



### Understand Student Restrictions (Holds)

If you receive an error message when attempting to add or drop a class due to a Student Restriction (also known as “holds”). This guide will help you understand what these restrictions mean and who to contact for assistance.

1. To see any current Student Restrictions on your record log into the portal **inside.cod.edu**. After logging in locate **myACCESS** and click on **Academic Profile**, then then select **My Profile**. On your profile page look under the heading Student Restrictions.
2. The **Student Restrictions** listed below will prevent you from adding or dropping courses.

Student Restrictions:	Start Date	Office / Contact
CASH	04/02/21	FIN
CONFA	04/02/21	CAS
CONSP	04/02/21	CAS
CONSU	04/02/21	CAS
DEAN	04/02/21	SAO
PKITE	04/02/21	REC
RESI	04/02/21	REG
BOOKS	04/02/21	FIN
BDWO	04/02/21	FIN
FINAD	04/02/21	SFA

3. Use the “Who to Contact” table and detailed descriptions on the next page to determine which department to contact to resolve a restriction. If you need to drop a class while the hold is in place, you may do so by contacting Registration Services.

## Who to contact?

Restriction Code	Restriction Name	Office to Contact	Phone	E-mail
<b>BOOKS</b>	Bookstore Hold	Follett Bookstore	800-979-8917	<a href="mailto:0784mgr@follett.com">0784mgr@follett.com</a>
<b>CASH/BDWO</b>	Finance Hold	Cashier's Office	630-942-2206	<a href="mailto:cashiers@cod.edu">cashiers@cod.edu</a>
<b>DEAN</b>	Dean's Hold	Dean of Students	630-942-2485	<a href="mailto:deanofstudents@cod.edu">deanofstudents@cod.edu</a>
<b>CONFA CONSP CONSU</b>	Counseling Office Hold	Counseling, Advising & Transfer Services	630-942-2259	<a href="mailto:counseling@cod.edu">counseling@cod.edu</a>
<b>FINAD</b>	Financial Aid Hold	Financial Aid	630-942-2251	<a href="mailto:financialaid@cod.edu">financialaid@cod.edu</a>
<b>PKITE</b>	English Language Proficiency	Testing Center	630-942-2400	<a href="mailto:kitetesting@cod.edu">kitetesting@cod.edu</a>
<b>RESI</b>	Residency Hold	Registration Services	630-942-2377	<a href="mailto:registration@cod.edu">registration@cod.edu</a>
<b>VERIF</b>	Identity Verification Hold	Office of Student Records	630-942-3838	<a href="mailto:recordsoffice@cod.edu">recordsoffice@cod.edu</a>

**BOOK** = This is a Bookstore Hold indicating you have an outstanding rental charges with the Follett's College of DuPage Bookstore. To resolve this hold and pay your outstanding balance, please call FedChex at 800-979-8917. You may also contact 630-942-2360 for further information.

**BDWO** = This hold indicates that you owe a balance to the College that is more than 7 years old. You will not be able to add/drop classes or receive your transcript until this hold is resolved. To resolve this hold, you will need to contact the Cashier's Office and pay the past due amount in full. For additional information, please visit [cod.edu/paymentpolicy](http://cod.edu/paymentpolicy).

**CASH** = This hold indicates you owe a past due balance on your student account. You will not be able to add/drop classes or receive your transcript until this hold is resolved. To resolve this hold, you can either pay your past due balance in full online or contact the Cashier's Office to pay. For additional information, please visit [cod.edu/paymentpolicy](http://cod.edu/paymentpolicy).

**DEAN** = This is a Dean's Hold from the Dean of Students indicating that you need to speak with the Dean or fulfill a specific requirement previously communicated via email. A one on one meeting with a representative from the Dean of Students office may be required. For more information, contact the Dean of Students at [deanofstudents@cod.edu](mailto:deanofstudents@cod.edu).

**CONFA/CONSP/CONSU** = This Counseling Office Hold (fall, spring, summer) is added by Counseling & Advising when you are placed on Academic Probation or Academic Suspension. This occurs when your cumulative GPA and semester GPA fall below 2.0. To resolve, you are required to meet with a Counselor or Advisor who will add a permit to your record with the class or classes approved. You will need to contact the Office of Student Registration to add and remove classes approved by the

Counseling Permit. Online registration is not allowed until you are no longer on Academic Probation/Suspension as determined by the Office of Student Records and the [Standards of Academic Progress](#).

**FINAD** = This is a Financial Aid hold. Please contact the Office of Student Financial Assistance to resolve this hold. Learn more about [Student Financial Assistance](#) at COD.

**PKITE** = This code is added when you indicate on your Admissions application that you have less than 7 years of education in an English-speaking school. To resolve the hold, you must meet the reading requirement by submitting appropriate ACT/SAT scores, or completing the placement test. Learn more about [Placement Testing](#) requirements.

**RESI** = This Residency Hold is added when you have mail returned from your current address on file. You will be asked to verify your address and may be required to submit proof to comply with Community College District 502 Residency Policy. Visit [cod.edu/residency](http://cod.edu/residency) to learn more about our residency requirements.

**VERIF** = This Identity Verification hold indicates the student record has been randomly selected for verification of identity information. You will not be able to add/drop classes or receive your transcript until this hold is resolved. To resolve this hold, contact the Student Records Office directly to provide necessary information.