



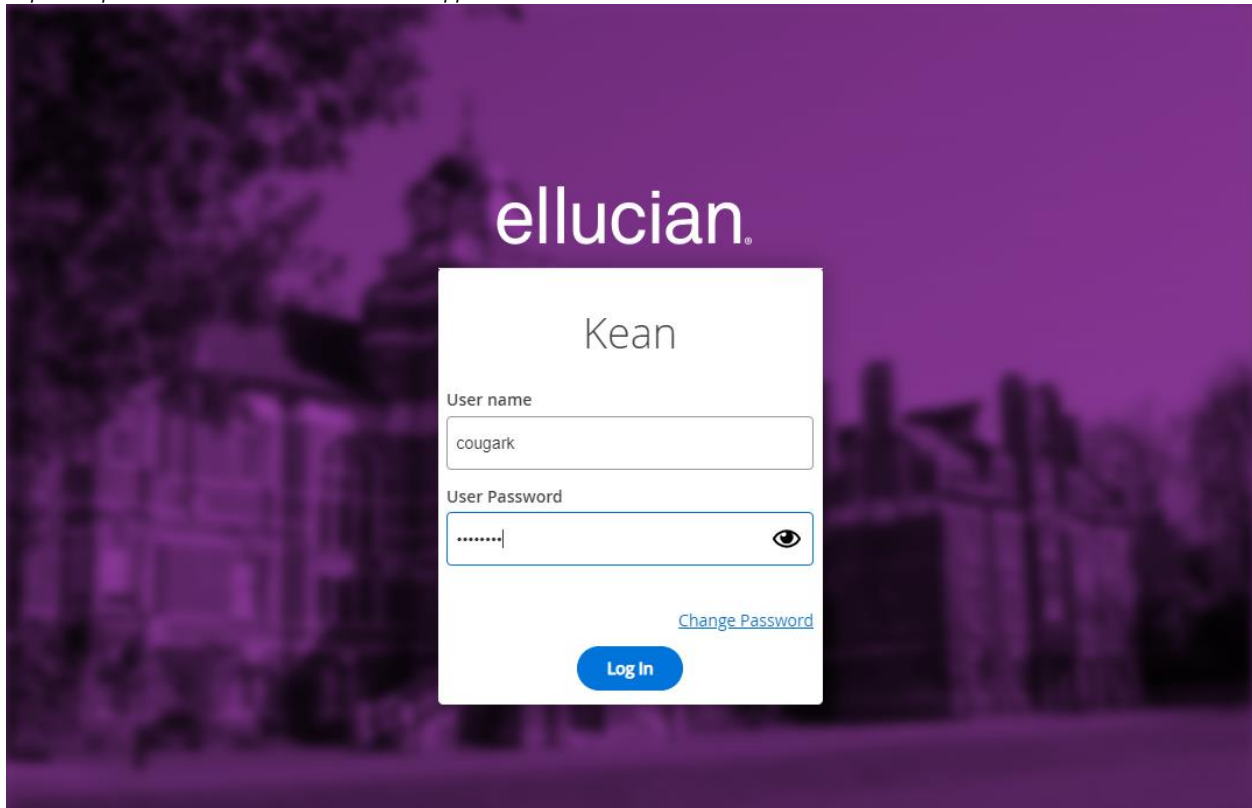
Resolving Holds and Restrictions in Ellucian Colleague

(Updated 4/7/25)

1) Login to your Kean University Ellucian Colleague account.

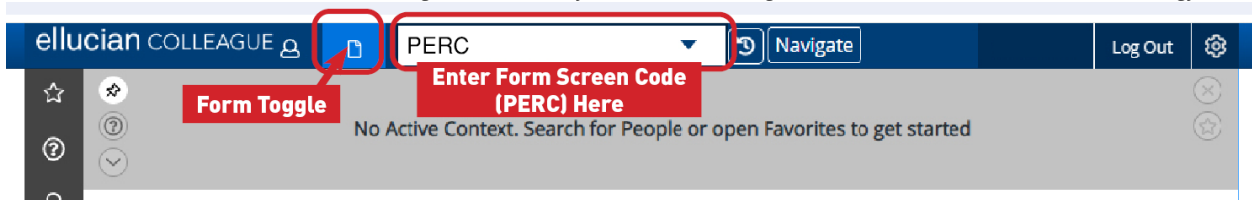
- **Ellucian Colleague (Summer 2025 and prior):** <https://ui5.kean.edu/>
 - *To access Ellucian Colleague for Summer 2025 and prior, the user must be connected to the Kean University network directly or by using VPN access.*
- **Ellucian Colleague (Fall 2025 and beyond):** <https://kean.colleague.elluciancloud.com/UI/home/index.html>

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.



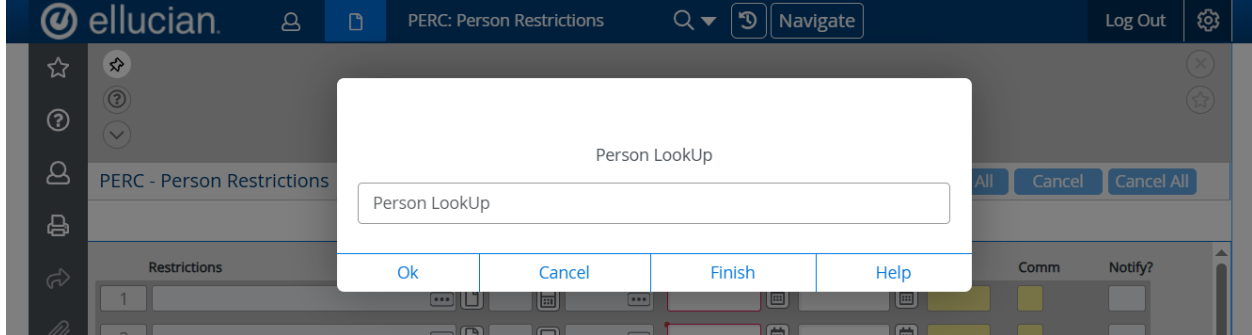
2) Upon logging in, enter “PERC” as the form screen code and press “Enter.”

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

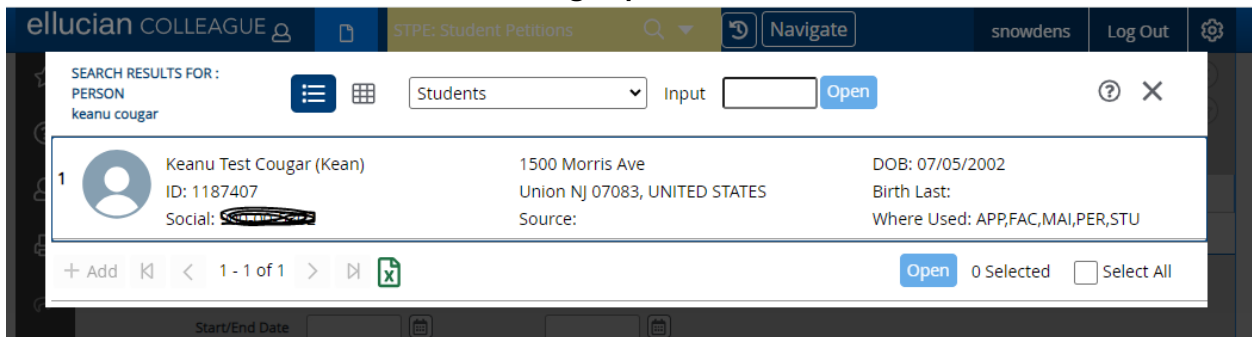


After initially entering PERC, Colleague will save PERC to your form history for quicker access in the future. You may also enter “Person Restrictions” in the form field to search for PERC.

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”.



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.”



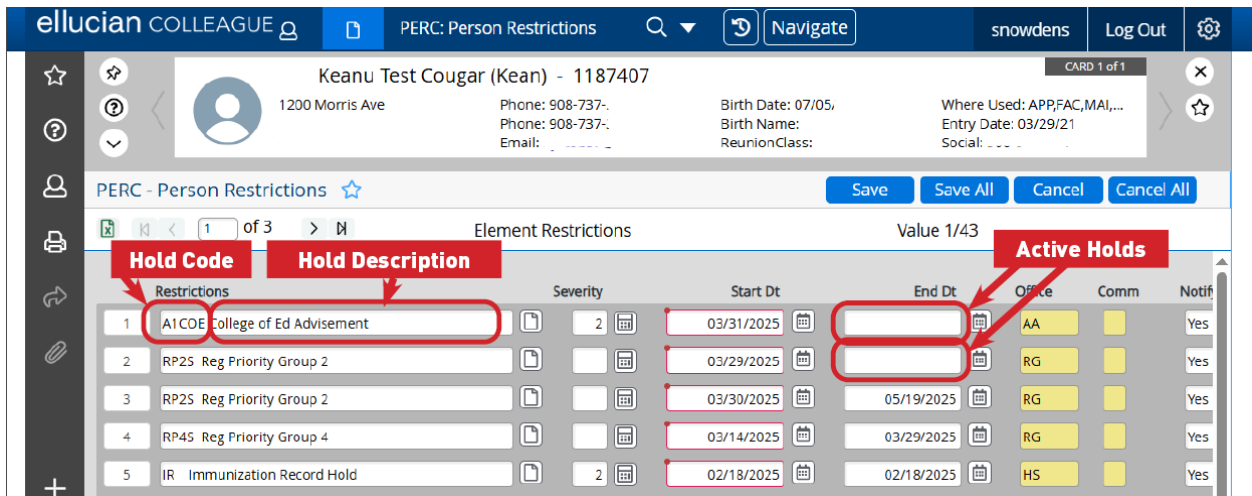
5) The PERC (Person Restrictions) screen will provide those with access the ability to see all current and historical holds on the student’s account.

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.

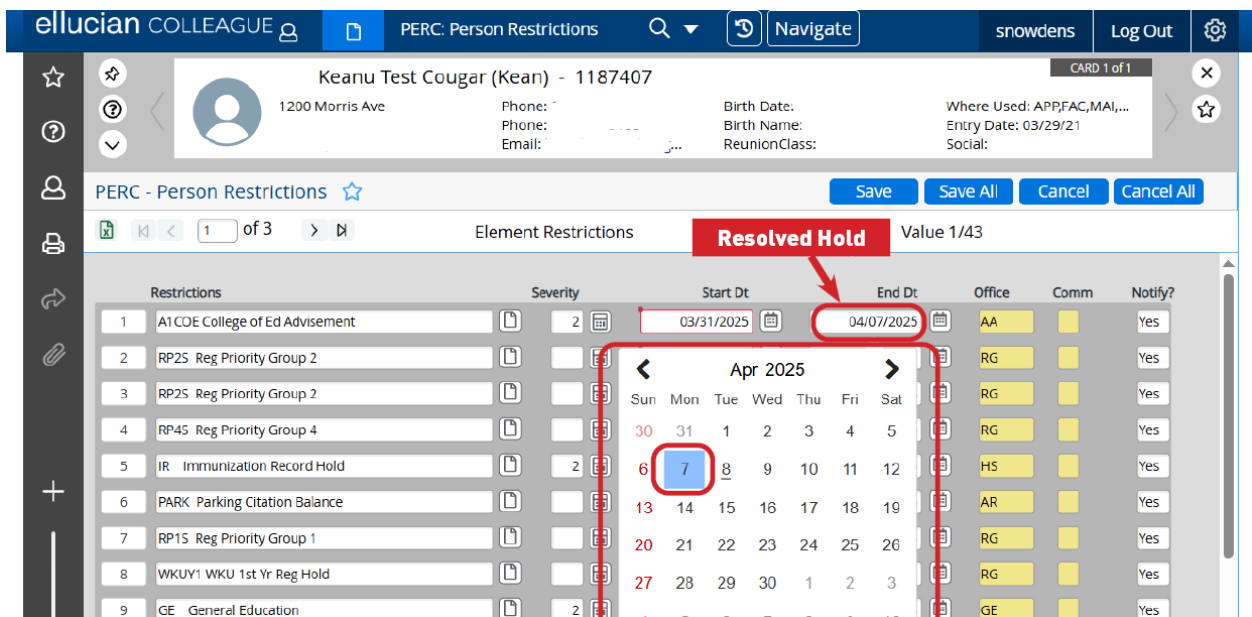
The PERC (Person Restrictions) screen provides a listing of all hold codes (ex: A1, A1COE, IR, etc...) and hold descriptions (Academic Advising Hold, College of Ed Advising Hold, Immunization Record Hold, etc...), along with the severity (disregard), start date, end date, and office code (roles responsible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

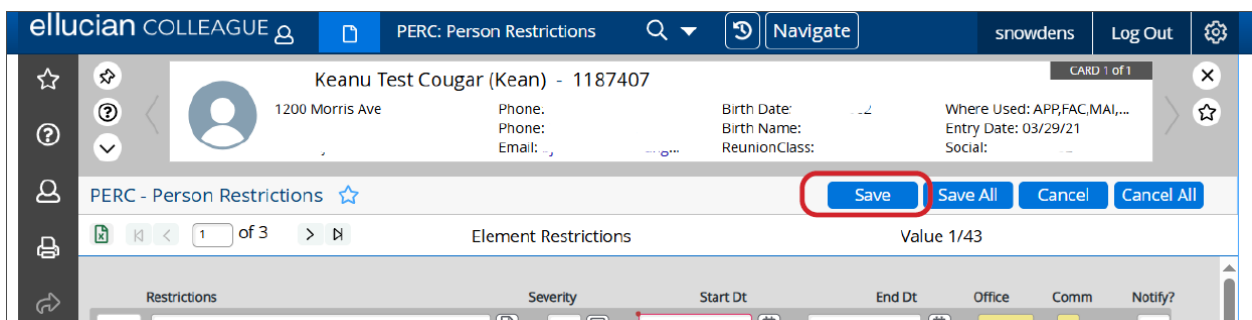


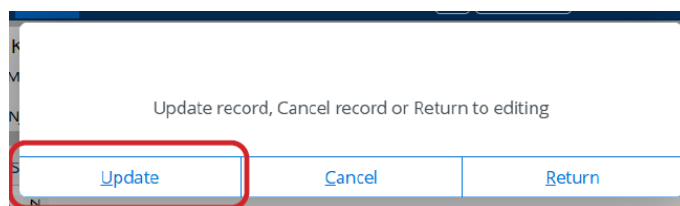
6) To resolve a hold on the PERC (Person Restrictions) screen, enter an end date or select the calendar icon in the “End Dt” field of the respective hold code.

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.



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





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

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