



BOISE STATE UNIVERSITY

University Policy 3200

Registration and Transcript Holds

Effective Date

December 2010

Last Revision Date

January 21, 2021

Responsible Party

Provost and Vice President for Academic Affairs, (208) 426-1212

Vice President for Student Affairs and Enrollment Management, (208) 426-2384

Vice President and Chief Financial Officer, (208) 426-1200

Dean of Students, (208) 426-1527

Office of the Registrar, (208) 426-4249

Office of Institutional Compliance and Ethics, (208) 426-1258

Scope and Audience

This policy applies to all offices that initiate registration and transcript holds and University students.

Additional Authority

- University Policy 1060 (Non-discrimination and Anti-harassment)
 - University Policy 1065 (Sexual Harassment, Sexual Misconduct, Dating Violence, Domestic Violence, and Stalking)
 - University Policy 2020 (Student Code of Conduct)
 - University Policy 2050 (Maintaining Instructional Order)
 - University Policy 3000 (Academic Probation and Dismissal)
 - University Policy 12050 (Behavioral Intervention and Threat Assessment)
-

1. Policy Purpose

To set policy for registration and transcript holds placed on student accounts that impact a student's ability to register/enroll, receive a transcript, or receive a refund.

2. Policy Statement

Registration and transcript holds are placed on student accounts when a student has not met a condition or obligation to the University because of 1) failing to fulfill an academic; administrative; financial; or legal obligation, agreement, or requirement with the University, 2) disruptive or threatening behavior, or 3) a Student Code of Conduct sanction. Transcript holds may only be placed for financial purposes.

3. Reasons for Holds

3.1 Academic

Colleges, departments, or advising offices may place holds on student accounts for the following reasons:

- a. Failure to meet academic standards
- b. To enforce required advising appointments
- c. Not meeting admission or retention requirements for specialized programs (e.g., malpractice insurance, background checks, etc.)
- d. Academic departments may place a warning hold on a student account for lost or broken institutional equipment, supplies, property, uniforms, instruments, keys, etc.

3.2 Conduct

The Office of the Dean of Students may place a hold on a student account for:

- a. A disciplinary proceeding and/or failure on the student's part to follow through with any required actions to resolve an incident. See University Policy 2020 (Student Code of Conduct) or University Policy 2050 (Maintaining Instructional Order) for more information.
- b. Exhibiting behavior which constitutes a danger to oneself, others, or property. See University Policy 12050 (Behavioral Intervention and Threat Assessment).

3.3 Mandated Completion

The Dean of Students Office may place holds on student accounts when a student fails to complete University or State Board of Education mandated courses.

3.4 Matters Involving Harassment or Discrimination

The Office of Institutional Compliance and Ethics may place a hold on a student account for a matter involving alleged discrimination or harassment under University Policy 1060 (Non-discrimination or Anti-harassment) or a violation of University Policy 1065 (Sexual Harassment, Sexual Misconduct, Dating Violence, Domestic Violence, and Stalking).

3.5 Financial

- a. Student Financials, Financial Aid, Housing, Albertsons Library, and the Department of Public Safety may place a hold on a student account as a result of outstanding financial or policy obligations with the University. This could include, but is not limited to canceled, reduced, or eliminated aid; or a failure to sign promissory note.
- b. The minimum threshold for a financial hold is \$500. No hold will be placed for an amount of less than \$500.

3.6 Admissions

The Admissions Office may place a hold on a student account for incomplete Admission files.

4. Removing Holds

Once the issue that initiated the hold is resolved, the office that placed the hold is responsible for its timely removal.

5. Timing

A hold should prompt a student to resolve an issue before or after the registration period to minimize unintended disruptions to timely academic progress. Departments must play an active role in the timely removal of registration holds.

6. Responsibility and Authority

The Vice President for Student Affairs and Enrollment Management, or designee, is responsible for the enforcement of this policy.

- a. Each designated unit in Section 3.1 has the authority to initiate the registration hold process with students and place an official hold on a student account.
- b. Each year, by the last day in January, the names and titles of the individuals with registration hold authority will be sent to the Vice President for Student Affairs and Enrollment Management's office for auditing. The Registrar's Office is responsible for initiating the audit process.
- c. If any individual with designated registration hold authority leaves the University or moves to a new position on campus, the hold authority will be removed from that individual's profile. The authority in the office will be re-evaluated, and a new person in the unit may be assigned this responsibility.
- d. Hold authority does not transfer with the person leaving the unit, nor does their replacement automatically receive the same authority.

7. Right of Appeal

A student wishing to appeal a registration or transcript hold must contact the office responsible for placing the hold to initiate the appropriate appeal process.

8. Related Information

For instructions on how to place holds, contact the Office of the Registrar at:

(208) 426-4249

(800) 824-7017

regmail@boisestate.edu

Revision History

October 2017; January 21, 2021