

## HOLDS

A student record hold is placed via a negative service indicator in CUNYfirst. This means that there is some type of issue with the record that requires the student action to make a correction.

The holds are displayed in the Student Self Service screen, in a section entitled Holds. In the screen below it is on the right-hand side. This is the default location.

The screenshot shows the 'Student Self Service' interface for 'Jane's Student Center'. On the right side, there is a 'Holds' section with a message 'Duplicate ID number' and a 'details' link. A red arrow points to the 'details' link. In the center, a message box says 'You are not enrolled in classes.' with an information icon. A 'SEARCH FOR CLASSES' button is visible in the top right.

In this case, the student will see the message of "Duplicate ID number." To view more details, the details link should be clicked.

A close-up of the 'Holds' section showing the message 'Duplicate ID number' and a 'details' link with a right-pointing arrow.

The following screen will display. At times a student may have multiple holds. They would all be listed on this screen. In this case, the student has one hold. The hold title, under the Hold Item column heading below is an active hyperlink. It can be clicked to display more information.

The screenshot shows the 'Your Holds' page for 'Jane Student'. It features a table with the following data:

Hold Item	Amount	Institution	Start Term	End Term	Start Date	End Date	Department
<a href="#">Duplicate ID number</a>		USD	Long Beach City College	2010 Fall			Admissions and Records

A red arrow points to the 'Duplicate ID number' link in the 'Hold Item' column. The page also includes a 'go to ...' dropdown menu at the top and bottom.

The most detailed information is displayed below. In this case the student sees that the Admissions and Records department has an issue with their ID number.

At this point the student must contact the listed department to address the error.

Favorites | Main Menu > Self Service > Campus Personal Information > Holds

## Your Holds

### Hold Item

**Jane Student**

**Duplicate ID number**

**Reason and Contact**

**Description:** Long Beach City College  
**Start Term:** 2010 Fall  
**Start Date:**

**Reason:** Duplicate ID  
**Department:** Admissions and Records

**Contact:**

**Instructions**

Check for another ID number to enroll.

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### New information about Holds for Fall 2012

Starting with the Fall 2012 enrollment, there is a new policy at Kingsborough Community College.

**All assessment and orientation requirements will be enforced in your student self-service account via a hold code: AOH.**

This means that you have Assessment Testing Requirements to satisfy before you can continue with enrollment.

You will see this information upon the login to your CUNYfirst Student Self Service account in the Holds Section at the top right of the main screen. In the example below, the hold is displayed as: "Assessment & Orientation Hold" in the yellow.

Student Self Service

## Jane Doe's Student Center

Priority Appointment

**Appt Nbr:** 0324    **Start Date:** 05/10/2010    **End Date:** 06/08/2010

[SEARCH FOR CLASSES](#)

Academics

**Holds**

**Assessment & Orientation Hold** [details >](#)

**You are not enrolled in classes.**

Click on the details link to learn more.

The following screen will be displayed. Note that you may have multiple holds, so there will be a line for each issue. For example, you might have an Outstanding Balance and a Late Library Book. These are two separate issues. In this case, there is only the Assessment & Orientation Hold. Click on the hyperlink to learn how to resolve the hold.

Jane Doe    go to ... >>

## Your Holds

Hold Item	Amount	Institution	Start Term	End Term	Start Date	End Date	Department
<a href="#">Assessment &amp; Orientation Hold</a>		USD Long Beach City College			10/05/2011		Admissions and Records

The following screen will be displayed. Follow the instructions as listed at the bottom.

## Your Holds

### Hold Item

Jane Doe

#### Assessment & Orientation Hold

##### Reason and Contact

**Description:** Long Beach City College

##### Start Term

**Start Date** 10/05/2011

**Reason:** Assessment & Orientation Hold

**Department:** Admissions and Records

##### Contact:

##### Instructions

You cannot ENROLL if you did NOT completed both (Assessment & Orientation). Call Assessment Dept if you have any questions regarding your HOLD. LAC 562-938-4049.

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If the hold is NOT removed and an enrollment is attempted, it will not be successful and the following error message will result.

### Add Classes

1 2 3

## 3. View results

View the following status report for enrollment confirmations and errors:

2012 Spring | Undergraduate | Long Beach City College

 Success: enrolled  Error: unable to add class

Class	Message	Status
ART 1	<b>Error:</b> You have a hold on your record. The hold on your record must be removed before this transaction can be processed.	

[MAKE A PAYMENT](#) [MY CLASS SCHEDULE](#) [ADD ANOTHER CLASS](#)