



## **Resolving Holds and Restrictions** in Ellucian Colleague

(Updated 4/7/25)

1) Login to your Kean University Ellucian Colleague account.

- Ellucian Colleague (Summer 2025 and prior): https://ui5.kean.edu/
  - o To access Ellucian Colleague for Summer 2025 and prior, the user must be connected to the Kean University network directly or by using VPN access.
- Ellucian Colleague (Fall 2025 and beyond): • https://kean.colleague.elluciancloud.com/UI/home/index.html

If you are unable to login or have issues accessing the site, please contact the Office of Information Technology at (908) 737-6000 or visit https://helpdesk.kean.edu/ to enter a Kean IT support ticket.



## 2) Upon logging in, enter "PERC" as the form screen code and press "Enter."

To access the PERC screen, the user must be granted access by the Office of the Registrar and the Office of Information Technology.

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After initially entering PERC, Colleague will save PERC to your form history for quicker access in the future. You may also enter "Person Restrictions" in the form field to search for PERC.

3) Upon accessing the PERC (Person Restrictions) screen, you must enter a student's name or Kean student ID number, then press "Enter" or click "OK".

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4) If prompted, select the correct student from the student list. You may double-click on the student or select their name before clicking "Open."

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1 Keanu Test Cougar (Kean) ID: 1187407 Social: Social:	1500 Morris Ave Union NJ 07083, UNITED STATES Source:	DOB: 07/05/2002 Birth Last: Where Used: APP,FAC,MAI,P	ER,STU
+ Add KI < 1-1 of 1 > D 🔀		Open 0 Selected	Select All
Start/End Date			

5) The PERC (Person Restrictions) screen will provide those with access the ability to see all current and historical holds on the student's account.

Please note that although some holds, or restrictions, may prevent course registration, not all holds have an impact on student registration. Some holds are informational notations. Please see the listing at the end of this document for holds that prevent registration and the resolution.

A user may only edit a hold for which they have access to as a result of their role at the institution. For example, an Academic Advisor cannot resolve a hold designated for Student Accounting and Student Accounting may not resolve a hold designated for the Kean Wellness Center.

The PERC (Person Restrictions) screen provides a listing of all hold codes (ex: A1, A1COE, IR, etc...) and hold descriptions (Academic Advising Hold, College of Ed Advising Hold, Immunization Record Hold, etc...), along with the severity (disregard), start date, end date, and office code (roles responsible for resolving the hold).

A with a start date that has passed and an end date that is blank or has not yet passed is active.

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~	1	A1COE College of Ed Advi	sement		2		03/31/202	25 🔲 🛛			A		Yes
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	3	RP2S Reg Priority Group	2			1	03/30/202	25 🗰	05/19/2025	E R	G		Yes
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+	5	IR Immunization Record	l Hold		2		02/18/202	25 🗰	02/18/2025	H ا	IS		Yes

6) To resolve a hold on the PERC (Person Restrictions) screen, enter an end date or select the calendar icon in the "End Dt" field of the respective hold code.

## To resolve a hold, effective immediately, please use the date prior to the current date. For

example, if an Academic Advisor meets with a student and wishes to resolve their advisement hold that prevents registration on April 8, 2025, they should enter April 7, 2025 as the end date; the date prior.

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Ũ	2 RP2S Reg Priority Group 2		<	Apr 202	25	> 1	RG	Yes	
	3 RP2S Reg Priority Group 2		Sun Mon	Tue Wed	Thu Fri	Sat 🗍 🗐	RG	Yes	
	4 RP45 Reg Priority Group 4		30 31	1 2	3 4	5 🗍 🗐	RG	Yes	
	5 IR Immunization Record Hold	2	6 7	8 9	10 11	12 🗍	HS	Yes	
+	6 PARK Parking Citation Balance		13 14	15 16	17 18	19	AR	Yes	
	7 RP15 Reg Priority Group 1		20 21	22 23	24 25	26	RG	Yes	
	8 WKUY1 WKU 1st Yr Reg Hold		27 28	29 30	1 2	3 ]	RG	Yes	
	9 GE General Education	2	А Г.	A 7	Q 0	10	GE	Yes	

6) When complete, please click "Save", and "Update" if prompted, to apply the changes and exit the student's petition record.

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## **Registration Holds and Restrictions**

The information below is to help students resolve any registration holds and restrictions. **If a** student has a registration hold or restriction on their account, they will not be able to register or waitlist into courses during the registration period. Registration holds are viewable in KeanWISE Self-Service.

Registration holds are subject to change. Please visit the Office of the Registrar website for the most current information.

Hold	Description	Contact Information
A1COE	Student needs to meet with their College	Contact your Education Advisor. If you have further
	of Education Advisor.	questions, please contact the College of Education
		at <u>coe@kean.edu</u> .
AD	Student must contact Undergraduate	Contact Undergraduate Admissions
	Admissions.	at <u>admitme@kean.edu</u> or 908-737-7100.
ADBRJ	Student must contact Undergraduate	Contact Undergraduate Admissions
	Admissions.	at <u>ryalston@kean.edu</u> or 908-737-7107.
APA	Student must receive permission from	Contact Office of High School Partnerships
	the UCVTS-Kean Partnership program to	at <u>ucvts@kean.edu</u> .
	register for approved courses.	
ATHL	Student needs to return athletic	Contact Dawn Lawler in the Department of Athletics and
	equipment.	Recreation at <u>dlawler@kean.edu</u> .
ATHL	Student needs to return athletic	Contact Dawn Lawler in the Department of Athletics and
	equipment.	Recreation at <u>dlawler@kean.edu</u> .
CL	Financial account in collections. A	Contact the Office of Student Accounting by emailing
	payment is required.	billing@kean.edu or calling 908-737-3240.
CN	Financial account in collections. A	Contact the Office of Student Accounting by emailing
	payment is required.	billing@kean.edu or calling 908-737-3240.
со	Financial account in collections. A	Contact the Office of Student Accounting by emailing
	payment is required.	billing@kean.edu or calling 908-737-3240.
CW	Financial account in collections. A	Contact the Office of Student Accounting by emailing
	payment is required.	billing@kean.edu or calling 908-737-3240.
DA	Student must contact the Office of the	Contact Joy Moskovitz, Associate Vice President for
	Provost.	Academic Affairs, at jmoskovi@kean.edu or 908-737-
		3453.
DS	Student needs to see the Vice President	Contact the Office of the Vice President for Student
	for Student Affairs.	Affairs at studentaffairs@kean.edu or 908-737-5260.
EE	Student needs to meet with their EOF	If you have questions about contacting your advisor,
	Advisor.	please contact <u>pebritto@kean.edu</u> .
ER	Financial account in collections. A	Contact the Office of Student Accounting by emailing
	payment is required.	billing@kean.edu or calling 908-737-3240.
ESL	Student needs to meet with the ESL	Contact Emily Lovrein in the ESL Department
	Department.	at <u>emlovrie@kean.edu</u> or 908-737-0387.

Hold	Description	Contact Information
GE	Student needs to contact Division of	Contact the Division of General Education and
	General Education and Interdisciplinary	Interdisciplinary Studies (DGEIS) at ge@kean.edu.
	Studies to make changes to their	
	schedule.	
HR	Student needs to speak to HR about the	Contact Tameeka Upshaw in the Office of Human
	Tuition Waiver Program.	Resources at tupshaw@kean.edu or 908-737-3308.
HT	Student needs to submit High School	Contact Undergraduate Admissions
	Transcript to Undergraduate Admissions.	at <u>admitme@kean.edu</u> or 908-737-7100.
ICR	Financial account in collections. A	Contact the Office of Student Accounting by emailing
	payment is required.	billing@kean.edu or calling 908-737-3240.
IR	Student needs to submit their	Contact Student Health Services
	Immunization Records to the Kean	at studenthealthservices@kean.edu or 908-737-4880.
	Wellness Center.	
IS	Student needs to contact the Center for	Contact Center for International Studies
	International Studies.	at <u>cis@kean.edu</u> or 908-737-0350.
NSO	Incoming first-year student needs to	Contact the Division of General Education and
	register for a Placement Testing	Interdisciplinary Studies (DGEIS) at ge@kean.edu.
	and/or Advisement Appointment.	
NURS	Student needs to submit their attestation	Contact the School of Nursing at nursing@kean.edu or
	form to the School of Nursing.	908-737-6210.
PA	Student needs to meet with their Bridge	Contact Bridge to Success Program
	to Success Advisor.	at <u>bridgetosuccess@kean.edu</u> or 908-737-4070.
РВ	Student must submit proof of their	Contact Graduate Admissions
	Bachelor's Degree.	at gradadmissions@kean.edu or 908-737-4723.
RH	Student must contact the Office of the	Contact Scott Snowden, University Registrar,
	Registrar.	at <u>snowdens@kean.edu</u> or 908-737-3463.
SC	Student needs to meet with the Office of	Contact the Office of Student Accountability, Standards
	Community Standards and Student	and Education at <u>conduct@kean.edu</u> or 908-737-5240.
	Conduct.	
SG	Student needs to contact the Office of	Contact Lori Berry at <u>lberry@kean.edu</u> or 908-737-5250.
	Student Government.	, . <u>,</u>
SL	Outstanding balance is owed on the	Contact the Office of Student Accounting by emailing
	student's financial account.	billing@kean.edu or calling 908-737-3240.
SPAN	Student needs to see their SUPERA	Contact the SUPERA Department at <u>ssp@kean.edu</u> or
	advisor for advisement.	908-737-3940.
SS	Student must submit the Social Security	Contact the Office of the Registrar at regme@kean.edu or
	Number Correction Form to the Office of	908-737-3463.
	the Registrar.	
UC	Student needs to speak with the Miron	Contact the Miron Student Center at msc@kean.edu or
	Student Center Administration.	908-737-5200.
VPAA	Student must contact the Office of the	Contact Joy Moskovitz, Associate Vice President for
	Provost.	Academic Affairs, at jmoskovi@kean.edu or 908-737-
		3453.
WF	Financial account in collections. A	Contact the Office of Student Accounting by emailing
	payment is required.	billing@kean.edu or calling 908-737-3240.
WKUR	Student needs to contact the WKU	Contact Juan Rodriguez, Wenzhou-Kean University
	Registrar's Office.	Campus Registrar at jurodrig@kean.edu.