:

4.2.1. Not place registration holds on student record fourteen (14) days prior to the earliest day of the next registration period. The placement of new registration holds may resume after the registration period has opened for all students for fourteen (14) days.

4.2.2. Notify students **prior** to when the hold is placed. Such notification must outline at a minimum:

4.2.2.1. That holds are used as part of their standard operation procedures,

4.2.2.2. The reason a hold **will** be placed on their student record,

4.2.2.3. The consequences of the hold (registration, transcript and/or diploma),

4.2.2.4. Detailed information to encourage the avoidance of the hold,

4.2.2.5. Contact information that directs the student to the appropriate office, and

4.2.2.6. The deadline to avoid its placement.

4.2.3. Notify students when a hold is placed. Such notification must include at a minimum:

4.2.3.1. The reason a hold **was** placed on their student record,

4.2.3.2. The consequences of the hold (registration, transcript and/or diploma),

4.2.3.3. Detailed information for resolution of the hold,

4.2.3.4. Contact information that directs the student to the appropriate office, and

4.3. Units that place holds in response to students' **action** must:

4.3.1. Notify students when a hold is placed. Such notification must include at a minimum:

4.3.1.1. The reason a hold **was** placed on their student records,

4.3.1.2. The consequences of the hold (registration, transcript and/or diploma),

4.3.1.3. Detailed information for resolution of the hold,

4.3.1.4. Contact information that directs the student to the appropriate office, and

4.3.1.5. The deadline for resolving.

## 5. Procedures

5.1. Any unit seeking to establish a new reason to place a hold must send a request to the University Registrar and include information on the reasons for the hold, communication plan outlined in 4.2 or 4.3 and the outcomes expected.

5.2. The University Registrar will review these requests with representation of the Provost Office, Academic Advising, Student Financial Services and Enrollment and Retention Management.

5.3. A decision on the new type of hold will be made within 30 days.

## 6. Approvals

**This policy was:** Approved by Provost Michael Lewis: *January 25, 2023*