University of California
Application for 2006 Larry L. Sautter Award For Innovation in Information Technology

University of California, Riverside - Comprehensive Online Holds Display

Introduction

UCR's comprehensive web based hold application informs students about all holds (financial aid, registration, etc.) currently impacting their status at UCR. Beyond informing the students about holds, the system provides students with information relating to the resolution of these holds. The application also attempts to provide students with a "hierarchy" of holds (highlighting those holds that are the most serious) so that students will be guided to resolving the most important holds rapidly. Finally, the online holds application presents campus staff with a single location to view ALL student holds and as a result provide students the best possible advice when face-to-face interactions are required.

The objective of UCR’s online hold application is to improve student service while at the same time enhancing staff productivity and efficiency. This is accomplished as follows:

1. Students are presented hold information in a web self-service environment: text and web links describing how to resolve the holds are also provided to students. Student are thus made aware of holds in a single web location and given the tools to resolve these issues on their own.

2. The deployment of this tool has dramatically lowered calls (and visits) to various administrative and departmental offices from students seeking assistance resolving holds. The software has therefore provided UCR staff additional time to address other mentoring / advising issues as well as time to resolve complex hold issues that require face-to-face interactions.

Background

Students’ authorization to enroll, order transcripts, and receive financial aid disbursements are impacted by holds placed by offices all over campus. Historically, UCR sent quarterly hold notices just prior to registration alerting students to holds that might prevent enrollment. Since the notices
were sent out once per quarter, holds placed after the notices were sent, were only made evident when the student was unable to enroll or order transcripts. The online account statement and current activity display alerted the students when financial aid was being held, but no reason or resolution was evident.

In most cases, the only recourse the student had was to call various offices at UCR. Often, they would call the wrong office, and it was up to the person answering the call to decipher an unfamiliar hold, and send the student to the appropriate office. Occasionally, the student was passed from office to office until the owner of the hold was located. Time was spent by both student and staff in determining the correct path to resolution.

This project was therefore undertaken to support the objective of improving student services via organizing and improving communications concerning holds, empowering students to resolve issues on their own, and providing UCR staff more time to better address complex advising / mentoring issues.
Project Summary

UCR's Comprehensive Online Holds Display system provides a single site for students to find out what holds might be attached to their records, regardless of their source. It also provides a comprehensive description, reason for the hold and a complete resolution including website links, phone numbers, and where appropriate, actual names of people who can help.

Moreover, the system also provides a back end interface for user departments to simultaneously view, on SIS screens, the same holds that the student is seeing on the web. Since the staff member serving the student is able to view the same holds that the student is seeing, that staff member is able to better serve the student. Staff users also have the ability to directly modify description and resolution information, so that clarity and conciseness to the student may be addressed with immediacy.

Advantages

To the Student:

- Real time access to student information
- Uses the existing GROWL student self service web structure / system
- At sign-on, student is presented with an alert message if holds exist
- One place to view all holds regardless of the source
- Interfaces with Enrollment/Advising restrictions to indicate to the student that he has outstanding advising restrictions

To the Administrative Staff:

- Staff is able to view the same holds the student sees on the web
- Hold definition, description and resolution is under the control of administrative staff
- Resolutions can be updated in real-time
- Individual hold resolutions can direct students to the websites, departments, or individuals they need to contact.

To the Information Technology Staff:

- Uses common routines for building student web display and staff SIS display
- Uses existing SIS Data structure and I/O routines
• Uses existing SIS disbursement program for Financial Aid holds determination

• Holds can be added, deleted, or modified without programming changes

• Scalable for growth and expansion

Customer Satisfaction/Testimonials

“We estimate roughly 100 calls or so have come in during the registration period. This would be down from say, 500 calls that were the norm once we modified the "old" hold notices…”

-Elizabeth Bennett, Registrar

“I would like to say that my staff, as well as myself, have notice a HUGE decrease in the number of calls we used to receive from students asking why they have a hold and such.

In fact the staff has also said that students have even told them that they love the fact that GROWL not only tells them that "they have a hold, but who to contact".”

-Suzanne Bailey, Cashier Manager

“...there have been fewer confused students calling or coming by asking how to resolve holds placed by other departments than we have experienced in past quarters. Since it used to take quite a bit of time for us to first determine which department originated the hold and then trying to find someone in that department to explain to the student how to resolve their hold, this new comprehensive hold system has allowed my advisors to spend more time concentrating on academic advising matters.”

“Thanks for the assistance! We can use all the extra time you can find for us!”

-Barbra Wallace, Student Affairs Manager
College of Natural and Agricultural Sciences
Technical Overview - Importance and Relevance to Other Institutions

Student Information Systems (SIS+) application software runs on the IBM mainframe, using CICS transaction system and VSAM files. The GROWL application runs in the USS portion of the mainframe, communicating with SIS+ using CICS.

VSAM tables within SIS carry hold codes, descriptions, and resolutions. The hold code is dynamically built using different pieces of data from the student’s record, depending on the nature of the hold. This dynamic construction of the hold code allows for the addition of hold conditions without program changes.

Updates made in SIS+ CICS screens are immediately available to students on GROWL. These updates include clearing (or placing) of holds as well as addition or updating of messages and resolutions. Imbedded HTML may be included in the description for highlighting, color, links, and other web display formatting.

A single, common, holds routine is called:

1. At the time of sign-on to GROWL
2. Upon request to see holds on GROWL
3. SIS when a staff member requests to see a student’s holds.

Upon request by the student to view holds, a screen listing all current holds displays. If the student clicks on the short description of the hold, a JavaScript executes that displays the comprehensive description and resolution. This repainting of the screen occurs without returning to the server. A second click on the same description will hide the comprehensive resolution display.

For other institutions utilizing SIS+ (e.g. UCLA), the code developed by UCR is almost directly useable / transferable to support similar functionality. Conceptually, the approached utilized at UCR (bringing together a wide variety of campus organizations to agree on a common approach for organizing and communicating consistent information and resolutions of holds with the goal of improving student services and staff efficiency) is also directly useable and transferable.

Timeframe of Implementation

Early 2005 – Requirements definition begins
July, 2005 - Development begins
January, 2006 – SIS screens for building of the description and resolution tables implemented in production
March, 2006 – Description and resolution tables completed by users
April, 2006 – Available to students on GROWL
Welcome Sign-on screen of a student with holds

You are currently logged on.

*** To keep your records secure, BE SURE to sign off ***
*** the system by pressing the EXIT button when you are finished. ***

Attention!

Our records indicate you have outstanding holds.
Please click on the holds button to your left to view these holds.
Detail Display of student’s holds

**Student Business Services holds**

A hold from Student Business Services serves as a master hold and will prevent registration, the release of transcripts and financial aid.

**Summer 2006 Delinquent Account**

**Registration holds**

You have the following hold(s) which must be resolved before you may enroll. Please click on the hold for a description of this hold and contact information for clearing your hold:

- **Housing Judicial Affairs**
- **Fall 2006 Advising Enrollment Restrictions**
Comprehensive Display with Resolution

Student Business Services hold

A hold from Student Business Services serves as a master hold and will prevent registration, the release of transcripts and financial aid.

Summer 2006 - Delinquent Account

Registration holds:

You have the following hold(s) which must be resolved before you may enroll. Please click on the hold for a description of this hold and contact information for clearing your hold:

Housing/Judicial Affairs

Description:

You must respond to a notice sent by Housing/Residence Life staff regarding concerns about behavior and community conduct. You are also expected to satisfactorily complete assigned sanctions as a result of the Housing/Residence Life student conduct process. Failure to comply with either or both of these requests has resulted in an administrative HOLD being placed on your registration until you have met the requirements outlined in the Housing/Residence Life student conduct process.

Resolution:

If you have an administrative HOLD, please contact your respective Residence Director or Area Director for more information.

Fall 2006 - Advising/Enrollment Restrictions
### HLD Student Holds Display on GROWL

**Screen:** [ ] SID: **860775934**

<table>
<thead>
<tr>
<th>Eff Code</th>
<th>Description</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>06U</td>
<td>Delinquent Account</td>
<td>Student Business Services</td>
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<tr>
<td></td>
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<tr>
<td>06F</td>
<td>Housing: Judicial Affairs</td>
<td></td>
</tr>
<tr>
<td>07F</td>
<td>Veitch Student Center: campus health requirement</td>
<td></td>
</tr>
<tr>
<td>06F</td>
<td>ADV Advising/Enrollment Restrictions</td>
<td></td>
</tr>
</tbody>
</table>

Littlelamb, Mary H A

Page 1 of 1
HLS Hold Description List

Screen: ___  Hold Type: ___

Code Hold Description

1. AA1  Readmission process not yet completed
2. ADV  Advising/Enrollment Restrictions
3. APG  cancel no longer wants adm to ucr
4. AP1  General Hold, need to see Admission Counselor
5. AP4  appeal submitted
6. AP5  appeal approved
7. AP6  appeal denied
8. A00  general comments
10. A4  Possible lapse for Entry Level Writing Requirement
11. A5  New Student: Statement of Legal Residence required
12. A6  Statement of Legal Residence: Missing data
13. A63  no longer used
15. A70  no longer used

Page 1 of 15

SIS Display of Hold Detail Description and Resolution

H01 Hold Description/Resolution Display

Screen: ___  Hold Type: RJ7

Short Description  Category: R Registration  Term Disp: Y
Veitch Student Center: campus health requirement

Description
UCR students must meet the following three health requirements: 1. The Hepatitis B Vaccine is mandated by the state of California for all students age 18 or younger. 2. All entering UCR students who are at higher risk of tuberculosis must be screened. 3. The Meningococcal vaccine is recommended, but not required. All entering students must sign that they have received and read the flier on this potentially fatal disease.

Resolution
You do not meet the above requirements. Please contact the Veitch Student Center at (951) 827-3031 or log on to <a href="https://www.campushealth.ucr.edu/health_form.html" target="blank">www.campushealth.ucr.edu/health_form.html</a>
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