

Recommended Practice for Considering Administrative HOLDS in UAccess
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Departments or units should consider these questions when requesting a new hold.

What is a hold in the student information system, UAccess?

A hold, sometimes called an administrative hold, is a tool found in UAccess that prevents the student from engaging in a specific activity if they have not completed a required action. For example, if a student has not spoken with an advisor as required by a specific time, the student might be prohibited from enrollment in the current or future term until the student meets with the advisor.

An academic unit submits a request to the Office of the Registrar to establish a hold and commits to periodically reviewing the efficacy of their hold usage. See policy ([Click here](#)).

Why are you considering a hold?

Is the action you require the student to perform so significant for their success and/or the success of the academic unit that a HOLD is the best motivation tool?

There are many strategies to motivate someone to act. These strategies can be classified as a *carrot* or *stick*. Is the *carrot* strategy right for you? For example, you might offer an incentive, share data on positive outcomes associated with the action, and/or create marketing that results in demand. The *stick* strategy is viewed as punitive. For example, a HOLD might restrict registration for a future term or limit request for official transcripts.

Here's a brief set of recommendations with appropriate questions for determining use of the HOLD tool:

Developing clear justification with goal(s) for the HOLD tool. Consider these questions:

- Would a *carrot* or a *stick* be the best tool to motivate action? Why?
- How are peer or aspirational institutions creating action by students? What *carrot* strategies have you identified?
- If the action selected is a HOLD, clearly articulate the justification to authorize a hold. How does this justification connect to the goal(s)?
- How will this HOLD impact the institutional mission?

If a HOLD is selected as reasonable tool, identify the timeline for administering this hold.

Consider:

- What is the date to communicate the required action to avoid a HOLD?

- What is the date the HOLD is placed on record? Does it immediately restrict any activities, such as registration, or is there still time for the student to complete the required action?
- What is the date the HOLD is active and will stop the student from accessing some campus activity or process?

Clearly articulate what the HOLD is impacting and why?

- When this HOLD is active, what activities are limited for the student? Is the student prohibited from enrolling in future course work or acquiring an official transcript?
- Why is it appropriate to tie the desired action to the activities that the HOLD will limit?

Who is responsible for the HOLD? (Designing, placement, removal, and assessment)

- Person (designing, placement, removal, and assessment)
 - Do NOT list a person for the student to contact. They might not be the person clearing this hold for eternity.
- Unit/Organization (communication via email or telephone number for the appropriate people)
- Communication plan that clearly articulates responsibility to various stakeholders and multiple modes for communication.
 - Designing – name, email, and telephone
 - Placement – name, email and telephone
 - Removal – organizational email and telephone number communicated to individual who has a HOLD and needs to follow-up.
 - Assessment – name, email, and telephone
- What is the strategy to make sure all actors know their part for the required behavior and deactivating or removing the HOLD?

Designing Communication to those impacted by HOLD at different stages.

- Stages:
 - Upcoming required action that employs a HOLD
 - Update that HOLD will be placed
 - HOLD placed,
- UAccess information that communicates why there is a HOLD as well as an email address and telephone number for further information.
- Clarity to explain what, why, when, who, and how
- Type of message: Email, text, and internal message in UAccess
 - Example in UAccess: *You have a HOLD because you did not see your academic advisor. Currently you can't register for the upcoming term. Contact College of Green Grass at greenergrass@AZ.edu for more information on removing the HOLD to accomplish your goals.*
- **BEST PRACTICE TIP:** A website that is brief but offers all the necessary information is highly recommended. It explains what, why, when, who, and how and clearly articulates the email address to reach out to for additional questions.

Examples of Communicate to Students

Action Required: Proof of Immunization

- Notice of upcoming required action that will employ a HOLD if no action taken
 - Email (keep it brief and do not refer student to a specific person.) Cover who, what, when, why, and how.
 - Subject: Notice to Avoid a Registration HOLD – ACT NOW – Provide Proof of Immunization
 - Campus health requires proof of immunization before you can register for Spring term. This HOLD will be activated on Oct. 15. Turn in your proof of immunization to XXXXXXX@arizona.edu before this date to avoid the HOLD. Need more information? Go to this website (link) or email xxx.immunization@az.ede
 - Text (if possible)
 - Campus health requires proof of immunization before you can register for Spring term. If you do not act, a HOLD will be active on Oct.. Need more information? Go to this website (link) or email xxx.immunization@az.ede
- Reminder that a HOLD could be placed on student record.
 - Text message
 - Reminder. Campus health requires proof of immunization before you can register for Spring term. A HOLD restricting Spring registration will go active on Oct. 15 if you do not act now. Need more information? Go to this website (link) or email xxx.immunization@az.ede
 - Email message
 - Subject: Reminder – Immunization Record Needed or HOLD from Spring Registration
 - Greetings!
 - We hope your term is going well. This is a brief email to remind you that there is still time to provide Proof of Immunization to Campus Health by Oct. 15 to avoid a HOLD on your record. The HOLD will prohibit further registration of classes until you provide this needed information. Questions? Go to this website (link) or email xxx.immunization@az.ede
- Communication that HOLD is placed
 - UAccess message
 - Records for Campus Health indicate that you did not provide proof of immunization. Now, **You have a HOLD that will prevent enrollment (or transcript, diploma, financial aid disbursement, etc.).** To remove the HOLD and register for Spring term, turn in your proof of immunization to

XXXXXXXXXX asap to release this HOLD. Need more information? Go to this website (link) or email xxx.immunization@az.edu

- Text message
 - **You have a HOLD.** Records for Campus Health indicate that you did not provide proof of immunization. To remove the HOLD and register for Spring term, turn in your proof of immunization to XXXXXXXXXXXX asap. Need more information? Go to this website (link) or email xxx.immunization@az.edu
- Email message
 - Subject: You Have a HOLD for Immunization Record – Let us help
 - Greetings!
 - Unfortunately, the records from Campus Health indicate that you did not provide proof of immunization by Oct.15. **Now, you have a HOLD that will prevent enrollment (or transcript, diploma, financial aid disbursement, etc.)**.. The HOLD will prohibit you from further registration of classes until you provide this needed information. Don't miss out on timely registration – act now by sending your immunization record to campushealth@AZ.edu. Also, if this is a mistake, contact campushealth@AZ.edu . Need more information? Go to this website (link) or email xxx.immunization@az.edu