

## Registration Hold Policy

### **Purpose and Scope**

West Chester University aims to make class registration accessible to all students to promote degree progression and timely degree completion. The Registration Hold Policy establishes that WCU does not utilize holds to prevent students' access to course registration.

In limited instances where the prevention of a student's registration is necessary to comply with federal, state or other requirements, this policy establishes a process by which a department/unit can seek an exception.

Effective for the Fall 2024 registration period, this policy will apply to all registration holds with the exception of those managed by the Bursar's Office. The Bursar's Office will work to limit holds preventing registration for the Fall 2025 registration cycle (Beginning March 2025).

### **Policy Statement**

West Chester University, in promotion of student success and in alignment with its Moon Shot for Equity Mission, prevents the utilization of holds to restrict student registration. Timely access to needed classes is a critical component to a student's retention and degree progress.

The Registration Hold policy establishes a framework by which a department/unit or organization may seek an exception to this policy to establish a registration hold. The university intends that registration holds be utilized as a last resort to ensure student compliance with university policies or in compliance with a federal or state regulation. The university's intention is to establish a high threshold for a registration hold.

### **Policy Framework**

To request an exception to this policy and place a registration hold, a department must submit a request that justifies the need for the registration hold and that articulates how the department/unit will satisfy the following standards of threshold, communication, transparency, timeliness, ease of removal, assessment and review:

- 1) Threshold: West Chester sees registration holds as a last resort to ensure student compliance with other university policies. Departments /units seeking registration holds must demonstrate that placing a registration hold is justified given the extreme circumstances that render a student in long-term violation of university policy, a danger to self or others if they attend classes, or in violation of other federal or state regulations. When making a request for an exception to this policy, please note the following criteria:
  - a. Holds may not be applied for past due balances of less than \$1,000. (This will be effective for Bursar holds beginning with Fall 24 registration).
  - b. Holds may not be applied for past due balances over \$1,000 until the balance is at least 90 days past due.
  - c. All past due balances that result in a hold must be easily accessible on the student account in the Student Information System (myWCU/RamPortal)

- d. For judicial and other holds related to student behavior, holds may only be applied when there is evidence that it presents a danger of students participating in classes.
- 2) Communication: Departments /units seeking a registration hold must demonstrate that they have proactively and robustly communicated with students regarding the noncompliant task.
  - a. Communication must be multi-modal such as a combination of email, text message, phone call, mailing homes, etc. and across a significant period of time.
- 3) Transparency: Registration holds must be easy for students to understand. Departments/units requesting an exception to this policy must demonstrate how steps to remove the hold will be explained to students and advisors with language that is accessible, allowing students to easily understand the reason for the hold, who to contact with questions, and the options for resolving the hold.
- 4) Timeliness: Registration holds must meet the following criteria of timeliness:
  - a. Holds cannot be applied less than 10 business days prior to a student's registration start date for a term. This timeline provides students with opportunities to resolve the hold prior to the start of registration.
  - b. The removal of a hold must be a timely process in order to minimize disruption to the student's degree progress. A student should be able to remove a hold within 60 minutes. I.e. within 60 minutes of completing the outstanding requirement, the hold will be removed.
- 5) Ease of Removal: Students must be able to resolve a registration hold via self-service (i.e., self-directed access in the Student Information System that does not require staff interaction to complete).
- 6) Assessment and Review: Departments/units who obtain an exception to this policy and assign a registration hold must provide annual data every June for review. Required data includes:
  - a. Number of students who had the registration hold applied for the last four semesters;
  - b. the financial liability of the hold by student;
  - c. the length of time the hold remained on the student record;
  - d. length of time it took to remove the hold after the student completed the outstanding requirement;
  - e. if the student cleared the hold and successfully registered;
  - f. the race, gender, year in school, and admit type of the student;
  - g. student ID number.

These data will be reviewed annually by the Enrollment Management Planning Committee to make a recommendation on the continuation of the registration hold.

**Procedures:** Departments seeking an exception to this policy to apply a registration hold must submit a request to the Enrollment Management Planning Committee detailing its intended compliance with the above requirements. These requests will be reviewed by the Enrollment Management Planning team within 10 business days of the request and will submit feedback and recommendations to the Provost or Provost's representative for final determination regarding the request.

Effective for the Fall 2024 registration period, this policy will apply to all registration holds except those managed by the Bursar's Office. The Bursar's Office will work to limit holds preventing registration for the Fall 2025 registration cycle (Beginning March 2025).

**Definition**

- Registration Hold: An indicator applied in the Student Information System that prevents students from self-service registration for classes.

**Key Stakeholder Entities:** Moon Shot for Equity Advisory Board, Financial aid, Bursar, Registrar's Office, Admissions

**Owner:** Megan Jerabek, Senior Associate Vice President

**Approved by:** Approved by Interim Provost Jeff Osgood, December 2023

**Effective Date:** For start of fall 2024 registration

**Review Date: December 2026**

Policy has been reviewed by the following entities:

- Financial Aid
- Bursar
- Student Conduct
- Registrar's Office
- University Admissions
- IS&T
- The Graduate School