

HOLDS ON STUDENT REGISTRATION
University of Oregon

1. The UO utilizes administrative holds to support student success and protect the institution's interests by enforcing policy. Registration holds prevent course enrollment and should only be used when other options are not available and the prevention of future enrollment is a reasonable consequence.
2. Registration holds may be proposed only to enforce university or administrative policy, laws, or regulations. University units may only place holds that have been approved.

For approval, proposed registration holds must meet all of the following criteria:

- A. Prevention of future enrollment is a reasonable and intended consequence of non-compliance
- B. An alternative, less-restrictive option of comparable value is not available
- C. The responsible unit has capacity to effectively administer hold and adhere to best practices outlined by the Registration Hold Governance Committee (RHGC)

(Please see the Supplemental Guidelines for additional details around the administration and use of registration holds.)

Supplemental Guidelines for the Administration and Oversight of Registration Holds

To support and oversee the administration of registration holds, the Office of the Provost will charge and convene a Registration Hold Governance Committee (RHGC). The RHGC will meet every spring term to 1) review proposals to establish new holds (submitted by April 1); 2) evaluate impact and processes of existing holds; and, 3) update registration hold policy and practice.

All registration holds must have RHGC approval.

Registration hold *policy* refers to the "Holds on Student Registration" policy adopted by the University Senate; and, registration hold *practice* refers to the "Supplemental Guidelines for the Administration and Oversight of Registration Holds." Registration hold practice may also include related processes and procedures, including student appeal process and processes associated with the administration of the RHGC.

The RHGC will inform the Undergraduate Council of proposed changes to hold policy and specific holds reviews; and, will confer with Undergraduate Council when additional perspective is needed.

To increase awareness of registration holds, the RHGC will update and publish the following table, for all approved registration holds, prior to the beginning of fall term.

- Name of Registration Hold
- Administering Office
- Date/Timeframe of Hold Placement
- Type of Hold: Current and/or Future Term Hold; or PIN
- Link to Hold Information on Administering Unit's Website

Proposed registration holds must meet all of the following criteria for initial and continuing approval.

The RHGC is responsible for evaluating the following:

- D. Prevention of future enrollment is a reasonable and intended consequence of non-compliance
- E. An alternative, less-restrictive option of comparable value is not available
- F. Responsible unit has capacity to effectively administer the hold and adhere to best practices outlined by the Registration Hold Governance Committee (RHGC)

RHGC Best Practices for Registration Hold Administration:

1. **Clear Communication**. The unit website and hold-related student messaging must contain clear information detailing the policy and procedure for registration holds within that unit, including information on how to address/remove the hold and how to appeal the hold placement.
2. **Timing of Holds**.
 - a. For most registration holds:
 - i. The notice of a potential registration hold must be sent to students at least two weeks prior to its placement
 - ii. Registration holds must be placed prior to the beginning of Week 6 of the term

- b. In extenuating circumstances (i.e., where the safety and/or wellbeing of an individual or community is of concern), hold placement and impact may be immediate.
3. **Removing Holds.** The steps a student needs to take to remove a hold must be accessible and easy to navigate. Units applying registration holds must lift the hold in a timely fashion; for example: within one business day of a student's successful resolution of the hold, if during Weeks 1-7, finals week, or during breaks; and, within three business days during Weeks 8-10.
 - a. Students who feel offices administering holds are not responding in a timely or instructive way should share their feedback with their academic advisor. The academic advising community will be knowledgeable on how to support students in that scenario.
 - b. Special situations, including an option for having a hold temporarily removed, or rare situations where a hold will remain in effect regardless of student action, must be communicated to the student when the hold is placed.
4. **Access and Equity.** Units applying registration holds must demonstrate equitable impact and accessible processes. In the case of inequity or inaccessibility, units will identify changes to the hold and its process and implement the changes immediately.

RHGC Membership:

Membership of the RHGC may include staff and faculty representatives; departmental representation on the committee, could include:

- Registrar's Office
- Undergraduate Education and Student Success
- Accessible Education Center
- Center for Multicultural Academic Excellence
- Division of Equity and Inclusion
- Faculty representative(s) from the University Senate (e.g., Undergraduate Council, Graduate Council, at-large appointment)
- International Student and Scholar Services
- Office of the Dean of Students
- Pathway Oregon
- Services for Student Athletes
- Student Financial Services
- Student Orientation Programs
- University Health Services (including the Counseling Center)
- University Housing