

## MEMORANDUM

TO: Dr. Jenny Borman and Dr. Don Von Bergen, Co-Chairs Faculty Senate Academic Affairs

FROM: CAPP Enrollment Hold Working Group

*Dr. Jeannie Brown Leonard; Dr. Kelley Brundage; Dr. Alison Wheatley; Dr. Terri Gaeddert;  
Darci Potroff*

CC: Dr. Andy Fund, Chair CAPP; Dr. Karen Goos, VP Enrollment Management; Candace LaBerge, Office Specialist II

DATE: February 9, 2021

TOPIC: New Policy Language in University Handbook

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**Subject:** Proposed addition of language to the University Handbook adding a reference to the use of enrollment holds.

### **Background/History:**

**Context and Charge:** The Strategic Enrollment Management (SEM) report recommended a review of holds that prevent enrollment at K-State. In 2017-18, a working group reduced college-issued enrollment holds from 63 to 36. In February 2019, a SEM Task Force identified 710 holds (222 of which block enrollment). The current CAPP working group began in January 2021 by auditing the remaining holds that prevent enrollment. Our goal was to reduce the total number of holds that prevent enrollment by culling inactive or unused holds and streamlining holds linked to financial obligation. In addition, the group developed procedural and policy recommendations about qualifying purposes for an enrollment hold, how to manage the timing of hold placement and removal, how to request an enrollment hold, and how to attach financial charges to a cashier's office hold.

**Approach:** The working group reviewed data on enrollment holds including an analysis of possible differential impact of some holds on student subpopulations. The landscape of holds at K-State is messy. The Registrar reached out to each hold owner to inquire about the status and purpose of the hold. We developed procedural guidance for all holds linked to resources or financial charges to have the sum owed placed on a student's account. When the sum owed reaches the state-approved level, the cashier's office will put a hold on the student's account.

Of the 222 holds identified that block enrollment, 142 belong to the Division of Finance or the Division of Enrollment Management and were reviewed in a previous SEM review. The working group examined the remaining 80 holds. We eliminated 38 holds due to inactivity or irrelevance based on feedback from the departmental owners. We confirmed 33 holds should remain and have identified 10 holds that need additional review based on reference to a financial application connected to the hold.

Although it was clear from our data review that student progress is affected by enrollment holds, we did not identify any patterns of use that disadvantaged one population over another.

K-State does not have a policy on holds. The working group reviewed policy language at eight universities.

**Recommended Policy Language:**

University Handbook, Section F45 (*new section to be added*)

<https://www.k-state.edu/provost/universityhb/fhsecf.html#students#F44>

Additions are underlined, and deletions are indicated by ~~strikeouts~~.

## Students

**F40** Classification of students. A student who is a high school graduate, or who offers 15 acceptable units of high school work, is classified as a freshman. A student is advanced to a higher classification upon successful university completion of sufficient credit hours as listed below:

Freshman 0-29

Sophomore 30

Junior 60

Senior 90

Fifth-year status 120

**F41** Student records. Kansas State University is in compliance with the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended; this law established specific guidelines concerning the release of information and the students' privileges to inspect and review their own educational records. The Kansas State University [student records policy](#) can be found on the Registrar's website. For additional information about student records see [Student Confidentiality](#).

**F42** Directory information. See the [Student Records Policy](#).

**F43** Grades are electronically available to students via the student information system (KSIS). Parents of dependent students may obtain official grades by providing proof of dependence to the university registrar. The grades of non-dependent students will be provided to parents only with written permission from the student.

**F44** In the case of a student who is delinquent in an account to the university, including unpaid traffic or parking violations, or about whom official disciplinary action has been taken, the appropriate university official may request that the student's record not be released. The effect of this action is that transcripts are not released, and registration forms are withheld. In order for the action to be rescinded, the hold must be cleared via KSIS, indicating that the student has met the obligation. For more information about when records may be withheld, see the [Student Records Policy](#).

**F45** Kansas State University uses enrollment holds to prompt specific action from students related to a narrow range of circumstances. Continued enrollment is both expected and encouraged for all students in compliance with University policy and practices. Restricting enrollment requires justification and review according to this policy and should be used as a path of last resort. Enrollment holds prevent a student from enrolling in a course(s) or from altering enrollment. This policy applies to all undergraduate, graduate, veterinary medicine, and non-degree students.

Only in rare and specific circumstances is an enrollment hold appropriate. Holds prompt students to take action to comply with essential requirements or to receive appropriate guidance. Broadly, enrollment holds may be appropriate to ensure students:

1. comply with federal or state laws or regulations,
2. pay a balance due on their student account,
3. are complying with health, safety, and behavioral expectations,
4. receive support related to degree progress, or
5. engage in activities linked to strategic University priorities.

**TRANSMITTAL FORM FOR  
CHANGES TO THE UNIVERSITY HANDBOOK**

**Handbook Section:** Section F45

**Date:** February 8, 2022

**Effective Term:** Fall 2022

**Brief Description:** Proposed addition of new Section, F45 to the University Handbook adding clarifying language to explain that K-State uses enrollment holds to prompt specific action(s) from students.

For the past academic year, a working group under the Committee on Academic Policy and Procedures has been discussing the use of Enrollment Holds at K-State. This working group was acting on recommendations from the Strategic Enrollment Management (SEM) work; with the charge to audit and evaluate the use of Enrollment Holds. (Refer to the Background & History in the attached Memo to FSAAC)

This is a section that was adopted by the Faculty Senate on

This is a policy recommended by University Administration on

This is a policy that was adopted by the Board of Regents on

This is a section that states Kansas State University administrative policies and procedures

Recommended by the University Handbook and Policy Committee

**APPROVALS**

For the Faculty Senate:	Date
For the University Handbook and Policy Committee:	Date
For the Provost:	Date