

Hold Resolution Guide

Campus Safety Training

All students will have this hold until they complete Campus Safety Training. This hold will remain in place until the training has been completed. The link is available in CougarWeb and can be found in the "[Mandatory Training & Hold Information](#)" channel found on the [Student tab](#). Once the training has been completed, the hold will be removed within one hour. If you encounter difficulty completing the training or have additional issues, please call 972.881.5902 for assistance.

***TSI Hold:**

If you still have this hold when you try to register for classes, it means that one or more of your PSAT or STAAR scores did not meet the criteria for the TSI exemption waiver.

The TSI exam is state mandated and determines college readiness. If college readiness is not determined via your PSAT or STAAR scores, you are required to take the TSI exam in order to register for Collin College dual credit courses.

TSI must be taken prior to Fall registration opening, **April 12. If you do not pass TSI, you will not be eligible to register for classes.** To be eligible for Fall registration, you would need to re-test and pass.

SSN Hold:

Many students have a new Social Security Hold. It used to be optional to share your SSN when you completed your admissions application. The government has now changed that rule and every student must provide their SSN. Here are the steps to clear the SSN hold:

1. Login to your Cougarweb account.
2. Click on the Student tab.
3. In the Tuition/Payment window, on the right-hand side of the screen, you will see a link that says "Student's Taxpayer ID Certification". Click on that link and follow the on-screen prompts to enter your SSN.

Immunization Hold:

If students are going to take an in-person dual credit class at Collin, they must get the bacterial meningitis vaccine. If they are taking the class(es) at Boyd or online, they can be waived by completing the Dual Credit Permission form.

Mandatory Advising Hold:

The way this hold is worded is confusing for students. They do not have to meet with an advisor. Mandatory Advising is a quick online survey. Here's how to clear that hold:

1. Login to your Cougarweb account.
2. Click on the Student tab.
3. In the top, middle window labeled "Mandatory Trainings & Hold Information", there is a link labeled "Mandatory Advising". When they click on this, it will take them to a 10-question survey. Once they complete that and submit it, that hold will disappear within 1 hour.

Disciplinary Hold:

If a student has one of these holds, they need to contact the Dean of Students by e-mail at DOS@Collin.edu.

VISA or PR Card Hold:

If the student has one of these holds, they need to contact residency@collin.edu. They will have to provide the residency office with a copy of one of those documents.

Collin College representatives will be available to meet with students in F110 on April 12-13 to register for classes. If students have any questions or need assistance with registering for classes, please stop by F110 during the school day.