



Overview

Students can view their active action items and holds through their Academics Hub. Faculty and staff can see action items, identify active holds, and resolve holds based on their security access. Instructions on how to resolve each hold will be listed on all student holds.

Viewing Student Action Items and Holds

1. Navigate to the search bar from the home page to search for the student whose contact information you want to view by typing *Student: Student's Name*. Select the Student once they populate.
 - a. Note: Students can also be filtered by searching the **Find Students with Holds** report.
2. From the student profile, click the **Action Items and Holds** tab.
3. Review Action Items for Financial Aid, Admissions, and Onboarding by selecting the appropriate tab.
4. Select Active Holds tab to review holds, descriptions, resolution instructions, and what activities the holds prevent.
5. Select Resolved Holds tab to review history of Hold Reasons including descriptions, resolution instructions, hold types, date resolved, and who the hold was removed by.

Apply a Student Hold

1. From the student's profile page, click the **Actions** button under the student picture, hover over **Holds** then select **Apply Hold**.
2. Select a **Hold Reason**. This will populate the Hold Type, and what the hold applies to based on the hold reason rules configured in Workday.
3. Select **Submit**.
4. Add **Student Notes** as needed for additional information the student or staff may need to know about this hold (see reference guide for Student Notes).

Remove a Hold from a Student's Account

1. Follow Steps from Viewing Student Action Items and Holds above.
2. Select the related actions button (the "... " next to the magnifying glass), hover over **Holds** then select **Remove Hold**.
3. Review the hold information listed. Select the checkbox next to **Confirm**. Add any applicable comments.
4. Select **Submit**.
5. Add **Student Notes** as needed for additional information the student or staff may need to know about this hold (see reference guide for Student Notes).

