

Releasing Holds (Negative Service Indicators)

Students can have holds on their enrollments for different reasons. Faculty and staff advisors can release advising holds for their advisees. The advising holds are defined as **A01 Advising Hold**, etc.. The instructions below will guide you through the process of removing these types of holds.

1.	Navigation: Self Service > Advisor Center > Advisee Stud	lent Center
2.	 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 Search button to continue. If Search Results appear, select your student from the list. If you receive the message, "No matching values were found", then refine your search and repeat this step.	Find an Existing Value Search Criteria ID: begins with • Campus ID: begins with • National ID: begins with • Last Name: begins with • First Name: begins with • Case Sensitive Save Search C
3.	The Advisee's Student Center opens for your selected student. The page shows the student's : Schedule for the Week Holds To Do's Enrollment Dates Advisor Contact Information	✓ Academics ✓ Holds My Class Schedule ① You are not enrolled in classes. Advising Hold - No Enril other academic • ② ✓ To Do List No To Do's. ✓ Personal Information ✓ To To Do List Mailing Address Permanent Address Main Phone Number On-Campus Email ✓ Advisor Program Advisor Generic Advising Committee details ▶
4.	 To release a hold, Scroll to the bottom of the screen and Click the <u>General Info</u> link. 	My Advisees Student Center General Info Transfer Credit Academics
5.	 When the Advisee General Info screen appears, Navigate to the Service Indicators section Click on the Hold, such as Advising Hold – No Enrl. 	▼ Service Indicators edit service indicators ★ Positive ◊ Negative Service Indicators Customize View All I I First I 1-2 of 2 I La Type Details Start Term End Term Start Date Stdn Finance- No Refund Begin Term Image: Positive Positive Student Structs Advising Hold No Enril



6.	When the Edit Service Indicator page opens, Click Release 	Release *Institution: BKCMP Q Cal State Univ., Bakersfield *Service Indicator Code: A01 Q Advising Hold - No Enrl *Service Ind Reason Code: AHLD Q Advising Hold
7.	At the message, <i>"Are you sure you want to release this Service Indicator?"</i> Click	Are you sure you want to release this Service Indicator?
8.	The service indicator is removed.	Service Indicators Personalize View All Pirst I of 1 D Last Type Details Start Term End Term Start Date End Date Department Do Not Drop for Non Payment Fall 2014 Fall 2014 Og/23/2014 Og/27/2014 Student Financial Services