



# WICHE No Holding Back



# WICHE/ AACRAO

Western Interstate Commission for Higher Education

- Foster innovation, resource-sharing, research, and informed policy. Focus on affordability and access for students. It is one of four such regional higher education commissions in the U.S.
- American Association of Collegiate Registrars and Admissions Officers

# WICHE Project



12 Schools

- Four year
- Two year
- Research

Data Scope

- Enrollment Holds and Transcript Holds (Service Indicators)
- Academic Year 2021-22
- Degree Seeking Undergraduates (Full-Time and Part-Time)
- Demographics
- Persistence & Completion

# CWU Enrollment Holds

## Service Indicators (Holds)

- Enrollment: 112 (84 Active)
  - Financial
  - Advising
  - Academic Department (i.e. Equipment)
  - Student Success (i.e. Student Conduct)
- Transcript: 0 (WA HB 2513)

# What We Found - Policy

We don't have a process/policy governing enrollment holds.

- New holds
- Review existing holds
- Hold placement activation (term/date)

Not all enrollment holds have a policy.

- Carry over from general practice.

Need post review of holds after enrollment window

# What We Found - Holds

The most popular holds are financial and advising holds


## Advising Holds

- We place an advising hold on approximately 99.9% of our undergraduate declared /non-declared students.
- They had to see an advisor so the hold could be removed

## Financial Holds

- Are placed when outstanding balance is greater than 1K.
  - Tuition and Room/Board

# What We Found - Impact



## Unresolved Financial Enrollment Holds

- Largely impacted students
  - Pell eligible
  - Minority



# Lessons Learned with the use of WICHIE/ AACRAO Funds



# Project - Learned

Identifying eligible students, outreach to contact students, informing students, and ensuring proper long-term fiscal planning.

New policies, strategies, and business processes are being discussed for all university holds.

Better communication and education to students on CWU hold practices and clear easy solutions to resolve.

Faculty agreement

Campus-wide understanding of initiative and goals. Reducing barriers, working efficiently and effectively, and reviewing processes for equity.



# Project - Learned

How is a hold requested?

How are the holds managed?

Auditing the holds!

Committee to ensure equitability

Rethinking how Advising is using holds.

- If below 2.0, yes hold to meet with the advisor  
Above 2.0, no holds but Positive Service indicator to meet with your advisor

**CWU**

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