

## Chapter 5 - Student Services

### AP 5035 Withholding of Student Records and Registration Privileges

#### Reference:

Title 5 Section 59410

The Mt. San Antonio Community College District may withhold registration privileges, grades, diplomas, enrollment verifications, and graduation privileges from any student or former student who fails to pay a proper financial obligation to the College. The student shall be given proper notification and the opportunity to appeal if the financial obligation is in error.

The definition of a proper financial obligation shall include, but is not limited to: student fees; loans; obligations incurred through the use of facilities, equipment, or materials; unreturned library books; materials remaining improperly in the possession of the student, and/or any unpaid obligation a student or former student owes the College. A proper financial obligation does not include any unpaid obligation to a student organization.

In the case of student suspensions or dismissals for academic or disciplinary reasons, administrators in charge of those areas may also withhold registration and/or counseling privileges for students who are under suspension, academic or progress probation, or are in violation of any disciplinary contract.

Each division or department that has the authority to place or request that records/registrations be withheld shall be responsible for notifying the student of the hold. This required notification can take place several ways. College email is an official campus form of communication and can be utilized to fulfill this requirement. Other acceptable modes of communication include: student portal notification, United States mail, in person notifications, and telephonically.

Once the hold is placed, the department that either placed the hold or requested that the hold be placed will be responsible for removing the hold. In all cases, the student will be able to view the hold and its subsequent removal in their Mt. SAC portal account. The student will see the hold after logging into their account and clicking on "View Holds." They will also be able to view the administrative unit that placed the hold, the amount of the financial obligation (if any), the important office contact information, as well as the impact that the hold will have on their ability to transact business with the campus. For example, the hold will clearly display the impact that the hold will have on the students ability to transact business with the campus. Possible impacts include the withholding of student registration privileges, enrollment verifications, graduation, etc.

#### Types of Holds that Prevent Registration and/or Withhold Records Privileges

1. Admissions and Records (AD) – withholds student registration and graduation privileges. This hold is used when a student must present documentation to the Admissions and Records Office before they may continue as a student. Examples include providing a Social Security Card to verify the correct SSN when conflicting information has been previously provided. The Admissions and Records Office is responsible for maintaining this hold.

2. Accounts Receivable (AR) – withholds student registration, enrollment verifications, graduation, and grade privileges. This hold is used by the Cashier's Office when the student owes an outstanding financial obligation to the campus.
3. Assessment Hold (AS) – does not withhold any student privileges. This hold is used to notify students via the student portal that assessment testing is an option for the student to pursue if they are desirous of satisfying a course based prerequisite.
4. Arts Division (AT) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Arts Division.
5. Bookstore Rental Fees (BR) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Mt. SAC Bookstore.
6. Business Division (BU) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Business Division.
7. Child Development Center (CC) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Child Development Center.
8. Continuing Education Division (CE) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Continuing Education Division.
9. Chancellor's Office Tax Offset Program (CO) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Cashier's Office.
10. Conserve Collections Agency (CS) - withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Cashier's Office.
11. Duplicate Record (DP) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used when a student has more than one student record and is used to prevent additional student data from being compiled on the "wrong" student ID number. This hold only impacts the ID determined to be unusable and does not prevent the student from utilizing the appropriate ID number. This hold is used and maintained by the Admissions and Records Office.
12. International Student (F1) – withholds student registration. This hold is used and maintained by the Admissions and Records Office and the International Student Programs Office.
13. Financial Aid (FA) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Financial Aid Office.
14. Health Services (HS) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Health Services Office.
15. Humanities Division (HU) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Humanities Division.
16. Information Technology (IT) – temporarily withholds student registration. This hold is used and maintained by the Information Technology Department.
17. Kinesiology, Athletics, and Dance Division (KA) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Kinesiology, Athletics, and Dance Division.
18. Library and Learning Resources (LL) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Library and Learning Resources Division.

19. Natural Sciences Division (NS) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Natural Sciences Division.
20. Orientation (OS) – withholds student registration. This hold is used and maintained by the Counseling Office.
21. Fees Past Due (PD) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Cashiers Office.
22. Parking Services (PK) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Police and Campus Safety Department.
23. Prior Years Obligations (PY) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Cashier's Office.
24. Returned Check (RC) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Cashier's Office.
25. Special Admit and College Starter (SA) – withholds student registration. This hold is used and maintained by the Counseling Office.
26. Student Life (SL) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Office of Student Life.
27. Student Services (SS) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by various functional units in the Student Services Division.
28. Technology and Health Division (TH) – withholds student registration, enrollment verification, graduation, and grade privileges. This hold is used and maintained by the Technology and Health Division.
29. Student on Microfilm (ZM) – hold facilitates the generation of transcripts and triggers automated notification to Admissions and Records office when student requests transcripts that do not exist in the current student information system.
30. Conversation Transcript Check (ZT) – hold facilitates the generation of transcripts and triggers automated notification to Admissions and Records Office when student requests transcripts that only partially exist in the current student information system.

Students who want to challenge the accuracy/validity of the assigned hold must contact the service area that assigned the hold. All formal challenges to the accuracy/validity of the assigned hold must be formalized in writing and submitted to the appropriate office. Within 30 days of receipt of such a formal request, the affected office shall respond in writing to the student. A hold must be removed by the sponsoring office once a student fulfills their obligation or if/when the hold is deemed to be in error.

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