

TEMPLE UNIVERSITY

POLICIES AND PROCEDURES

Title: Student “Holds” and Service Restrictions
Policy Number: 05.30.12
Issuing Authority: Office of the President
Responsible Officer: Senior Vice President and Chief Operating Officer

Date Created: March 30, 2007
Date Last Amended/Reviewed: November 2022
Date Scheduled for Review: January 2025
Reviewing Offices: Bursar’s Office

Scope of Policy & Rationale:

In certain circumstances, the university places “holds” on student records, such as when a student is in financial arrears or has otherwise failed to comply with academic or administrative policies. These holds may restrict students from registering for classes, receiving copies of transcripts or other university documents, or graduating from the university

This policy is intended to provide a framework for student service restrictions.

Policy Statement

1. This policy permits the university to maintain a holds process that is easily administered and communicated to students in a clear, concise manner.
2. A hold is defined as an electronic indicator placed on a student’s record in the university’s student information system. Holds may prevent a student from:
 - a. Registering for classes in future semesters either on-line or in person (RE).
 - b. Obtaining official or unofficial transcripts of academic work (TR).
 - c. Officially graduating from the university (GR).
 - d. Registering for future semester classes on-line (SR).

Roles and Responsibilities

3. Each academic or administrative unit is responsible for recommending and maintaining its own holds. Requests for new hold categories or sanctions

require authorization by the unit's or department's cognizant officer and approval by the Banner Student Steering Committee.

4. The Banner Student Steering Committee is responsible for periodically reviewing existing holds and approving the creation of all holds or sanctions. The committee also has oversight authority to assure that the holds process is consistent throughout the university (i.e., dollar threshold for financial holds) and communicated to Temple students.

Exceptions

5. Exceptions to Policy

- a. The Banner Student Steering Committee approves exceptions to the service restrictions specified for each "hold category". Operating units may present a compelling case for an exception to the committee and have the burden to show why consequences other than those specified in this policy should apply.
- b. Only the Banner Student Steering Committee may establish new hold categories.

Procedures

1. All holds will be classified under categories that summarize the reason(s) for placing the hold and outline the sanction(s) associated with the hold. The categories, sanctions (noted in parentheses), and responsible offices are:
 - a. Financial (RE, TR, GR) - Bursar's Office
 - b. Academic and Student Services (RE, SR) - Vice Provost
 - c. Disciplinary, University and Collegial (RE, TR, GR) - Dean of Student's Office
 - d. Administrative (RE, TR, GR) - Bursar's Office
2. Any school/college, administrative unit or department using holds is responsible for creating specialized messages to accompany student notifications. These notifications will contain appropriate information to provide students with the following:
 - a. The type of hold that has been placed against the student's record.
 - b. The reason(s) the hold was placed.
 - c. The action(s) the student must take to clear the hold.

- d. Where, when and how the student can discuss the issue with university officials.
3. Any school/college, administrative unit or department using holds must have written procedures outlining how holds are placed and removed. These procedures will be reviewed and approved by the unit's cognizant officer or their designee.

Notes

1. History:

The historical information for this policy is not available as policy was created before a history requirement was created.

This policy was formatted to the board's approved template per the 01.20.26 policy adopted on April 1, 2010.

Last amended:

Approved by the president on March 30, 2007.

Revised and amended in October 2022 to increase the maximum time frame for review of a policy to seven years.

November 2022: Updated to reflect current Bylaws and job titles.

Supersedes:

N/A

Reviewed By:

Provost's Office, Vice President for Computing and Information Systems/CIO, Bursar

2. Cross References/Appendix:

N/A