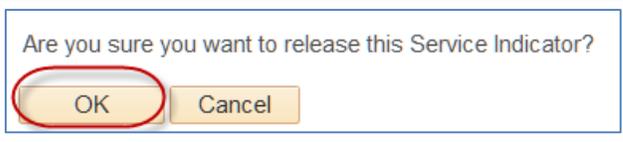
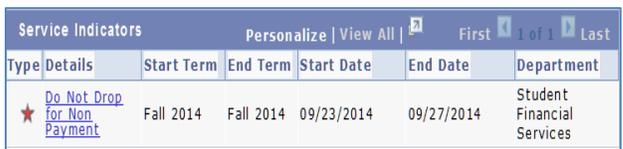


## Releasing Holds (Negative Service Indicators)

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.	<p>Navigation: <b>Self Service &gt; Advisor Center &gt; Advisee Student Center</b></p>																						
2.	<p>The search page opens.</p> <ul style="list-style-type: none"> <li>Enter in your criteria to search for the desired student, such as the student's CSUB ID or last and first name.</li> <li>Click the <span style="background-color: #f4a460; padding: 2px 5px;">Search</span> button to continue.</li> </ul> <p><i>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.</i></p>																						
3.	<p>The <b>Advisee's Student Center</b> opens for your selected student. The page shows the student's :</p> <ul style="list-style-type: none"> <li>Schedule for the Week</li> <li>Holds</li> <li>To Do's</li> <li>Enrollment Dates</li> <li>Advisor</li> <li>Contact Information</li> </ul>																						
4.	<p>To release a hold,</p> <ul style="list-style-type: none"> <li>Scroll to the bottom of the screen and</li> <li>Click the <b>General Info</b> link.</li> </ul>																						
5.	<p>When the <b>Advisee General Info</b> screen appears,</p> <ul style="list-style-type: none"> <li>Navigate to the <b>Service Indicators</b> section</li> <li>Click on the Hold, such as <i>Advising Hold – No Enrl.</i></li> </ul>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Type</th> <th>Details</th> <th>Start Term</th> <th>End Term</th> <th>Start Date</th> <th>End Date</th> <th>Department</th> </tr> </thead> <tbody> <tr> <td></td> <td><a href="#">Stdn Finance- No Refund</a></td> <td>Begin Term</td> <td>End Term</td> <td>10/12/2011</td> <td>10/12/2011</td> <td>Student Financial Services</td> </tr> <tr style="border: 2px solid red;"> <td></td> <td><a href="#">Advising Hold - No Enrl</a></td> <td>Begin Term</td> <td></td> <td></td> <td></td> <td>Student Success/Retention Ctr</td> </tr> </tbody> </table>	Type	Details	Start Term	End Term	Start Date	End Date	Department		<a href="#">Stdn Finance- No Refund</a>	Begin Term	End Term	10/12/2011	10/12/2011	Student Financial Services		<a href="#">Advising Hold - No Enrl</a>	Begin Term				Student Success/Retention Ctr
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	<a href="#">Advising Hold - No Enrl</a>	Begin Term				Student Success/Retention Ctr																	



6.	<p>When the Edit Service Indicator page opens,</p> <ul style="list-style-type: none"> <li>Click </li> </ul>	 <p>*Institution: <input type="text" value="BKCMP"/> Cal State Univ., Bakersfield</p> <p>*Service Indicator Code: <input type="text" value="A01"/> Advising Hold - No Enrl</p> <p>*Service Ind Reason Code: <input type="text" value="AHLD"/> Advising Hold</p>																					
7.	<p>At the message, <b><i>“Are you sure you want to release this Service Indicator?”</i></b></p> <ul style="list-style-type: none"> <li>Click </li> </ul>	 <p>Are you sure you want to release this Service Indicator?</p> <p> </p>																					
8.	<p>The service indicator is removed.</p>	 <table border="1"> <thead> <tr> <th colspan="7">Service Indicators</th> </tr> <tr> <th>Type</th> <th>Details</th> <th>Start Term</th> <th>End Term</th> <th>Start Date</th> <th>End Date</th> <th>Department</th> </tr> </thead> <tbody> <tr> <td>★</td> <td><a href="#">Do Not Drop for Non Payment</a></td> <td>Fall 2014</td> <td>Fall 2014</td> <td>09/23/2014</td> <td>09/27/2014</td> <td>Student Financial Services</td> </tr> </tbody> </table>	Service Indicators							Type	Details	Start Term	End Term	Start Date	End Date	Department	★	<a href="#">Do Not Drop for Non Payment</a>	Fall 2014	Fall 2014	09/23/2014	09/27/2014	Student Financial Services
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