

## Holds on Student Record

This job aid provides guidance to students, and staff members to effectively assist students, with resolving holds that may prevent them from registering for classes. It also includes guidance on resolving the underlying university-related issues responsible for these holds, which may include overdue fees, missing documents, or unmet academic advisement requirements.



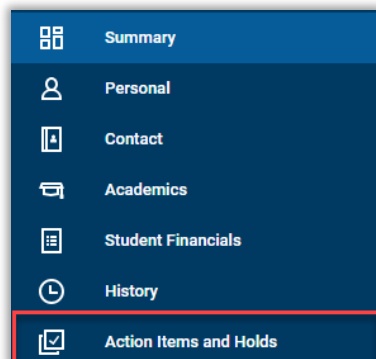
**IMPORTANT!** Only the designated office for each hold type should make changes or remove the hold once the student has completed the required steps.

### VIEW STUDENT HOLDS

**Students:** From the Home page, click , then select [View Profile](#).

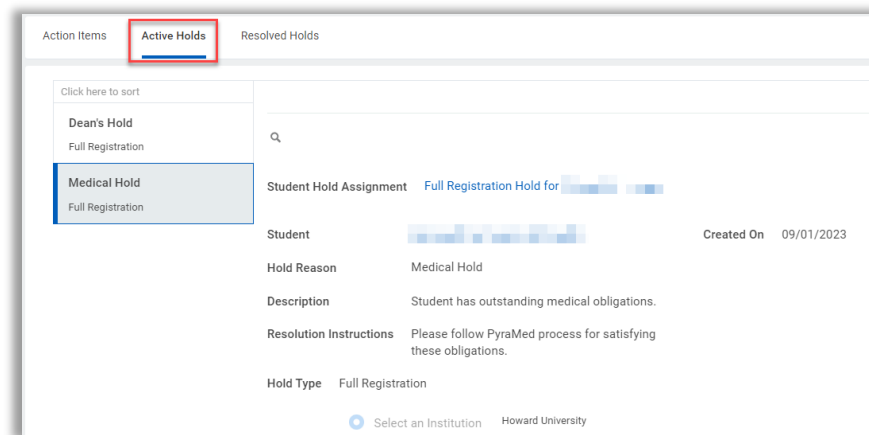
**Faculty and Staff:** Search for and select the student's name.

1. Select **Action Items and Holds** from the menu.



2. Select **Active Holds** from the internal section tabs.

All student holds are listed on the left side of the page, and details for each hold are visible by selecting the name of the hold.



### STUDENT HOLD TYPES AND THEIR SOLUTIONS

The holds listed below prevent a student from registering for classes. Information about the hold and the steps a student must take for resolution is listed below.

#### MEDICAL HOLD

This hold is placed on a student's account when they have outstanding medical obligations. **Students must follow the PyraMed process to satisfy their obligations for this hold.** Only the health services office may remove this hold once the obligations are met.

#### INTERNATIONAL STUDENT HOLD

This hold is placed on an international student's account for a variety of reasons, including but not limited to, the student having an expired

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Visa, the need for other updated immigration documents, or an enrollment violation. **Students must contact the International Student Services office to determine the requirements to satisfy this hold type.**

**LIBRARY HOLD**

This hold is placed on a student's account for failure to return library item(s) according to the Howard University lost item policy, which results in a fine on their account. **Students should contact the library by phone at 202-806-7250 or via email at [accessdept@howard.edu](mailto:accessdept@howard.edu) for details regarding their fine.**

Currently fines must be paid in-person. A Library Fine Form must be completed with the total amount in fines and taken to the Cashier's Office. Once the Cashier's Office has processed the fine and given the student a receipt, the student must return to the library with the receipt to resolve this hold.

**COLLECTION AGENCY HOLD**

This hold is placed on a student's account when they have a past due balance that has been forwarded to collections. Only the Office of the Bursar may remove this hold type once the student has satisfied the obligations. **Students can contact the Office of the Bursar at [bursarhelp@howard.edu](mailto:bursarhelp@howard.edu) if they require further assistance.**

**WRITE-OFF HOLD**

This hold is placed on a student's account when their past due balance has been written off their account. The student's debt is still owed in this case, and they must satisfy the payment obligations to

resolve the hold. Only the Office of the Bursar may remove this hold type once the student has satisfied the obligations. **Students can contact the Office of the Bursar at [bursarhelp@howard.edu](mailto:bursarhelp@howard.edu) for further assistance.**

**DEANS HOLD**

This hold is placed on a student's account by schools and colleges for academic or student conduct reasons. **The student must meet with the Dean's Office of their school or college to determine the requirements to satisfy this hold type.**

**STUDENT AFFAIRS HOLD**

This hold is placed on a student's account based on conduct. **Students must contact the Student Affairs office to determine the resolution for this hold type.**

**ONBOARDING TASKS HOLD**

This hold is placed on a student's account when they have outstanding Onboarding Tasks to complete in BisonHub. **To resolve this hold, students must review and complete all items in their BisonHub My Tasks inbox to complete the onboarding process prior to registering for courses.**