

## How to Place and Release Service Indicators

This guide will discuss how to add and remove Negative Service Indicators (also known as holds) in SIS Campus Solutions.

### Placing a service indicator

1. From **CalCentral My Dashboard**, use **Student Lookup** to search for the student and go to the **Student Overview Page**.

The screenshot shows the 'Student Lookup' interface. At the top, there are three tabs: 'Search', 'Saved', and 'Recent'. Below the tabs is a search input field with the text 'oski' and a blue 'Search' button. Below the search bar, the results show 'Oskie J Bear Jr. (26214027)' with a yellow star icon to its right.

2. In the student's **Personal Summary** section, select the **Service Indicators** link under **Advising Resources**.

The screenshot shows the 'Personal Summary' page for Serge Arthur Oskian. It includes a profile picture placeholder, the name 'Serge Arthur Oskian (view as)', and a 'SID' field. Under the 'Contact Information' section, there are 'Home Address' and 'Local Address' fields, both containing the same address: '36 RUE DE LA FEYSSINE, 69100 VILLEURBANNE RHONE, France'. Under the 'Advising Resources' section, the 'Service Indicators' link is highlighted with a red box. Other links in this section include 'Advising Assignments', 'Administrative Transcript', 'Academic Progress Report', 'What-If Reports', 'Manage Milestones', 'Multi-Year Planner', 'Advising Notes', and 'External Student Docs-ImageNow'.

- You will see a summary of the student's service indicators. Select **Add Service Indicator** (+)

Manage Service Indicators

Orientation Bear CONFIDENTIAL

Display: Effect All Institution UC Berkeley Refresh

**+ Add Service Indicator**

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
R99	CNP Exception	Exception from CNP	UCB01	2172	2017 Spr	2172	2017 Spr	01/03/2017	
R99	CNP Exception	Exception from CNP	UCB01	2168	2016 Fall	2168	2016 Fall	08/01/2016	
REG	Officially Registered	Officially Registered	UCB01	2172	2017 Spr	2172	2017 Spr	01/03/2017	
REG	Officially Registered	Officially Registered	UCB01	2168	2016 Fall	2168	2016 Fall	08/01/2016	
S09	Tuition Calculated	Tuition Calculated for term	UCB01	2172	2017 Spr	2172	2017 Spr	11/29/2016	
S09	Tuition Calculated	Tuition Calculated for term	UCB01	2168	2016 Fall	2168	2016 Fall	07/23/2016	

**+ Add Service Indicator**

Return to Search Notify

- Next, select the **Look Up** icon next to **Service Indicator Code**.

Select **V00** to choose **Academic Advising** holds or input **V00** and hit enter.

CALCENTRAL

Return to My Dashboard

Add Service Indicator

\*Institution: UCB01 UC Berkeley

\*Service Indicator Code: [ ]

\*Service Ind Reason Code: [ ] [Look up Service Indicator Code \(Alt+5\)](#)

Description: [ ]

Effect: **Effective Period**

Start Term: [ ]

Start Date: [ ]

**Look Up Service Indicator Code**

Cancel

Search Results

View 100 First 1 of 1 Last

Service Indicator Cd	Description
V00	AA - Advising Holds

- Next, select the **Look Up** icon for **Service Ind Reason Code** and select the desired code.

**NOTE:** The codes that appear will depend on your security roles and functions.

In this example, we are placing the **Excess Incompletes** hold because the student has too many incompleted classes.

The screenshot shows the 'CALCENTRAL' interface for adding a service indicator. The form includes fields for Institution (UCB01), Service Indicator Code (V00), and Service Ind Reason Code. A red box highlights the 'Look Up' icon next to the Service Ind Reason Code field. A tooltip 'Look up Service Ind Reason Code (Alt+5)' is visible. An open dialog box titled 'Look Up Service Ind Reason Code' displays a table of search results.

Service Ind Reason Code	Description
ACSTA	Academic Status
ADVHD	Advisor Hold
EXINC	Excess Incompletes
MAJDC	Major Declaration

The **Service Ind Reason Code** field will populate, as will other fields on the page.

1. The **Description** field will be viewable by the student in CalCentral.
2. The next step is to set an **Effective Period** (start and end date or term).
3. **Contact ID** by default is blank. You can add a **Contact ID**, but note that students will be able to see that ID and email address in their **Holds** section on their **My Academics** page in CalCentral.
4. Add your information to the **Placed by** section. It will not be visible to the student.
5. You may add **Comments**, if you like. These will not be viewable by the student.

Select **Apply**.

Select **OK**.

The screenshot shows the 'Add Service Indicator' form with the following fields and values:

- \*Institution:** UCB01 UC Berkeley
- \*Service Indicator Code:** V00 Academic Advising
- \*Service Ind Reason Code:** EXINC Excess Incompletes
- Description:** You have accumulated more than the allotted number of Incompletes and may not enroll. Please see your College Advisor if you have questions.
- Effect:** Negative
- Effective Period:**
  - Start Term:** 2168 2016 Fall
  - End Term:** [Empty]
  - Start Date:** [Empty]
  - End Date:** [Empty]
- Assignment Details:**
  - \*Department:** UCBK Department
  - Reference:** [Empty]
  - Amount:** 0.00
  - Currency:** USD
- Contact Information:**
  - Contact ID:** [Empty]
  - Contact Person:** [Empty]
  - Placed Person ID:** [Empty]
  - Placed By:** [Empty]
- Comments:** [Empty text area]
- Services Impacted:**

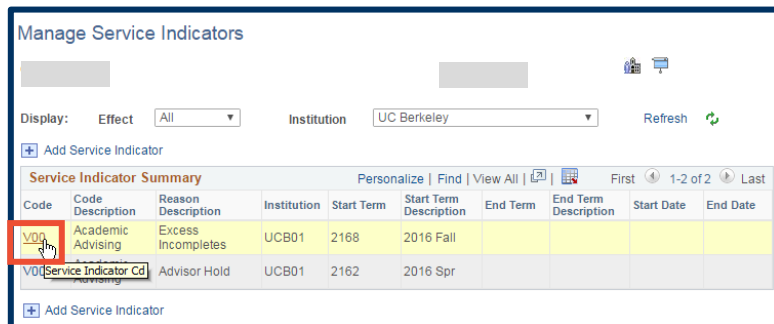
Impact	Description	Basis - Date	Basis - Term	Term Category
1 IENR	No Initial Enroll, Add/Drop OK		<input checked="" type="checkbox"/>	

Service Indicator Date Time: 03/18/2016 9:36:40AM  
 User ID: [Empty]

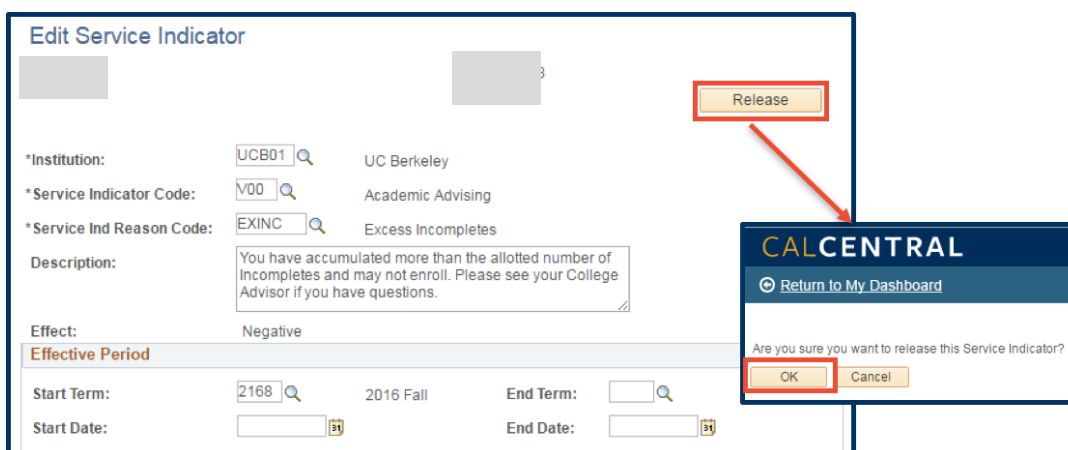
Buttons: **OK**, **Cancel**, **Apply**

## Releasing service indicators

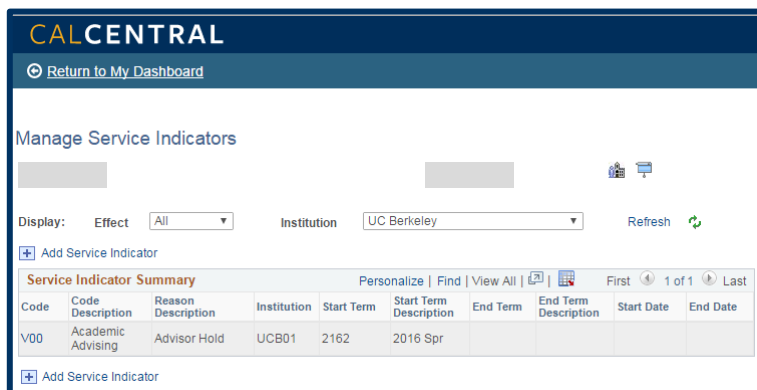
1. From within the **Manage Service Indicators** page, select on the **Advisor Code**.



2. Select **Release** and then select **OK**.



3. This returns you to **Manage Service Indicators**.



### Support:

For questions or assistance, please contact the SIS Production Support:

- Email: [sishelp@berkeley.edu](mailto:sishelp@berkeley.edu)
- Call 510-664-9000 (press option 6)

For additional SIS resources, please visit: [sis.berkeley.edu/training](http://sis.berkeley.edu/training)