



Student Holds

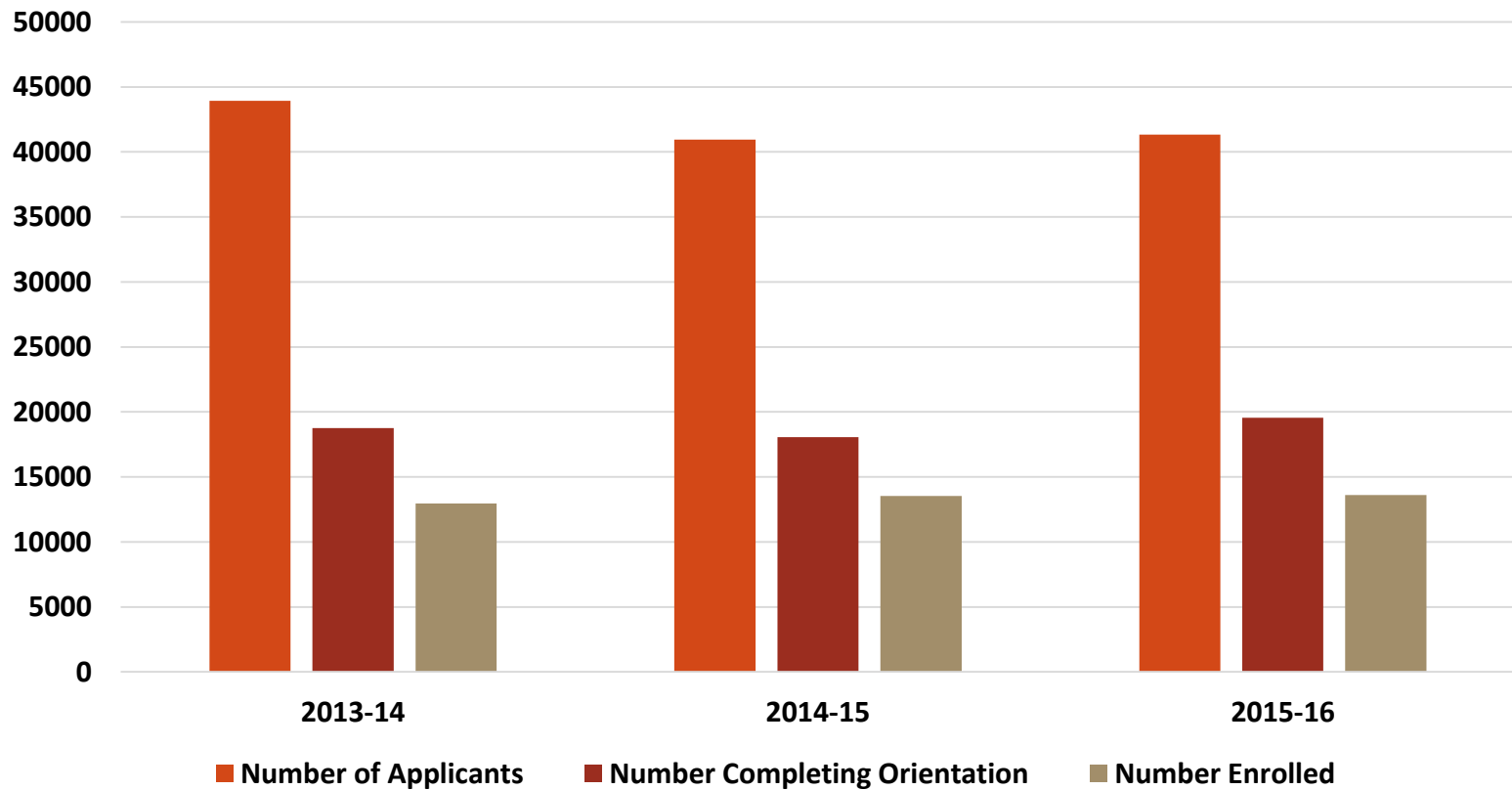
PRESENTED BY:

Dr. Joumana McGowan – Associate Vice President, Instruction
Mr. Robert Hughes – Director, Enterprise Application System
Dr. George Bradshaw – Dean, Enrollment Management

Top Codes that Prevent Registration

CODE – Description	
OR – Orientation	SS – Student Services
PD – Fees Past Due	IT – IT Script Registration Attempt
SA – Special Admit & College Start	SL – Student Life
CS – Conserve Collections Agency	CC – Child Development Center
FA – Financial Aid	PE – Physical Education Division
F1 – F1 Student Hold	RC – Returned Check
LL – Library/Learning Resources	CW – CalWORKs Book or Supply Loan
BR – Bookstore Rental Fees	AT – Arts Division
DP – Duplicate Record	TH – Technology & Health Division
NS – Natural Sciences Division	HU – Humanities Division

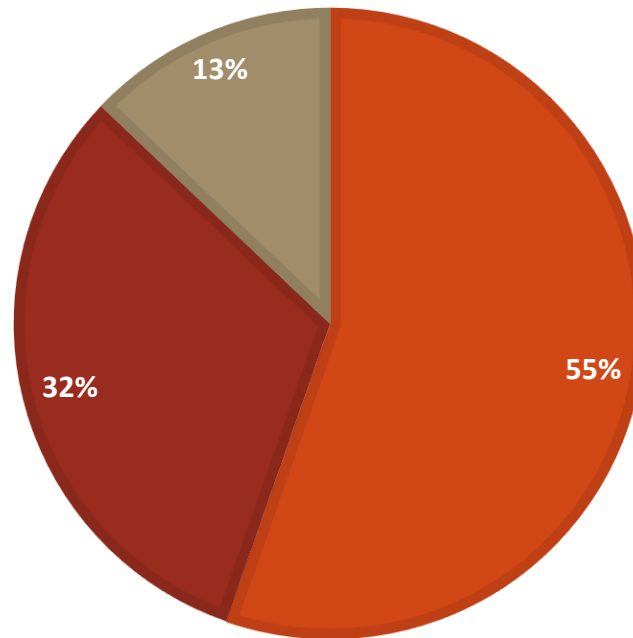
3 Year History of Applicants



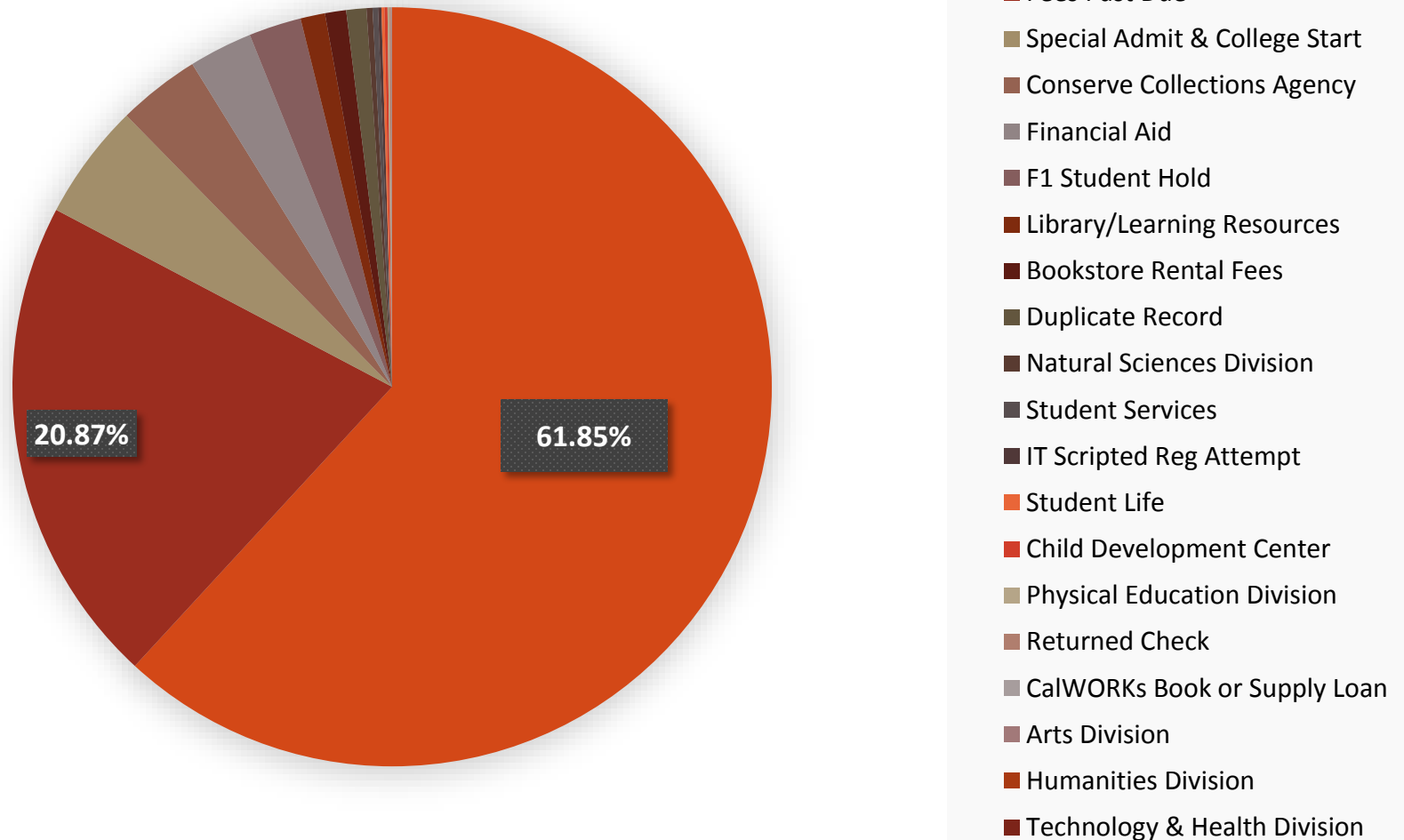
Applicant Outcome

3-YR AVERAGE

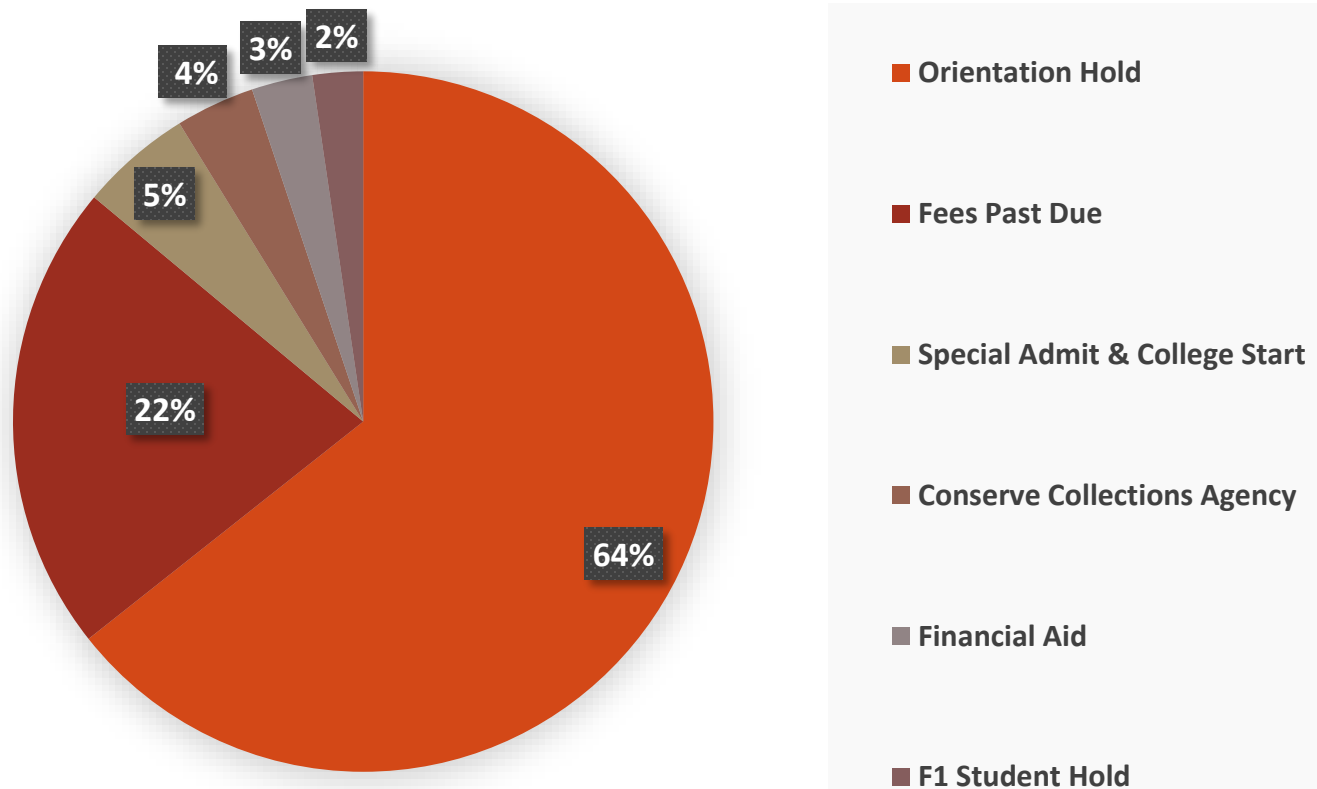
■ With Holds (23280) ■ No holds & enrolled (13368) ■ No holds & Not enrolled (5421)



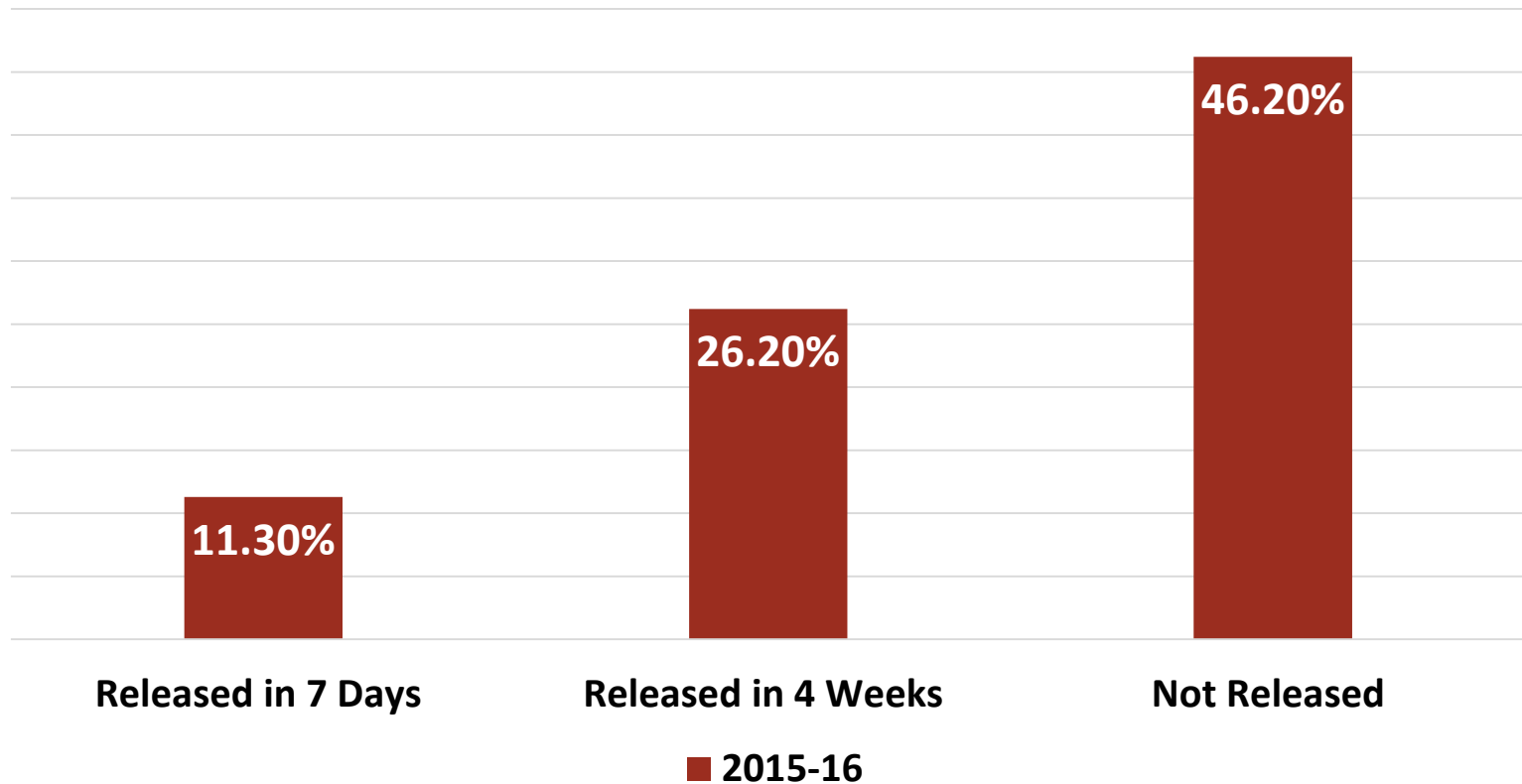
82.72% of Holds that prevent registration were either *Orientation* or *Fees Past Due* Holds



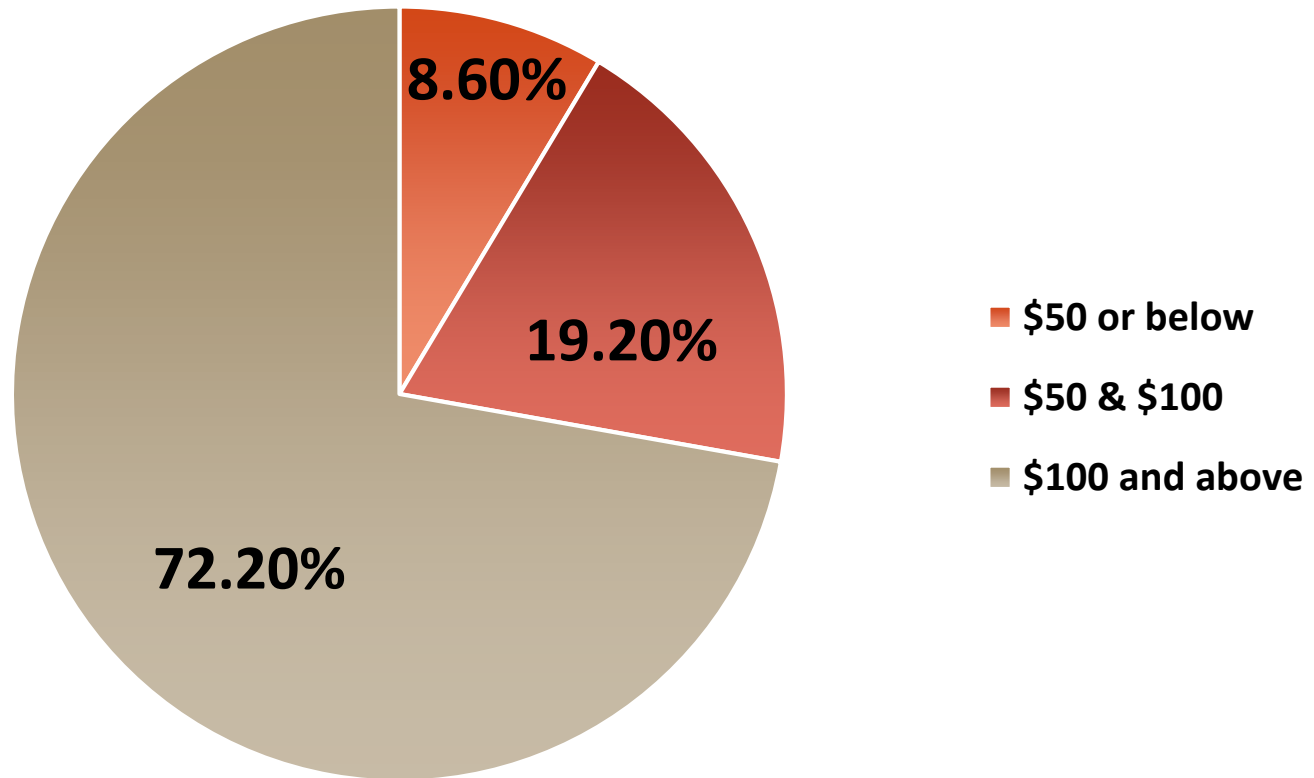
Top six holds for 2015-16



Holds Released in 2015-16



Financial Percentage of Holds



Facts

- Spring is the term most affected by holds
 - 44.7 % of all holds posted were posted between January 1, 2016 and April 30, 2016
- 55% of students who received at least one ***Fees Past Due*** hold in 2015-16 had accumulated more holds
- 15% of students had received 5 or more ***Past Due Holds***

Room for Improvement

The Student Holds Task Force identified two areas that could be improved with respect to our processing of holds:

1. Improve the “View Holds” screen to give clear instructions to students
2. Release fiscal holds immediately upon payment

Current “View Holds” Screen

Personal Information **Student** Financial Aid

Search Go

View Holds

RETURN TO MENU SITE MAP HELP

Please note that some holds are sensitive and may not display on this page.

Administrative Holds

Hold Type	From Date	To Date	Amount	Reason	Originator	Processes Affected
Accounts Receivable	Oct 31, 2016	Dec 31, 2099		Hold by AR		Registration Transcripts Graduation Grades Enrollment Verification Evaluation
Assessment Hold	Oct 31, 2016	Dec 31, 2099		Need to take Assessment test		
Arts Division	Oct 31, 2016	Dec 31, 2099		Hold by Arts Division		Registration Transcripts Graduation Grades Enrollment Verification Evaluation
Bookstore Rental Fees	Oct 31, 2016	Dec 31, 2099	\$50.00	Hold by Bookstore		Registration Transcripts Graduation Grades Enrollment Verification Evaluation
Business Division	Oct 31, 2016	Dec 31, 2099		Hold by Business Division		Registration Transcripts Graduation Grades Enrollment Verification Evaluation
Child Development Center	Oct 31, 2016	Dec 31, 2099		Hold by Child Dev. Center		Registration Transcripts Graduation Grades Enrollment Verification Evaluation
Community Education Division	Oct 31, 2016	Dec 31, 2099		Hold by the Cont. Ed Department		Registration Transcripts Graduation Grades Enrollment Verification Evaluation
CalWORKs Book or Supply Loan	Oct 31, 2016	Dec 31, 2099		Hold by CalWORKs		Registration Transcripts Graduation Grades Enrollment Verification Evaluation
F1 Student Hold	Oct 31, 2016	Dec 31, 2099		Visa Expired		Registration
Financial Aid	Oct 31, 2016	Dec 31, 2099		Non Fin Aid Major		Registration Transcripts Graduation Grades Enrollment Verification Evaluation
Fees Past Due	Oct 31, 2016	Dec 31, 2099	\$115.00	Past Due		Registration Transcripts Graduation Grades Enrollment Verification Evaluation

RELEASE: 8.7.1

Reason is often left blank

Processes Affected is redundant and confusing

Originator is usually left blank

New “View Holds” Screen

Personal Information **Student** Financial Aid

Search Go

[SITE MAP](#) [HELP](#) [EXIT](#)

View Holds

Please note that some holds are sensitive

Administrative Holds

Hold Type	From Date	To Date	Amount	Reason	How to clear Hold
Admissions and Records	Sep 14, 2016	Dec 31, 2016		Hold by AR	Click here for the Admissions and Records Hold FAQ
Assessment Hold	Sep 14, 2016	Dec 31, 2016		Need to take Assessment test	Click here to visit the Assessment Center
Arts Division	Sep 14, 2016	Dec 31, 2016		Hold by Arts Division	Click here for the Arts Division Hold FAQ
Bookstore Rental Fees	Sep 14, 2016	Dec 31, 2016	\$50.00	Hold by Bookstore	Click here to pay fees
Business Division	Sep 14, 2016	Dec 31, 2016		Hold by Business Division	Click here for the Business Division Hold FAQ
Child Development Center	Sep 14, 2016	Dec 31, 2016		Hold by the Child Dev. Center	Click here for the Child Development Center Hold FAQ
Community Education Division	Sep 14, 2016	Dec 31, 2016		Hold by the Cont. Ed. Div.	Click here for the Continuing Education Hold FAQ
CalWORKs Book or Supply Loan	Sep 14, 2016	Dec 31, 2016		Hold by CalWORKS	Click here for the CalWORKS Hold FAQ
F1 Student Hold	Sep 14, 2016	Dec 31, 2016		Visa Expired	Click here for the Admissions and Records Hold FAQ
Financial Aid	Sep 14, 2016	Dec 31, 2016		Non Financial Aid	Click here for the Financial Aid Department Hold FAQ
Fees Past Due	Sep 14, 2016	Dec 31, 2016			Click here to pay fees

RELEASE: 8.7.1

Hold Description is now a Hyperlink

“How to clear Hold” links will go to a “Student Holds FAQ” page

For “Amount Due” Holds, a direct link to make a payment

Links from the “View Holds” screen will go to this public web page, with anchors to the specific hold code.

Page is outside of the portal for easy maintenance and use by campus staff.

The screenshot shows the Mt. San Antonio College website header with a maroon background. The main navigation bar is dark grey with links for Admissions, Steps to Apply, Register for Classes, Fees, and Forms. The page title is "Student Holds FAQ" with a subtitle "Frequently asked questions about student hold codes". Below this is a section for "Admissions and Records" with a subtitle "Hold Code AD". This section contains four expandable FAQ items: "Why do I have this hold on my record?", "Does this hold prevent me from registering?", "How do I clear this hold?", and "Who can I contact if I have questions?". Below this is a section for "Arts Division" with a subtitle "Hold Code AT". This section contains two expandable FAQ items: "Why do I have this hold on my record?" and "Does this hold prevent me from registering?".

Mt. San Antonio College

Portal Login Search

Admissions Steps to Apply Register for Classes Fees Forms

Student Holds FAQ

Frequently asked questions about student hold codes

Admissions and Records

Hold Code AD

- ▶ Why do I have this hold on my record?
- ▶ Does this hold prevent me from registering?
- ▶ How do I clear this hold?
- ▶ Who can I contact if I have questions?

Arts Division

Hold Code AT

- ▶ Why do I have this hold on my record?
- ▶ Does this hold prevent me from registering?

Staff responsible for each hold was asked to complete a Smartsheet form answering the four questions for each hold code.

To date, responses have been received for SA, OR, LL, FA, F1 and IT holds

Student Hold FAQ Collection

We have been asked to provide clearer instructions to students who may have holds on their records. Please complete this form for any holds that your office is responsible for. Here are the holds used in 2015-16:

AS - Assessment Hold
AT - Arts Division
BR - Bookstore Rental Fees
CC - Child Development Center
CW - CalWORKs Book or Supply Loan
F1 - F1 Student Hold
FA - Financial Aid Hold
LL - Library/Learning Resources
NS - Natural Sciences Division
OR - Orientation Hold
PD - Fees Past Due
PE - Physical Education Division
RC - Returned Check
SA - Special Admit and College Starter
SL - Student Life
SS - Student Services

Hold Code *

Enter the 2 character hold code from the list above

Hold Description *

Enter the description of the hold from the list above

Why do I have this hold on my record?

Enter an explanation for the student. Be as clear and precise as possible. If this hold could cover different scenarios, give examples.

Does this hold prevent me from registering? *

Answer with a simple yes or no. If applicable, include other implications of this hold (for example: can't get a transcript, can't check out books, etc.)

How do I clear this hold? *

Enter the steps that a student must take in order to clear this hold. If it requires an in-person visit, enter the location and office hours. Inform the student of the time between taking action (such as dropping an overdue book at the library drop box) and getting the hold removed (such as "within 24 hours").

Who can I contact if I have questions? *

Enter contact name, e-mail address, phone number, or enter the URL for your 'Contact Us' page (such as <http://www.mtsac.edu/admissions/contact.html>)

☐ Send me a copy of my responses

Submit

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Immediate Release of Fiscal Holds

- Previously, “Fees Due” holds were released by a process that cycled through all students every 15 minutes.
- Students had an expectation that they would be able to register immediately after making a payment, and would call A&R, Bursars office and/or the IT help desk if that was not the case.
- IT staff developed a custom database trigger that is executed whenever a student makes a payment on-line, immediately releasing that student’s “Fees Due” hold.
- **As of 10/17/16, Fees Due holds (PD, NS, CO, CS) are now being released immediately and automatically when payment is made**

THANK YOU to the members of the *Holds Task Force*

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