CONSTRUCTOR UNIVERSITY   **Registrar and Student Services**

Subject	CampusNet Holds

Legal Framework
Constructor University is legally required to ensure that all students fulfill the enrollment requirements with the university.

Consequences of a CampusNet Hold
Students whose CampusNet account gets blocked by a hold for reasons of missing enrollment requirements (e.g. missing health insurance coverage or residence permit) or outstanding fees with the university will face various consequences.

These consequences include:
- Exclusion from written examinations in the examination period/make-up exam period (this will result in the loss of one examination attempt out of the three attempts in total, and will be graded with 0%)
- No thesis submission (thesis must be submitted via Moodle)
- No access to
  - CampusNet/Moodle/Turnitin**
  - courses / course materials / course schedule
  - grades or study results in CampusNet
  - requesting documents via CampusNet, i.e. requesting transcripts and educational references will not be possible
- instructors are recommended not to accept homework/paper submissions

Escalation steps

Holds set by the health insurance provider (ESMV* Delay of payment – outstanding health insurance fees)	Holds set by Constructor University departments (all other holds)
1st reminder about outstanding fees by health insurance via post 2nd reminder about outstanding fees by health insurance via post - CampusNet hold - Disenrollment (after warning with deadline from Registrar & Student Services)	- Reminder email with deadline and warning - CampusNet hold with deadline and warning - Disenrollment
Important: It is the responsibility of the students to keep their mailing address up-to-date with their health insurance at all times, otherwise the reminders will not reach the student by post.	

*Elektronisches Studentenmeldeverfahren (electronic reporting procedure from the health insurances regarding the health insurance status of students)
**Having no access to CampusNet/Moodle/Turnitin will also result in consequences when preparing for the final exams, e.g. by not being able to access the learning materials in CampusNet/Moodle/Turnitin.

Procedure / Responsibilities

Reasons for setting holds	Responsibilities	Contact Information
Missing Enrollment Requirements (Health Insurance) Hold name: "ESMV* Delay of payment – Outstanding health insurance fees"	Health Insurance providers	**TK (Techniker Krankenkasse):** E-Mail: constructor.university@tk.de **AOK (Allgemeine Ortskrankenkasse):** E-Mail: studenten@hb.aok.de (In case you are not insured with the TK or AOK, please contact your health insurance provider)
Missing Enrollment Requirements (Visa, Residence Permit) Hold name: "Res. Permit" or "No Res. Permit Appl."	Registrar and Student Services	Peter Tsvetkov Local Representative visa@constructor.university
Missing Financial Requirements (Semester Fee, Tuition) Hold name: "Student Account not balanced"	Student Financial Services	sfs@constructor.university

*Elektronisches Studentenmeldeverfahren (electronic reporting procedure from the health insurances regarding the health insurance status of students)

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