Placing and Releasing Holds

This guide will discuss how to add and remove Holds, also known as Negative Service Indicators.

1. Placing a service indicator

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

Stude	nt Lookup			
	Search	Saved	Recent	
Enter na	me, UID or SID			
oski			Sea	arch
Oskie J E	Bear Jr. (2621402	27)		~

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

Serge Arthur Oskian's photo	Serge Arthur Oskian (view as)
SID	
Contact Information	Home Address 36 RUE DE LA FEYSSINE 69100 VILLEURBANNE RHONE France Local Address 36 RUE DE LA FEYSSINE 69100 VILLEURBANNE RHONE France
Advising Resources	Service Indicators Advising Assignments Administrative Transcript Academic Progress Report What-If Reports Manage Milestones Multi-Year Planner Advising Notes External Student Docs-ImageNow



You will see a summary of the student's service indicators.

Click Add Service Indicator (+).

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F Add	r: Effect (institution	UC Berke	ley		Refresh		4
Servi	ce Indicator I	Summary		Per	sonalize Find	View All	71 😨 🕫	First 1/ 1-6 c	re 🗄 Las
Code	Code Description	Resson Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
R99	CNP Exception	Exception from ONP	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 Fail	08/01/2016	
S09	Tuition Calculated	Tuition Calculated	UCB01	2172	2017 Spr	2172	2017 Spr	11/29/2016	
S09	Tultion Calculated	Tuition Calculated	UCB01	2168	2016 Fall	2168	2016 Fall	07/23/2016	
	d Service Indice	Rer Di Notify							

Next, click the Look Up icon next to Service Indicator Code.

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

CALCENTRAL	
Return to My Dashboard	
Add Service Indicator	lerkeley
*Service Indicator Code:	
Description:	sicator Code (Alt+5)
Effect: Effective Period	Look Up Service Indicator Code Help
Start Term: Q Start Date: R	Cancel Search Results
Jun Duc	View 100 First 🚯 1 of 1 🛞 Last
	Service Indicator Cd Description V00 AA - Advising Holds

Next, click 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.

Add Service Indicator Gary Chan 25672358 *Institution: UCB01 UC Berkeley *Service Indicator Code: Description: Look Up Service Ind Reason Look Up Service Ind Reason		50			
Gary Chan 25672358 *Institution: UCB01 UC Berkeley *Service Indicator Code: V00 Academic Advising *Service Ind Reason Code: Description: Look Up Service Ind Reason Code (Att+5) Look Up Service Ind Reason Field Search Results View 100 First 1+#14 Last Service Ind Reason Description Help Cancel Search Results View 100 First 1+#14 Last Service Ind Reason Description Code Academic Status ADVHD Advisor Hold EXINC Excess Incompletes					
*Institution: UCB01 Q UC Berkeley *Service Indicator Code: M00 Q Academic Advising *Service Ind Reason Code: Code Att+5) Description: Cook op Service Ind Reason Code (Att+5) Look Up Service Ind Reason Help Cancel Search Results View 100 First @ 14 ef 4 @ Last Service Ind Reason Description Code Academic Status ADVHD Advisor Hold EXINC Excess Incompletes	Add Service Indicat	tor			
*Service Indicator Code: VDD Academic Advising *Service Ind Reason Code: Description: Look Up Service Ind Reason Code (Alt+5) Look Up Service Ind Reason Help Cancel Search Results View 100 First 1+#14 Last Service Ind Reason Description Code Academic Status ADVHD Advisor Hold EXINC Excess Incompletes	Gary Chan			25672358	
*Service Ind Reason Code: Description: Look up Service Ind Reason Code (Alt+5) Look Up Service Ind Reason Help Cancel Search Results View 100 First @ 14 at 4 @ Last Service Ind Reason Code ACSTA Academic Status ADVHD Advisor Hold EXINC Excess Incompletes	*Institution:	UCB01 Q	UC Berkeley		
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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.
- The next step is to set an Effective Period (start and end date or term).
- 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.
- 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.

Click Apply.

Click OK.

"Institution:	UCB01 Q	UC Berkeley			
Service Indicator Code:	P 201	Academic Advis	ing		
Service led Reason Code:	EXINC Q	Excess Incompl	etes		
Description:		ulated more than t may not enroll. Pi ve questions.			
Effect	Negative				
Effective Period					
Start Term:	2168 Q	2016 Fail	End Term	a	
Start Date:			End Date:	1	8
Assignment Details					
"Department:	UCBKL	Q. Departm	ent		
Reference:					
Amount:	0.0	8	Currency	USD Q	
Contact Information					
Contact ID:		Q. Conti	ect Person:		
Placed Person ID:		Q4.Place	d By:		
Comments					
Services Impacted				El 📴 Fini	
Impact Description	ption Iai Enroli, Add/Drop		sia - Date	Basis - Term	Term Category
Service Indicator Date Time:	01/18/2016 0:16	61AM			
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2. Releasing service indicators

From within the Manage Service Indicators page, click on the Advisor Code.

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Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
<u>109</u>	Academic Advising	Excess Incompletes	UCB01	2168	2016 Fall				
VID/Car	vice Indicator Cd	Advisor Hold	UCB01	2162	2016 Spr				

Click **Release** and then Click **OK**.

Edit Service Indicat	or					
			8		Release	
"Institution:	UCB01 Q	UC Berkeley				
*Service Indicator Code:	V00 Q	Academic Advising				
*Service Ind Reason Code:	EXINC Q	Excess Incomplete	5		CALCE	
Description:		ulated more than the may not enroll. Pleas ve questions.			© Return to N	NTRAL Iv Dashboard
Effect:	Negative					
Effective Period						want to release this Service Indicator?
Start Term:	2168 🔍	2016 Fall	End Term:	Q	CK	Cancel
Start Date:			End Date:)	

This returns you to Manage Service Indicators.

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Servic	e Indicator 5	ummary		Pers	onalize Find	[View All]	Ø 🔜	First 🕘 1 (of 1 🛞 Last
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
V00	Academic Advising	Advisor Hold	UCB01	2162	2016 Spr				
🔹 Add	I Service Indica	tor							

Support:

For questions or assistance, please contact the SIS Project.

- Call 510-664-9000 (press option 6 to reach SIS support)
- Email: <u>sishelp@berkeley.edu</u>
- Submit a ticket: https://shared-services-help.berkeley.edu/new_ticket/it