

Holds on Your Record: What Each One Blocks and How It Clears

Complete hold catalog, owning offices, clearing times, and the Spring 2028 payment calendar

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ENROLLMENT APPOINTMENT Mon Nov 8, 2027, 7:30 a.m. Central	BUSINESS DAYS UNTIL APPOINTMENT 4	ACTIVE HOLDS 2	ACTIONS BLOCKED TODAY Registration, schedule adjustment, transcript, diploma
STUDENT ACCOUNT BALANCE \$5,589.50	AMOUNT PAST DUE \$62.50	PAYMENT PLAN Not enrolled	COMPANION DOCUMENT REG-AUD-3.2, Degree Audit and Registration Guide

1. THE HOLDS ON YOUR RECORD RIGHT NOW								
CODE	HOLD	PLACED	OWNING OFFICE	WHAT IT BLOCKS	AMOUNT OR ACTION	WHAT CLEARS IT	TYPICAL CLEARING TIME	STATUS
AD1	Advising required	Mon Oct 18, 2027, 6:00 a.m.	Academic Advising Center	Registration, schedule adjustment	No charge — action required	Advisor records the advising meeting in HawkPath	Same business day, clears hourly 6:00 a.m.–6:00 p.m.	Open
LIB	Library obligation	Thu Oct 28, 2027, 11:45 p.m.	Kestrel Library Circulation	Registration, transcript release, diploma release	\$62.50 — one recalled item, 25 days overdue	Return the item or pay the replacement charge at the circulation desk	Overnight after payment posts	Open

Both holds must clear before your appointment opens at 7:30 a.m. on Mon Nov 8. AD1 clears hourly once your advisor records the meeting; LIB clears overnight after the item is returned or the charge is paid. Returning the item on Nov 7 does not reliably clear the hold before a Nov 8 morning appointment.

Latest safe dates: Work backward from the appointment, not forward from today. LIB clears in an overnight batch, so the last safe day to resolve it is Fri Nov 5. AD1 clears hourly during business hours, so the last safe advising meeting is Fri Nov 5 before 4:30 p.m. — the advising period closes that day.

2A. HOLD CODE CATALOG — ADVISING, FINANCIAL, AND RECORDS HOLDS

CODE	HOLD NAME	OWNING OFFICE	WHAT IT BLOCKS	HOW IT IS PLACED	HOW IT IS CLEARED	TYPICAL CLEARING TIME	APPEAL OR EXCEPTION PATH
AD1	Advising required	Academic Advising Center	Registration, schedule adjustment	Automatically on every degree-seeking record when the advising period opens	Meet with your assigned advisor; the advisor releases it in HawkPath	Hourly, 6:00 a.m.–6:00 p.m.	No appeal — the meeting is the requirement
BAL	Past-due balance of \$200 or more	Student Accounts	Registration, schedule adjustment, transcript, diploma	Nightly batch when a balance over \$200 is more than 30 days past due	Pay in full, or enroll in a payment plan and make the first installment	Overnight; card payments post the next business day	Written appeal on form SA-08 to the Bursar within 30 days
EAG	Enrollment agreement not signed	Student Accounts	Registration for the upcoming term only	When the term's enrollment agreement opens in the HawkPath To Do list	Read and sign the agreement in HawkPath	Immediately	No appeal
IMM	Immunization record incomplete	Student Health Services	Registration, on-campus housing assignment	At admission and whenever a required record expires	Submit a signed, dated record through the secure health portal	2 business days; 5 during August and January	Medical or religious exemption request, form SH-12
LIB	Library obligation of \$25 or more	Kestrel Library Circulation	Registration, transcript, diploma	When an item is 21 days overdue or billed as lost	Return the item or pay the replacement charge	Overnight after payment posts	Fine appeal to the Head of Access Services within 14 days
PKG	Parking citations of \$75 or more	Parking and Transportation	Registration, transcript	When unpaid citations reach the threshold	Pay citations, or file a citation appeal and await the decision	Overnight	Citation appeal, form PT-03, within 10 days of issue
MAJ	Must declare a major	Academic Advising Center	Registration for the term after the threshold is reached	At 45 earned credits with no declared major	File a major declaration, form AA-02	Up to 10 business days, including department review	No appeal — the declaration is the requirement
GRD	Must apply for graduation	Office of the Registrar	Registration for the term after the threshold is reached	At 90 earned credits with no graduation application on file	Submit the graduation application in HawkPath	Clears hourly, 5:00 a.m.–5:00 p.m.	Deadline extension request to the Registrar
TRN	Official transcript not received	Office of the Registrar	Registration after the first enrolled term	At admission when a prior institution's final transcript is outstanding	Have the prior institution send an official transcript to Tillman Hall 118	5 business days after receipt; 10 in peak periods	Provisional release for one term, Registrar discretion

Clearing times assume the underlying action is complete and correctly documented. A payment that is disputed, a record that is unsigned, or a form that is missing a department signature restarts the clock. Offices cannot release another office's hold.

2B. HOLD CODE CATALOG — AID, CONDUCT, HOUSING, AND STATUS HOLDS

CODE	HOLD NAME	OWNING OFFICE	WHAT IT BLOCKS	HOW IT IS PLACED	HOW IT IS CLEARED	TYPICAL CLEARING TIME	APPEAL OR EXCEPTION PATH
SAP	Satisfactory academic progress suspension	Financial Aid	Aid disbursement; registration is not blocked	After grades post when progress standards are not met	File a SAP appeal, form FA-21, with a documented academic plan	10 business days after a complete appeal	SAP Appeal Committee, decisions are final
TTL	Loan counseling or master promissory note incomplete	Financial Aid	Aid disbursement; registration is not blocked	When a loan is accepted but required documents are missing	Complete entrance counseling and the master promissory note	1–3 business days for the federal record to return	No appeal
CON	Conduct process obligation	Dean of Students	Registration, transcript, diploma, housing	When an assigned outcome passes its due date	Complete the assigned outcome and confirm with the case manager	2 business days after completion is verified	Appeal of the underlying finding, form DS-05
HSG	Housing agreement or damage charge	Residence Life	Registration, housing selection	At contract signing, or after a damage assessment	Sign the agreement, or pay or appeal the assessed charge	Overnight	Damage appeal within 21 days of the assessment
PLC	Placement assessment incomplete	Testing Center	Registration in mathematics and writing courses	At admission for students without qualifying placement evidence	Complete the assessment, or submit qualifying test or transfer evidence	Same business day for the assessment; 3 days for evidence review	Placement review request, form TC-04
RES	Residency documentation for tuition classification	Office of Admissions	Registration, tuition rate assignment	When declared residency cannot be verified from application data	Submit the residency questionnaire and supporting documents	10 business days	Residency reclassification petition, deadline is the term census date
VET	Veterans benefits certification documents	Veteran and Military Services	Benefit certification; registration is not blocked	Each term until the certification request and schedule are on file	Submit the term certification request with your registered schedule	3 business days	No appeal
LOA	Return from leave of absence	Office of the Registrar	Registration after the approved leave ends	When an approved leave term closes	File the return-from-leave form, RG-11	3 business days	Leave extension request before the leave term ends
ACD	Academic suspension or dismissal	Academic Affairs	Registration for all terms during the suspension period	After grades post when the academic standing policy is triggered	Serve the suspension period, or file a readmission petition	Decided on the Academic Standing Committee's published schedule	Readmission petition, form AA-30, per the committee calendar

Four of these holds — SAP, TTL, VET, and the aid portion of ACD — do not block registration at all. They block money. A student who registers successfully and assumes everything is settled is the most common way a disbursement is missed.

3. WHAT EACH HOLD BLOCKS, AT A GLANCE

CODE	REGISTER OR ADD	DROP OR WITHDRAW	OFFICIAL TRANSCRIPT	DIPLOMA RELEASE	HOUSING ASSIGNMENT	AID DISBURSEMENT
AD1	Blocked	Blocked	Allowed	Allowed	Allowed	Allowed
BAL	Blocked	Blocked	Blocked	Blocked	Allowed	Allowed
EAG	Blocked	Allowed	Allowed	Allowed	Allowed	Blocked
IMM	Blocked	Allowed	Allowed	Allowed	Blocked	Allowed
LIB	Blocked	Allowed	Blocked	Blocked	Allowed	Allowed
PKG	Blocked	Allowed	Blocked	Allowed	Allowed	Allowed
MAJ	Blocked	Allowed	Allowed	Allowed	Allowed	Allowed
GRD	Blocked	Allowed	Allowed	Allowed	Allowed	Allowed
TRN	Blocked	Allowed	Allowed	Allowed	Allowed	Blocked
SAP	Allowed	Allowed	Allowed	Allowed	Allowed	Blocked
TTL	Allowed	Allowed	Allowed	Allowed	Allowed	Blocked
CON	Blocked	Blocked	Blocked	Blocked	Blocked	Allowed
HSG	Blocked	Allowed	Allowed	Allowed	Blocked	Allowed
PLC	Partial — math and writing only	Allowed	Allowed	Allowed	Allowed	Allowed
RES	Blocked	Allowed	Allowed	Allowed	Allowed	Allowed
VET	Allowed	Allowed	Allowed	Allowed	Allowed	Partial — benefit certification only
LOA	Blocked	Allowed	Allowed	Allowed	Allowed	Allowed
ACD	Blocked	Blocked	Allowed	Blocked	Blocked	Blocked

A single hold can block several actions, and several holds can block the same action. Clearing one hold does not release an action that another hold also blocks. The Holds card in HawkPath is the authoritative list; this table explains what the card means.

4. CLEARING A HOLD — THE ORDER THAT WORKS

1. Open HawkPath, select the Holds card, and note the three-letter code, the owning office, and the date placed for every hold, including holds that do not block registration today.
2. Look the code up in Section 2a or 2b and find the clearing action. The clearing action is almost never “ask the office to remove it.”
3. Do the clearing action yourself where you can: sign the enrollment agreement, submit the graduation application, complete loan counseling, upload the immunization record.
4. For a financial hold, decide between paying in full and enrolling in a payment plan. Enrolling in a plan and making the first installment clears BAL; enrolling alone does not.
5. For AD1, schedule with your assigned advisor inside the advising period and bring a three-term plan. The advisor releases the hold after the meeting, not before it.
6. Wait the stated clearing time in the catalog, then re-open the Holds card before you contact anyone. Most reported failures are checks made inside the clearing window.
7. If the hold remains after the clearing time, contact the owning office with the hold code, your student ID, the date you completed the action, and any receipt or confirmation number.
8. If the office cannot resolve it before your enrollment appointment, escalate on the ladder in Section 7 the same day. An appointment time that passes is not restored later.

Holds are not penalties in themselves. Each one marks an action the college needs from you or from another office. The fastest path is almost always to complete the action rather than to negotiate the hold.

5. YOUR ACCOUNT: CHARGES, DUE DATES, AND REFUNDABILITY

CHARGE OR FEE	AMOUNT	DUE	HOW IT WAS ASSESSED	REFUNDABLE
Tuition, 15 credits at the resident rate	\$4,935.00	Wed Dec 15, 2027	Charged Nov 8 when registration posted	Yes
General student fee	\$412.00	Wed Dec 15, 2027	Charged with tuition	Yes
Laboratory fee, CHEM 220 and ENVS 350	\$180.00	Wed Dec 15, 2027	Charged per section at registration	No — fee is retained after the add deadline
Library replacement charge, recalled item	\$62.50	Immediately	Assessed Thu Oct 28, 2027 — source of the LIB hold	Reversed if the item is returned intact
Payment plan enrollment fee	\$35.00	At plan setup	Charged once per term, nonrefundable	No
Late registration fee	\$50.00	At registration	Applies to a first-time registration on or after Mon Jan 10, 2028	No
Reinstatement fee after cancellation for nonpayment	\$75.00	At reinstatement	Applies after the Thu Jan 6, 2028 cancellation run	No
Returned payment fee	\$30.00	On return	Per returned item; a BAL hold follows overnight	No

Balance shown is \$5,589.50 as of Nov 2, 2027, of which \$62.50 is past due and is the source of the LIB hold. A BAL hold is placed only when a past-due balance exceeds \$200, so the library charge blocks registration through LIB rather than through BAL.

6A. PAYMENT PLAN SCHEDULE

INSTALLMENT	DRAFT DATE	SHARE OF BALANCE	SETUP	EFFECT ON HOLDS
Installment 1	Wed Dec 15, 2027	25% of the term balance	Plan setup plus the \$35 fee	Clears BAL when the first installment posts
Installment 2	Mon Jan 15, 2028	25%	Automatic draft	A missed draft reinstates BAL overnight
Installment 3	Tue Feb 15, 2028	25%	Automatic draft	\$25 late installment fee after 5 days
Installment 4	Wed Mar 15, 2028	25%	Automatic draft	Plan closes; any remaining balance returns to BAL

Enrollment closes Wed Dec 15, 2027. Plans are not available after the term's cancellation run.

6B. OFFICE CLOSURES AND SYSTEM CUTOFFS

WHEN	WHAT	OFFICE STATUS	EFFECT ON HOLDS
Thu Nov 25 – Fri Nov 26, 2027	Thanksgiving recess	All offices closed	Holds do not clear; overnight batches still run
Fri Dec 24, 2027 – Mon Jan 3, 2028	Winter closure	All offices closed	Payments post to the account but staff review resumes Jan 4
Mon Jan 17, 2028	Institutional holiday	All offices closed	Payment plan drafts still process
Mon Mar 13 – Thu Mar 16, 2028	Spring recess	Offices open 9:00 a.m.–3:00 p.m.	Reduced staffing; allow an extra business day
Every Wednesday, 8:00–9:30 a.m.	System maintenance window	HawkPath unavailable	Holds placed or cleared during the window appear after 9:30 a.m.

7. ESCALATION LADDER

TIER	WHO	WHEN TO USE IT	RESPONSE TIME	HOW TO REACH IT
Tier 1	The office that owns the hold	Start here, always	Most holds clear the same or next business day once the underlying action is complete	Front counter, phone, or the office's HawkPath message channel
Tier 2	The office supervisor or associate director	No response after 3 business days, or the hold remains after the stated clearing time has passed	2 business days to respond, including what will happen and when	Ask the front counter for the supervisor by name and send a written summary
Tier 3	Dean of Students, or the Associate Registrar for registration-system issues	A hold you cannot clear will cause you to miss your enrollment appointment	1 business day during the registration period	Email deanofstudents@harlowridge.example with the hold code, your ID, and the dates you contacted Tiers 1 and 2
Tier 4	Student Grievance Process, form DS-22	A decision, not a delay, is the problem	Committee meets the second and fourth Thursday; decisions within 10 business days of the hearing	Filed through the Dean of Students office

Escalate with dates and codes, not with adjectives. A message that names the hold code, the date the clearing action was completed, the confirmation number, and the enrollment appointment at risk is resolved faster than any other kind of message.

8. NONPAYMENT CALENDAR FOR SPRING 2028

DATE AND TIME	WHAT HAPPENS	RUN BY	WHAT IT MEANS FOR YOUR SCHEDULE
Wed Dec 15, 2027, 5:00 p.m.	Term charges due in full, or a payment plan active	Student Accounts	Nothing yet
Thu Dec 16, 2027, overnight	BAL holds placed on balances over \$200	Automated batch	Registration and schedule adjustment stop
Mon Jan 4, 2028, 8:00 a.m.	Reminder notice to the HawkPath message center and the college email	Student Accounts	Five days remain before cancellation
Thu Jan 6, 2028, 6:00 a.m.	Schedule cancellation for nonpayment	Automated batch	All registered sections are dropped, including waitlists
Thu Jan 6 – Mon Jan 10, 2028	Reinstatement window, \$75 fee, seats not held	Office of the Registrar	A cancelled seat may already be taken by another student
Tue Jan 25, 2028	Census date — enrollment frozen for reporting and aid	Office of the Registrar	Reinstatement after this date requires a dean's approval

Cancellation for nonpayment drops registered sections; it does not cancel the charges already incurred, and it does not guarantee that the same sections can be restored.

9. APPEALS AND EXCEPTION ROUTES

WHAT YOU ARE APPEALING	FORM	DEADLINE	DECIDED BY	DECISION TIME	POSSIBLE OUTCOMES
Financial hold or charge	SA-08	30 days from the statement date	Bursar	10 business days	Charge stands, charge reduced, or charge reversed
Library fine or replacement charge	Circulation appeal form	14 days from the billing notice	Head of Access Services	5 business days	Fine stands, reduced, or waived
Parking citation	PT-03	10 days from the citation date	Parking Appeals Board	Board meets weekly	Citation upheld, reduced, or voided
Satisfactory academic progress	FA-21	Posted each term; Spring 2028 deadline is Fri Dec 3, 2027	SAP Appeal Committee	10 business days after a complete file	Aid denied, aid on probation, or aid on an academic plan
Residency classification	Residency petition	The term census date, Tue Jan 25, 2028	Residency Officer	10 business days	Classification unchanged or reclassified for the term
Conduct finding	DS-05	5 business days from the written outcome	Appellate Officer	15 business days	Finding upheld, outcome modified, or case remanded
Academic suspension	AA-30	Per the committee calendar; Spring 2028 deadline is Mon Dec 6, 2027	Academic Standing Committee	Decisions released Fri Dec 17, 2027	Readmission denied, readmission with conditions, or readmission

Filing an appeal does not suspend the hold, the charge, or the deadline unless the deciding office says so in writing. Continue to plan around the hold while the appeal is pending.

10. WHO ELSE CAN ASK ABOUT YOUR HOLDS

Under the Family Educational Rights and Privacy Act, once you are enrolled at a postsecondary institution the rights in your education records are yours, regardless of your age and regardless of who pays the bill. Harlow Ridge staff will not discuss the reason for a hold, an account balance, a grade, or an academic standing with a parent, a spouse, an employer, or a scholarship sponsor unless one of the following applies.

- You have granted that person **authorized user access** in HawkPath, which is limited to the specific areas you select and can be revoked by you at any time.
- You have filed a written, signed, and dated **consent to release** on form RG-04, which names the person, the records, and the purpose.
- The request falls within a disclosure the law already permits without your consent.

What each access level actually allows

ACCESS LEVEL	CAN SEE	CANNOT SEE
Authorized user — billing	Statements, payment plan, balance due, payment history	Grades, audit, advising notes, conduct records
Authorized user — enrollment	Enrollment status, term schedule, holds list	Grades, account detail, health records
Consent to release, form RG-04	Only what the form names, for the stated purpose	Anything the form does not name
No access on file	Nothing — staff will not confirm whether you are enrolled if you have opted out of directory information	All record content

Directory information is the limited set of items the college has designated as releasable without consent after public notice, and you may restrict its release by filing form RG-05 with the Registrar. A directory restriction is broad: it also stops enrollment verifications, honors lists, and confirmations to prospective employers.

11. WHO TO CONTACT

OFFICE	WHAT IT HANDLES	LOCATION	HOURS	CONTACT	WHAT IT CANNOT DO
Office of the Registrar	Audits, exceptions posted by departments, registration errors, withdrawals, graduation applications, transcripts, GRD and LOA holds	Tillman Hall 118	Mon–Thu 8:00–5:30, Fri 8:00–3:00	(555) 019-4200 · registrar@harlowridge.example	Cannot waive a requirement, change a grade, or override a prerequisite
Academic Advising Center	Advising appointments, AD1 and MAJ holds, plan review, major changes, referral to department faculty	Bellweather Hall 240	Mon–Fri 8:30–4:30	(555) 019-4265 · advising@harlowridge.example	Cannot clear a financial hold or post a substitution
Department of Environmental Science	Course substitutions, waivers, prerequisite overrides, capstone approval, independent study	Fennel Hall 300	Mon–Fri 9:00–4:00	(555) 019-4410 · envs@harlowridge.example	Cannot register you for a class or clear a registrar hold
Student Accounts	Balances, payment plans, BAL and EAG holds, refunds, 1098-T	Tillman Hall 104	Mon–Fri 8:00–5:00	(555) 019-4230 · accounts@harlowridge.example	Cannot waive tuition or reverse a charge without a written appeal decision
Financial Aid	Awards, SAP appeals, TTL counseling and loan documents, verification	Tillman Hall 130	Mon–Thu 8:30–5:00, Fri 8:30–3:00	(555) 019-4250 · finaid@harlowridge.example	Cannot promise an award amount or restore aid before an appeal is decided
Student Health Services	Immunization records and the IMM hold	Cobb Wellness Center 110	Mon–Fri 9:00–4:00	(555) 019-4380 · health@harlowridge.example	Cannot accept an unsigned or undated immunization record

12. DOCUMENT CONTROL

VERSION	EFFECTIVE	OWNER	CHANGE SUMMARY
4.1	Fri Oct 1, 2027	Office of the Registrar (K. Adeyemi-Park, Associate Registrar)	ACD and LOA codes added; blocking matrix expanded to six actions; escalation ladder given published response times
4.0	Mon Jun 7, 2027	Registrar, Student Accounts, and Dean of Students (joint)	Consolidated four office-specific handouts into a single map; clearing times published for the first time
3.5	Mon Jan 11, 2027	Student Accounts (M. Olatunji-Reyes, Bursar)	BAL threshold raised from \$100 to \$200; reinstatement fee added
3.4	Tue Aug 18, 2026	Office of the Registrar (D. Halvorsen)	Nonpayment cancellation moved from the first day of class to five days before

Guide REG-HOLD-4.1 · Reviewed each June and whenever a hold code is added or retired · Next scheduled review: Mon Jun 5, 2028 · Companion document: REG-AUD-3.2, Degree Audit and Registration Guide.

What clearing a hold does not do: Clearing every hold on your record makes you eligible to register. It does not reserve a seat, guarantee that a section will have space when your appointment opens, extend a deadline you have already missed, guarantee a tuition classification, guarantee a financial aid disbursement, or guarantee continued enrollment. Where this map and the official academic catalog, the student financial responsibility agreement, or a posted policy disagree, the official documents control.

Harlow Ridge College, the offices, staff names, student name, student identification number, program and catalog year, course numbers, degree audit identifiers, hold codes, dollar amounts, term dates, form numbers, and telephone numbers shown here are invented for this specimen document. Hold codes, thresholds, fee amounts, clearing times, appeal deadlines, and committee schedules are illustrative. The description of student record privacy is a plain-language summary written for this specimen and is not legal advice or a statement of any institution's official notice. This document is not a transcript, a degree audit of record, an academic contract, a bill, a financial aid award, or a certification of degree completion, and it must not be used to make an academic or financial decision for any real student or institution.