

# University Holds

Holds are placed when students are not in compliance with payment deadlines, semester start requirements or university policy. Holds will prevent a number of activities, including (but not limited to) course registration, entry to class, graduation and potentially transcript requests. Students are advised to review holds in jwuLink frequently, especially after each semester's deadline for completing semester start requirements and before the start of each semester.

## Academic Progress Warning Hold

The academic progress warning hold prevents course registration. This hold is placed if the student is in danger of losing financial aid eligibility due to noncompliance with satisfactory academic progress requirements. This hold is removed once the student has contacted and met with their assigned academic advisor. Students can locate their assigned academic advisor information in their Success Network in uSucceed (accessed through jwuLink).

## Academic Standing Hold

The academic standing hold prevents course registration. This hold is placed if the student failed to meet the requirements for good academic standing. This hold is removed once the student has contacted and met with their assigned academic advisor. Students can locate their assigned academic advisor information in their Success Network in uSucceed (accessed through jwuLink).

## Collections Hold

The collections hold prevents course registration and release of diploma. This hold will be placed on a student's account if a student is no longer enrolled at the university and has outstanding charges for tuition, fees, room, meals, etc. with the university. A collections hold will be removed from a student's account once the outstanding balance is paid in full.

## Student Loan Entrance Counseling (Interview) Hold

The entrance counseling hold prevents course registration. This hold will be placed if a first-time borrower for the Federal Direct Loan program has not completed entrance counseling. Entrance counseling can be completed on the Federal Student Aid website. An entrance counseling hold will be removed once the student has completed the entrance counseling. If this hold is not cleared by the end of the add/drop period, the student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the semester.

## Financial Aid Hold

The financial aid hold prevents course registration. This hold will be placed if the financial aid area of Student Financial Services has requested documentation from a student and that documentation was not provided to the financial aid area prior to the semester's posted deadline for completing semester start requirements. This hold will be removed once all requested documentation has been received by the financial aid area of Student Financial Services. If this hold is not cleared by the end of the add/drop period, the student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the semester.

## Financial Hold (Fall, Spring and Summer)

The financial hold prevents course registration. (If this hold is in place, the student's schedule is deleted and, if applicable, student-athletes will not be able to participate in their team's activities.) In addition, a financial hold will prevent a student from securing a residence hall. This hold will be placed on the student's record if they have not established an acceptable payment plan with the university prior to each semester's posted deadline for completing semester start requirements. All payment plans must remain in good standing prior to the deadline for completing semester start requirements in order to avoid a hold. This hold will be removed once a payment plan has been established and/or payments are up-to-date.

## Home-school Verification Hold

The home-school verification hold prevents course registration.

## Required Documents

For students applying as a first-year student, a completed application, an academic writing sample of at least 500 words, and high school transcript(s) are required, except in circumstances where a student is homeschooled or where the traditional high school transcript is, for various reasons, not available.

## Homeschool/High School/College Verification

Homeschooled students must be able to document that they have completed high school. Verification documents for homeschooled students include a homeschool student high school completion verification form.

- On the form, students will need to verify that they have completed a high school curriculum and have received an appropriate completion credential; they must also provide a copy of the completion documentation. The following completion documentation is acceptable per the United States Department of Education's Federal Student Aid office:
  - A secondary school completion credential for homeschool, if required under the law of the state where the student is a resident; or
  - A transcript or its equivalent signed by the student's parent or guardian that lists the secondary school courses completed by the student and documents the student's successful completion of a secondary school education in a homeschool setting, if the law of the state where the student is a resident does not require a homeschooled student to obtain a secondary school completion credential.
- JWU may accept alternative documentation that indicates that the student is a high school graduate or equivalent.

It is the student's responsibility to provide verification of high school completion. Without such verification, the student may not be allowed to register for the current term or continue enrollment and will be in jeopardy of revocation of admission to the university as well as losing all financial aid.

This hold will be removed once the student has provided documentation to Student Financial Services or Admissions.

## Community Standards and Conduct Hold

Community Standards and Conduct may apply a hold to a student's account for various reasons. The Community Standards and Conduct hold may prevent course registration, entrance to class, and/or graduation. This hold is generally applied to the records of students who have

- been suspended and/or dismissed from the university
- other outstanding obligations or unresolved matters with Community Standards and Conduct

A Community Standards and Conduct hold for suspended students will be released only after the term(s) of the suspension have expired and all other conditions for reinstatement have been met. The director of community standards and conduct, or their designee, will notify a student when their request for reinstatement has been approved. A Community Standards and Conduct hold for dismissed students will not be released. Holds for other outstanding obligations or unresolved matters with Community Standards and Conduct will be released upon a student's fulfillment of any such obligations or matters and upon notice from Community Standards and Conduct.

## Library Hold

The library hold for unreturned materials prevents release of diploma. This hold will be placed if the student has unreturned library materials or owes replacement fees for unreturned materials. This hold will be removed when the student has returned the materials, supplied replacement copies, or paid replacement fees to the library.

Library fees are to be paid online through the links below to the campus where the student is enrolled:

- Providence
- Charlotte

## Loan Delinquent Hold

This hold will be placed on a student's account if a student is delinquent and/or is in default with a Federal Perkins Loan and/or Johnson & Wales Achievement Loan. The loan delinquent hold prevents course registration, release of diploma, and may also prevent access to/release of official transcripts. This hold will be removed once the loan is in good standing.

## **Medical Hold**

A Medical hold is issued by Health Services or Counseling Services and prevents course registration and entrance to class. This hold will be removed when the student has contacted the appropriate university office and satisfied requested requirements.

## **North Carolina Residency Application Hold**

The North Carolina Residency Application hold prevents course registration. This hold will be placed if a student attending the Charlotte Campus was or may be awarded a North Carolina need-based scholarship and has not completed the North Carolina Residency Determination prior to the term's posted deadline for completing term start requirements. This hold will be removed when the residency form is received.

## **Previous Balance Hold**

The previous balance hold prevents course registration. This hold will be placed on a student's account if the student is delinquent and/or is not in compliance with the current established payment plan with the university by the posted semester deadline for completing semester start requirements. All payment plans must remain in good standing in order to avoid a hold. This hold will be removed once the payment plan has been brought up-to-date.

## **Federal Direct Loan Master Promissory Note (MPN) Hold**

A Federal Direct Loan MPN hold prevents course registration. This hold will be placed on a student's account if a student was offered and borrowing a Federal Subsidized and/or Unsubsidized Direct Loan and the student has not completed the required Direct Loan MPN prior to the semester's posted deadline for completing semester start requirements. Students can complete their Direct Loan MPN online. This hold will be removed once Student Financial Services has received a completed Direct Loan MPN. If this hold is not cleared by the end of the add/drop period, the student's schedule will be immediately and permanently deleted and the student will be considered withdrawn from the semester.

## **Schedule Hold**

The schedule hold prevents course registration. This hold may be assigned when requirements or policies are not satisfied. A schedule hold may also be placed on students who are enrolled in certain programs. The reason the hold was applied is viewable in jwuLink. The hold will be removed when the student satisfies the requirements of the hold.

## **Verify Final Grades Received Hold**

The verify final grades received hold prevents course registration. This hold will be placed if an undergraduate student has not provided the university with final, official documentation that verifies high school diploma completion or equivalent; or a graduate student has not provided the university with final, official documentation that verifies bachelor's degree completion.

Undergraduate students should see High School Completion Verification for additional information on acceptable documentation.

Prior to the start of the semester, documentation must be submitted to Admissions. After the start of the semester, documentation must be submitted to Student Academic Services.

This hold will be removed once the student has provided documentation to Admissions or Student Academic Services.