Process Name: Hold Processing
Date: November 17, 2005
Time: 10:12 a.m.
Location: BAB 202
Participants:
Session Lead:

Narrative/Description: Before a department or individual can have hold authority, a table must be set up in SIS that establishes departments and an appropriate code. Authorized departments place/remove holds on student records. Holds may block registration, issuing of official transcripts, processing of financial assistance, or all of the three. OIT runs a series of processes that can place/remove holds on certain records.

A hold may be placed on a record by accessing SIS and entering the appropriate flag, blocking a specific function within SIS or Web Services. Students are notified in writing when a hold is placed on their record. They also receive a warning when they attempt to access various services in Web Services.

To remove a hold the student must satisfy whatever action is required. In some cases (i.e. satisfying TSI requirements) the system may automatically remove the hold when a regularly scheduled routine is run. In most cases, an authorized user within the issuing department must go in and manually waive, clear, or delete the hold on an SIS screen.

The Registrar and designated staff have the authority, with justification, to override any hold in SIS.

Once a hold is removed, normal processing of a student’s record can resume.

Electronic Inputs: Special routines place/remove certain holds.
Manual/Paper Inputs: Staff can manually enter/remove holds in SIS.
Key Decision Points (list all): Receiving authorization/documentation to justify changing hold status.
Related Policy(s): SRSU Administrative Policy and Procedures
Interface to Other Systems: None
Web Features: Holds, reasons, and contact information appear on Web Services
Electronic Outputs: Focus programs provide lists of students with specific holds on record.
Manual/Paper Outputs: Lists can be printed from FOCUS report results.
Customer(s): Students, faculty, staff.

Regulatory Items: None

Frequency/Volume: Continual, 200-300 per term

Potential Break Points: Failure of Office to remove hold in timely manner.

Automation: Semi

Issues: Students don’t follow up on holds. Offices fail to remove/waive a hold in timely manner. Students blame Records Office for their failures to take care of business.

NOTE: In all the narratives the term “Registrar” may represent the Registrar in Alpine or the Director of Admissions and Records at Rio Grande College. The term “associate Registrar” may represent the Associate Registrar in Alpine and/or the Records Administrator at Rio Grande College.