

Hold's FAQ

Upstate Admissions Hold

Description

This hold means that we are missing a final transcript.

How to Resolve this Hold

Contact the admissions office at 864-503-5246 for a review of your file to determine what is missing. If you know which transcript is missing just request your official transcript be sent from your school directly to our office.

Upstate Athletics Advisement Hold

Description

This hold means that as a student-athlete at Upstate, you are unable to make changes to your schedule such as dropping or withdrawing from courses. This hold is placed on student-athletes accounts in order to adhere to the NCAA rule that student-athletes may not drop below 12 hours in an academic semester or risk ineligibility.

How to Resolve this Hold

1. Meet with your athletics academic advisor (Susannah Waldrop, Sarah Gildersleeve, or Brandon McKillop) to discuss what class you would like to drop or withdraw from.
2. Complete withdraw form by getting a signature from your Head Coach and returning to your respective athletics academic advisor.

Upstate Bookstore Hold

Description

This hold means that you have rental books that have not been returned.

How to Resolve this Hold

Pay your late fee for rentals. Contact the bookstore with any questions at 864-503-5267.

Upstate Citizenship Verification Hold

Description

This hold means that you haven't completed the Citizenship Verification process in SSC.

How to Resolve this Hold

Navigate to the Citizenship Verification page in SSC and follow the instructions. For questions contact the admissions office at 864-503-5246.

Upstate Financial Aid Hold

Description

Most holds are because some information is required. The reason can vary based on the specific fund.

How to Resolve this Hold

Contact the Financial Aid Office at 864-503-5389. Be sure to ask for the name of the person you talk to so you can follow up with them later, if needed.

Upstate Housing Hold

Description

This hold is typically related to student conduct but may also be linked to non-payment of housing charges. You won't be able to sign up for housing or complete any requested moves until it is resolved.

How to Resolve this Hold

If it is related to a housing charge, then contact the Bursar's Office to make a payment or set up a payment plan. That office will then alert Housing & Residence Life (HRL) of the arrangement and HRL Office Manager would lift the hold.

If it is related to conduct, once you complete your sanction(s) and then the Office Manager will lift the hold at the direction of the hearing officer.

Immunization Hold

Upstate Student Health Hold

Description

These holds mean that you have missing documentation regarding immunization records or unpaid health fees.

How to Resolve these Holds

Contact the Health Services office at 864-503-5191.

Upstate Library Hold

Description

This hold means that you owe more than \$50 in fines or lost materials.

How to Resolve this Hold

Pay the bill by going to the main desk at the library. They only take cash. If you need assistance, please contact 864-503-5611 or email THUGHES@USCUPSTATE.EDU.

Upstate Not Anymore Hold

Description

This hold means that you have not complete mandatory training for the Upstate Not Any More module (Formerly AlcoholEdu).

How to Resolve this Hold

Check your email for the link to complete the training. Contact the Chief Diversity Officer at 864-503-5959 if you have questions.

Upstate Parking Hold

Description

This hold means that you have an unpaid parking citation with the Department of Public Safety.

How to Resolve this Hold

1. Contact the Department of Public Safety at 864.503.7777 if you do not have the parking citation information and provide them with your full name and license plate on vehicle.

2. You may pay the citation online at www.remit-online.com/864001.
 - a. Enter the violation number located at the top of the citation and the dollar amount of the violation (If the citation is more than 30 days old, a \$10 late fee has been applied and will also need to be paid). You may enter up to three citations at a time.
 - b. Click "Add".
 - c. Click "Finish".
 - d. Enter payment (debit/credit card) information.
 - e. Call the Department of Public Safety and ask if the payment has been received and ask for the hold to be removed from account.
3. You may pay in person at the Department of Public Safety with cash, check or money order.

Upstate Registration Hold

Description

This hold means that Upstate hasn't received transcripts from one of the college you attended before coming to Upstate.

How to Resolve this Hold

1. Contact your former schools and arrange to have transcripts sent to our Registrar's office.
2. If you have already had transcripts sent to Upstate, contact our registrar, Mary-David Fox (mfox@uscupstate.edu), tell her you had transcripts sent, and ask if she would check to see Upstate received them.

Upstate Student Accounts Hold

Bursar Returned Check Hold

Cash Only Hold

Delinquent Acct Hold

Delinquent Payment Plan Hold

Max Chargebacks – Cash Only Hold

Description

These holds means that Upstate shows a past due student account balance. This can be from prior terms or the current term. The hold will prevent transcripts being sent and may cause cancelation of classes. Students with this hold will not be able to register for future terms.

How to Resolve these Holds

Contact the Bursar's Office to make arrangements for payment at 864-503-5326.