

UNIVERSITY OF NORTH FLORIDA

Student: Permissions and Holds

Surviving Registration: Essentials for Faculty & Staff

STUDENT: PERMISSIONS AND HOLDS

Surviving Registration: Essentials for Faculty & Staff



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This guide is designed to be used in conjunction with attendance
in training classes provided by the myWingsTeam
and in collaboration with CPDT

Objectives:

The objective of this guide is to educate those of the UNF End-User community responsible for providing permissions and overrides for courses and adding and releasing holds during student registration periods.

This guide is divided into 6 processes:

- Process 1: Logging into Internet Native Banner
- Process 2: Assigning Permissions & Overrides
- Process 3: Reviewing Waitlist Messages
- Process 4: Adding a Hold
- Process 5: Releasing a Hold
- Process 6: Reviewing Hold Policies

Intended Audience

Personnel with update authority to modify course permissions and overrides and holds.

Pre-Requisites

In order to attend this class, one must have the following pre-requisites:

- Basic Keyboard & Mouse Skills
- Attended Basic Internet Native Banner Navigation Course



Important Info – can not work without knowing.



Nifty Note – nice to know information.

Icon Key



Example of Nifty
Note



Example of Important Info
Important info goes here

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Terminology

Fatal Errors	Errors that will prevent registering for a course.
CRN	Course Reference Number. A unique identifier assigned when adding a course and cannot be changed. NOTE: Formerly known as call number in Osprey Online.
Enrollment Status	The student's enrollment status for the term. The student's enrollment status must be EL (Eligible to Register) for any changes to happen to the student's registration.
Course Status	The status of the course on the student's schedule. The student can be registered, dropped, or withdrawn.
CAPP	Curriculum, Advising, and Program Planning degree auditing program.
Part of Term	Part of term is used to designate the length of the term in which the course section is to be offered. Courses that do not fall within the normal term may have different beginning or ending dates.
Grade Mode	The mode in which the student will be graded for this course. Most courses will have more than option for grade mode. NOTE: If a student wishes to audit a course the grade mode should be changed to audit if available.
Registration Maximum Hours	The maximum number of hours for which a student may register. (20 hours for undergraduate students and 15 hours for graduate students).
CAPP area for prerequisites	Area of Banner that checks for prerequisite or co-requisite requirements including other courses or test scores.
Student Level	The level of the student based on their curriculum. (Undergraduate or Graduate)
Course Level	The level of the course. (Undergraduate or Graduate) Some courses may have the option of being taken at either level. Course level determines on which transcript the course appears.
Time Ticketing	Determines when a student can register in Banner Self-Service.
Registration Restrictions	Restrictions for courses in the catalog. Courses can be restricted by college, major, class, level, program, degree, campus, or a combination of these. (For example: A course is restricted to only College of Business graduate students.)

Assigning Permissions and Overrides for Courses

On the Student Registration Permit-Override Form (SFASRPO), you will assign permit-override codes that allow a student to register for a course or specific section of a course. Permissions and/or overrides can be given prior to the student attempting to add classes or once a registration error has been identified. Follow these steps to grant permission or overrides for an individual student to register for a class.

To assign permissions and overrides:

1. Access the **Student Registration Permit-Override Form (SFASRPO)**.
2. In the **Term** field, enter the term for which you want to grant the permission or override.
3. Enter the student's ID number in the **ID** field.
4. Perform a **Next Block** function. Your cursor will now be in the **Permit** field as part of the Student Permits/Overrides block. In the Student Schedule block below this, you can see the courses for which the student is currently registered.

The screenshot shows the 'Student Registration Permit-Override SFASRPO 6.0 (NETT)' window. At the top, the 'Term' is set to '200508 Fall 2005' and the 'ID' is 'T00906637 Training01, Student'. Below this is the 'Student Permits/Overrides' section with a table that has columns for 'Permit', 'CRN', 'Subject', 'Course', 'Section', and 'User'. The 'Permit' column is highlighted in yellow, and an arrow points to it with the text 'Enter the permit code here'. Below the permits section is the 'Student Schedule' section, which contains a table with columns for 'CRN', 'P/T', 'Subject', 'Course', 'Section', 'Avail', 'Wait', 'M', 'T', 'W', 'R', 'F', 'S', 'U', 'Beg', and 'End'. The first row of the schedule table shows a course with CRN 80945, P/T 1, Subject CIS, Course 3949, and Section 0, with an availability of 39 and a waitlist of 0.

5. Double-click the **Permit** field to see available permit-override codes. Select the appropriate permit and click OK.



Important

Students may have more than one error for a course. However, only one error appears at a time.

The table below describes each code and the type of registration error it will resolve for the student to add the course. These are listed in the order of priority the registration system will report the errors. **Students may have more than one error for a course!**

PERMIT CODE	USED FOR ERROR	THIS ERROR OCCURS WHEN ATTEMPTING TO ADD A CLASS WHICH:
SPEC APPR	Instructor Department Advisor	Needs instructor, departmental or advisor approval
LEVEL	Level	Has a level restriction different from the student's level (e.g. undergraduate student requesting graduate class)
COLLEGE	College	Is restricted to a particular college or colleges
PROGRAM	Program	Is restricted to a particular degree program
MAJOR	Major	Is restricted to a specific major or majors
REPEAT LIMIT	Repeat Limit	Cannot be repeated for more than a given number of times.
REPEAT HOURS	Repeat Hours	Cannot be repeated for more than a given number of credits. May be needed when student is attempting course for second or more time to achieve minimum program grade.
CLASS	Class	Is restricted to a particular classification of student (e.g. freshman, sophomore, junior, etc.)
DUPLICATES	Duplicate	Is a duplicate course number for the same term (e.g. directed independent study, special topics, experimental numbers)
TIME	Time Conflict with CRN	Is offered at the same time another course on the student's schedule is taught
COREQ	Co-requisite	Has a co-requisite not currently on the student's registration
PREREQ	Preq & Test Score Error	Has a prerequisite or minimum test score requirement that has not been met based on the student's academic history



The Closed Section error means the class is at capacity in terms of seating. Capacity overrides can only be done in the Registrar's office.



The Maximum Hours Exceeded error means the student is trying to register for more than the maximum allowable hours. An approved petition must be presented to the Registrar's office to receive this override

6. Once you have selected the correct permit code, you will indicate whether this code is assigned to a specific CRN or a subject and course number. Permits such as special approvals and time conflicts must be applied to specific CRNs. Other permits can be applied to subject and course numbers to allow the student add any section of that class. Enter either the **CRN** or **Subject** and **Course** number in the appropriate fields.

Permit	CRN	Subject	Course	Section	User
SPEC APPR Special Approval Permission	81690	CIS	4900	0	TEST01
SPEC APPR Special Approval Permission	80006	ENC	1101	0	TEST01
MAJOR Major Override		NUR	3026L		TEST01

CRN	P/T	Subject	Course	Section	End	Err	Link	Cl	Camp	Schd	St	Bl	Stat
80945	1	CIS	3949	0					OO	I	A		RW
81103	1	NUR	3026L	0	1200	O			MC	L	A		RW
81690	1	CIS	4900	0		O			MC	Z	A		RW

7. Click the **Save** icon. Your ID is stored as the user who granted the permit-override as well as the activity date associated with the most recent change of that permit.
8. For additional permit-overrides, repeat steps 5 through 7. You may need to insert additional records as needed by clicking the **Insert Record** icon.
9. Click **Rollback** to return to the key block or click **Exit** to exit the form

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Reviewing Waitlist Messages

The following table provides a brief description of the types of waitlist messages that may be encountered during registration when a student is attempting to add a course or courses. Students may add themselves to waitlists in Banner Self-Service or at the Registrar’s office.

Message	Meaning
CLOSED-SECTION	This error means that the course is closed and there is no waitlist for this course.
CLOSED-XXX WAITLISTED	This message indicates that the number of available seats is zero and there are people on the waitlist (indicated by the “xxx” in the message). NOTE: See the wait list procedure for procedures on putting a student on the waitlist.
CLOSED-WAITLIST FULL	This message appears when the section and the waitlist are full.
OPEN-WAITLIST FILLED	This message indicates that there is a seat or seats available in the class, but a waitlist exists and is full.
OPEN-XXX WAITLISTED	This message indicates that there is a seat or seats available in the class, but a waitlist exists (where “xxx” equals the number of students on the waitlist).

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Adding a Hold

The Hold Information Form (SOAHOLD) is used to assign and release holds for a person or entity. Prior to adding a hold, reference the Holds Policies in this document and determine which are specific to your unit.

To add a hold:

1. Access the **Hold Information Form (SOAHOLD)**.
2. Enter the person's ID number in the ID field.
3. Perform a **Next Block** function.
4. Double-click the **Hold Type** field to view the available holds. Select the appropriate type (see Hold Policies for complete listing) and press **OK**.

Hold Information: SOAHOLD 5.4 (NFTT)

ID: N00014325 Lady Mae Osprey

Holds

Hold Type: [] Rel: N00009916

Reason: [] Amount: []

From: 11-JAN-2005 To: 31-DEC-2099 Orig: []

Hold Type: []

Reason: []

From: [] To: []

Hold Type: []

Reason: []

From: [] To: []

Person Hold Type Validation (STVHLDD)

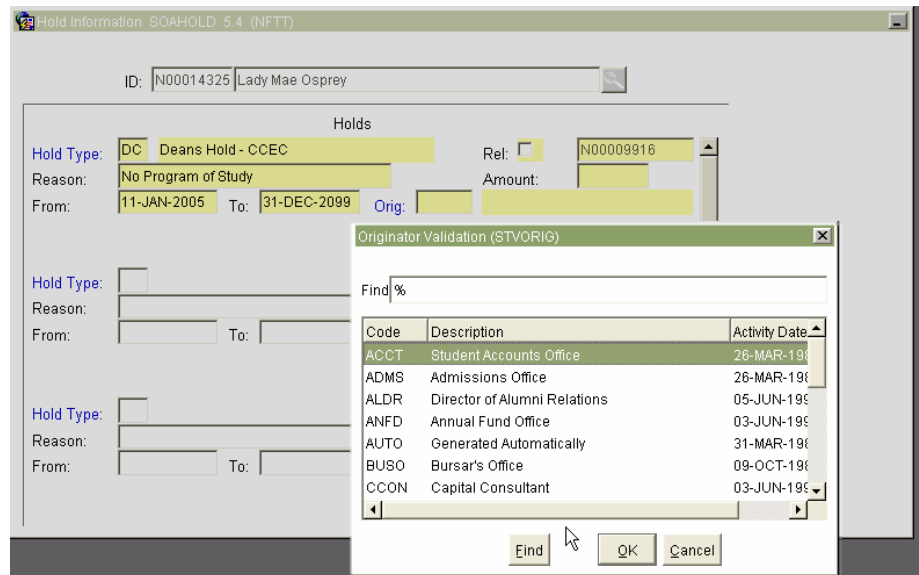
Find %

Code	Desc	Reg Hold
AN	Adm - Inc Judicial Affidavit	Y
AP	Grad Studies - Post-bacc hours	Y
AU	Admissions - Early Update	Y
AX	Admissions - Critical	Y
CE	COEHS Conditional Admission	Y
DE	Deac Hold - COAS	Y

Find []

Find [] OK Cancel

5. <Tab> to the **Reason** field. Enter a reason for the hold. Note: Use text from the Hold Policies as a guide (up to 30 characters). **This text will be visible on the Web in Banner Self Service.**
6. The **From:** field is automatically populated with the current date.
7. If applicable, indicate the date the hold will expire in the **To** field. Otherwise, this field will contain 31-DEC-2099 until the hold is released.
8. Navigate to the **Originator** field. Double-click in this field to view available codes and select the office from which this hold originated. Press **OK**.



9. Click the **Save** icon.
10. To add additional holds for this person, click the **Insert Record** icon and repeat steps 4 through 9.

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Process
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Releasing a Hold

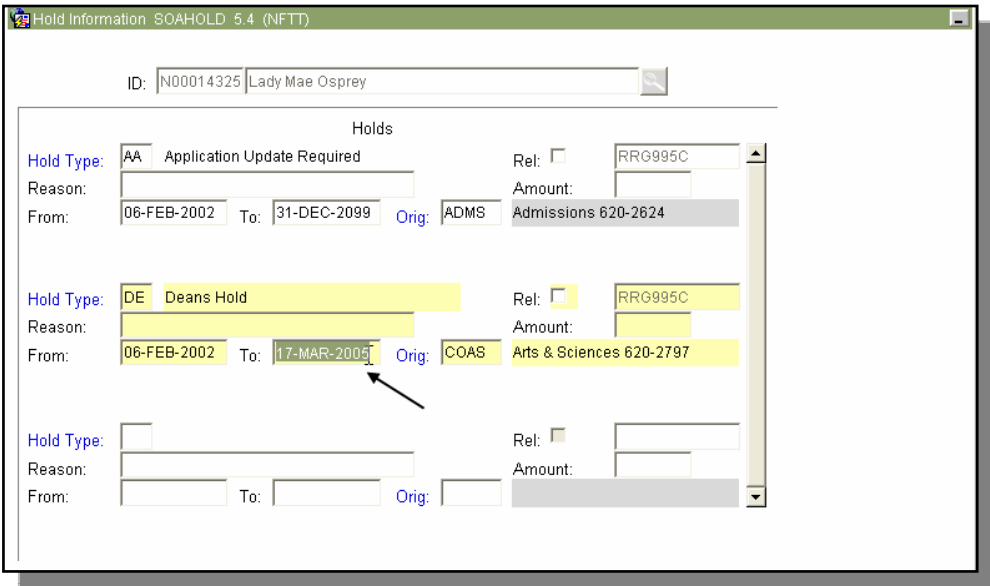
The Hold Information Form (SOAHOLD) is used to assign and release holds for a person or entity. Prior to removing a hold, reference the Holds Policies in this document for the description of all holds and determine which are specific to your unit.

To release a hold:

1. Access **Hold Information Form (SOAHOLD)** for the person whose hold is to be released.
2. **<Tab>** to the **To** field. Enter the date for the day the hold is to be released.
Example: If you want to release the hold immediately, you would enter today's date.

 DO NOT delete the original hold record. In order to keep historical data, holds must be removed by changing the To: date, and not by deleting the record.

Deleting the hold record will permanently remove it from Banner and it will not be recoverable.



The screenshot shows the 'Hold Information SOAHOLD 5.4 (NFTT)' window. At the top, the ID is 'N00014325 Lady Mae Osprey'. Below this is a table of holds:

Holds			
Hold Type:	AA Application Update Required	Rel:	<input type="checkbox"/> RRG995C
Reason:		Amount:	
From:	06-FEB-2002	To:	31-DEC-2099
		Orig:	ADMS Admissions 620-2624
Hold Type:	DE Deans Hold	Rel:	<input type="checkbox"/> RRG995C
Reason:		Amount:	
From:	06-FEB-2002	To:	17-MAR-2005
		Orig:	COAS Arts & Sciences 620-2797
Hold Type:		Rel:	<input type="checkbox"/>
Reason:		Amount:	
From:		To:	
		Orig:	

3. Click the **Save** icon.

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Reviewing Hold Policies

This section includes policies regarding the levels of holds, procedures for requesting authorization to add and release holds, and descriptions of the holds currently defined in Banner.

HOLD PRIORITIZATION

Holds will be prioritized into three categories – Critical, Restricted, and Temporary.

Critical holds are those that may not be lifted without substantiated evidence to do so -- an example is the AJ - Judicial hold. Only a few individuals on campus will be able to apply and lift critical holds.

Restricted holds are those, like Critical holds, that may not be lifted without substantiated evidence to do so. They differ from Critical holds in terms of the scope of the hold. Restricted holds, while involving sensitive information and circumstances, do not deal with legal, expulsion, or financial issues. An example is the AD – Missing Documents hold.

Temporary holds are those placed on a student's file by an academic or administrative unit to assure that they are in compliance with policy - an example is the AA - Application Update Required hold.

SECURITY AND ACCESS TO SOAHOLD

The ability to add and lift holds will be delegated to those individuals whose functions require access to the form and to the information contained therein.

The following options offer units the flexibility to decide what works best for their situation. To address the security issue regarding Critical holds, units may choose either option below. A process will be developed for requesting CH-ID's and RH-ID's and will be shared with all units.

1. Units may create a Critical Hold-specific user ID (CH-ID) to apply and release Critical holds. The sole purpose of the CH-ID will be to apply and release critical holds. Each unit will be responsible for requesting a CH-ID and for identifying up to three selected individuals with access to this user ID. Unit directors will be responsible for identifying these three individuals to the Assistant Vice President of Enrollment Services.
2. Units may authorize individual users to check the release indicator, keeping in mind that whoever applies a hold will be responsible for releasing the hold.

Restricted holds will function similarly to Critical holds. Units may create a Restricted Hold-specific user ID (RH-ID) to apply and release Restricted holds. The sole purpose of the RH-ID will be to apply and release restricted holds. Each unit will be responsible for requesting a RH-ID and for identifying selected individuals with access to this user ID.

Temporary holds will not have the release indicator applied; therefore, anyone with update authority on SOAHOLD will have access to apply and release Temporary holds. Each unit will determine the users to have access to SOAHOLD, and these individuals will confirm their understanding of University policy as it relates to assigning and releasing holds.

REQUESTING ACCESS TO SOAHOLD

Unit directors / chairs will request access to SOAHOLD through email to the Assistant Vice President of Enrollment Services. The Assistant Vice President of Enrollment Services may ask for supporting justification from unit directors regarding their requests. Consistent with the policy regarding access to confidential student information, individuals with access to SOAHOLD will confirm their understanding of applicable University policy and State and Federal laws governing the release of this information by reading and signing a Statement of Understanding. These forms will be available through the Office of Enrollment Services. Following are the two levels of access:

Query-only Access

Members of the University community who need to view student holds to fulfill the duties of their position will have access to SOAHOLD. View-only access will be granted to these individual users.

Update Access

Members of the University community who need to view and update student holds to fulfill the duties of their position will have access to view and update SOAHOLD.

AUDIT REPORT FOR HOLDS

To properly monitor the hold functions in Banner, an audit process will generate a report at regular intervals. The hold audit report will provide the following information:

- Hold type
- Student ID number and name
- User ID and name of who applied and released the hold
- Date the hold was applied
- Date the hold was released

This report will be sorted by administrative unit, thereby allowing the director of each unit to quickly determine who released the holds and when the holds were released. The directors will be responsible for reviewing the report and addressing any performance and security issues with their staff. In addition to addressing these issues directly with staff, any breach in security will be reported immediately to the Assistant Vice President of Enrollment Services along with a description of the action taken to address the situation.

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HOLD CODE DESCRIPTIONS

Hold Code	Name of Hold	Type of Hold	Responsible Unit	Description
AA	Application Update Required	Temporary	Admissions	The AA hold is the standard application hold placed on transient and special students in order for them to update their application each semester.
AD	Missing Documents	Restricted	Admissions	The AD hold will allow Admissions staff to better monitor students who have yet to provide all required documents related to their admission. The AD hold will be placed on a student after they have been admitted and after their 30-day window if required documents remain outstanding. The AD hold is restricted.
AJ	Judicial Response	Critical	Admissions	The AJ hold is used for students who mark "Yes" on the judicial question on the application for admission. A "yes" answer requires additional information from the student and for a review by the Student Conduct Office before processing continues. The AJ hold is critical.
AN	Incomplete Judicial Affidavit	Temporary	Admissions	The AN hold is used when students leave one or both judicial questions unanswered on the application for admission. This hold allows better tracking of those students who may not be subject to the AJ hold and thereby improves processing efficiency. The AN hold is temporary. If the student answers one or both parts of the judicial question with a "Yes" the AN hold will be replaced with an AJ hold until such time that the Student Conduct Office can clear the student's file.
AP	Graduate Credit Hours Limit	Temporary	Graduate Studies	The AP hold is used for monitoring the earned semester credit hours earned by non-degree seeking post-baccalaureate students. Most graduate programs at UNF allow up to 10 semester credit hours to be earned in a non-degree seeking status, but hours earned past this limit pose problems for advising, financial aid, and residency hours toward degree. This hold will be managed by the Office of Graduate Studies with assistance from the academic units and Enrollment Services.

HOLDS POLICIES

Hold Code	Name of Hold	Type of Hold	Responsible Unit	Description
AU	Early Application	Restricted	Admissions	The AU hold marks those applications received outside of the one-year window of eligibility. Applications are received regularly from military personnel when they are being assigned to UNF for their studies (usually at the graduate level). Applications received more than a year in advance of the intended start term must have the judicial questions and residency status confirmed within a year of enrolling. The AU hold is restricted.
CE	COEHS Conditional Admission	Restricted	COEHS Advising	The CE hold monitors those students who are applying for conditional admission as an undergraduate student in the COEHS. This hold will prevent them from simultaneously submitting redundant applications to other majors, thereby circumventing the checks and balances in place by the College of Education. The CE hold is restricted.
SC	CCEC Academic Progress	Temporary	CCEC Advising	The SC hold is used by the CCEC advising office to monitor satisfactory academic progress of CCEC majors.
DE	Deans Hold	Temporary	Advising Units	The DN hold is used by the advising offices and/or Dean's Offices to require an action from the student. The Origin field on SOAHOLD designates which office placed the hold.
FH	Financial Hold	Critical	Cashier's Office	The FH hold is the standard Financial Hold for all students at the University. The hold is managed by the Controller's Office.
GH	Need Statement of Good Health	Critical	Medical Compliance	The GH hold requires students to provide a Statement of Good Health, as required by Statute.
H	Housing / Financial	Critical	Housing	The H hold is a Housing Financial hold. This hold is managed by Housing and Residential Life.
HC	Housing / Conduct	Restricted	Housing	The HC hold is a Housing Conduct hold related to conduct that occurs in on-campus housing. This hold is managed by Housing and Residential Life.
IM	Need Immunization	Restricted	Medical Compliance	The IM hold requires students to provide evidence of Immunizations, as required by Statute.
IN	Need Insurance	Restricted	Medical Compliance	The IN hold requires International students to provide evidence of sufficient Health Insurance, as required by Statute.
MH	Medical Hold	Critical	Counseling Center	The MH hold deals with Medical withdraws and other medical issues as coordinated through Student Affairs.
PR	Advising Hold	Temporary	Advising Units	The PR hold is used by the advising offices to mandate the student see an advisor regarding a program of study. The Origin field on SOAHOLD designates which office placed the hold.

HOLDS POLICIES

Hold Code	Name of Hold	Type of Hold	Responsible Unit	Description
RA	Address	Temporary	Records	The RA hold requires students to update their mailing address with the Office of Records & Registration.
RM	Academic Major	Temporary	Records	The RM hold requires students to declare a suitable major with the Office of Records & Registration.
RX	Critical	Critical	Records	The RX hold is a critical hold related to a student's academic history at UNF. It is usually applied for expulsion.
SD	Conduct – No Response	Restricted	Student Conduct	The SD hold indicates that the student has not responded to a Student Conduct Charge Letter.
SE	Conduct - NO Admission	Critical	Student Conduct	The SE hold indicates that the student shall not be allowed to reapply for admission to the University. This hold is issued from the Office of the Vice President for Student and International Affairs. This hold is critical.
SF	Conduct - Flagged Records	Critical	Student Conduct	The SF hold indicates that the student's records are flagged until such times that sanctions are satisfactorily completed. This hold is critical.
SP	Conduct - Expulsion	Critical	Student Conduct	The SP hold indicates that the student has been expelled from the University. This hold is issued from the Office of the Vice President for Student and International Affairs. This hold is critical.
ST	Conduct - Non-Compliance	Critical	Student Conduct	The ST hold indicates that the student is not in compliance with the sanctions handed down by the University Student Conduct Hearing Officer or a Student Conduct Hearing Panel. This hold is critical.
SU	Conduct - Suspension	Critical	Student Conduct	The SU hold indicates that the student has been suspended from classes due to a discipline-related issue. This hold is critical.
SV	Conduct – Pending Hearing	Restricted	Student Conduct	The SV hold indicates that the student missed a Conduct Review Panel hearing or a Conduct Review Administrative hearing. Alternatively, this hold can indicate that such a hearing is pending. The SV hold is critical.
TL	Testing - Need CLAST	Restricted	Testing Center	The TL hold indicates that the student needs part of or all of the CLAST in order to continue registration. This hold is restricted.
TT	ACE Testing Hold	Restricted	ACE	The TT hold indicates that the student is in need of academic remediation in order to be successful at the University. This hold is restricted.

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