

Subject	CampusNet Holds
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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 tuition 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)
<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • Reminder email with deadline and warning • CampusNet hold with deadline and warning • Disenrollment
<p>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.</p>	

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

Procedure / Responsibilities

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

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