STETSON LAW

Non-Academic Holds on Student Accounts and Records

A. Reasons for a Non-Academic Hold: A "hold" may be placed on student accounts and records for academic or non-academic reasons. This policy addresses non-academic reasons. Generally, a student's account and records may be placed on hold when a student fails to timely remit payment, complete required paperwork or programming, or return College of Law material or equipment. Below are non-exhaustive lists of reasons a student's account and records may be placed on hold:

1. Financial reasons:

a. Failure to timely pay tuition, fees, rent for campus housing, or other educational charges.

b. Failure to timely resolve a returned payment or check.

c. Failure to timely pay for assessed damage caused to College of Law property or property used for a College of Law program (e.g., housing in a study-abroad program).

d. Failure to timely pay a parking ticket or fine issued on College of Law property or by a College of Law department.

2. Non-financial reasons:

a. Failure to timely complete and submit for certification required pro-bono hours.

b. Failure to return library materials, graduation regalia, or other borrowed College of Law materials or equipment on a timely basis.

c. Failure to timely complete and return mandatory paperwork (e.g., failure to return paperwork distributed as part of New-Student or Transfer-Student Orientation, or failure to provide an official transcript from an undergraduate or graduate institution, failure to update Emergency Contact Information).

d. Failure to timely complete steps in or paperwork associated with the financial-aid or admissions processes.

e. Failure to participate in mandatory programming, such as New-Student or Transfer-Student Orientation, First-Year Professionalism Series, or Professionalism Day.

f. As a temporary measure pending completion of the application amendment process, as determined by the Dean, Associate Dean for Academics, or Assistant Dean for Student Life.

g. As a temporary measure pending completion of an investigation under the Academic Honor Code or Student Code of Professionalism or Conduct, as determined by the appointed Investigator, the Associate Dean for Academics, or the Assistant Dean for Student Life.

B. Procedure for Issuing a Non-Academic Hold: Only a dean or department head may request that a student's account and records be placed on non-academic hold. A hold requested for a financial reason will be managed by the Business Office, and a hold requested for a non-financial reason will be managed by the Registrar's Office.

1. To initiate the hold process, the dean or department head will notify the student in writing of an intent to issue a hold if the student does not resolve the situation by a stated deadline. The dean or department head has discretion to set the period of time within with the student must act, and will outline the steps the student must take to resolve the hold. Under most circumstances, a student typically will have at least five business days to resolve the situation and avoid the hold. However, a shorter period may be used when warranted. Pursuant to College of Law policy, campus email will be the typical way to communicate with a student.

2. If the student does not resolve the situation by the deadline, the dean or department head will forward a request for a hold to the Business Office (financial reasons) or the Registrar's Office (non-financial reasons).

3. The Executive Director of Budget and Finance or the Registrar, as appropriate, will issue the hold by noting it on the student's Banner account. The Business Office or Registrar's Office, as appropriate, will also notify the student of the hold.

4. If the Executive Director of Budget and Finance (financial reasons) or the Registrar (non-financial reasons) has concerns about the hold request — before issuing the hold — he or she will contact the requesting office to attempt to resolve the concern. If the concern cannot be resolved, the matter will be referred to the Dean or the Dean's designee.

5. Once a month, the Registrar's Office and the Business Office each will prepare a list of students whose accounts and records are on hold and will circulate the master lists to the Dean, Associate Dean for Academics, Associate Dean for Student Life, Assistant Dean for Administration, Registrar, Executive Director of

Business and Finance, Executive Director of Admissions and Student Financial Planning, Associate Vice President for Legal Affairs and Human Resources, and any other official with a legitimate need to review the master list. The list will note which office requested the hold, the date the hold was issued, and the reason for the hold. During a particular semester, the list will also note when any hold was released.

6. Within two weeks of the end of each semester, the Registrar's Office and the Business Office will each send to any office who requested a hold a list of students still on hold because of that office's request. The requesting office will be asked to affirmatively state whether the hold should be lifted or maintained. The Registrar's Office or the Business Office, as appropriate, will notify each impacted student in writing of the continued hold, or any release of the hold.

7. After a hold has been resolved it typically will remain a part of the student's record but will no longer affect the student's account or active records, or result in the other consequences described in Section C. However, a non-academic hold will not appear on the student's transcript.

C. Consequences of a Non-Academic Hold:

1. While a non-academic hold is in effect, a student cannot receive or have issued any of the following: (a) diploma, (b) certificate of any sort, including but not limited to a Dean's Certificate, Registrar's Certificate, or Certificate of Concentration, (c) letter of good standing, (d) certification or verification of ability to start or continue as a certified legal intern, or (e) transcript or grades.

2. A non-academic hold also may delay or adversely impact a student's ability to (a) receive financial aid or a scholarship, (b) enroll for a particular semester, session, or program, (c) select courses (including internships and clinics) or participate in the lottery, (d) participate in College of Law sponsored trips and programs, including study-abroad programs, or (e) borrow library or other College of Law materials or equipment.

3. The College of Law may share information about student holds with any office or official that has a legitimate need to know, or as otherwise permitted under the College of Law's Privacy of Student Records policy. Also, while a non-academic hold will not affect a student's right to inspect educational records under federal law, it does affect a student's ability to obtain an official transcript or to have an official transcript or other educational records sent to third parties such as potential employers.

D. Resolving a Non-Academic Hold:

1. To resolve a non-academic hold, the student should first consult with the office that requested the hold and complete the steps requested by that office, such as

remitting a past-due payment or returning overdue materials. When a student completes the steps needed to resolve the hold, the requesting office will issue a written notice to the Registrar's Office (non-financial reasons) or Business Office (financial reasons) releasing the hold; the student will be copied on this written notice.

2. If a student cannot resolve the matter with the requesting office, the student should then submit a written request to the Registrar (non-financial reasons) or Executive Director of Budget and Finance (financial reasons) requesting that the hold be released. The request should include a summary of reasons for the hold, steps the student has taken to resolve the hold, and reasons the student understands the hold has not yet been resolved.

3. If neither step resolves the matter, the student may proceed under the Student Concern and Complaint Policy.

E. Temporary Lifting of a Hold: The Dean, Associate Dean for Academics, Registar (for non-financial holds), and Executive Director for Budget and Finance (for financial holds) have discretion to authorize a temporary lifting of a hold to allow a student to take a specific action with a firm deadline, such as registering for classes. In this situation, the hold will remain generally in effect, and the student will be permitted to take only those actions specifically authorized in writing by one of the officials listed above. A temporary lifting of a hold may be considered in the following circumstances:

1. The student — in the discretion of the campus administrator listed above who is handling the situation — has taken at least some steps and has demonstrated a good-faith effort to resolve the circumstances underlying the hold, but cannot complete those steps in time to meet the specific deadline at issue (e.g., deadline to register for classes).

2. The student's account is on hold for lack of payment, the payment is due from a third party such as a lender or donor (as opposed to friend or relative of the student), the College of Law has received sufficient confirmation that the third party has approved and processed the payment, but the payment will not be received or posted by the specific deadline at issue.

The College of Law reserves the right to reverse any steps that a student takes during the temporary lifting if the circumstances underlying the hold are not completely resolved within a reasonable period of time. The student will be notified in writing before any steps are reversed.

F. Non-Academic Holds on the Accounts and Records of Graduates or Former Students: If the account or records of a graduate or former student are subject to a hold, he or she should first contact the Business Office (financial reasons) or the Registrar's Office (non-financial reasons) for details about the reason for the hold and follow instructions and steps given by that office. The instructions may include contacting the office that requested the hold. Holds on the accounts and records of graduates and former students will be reviewed on an annual basis by the Registrar and Executive Director of Budget and Finance to determine whether any hold should be released without further action by the graduate or former student. If a graduate or former student is not able to resolve the matter after working with the Business Office or Registrar's Office, as appropriate, he or she should contact the Dean with a written request that explains why the hold should be released.

Cross-references: Student Concern and Complaint Policy, Privacy of Student Records, Outstanding Financial Obligations, policies concerning payment of tuition and fees.

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