Removing and Adding Advising Holds

Academic advisors are responsible for removing D01 holds with the reasons ADV (regular advising), PRB (Probation advising), and WARN (Warning advising) service indicators on their own advisees. They may also add D01 ADV (regular advising) service indicators to their advisees if needed. If only certain individuals need the hold, it is best for the advisor to add it. If all of the students on your advisee list need the ADV hold, contact Records and Registration for assistance.

**Important**: Advising offices that use other advising holds (i.e. I01 or MCN) must remove their holds for each student individually using the General Info tab of the student’s details (second method below) or the Manage Service Indicators under the Campus Community menu (administrative way).

Removing advising holds can be done in several ways.

**Removing a D01 advising hold from the My Advisee list**

1. **Remove holds one student at a time on the My Advisee List in your Advisor Center** - this list will have a column labeled Remove Hold and a button with the same name next to each student that has a hold. Click on the button next to the student to remove hold.
   
   a. **This only works for D01 holds.**

A message will pop up asking you to confirm. Click OK to continue.
Now the advising hold has been removed from that student. For students that have both an ADV hold and a WARN or PRB hold, this button will remove both of them at the same time.

Tip: The Remove Hold column appears if even a single advisee on your list has an advising hold. The column disappears if none of your advisees have one of those holds.

2. Remove all advising holds from all of your advisees at the same time in the My Advisee List. Scroll to the bottom of the advisee list and click on Remove All Advisee Holds.

A message will pop up asking you to confirm. Click OK to continue. Click OK again on the second message and then click My Advisees at the top to refresh list.
You will know it worked because the **Remove Hold** column will be gone.

**Removing hold using General Info under Student Details:**

1. From the **My Advisee** list in your Advisor Center, click on **View Student Details** next the student who will be updated.

2. Go to the **General Info** tab of your advisee’s Student Center and find the Service Indicator section at the top. Click on **Edit Service Indicators**.
On the Manage Service Indicators page, click on the linked code.

Click the Release button at the top. (If you don't see a release button, you don't have permissions to remove that hold.)
Click OK to the confirmation question.

You will be returned to the Manage Service Indicators page and the hold will be gone. Click Cancel to get back to the Advisor Center.

Note: You will only be able to remove holds you are authorized to remove, which the exception of D01 holds. All advisors can remove D01 holds but should only remove the D01 hold for their own advisee and if they are the first major advisor for that student.

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**Adding a service indicator**

Sometimes advisors accidently remove a hold and need to put it back on. Or you have a particular advisee that you think needs more encouragement to meet with you.

1. Go to the **General Info** tab of your advisee’s Student Center and find the Service Indicator section. Click on **Edit Service Indicators**.
2. On the **Manage Service Indicators** page, click on **Add Service Indicator**.

3. Complete the Service Indicator page with the following information:
   - **Service Indicator Code**: D01 (*The International Education & Engagement uses the I01 code; McNair Program using MCN.*)
   - **Reason**: ADV (*Do not put on the PRB or WARN holds unless you accidently removed them and need them back. Not all advisors have access to do this. These holds are normally put on by the Records and Registration office.*)
   - **Start Term**: the term code for the next semester. Do not use the current term, winter, or summer. For example, if putting the hold on during Fall, use the Spring term code.
   - **Start Date**: this will fill in with today's date.

Your name will fill in as the person who placed the hold, and the time and date the hold was created are listed at the bottom.

4. Click **Apply** at the bottom to save. Click **Ok** when done.
5. You will be returned to the Manage Service Indicators page and will see the hold listed. Click **Cancel** to return to the **General Info** page where you will see the hold again with the red circle icon.
If it is a D01 hold, it will also now be showing on your My Advisee list & in the Holds section.

Your advisee will see it in their own WINGS under the Holds section.