

## **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 and 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**

Students who have this hold have not met the required minimum testing requirements to show college readiness or 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.

Students who want to be considered for the Collegiate Academy must have TSI testing scores no later than February 19, 2026.

Students at Anna High School must have their TSI testing scores / waiver no later than March 26, 2026. Students wishing to take the TSIA exam on campus in the spring semester to meet this deadline may register for the following testing dates:

### **Immunization Hold**

If students will be taking an in-person dual credit class at a Collin College campus, they must provide proof of the bacterial meningitis vaccine. If students are taking classes at Anna High School or online, they may be waived by completing the Dual Credit Permission form.

### **Mandatory Advising Hold**

Students do not need to meet in-person with an advisor. Mandatory Advising is a quick online survey. Here is how to clear the hold:

1. Log in 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 students click on this, it will take them to a ten (10) question survey. Once they complete the survey and submit it, that hold will be removed within one hour.

### **Disciplinary Hold**

If a student has this hold, they need to contact the Dean of Students via email to [DOS@collin.edu](mailto:DOS@collin.edu).

**VISA or PR Card Hold**

If a student has this hold, they need to contact the residency office via email to [residency@collin.edu](mailto:residency@collin.edu) and provide the office with the requested documentation.

**Collin College students may sign-up for an appointment for one of the upcoming Application Assistance Days / Clearing Holds Assistance Days with Dr. Lee, CC College and Career Counselor.**

Sign-up for an appointment at: <http://tinyurl.com/DCApDaySpring2026>.

**Application Assistance Days will be February 3, 10, and 17, 2026.  
The Holds Resolution Days will be held February 11, 18 and 24, 2026.**