 VILLANOVA UNIVERSITY	Title: Student Account Restrictive Holds	
	University Division/Department: Bursar's Office	
Policy Number:	Effective Date : 01-11-2018	Page: 1 of 3

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I. PURPOSE


When student account charges remain unpaid academic record holds are placed on the student account.

II. SCOPE

Policy applies to all students with an account record.

III. DEFINITIONS

(Explain difficult words or unknown groups and organizations.)

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IV. POLICY STATEMENT

Student account charges are to be paid no later than the official first day of the semester. Charges incurred within the semester will be billed and due upon receipt.

If a student account has a past due balance, academic records will not be released except as indicated below, and registration will not be permitted.

Once the balance is paid in full, the restrictive holds will be removed from the student record. Pre-payment may be required prior to future registration.

Even if there is a restrictive hold in place, Villanova will release an official transcript under the following circumstances, as required by applicable federal regulations:

- 1) If the balance owed by the student resulted from an error Villanova's administration of the Title IV, HEA programs, or any fraud or misconduct by the institution or its personnel.
- 2) Upon request by a student, Villanova will provide an official transcript that includes all the credit or clock hours for payment periods in which a student received Title IV, HEA funds, and for which all institutional charges were paid or included in an agreement to pay at the time of the transcript request.

V. PROCEDURE


The Bursar's Office runs a process throughout the semester which places restrictive holds on student accounts with a past due balance and removes the holds from accounts that are paid in full. The holds restrict a student from viewing their grades, from ordering transcripts (see above policy), from receiving a diploma, and from registering for classes.

The payment history of an account determines which holds will be removed and when. If a student account has had prior checks returned for insufficient funds, the Bursar's Office will not remove the holds until the most recent payment has cleared unless the payment was made with certified funds (i.e., cash, certified check, or money order).

If there is a delinquent payment history, the Bursar's Office will review the account to determine if a requirement for payment of anticipated charges prior to a student being allowed to register is warranted.

A student can view their account and any restrictive holds through *MyNova*.

If there are any questions regarding the student account or restrictive holds, students should contact the Bursar's Office at 610-519-4258.

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VI. RELATED INFORMATION/FORMS

(Additional policies/form/or information pertinent to the policy)

VII. HISTORY

Policy last revised January 2018

VIII. RESPONSIBLE UNIVERSITY DIVISION/ DEPARTMENT

Responsible Officer - Bursar

Responsible Office name – Bursar's Office
800 Lancaster Avenue
Villanova PA 19085
610-519-4258

IX. RESPONSIBLE ADMINISTRATIVE OVERSIGHT

Responsible Officer - Bursar

Name of Oversight Office – Charles Hoffman
Bursar's Office
800 Lancaster Avenue
Villanova PA 19085
610-519-4258