



Otis College of Art and Design

### Student Holds A Navigation Guide

As an Otis student, you may experience holds on your student account throughout your academic journey. **Holds are an electronic mechanism to remind you that you have something “outstanding” at the College** whether money is due, or a book needs to be returned to the library, a hold will stop you from moving forward with course registration until you have completed the action required. It is normal to have more than one hold and the College recommends that all students check their self-service account multiple times prior to course registration to allow enough time to remove all holds.

The following information details all holds at the College, what department the hold is from, and who to contact to gather more information about the hold.

**Unless specified below, all holds stop you from registering, receiving official transcripts, and getting your grades.**

The holds below are placed onto your account by:		
<b>Student Accounts Office</b> Ahmanson Hall, 2 <sup>nd</sup> Floor (310) 665-6838 <a href="mailto:studentaccounts@otis.edu">studentaccounts@otis.edu</a>		
HOLD CODE	DESCRIPTION	STEPS TO REMOVE HOLDS
SA	<b>Student Accounts Hold:</b> past due balance	Pay your balance due and notify Student Accounts to have hold removed
B3	<b>Registration Payment Hold:</b> payment is required to register	Pay your tuition and fees and notify Student Accounts to have hold removed
NC	<b>Non-Sufficient Funds (NSF) Check Hold:</b> When you made a payment to the College using a personal check, the check did not clear therefore a NSF check hold was posted to the account and this hold remains for a calendar year from the date the account became clear	The hold stops you from writing a personal check at the College for one year based on the time the hold was placed on your account.

PX	<b>Perkins Loan Exit Interview:</b> Seniors are required to complete an exit interview with Student Accounts if they have been awarded Perkins loans during their time with the college	Contact Student Accounts to schedule the interview and hold is removed upon completion of the necessary paperwork.
<p>The holds below are placed onto your account by:</p> <p><b>Financial Aid Office</b>  Ahmanson Hall, 2nd Floor  (310) 665-6880  <a href="mailto:otisaid@otis.edu">otisaid@otis.edu</a></p>		
F1	<b>Financial Aid Exit Hold :</b> Seniors or withdrawn students who borrowed Federal loans at any time while attending Otis are required by Federal regulation to complete a loan exit counseling at <a href="http://www.studentloans.gov">www.studentloans.gov</a> . Students graduating in the current school year must also complete an -in-person counseling. Contact the Financial Aid Office with questions.	Student must complete online exit counseling and/or in-person exit counseling.
<p>The holds below are placed onto your account by:</p> <p><b>Millard Sheets Library</b>  Ahmanson Hall, 3<sup>rd</sup> Floor  (310) 665-6930  <a href="mailto:otislib@otis.edu">otislib@otis.edu</a></p>		
BR	<b>Library Materials Hold:</b> Items are past due with the library	Need to return item(s) to the library. Library will notify Student Accounts to remove hold.
LD	<b>Delinquent Library Hold:</b> Items are past due with the library and require payment less than \$10.00 to be made directly to the library. <i>Outstanding fees will not be added to your student account.</i>	Make payment to the library. Library will notify Student Account to remove hold
LB	<b>Library Fine:</b> All library fines in excess of \$10.00 are added to your student account.	Pay the fine. Library will notify Student Account to remove hold.

The holds below are placed onto your account by:		
<b>Fashion Library</b> California Mart / Downtown Los Angeles (310) 665-6943 <a href="mailto:daxe@otis.edu">daxe@otis.edu</a>		
FL	<b>Fashion Library Hold:</b> You checked out items from the library and they are past due with the fashion library	Return item to the library. Fashion library will notify Student Account to remove hold.
The holds below are placed onto your account by:		
<b>Housing and Residential Life Office</b> Ahmanson Hall Lower Level, Room B03 (310) 846-2648 <a href="mailto:mbrown@otis.edu">mbrown@otis.edu</a>		
HD	<b>Housing Damages:</b> During housing inspection in the Residential Hall, damages were found in your unit. The charges have been added to your account for housing damages	Pay the balance due. Housing Office will notify Student Accounts to remove hold.
The holds below are placed onto your account by:		
<b>Academic Computing</b> Ahmanson Hall, 4 <sup>th</sup> Floor (310) 665-6810 <a href="mailto:acstech@otis.edu">acstech@otis.edu</a>		
CL	<b>Computer Lab:</b> You checked out an item from the computer lab and it has not been returned.	Return item to the lab. The computer lab will notify Student Accounts to remove hold.
The holds below are placed onto your account by:		
<b>Video Lab</b> Ahmanson Hall Lower Level (310) 665-6972 <a href="mailto:videolab@otis.edu">videolab@otis.edu</a>		
VL	<b>Video Lab:</b> You checked out an item from the video lab and it has not been returned.	Return item to the lab. Video lab will notify Student Accounts to remove hold.

<p>The holds below are placed onto your account by:</p> <p><b>Technical Support Services (TSS)</b>          Ahmanson Hall, 6<sup>th</sup> and 7<sup>th</sup> floor          (310) 665-6970</p>		
PL	<p><b>Photo Lab Hold:</b> You checked out an item from the photo lab and it has not been returned.</p>	<p>Return item to the lab. Photo lab Library will notify Student Accounts to remove hold. Photo Lab can be contacted at (310) 846-2621 or <a href="mailto:aferriss@otis.edu">aferriss@otis.edu</a></p>
TC	<p><b>Tool Crib Hold:</b> You checked out an item from the tool crib and it has not been returned.</p>	<p>Return item to the shop. Tool crib will notify Student Accounts to remove hold. The tool crib can be contacted at (310) 846-2592 or <a href="mailto:mthomas@otis.edu">mthomas@otis.edu</a></p>
<p>The holds below are placed onto your account by:</p> <p><b>Registration Office</b>          Ahmanson Hall, 2<sup>nd</sup> Floor          (310) 665-6950  <a href="mailto:registration@otis.edu">registration@otis.edu</a></p>		
RG	<p><b>Registrar's Hold</b> – Hold placed on a student by the Registrar. It could be for a variety of reasons and will be specified in the comment screen on self-service.</p>	<p>Contact the Registration Office to make an appointment to see the Registrar.</p>
RH	<p><b>Registration Hold</b> – Given to students who are missing transcripts, missing forms, missing a Social Security number, who need to apply for readmission or pay the readmission tuition deposit.</p>	<p>Contact the Registration Office and submit the needed forms and paperwork. Upon verification that the forms have been submitted, the Registration staff will remove the hold.</p>
EN	<p><b>Emergency Notification and Contact</b> – Telephone number where a student can receive an emergency text or voice message. Cell number is highly recommended</p>	<p>Automatically removed when a student enters EN information in Self Service.</p>
E1	<p><b>Enrollment Agreement</b> – student acknowledges and agrees to important payment, refund and enrollment policies of the college.</p>	<p>Automatically removed when a student electronically signs the enrollment agreement in Self Service</p>
IS	<p><b>International Student Document Check</b> –for International students who need to submit or pick up important documents.</p>	<p>Must submit required forms or pick up forms. See the Designated School Official in Registration at (310) 846-2559 or <a href="mailto:asaheed@otis.edu">asaheed@otis.edu</a>.</p>

<p>The holds below are placed onto your account by:</p> <p><b>The Office of Student Affairs</b>  (310) 665-6960  <a href="mailto:studentaffairs@otis.edu">studentaffairs@otis.edu</a></p>		
TN	<p><b>Haven (Title IX)</b>  Mandatory sexual assault training software. All new students are required to complete the software training in their first semester at Otis.</p>	<p>Contact Carol Branch, Director of the SRC at (310) 846-2554 or <a href="mailto:cbranch@otis.edu">cbranch@otis.edu</a>. She will verify completion of HAVEN and remove your hold.</p>
IM	<p><b>Immunization</b>  All new students are required to comply with the immunization policy.</p>	<p>Contact Julie Bryan, Executive Assistant at (310) 846-2585 or <a href="mailto:jbryan@otis.edu">jbryan@otis.edu</a>. She will verify that she has received your immunization records and remove your hold.</p>
PV	<p><b>Parking Violation</b> - parking fine has been added to your student account</p>	<p>Hold will be removed when your parking ticket payment has been made to the Student Accounts office.</p>
DS	<p><b>Dean's Hold</b> – Placed on by the VP of Student Success/Dean of Student Affairs or the Assistant Dean of Student Affairs. This hold is used when a student has outstanding conduct sanctions, has been placed on an Interim Suspension, or is required to speak to Student Affairs before returning to the College. This hold is also used when a student is dismissed/expelled from the College for conduct.</p>	<p>Contact the Assistant Dean of Student Affairs at (310) 665-6967 or <a href="mailto:mrichards@otis.edu">mrichards@otis.edu</a></p>
<p>The holds below are placed onto your account by:</p> <p><b>Center for International Education (CIE)</b>  Ahmanson Hall, 2<sup>nd</sup> floor  (310) 665-6994  <a href="mailto:international@otis.edu">international@otis.edu</a></p>		
TS	<p><b>Travel Study Documentation</b> - Student is missing documentation needed for a travel study program</p>	<p>Hold will be removed once all documentation has been submitted to the Center for International Education.</p>
TW	<p><b>Travel Study Seminar</b> – Student did not attend the Travel Study Seminar for pre-departure and is required to attend a make-up session prior to departure.</p>	<p>Hold will be removed once you have attended a make-up Travel Study Seminar.</p>