Placing Holds (Negative Service Indicators)

The system refers to Holds as service indicators. Most service indicators are placed using automated processes. These service indicators can be positive or negative depending on the action. A common positive service indicator is the B05, Do Not Drop of Non-Payment, used by Financial Aid. This service indicator prevents students from being dropped from their classes until their financial aid is awarded.

On occasion, you may need to place a hold or service indicator to prevent certain actions. These instructions will guide you in placing a service indicator.

1.	Navigation: **Campus Community > Service Indicators (Student) > Manage Service Indicators**
2.	On the Manage Service Indicators page, • In the Empl ID, enter the student's CSUB ID **or** • In the Lastname, enter the student's last name • In the First Name enter the student's first name • Click Search
3.	If the student has any existing holds, they will appear. The illustration below shows a student with B05 hold, which is a positive service indicator.
4.	If the student has an existing holds, click Add Service Indicator

5.	On the Add Service Indicator page, • In the Institution, enter BKCMP • In Service Indicator, enter the Service Indicator Code, such as A01 or click the 🔍 • In the Service Ind Reason Code, enter the reason code, such as *AHLD* or click the 🔍	*Institution: **BKCMP** 🔍 *Service Indicator Code: **A01** 🔍 *Service Ind Reason Code: **AHLD** 🔍
6.	Under the Effective Period section, perform the following tasks: • In the Start Term, leave the default value (0000), which means that the service indicator will apply to all terms. • In the Start Date, enter the current date	**Effective Period** Start Term: **0000** 🔍 BEGIN Start Date: **12/02/2014** 📅
7.	• Click **Apply** • Click **OK**	
8.	In the Service Indicator Summary, you will see your service indicator appear.	

8. (continued)

Service Indicator Summary — Personalize | Find | View All | 🔲 | First ◀ 1-2 of 2 ▶ Last

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
A01	Advising Hold - No Enrl	Advising Hold	BKCMP	0000	BEGIN			12/02/2014	
B05	Do Not Drop for Non Payment	Financial Aid Authorization	BKCMP	2148	FAL 14	2148	FAL 14	09/23/2014	09/27/2014