

Viewing and Releasing Holds

Students can have holds placed for different reasons. The holds affect their services either positively or negatively. Typically, negative holds \oslash impact services, such as enrolling in classes, being dropped, etc. With positive holds \star , the student's services are not affected, such as not being dropped for non-payment. From the Advisor Center tab, you can view holds for any student. However, faculty and staff advisors can release only advising holds.

To view the holds for a student, you will:

- Click the Advisor Center tab
- Search for the student
- Click the **General Info** link

1.	From the Faculty Center, click the Advisor Center tab.	Faculty Center Search my schedule class roster Faculty Center My Schedule Image: Scheu
2.	When the Advisor Center page opens, click the <u>View Data FOR OTHER STUDENTS</u> button.	Faculty Center Advisor Center Search my advisees student center general info transfer credit academics My Advisees There is no information for the transaction you requested. View DATA FOR OTHER STUDENTS Faculty Center Advisees Eaculty Center Advisees Student Center Search Learning Management My Advisees Student Center Search Learning Center Academics
3.	The search page opens. Enter in your criteria to search for the desired student, such as the student's CSUB ID or last and first name. Click the <u>search</u> button to continue.	Maximum number of rows to return (up to 300): 300 ID: begins with • Campus ID: begins with • National ID: begins with • Last Name: begins with • Duck First Name: begins with • Donald Case Sensitive Search Clear Basic Search
4.	From the Search Results , click the student you desire. If you receive the message, " <i>No matching values were found</i> " then refine your search and repeat the previous step.	Search Results Yew All Vew All First 1-100 of 191 Last II Name Gender Dete of ID Councy Multiple Stored Description Last Name First Name 1111 Duck. Donald mmmun USA SSN Duck Donald 2222 DUck. Ducy mmmun USA SSN Duck Ducy 3333 Duck. Huey mmmun USA SSN Duck Huey



5.	 The Advisee's Student Center opens for your selected student. Scroll to the bottom of the page and click the General Info link. 	Advisor Program Advisor Benjamin Franklin details
6.	 When the Advisee General Info screen appears, Navigate to the Service Indicators section Click on any hold to view additional detail, such as the Advising Hold – No Enrl. 	▼ Service Indicators edit service indicators ★ Positive ◊ Negative Service Indicators Customize View All Errst ■ 1-2 of 2 ■ Last Type Details Start Term End Term Stan Finance: Begin Term End Term No Refund Begin Term Advising Hold Begin Term
7.	When the Edit Service Indicator page opens, you can view the additional detail, such as a description, start term, etc.	Edit Service Indicator Warren Harding "Institution: "Service Indicator Code: Mail<
8.	To release the hold, click the Release button.	Edit Service Indicator Institution: BKCMP Cal State Univ., Bakersfield Service Indicator Code: A01 Advising Hold - No Enrl Service Ind Reason Code: AHLD Advising Hold Description:
5.	release this Service Indicator?", click the	Are you sure you want to release this Service Indicator?
10.	 When satisfied, Scroll to the bottom of the page Click the <u>QReturn to Search</u> button to return to the search page. 	Contact Information Program Advisor Mailing Address Permanent Address 123 Any Street 123 Any Street City, CA 99999 City, CA 99999 Main Phone Number On-Campus Email 661/555-1212 Metern to Search) City