

Student Holds

Overview:

Student holds can be placed on a student's account for a variety of reasons. Please review the hold types before placing, removing or overriding a hold.



This Help Guides covers how to:

- Apply Student Hold
- Remove Student Hold
- Override Student Hold

Key Terms



- **Academic Period:** Period of time with a set start/end date such as 2021 Spring Semester; Semester or Term.
- **Academic Record:** Complete academic history of the student (Transcript).

Icons:



Prompt



Related Actions

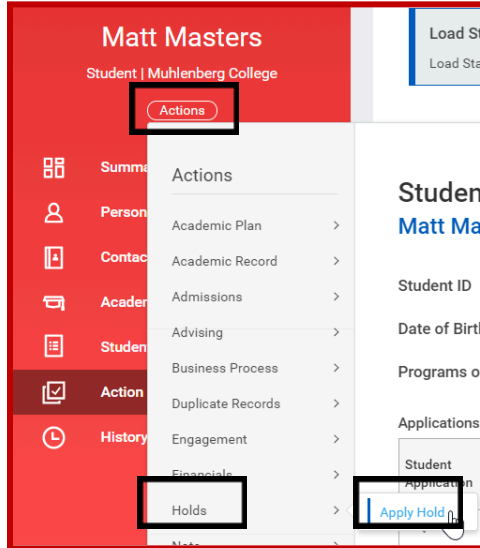


Add Row

Apply Student Hold

From the Student Profile:

1. Click on the related actions button and hover over *Holds* > **Apply Hold**.



2. Click the Prompt icon to select the **Hold Reason**.

Note: When the Hold Reason has been selected, the Hold Description and Resolution Instructions will populate below the field.

Student	Matt Masters
Hold Reason	* X Registrar's Office Hold ...
Description	A hold has been placed on your record by the Registrar's Office.
Resolution Instructions	Please contact The Registrar's Office at 484-664-3190 or via email at registrar@muhlenberg.edu for more information on the nature of your hold and how it can be removed.

3. Click the Prompt icon to select the **Hold Type**.

Note: Once the Hold Type has been selected, the following fields will appear on the screen *except* for the Hold Type of Transcript.

4. Click on the **Radio Button** to **Select an Institution**.

5. Click the Prompt icon to select the **Institution**.

Hold Type	* X Full Registration ...
<p>* <input type="radio"/> Applies to All</p> <p><input checked="" type="radio"/> Select an Institution X Muhlenberg College ...</p> <p><input type="radio"/> Select an Academic Record</p>	

6. Click the Add button to add another **Hold Type** to this Hold, if applicable, or move to step 8.
7. Repeat steps 3-5, if applicable.
8. Enter any applicable comments in the **Comment** box.

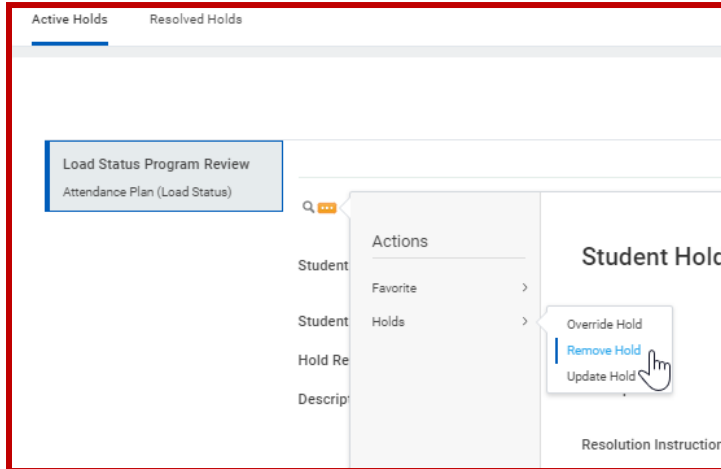
9. Click **OK**.

Note: A To-Do notification will be routed to the student's inbox.

Remove Student Hold:

From the Student Profile:

1. Click on the **Action Items and Holds** tab.
2. Under the Active Holds subtab, click the related actions icon on the hold > **Remove Hold**.



3. Review the hold information. Click the **Confirm** checkbox.
4. Enter any applicable comments in the **Comment** box, if applicable.

Hold Reason	* Load Status Program Review	Created by	Dennis Brunner
Description	This hold was applied and the student is sent over the Review/Edit Program of Study for Load Status Task.		
Resolution Instructions	The hold will be removed automatically when the student has been reviewed off the Review/Edit Program of Study for Load Status Task.		
Hold Type	Attendance Plan (Load Status)		
1 item			
Hold History			
Completed On	Hold Event		
11/19/2020 01:37:39.764 PM	Apply: Attendance Plan (Load Status) - Load Status Program Review		
<div> <div>Confirm *</div> <input checked="" type="checkbox"/> </div>			

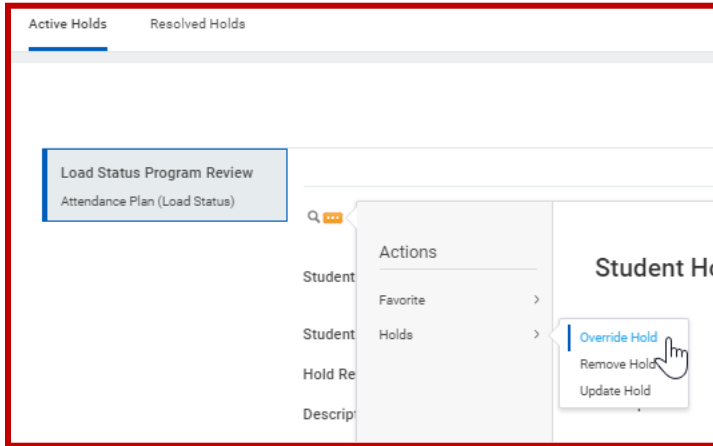
5. Click **Submit**.

Override Student Hold

Overriding a hold will temporarily remove the hold from the student's profile for a specific period of time. After the window of time has passed, the hold will automatically be placed back on the students record.

From the Student Profile:

1. Click on the **Action Items and Holds** tab.
2. Under the Active Holds subtab, click the related actions icon on the hold > **Override Hold**.



3. Click the prompt to select the **Hold Types to Override**.
4. Click the calendar icon to change the **Start Date**.
Note: The start date will default to today's date.
5. Click the calendar icon to enter the **End Date**.

Override Details

Hold Types to Override *

X Attendance Plan (Load Status)

Start Date *

12/18/2020

End Date *

12/25/2020

6. Enter any applicable comments in the **Comment** box.
7. Click **Submit**.