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. Students 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.

![Image of Service Indicators]

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.

![Image of Holds]

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.

   ![My Advisee List](image1)

   A message will pop up asking you to confirm. Click **OK** to continue.

   ![Message](image2)

   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.

   ![My Advisee List](image3)

   **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.
3. **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**.

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

Click the Release button at the top.

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.

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.

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

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.