

Classification: Academic Affairs

Approving Authority: President

Responsible Authority: Academic Affairs Office, Office of the Registrar and Enrollment Services

Implementing Authority: Office of the Registrar and Enrollment Services

Effective Date: March 2024

Review: February 2025

Hold on Student Academic Records Policy & Procedures

1.0 Purpose

- 1.1 The purpose of this policy is to regulate the use of holds on academic records to manage exceptional circumstances or address specific issues that may affect a student's academic status, financial obligations, or compliance with university policies.
- 2.1 The purpose of a hold is to prompt the student to take appropriate actions to resolve the underlying concern, after which the hold is released by the relevant university office or department.

2.0 Scope

- 2.1 This policy applies to all students enrolled at AUIB in any degree program, course, or educational offering.

3.0 Definitions

- 3.1 Hold - refers to a temporary restriction placed on a student's academic records or university account, limiting certain privileges or access to services due to specific circumstances. Holds are implemented to address outstanding issues, ensure compliance with university policies, or manage exceptional situations that may affect a student's academic standing, financial obligations, or access to university resources.

4.0 Policy

- 4.1 Ensure clear communication and timely notification to students regarding the imposition of holds on their records. Students are informed of the reasons for the hold and the steps needed to be taken to resolve the issue.
- 4.2 Provide well-defined pathways for students to resolve issues leading to holds on their records. This includes clear instructions on whom to contact, deadlines for resolution, and available support services.
- 4.3 Ensure fairness and consistency in the application of holds on student records. Decisions are made based on established criteria, and students are treated equitably regardless of their background or circumstances.



- 4.4 Address financial accountability and responsible conduct. Holds may be put in place for outstanding tuition fees, fines, or any other financial obligations.
- 4.5 Provide students with the necessary support and guidance to resolve issues leading to holds on their records. Academic advisors, financial aid officers, and other relevant staff are available to assist students in addressing concerns.
- 5.1 The following are the types of holds that may be placed on a student's academic records:
 - 5.1.1 Administrative Hold - Placed for administrative reasons, such as outstanding fees, library fines, disciplinary actions, or other non-academic matters.
 - 5.1.2 Academic Hold - Placed due to academic concerns, including academic probation, disciplinary actions, unresolved academic misconduct investigations, or incomplete course requirements.
 - 5.1.3 Financial Hold - Placed for unpaid tuition fees or other financial obligations to the university.
 - 5.1.4 Advising Hold - Placed to ensure students meet with their academic advisors before enrolling in the upcoming semester.
- 5.2 Holds on academic records may be initiated by various university offices or academic units authorized to do so. These offices include, but are not limited to, the Office of the Registrar and Enrollment Services, Student Affairs, Office of Student Life, Office of Financial Aid, and respective academic units. The decision to place a hold must be in accordance with university policies and applicable laws.
- 5.3 Upon the placement of a hold on a student's academic record, the student must be notified promptly through the official university email or other appropriate communication channels. The notification should include the reason for the hold, the office responsible for the hold, and the steps required to resolve the issue.
- 5.4 Students with holds on their academic records are responsible for resolving the issues that led to the hold's placement. The student should contact the appropriate university office and follow the outlined procedures to address the hold. Once the issue is resolved, the university office responsible for the hold must release it within a reasonable timeframe.
- 5.5 If a student believes that a hold has been incorrectly placed on their academic records or disagrees with the hold's validity, they have the right to appeal the decision. The appeal process, including relevant forms and deadlines, will be made available to students through the Office of the Registrar and Enrollment Services.



- 5.6 Students with holds on their academic records may have restrictions on enrollment in courses, access to official transcripts, and participation in university activities until the hold is resolved.
- 5.7 All information related to holds on academic records is considered confidential and will be handled in compliance with applicable laws and university policies on data protection and privacy.
- 5.8 This policy on holds on academic records will be periodically reviewed to ensure its relevance, effectiveness, and compliance with relevant regulations. Any necessary revisions will be proposed and approved following the university's standard policy review procedures.

5.0 Procedures

- 5.1 The respective university office or academic units, authorized to place holds, must first identify a valid reason for initiating a hold on a student's academic records. The reason for the hold must align with the types of holds outlined in the "Holds on Student Academic Records Policy." The decision to place a hold should be based on accurate information and adherence to university policies, guidelines, and applicable laws.
- 5.2 Once the decision to place a hold is made, the student must be promptly notified through their official university email or other appropriate communication channels. The notification should be clear and concise, providing the student with the specific reason for the hold, the office or academic units responsible for the hold placement, and any relevant deadlines for resolution. It should also include instructions on how to contact the office or academic units if the student requires further clarification or wishes to initiate the resolution process.
- 5.3 The authorized staff member from the respective office or academic units must maintain clear records of the hold placement process. This includes documenting the reason for the hold, relevant communications with the student, any supporting evidence or documentation, and the date and time of the hold's application to the student's academic records. These records should be treated with confidentiality and stored securely in accordance with university data protection and privacy policies.
- 5.4 Following the notification to the student and appropriate record keeping, the authorized staff member from the relevant office or academic units will apply the hold to the student's academic records in the university's student information system. The system should have the capability to indicate the type of hold, the reason for its placement, and any necessary details to facilitate a smooth resolution process.



- 5.5 Depending on the nature of the hold and the reason for its placement, the system may allow for the specification of a hold period. The hold period defines the duration during which the hold will remain active on the student's records. Additionally, a resolution deadline may be set, if applicable, providing the student with a timeframe within which the issue leading to the hold must be resolved. The hold period and resolution deadline should be aligned with university policies and any applicable regulations.
- 5.6 Throughout the duration of the hold, the relevant university office or academic units must be readily available to support the student in resolving the issue leading to the hold. Staff members should be accessible for inquiries, provide guidance on the necessary steps for resolution, and offer assistance in navigating any university procedures related to the hold.
- 5.7 Once the student has successfully resolved the issue that led to the hold's placement, the authorized staff member from the respective office or academic units is responsible for releasing the hold promptly. The hold release process should be carried out within a reasonable timeframe after the resolution has been confirmed. The student must be notified of the hold's release through their official university email or other appropriate communication channels.
- 5.8 After the hold is released, the student's academic records should be updated in the university's student information system to reflect the current status accurately.

Related Policies and Documents

Appeals Policy & Procedures
Academic Standing Policy & Procedures
Code of Conduct Policy & Procedures
Commencement Policy & Procedures
Conferral of Degrees Policy & Procedures
Enrollment Management Policy & Procedures
Financial policies & procedures
Registration Policy & Procedures
Student Awards and Financial Aid Policy & Procedures
Student Records Management Policy & Procedures
Transcript Policy & Procedures