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.

2. In the student’s Personal Summary section, select the Service Indicators link under Advising Resources.
3. You will see a summary of the student’s service indicators. Select **Add Service Indicator** (＋).

4. Next, select the **Look Up icon** next to **Service Indicator Code**. Select **V00** to choose **Academic Advising** holds or input **V00** and hit enter.
5. 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 **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**.
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
- Call 510-664-9000 (press option 6)
For additional SIS resources, please visit: sis.berkeley.edu/training