View, Add or Remove Service Indicators (a.k.a. Holds)

Use this handout to learn how to add or remove service indicators for undergraduate students.

Notes:
- Service indicators can be positive 🌟 or negative 🙊 (known to students as holds). Academic department staff do not place positive service indicators but may have the need to place negative service indicators.
- Each service indicator is abbreviated with a code.

View Service Indicators and Details

Via Navigator, go to Campus Profiles > Student Services Center.

On the Student Center page:

- Look at the right side of the page for the heading Holds.
- If a student has any holds listed, click the details link to view information about the hold.

Add or Remove a Service Indicator

1. In the Advisor Center tile, under the Manage Student data section, go to Manage Service Indicators. The Manage Service Indicators search page will open.

   - In the EMPLID field, enter the 8-digit ID of the student on whose record you wish to add a hold.
   - If you don’t remember the ID, click the Magnifying Glass button (🔍) to retrieve it. You will be prompted for the student’s First and Last Name.
   - Click Search. The student’s Manage Service Indicators page will open. Note: If your search criteria match multiple students, a list of names will appear on the search page. Click any of the links to access the student’s Service Indicators Data page.

2. On the Manage Service Indicators page:

   - If this is the first hold for this student, skip this step. If this is not the student’s first hold, click the Plus button (➕) to add a new service indicator row.
   - In the Service Ind Active Term field, enter the 4-digit code for the term applicable to this hold (e.g., 1067 for Fall 2006) or use the Magnifying Glass button (🔍) to get a list of valid term codes.
   - In the Service Indicator Code field, enter the code for this hold (e.g., EN1 = Prevents enrollment in all Terms). Use the Magnifying Glass button (🔍) to get a list of all the Service Indicator Codes that you have access to.
In the *Service Ind Reason Code* field, enter the reason code for this hold (e.g., **ADVAN** = *Academic Advising Needed*). Use the Magnifying Glass button (🔍) to get a list of all the reason codes that you have access to.

Entering any other information is optional. **Note:** Comments will not be displayed to the student. However, other administrative offices on campus can view it. If you choose to fill in the Comments box, please use discretion.

Click 🎨 Save to save the transaction. A Saved message will appear in the upper right corner of the page. Your hold is now saved, and it will appear in the student's profile, under Menu > Holds & To Dos > Holds.

**Remove a Service Indicator**

On the Manage Service Indicators page, you can only remove holds that you or your department has assigned. Any other holds that a student may have will be grayed out.

1. Via Navigator, go to **Service Indicators > Add/Update Indicators-St.** The Manage Service Indicators search page will open.

2. On the Manage Service Indicators search page:
   - In the **EMPLID field**, enter the 8-digit ID of the student from whose record you wish to remove a hold.
   - If you don’t remember the ID, click the Magnifying Glass button (🔍) to retrieve it. You will be prompted for the student’s **First** and **Last Name**.
   - Click 🎨 Search. The student’s Manage Service Indicators page will open. **Note:** If your search criteria match multiple students, a list of names will appear on the search page. Click any of the links to access the student’s Service Indicators Data page.

3. On the Manage Service Indicators page:
   - Use the blue navigation bar **View All First 1 of 6 Last** to locate the hold that you wish to remove.
   - Click the **Minus button (−)** in the row corresponding to this hold.
   - On the pop-up confirmation message, click **OK**.
   - Click 🎨 Save to save the transaction. The row containing your hold will disappear and a Saved message will appear in the upper right corner of the page. The hold will no longer appear on the student’s Holds page.