



THE JOHN MARSHALL LAW SCHOOL

Non-Academic Holds on Student Accounts and Records

1. **Reasons for a Non-Academic Hold:** A “hold” may be placed on student accounts and records for academic or non-academic reasons. This policy addresses non-academic reasons. Generally, a student’s account and records may be placed on hold when a student fails to timely remit payment, complete required paperwork or programming, or return Law School material or equipment. Below are non-exhaustive lists of reasons a student’s account and records may be placed on hold:
 - a. **Financial reasons:**
 - i. Failure to timely pay tuition, fees, or other educational charges.
 - ii. Failure to timely resolve a returned payment or check.
 - iii. Failure to timely pay for assessed damage caused to Law School property or property used for a Law School program.
 - b. **Non-financial reasons:**
 - i. Failure to return library materials, graduation regalia, or other borrowed Law School materials or equipment on a timely basis.
 - ii. Failure to timely complete and return mandatory paperwork (e.g., failure to return paperwork distributed as part of New-Student or Transfer Student Orientation, or failure to provide an official transcript from an undergraduate or graduate institution, failure to update Emergency Contact Information).
 - iii. Failure to timely complete steps in or paperwork associated with the financial-aid or admissions processes.
 - iv. Failure to participate in mandatory programming, such as New-Student or Transfer-Student Orientation, 2L Orientation, 3L Orientation, or Bar Exam Information or Contract Meetings.
 - v. As a temporary measure pending completion of the application amendment process, as determined by the Dean, Vice Dean for Academic Affairs, Associate Dean for Professionalism and

Career Strategy, Assistant Dean for Student Life and Leadership, or Assistant Dean for Admissions.

- vi. As a temporary measure pending completion of an investigation under the Code of Conduct or by Law School security, as approved by the Dean or Vice Dean.
- vii. Failure to participate in financial-aid entrance or exit counseling.
- viii. Failure to complete and return the graduation exit survey.
- ix. Failure to complete and return the commercial bar course registration form.

2. Procedure for Issuing a Non-Academic Hold: Only a dean or department head may request that a student's account and records be placed on non-academic hold. A hold requested for a financial reason will be managed by the Business Office, and a hold requested for a non-financial reason will be managed by the Academic Services Office.

- a. To initiate the hold process, the dean or department head will notify the student in writing of an intent to issue a hold if the student does not resolve the situation by a stated deadline. The dean or department head has discretion to set the time period within which the student must act, and will outline the steps the student must take to resolve the hold. Under most circumstances, a student typically will have at least five business days to resolve the situation and avoid the hold. However, a shorter period may be used when warranted. Law School mail will be the typical way to communicate with a student.
- b. If the student does not resolve the situation by the deadline, the dean or department head will forward a request for a hold to the Business Office (financial reasons) or the Academic Services Office (non-financial reasons).
- c. The Chief Financial Officer or the Registrar, as appropriate, will issue the hold by noting it on the student's account. The Business Office or Academic Services Office, as appropriate, will also notify the student of the hold. The office issuing the hold also will notify the other office.
- d. If the Chief Financial Officer (financial reasons) or the Registrar (non-financial reasons) has concerns about the hold request — before issuing the hold — he or she will contact the requesting office to

attempt to resolve the concern. If the concern cannot be resolved, the matter will be referred to the Dean or the Dean's designee.

- e. On the last business day of each month, the Academic Services Office and the Business Office each will prepare a list of students whose accounts and records are on hold and will circulate the master lists to the Dean, Vice Dean for Academic Affairs, Associate Dean for Graduate and Center Programs, Associate Dean for Professionalism and Career Strategy, Assistant Dean for Administration, Assistant Dean for Career Services, Assistant Dean for Student Life and Leadership, Assistant Dean for Admissions, Registrar, Chief Financial Officer, Chief Diversity and Inclusion Officer, General Counsel and Assistant Dean for Human Resources, and any other dean or department head with a legitimate need to review the master list. The list will note which office requested the hold, the date the hold was issued, and the reason for the hold. During a particular semester, the list will also note when any hold was released.
- f. Within two weeks of the end of each semester, the Academic Services Office and the Business Office will each send to any office who requested a hold a list of students still on hold because of that office's request. The requesting office will be asked to affirmatively state whether the hold should be lifted or maintained. The Academic Services Office or the Business Office, as appropriate, will notify each impacted student in writing of the continued hold, or any release of the hold.
- g. After a hold has been resolved it typically will remain a part of the student's record but will no longer affect the student's account or active records, or result in the other consequences described in Section C. However, a non-academic hold will not appear on the student's transcript.

3. Consequences of a Non-Academic Hold:

- a. While a non-academic hold is in effect, a student cannot receive or have issued any of the following: (a) diploma, (b) certificate of any sort, including but not limited to a Dean's Certificate, Registrar's Certificate, or Certificate of Concentration, (c) letter of good standing, (d) transcript, or (e) grades.
- b. A non-academic hold also may delay or adversely impact a student's ability to (a) receive financial aid or a scholarship, (b) enroll for a particular semester, session, or program, (c) select courses (including

externships and clinics), (d) participate in School sponsored trips and programs, including advocacy-competition trips and study-abroad programs, or (e) borrow library or other Law School materials or equipment.

- c. The Law School may share information about student holds with any office or official that has a legitimate need to know. Also, while a non-academic hold will not affect a student's right to inspect educational records under federal law, it does affect a student's ability to obtain an official transcript or to have an official transcript or other educational records sent to third parties such as potential employers.

4. Resolving a Non-Academic Hold:

- a. To resolve a non-academic hold, the student should first consult with the office that requested the hold and complete the steps requested by that office, such as remitting a past-due payment or returning overdue materials. When a student completes the steps needed to resolve the hold, the requesting office will issue a written notice to the Academic Services Office (non-financial reasons) or Business Office (financial reasons) releasing the hold; the student will be copied on this written notice.
- b. If a student cannot resolve the matter with the requesting office, the student should then submit a written request to the Academic Services Office (non-financial reasons) or Chief Financial Officer (financial reasons) requesting that the hold be released. The request should include a summary of reasons for the hold, steps the student has taken to resolve the hold, and reasons the student understands the hold has not yet been resolved.
- c. If neither step resolves the matter, the student may proceed under the appeal to the Assistant Dean for Administration or the Vice Dean for Academic Affairs.

- 5. Temporarily Lifting a Hold:** The Dean, Vice Dean for Academic Affairs, Registrar (for non-financial holds), and Chief Financial Officer (for financial holds) have discretion to authorize a temporary lifting of a hold to allow a student to take a specific action with a firm deadline, such as registering for classes. In this situation, the hold will remain generally in effect, and the student will be permitted to take only those actions specifically authorized in writing by one of the officials listed above. A temporary lifting of a hold may be considered in the following circumstances:

- a. The student — in the discretion of the campus administrator listed above who is handling the situation — has taken at least some steps and has demonstrated a good-faith effort to resolve the circumstances underlying the hold, but cannot complete those steps in time to meet the specific deadline at issue (e.g., deadline to register for classes).
- b. The student's account is on hold for lack of payment, the payment is due from a third party such as a lender or donor (as opposed to friend or relative of the student), the Law School has received sufficient confirmation that the third party has approved and processed the payment, but the payment will not be received or posted by the specific deadline at issue.
- c. The Law School reserves the right to reverse any steps that a student takes during the temporary lifting if the circumstances underlying the hold are not completely resolved within a reasonable period of time. The student will be notified in writing before any steps are reversed.

6. Non-Academic Holds on the Accounts and Records of Graduates or Former

Students: If the account or records of a graduate or former student are subject to a hold, he or she should first contact the Business Office (financial reasons) or the Academic Services Office (non-financial reasons) for details about the reason for the hold and follow instructions and steps given by that office. The instructions may include contacting the office that requested the hold. Holds on the accounts and records of graduates and former students will be reviewed on an annual basis by the Registrar and Chief Financial Officer to determine whether any hold should be released without further action by the graduate or former student. If a graduate or former student is not able to resolve the matter after working with the Business Office or Academic Services Office, as appropriate, he or she should contact the Dean with a written request that explains why the hold should be released.

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