

Policy: 3.10

Student Records Holds

Purpose

To prompt student action to satisfy a college requirement(s) deemed essential.

Definitions

Financial Hold – a hold placed on a student account for having a balance due greater than \$25.

Non-Financial Hold – a hold placed on a student account for non-monetary unfulfilled obligations to the College, such as unreturned equipment.

Policy Statement

A hold may be placed on a student's record for various reasons, such as, but not limited to:

- overdue financial balance on a student account
- not returning library books, lab equipment, loaned technology, and other college equipment
- not satisfying health and safety requirements, such as documentation of immunizations

Depending on the actions of the student hold, the student may be prohibited from making changes to their current course schedule, enrolling in future semesters, or obtaining and delivery of an official transcript, diploma, or certificate until the hold is resolved.

Each hold has a designated department and staff responsible for the timely maintenance of student holds, adequate notification of a hold being placed, and ensuring that appropriate staff can manage the hold in KCKCC's student information system.

Annually, the Vice President for Student Affairs and Enrollment Management (VPSAEM) and Chief Financial Officer (CFO), or designees, are responsible for publishing a list of active hold types and departmental contacts on the KCKCC website, reviewing all hold types to ensure they are still valid and in the best interests of both the institution and the student, and ensuring that departments have adequate access to remove the hold.

Financial Holds

Prior to each semester's enrollment period, the Business Office may place a financial hold on a student account for unpaid balances, preventing the release of a student's official transcript.

An unpaid balance on a student account between \$25 and \$1,000 does not prevent a student from making changes to their current class schedule or enrolling in a future semester.

An unpaid balance on a student account over \$1,000 will prevent a student from making changes to their current class schedule or enrolling in a future semester, unless a payment plan has been put in place between the Business Office and the student, and there is active progress towards reducing the balance owed. In the event of extraordinary circumstances, the CFO may grant a waiver for financial holds.

Non-Financial Holds

For non-financial holds, the student may not be allowed to make changes to their current class schedule or enroll in a future semester until the purpose of the hold is satisfied and the hold is removed. If non-financial holds are not remedied, the department placing the hold may have the Business Office apply an appropriate charge to the student's account resulting in a financial hold if the charge is not satisfied. In the event of extraordinary circumstances, the VPSAEM in consultation with the department may grant a waiver for non-financial holds.

Creating New, Deleting, or Changing Non-Financial Hold Types

Requests for creating new, deleting, or changing a non-financial student hold types are submitted to the VPSAEM. The VPSAEM will consult with the President's Cabinet as necessary about the utility of the request, adherence to best practices, and overall impact on the College and student success. If approved, the VPSAEM, or designee, will work with Information Services and the department(s) responsible for managing the additional hold or other changes to ensure proper action and training is provided as applicable.

Board Approved: 03/21/2023