

Adding and Removing Advising Holds (a.k.a. Service Indicators)

Service Indicators are either positive (red star) or negative (red circle with line through it) and come in many shapes and forms. **Positive service indicators** are generally financial aid related and help that office keep track of where students are in the financial aid process. Student do not have to take any action about positive service indicators.

Negative service indicators are similar to To Do tasks but come with restrictions on university services to encourage students to complete those tasks. The most common ones are balance due holds and advising holds. Negative service indicators can prevent students from getting their transcripts and from registering or dropping classes.

This image below is taken from the General Info tab, under the Service Indicators section.

Type	Details	Start Term	End Term	Start Date	End Date	Department
★	3/4 Tm Fin Aid Refund Release	2020 Fall	2020 Fall			Financial Aid Office
⊘	Cashiers-Balance Due	2020 Fall		11/11/2020		Budget & Finance

The negative service indicators are also called **Holds** and appear in the Student Center in the Holds section. For the sample student above, in their Holds section, you will only see the negative indicator listed.

[s to View/Pay Bill](#)

▼ **Holds**

Cashiers-Balance Due

[Details ▶](#)

▼ **To Do List**

No To Do's.

▼ **Enrollment Dates**

Shopping Cart Appointment

Advisors are responsible for removing **ADV (regular advising), PRB (Probation advising), and WARN (Warning advising)** service indicators on their own advisees. They may also add 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.

Removing an advising hold

Removing advising holds can be done in several ways.

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.

Faculty Center | Advisor Center | Search

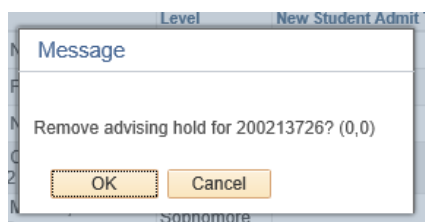
My Advisees | Student Center | General Info | Transfer Credit | Academics

My Advisees

Select display option
 Link to Photos Include photos in list

Notify	Photo	Name	ID	View Student Details	Plans	Level	New Student Admit Type	Remove Hold
1	<input type="checkbox"/>			View Student Details	BIO.BS, NUT.M, PA.PRE2	Junior		Remove Hold
2	<input type="checkbox"/>			View Student Details	BIO.BS, PA.PRE2, PSY.M	Junior		
3	<input type="checkbox"/>			View Student Details	BIO.BS, NUT.M, PA.PRE2	Sophomore		
4	<input type="checkbox"/>			View Student Details	BIO.BS, CHM.M, PA.PRE2	Sophomore		Remove Hold
5	<input type="checkbox"/>			View Student Details	BIO.BS, MTH.M, PA.PRE2 ...	Sophomore		
6	<input type="checkbox"/>			View Student Details	BIO.BS, PA.PRE2, SAHBS.PROP	Senior		
7	<input type="checkbox"/>			View Student Details	BIO.BS, PA.PRE2, PSY.M	Junior		

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.

Notify	Photo	Name	ID	View Student Details	Plans	Level	New Student Admit Type	Remove Hold
1	<input type="checkbox"/>			View Student Details	BIO.BS, NUT.M, PA.PRE2	Junior		
2	<input type="checkbox"/>			View Student Details	BIO.BS, PA.PRE2, PSY.M	Junior		
3	<input type="checkbox"/>			View Student Details	BIO.BS, NUT.M, PA.PRE2	Sophomore		
4	<input type="checkbox"/>			View Student Details	BIO.BS, CHM.M, PA.PRE2	Sophomore		Remove Hold
5	<input type="checkbox"/>			View Student Details	BIO.BS, MTH.M, PA.PRE2 ...	Sophomore		
6	<input type="checkbox"/>			View Student Details	BIO.BS, PA.PRE2, SAHBS.PROP	Senior		
7	<input type="checkbox"/>			View Student Details	BIO.BS, PA.PRE2, PSY.M	Junior		

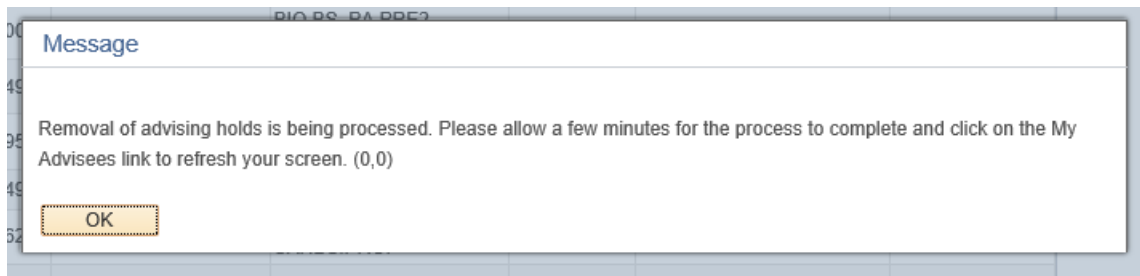
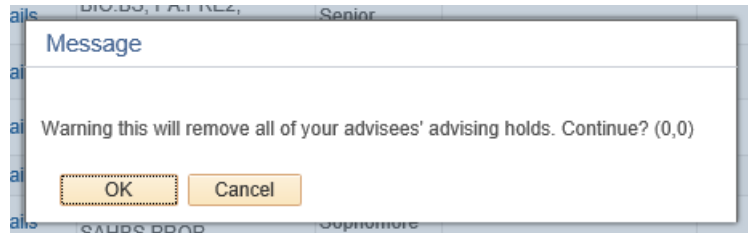
Tip: The Remove Hold column appears if even a single advisee on your list has an advising hold. The column disappears if none of your advisees have one of those holds.

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**.

142	<input type="checkbox"/>		View Student Details	BIO.BS, ERS.M, PA.PRE2	Senior		
143	<input type="checkbox"/>		View Student Details	BIO.BS, PA.PRE2, PSY.M	Senior		
144	<input type="checkbox"/>		View Student Details	BIO.BS, PA.PRE2, PSY.M	Senior		
145	<input type="checkbox"/>		View Student Details	BIOBMD.BS, PA.PRE2, PSY.M	Junior		
146	<input type="checkbox"/>		View Student Details	BIO.BS, PA.PRE2, SARBS.PROP	Freshman		

[View data for other students](#)

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.

[Faculty Center](#) | [Advisor Center](#) |

[My Advisees](#) | [Student Center](#) | [General Info](#) | [Transfer Credit](#) | [Academics](#)

My Advisees [Click to refresh](#)


Select display option

Link to Photos
 Include photos in list


Notify	Photo	Name	ID	View Student Details	Plans	Level	New Student Admit Type
1	<input type="checkbox"/>			View Student Details	BIO.BS, NUT.M, PA.PRE2	Junior	
2	<input type="checkbox"/>			View Student Details	BIO.BS, PA.PRE2, PSY.M	Junior	
3	<input type="checkbox"/>			View Student Details	BIO.BS, NUT.M, PA.PRE2	Sophomore	
4	<input type="checkbox"/>			View Student Details	BIO.BS, CHM.M, PA.PRE2	Sophomore	
5	<input type="checkbox"/>			View Student Details	BIO.BS, MTH.M,	Sophomore	

Column is now gone

- Remove holds one at a time using the **Manage Service Indicator** page. Go to the **General Info** tab of your advisee's Student Center and find the Service Indicator section. Click on **Edit Service Indicators**.

Service Indicators 


★ Positive ⓧ Negative

Service Indicators Personalize | View All |  First 1 of 1 Last


Type	Details	Start Term	End Term	Start Date	End Date	Department
ⓧ	Advising-Block Enrollment	2021 Spring		12/10/2020		UW - La Crosse

On the Manage Service Indicators page, click on the linked code.

Manage Service Indicators

Display Effect Institution Refresh 

[+ Add Service Indicator](#)


Service Indicator Summary Personalize | Find | View All |  First 1

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date
D01	Advising-Block Enrollment	Advising Required	UWLAC	2217	Spr 2021		12/10/2020

[+ Add Service Indicator](#)

Click the Release button at the top.

Edit Service Indicator



*Institution UW-La Crosse

*Service Indicator Code Advising-Block Enrollment

*Reason Advising Required

Description

Effect Negative Service Indicator

Click OK to the confirmation question.

Are you sure you want to release this Service Indicator?

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.

Manage Service Indicators

Hanne Anderson 200183792
Display Effect All Institution UW-La Crosse Refresh

[+ Add Service Indicator](#)

Service Indicator Summary

No Service Indicators are assigned for this person.

[+ Add Service Indicator](#)



Adding a service indicator

Sometimes advisors accidentally 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. Go to the **General Info** tab of your advisee's Student Center and find the Service Indicator section. Click on **Edit Service Indicators**.

*Change Advisee [redacted] Change

Service Indicators Initiated Checklists
National ID Personal Data Collapse All
Addresses Names
Email Addresses Phones Expand All

Service Indicators Edit Service Indicators

No service indicators found.

On the **Manage Service Indicators** page, click on **Add Service Indicator**.

Manage Service Indicators

[redacted] [redacted]
Display Effect All Institution UW-La Crosse Refresh

[+ Add Service Indicator](#)

Service Indicator Summary

No Service Indicators exist for selected criteria.

[+ Add Service Indicator](#)

Complete the Service Indicator page with the following information:

- Service Indicator Code: **D01** (*The International Education & Engagement uses the I01 code.*)
- Reason: **ADV** (*Do not put on the PRB or WARN holds unless you accidentally 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. 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.

Click **Apply** at the bottom to save. Click **Ok** when done.

Add Service Indicator

***Institution** UWLAC UW-La Crosse

***Service Indicator Code** D01 Advising-Block Enrollment

***Reason** ADV Advising Required

Description Academic advising is required. Contact your academic advisor for an appointment.

Effect Negative Service Indicator

Effective Period

Start Term 2217 Spr 2021 **End Term**

Start Date 12/10/2020 **End Date**

Assignment Details

***Department** UWLAC UW - La Crosse

Reference

Amount 0.00 **Currency** USD

Contact Information

Contact ID **Contact Person**

Placed Person ID 100402838 **Placed By** Flottmeyer,Erin Bowditch

Comments

2000 characters remaining

Services Impacted Personalize | Find | View All | First 1 of 1 Last

Impact	Description	Basis - Date	Basis - Term	Term Category
1 CENR	Block All Enrollment Activity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date Time 12/10/2020 10:33:44AM

User ID eflottmeyer **Placed By** Flottmeyer,Erin Bowditch

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.

Manage Service Indicators

Display Effect All Institution UW-La Crosse Refresh

[+ Add Service Indicator](#)

Service Indicator Summary Personalize | Find | View All | | First 1

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date
D01	Advising-Block Enrollment	Advising Required	UWLAC	2217	Spr 2021		12/10/2020

[+ Add Service Indicator](#)

Service Indicators Edit Service Indicators

★ Positive ⊘ Negative

Service Indicators Personalize | View All | | First 1 of 1 Last

Type	Details	Start Term	End Term	Start Date	End Date	Department
⊘	Advising-Block Enrollment	2021 Spring		12/10/2020		UW - La Crosse

...

The hold 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.

Personalize | Find | |

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2				View Student Details	BIO.BS, PA.PRE2, PSY.M	Junior		Remove Hold
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