Policy
This policy establishes guidelines for withholding students’ registration, transcripts, and/or diplomas because of unsettled obligations to the University, financial or otherwise. Withholding of registration, transcripts, and/or diplomas are never taken on behalf of any individual, concern or enterprise including other universities within the UW System, not directly associated with the University of Wisconsin-River Falls.

Authority
The UW-River Falls Chancellor issues this policy in accordance with the Administrative Policy process. The Vice Chancellor for Business and Finance is responsible for the administration of this policy. Request an exception to this policy by emailing administrative-policy@uwrf.edu.

Procedure
Requesting or Modifying a Financial Hold:
1. Financial holds are permitted for $10.00 and greater balances due.
2. Financial holds for balances between $10.00 to $499.99 will prevent the issuance of transcripts and diplomas.
3. Financial holds for balances of $500.00 and greater will prevent registration and the issuance of transcripts and diplomas.
4. Department requesting or modifying the hold needs to complete and submit the Enrollment Services Hold form to the Bursar; the form will include the reason for the hold and a procedure for assessing, reviewing and releasing the holds. The form is available on the Registrar’s website.
5. The request will be reviewed by the Bursar and approved by the Vice Chancellor for Business and Finance.
6. The department will be notified in writing the approval or denial of the requested hold.
7. If approved, the form will be routed to DoTS personnel to grant access, set up or modify the service indicator codes.

Requesting or Modifying a Non-Financial Hold:
1. Department requesting the hold needs to submit the form to the Registrar; the form will include what the hold is for, the impacts, and a procedure for assessing, reviewing and releasing the holds. The form is available on the Registrar’s website.
2. The request will be reviewed by the Registrar and approved by the Provost and Vice Chancellor for Academic Affairs and Student Success.
3. The department will be notified in writing the approval or denial of the requested hold.
4. If approved, the form will be routed to DoTS personnel to grant access, set up or modify the service indicator codes.

Enrollment Services Holds Processing:
1. Each office will be responsible for placing and removing holds in the Student Information System. Departments requesting holds are responsible to ensure that the hold is removed when the issue is satisfied.
2. Students may view their hold information through the Student Information System.
3. Policies Governing the Release of Records and Registration: All hold categories will be noted with specified dollar amounts when needed to inform the student.
4. On an annual basis, the Bursar and Registrar will provide a list of all students with a hold (financial and non-financial) for the departments to review. The departments will need to verify that the holds are still valid and
will have a two-week period to make changes and update the student records.

5. If an Enrollment Services Hold (Financial or Non-Financial) is disputed, the student must be offered an opportunity to appeal the case.
   a. If the hold is financial, the student will email the appeal to the Bursar who will review and make a decision. The decision will be emailed to the student and the department.
   b. If the hold is non-financial, the student will email the appeal to the Registrar who will review and make a decision. The decision will be emailed to the student and the department.

University Responsibilities
The Registrar and Bursar is responsible for overseeing this policy.

Department/Unit Responsibilities
Registrar’s Office
Student Billing
Department of Technology Services (DoTS)

Contact
To direct questions about this policy, email to administrative-policy@uwrf.edu