

STUDENT ACCOUNTS & REGISTRATION HOLDS

Office of Enrollment Services
October 2016 Training

THE
CATHOLIC UNIVERSITY
of AMERICA



STUDENT ACCOUNTS

Office of Enrollment Services and Office of Student Financial Assistance are
TWO DIFFERENT OFFICES

Enrollment Services	Student Financial Assistance
Account Charges (Tuition, Fees, etc.)	Scholarships
Monthly Account Statements	Need-Based Grants*
Payment Processing	Loan Processing/Certifications
Refunds	Work Study
cua-enrollmentservices@cua.edu	cua-finaid@cua.edu

Enrollment Services and Admissions are also two different offices but we'll cover that in a future training session...

*does not include merit or research grants which go through Provost's Office

STUDENT ACCOUNTS

- What are students being charged?
- When/how do charges go onto student accounts?
- When/how do scholarships/discounts go onto student accounts?
- When/how are bills sent out?
- When is payment due?
- When are penalties assessed?
- What types of payment are accepted?
- Are payment plans available?
- How do students receive refunds?
- How do students receive stipends/work study funds?
- What about students sponsored by a third-party organization?
- What happens when a student drops or withdraws?
- Can I see student account activity?

STUDENT ACCOUNTS

- **What are students being charged?**

- Full listing of tuition and fees is available at <http://enrollmentservices.cua.edu/Student-Financial-Information/Tuition2016-2017.cfm>
- Rates differ by school, career, and credit-load
- Tuition, Technology Fee, and Activity Fee are charged based on student enrollment status

	Undergraduate	Graduate	Law
Full-Time	12 or more credits = flat tuition rate	8 or more credits = flat tuition rate	12 or more credits = flat tuition rate
Part-Time	less than 12 credits = per credit tuition rate	less than 8 credits = per credit tuition rate	less than 12 credits = per credit tuition rate

Note: Some courses are worth 0 academic credits but bill at the equivalent of X credits, as noted in the course catalog

- Select graduate programs bill at the per credit Professional and Off-Campus Programs rate, regardless of the number of credits in which the student is enrolled
- Individual course fees are determined by the schools/departments
 - e.g., Studio Art Fee, Language Instructional Fee, Clinical Lab Fee, Malpractice Insurance Fee, etc.

STUDENT ACCOUNTS

- **When/how do charges go onto student accounts?**
 - **Tuition and Mandatory Fees** (New Student Fee, Technology Fee, Activity/GSA Fee, Course/Laboratory/Malpractice Insurance fees)
 - Charges are first populated onto accounts:
 - in early June for Fall semester
 - in early December for Spring semester
 - in early April for Summer semester
 - Tuition and fees are the result of registration; no registration = no tuition and fees charges
 - Accounts are updated nightly to reflect changes in enrollment
 - Dropped courses may result in removal of charges/fees
 - Course enrollments may result in addition of charges/fees

Students who enroll piecemeal
will have piecemeal charges

STUDENT ACCOUNTS

- **When/how do charges go onto student accounts?**

- **Graduation Fee**

- Charge is assessed if student has completed graduation (diploma) application in Cardinal Students
 - Once application is submitted, fee will be added to account overnight *if we've begun populating charges for their graduation term*
 - If charges are not yet populating for their graduation term, fee will be added once that process begins
 - Charges are first populated onto accounts:
 - in early June for Fall semester
 - in early December for Spring semester
 - in early April for Summer semester

- **Late Registration Fees**

- *Initial* semester enrollment *on or after* first day of classes = \$75 fee
 - *Initial* semester enrollment after end of add/drop = \$500 fee
 - Enrollment at this point requires Vice-Provost approval

Initial enrollment means student is not already enrolled in anything else

STUDENT ACCOUNTS

- **When/how do charges go onto student accounts?**
 - **Room and Board**
 - Office of Housing Services sends through updates to charges on Wednesdays
 - **Student Medical Plan**
 - Undergraduates (except Metro) and Law students
 - Charge assessed when tuition is populated for Fall
 - Charge removed if student submits a waiver
 - Graduate and Metro students
 - Charge assessed if student proactively enrolls
 - Charge assessed after add/drop if student is billed for 12+ credits or is on F1/J1 Visa *and has not submitted a waiver*
 - **Incidental Charges** (CAS Tutoring Fees, Student Health Services Fees, etc.)
 - charges assessed as a result of services rendered
 - timeline between service and charge depends on the office

STUDENT ACCOUNTS

- **When/how do scholarships/discounts go onto student accounts?**
 - Undergraduate
 - Scholarships handled by Office of Student Financial Assistance (financial aid office)
 - Awards package is offered to student each academic year in late spring/early summer
 - Student must accept awards in Cardinal Students
 - Awards begin disbursing to accounts starting just prior to semester
 - Graduate
 - Merit Awards & Seminarian/Religious Discounts handled by Office of Graduate Studies
 - Merit Awards (Scholarships/Assistantships): OGS receives award information from individual schools and works with Office of Student Financial Assistance to get awards added to student accounts
 - Seminarian/Religious Discount: OGS assigns eligible students to a student group in Cardinal Students which populates the discount through a nightly process
 - Catholic School Teacher, Military Musician, and Librarian Discounts handled by Enrollment Services
 - Student must submit documentation every semester
 - Eligibility information at <http://enrollmentservices.cua.edu/Student-Financial-Information/tuitiondiscounts.cfm>

STUDENT ACCOUNTS

- **When/how are bills sent out?**

- Statements are generated on the 15th of every month (or the 1st business day after if we are closed)
 - First Fall semester statement – last week of June (this is a bonus statement!)
 - First Spring semester statement – December 15th
 - First Summer semester statement – April 15th
- Statements are generated if:
 - Student owes a balance
 - Student has a credit balance
 - There has been activity since the last statement (even if the balance due is zero)
- CUA statements are available online in CardinalPAY
 - CUA does not mail paper statements
- Statement notifications go to student's CUA email address and:
 - Any other email they have set up in CardinalPAY
 - Authorized Payer's email address -- if the student has set up Authorized Payers
 - Parents only have CardinalPAY access if the student establishes it for them

STUDENT ACCOUNTS

- **When is payment due?**
 - Payment is always due the Friday before the semester begins
 - New charges incurred after the due date are due upon receipt of charge
- **When are penalties assessed?**
 - Holds: Assigned on accounts with unpaid balances the Tuesday after add/drop
 - Late Fees: Assigned on unpaid balances for the semester the Tuesday after add/drop
 - Charges less than 30 days old are excluded
 - Interest: Assigned on the entire unpaid balance on the 15th of each month (or the 1st business day after if we are closed)
 - Charges less than 30 days old are excluded

Penalties are assessed on the balance due less any pending financial aid (which includes loans) and less any pending payment plan payments

STUDENT ACCOUNTS

- **What types of payment are accepted?**
 - Financial Aid – automatically applied towards student's account charges
 - Scholarships/grants
 - Loans
 - Cash – must be paid in University Cashier's office in Leahy Hall
 - Check/money order
 - E-Check – online via CardinalPAY
 - Credit/Debit Card – online via CardinalPAY
 - Cardinal Card (Cardinal Cash only; no Dining Dollars)
 - Wire Payments
 - International students encouraged to use Flywire (cua.flywire.com)
 - Faster movement of funds
 - Lower fees & better exchange rates

STUDENT ACCOUNTS

- **Are payment plans available?**
 - CUA offers a monthly payment plan option through Tuition Management Systems
 - Fall/Spring: 3, 4, and 5 month options
 - Summer: 3 month option
 - Payment plans can not be used for past-due balances and are designed to conclude before registration begins for subsequent semester
 - Once registration has begun for the next semester it's too late to ask for a payment plan!
 - Any amount budgeted to be paid through a payment plan is exempted from financial penalties (holds, late fees, interest)
 - If payment plan doesn't fully cover balance, student will have a hold and is subject to late fees/interest
 - eg, student owes \$10,000 and enrolls in payment plan for \$8,000. The remaining \$2,000 is subject to penalties.
 - CUA's monthly statements show the balance due with future payment plan payments taken into account
 - If payment plan doesn't fully cover balance, CUA statement will bill student for difference

STUDENT ACCOUNTS

- **How do students receive refunds?**

- If payments on account exceed charges, student is queued for a refund
 - Late posting of financial aid awards = late refunds
- Once processed, refunds are available via check or direct deposit within 2-5 business days
 - Students can enroll in direct deposit via CardinalPAY
 - This is different from payroll direct deposit

- **How do students receive stipends/work study funds?**

- These are paid directly to the student and are not processed via the student account
- Neither of these are handled by Enrollment Services
 - Stipends: Graduate Studies or Sponsored Research, depending on stipend type
 - Federal Work Study: Student earns award through paychecks received for work
 - FWS is awarded by Office of Student Financial Services (financial aid)

STUDENT ACCOUNTS

- **What about students sponsored by a third-party organization?**
 - Enrollment Services needs a financial guarantee from the sponsor at the start of *every* semester
 - Should list the specific types of charges the sponsor will pay
 - Enrollment Services will put a “placeholder credit” on student’s account for the amount the sponsor will pay
 - Student is still responsible for paying anything sponsor doesn’t cover
 - A customized invoice is sent to the sponsor for the charges they cover
 - Student will still receive regular monthly statements from CUA
 - If payment is not received in a timely manner, placeholder credit is removed from student’s account and they must remit payment
 - Students who receive reimbursement from a third-party for charges that they pay are not considered “third party” students, as CUA does not invoice their sponsors directly

STUDENT ACCOUNTS

- **What happens when a student drops or withdraws?**
 - [Refund of Student Charges policy](#) allows tuition refunds per the following schedules:
 - All students except those in programs that follow [Fully Online Programs Calendar](#)

refunds for dynamically dated courses are based on corresponding percentage of class meetings	Through end of Add/Drop period	After end of A/D but before end of week 3	After end of week 3 but before end of week 4*	After end of week 4*
Complete withdrawal	100% refund	80% refund	50% refund	No refund
Course withdrawal	100% refund	80% refund	No refund	No refund

- Students in programs that follow [Fully Online Programs Calendar](#) (those offered through Deltak/Wiley)

Fully Online Programs	Days 1-7	Days 8-10
Any withdrawal	100% refund	50% refund

STUDENT ACCOUNTS

- **What happens when a student drops or withdraws?**

- Enrollment Services does not have the authority to waive charges in excess of what is allowed in [Refund of Student Charges policy](#); however, students may request an exception to the policy:
 - “Exceptions to the policy regarding tuition refunds may be made based on extraordinary circumstances. A student seeking an exception to the published tuition refund policy should immediately submit a written letter of appeal to the Office of Enrollment Services for review by the University Tuition Refund Appeals Committee detailing the reason for the request. No request will be considered after midterm of the succeeding semester as published in the Academic Calendar. Decisions are made solely in the discretion of the University Tuition Refund Appeals Committee and may not be appealed further.”
- Enrollment Services prepares the docket for appeals meetings and handles the communications but the committee is made up of:
 - University Registrar
 - Dean of Students
 - Dean of Undergraduate Studies
 - Dean of Graduate Studies
 - Director of Financial Aid

Appeals should be detailed and need to make the case for how the circumstance was “extraordinary”

STUDENT ACCOUNTS

- **What happens when a student drops or withdraws?**

- Fun fact: CUA offers a tuition insurance policy
- [Tuition Refund Plan](#) is offered through A.W.G Dewar, Inc and will supplement CUA's Refund of Student Charges policy for students who completely withdraw due to medical reasons

	Through end of Add/Drop period	After end of A/D but before end of week 3*	After end of week 3 but before end of week 4*	After end of week 4*
CUA Refunds	100%	80%	50%	0%
TRP Refunds	0%	20%	50%	100%
Student Receives	100%	100%	100%	100%

- Withdrawals due to mental health reasons are insured at 60%

STUDENT ACCOUNTS

- **Can I see student account activity?**

- If you have access to the Student Center in Cardinal Students you can see account activity
 - Navigation: Campus Community > Student Services Center
- Access account activity via the drop-down menu in the Finances section of the Student Center

The screenshot shows the 'Finances' section of the Student Center. A dropdown menu is open, with 'Account Activity' selected and circled in red. A red arrow points from this menu item to the 'Account Activity' page. The 'Account Activity' page includes a 'View by' section with date range and term filters, and a table of transactions.

Account Activity

View by

From 01/01/1900 To 10/13/2016 All Terms go

Posted Date	Item	Term	Charge	Payment	Refund
09/27/2016	Student Medical Plan	Fall 2016	-2,995.00		
09/27/2016	Student Medical Plan	Fall 2016	-2,995.00		
09/27/2016	Student Medical Plan	Fall 2016	-2,995.00		
09/27/2016	Student Medical Plan	Fall 2016	2,995.00		
09/19/2016	Family Grant	Fall 2016		-1,000.00	

This page can be sorted by date range or term

STUDENT ACCOUNTS

Questions?

REGISTRATION HOLDS

- Who assigns holds?
- How are holds assigned?
- What do holds do?
- What types of holds prevent registration?
- How can the impact of a hold be determined?
- Why are Enrollment Services holds assigned?
- When are Enrollment Services holds assigned?
- Can holds be temporarily removed?
- How are students made aware of holds?

REGISTRATION HOLDS

- **Who assigns holds?**
 - Dean of Students Office
 - Enrollment Services
 - Student Financial Assistance (Financial Aid)
 - Department (Major) Advisors
 - Undergraduate Advising Center
 - Deans' Offices
 - Student Health Services
 - Library

Be sure to refer students to the office that placed their hold. Enrollment Services does not manage all holds.



REGISTRATION HOLDS

- **How are holds assigned?**

- Manually to an individual student via Manage Service Indicators page in Cardinal Students
 - Navigation: Campus Community > Service Indicators > Person > Manage Service Indicators
- Manually to a group of students via Mass Assign page in Cardinal Students
 - Navigation: Campus Community > Service Indicators (Student) > Mass Assign
 - Can use a query or upload an Excel file
 - Instructions available at <http://enrollmentservices.cua.edu/Navigation-Guides/staffnavigation.cfm>
- Automatically via recurring process in Cardinal Students
 - eg, Enrollment Services assigns (and removes) holds on student account balances via an automatic overnight process

REGISTRATION HOLDS

- **What do holds do?**

- Negative service indicators (“holds”) *prevent some action or service*
 - Negative indicators are shown via the “ghostbusters” icon 
 - Holds can prevent:
 - class registration
 - class drops/withdrawals
 - transcript/diploma release
 - participation in housing lottery
 - receipt of financial aid
- Keep in mind that there are also positive service indicators which simply *provide information*
 - Positive indicators are shown via the star icon 
 - Students can not see positive indicators, as they do not need to take any action to resolve them

Not all service indicators are holds!!!
Not all holds prevent registration!!!

REGISTRATION HOLDS

Not all service indicators are holds!!!
Not all holds prevent registration!!!

- Take the time to review holds and their impacts before advising students.
- Don't put students in a panic by telling them they can't register when they don't actually have a registration hold.
- Keep in mind that positive service indicators don't impact student activities and aren't even visible to students.

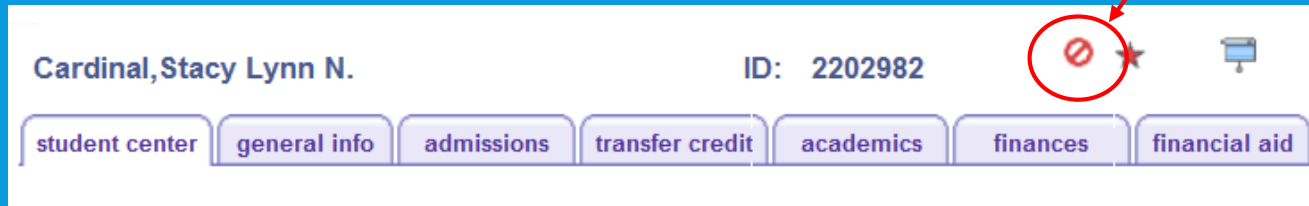
REGISTRATION HOLDS

- **What types of holds prevent registration?**
 - Holds with an impact of AENR, CENR, or IENR
 - You do NOT need to remember this -- the impact of any service indicator is displayed in Cardinal Students
 - Most common holds that prevent registration:
 - ADV: Advisor Hold
 - DN: Academic Dean/Chair Hold
 - DS: Dean of Students Hold
 - ES: Enrollment Services Hold
 - FRS: Freshman Enrollment Hold
 - HTC: Health Services Indicator
 - JH: Judicial Hold
 - OIS: Office of International Students
 - SF2/SF5/SF6/SF7: Student Financial Hold (Enrollment Services)
 - SFR: Statement of Financial Responsibility Hold (Enrollment Services)
 - TP: Third Party Hold (Enrollment Services)
 - UAD: Undergraduate Advisor Hold

You do NOT need to memorize all of these hold types. The hold icon in Cardinal Station will tell you -- in plain language -- the impact of any hold.

REGISTRATION HOLDS

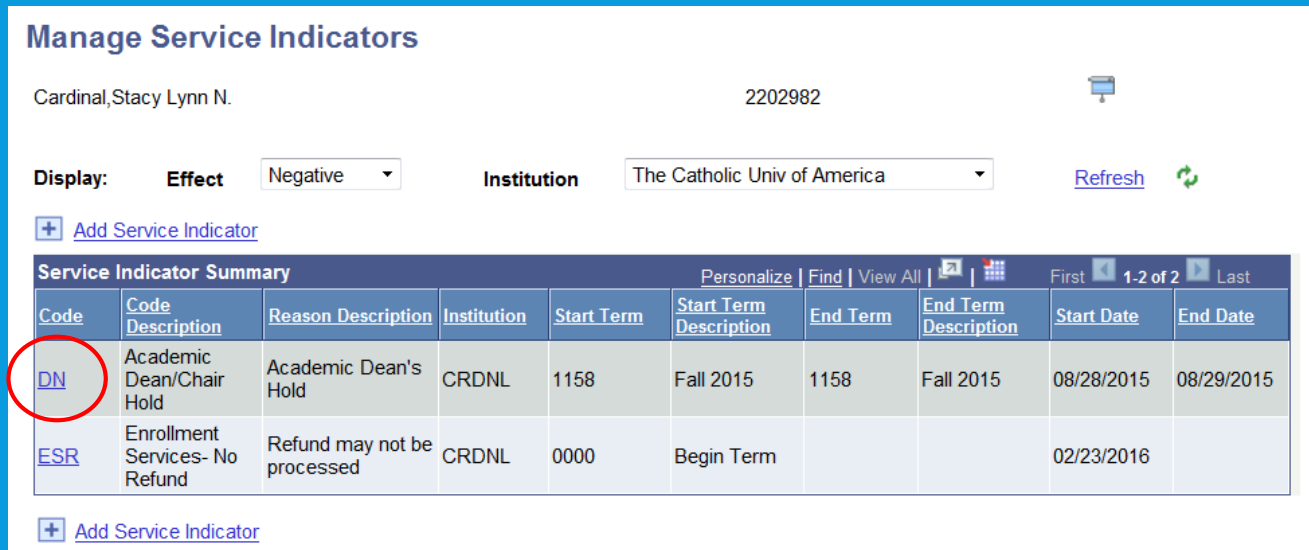
- How can the impact of a hold be determined?
 - Click on the hold icon in Cardinal Students



Cardinal, Stacy Lynn N. ID: 2202982

student center general info admissions transfer credit academics finances financial aid

- Select the hyperlinked code for the hold you wish to view.



Manage Service Indicators

Cardinal, Stacy Lynn N. 2202982

Display: Effect Negative Institution: The Catholic Univ of America Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
DN	Academic Dean/Chair Hold	Academic Dean's Hold	CRDNL	1158	Fall 2015	1158	Fall 2015	08/28/2015	08/29/2015
ESR	Enrollment Services- No Refund	Refund may not be processed	CRDNL	0000	Begin Term			02/23/2016	

+ Add Service Indicator

REGISTRATION HOLDS

- How can the impact of a hold be determined?
 - Scroll to the bottom of the hold details page to view the hold's impact

View Service Indicator

Stacy Lynn N. Cardinal 2202982

*Institution: The Catholic Univ of America

*Service Indicator Code: Academic Dean/Chair Hold

*Service Ind Reason Code: Academic Dean's Hold

Description: Registration not permitted. Contact the Chair of your department or Dean of your School.

Effect: Negative

Effective Period

Start Term: Fall 2015 End Term: Fall 2015

Start Date: End Date:

Assignment Details

*Department: Catholic University of America

Reference:

Amount: Currency:

Contact Information

Contact ID: Contact Person:

Placed Person ID: Placed By:

Placed Method: Manual

Placed Process: Release Process:

Comments

Services Impacted

Impact	Description	Basis - Date	Basis - Term	Term Category
1 AENR	No initial enrollment but drop	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date: 08/28/2015 10:41:04AM

Time:

User ID: GADDY Gaddy,Kerstin T

This page will also show you the office responsible for the hold as well as the message displayed to the student via their Cardinal Students Student Center

Services Impacted		Personalized
Impact	Description	
1 AENR	No initial enrollment but drop	

REGISTRATION HOLDS

- Why are Enrollment Services holds assigned?

- Student owes a balance

- **ES hold w/reason of Overdue Balance** = owes \$300 or more = prevents registration, receipt of transcript/diploma, housing lottery

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
ES	Enrollment Services	Overdue Balance	CRDNL	0000	Begin Term			10/05/2016	

- **EST hold** = owes less than \$300 = prevents receipt of transcript/diploma

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
EST	Transcript	Overdue Balance	CRDNL	0000	Begin Term			10/05/2016	

The Reason Description field will usually give you a clue as to why the hold was assigned but don't forget that you can select the hyperlinked code to get more details

REGISTRATION HOLDS

- Why are Enrollment Services holds assigned?
 - Student needs to sign Statement of Financial Responsibility
 - ES hold w/reason of Financial Responsibility = prevents registration

Service Indicator Summary									
Personalize Find View All [?] [grid] First [arrow] 1-3 of 3 [arrow] Last									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
ES	Enrollment Services	Financial Responsibility	CRDNL	0000	Begin Term			10/05/2016	

- SFR covers everything student needs to know about charges/billing at CUA; requires student to agree to pay their charges before they can register
 - Full text available at <http://enrollmentservices.cua.edu/Student-Financial-Information/statement-of-financial-responsibility.cfm>

REGISTRATION HOLDS

- **Why are Enrollment Services holds assigned?**

- Student's account is in (or has been in) collections

- **SF2 hold** = prevents registration

- Student has paid balance through collection agency but must now pre-pay before registration is permitted

- **SF5 hold** = prevents registration, receipt of transcript/diploma

- Student account has been "written off"

- May be required to pay internally or to a collection agency, depending on size of balance

- Do not give balance information to student – refer them to Enrollment Services





- **SF6 hold** = prevents registration, receipt of transcript/diploma

- Usually due to defaulted Perkins or institution loan

Service Indicator Summary									
Personalize Find View All First 1-4 of 4 Last									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
SF2	Student Financials2-Pre-Pay	Pre-payment req to register	CRDNL	0000	Begin Term			10/06/2016	
SF5	Student Account Written Off	Account Written Off	CRDNL	0000	Begin Term			10/05/2016	
SF6	Contact Enrollment Services	Contact Enrollment Services	CRDNL	0000	Begin Term			10/05/2016	

REGISTRATION HOLDS

- Why are Enrollment Services holds assigned?
 - Student's account is in (or has been in) collections
 - SF7 hold = prevents registration, receipt of transcript/diploma
 - Student has previously passed a bad check
 - Balance must be paid via certified funds for immediate hold removal
 - If balance is paid via non-certified funds, hold will be removed only after payment has cleared

Service Indicator Summary									
Personalize Find View All   First  1 of 1  Last									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
SF7	Returned Check	Returned Check	CRDNL	0000	Begin Term			10/05/2016	

REGISTRATION HOLDS

- **Why are Enrollment Services holds assigned?**
 - Student is sponsored by a third-party but financial guarantee does not fully cover tuition charges
 - **TP hold** = prevents registration
 - Students with TP holds need to provide additional, specialized guarantees (or submit payment if a guarantee is not issued by their sponsor)
 - online/hybrid courses often require a guarantee that specifically covers those courses
 - withdrawn courses are often not covered unless student obtains specific written approval from the organization

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
TP	Third Party	Third Party Guarantee	CRDNL	0000	Begin Term			10/05/2016	

REGISTRATION HOLDS

- **When are Enrollment Services holds assigned?**

- ES/EST (Overdue Balance) holds
 - First assigned *after* add/drop period for regular session courses has ended
 - Students with holds at the start of the semester have outstanding balances from the *prior* semester
 - Do NOT permit students with holds to sit in class even if they insist they have a plan to clear their balance

	Spring	Summer	Fall
Due Date	Friday before term	Friday before term	Friday before term
Add/Drop Deadline	2 nd Friday of term*	varies by session	2 nd Friday of term
Holds Assigned	Tuesday after add/drop (the 3 rd Tuesday of term)	Tuesday after add/drop for Session 26	Tuesday after add/drop (the 3 rd Tuesday of term)

- Holds are assigned (and removed) via an automatic nightly process that reviews account balances
 - Students do not need to contact ES upon paying balance unless they need hold removed immediately

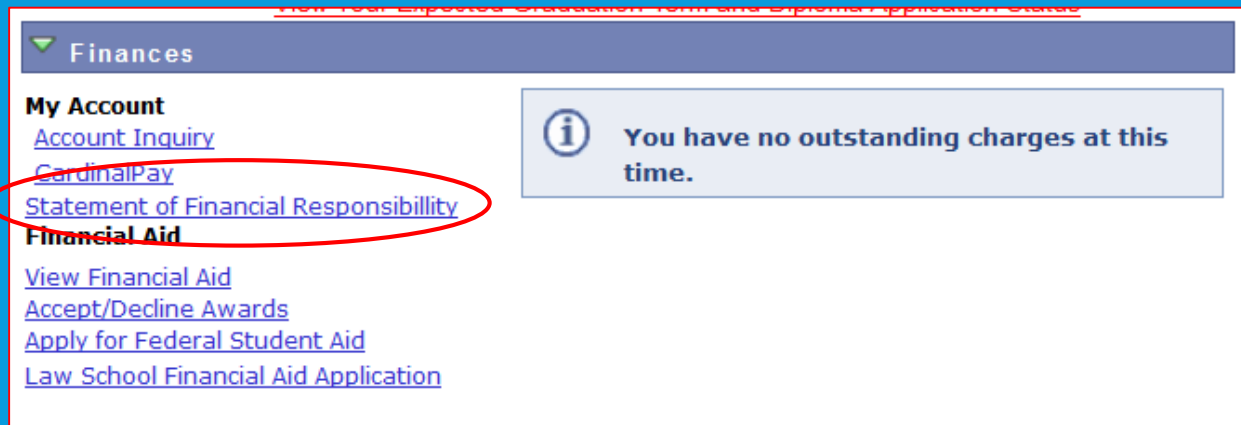
*if inauguration day falls on Friday this is moved to the following Monday

REGISTRATION HOLDS

- **When are Enrollment Services holds assigned?**

- ES (Financial Responsibility) hold

- Automatically assigned when student is term activated for the first time
 - Once assigned, Statement of Financial Responsibility (SFR) is accessible via link in Student Center



- Link is only available once student has been term activated and the new student security process has “turned on” their Student Center
 - Usually happens within 24 hours of student being matriculated by Admissions office
- Acceptance of SFR results in immediate removal of hold

REGISTRATION HOLDS

- **When are Enrollment Services holds assigned?**
 - SF2 hold
 - Manually assigned after account balance has been settled through collection agency
 - SF5 hold
 - Manually assigned when account balance is written off
 - SF6 hold
 - Manually assigned when Perkins/institutional loan is defaulted
 - SF7 hold
 - Manually assigned when CUA receives notice from our bank of failed check
 - TP hold
 - Manually assigned when a submitted guarantee does not cover all tuition charges

All of these
holds must be
manually
removed

REGISTRATION HOLDS

- **Can holds be temporarily removed?**
 - This is up to the office that assigned the hold
 - In select cases, Enrollment Services *may* allow for temporary hold removal if the addition of another class(es) won't increase a student's balance, such as when:
 - student is already registered for a full-time courseload
 - student is already registered and needs to add a zero credit class
 - additional class(es) will qualify student for financial aid

Do NOT advise a student that their hold can be removed or lead them to believe that all they have to do is contact Enrollment Services. Exceptions in the above scenarios are based on a student's payment history and plans for paying their past-due balance. Simply instruct them to contact Enrollment Services to discuss their options.

REGISTRATION HOLDS

- How are students made aware of holds?
 - Holds are viewable by the student via the Student Center page in Cardinal Students
 - Student can select the details hyperlink to find additional information about the hold including the reason, impact, and who to contact for resolution

The screenshot shows the 'Stacy Lynn's Student Center' interface. Under the 'Academics' section, there is a message: 'You are not enrolled in classes.' Below this, there are links for 'Search', 'Plan', 'Enroll', and 'My Academics'. A search bar contains 'other academic...'. A 'SEARCH FOR CLASSES' button is visible. Under the 'Holds' section, there is a list of holds: 'Judicial Hold' and 'Third Party'. A 'details' link with a right-pointing arrow is circled in red, and a red arrow points from it to the 'Judicial Hold' details panel on the right.

Judicial Hold

Reason and Contact

Description: The Catholic Univ of America
Start Term: Fall 2016
Start Date: 10/05/2016
Reason: Judicial Hold
Department: Dean of Students
Contact:

Instructions

Registration not permitted. Contact the Office of Dean of Students at (202) 319-5619.

REGISTRATION HOLDS

- **How are students made aware of holds?**
 - Enrollment Services emails students with registration holds 10 days prior to each registration appointment (Fall and Spring appointments only)

Dear [REDACTED]

You are eligible to register for the Fall 2016 semester beginning Monday, April 4th at 7:00am.

You currently have at least one hold on your record that will prevent you from enrolling in classes. Please review your Cardinal Station account and contact any office that has placed a hold on your account to make arrangements to clear the hold.

Holds are listed on the right-hand side of the Student Center screen in [Cardinal Station](#). The Student Center is accessible from the main menu of [Cardinal Station](#).

The Catholic University of America
Office of Enrollment Services
620 Michigan Avenue, NE
Washington, DC 20064
202.319.5300
enrollmentservices.cua.edu



Student ID: [REDACTED]
Email: [REDACTED]@cardinalmail.cua.edu

REGISTRATION HOLDS

Questions?

UPCOMING TRAINING SEMINARS

Registration

Thursday 11/10 & Friday 11/11

Gowan Hall 126

Academic Record Changes

Thursday 12/1 & Friday 12/9

Gowan Hall 126

Send suggestions for future training topics to: cua-enrollmentservices@cua.edu