



**STOP! DO NOT PASS GO!
INSTITUTIONAL PRACTICES IMPEDING
UNDERGRADUATE STUDENT ADVANCEMENT:
Part 2: A National Sample of Policy and Practice**

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Introduction

As part of AACRAO's ongoing signature initiative [Re-envisioning Transfer](#)¹, AACRAO research completed companion research projects about administrative holds used to prevent a student from registering for a class or accessing an official transcript. The first was an [exploratory study](#)² of student-level hold data from 14 institutions sponsored by Lumina Foundation. The second, on which this report is based, was a national survey of administrative hold policy and practice. Both are a continuation of the 2020 stranded credit work completed by AACRAO (*2020 Stranded Credits Report: Another Perspective and the Lost Credits Story*³) and ITHAKA S+R (*Solving Stranded Credits: Assessing the Scope and Effects of Transcript Withholding on Students, States and Institutions*⁴).

In the context of higher education institutional practice, a “hold” is defined as a means an institution may employ to prevent a student from completing an action, such as registering for a class or accessing an official transcript. Holds are most often used as an attempt to motivate a student to take an action sought by the institution. For example, the institution may be trying to get a student to pay a debt, see an advisor, check in with a student success coach, or turn in a missing document for financial aid. A hold is the motivation for the student to take the specific action required.

This report will summarize data from the national sample and provide recommendations for policy and practice. The companion report contains additional background information and the results of the exploratory study.

Methodology

AACRAO Research solicited participation in the survey from AACRAO's list of primary contact members at U.S. institutions that serve undergraduate students. The target audience was institutions that serve undergraduate students. Survey questions focused on the following:

- use of registration holds and transcript holds
- ability to identify and quantify students with holds
- purpose of holds
- administrative users of holds
- unpaid-debt dollar threshold for placing a hold
- percentage of students impacted during the 2020-2021 academic year
- student characteristics of those impacted
- communication with students about holds on their records

¹ <https://www.aacrao.org/signature-initiatives/re-envisioning-transfer>

² <https://www.aacrao.org/research-publications/aacrao-research/institutional-practices-impeding-undergraduate-student-advancement-report>

³ <https://bit.ly/2Xk6aTh>

⁴ <https://bit.ly/2Z5kTCz>

- administrative users of holds
- efforts to resolve debt-related and nondebt-related holds
- debt-elimination and debt-forgiveness practices
- recent use of HEERF funds to resolve debt holds accrued because of the COVID-19 pandemic

The survey included open-ended and fixed-response choices. It was modestly incentivized by offering those who complete the survey a drawing entry for 1 of 25 \$25 electronic gift cards from Starbucks.

Results

A representative sample of U.S. undergraduate-serving institutions completed the survey (n = 317)⁵.

Key Data

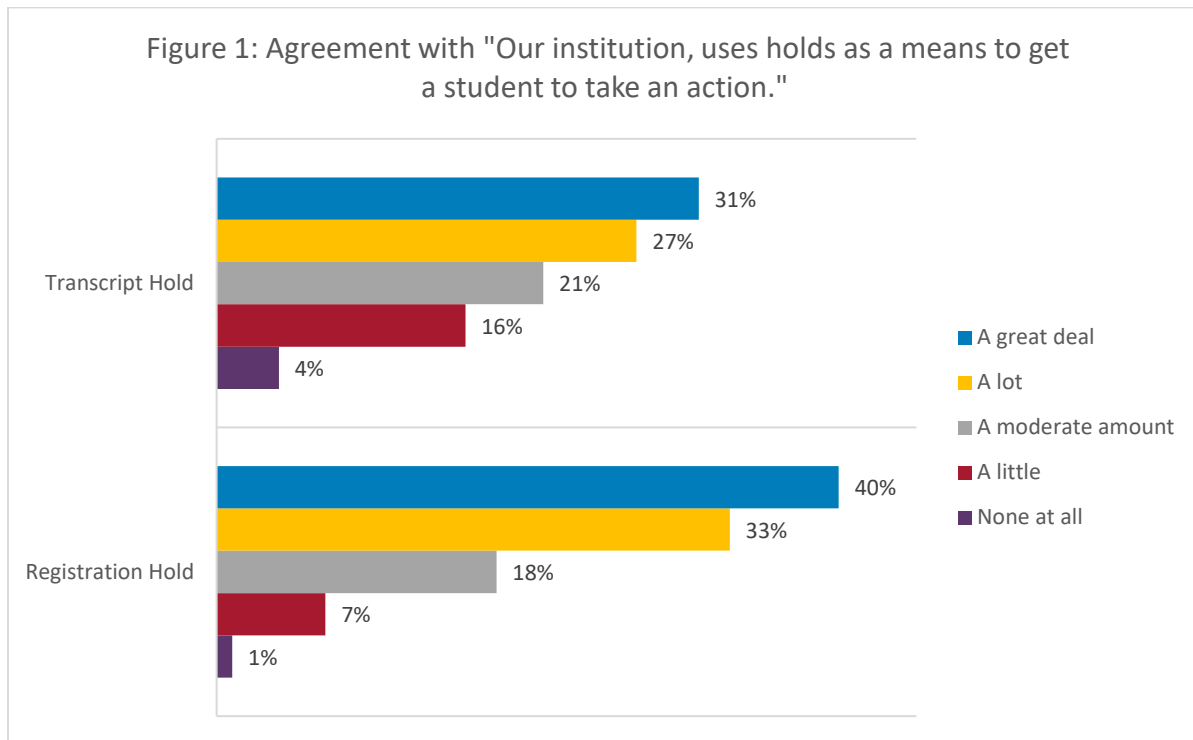
- 95% use transcript holds; 99% use registration holds
 - holds often prevent registration and access to a transcript at the same time
- Most agree holds are used to motivate a student to take an action
- The most common reason for the use of an administrative hold is an outstanding debt
- 49% will withhold access to an official transcript for any unpaid balance greater than zero; 29% set the same threshold for a registration hold
- 28% of institutions will not release a transcript under any condition unless the reason for the hold is resolved
- 11% notify a student of a transcript hold *only* when the student requests a transcript
- 3% notify a student of a registration hold *only* when a student attempts to register
- Less than a third regularly review the use of transcript holds at the institution; nearly half do so for registration holds
- 36% are confident in an institutional ability to estimate, or calculate, the percentage of students impacted by a transcript hold for the 2020-2021 academic year; 44% reflect the same for registration holds
- 66% have at least one debt-elimination program⁶
- 29% have at least one debt-forgiveness program
- 67% used HEERF funds to forgive student debt associated with registration and/or transcript holds

⁵ C.I. 90%, M.E. 5%

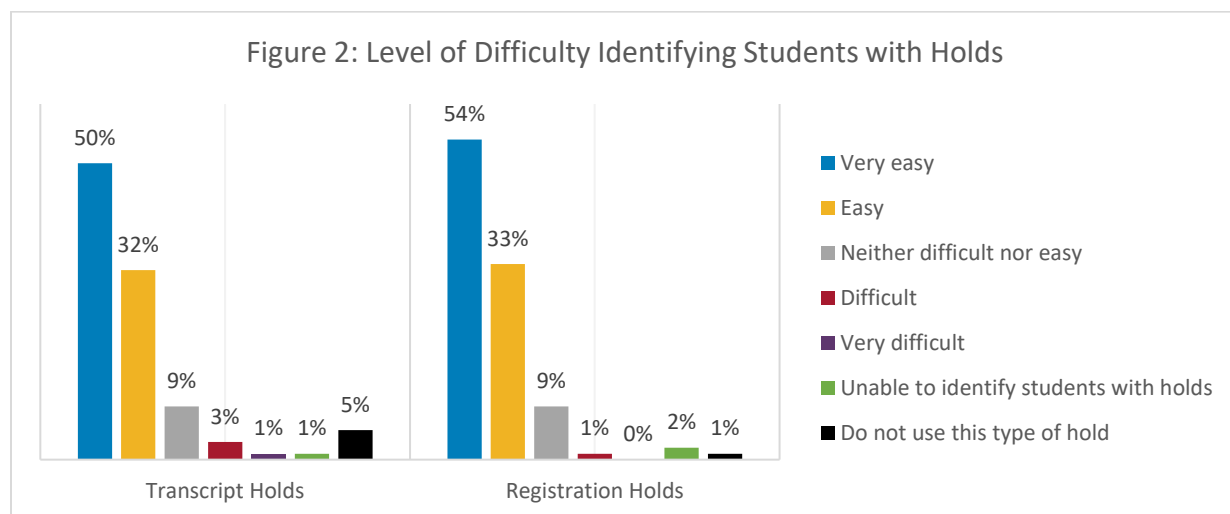
⁶ *Debt forgiveness* means the elimination of the debt without the student having to pay anything to resolve it. *Debt elimination* refers to any process aimed at helping a student pay off their debt, not forgiving the debt.

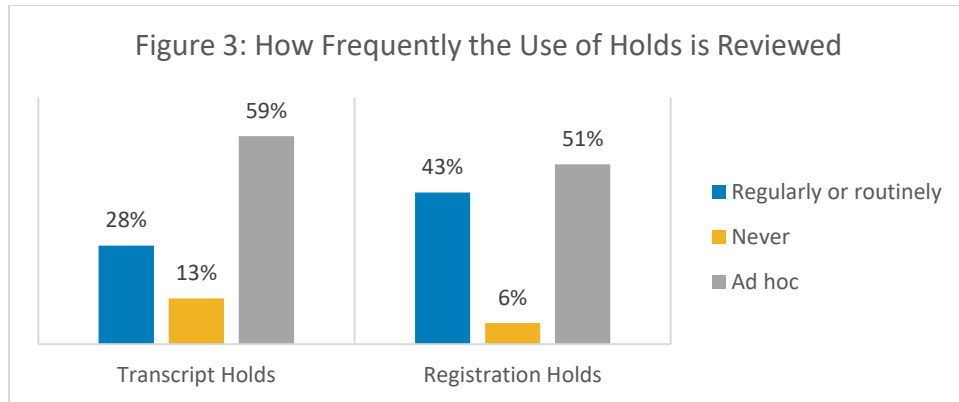
Use Of Holds

Almost all use transcript holds (95%), and an even higher percentage report using registration holds (99%). In addition, most agree that institutions use holds to motivate a student to take an action (Figure 1).



Although most convey that it is "easy" or "very easy" to identify students with holds at their institution, less than half regularly or routinely review the use of holds (Figures 2 and 3).





Among those institutions that provide details as to why the use of holds are not reviewed regularly, most note that holds are an effective means of motivating a student to take an action. Further, a hold is removed once the problem or situation is resolved so, in their estimation, there is no need to review the who, what, how, and why of hold use. Others state there does not appear to be any institutional will to review or change practice. Several remark that a transcript hold for an outstanding balance is the primary way to recover that debt, so there is no institutional desire to address debt-related holds in particular. Finally, a few commented that a review of the current practice has never been brought up by anyone.

There are common themes in practice among institutions that regularly review the use of transcript holds. For example, the review consists of a group of representatives who examine data on a regular basis. Sometimes there is just one unit or even one person monitoring the use of holds who then reports to others as needed when there is an issue to address. Within the ad hoc-basis examination group, reviews are often triggered by a student complaint. One institution shared the following impact of their internal review process.

“Due to a considerable number of holds that impacted registration, a thorough review was conducted a few years ago. This review was led by the Office of the Registrar, working in collaboration with various campus stakeholders to ensure the holds were appropriate and that adequate measures were in place to manage them, including:

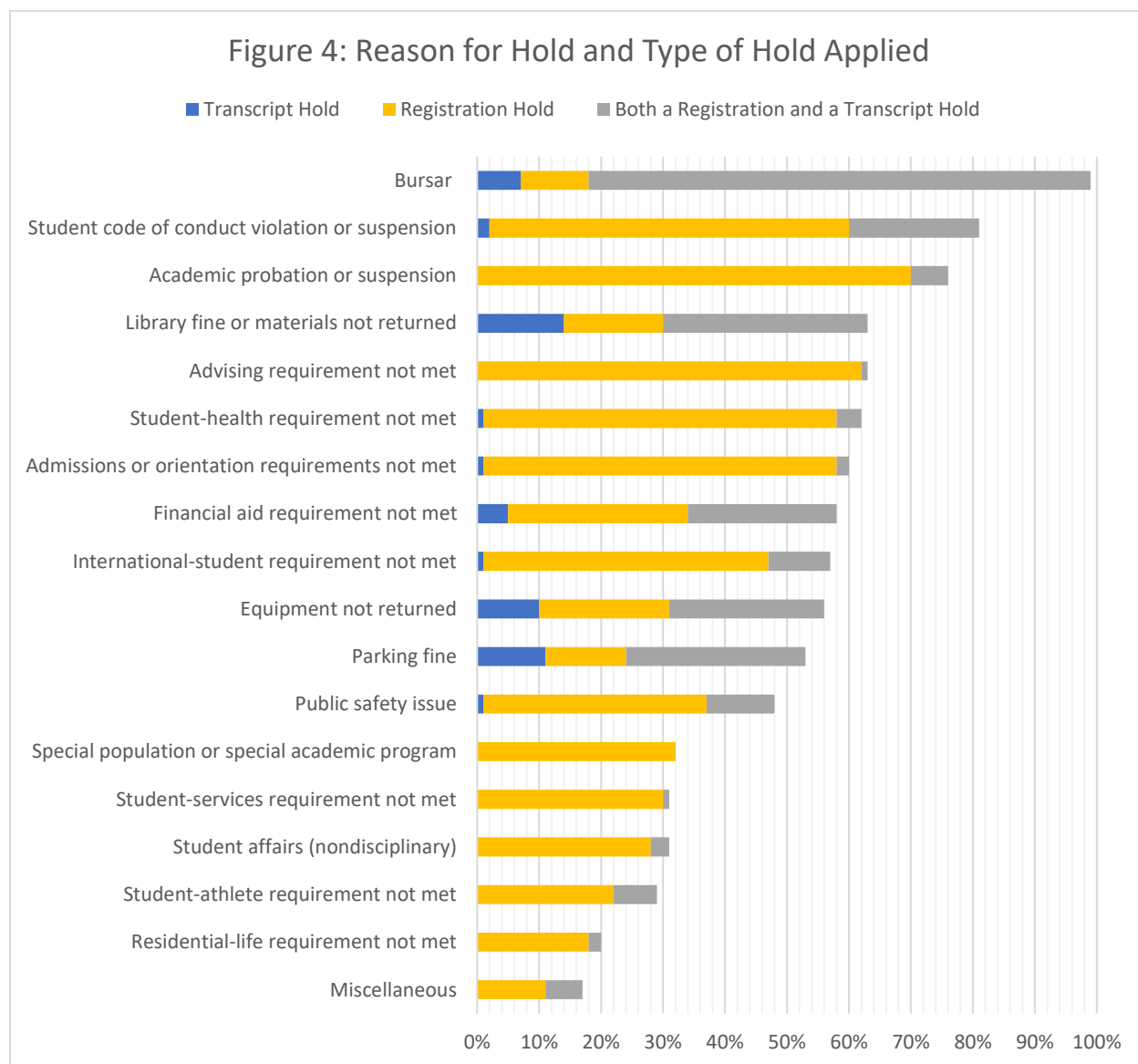
- Effective communication to students regarding the hold and how to resolve it
- Clear instructions in the system for how to resolve the hold
- Contact information for students to ask questions about the hold
- Efficient management of hold removal
- Appropriateness of using a hold (i.e., is a registration the best way to drive student action in this case?)

Since that time, the same criteria are used to approve the creation of any new holds, which are reviewed and approved by the Office of the Registrar (i.e., creation of registration holds is centralized in the Registrar's Office).” - Anonymous

Appendices A and B contain the descriptions of how institutions review the use of registration and transcript holds.

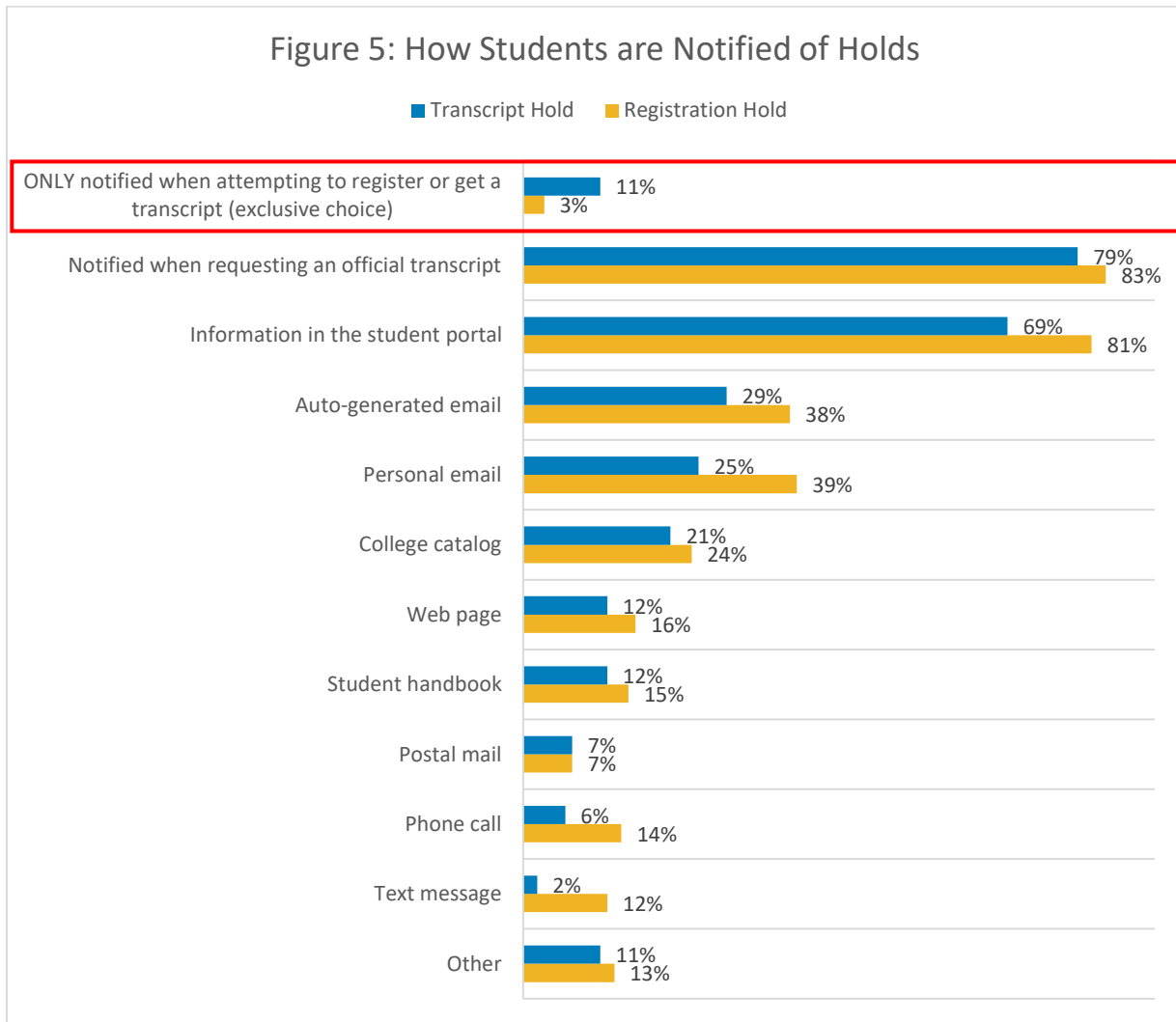
Data from the exploratory study helped form a question in this survey that attempts to determine the reason why a registration or transcript hold is imposed, including who applied the hold, the action sought, and the impact on the student. Institutional debt (bursar) is the

most common reason an administrative hold is applied, followed by a student code-of-conduct violation and academic probation or suspension (Figure 4). Whereas stand-alone registration holds are common, stand-alone transcript holds are not. A hold based on a library fine or library material not returned is the highest reported use of a stand-alone transcript hold with 14 percent of respondents indicating this type of hold exists at their institution.



A small percentage of institutions report that students are *only* notified of a registration or transcript hold when they seek to register or access a transcript. However, the majority of institutions use more than way to communicate the implementation of a hold (Figure 5). In this sample, “other” modes of communication include face-to-face transactions and notification in the degree-audit system.

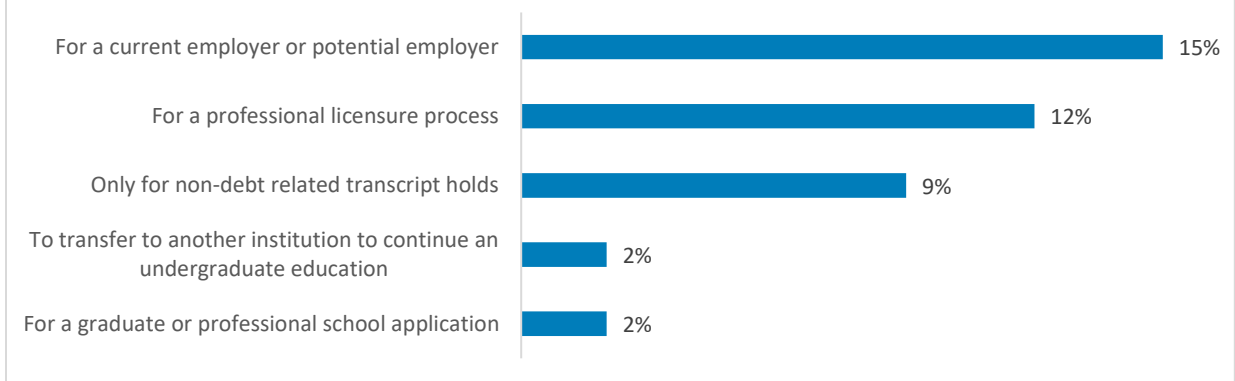
Figure 5: How Students are Notified of Holds



Conditions Under Which A Transcript With A Hold Will Be Released

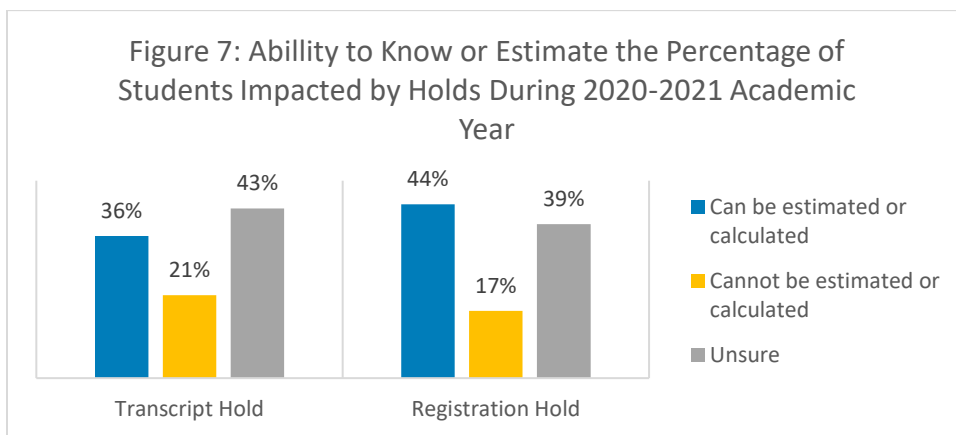
Twenty-eight percent of institutions will not release a transcript under any condition unless the reason for the hold is resolved. Among the 33 percent of institutions that will routinely release a transcript with a hold for a specific purpose, 15 percent will release to a current or potential employer and 12 percent for a professional licensure process (Figure 6). Thirty-nine percent will release a transcript for exceptional cases but not routinely. Non-standard practice exceptions may include those for: professional licensure or a potential employer; debt amount that falls below a certain threshold; cases in which the office that applied the hold grants the exceptions, or a response to a court subpoena.

Figure 6: Conditions Under Which a Transcript with a Hold Will be Regularly Released (n=231)



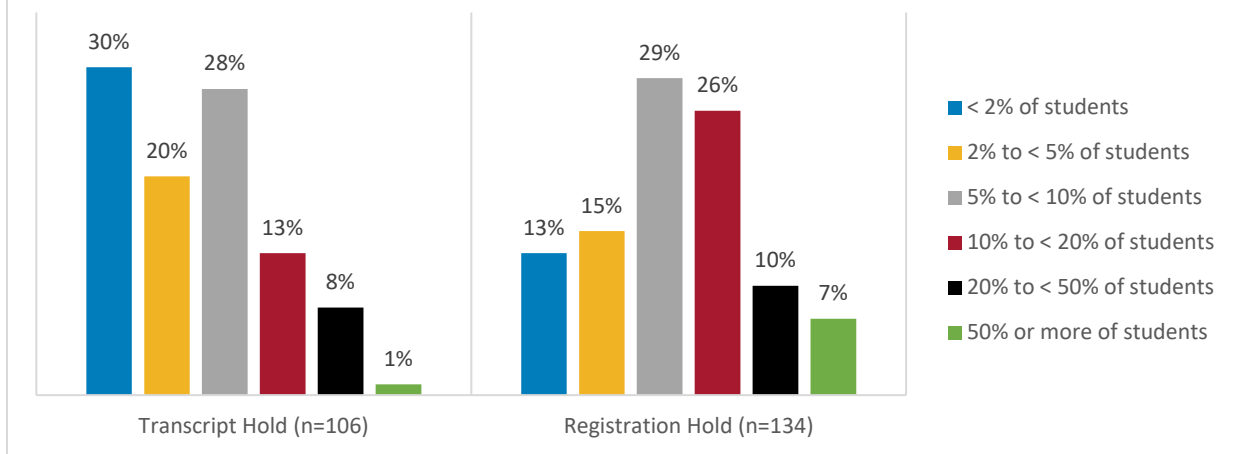
Percentage and Characteristics of Students with Holds

While a third or more of the institutions can estimate or calculate the percentage of students impacted by holds for the 2020-2021 academic year, about the same are unsure whether data can be identified (Figure 7). Twenty-one percent know that transcript holds cannot be estimated or calculated, and 17 percent are unable to do so for registration holds. The apparent lack of access to this data makes understanding the magnitude and impact of administrative hold practice impossible to determine for many institutions.



Among those able to estimate or calculate the percentage of holds, nearly a third selected “5% to <10% of students” had either a registration hold, a transcript hold, or both on their record during the 2020-2021 academic year (Figure 8).

Figure 8: Estimated or Calculated Percentage of Students Impacted by Holds - 2020-2021



Forty-three percent of respondents either do not know, or cannot make an educated guess, whether any student population (gender, race, ethnicity, age group, SES, student athlete, etc.) is more likely to have an official transcript hold or registration hold. Twenty-nine percent can estimate or calculate this impact, and 28 percent remain unsure.

Lack of access to hold data linked to student demographic characteristics makes it unfeasible to identify and remedy any issues of equity if they exist. Respondents with access to data were invited to answer open-ended questions to describe the student populations most impacted. Common characteristics in the responses include owing money to the institution, students who have a greater financial need, and first-time students. Select responses are included below for more context.

“All students receive registration holds at certain times of the year. For example, climate-survey holds, exit-survey holds, immunization requirements, etc. It is extremely rare that a student would not have a registration hold. The good news is we try to keep each hold action to a 1 to 2-minute experience, even the survey holds.”

“As with holds imposed barring access to an official transcript, holds barring registration are imposed more heavily on students who are first-generation or represent lower socio-economic status. This is due to the co-occurrence of Bursar and Registration holds triggered by an unpaid tuition balance.”

“Majority [of hold] seems to hit students in their first and second year, suggesting that there are many who do not understand 'how to do business' with the university. Trend also seems to be that a student may have multiple holds at the same time, so even once one hold is cleared, there are more preventing enrollment.”

“Most are students who have not completed paying for the current term or who have limits placed on their ability to change their schedules – student athletes, special-population students, etc.”

“Our student population with the most registration holds is those students with an advising hold, placed and removed by the advisor. The next student population with the most registration holds is students with a financial hold due to an overdue balance.”

“Holds for only transcripts are pretty low and evenly distributed across groups, but percentage wise, international students tend to have the most official transcript holds. The second group, percentage wise, are Black/African American students and Hispanic students.”

“The [transcript] hold will mostly impact students who have a gap between their financial aid and net tuition. Some of these students might be Title-IV eligible. We also have a fair number of students who are just above the Title-IV level who have trouble paying the remainder of their bill because they just miss out on need-based aid.”

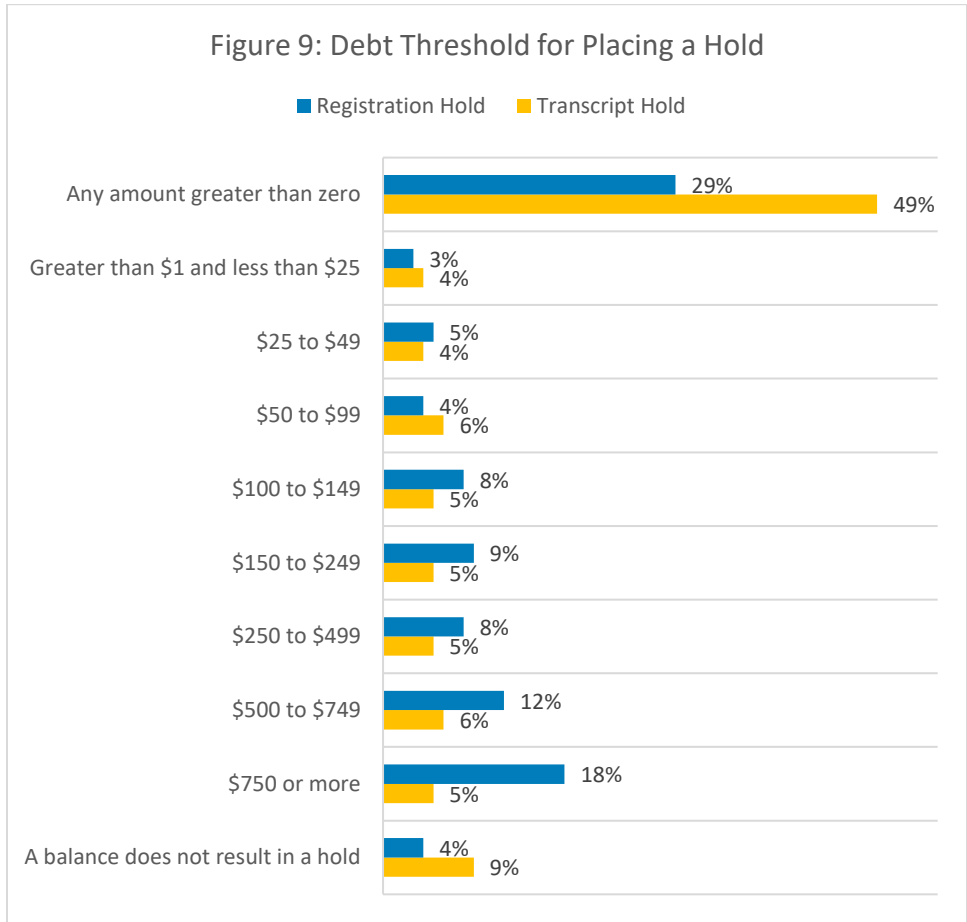
Debt-Related Hold Use

As illustrated by the information above, an unpaid balance is the most common reason for an institution to apply a transcript hold, a registration hold, or both simultaneously. Debt resolution is an important campus activity. Eighty-eight percent of institutions “regularly identify unresolved debt holds and attempt resolution;” 11% do so on an ad hoc basis; and 1% never do so.

Two reasons are provided for not attempting to resolve debt-related holds: “against state law” and “[staff] turnover in student billing.” On the other hand, institutions report using a concerted effort by staff in several different offices on campus to contact the student and resolve a debt hold. Others use automated hard-copy billing, emailing, student-portal communication, and texting to contact students repeatedly about an outstanding balance. The frequency and total number of attempts varies considerably from institution to institution (Appendix C).

In the 2020 report on stranded credits, a question was included about the unpaid-debt threshold for which an institution withholds access to an official transcript. In that report, the lowest dollar amount response choice was “less than \$25.” In that sample, 64 percent of those who withhold access to an official transcript due to an unpaid debt did so for a balance of less than \$25.

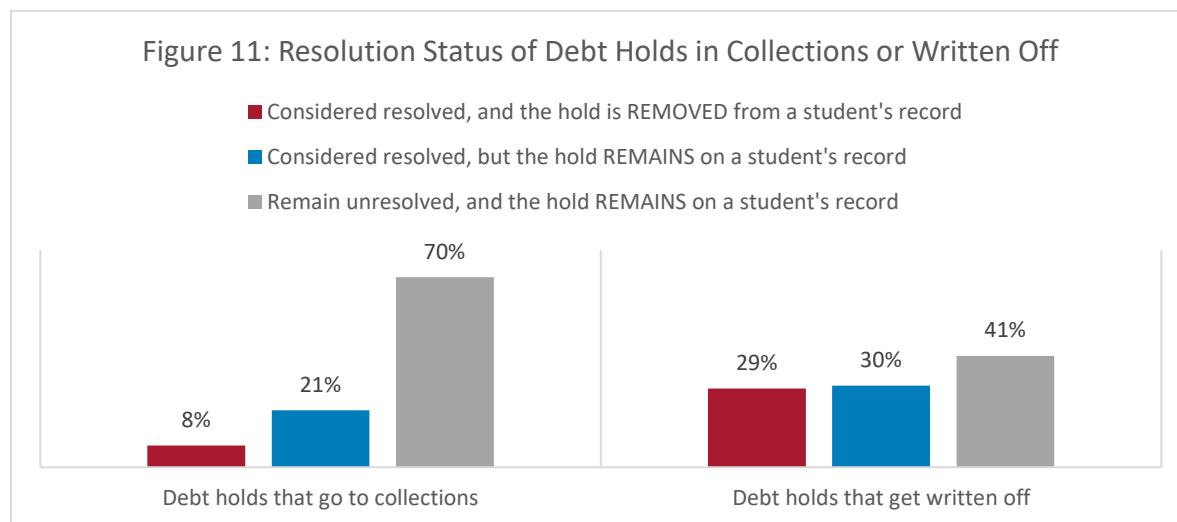
However, some of the 14 participating institutions in the 2021 exploratory companion study set the threshold for withholding a transcript or preventing registration in response to an unpaid balance as *any* dollar value greater than zero. In addition, the debt threshold varied for some based on the *type* of hold applied. Because of the practice insight gained from the 2021 data, the threshold for transcript holds was separated from the threshold for registration holds *and* set the lowest-dollar-value response choice at “any amount greater than zero” for the 2021 national survey of practice. New data indicate that among those who withhold an official transcript for an unpaid balance, 49 percent do so for any amount greater than zero, and 29 percent do the same for a registration hold (Figure 9).



Twelve percent knew, or could estimate, the percentage of students impacted by a debt hold during the 2020-2021 academic year. Fifty-seven percent of those surveyed were unsure whether the data was available, and 31 percent reported the data was neither known to them nor were they able to estimate it. However, because 88 percent of all institutions actively attempt to resolve unpaid debt, it is likely the data may be incorrect because of the target audience of this survey. Few of AACRAO’s primary contacts are bursars or even employed in the bursar’s office. As such, data on this subject is less likely to be readily available to the respondent, but it does not mean it is unavailable to someone else at the institution. The same assertion is probably true for knowing, or estimating, the student characteristics of those impacted by debt holds.

It is common for institutions to send unpaid debt to collection agencies if a debt is not paid within a set period. It is unclear if and/or when institutions write off debt amounts when they are sent to collections, or some point afterward, and what impact this may have on a student’s hold record. However, we do know some institutions take one or both of the actions described above. It is this understanding of practice that led to a question about the resolution of debt

holds after the related debt is sent to a collection agency or written off. In this sample, most debt forwarded to collections or written off remains on a student record (Figure 11).



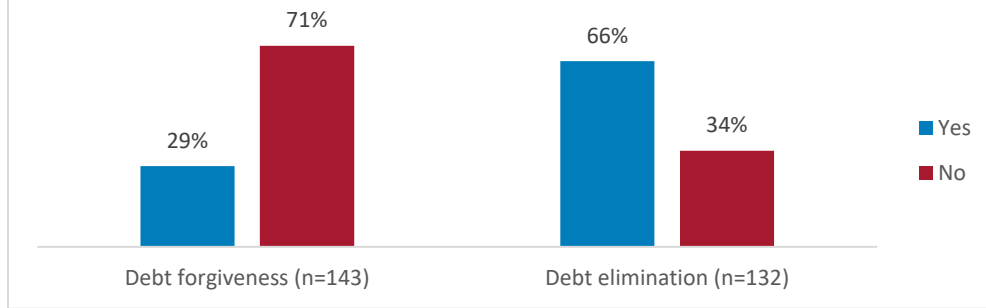
Debt Forgiveness or Debt Elimination

Institutions may have a debt-forgiveness program, a debt-elimination program, or both. In the context of this report and in the survey, each is defined as follows.

- *Debt forgiveness* means the elimination of the debt without the student having to pay anything to resolve it.
- *Debt elimination* refers to any process aimed at helping a student pay off their debt, not forgiving the debt.

Among those who are certain programs existed ($n = 106$), institutions are more likely to have a debt-elimination program than a debt-forgiveness program (Figure 12). Thirty-eight percent report not having either program, and 26 percent report having both programs. Most debt-elimination programs consist of payment plans. Debt-forgiveness programs are primarily offered on a case-by-case basis and/or for extreme circumstances such as bankruptcy. One institution has a source of internal funds contributed by faculty/staff to support very needy students close to graduation.

Figure 12: Debt-Forgiveness and Debt-Elimination Programs



Use of HEERF Funds

The COVID-19 pandemic led to the creation of the higher education emergency relief fund⁷ (HEERF) as part of the national CARES Act enacted on March 27, 2020. The fund consisted of about 14 billion dollars, which institutions were allowed to use for many purposes. One restriction on the funds was to use at least 50 percent of the money received to provide “emergency financial-aid grants to students for expenses related to the disruption of campus operations due to the coronavirus⁸.” Sixty-seven percent in this sample of institutions used funds to forgive some, or all, student debt associated with registration and/or transcript holds at their institution. Several report all outstanding debt accrued during the “COVID terms” was forgiven. Others are reviewing debt manually; some have set a maximum on the grant dollars available per student for outstanding balances associated with COVID-19; and some only gave the grants to those with demonstrated need.

Recommendations

The data from the national survey affirms much of the data from the exploratory study. As such, the recommendations for practice and policy in both reports are the same.

- Examine the relative value of using a hold versus other motivators; that is, is a hold the best solution for the issue?
- Minimize the use of holds
- Establish and maintain clear communication on how a student can resolve a hold
- Develop a process to manage the creation and use of holds if one does not already exist
- Routinely examine the use and impact of registration and transcript holds, and include the following components in that analysis:
 - Identify who administers holds and for what purpose
 - Understand what percentage of the student population is impacted
 - Determine the rate of resolution and ascertain the reasons why some are not resolved, and address those issues
 - Understand the student characteristics of those with holds and whether they differ statistically from your overall population
 - Understand the student characteristics of those with *unresolved* holds and whether they differ statistically from your overall population
 - Examine the value of debt holds compared to how much the student has already spent at your institution
 - Calculate the number of credits stranded due to the use of transcript holds as a means to understand the magnitude of the impact on students of the use of holds
- Appraise how the existence of a hold is communicated to a student:
 - Evaluate the effectiveness of each form of communication

⁷ <https://www2.ed.gov/about/offices/list/ope/caresact.html>

⁸ <https://www2.ed.gov/about/offices/list/ope/heerf18004a1cfaq-crrsaadisc.pdf>

- Conduct focus groups to determine if the messaging about the hold is interpreted as a yield and not a stop, where applicable
 - Evaluate how the guidance provided to students about resolving holds is interpreted by the students
- Consider setting the debt threshold for withholding a transcript or allowing a student to register equal to that of one three-semester-credit class
 - Build rigorous processes to help the student resolve the outstanding debt before the following semester
- Evaluate whether there is a negative consequence to allowing a student to register for future terms with an outstanding balance
- Reevaluate the use of holds tied to debt of anything greater than zero
- Establish avenues for routine exceptions to release an academic transcript held for a debt if the release of the transcript will help the student pay off the debt (for example, for employment or licensure)
- Examine the timing of the placement of holds for issues of equity. For example, is a hold placed on a student pending the posting of financial aid from any source to his account (i.e., stopping a student with pending aid from registering where others are not stopped)?
- If a program does not already exist, establish a debt forgiveness program for nominal debts where allowed by law.

Appendix A: Review Process for the Use of Transcript Holds⁹

We query the service indicator holds to determine types of holds on student records. As situations warrant or as time allows, we look at holds by category and review to determine if can be removed.
Student Accounts department reviews on a monthly basis.
1-2 times per year and usually pertains to enrollment of courses for upcoming semesters.
A hold can be placed on a student’s record for reasons including but not limited to; non-payment of debt (parking tickets, library fines, tuition payments, etc.), academic standards, failure to meet immunization requirements, required academic advising, missing admission credentials or non-compliance with other University regulations/obligations. A hold on the record can impact one or more of the following: Enrollment - ability to register for classes Receiving a transcript or diploma Disbursement of financial aid Refund from Income Accounting
A transcript hold is placed on all students with a balance, once the balance is cleared the transcript hold automatically comes off
Academic policies committee reviews any requests for new holds that would restrict transcript release. Historical (already approved) holds are not reviewed on any cycle but have been done on ad hoc basis.
Ad hoc - when a student with a hold requests their transcript.
After census day every term, a scan is done for students missing transcripts, holds placed, and students notified.
All hold 'owners' are asked at least once per semester to review their holds and hold messaging for needed updates. This resulted from a task force two years ago doing a major review of holds which, in addition to stopping transcripts, can also stop registration and degree awarding.
All holds are routinely reviewed, and easily identified as an AR (accounts receivable) hold. No transcripts are released that have an active AR hold.
All offices included here review these multiple times per semester: Registrar, Students Accounts, Financial Aid, Advising, Dean of Students, DEI office, international services.
All the hold records are saved in our SIS; the data is live and shared among all departments. The Office of Registrar, the Financial Aid, and the Accounting (Bursar) departments can put a student on HOLD. As a default, students with a Hold also have a hold on their official transcript request. Each department has specific guidelines about why a record has a hold. For financial aid, it could be because the student has not completed their FAFSA. For accounting, it is student's account is in collections. For the Office of Registrar, it could be: (1) SAP meeting requirements, (2) mandatory graduation exit meeting, and (3) any other outstanding requirements that are not fulfilled. We do not have an automated system that is triggered once a hold is removed, so we use internal email communications to coordinate among departments. Students can see their hold on the Student Portal.
Although our review of our transcript hold process is ad hoc, it could also be described as frequent. Over the last four years I would say we review our processes and policies at least every six months, typically just prior to applying holds in batch to student records. We monitor for ways the holds might be impacting students in unintended ways or disproportionately impacting some students over others. We also look for spikes, trends, or changes in the environment that may make holds more or less punitive than intended.
Annual review by Registrar of Hold Types in System. Business staff review holds weekly throughout the semester based on payments to accounts.
Any debts owed trigger a transcript hold.
Any office can put a hold on a student's record preventing a transcript from being sent, but nearly always the student accounts office that places this type of hold. My office staff has access to Colleague screens to see if holds are on the record.

⁹ Responses have been lightly edited for grammar.

Any student who owes money to the school has a Hold placed on their academic record preventing the release of official transcripts and their diploma. The people in accounting put the holds on after the 2-3 weeks of school. The holds are reviewed prior to pre-registration for the next semester. Holds are also reviewed when diplomas are to be given to students.
Any student who owes us any amount of money (\$0.01 and up) has a transcript hold. The hold is visible in our SIS and students can see the hold on their welcome page to the portal. Students can ask our business office for permission to get a transcript even if they can't pay off their balance. They are usually approved if the transcript is a requirement for a scholarship. Occasionally the controller or provost will approve other students due to financial hardship. Our holds also block a student from viewing their unofficial transcript online, so we frequently advise them to use their degree audit if they need a complete unofficial record of the courses applying to their degree. If they just need current GPA/credit totals, we run them a grade report on our letterhead for the most recent term. Students on a payment plan can have their transcript sent if the business office confirms that they are current/up to date on their payments.
As a California institution we are unable to place financial holds on transcripts. However, holds are placed either by the student's school/program or university offices in the event of needing to receive information. For example, programs that require the rental of university instruments may place a transcript hold if the student does not return instruments in the required timeframe. This happens infrequently and is on a student-by-student basis, both for adding and removing transcript holds.
As necessary when legislative shifts occur, or as we question legacy policies that create barriers to student success. Who: Student Accounts, Finance, Student Affairs, Records
As needed
As new holds are added to our SIS, we determine if they will affect transcripts. We also review any time new legislature is proposed or approved.
As new holds are added/removed, we review the others.
As occasion demands, all offices with a stake in administrative holds or warnings are brought together in council to review imposition practices, what activities are barred via the hold or warning, and if revisions are necessary to bring practice and policy into alignment. Reviews are not held regularly and are triggered by some external event (SIS updates or changes in functionality, student complaints charging that a hold was imposed in violation of institutional policy, or similar circumstances.
Associate Registrar is responsible for reviewing security access to placing all holds (registration and transcript) once a year. Actual student holds are reviewed ad-hoc usually around registration time by an enrollment committee. We are working on creating a more consistent process.
At the end of each semester, if a student owes more than a certain dollar amount, the business office places a hold on their record. I am not sure what trigger is used to do this.
Bursar Hold=Transcript Hold
Business Office reviews accounts and places holds as needed. As balances are cleared, the registrar's office is notified that the hold has been lifted.
Business Office reviews balances to determine holds. Balance amount over \$0 triggers a hold.
Coding is in place to apply to a student record for any type of transcript hold. The office responsible for placing the hold is also responsible for removing it. Holds can be placed at any time given the situation.
Currently, only the Business Office handles the holds that restrict transcripts. A report is run weekly to review holds and any outstanding balances. If resolved, the hold is end dated.
Depends on the case. Usually, it's when we're focusing on any barriers that don't make sense.
Different department can place a hold that impact transcript release.
Different offices put holds on based on their needs. FA puts a hold for not completing their exit counseling. Cashier puts holds on for outstanding balances. Registrar puts holds on for missing documentation etc. There are notes in the system that states what the hold is for.
Discussion among records, finance, and financial aid to review process, then recommendation forwarded to Provost for approval.
Done by student financial services in consultation with the Deans

Each term, after Census Day, the Registrar's Office runs a query to find new students who have outstanding transcripts. Holds are then placed on their record keeping them from registering, obtaining official transcripts, etc. When transcripts are received, we review the record to be sure all transcripts are received and remove the hold.
Enrollment Management Leadership team reviews processes each year with a yearly review of their areas. The yearly review includes submitting an annual report which captures the number of students placed on holds, cleared holds etc. This gives the VP an opportunity to see inefficiencies in his/her area.
Every day we review transcript holds for students who have requested a transcript to be sent. Our Student Accounts office verifies if transcripts may be sent or not by the Records Office.
Exceptions to the hold are reviewed based on the student's need for the transcript. e.g., employment confirmation which would allow them to receive funds to pay their balance, transferring schools, etc.
For financial holds, we check those weekly when there is a request for an official transcript waiting to be processed. Annually, we generally review the holds that block an official transcript from being produced to determine if they are still applicable. Holds are monitored closely by the staff member who produces transcripts.
Front line through VP and Provost. Our state has brought this up at legislative level.
Generally, it is issue or complaint driven. Reviewed by academic affairs, bursar, registrar. Every 5 years or so.
Generally, our holds are related to finances or health requirements for the institution. This would not change so reviews happen based on individual circumstances usually initiated by the business office.
Generally, the discussion regarding official transcript holds occurs within the finance area. Individual student situations can trigger a discussion. However, with the nation-wide trend of reviewing official transcript holds, we are in the process of revisiting.
Generally, any accounting hold prevents access to the official transcript.
Generally, it comes up when there is a new system, process or policy related to student services related to this or when there are new individuals that have questions. Sometimes it kicks off a review, sometimes it just reminds us why we do what we do.
Hold is put in place by registrar due to issues with a past due balance, usually.
Holds applied for outstanding balances or other financial reasons are applied by Student Financial Services a few times during the semester. Holds for behavioral or Title IX issues are applied by the Registrar's Office as needed.
Holds are applied to students via clearly defined criteria, such as unpaid bills of over a minimum amount or missing transcripts from their admission process. Holds are applied and removed daily as criteria change in our SIS. Students with questions or concerns about their hold status are directed to the appropriate personnel for manual review and assistance.
Holds are only reviewed when there is an issue or with routine reviews of policies.
Holds are placed on student accounts every semester if the student has a balance.
Holds are placed on transcripts for only one reason: the student has an outstanding balance on their student account. The business office and registrar's office work together to review requests for exceptions, though they are rarely granted. The policy has not been reviewed in decades, to my knowledge.
Holds are put on students when they owe a bill from Accounts Receivable and the Registrar' puts holds on students that are on Academic Suspension
Holds are reviewed on a case-by-case basis by the department who issued the hold. The trigger for the review is almost always the student wanting to have a transcript issued.
Holds are the responsibility of our Business Office who makes regular updates, typically no less often than each term.
Holds have different stakeholders, such as financial and credential. The Registrar reviews holds placed by such stakeholders and policy is periodically updated based on the best fit for the student and the institution.
Holds that prevent registration or transcripts are reviewed annually. Any hold that prevents registration or transcripts must be approved through the VP level. A workflow for reviewing the holds is deployed.
Honestly, we don't do this on a regular basis. Instead, we hear about it from students as they need a transcript.

If a question comes up that leads us to question whether or not our current practice is the best practice, we will review the process.
If a student requests a transcript, either online or in-person, and there is a financial hold, we will not release the transcript and immediately refer them to the university Financial Services office to settle the account. Only that Office can remove the hold, my office cannot do this unilaterally.
If our institution is looking at best practices for placing transcript holds, or if our Bursars office is determining a specific threshold /overdue balance for placing a certain hold that might have a transcript impact
If the student balance exists, then it triggers a hold.
Individual departments may place an official transcript hold on student record in the SIS in the same hold screen. Various reason may include lack of submission of official transcripts from all previous institutions, balance on account, etc.
Individual students with holds may petition Student Financial Services or the Controller's Office to have the hold temporarily lifted to access a transcript for a particular purpose. Often a payment plan/schedule is established at that time.
Institution reviews all holds annually. Each department reviews the holds from their respective area.
Institutional decision-makers are comfortable with the current transcript hold process. It will be reviewed if good/acceptable practices in higher ed change and a review seems called for.
It comes up in policy discussions, but there is not a predictable pattern to the timing of these conversations.
It is an ad hoc matter. We review it when prompted by administrative inquiry or operational necessity.
It is an ongoing process. Every hold on a student account has to go through the AVP for Student Success & Registrar. This allows the hold to be reviewed to assure unintended barriers aren't put in place.
It is generated by the type of hold in the SIS. Currently, only the Bursar type holds prevent grades/transcripts.
It is triggered in the Registrar's Office. There are discussions with a variety of constituents on campus to make sure everyone is clear and that there are no new issues.
It's a collaborative effort that includes billing, the registrar office, and other campus partners.
Key offices who place punitive holds (Accounting, Fin Aid, Student Life, etc.) receive a regularly scheduled report that emails from our ad hoc reporting system listing student names who have active punitive holds that will prevent them from receiving official transcripts.
Leadership changes usually result in a review of holds that prevent the release of transcripts. Financial holds are rarely reviewed as they will not be removed for any reason.
Most holds are financial (bursar/financial aid) so those offices will review and update the holds and let us know to add/remove any as appropriate.
Most often holds are put on students accounts for students bills and financial aid counseling. Once a student has paid their bill or has done their exit counseling for financial aid the office takes the hold off. In case a student requests a transcript and there is a hold on their account the Registrar confirms with office if the hold should remain or be taking off.
My institution has a standing committee comprising registrar, Financial Aid, Bursar and IT. This topic has come up for review on an ad hoc basis.
Nightly process is run placing holds on student records and removing holds if payment was received during the prior 24-hour period.
No official procedure, if an office asks about it, we check things and maybe discuss with the offices involved
Not current students: Have a transcript hold if they owe any balance. Current students: Have a transcript hold if they owe more than \$1000, or if they owe \$200.01 to \$1000 and are not on an active payment plan. All students with a hold on their transcript can request a release; we will release for purposes of employment directly to an employer if the student makes at least a good faith payment and goes onto a payment plan once. If they don't follow through, then they are on a case-by-case review for release. We review the process usually at least one time a year (Registrar) for the catalog productions minimally, but also ad-hoc if someone questions the policy.

Often times we review transcript hold processes because of student complaints. It prompts us to improve processes and better communication flow from top to bottom.
On a case-by-case basis, the administrative assistant who processes transcript requests brings holds to the attention of the Registrar. If it is an Academic hold, it falls under the Registrar's purview. If the hold is due to something else, the appropriate Director or VP will be consulted.
Once a student requests a transcript, we have a module to that tells us the hold information.
Only financial holds impact the release of students' official transcripts, and the Business Office removes the holds when the student pays what is owed.
Only if comes up in relation to other projects or initiatives
Only our student accounts office has the ability to place a hold preventing the release of the transcript for significant outstanding balances which are reviewed on a monthly basis for adding (and immediately removed when payments eliminate the outstanding balance)
Our institution has created a report for holds. The group responsible for the hold reviews the report and contacts active students to find out how the hold can be resolved. Ex. Account Balance, Bursar's office contacts the student. Student pays, sets up payment plan, or understands the transcript will be withheld.
Our review process is ad hoc and was most recently triggered by concerns about students unable to verify their degree for employment purposes (which could help them pay off their outstanding balance and address the hold).
Our transcript holds are reviewed at least once month
Outstanding Tuition balance, Residency Holds, Financial Aid Holds, Parking Ticket holds,
Periodically the cashier/bursar will run a list of students with holds and double check their account to see if that hold is still valid or if the balance was paid and the hold should be removed.
Periodically we will run an ad-hoc report of students with a business hold to determine if they are still valid or can be removed. Otherwise, it is when we are notified by a student their bill has been paid.
Prior to 2021, we had limited the use of our transcript hold through various process reviews in partnership with our Financial Aid/Student Finance office. These reviews were driven by system changes and/or ongoing operational excellence initiatives related to student degree progress and student debt. During COVID, we reviewed this hold and changed the minimum dollar amount to support students in financial distress. Recently, our state legislature passed language that would make that elevated minimum dollar amount permanent, and we intent do comply with that.
Process is not reviewed but individual requests are when a hold is in place.
Process is reviewed by Registrar by examining the students who are impacted (volume of students with holds, demographics on students with holds, etc.) on an ad hoc basis. Review is usually triggered by a complaint.
Provost Office, Registrar, Finance
Registrar and Associate Registrar - annually
Registrar and supervisor, VP of Student Services, review on an ad hoc basis (usually when a student questions a hold) what holds may be stopping an official transcript. We have not made significant changes recently.
Registrar has a local query and reviews if applicants have holds from previous admit statuses as needed for registration programs, graduation evaluator reviews holds with Business services staff so that official transcripts can be sent in a timely manner
Registrar initiates hold review of all holds when a new hold is added. I reach out to the dept. leader to ensure the hold is correctly applied. The revised hold information is then posted on the website, the transcript request vendor and updated, as needed, on the diploma hold report.
Registrar office reviews all transcripts from all incoming students for our rolling admissions process. So, every week of the year transcripts are reviewed.
Registrar staff member review annually
Registrar, Bursar, Office of Compliance review on an ad hoc basis and bring in other stakeholders as appropriate.
Registrar, Financial Aid, Student Accounts, and Admissions (and perhaps some other enrollment areas) work together to determine thresholds for various types of holds. At least once/semester. Generally speaking, only

significant financial issues truly hold an official transcript. We review on a case-by-case basis any reasons why it may be in everyone's best interest to release (employment; agency funding etc...) We run lists of holds and communicate with current students at least 3x/year. Recently calling campaigns for outreach have been more frequent.
Registrar's Office and Business Office put holds on student records. Holds are entered for balances due on account or waiting on final transcripts. The hold prevents students from ordering transcripts and registering. The Business Office reviews holds monthly. Student triggers occur during the transcript ordering or registration process. The student receives an automated message to contact the Business Office or Registrar's Office for resolution.
Review 1x year.
Review is done by several offices on campus. Records, Accounting, ISS and any offices that have blocks. We try to review each time we have new processes or blocks.
Review is done on an ad hoc basis, typically initiated in the Registrar's Office when there is an issue.
Review is triggered when student calls to inform us they are unable to order their transcript due to a hold. The hold reason and who to contact is displayed to the student when they place a transcript order through Parchment.
Reviewed ad hoc based on certain requirements or instances when something needs to be added or changed.
Reviewed as necessary with the VP for Academic Affairs
Reviewed by staff in two departments when request for transcript hold occurs and payment is made on a per hold.
Reviewed when an issue comes up multiple times and a conversation starts about if we need to make changes.
senior staff review a list of hold types in use approximately annually, with a focus on registration holds
Student accounts and controller will review individual cases and sometimes allow a transcript to be released while a student still has an account balance.
Student Accounts uses daily reports to review holds in comparison to account balances. Holds are manually adjusted.
Student balances are reviewed quarterly. These students are placed on a registration hold. If students graduate with a balance, they are placed on a transcript hold.
Student billing places a hold on the student's record. The student information system holds the transcript from being produced. When a student requests a transcript (via the NSC), the SIS is checked for a hold and if in place, a standard notice is sent to the student. When the hold is removed, an alert is sent to the Registrar's Office, who then has to double check the held transcript list in the Clearinghouse.
Student Financial Services owns the process. Our Student Information System runs a process to review these nightly and updates holds for students who have satisfied their obligation
Student Financial Services puts a hold on the student's account. When we go to print out a transcript or send a diploma we can see if the student is on hold. When the student pays the bill Student Financial Service takes the hold off.
Student request for transcript triggers a file review, which includes a query to the business office for any holds there.
Student success initiatives that look at graduation rates would trigger a review of transcript holds.
Students are placed on hold after the Registrar's Office receives notice from billing, Dean of Students office or after suspension notification.
Students that call triggers the review of the hold
Student's transcript request triggers transcript hold review.
Students who owe a balance or who have not completed the FA exit counseling, have holds.
Students with a balance are placed on financial hold which prevents them from making changes to their registrations or for obtaining official transcripts.
Students with hold are identified in SIS by being placed in hold group by Student Billing
The Admissions Office places the hold if a student does not submit an official transcript and they remove the hold when it is received.

The Bursar is responsible for placing holds on student accounts once a student has a balance of \$10.00 or more.
The first time this was done in recent years, it was prompted by state legislation that prohibits withholding transcripts for financial reasons. A complete review was conducted (led by the Office of the Registrar, in consultation with the AVP of Enrollment Management, Dean of Students, and Student Financial Services), and several holds were updated to remove the impact on transcripts. Since that time, any new requests to create a transcript hold must be reviewed by the Office of the Registrar and AVP of Enrollment Management. No new holds have been created in the past year and a half.
The hold policy/process is reviewed ad-hoc when questions arise regarding departmental related holds such as business office or financial aid to make sure the institution is in compliance with the DOE regulations.
The hold process is reviewed when we add or change vendors for transcript or diploma processing. It is also reviewed as part of collection balance process.
The hold review process is done as needed by the Registrar in conjunction with the VP of Student Services and the VP of Finance. These reviews are triggered by enrollment levels since the transcript hold also prevents students from registering.
The Office of the University Registrar monitors financial holds (parking, not returned equipment, library, student accounts, judicial) that prevent students from obtaining their official transcript. The office never applies any holds, only distinct departments have that capability. It is rare that we receive a request to release the hold without the appropriate department approving. How holds are reviewed in those specific department is unknown to our office.
The official hold review process is triggered by the online application for admission. This is done for new and returning students during the application process. We have a 2-year re-application processes for returning students.
The only transcript hold we have is for those that have an outstanding tuition balance. The Cashier's Office places the hold.
The Registrar and Business offices reviewed the process/criteria when implementing eTranscripts recently. We had not reviewed it for many years prior to this.
The Registrar views the hold upon transcript request.
The Registrar, Bursar, and Admissions Director discuss annually (or as needed) the reason for placing transcript holds on student accounts.
The Registrar's office gets a request for a transcript and when it is pulled, if it has a stop or hold that is unusual, our office will begin questioning and reviewing whether it needs to be a hold that prevents a student from getting a transcript. This can happen several times a year but is more typical just once a year.
The Registrar's Office runs a report for the Bursars Office once per quarter to review holds.
The request to review transcript holds is made by the President or the Provost.
The transcript hold is typically placed by the bursar's office because the student has an account balance. We will also put holds on the transcript if the student wants it issued after grades for that term and/or the degree is awarded. There might be other rare instances when we would put a hold on a transcript, such as, for example. a correction is being made and we want to temporarily halt transcripts from going out.
The transcript hold process seems to pop up when another state issues mandatory transcript release for students who have holds. Most recently, our hold process was reiterated and upheld by our CFO.
The type of hold can prevent transcripts, registration, or other functions. the holds are reviewed for use and inactivated as necessary.
The University Registrar and the Bursar review all holds at mid-semester prior to open registration regardless of student status at the University. This process is also completed in mid-June prior to end of the academic and fiscal calendar. This ensures that all student holds have been reviewed for financial and academic holds in regard to transcript release.
The use of holds that prevent releasing a transcript are reviewed annually for the reason and severity (i.e., can we release a transcript hold if they have an outstanding balance but set-up a payment plan).
There are many holds in Banner that restrict the release of an official transcript.
There are very few transcript holds. The Treasurer manages financial holds. The Registrar manages holds for the disciplinary process.

This is all handled by our Student Accounts office as they place the holds on the student's record. I don't have the specifics, but they routinely and actively work to resolve these types of holds.
This is done by the impacting department. It can either be student affairs or financial.
This is frequently discussed on our campus, almost always triggered by staff whose primary responsibilities are 'student experience'. As we've moved away from the use of registration holds in all but the most extreme cases, the staff responsible for collecting student tuition and fees see transcript and diploma holds as their only remaining point of enforcement, before sending a student to collections. The issue will get escalated by one party or another every few months ... prompting yet another senior admin review of the policy and (at least for now), a reinforcement that the current policy needs to remain in effect.
This process is held within our Student Accounts department. They place holds on transcripts if the student has any outstanding balance. However, they will sometimes remove the hold if the student is making a good faith effort to repay their balance and is current on their payment plan. The hold is placed on the file/removed from the file only when the student requests an official transcript, thereby triggering the review.
This question is a little confusing as I am uncertain what you are asking. We are currently looking at the process and providing a recommendation to administration for revising our policy. If you are asking if we review a hold that would stop release of transcripts, we do this when there is a need but typically would request that students submit new requests for transcripts. We currently do not charge for transcripts or duplicate diplomas. The Bursar's Office reviews holds daily to ensure that student holds are released appropriately.
This is typically done by the registrar's office for missing transcripts and the business office for payments due.
Transcript holds are placed only when a student has a past-due balance. When the balance is paid, the hold is immediately released.
Transcript holds are reviewed each time a student makes a request for an official transcript. All requests for transcripts are forwarded to the Business Office to verify if the student requesting a transcript has a hold. The Business Office personnel will return the request back to the Registrar Office Records Management Specialist with the status for each student request. A hold for an outstanding balance will prevent the student from obtaining an official copy to be picked-up, mailed, or e-transcript. On some occasions Business Office personnel may lift the hold for a one-time transcript in order for a student to have the transcript sent directly to a company for a job, but not to another college/university.
Transcripts are held due to monetary obligations, if they have a finance hold, they are unable to receive an official. Students could obtain an unofficial for their file. Once the obligation is paid, we release it.
Transcripts are only held for outstanding balances. So it's not a specific hold, it's tied to an amount owed. Once a student pays and they no longer owe the transcript is released. If a student has been sent to collections we do place a hold on them. Once they've remediated their issue, we remove the hold.
Transcripts are only held when the student has a financial obligation to the institution or to a lending agency.
Transcripts are only withheld by our Cashier's (Bursar's) office.
Transcripts will be held for financial reasons such as an unpaid balance or overdue equipment that has been checked out.
Triggers are alum, student, staff, or faculty complaints that indicate there may be a problem with how holds are being applied, when they are being applied, or responsiveness related to time to release the hold. Issuing parties are included in the review and asked to consider their intra-departmental process to apply and release the holds. We also question why the holds are being applied and ask Depts to be judicious in the application of transcript holds.
Typically, only reviewed if there is new legislation or system/campus policy changes.
Typically results from a specific student complaint about the hold. Often, due to financial holds and the individual is attempting to have officials sent for employment or another institution.
Typically, what triggers a review of the policy is when a new hold type is created or when a current hold is being altered. There has not been a comprehensive review of the hold process for over a decade. Most feel the holds are working well. The only true restriction on a transcript would be money owed to the institution above a specified amount.
Various departments have holds they can place on a student's record. The two that restrict a transcript are a hold placed by the Business Office for an outstanding balance on the student's account and an incomplete file

hold placed by the Registrar's office. If there is a question about the validity of the hold, the office that placed the hold can be contacted and research the situation.
Various departments place holds, and we wait for their release.
Various departments place holds on student records; they are reviewed as necessary. One of the most common triggers for review is when a student is trying to order an official transcript.
Various offices - admissions, registrar, accts receivable - levels vary from holds related to registration (meet with your adviser, incomplete admissions file, etc.) to hold transcript for end of term grades, degree posted, accts receivable issues
Vice President for Finance determines hold policy in conversation with Cabinet.
We (registrar's Office with other offices involved i.e., Bursar) review the hold validation table and what exactly does the hold type hold, i.e. transcript, registrar ion, graduation etc... We do this periodically no set timeframe. Usually, the trigger is that we release the hold more times than we don't.
We discuss this when we see that peer institutions may be doing different practices or if different recommendations come out through professional groups.
We follow the System policy regarding balance due on the student's account. If a balance is due and a request is made, the student is not allowed receipt of the transcript. This is published in various locations on the website, the student is emailed this info, and the System Office provides clarity as well.
We have 3 hold codes Registrar, Financial Aid and Student Accounts
We have a committee of mid-level managers that meets monthly. Transcript hold review is normally on our February agenda every year. The number of students being held is reviewed by the registrar and business office monthly to have a sense of how many, and for what financial obligation amounts.
We have a conservative position regarding transcript or registration holds so any discussion of new holds requires a significant burden of proof that there isn't a better way to accomplish the desired outcome.
We have a team comprised of the Bursar, Financial Aid Director, Registrar, Director of Recruiting & Admissions, and Student Life/Residence Life that meets monthly. This team is responsible for processes, policies, and systems providing student services. We regularly review various policies and procedures. Other areas may request that we review an item. For instance, the VP for Finance recently approved removing the transcript hold for students with balances on their accounts. This team worked to discuss and operationalize this change when approved.
We have the print restrictions built into the print process to check.
We hold for past due account balances and duplicate accounts. Financial holds are placed quarterly, duplicate account holds are placed at the time the duplicate record is found.
We hold transcripts for outstanding balances. Our student financial services office determines the threshold for placing a hold. This threshold is sometimes set load to trigger easy action on a student's part. Our SFS office is very responsive to student needs, and they consider individual requests for a temporary hold release in critical moments for the student. Generally, as long as the student agrees to a reasonable payment arrangement, our bursar is willing to remove a financial hold.
We mainly use them if a student has a past or current balance with the institution. We also use them if a student indicated they were a transfer in student but has not submitted transfer transcripts for evaluation.
We may add new holds based on new priorities at the College.
We only hold a student's transcript for financial or library materials - essentially if the student still owes the college. The library has their outreach process to inform students of the debt and places a hold on the student after a certain period of time. The Student Accounts office has their outreach process to inform students of the debt and places a hold on the student after a certain period of time.
We only hold a transcript for financial reasons. We run a report monthly.
We only hold an official transcript for financial obligations to the College.
We only hold transcripts for past due balances, as determined by our Finance division. Any other holds would impact registration only. Our Finance division may review the threshold for applying a hold from time to time, but that is entirely their purview.

We only place holds on transcripts for overdue balances. We have an automated process that runs nightly that add/removes holds as needed based on student balances.
We only review when we run into a situation with a student that is problematic. Normally our Student Accounts Office and Registrar's Office are involved in the review.
We only reviewed once, in response to news of pending legislation that would prevent us from blocking orders based on outstanding debt.
We place a hold if the transcript has not been received or if a student is requesting an official transcript =we check if there any holds on the account
We recently implemented E transcripts. We reviewed our policies for all holds. Registrar staff and Business Office staff were involved.
We review as it comes up. No clear process.
We review occasionally when questions or concerns arise.
We review on an ad hoc basis all holds for appropriate restrictions. Most of the review is informal and is initiated by a request for a change in one of our holds. We then have a conversation about any hold that may need to be discontinued, made more restrictive or made less restrictive.
We review on an as needed basis when a policy is questioned.
We review policy and practice as needed, usually when a new hold is requested. Only the registrar can create a new hold, so we also have a control on the process. We only allow holds for serious balances or conduct code infractions.
We reviewed recently to determine when the holds were placed and to see if there was more flexibility. Student Accounts, Student Success, Registrar.
We run regular reports to ensure those students with holds do in fact have a reason for the hold, and remove any who do not.
We try to review lately as we learned about initiatives by the federal government.
We use an ad hoc process, so we review as needed or desired. We are currently reviewing now as we are reviewing our entire transcript process. The review process includes enrollment management, provost's office, and student accounts.
We usually review when a problem is identified.
We would only review as needed. The process would include any stakeholders tied to the reason for the hold.
We'll review our transcript hold process if a specific question or concern comes up that warrants it.
When a new state mandate requires us to review our practices, we review.
When a student places a complaint or requests review, it is reviewed. There is no official process of auditing hold codes routinely. As part of some project work, we are in the process of reviewing older hold codes and hold status. This may lead to revisions in current process.
When an office requests a transcript review hold the Provost and Registrar meet to discuss the pros/cons before granting or denying the request
When needed a committee of Registrar and Billing staff meet and discuss any changes needed, is there a minimum amount due before a hold goes on, who can release holds, who should students contact, does the letter sent out by transcript staff when a hold is present and an order has been placed need updating. Decisions are made and programming and process changes are communicated to all staff involved.
When several students have a similar hold and it has escalated to upper administration
When student calls; run a report
When we establish a new hold code, consideration is given at that time to the types of actions that hold should impact, which might include the release of a transcript. Existing holds are not reviewed on a regular schedule. Rather, something generally needs to trigger a review, like implementing a new software, a student complaint that rises to the chancellor or president level, etc.
Which holds prevent transcript receipt are reviewed rarely, and typically when an issue has arisen with a student questioning why they cannot receive their transcript. The review would come from the supervisors of the student accounts (Bursar) area as well as Registrar. No final decision would be made without joint agreement at the Associate VP or Director level.

Appendix B: Review Process for the Use of Registration Holds¹⁰

1-2 times per year and review for upcoming enrollment of courses.
A case usually comes up, which then begins conversation around policy.
A group of stakeholders reviews all holds impacting registration yearly. We check to make sure holds are still necessary. We did a total audit of all holds for messaging, content, and audience this last year. The group that reviews the holds includes registrar, admissions, financial aid, student accounts, student affairs, advising, and academic departments.
A hold can be placed on a student’s record for reasons including but not limited to; non-payment of debt (parking tickets, library fines, tuition payments, etc.), academic standards, failure to meet immunization requirements, required academic advising, missing admission credentials or non-compliance with other University regulations/obligations. A hold on the record can impact one or more of the following: Enrollment - ability to register for classes Receiving a transcript or diploma Disbursement of financial aid Refund from Income Accounting
A hold on registration is triggered by other holds mostly Health Center, Financial Aid and Bursar
A number of departments on campus have holds that restrict registration. Most of them are due to missing documentation (registrar, nurse, financial aid), delinquent chapel attendance, or an outstanding bill of over \$500. These holds are put in place two weeks prior to registration for the next semester and are posted on the student portal.
A registration hold is placed on a student record prior to the beginning of registration which prevents a student from registering until they are seen by their faculty advisors. The advisors release the holds in order that the student can enter the system to register.
A registration hold review process is conducted every time a new hold is create or a hold is revised. A review can also be initiated by the President or Provost at anytime.
Academic Affairs and Student Affairs regular review student holds on a yearly basis. A committee can be formed ad hoc should the need arise. Also, changes in key leadership positions usually trigger a review of holds as well.
Academic policies committee reviews requests for new holds that would prevent registration. Does not have schedule for reviewing existing holds, but has done so on ad hoc basis.
Academic Success Team reviews holds prior to each registration period.
Ad hoc
Ad hoc - as needed.
Ad hoc process typically triggered by enrollment concerns.
Administrative Policy Council reviews policies annually or biannually.
All of the punitive hold types (Acct, Fin Aid, etc.) prevent the release of official transcript and prevent a student from registering classes using the campus portal.
already responded to this question at the beginning
Although our review of this hold process is ad hoc, it could also be described as frequent. Over the last four years I would say we review our processes and policies at least every six months, typically just prior to applying holds in batch to student records. We monitor for ways the holds might be impacting students in unintended ways or disproportionately impacting some students over others. We also look for spikes, trends, or changes in the environment that may make holds more or less punitive than intended.
Annual Review
Annually approved by leadership at the VP level through a workflow.

¹⁰ Responses have been lightly edited for grammar.

Any student who owes a balance, is not meeting Academic standards, missing transfer transcripts, need additional documentation, disciplinary reasons, no current admissions application
As needed
As needed with relevant stakeholders.
As needed, we consider changes to registration policies including holds.
As we add or remove holds, we review all of them.
Because we are very small, this is done by the Registrar on a case-by-case basis.
Bursar, Registrar, CFO and VP Student Affairs review and determine levels
Business office puts hold on account for money due
Committee reviews this every year.
Depends. Usually a review occurs annually, when we're assessing what barriers can be removed or processes re-thought.
Done by registrar's office and advising office to have hold dealt with prior to open registration time
Due to a considerable number of holds that impacted registration, a thorough review was conducted a few years ago. This review was led by the Office of the Registrar, working in collaboration with various campus stakeholders to ensure the holds were appropriate and that adequate measures were in place to manage them, including: <ul style="list-style-type: none"> - Effective communication to students regarding the hold and how to resolve it - Clear instructions in the system for how to resolve the hold - Contact information for students to ask questions about the hold - Efficient management of hold removal - Appropriateness of using a hold (i.e., is a registration the best way to drive student action in this case?)
Since that time, the same criteria is used to approve the creation of any new holds, which are reviewed and approved by the Office of the Registrar (i.e., creation of registration holds is centralized in the Registrar's Office).
Each department reviews holds in their respective area annually.
Each department that puts on registration holds periodically runs reports of students with holds to assess whether those holds are still valid. Other times, when the reason for the hold is resolved the hold is removed at that time.
Each Monday and Wednesday holds are reviewed. As part of the Retention Office policies and practices, holds are reviewed in an effort to assist students with information, resolution and mitigation. These includes holds from all divisions, offices and units within the University.
Each semester there is a validation period where: Student Accounts, Financial Aid, Residential Life, Athletics, International Student Programs, Student Affairs, and the Registrar's Office meet to review the process and resolve the holds.
Enrollment is a primary institutional focus, so we routinely run year-to-year registration reports. If there are gaps, we look at registration holds to see where we can adjust.
Enrollment services areas discuss at least once/term - often more. We run comprehensive lists and commence outreach. We work 1:1 to resolve as they arise and need assistance. Of course, the need for enrollment/funding drives the outreach in this area different from transcript holds.
Every few years, each hold has an "owner" who is asked whether or not they still use the hold.
Every office is required to review their registration hold annually during catalog production at a minimum. Discretion is used when creating a hold that prevents registration, and Registrar governs use of such holds/ has final say.
Executive leadership reviews with finance area and makes a determination on the amount of outstanding debt that will prevent registration based on enrollment projections.
For holds that stop a student from registering the holds are reviewed each semester before registration by the department putting the hold on the account.

<p>For the past several years, there has been a real push to increase retention and graduation rates. Our Provost and Enrollment Management leadership have viewed the registration holds as antithetical to that. For finance-based holds, the Provost negotiates directly with the CFO to determine the thresholds at which registration holds may be placed. For all other registration holds, the provost is the sole arbiter. We now take an approach that we almost never want to stop a student from registering (even for compliance issues like immunization requirements). Rather, we will allow a student to register with the peers in advance on a semester, then work with the student to resolve any issues.</p>
<p>Generally, when new holds are requested. Only the registrar can create a hold, so it is extremely rare that we will allow anything that blocks a student from registering on time. Doing so hurts the student and hurts the institution. We are in the business of retention and graduation; registration holds push us a step back from that goal.</p>
<p>Generally, when the Registrar brings up a question about it.</p>
<p>Has frequently come up in discussions among those involved in retention, registrar's office, business office, and finance administrators. Focus has been the hold threshold and timing of auto dropping of registration for nonpayment.</p>
<p>Hold put in place by registrar, usually because of a past due balance.</p>
<p>Holds and their purpose are reviewed every registration cycle to see if it is hindering out retention efforts. Deans, Registrar, Provost.</p>
<p>Holds are applied based on clearly defined criteria. Student holds are applied and removed as soon as the criteria for doing so are met, generally daily.</p>
<p>holds are put on by the Registrar, Accounts receivable and Admissions regarding documents or billings</p>
<p>Holds blocking registration are reviewed each semester prior to enrollment for the following term.</p>
<p>Holds on a student record for non-payment or other compliance issues prevent students from registering automatically. Students are informed when they attempt to register of the hold and who to contact to resolve.</p>
<p>Holds preventing registration are reviewed in the same way as those restricting official transcripts - when any hold is being reviewed, all holds are informally reviewed. A review of all was recently completed to determine whether or not we should edit certain holds to encourage/increase enrollment.</p>
<p>Holds that prevent registration are reviewed regularly, at least once per semester.</p>
<p>I review the needs and number of students impacted - try to limit the registration holds as best as possible, but they are necessary for various reasons and do hold students accountable to providing various requested information</p>
<p>I think we could do a better job of tracking this. We put holds on when students owe money, need to see the Dean of Students, most recently for COVID-related stuff, change of address hold (like we got returned mail so put a hold on until they give us a different address),</p>
<p>If a question comes up that leads us to question whether or not our current practice is the best practice, we will review the process.</p>
<p>I'm not aware of a transcript review process other than the workflow from the application. This process triggers a hold in our SIS system. Advisors and correspondence are given to the student and the inability to register students in the allotted time (1 semester of application/term) is the entire process.</p>
<p>In academic affairs council.</p>
<p>In addition to the nightly process of adding or removing holds for financial reasons, the areas responsible for placing registration holds review and remove as the student contacts them or they receive the missing document.</p>
<p>In my three years in this position, we have never reviewed our registration holds. We are thinking about beginning a review process shortly.</p>
<p>In the Office of the University Registrar do not apply registration holds. Only the specific departments have the capability to add registration holds. The process is similar to transcript holds.</p>
<p>included in earlier comments but currently enrolled students have a 'must meet with your adviser' hold placed on their registration until released by their adviser; otherwise, accts rec holds may apply. Incomplete admissions files as a last resort to get students to comply</p>

Individual departments place a registration hold in SIS on student's record. Reasons may include lack of submission of unofficial transcripts at admission or concurrent enrollment, balance due, etc.
Instead of answering this question, I am going to mention that Minnesota recently started requiring schools to no longer hold transcripts though money may still be owed to the institution. As such, we are just transitioning to this new process. As such, most of my answers in this survey are based on our processes prior to our current transition.
It depends on the type of holds,
It is ad hoc and prompted by administrative inquiry or operational necessity.
It is reviewed as needed. We have standard situations where a hold is placed on their registrations.
It is the same as the Hold -- see previous answer.
It is usually situational based. We have made an effort to stray from this practice.
It's not formal but we try to hold a review once a year.
Key offices notify the Registrar's Office to place holds, remove holds and report on existing holds.
Last review was in 2019-2020. Issue came to light over items such as academic rules and student charges which each have reg holds in place along with final transcript holds placed by admissions for incoming students and transfers.
Math Placement hold goes on a record the student's second semester if they haven't taken a math placement test. Suspended students have a hold placed when they are suspended. We are also a religious institution and require a yearly endorsement from an ecclesiastical leader. If that isn't received yearly, a registration hold is placed.
Missing paperwork, information needed to successfully enroll a student or to remain compliant.
Most registration holds are financial, based on a specific amount due. The threshold is reviewed annually, and reports are run showing the impact of such holds. When COVID came, we eliminated most financial holds preventing registration.
Multiple offices can impact a registration hold
My institution places registration holds each term, they are reviewed and removed as students submitted the required forms/payments or get advised.
New students until they meet with an advisor, Athletes, CCP, Veterans using education benefits (to keep them from making changes after certification), transient, and international
No Hold=Student can register
Offices involved discuss it.
Offices that have a hold are asked to review prior to the start of the Fall registration period. Any updates are made as needed.
Once we open up registration windows, we have a process to identify students who have not registered for the next semester. Those on holds are contacted by the offices who have placed the holds to get whatever requirement completed that is hold them from registering.
One a semester our institution reviews any active students with any type of hold and tries resolve the holds.
Only if an office asks about it
Only reviewed by students who report errors when attempting to register
Our biggest group of registration holds come from Admissions. Admissions puts on registration holds for new/returning students to the campus for missing registration pieces and for when registration opens. As Admissions processes change, these discussions occur ad hoc. Current students on Academic Probation have a hold to visit with their professional advisor to discussion options for success, update their academic plan, discuss retaking courses, appeals, etc. Financial holds to registration have not been reviewed recently.
Our Student Accounts Department reviews on a monthly basis. Also, we meet via ad hoc as new hold types arise to determine what processes it may affect.
outhandling student account
Periodically reviewed if it appears that too many students are being held up from registration.

Personnel in the Business Office run periodical a batch process (usually before a registration period opens for the next term) based on unpaid balances to place holds for registration. Personnel in the Business Office review paid balances daily to remove balances. Students can view their holds at any time using Self-Service module.
please see prior response
Preregistration advising holds, health holds (e.g., vaccination records), major declaration holds all reviewed regularly and lifted once student meets obligation.
Pre-registration lists pulled for holds.
Process has been in place and is not reviewed regularly.
Provost, Enrollment, Dean of Undergraduate, Fin aid, Registrar
Registrar and Associate Registrar annually
Registrar as needed. Last review was 6 years ago
Registrar initiates 1x year
Registrar or Business Office enters the hold. The holds are reviewed monthly. Students are notified to contact the Business Office through the student portal when they are attempting to register. Business Office also regularly contacts students via email regarding balances on account.
Registrar, Bursar, Office of Compliance and other stakeholders (as appropriate) review on an ad hoc basis.
Registrar, deans, Student Financial
Registrar's Office staff member will review the hold validation table annually to ensure accuracy
Registration hold review occurs when there is an issue which arises with a particular student or population. This review is rare as our processes are mostly set. Decisions to change the process would be made on the Associate VP or Director level.
Registration holds are added prior to next term registration period. Monitored daily by Business Office based on student balance threshold.
Registration holds are generally reviewed when it impacts the plans of upper administration as they plan enrollment growth initiatives.
registration holds are placed on records for missing documents, inclusive of immunization records for required states, financial holds, disciplinary, and academic dismissal
Registration holds are placed on students for missing admissions documents, outstanding transcripts, and academic probation status. These are removed as the when the issue is addressed, or items are received.
Registration holds are placed when students have an outstanding balance or have been academically dismissed. The enrollment management office, academic affairs, business office, and registrar's office work collaboratively to review policies for these types of holds on a semi-annual basis and when federal aid changes allow for reconsideration of policy.
Registration holds are placed when students need to file an application for graduation or when they have a balance on their student account.
Registration holds are pretty limited to Immunization, academic, and financial reasons. These processes are driven by institutional policy and practice, so changes would be driven by changes to those policies or practices.
Registration holds are reviewed after each academic term.
Registration holds are reviewed as complaints arise, or as requirements of student actions change.
Registration holds are reviewed by the Registrar's Office in conjunction with hold issuing offices to insure the need for the hold and the proper use of the hold. The reviews happen at least every other year.
Registration holds are reviewed periodically. Registration holds are not the preferred method of accomplishing most institutional objectives.
Registration holds are reviewed prior to each registration period by the offices that put them in place. We have very few holds, but can be put on by the Business Office, Financial Aid, Nurse, and the Registrar's Office.
Registration holds are used for missing records more than financial reasons.
Registration holds are used more regularly than I am comfortable with. They are used to enforce every new initiative, like training, which comes from campus or from the legislature. This is a sore spot for me because I think it affects student success and progress toward graduation.

Registration holds are used when a specific action is required of a student, whether financial, related to prior educational credentials, or various mandated educational activities related to Title IX or Alcohol, for example.
Registration holds are used when students still need to submit official transcripts from other institutions.
Registration holds can be added by multiple offices on campus. Some academic units, for example, require advising and put holds on that are taken off only after advising has occurred for the next registration cycle. Registration holds are placed to ensure that student-athletes remain in full-time status. A registration hold is used to indicate when a student needs to apply for readmission before registration can occur again. There are other examples.
Registration holds for outstanding balances or other financial reasons are applied by Student Financial Services. This occurs several times during a semester or as needed. Holds for behavioral, honor code, or Title IX issues are reported to the Registrar's Office by the Dean of Students and the hold is applied by the Registrar as needed.
Reminders to offices that place holds on how to be proactive with student communication prior to holds being placed.
Reports have been created to assist departments in contacting students to resolve the holds.
Review annually or so to see if we need to eliminate any holds.
Reviewed ad hoc based on requirements or if there is a need for a change or update.
Reviewed as new College priorities are put in place.
Reviewed by Bursar Office if student hasn't registered for next term or hasn't been financially cleared.
Reviewed on an ad-hoc basis as concerns or new legislation/policy arises.
Reviewed when system was upgraded to new data base
Reviewed with VP for Academic Affairs as necessary
Reviewed yearly as part of our annual policy/procedure review for the catalog, for registration holds can be a barrier to registration and thereby a retention issue.
reviewing best practices. Recently reviewed enrollment holds to determine if there were a barrier to retention and if there were other means to get students to take action besides preventing enrollment
same as for the transcript hold all part of periodic review of policies and processes as we work on new services and system or review service and systems
Same as prior answer
Same as prior answer, when a request is made the Provost and Registrar review the request and either grant or deny
same as the previous response: all holds go through an office/person to identify barriers- We only have two holds that prevent registration and/or transcripts
Same as transcript hold process. Holds are placed on accounts each semester if the student owes a balance. We do allow registration if the balance is below a certain amount but will not release the transcript until the full balance is paid.
Same as transcript holds.
Same process as previous
Same process as transcript hold review process.
Same process as transcript holds.
same process. regular reports to review who has a hold and why. any that no longer make sense are removed.
See previous answer.
senior staff review hold types in use annually
Several offices on campus (student accounts, registrar, Dean of Students) can place holds that prevent registration for any purpose they see is appropriate. The holds are typically added a few weeks for registration occurs after several previous attempts and are immediately removed when a student satisfies their obligation.
Several offices require a registration hold throughout the institution. While these processes are unlikely to change individual situations are reviewed that require additional considerations.

Several years ago, our institution went through a detailed review of all registration holds and limited them to what was then deemed as essential. All requests to create new registration holds are highly scrutinized and typically denied. Occasionally, the existing holds are reevaluated for continued applicability, typically resulting in continuation of these essential registration holds.
Similar to our review process for holds preventing access to an official transcript, reviews are ad hoc and generally triggered by an external event (SIS changes, student complaint of a hold imposed in violation of institutional policy, etc.).
Similar to our transcript review process
Similar to transcripts.
Since there are several holds that impact registration, there are several processes. In general, the hold is meant to prompt some sort of action (meet with advisor, supply immunization records, complete Title IX training, update address, supply updated official transcript, etc.) and once the action is taken, the hold is removed.
student accounts places this hold if student has a balance due
Student Accounts uses daily reports to review holds in comparison to account balances. Holds are manually adjusted.
Student Accounts will put holds on student's records who have an outstanding bill from a previous term.
Student balances are reviewed quarterly. Financial notifies Registrar and students. Student schedules removed until balance is paid. Sometimes Registrar contacts students if financial cannot contact and/or to notify students regarding their options if they cannot pay balance.
Student billing will alert the student's advisor when a hold is removed enabling registration.
Student is informed of hold by faculty/staff at the time they are served, or the student finds out about the hold when they try to register. Student contacts Student Services or Business Office staff for questions regarding hold.
Student will contact us through phone call/email asking
Students are blocked from registration if they have certain holds, such as financial (outstanding balances), student conduct, and academic dismissal flags. We work with these flags only when the student attempts to register. When they are blocked, they are immediately referred to the office that put the hold in their SIS record.
Students are identified at the beginning of each pre-registration period.
Students are placed on a registration hold due to incomplete files, such as incomplete official high school or college transcript (classes shown as "In progress"). This hold is managed by both the Office of Admissions and Office of the Registrar. They are also place on a registration hold for unsatisfied financial obligations. This hold is managed by the Office of Student Accounts. Students may also be placed on a registration hold due to student misconduct. This hold is managed by the Office of the Dean of Students.
Students cannot register for a future term if they are on a suspended status, have an outstanding balance, missing immunization or health information, under certain sanctions from student conduct, or have not yet met with their academic advisor.
Students who have not completed a required administrative task past the deadline will receive a registration hold. Students receive automatic weekly reminder emails until the hold is satisfied.
Students who owe more than \$1,000 will have a registration hold. If they are on a payment plan and it is up to date, the hold will be lifted long enough for them to get registered. We recently increased our hold amount from \$500 to \$1,000. I would like to see it go higher, but doubling the amount was a huge win for student success/persistence. The hold amount change in this case was triggered by a new CFO and a request from our Assoc. VP for Institutional Effectiveness. Faculty pressure was also a factor - they see how students have struggled with the holds.
Students with hold placed in a hold group within SIS and are notified on student portal
The Bursar's Office continually reviews student accounts to verify if holds should be released.
The financial threshold at which a hold prevents registration is discussed and reviewed. Other holds are reviewed with the responsible departments to identify opportunities to suspend the hold until after registration.

The office monitors students holds on a yearly basis for reporting purposes. Upon review of the data, action may be taken to review policy.
The process has largely remained the same, but we will update it as necessary. Placing a registration hold for financial or submitted documents has largely remains the same. We also place a registration hold if a student has not met with the required staff or faculty member for our student success efforts, and as we continually refine those student success processes, the means by which registration holds get placed is changed slightly.
The record and registration area will annually confirm which holds need to continue to hold registration, and which do not. When requests for new holds are made, they are reviewed by the registrar, who will consult with the Vice President of Academic Affairs to make a determination as to whether the hold is necessary. Additionally, at any time a division that issues a hold which impacts registration may request that the hold no longer do so. Those requests are immediately granted.
The Registrar, the Bursar, and the Admissions Director review annually (or as needed) the reasons for a registration hold. This has recently been triggered by the COVID pandemic and the need for seamless access to an education.
The registrar's office and any group that has requested we hold the registration.
The Registrar's Office reviews these holds. When necessary, a review of documentation in our imaging system to verify if the documentation has been resolved.
The Registrar's Office will review registration holds when there are new requests for holds, during leadership changes, and when student issues arise to that level.
The Retention Committee at our institution reviews the holds and makes recommendations for change.
The Student Achievement Team recently reviewed the reason behind registration holds, and adjusted policy to remove unnecessary barriers to registration.
The student financial service and Health Service Office review their holds on semester basis around advising/registration. Other areas like the library, media services, athletics, and conduct not that often
The trigger is pre-registration periods, the accounting office is the one who puts the holds on prior to registration
The University Registrar and Bursar review the Registration Holds at the same time as the Transcript Holds.
There are a variety of holds that impact enrollment ability. Some are managed by the academic side (probation holds), the others by student financials.
There are few registration holds. University Health Services manages vaccination holds; The Office of the Dean of the College manages advising holds; the Registrar manages other holds, if any.
There are several holds in our Banner SIS that restrict registration.
There is a hold on the registration SIS page, this can be triggered because of suspension, balance due, etc. These will prevent the student or advisor from registering the student.
This comes up in policy discussions, but not with a predictable pattern of timing.
This is done as needed by the impacted population.
This is done by several offices on campus.
This is reviewed by our Enrollment Management committee.
Through payment on a hold account.
Trigger is student, staff, or faculty complaint that indicates there may be a problem with how the holds are being applied, when they are being applied, or responsiveness related to time to release the hold. Issuing parties are included in the review and asked to consider their intra-departmental process to apply and release the holds. We also question why the holds are being applied and ask Depts to be judicious in the application of registration holds.
Twice a year, at registration, and holds below a certain threshold are lifted so that students may register. This is an ongoing tension between those who want to see debts collected, and those who want to maximize access to registration. Who: Student Accounts, Student Affairs, Records
Various service indicators are added that may block registration. If so, students and academic advisors are unable to process registrations so a request must be sent to my team for review. There are many reasons that

someone could be blocked from registration, such as not successfully passing their first course or not having completed a requirement such as a background check for certain programs.
We are reactive to student and parent complaints and often review holds when a student or parent makes a big fuss about the hold.
We generally review these close to and after Priority Registration. The student's dean's office and advisor are aware of the holds and follow up with students. Calls are made by the financial aid and advising offices.
We have a committee that meets weekly during registration season. They discuss the holds on each student record.
We have a conservative position regarding transcript or registration holds so any discussion of new holds requires a significant burden of proof that there isn't a better way to accomplish the desired outcome.
We have a list of established holds and what they prevent a student from doing at the College. Based on the hold and the population we are trying to reach, we email them letting them know why the hold is there and what office to contact to resolve the hold.
We have a team comprised of the Bursar, Financial Aid Director, Registrar, Director of Recruiting & Admissions, and Student Life/Residence Life that meets monthly. This team is responsible for processes, policies, and systems providing student services. We regularly review various policies and procedures. Other areas may request that we review an item. The ability of a student to register is reviewed at least annually.
We have holds in a set of defined circumstances. On occasion we are asked to add a new hold type. The Registrar will consult with stakeholders to see if the request is appropriate
We only place registration holds on student accounts if they have fallen out of Good Academic Standing or have an outstanding conduct issue. Students are not barred from registration solely on the basis of owing a balance.
We only review a hold when a student contacts the office to ask about why they are unable to register. If the reason the hold was placed has been resolved and placed by Academic Records/Registrar the hold is removed. If the hold was placed by another office, the person is referred to that office for resolution.
We place registration holds for overdue balances of \$300 or above and have an automated nightly process that adds/removes holds as needed. Holds can also be placed for the following reasons: by advisors or the Dean of Students office if students are required to have an advising appointment or a judicial review; by Student Health Services for overdue immunization forms; by admissions for having transcripts from their prior institution. In all of these cases, a hold indicator is populated in our SIS which clearly identifies the reason for the hold and who to contact to resolve.
We query service indicators periodically as situations warrant or as time allows to determine types of holds and if can be removed
We review at least once/semester. Registration holds may be for immunization, advising, athletics, failure to complete educational modules (substance abuse/sexual assault prevention, etc.), etc. We call depts when it seems their holds may be barriers rather than good uses of holds.
We review occasionally when questions or concerns arise.
We review out policy on an as needed basis when a question is asked.
We review the need for holds each registration period.
We review the process as certain registration holds prevent registration that are outside of our office. We plan to review the process in which the Business office places holds for incoming students.
We review the process when a new hold is discussed or a process is started or process is ended.
We review these at every registration period to ensure they are still relevant.
We review when a problem occurs.
We review when we review registration processes and system functionality. Records and ISS.
We run a report before registration begins and share it with the academic advisers.
We typically review this information fall of each year before our spring registration begins. Registrar, VP of Student Services, and Director of Recruitment and Retention participate in the discussion.
We use registration holds to require students to meet with their academic advisor prior to registration. We have been doing this the past few years and we regularly discuss if it is working as we want. It is infinitely better than using advising PINs and seems to prompt more action on the part of the student than the PIN ever did.

We'll review our process when/if a certain situation or concern warrants it.
When an unfamiliar hold surfaces on a student's account, the registrar reviews all holds to make sure that there are no holds preventing registration that shouldn't be.
When comes up as part of other discussions
When enrollment is low and we see the same hold used by several.
When there are too many on a registration hold, the administration reviews then and may make adjustments.
When there is an issue that impacts a student and other depts get involved (i.e., Academic Affairs), it may lead to change in policy, but for the most part, we do not review the reg holds, as they are pretty basic.
When we establish a new hold code, consideration is given at that time to the types of actions that hold should impact, which might include registration. Existing holds are not reviewed on a regular schedule. Rather, something generally needs to trigger a review, like implementing a new software, a student complaint that rises to the chancellor or president level, etc. At our institution, registration holds are most commonly tied to fines/unpaid balances, required academic advising, disciplinary circumstances, suspension/expulsion, and record discrepancies that need resolving (e.g., wrong SSN, etc.).
With each registration cycle.
Yearly review by committee designated by the Provost Office.

Appendix C: Debt Hold Elimination Practices

A customer service group calls and emails students with outstanding balances that are creating or will create debt holds.
Academic advisors and retention teams work individually with students, coaching them through various options to resolve the debts. Student Accounts automated processes send routine updates and reminder notifications of debt ... but it really falls to the retention team to help students who are uncertain what steps to take next
Accounts Receivable helps students with grants or other types of funding to get there debt down.
Accounts receivable is involved; students are sent bills, emailed and called monthly.
After 6 months students are turned over to collections. We also have a process through our state to resolve bad debts by taking funds through a students tax return.
After a hold has been in place for approximately 1 year without resolution, the bursar will send the account to a collection agency. The hold is updated to reflect that status.
Although I know this occurs regularly and routinely, as the Registrar I am unsure the processes taken by the Bursar.
An administrative staff member in our registration & billing area does outreach, primarily by mail and email. For long-term accounts in delinquency, we use a collection agency.
Attempts are made regularly while the student is enrolled or recently graduated. The student cannot register for another year if they have a financial hold. Once the student leaves our school, they are notified through any further transcript requests made.
auto generated emails - provides resources to contact
Automated email notifications to students while they are still enrolled. Once a student departs from the university we send three letters on a monthly basis before transferring debt to collections.
Billing and collection staff take on the task of communicating with students who have debt over 90 days past due. They have a very thorough process starting with a letter at 90 days past due and no longer enrolled.
Bursar' s Office forward monthly statements and after 120 days a final certified notice is forwarded to the student. After 150 days the debt is forwarded to collections.
Bursar's office contacts student directly.
Bursar's office has a protocol. It is firm and structured. I'm not sure what the details are.
Bursar's office has an extensive outreach initiative for current and former students, up to and including an internal collections internal collections unit.
Bursar's office routinely works with all students with financial holds to resolve them. There is aggressive communication in many modes.
Business Office contacts; if unsuccessful, referred to collections.
Business Office contacts students via text, phone, email and regular mail. Monthly.
Business Office regularly (at least once per semester) reviews debt holds and attempts to contact student. More frequent for current students.
Business Office reviews frequently and sends emails/letters to remind students of balances and to set up a payment plan.
Calls and emails
Counselors review and offer solutions to students and families. Text, email, and appointments are used.
Direct emails to students by the Bursar's Office.
Each semester there is outreach to the student by using reports. We also look at why the student owes and see if it is something that can be resolved with Emergency Funds when it is beyond the student's control to fix.
Email and phone call. Connection with coach and advisor. When necessary, a call to parent number asking student to call back.
Email, mail, portal

Finance team reviews each semester to try to resolve with the student. Emails and text, bill e-bill issued, personal calls all to communicate to pay.
Financial Affairs reaches out to students each semester to resolve student debt. After a year, the debt is turned over to collections.
Financial Aid and Billing departments regularly contact students to resolve debt issues.
Financial aid office and business office reviews these.
Financial Services follows up, if no action account turned over to collection agency
Frequent communication in multiple ways with students and families via phone, portal, email and letters.
Have a Debt Officer.
Holds are placed on accounts in which students cannot order a transcript or register. Student portal indicates to contact Business Office if trying to register with a hold. The Clearinghouse indicates to contact Registrar's Office if there is a hold on transcript ordering. Business Office contacts students by email and phone monthly for unresolved debts. Debt collection is turned over to a collector at some point.
Immediately after the registration appointment period ends, lists are distributed to Financial Aid, Bursar and One Stop for outreach efforts on payment options.
Inability to use Blackboard after the 4th week of school.
Individual offices (responsible for hold) work to notify/resolve issues. Financial holds: student financial services (SFS) sends regular email/mail/collection notices. Academic: email, phone, and text messages are sent prior to the start of registration periods and throughout. Other: depends on hold - cycles from 2 weeks to 1 semester the frequency of notifying that there is something that needs a resolution.
Initially, frequent phone calls are made and emails sent to students by Financial Services. Monthly follow-up communications are then made. Information for resolution is always available on each student's online portal account.
Multiple communications are made on behalf of the Controller's Office
My office, which is the Registrar's Office, does not work with finances in any direct way. Our Financial Services Office (Bursar) and Financial Aid Office do this, but both of those office are in a different reporting line than we are-- even though we do collaborate with them in daily work (e.g., referring students to them and serving on committees with them).
On an ad hoc basis, the Registrar reviews holds for potential resolution. Method depends completely on time and other resources available.
Our Bursar staff has scheduled dates/times when invoices and emails are sent to students with debts. Then it goes to collections.
Our Bursars office collects debit and removes holds when paid. They use payment plans if they can but will send students to collections if they pass the statement deadline. Both online statements and emails are provided and paper statements are mailed before going to collections.
Our business office handles this process. They have routine outreach to students who owe large amounts of money. In extreme cases, I am asked to de-register a student if they owe a large amount and they have not responded to our outreach. (That has probably only happened about 5 times.) They email, call, and text. At some point in time (not sure how long) we send their account to collections.
Our institution uses a collection agency to collect unpaid funds. They are submitted from the institution to the collection agency three times per year.
Our Student Account Assistance, One Stop, and Student Degree Progress teams work together on this. Regarding HEERF, students may have used those funds to pay down their debt to the institution but it was not something that we looked at as a condition of awarding.
Our student accounts department monitors this. They send emails as well as monthly statement. Once the status has moved to collections then they will be communicated via email, letter and telephone.
Our Student Financial Service office handles this aspect of the student record.
Our Treasurer's Office maintains this process and has a schedule for reviewing past due balances.
outreach

Outreach from various offices via various methods (as noted in previous questions) sometimes monthly, for certain each semester.
Personal contact from Student Account Office by phone and email communication
Put in place by the bursar as a result of past due balances.
Query results and notify students via emails or postal mail invoices
Reach out to students multiple times through out the semester and next semester prior to sending to collections
Registrar cannot answer other than to say the Accounting/Financials depts. routinely communicate.
Regular review and outreach to students; various admin support units frequently looking at proactive ways to help resolve. Lots of regular discussions on establishing new funding sources to cover costs.
representatives from retention, financial aid, bursar and registrar meet to try to resolve.
Reviewed every 30 days by Student Accounts. Emails are sent 2 times and then a letter in the mail.
Student accounting has dedicated staff to identify and reach out to students concerning resolving past due balances.
Student accounts contacts all students
Student Accounts has a dedicated staff member to review these accounts on a monthly basis and conduct outreach to students
Student accounts office regularly sends out letters, emails based on situation. Students have holds applied to their account preventing transcripts and verifications, as well as student registration.
Student Accounts reaches out to students regularly.
Student accounts works with students regularly regarding their outstanding debt providing payment options and even setting up individual repayment plans. Academic advisors work with their students to make sure they know which offices need to be contacted to resolve other holds.
Student Billing communications with students prior to sending them to collections.
Student clearance process at each start of a semester.
Student debt is outsourced to a third party.
Student Financial Services attempts phone, mail, and email contact and then places the accounts with the AG's Office for collection.
Student Financial Services reaches out via phone and mail and then the student is sent to collections
Students are contacted regularly throughout the term about their overdue balance, as well as if we later have to send the account to collections.
Students are contacted. They are advised regarding balance at graduation. They do not receive diploma or transcript. They are allowed to sign promissory note and/or make payments. However, if grads/former students do not make payments, debt is sent to collections.
Students are email, mailed, and phoned each term if needed until sent to collections.
Students are notified monthly about outstanding balances.
Students are notified of a debt obligation hold via email, text messages, and phone calls regularly until the balance is resolved. If it is not resolved within a certain time period, a further action may be required (sent to Collections or Write-Off).
Students are provided information regarding Bursar holds via the web, they are sent emails, and provided monthly invoices regarding a balance due. These holds are placed and the student is immediately contacted. The System requires this of all System schools.
Students receive regular emails, phone calls and paper mail reminders and attempts to resolve the debt.
The Bursar sends multiple reminders and follows up by phone. No response moves the issue to a collection agent.
The Bursar/Cashier's office send multiple bills, makes multiple phone calls and sends multiple emails. If those go unresolved, the student debt goes to collections. If collections isn't successful then the student's CT State Income Tax Refund could be attached.

The Bursar's Department communicates with students regarding debt holds via text and email
The Bursar's Office ground mails statements of account regularly, informing students of both the current status of their account balance and the presence/absence of an account hold. These statements are also duplicated in content and sent via email communication. Statement notifications are continuous on a monthly basis until such time as the account is sent to collections and/or the College receives information indicating that the student's contact information on record is no longer valid.
The bursar's office reaches out to students who have a debt once after the census date of the semester. Then, they notify the student before it is sent to collections 90 days after the debt has been unmanaged.
The Business Office communicates with students regarding any debt.
The business office places these holds and reviews every 8 weeks.
The Business Office works to communicate with students via text messages and emails as reminders throughout the process. Payment plans are encouraged at the time of registration until the payment option is no longer available.
The Business office, Accounting office, and Financial Aid office do all of the process for resolution of student debt.
The cashier and president office does the communication. After a period of time (approx. 2 years they are turned over to collections).
The financial aid and student accounts office take care of this, I don't know the details
The student accounts office notifies students and encourages them to contact the SA office for assistance.
The Student Accounts office performs this process. I am unsure of the process.
The Student Financial Services office works with other 3rd party financial institutions to resolve financial obligations and when those obligations have been met, the hold is removed.
This is done on a regular basis on a monthly basis by our Student Accounts Department. Billing statements are mailed and email notices are sent to students before their accounts are sent to Collections.
This occurs in the Cashier's Office and I believe that after multiple billing cycles they send the students to collections.
Transcript hold
Treasurer reviews
Tuition Committee - Finance/Payment Services sends communication
Types of debts are identified by the hold and related offices are contacted to determine actual status.
Typically Bursar and looking at list and those sent to collection
Unable to provide specifics.
Unresolved debts more than a year old are submitted to our third party collection agency for notification and processing.
Usually increase threshold amount for hold.
We have a Clearance process at the start of every semester. Students may not complete their enrollment for the semester if arrangements have not been made with the Business Office
We have a grant program in place to help with small cash emergencies, plus our Financial Services team works very closely with individual students to counsel them and help resolve issues. Students are always aware of their hold or billing status as financial holds are always visible online to student and advisor, and student can access their bill online at all times. We also do paper mailings at beginning of term, and multiple outreach efforts before anyone is dropped due to unpaid bills. All resources are employed before any student is dropped.
We have a staff member that works directly with collections for student debt. This is part of their regular work duties. I believe they communicate electronically, via paper, phone calls, 3rd party processors, etc.
We have a team in our financial aid office focused on continuing students and their success. Outreach is conducted to students with financial registration and/or transcript holds, particularly to low and limited income students, to work individually with students and see what options may be available.
We have a written off/bad debts list that is tracked and maintained. Periodic communication is made to these individuals to encourage payments and to offer chances to re-enrollment.

We have done this as part of the student success initiatives and our micro-grants. This is not a regular as I would hope, but we have a new Bursar so this may become part of the regular process.
We notify via email and phone calls.
We regularly notify students of past due account. After a certain period of non-payment, the account is sent to a collection agency.
We review students who haven't registered and have holds in an effort to get students to register for the upcoming term. We reach out and ask a few questions and if they qualify for any additional scholarships, we have fin aid reach out.
We review the holds as needed or requested by the student. We don't actively try and resolve holds after a student is no longer enrolled. At that point, it's up to them to get the holds resolved
We send billing statements and will send students to collections, but otherwise I don't think we try to resolve it on our own.
Weekly calls, emails, paper mail, etc.
When funds are available, the financial aid office will attempt to help students with balances resolve those balances so they can remain in attendance or return. This is always dependent on the type of funds available and whether the rules associated with those funds allow for this type of action.
When reported by impacted parties.
Yearly. Reach out to students from some second chance initiatives.