

## How Students get Registration Holds Resolved (a/o 5-14-25)

STUDENT VIDEO: Click [here](#) to watch the one-minute student video on How To View Holds.

### **ADDRESS HOLD**

Student logs into [My.PennWest.edu](https://my.pennwest.edu)

- In the "Student Quick Access Tile" the student selects the "Student Self Service" link.
- On the Student Profile page, select "Personal Information" in the black left hand navigation pane, near the bottom.
- In the Middle of the Screen, hit the Personal Information icon. This will take the student in to update their address.
- Scroll down to the Address section and hit the "Pencil" icon to update the Permanent Address, including the "From and To" Dates.
- Hit "Update" to submit changes.

Contact [registrar@pennwest.edu](mailto:registrar@pennwest.edu) with questions.

### **ADVISING HOLD**

As part of the normal process of scheduling for next semester, an advising hold is placed on the student's account. We are here to help guide students through the next steps to get it resolved.

- *Note: If the student has already talked with their advisor regarding this hold, please disregard.*

**Why does the student have this Hold?** This hold is a friendly nudge to encourage a check-in with their Faculty Advisor. It's a great opportunity to discuss upcoming spring classes, ensuring the student is on track, and explore any additional support they might need. This hold will prevent the student from registering for classes so please have them reach out to their Faculty Advisor today.

**How Does the student Resolve It?** Have them talk with their Faculty Advisor. To find that information, have the student go to their "[Success Network](#)" located in Starfish. They may be able to schedule an appointment in Starfish if their advisor has Office Hours set.

Their Advisor is also listed in Degree Works or in their student portal located on [My.PennWest.edu](https://my.pennwest.edu).

### **FINANCIAL AID HOLD**

Student contacts Financial Aid to resolve this hold: [Financialaid@pennwest.edu](mailto:Financialaid@pennwest.edu). Hours of operation M-F 8AM-4PM.

### **FIRST SEMESTER ADVISING HOLD**

Students with this hold must meet with their first semester advisor once the semester begins.

If assistance is needed before the semester starts, contact the Student Success Center at [MyFirstSchedule@pennwest.edu](mailto:MyFirstSchedule@pennwest.edu). Hours of operation M-F 8AM-4PM.

### **JUDICIAL HOLD**

Student contacts the Dean of Students to resolve this hold:

CALIFORNIA: [pflugh@pennwest.edu](mailto:pflugh@pennwest.edu) CLARION & EDINBORO: [zerfoss@pennwest.edu](mailto:zerfoss@pennwest.edu)

### **PAST DUE BALANCE or STUDENT ACCOUNTS HOLD**

Student contacts the Student Accounts Department to resolve this hold: [studentaccounts@pennwest.edu#](mailto:studentaccounts@pennwest.edu#)

Or contact: CALIFORNIA (724) 938-4431 / CLARION (814) 393-1071 / EDINBORO (814) 732-2725

- If someone else pays the student's bill, it is important that they know this information, please have the student communicate with them about their registration hold.
- If the student is graduating or if planning to graduate, the student needs to take care of this hold immediately.

### **SUCCESS COACHING HOLD**

Student contacts the Student Success Center to resolve this hold and get back on track: [studentsuccess@pennwest.edu](mailto:studentsuccess@pennwest.edu)

The student is not meeting their PennWest academic standing or conditional admission requirements by not attending their mandatory Success Coaching meetings.