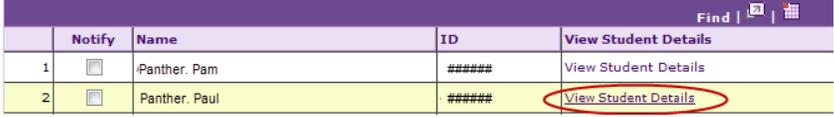
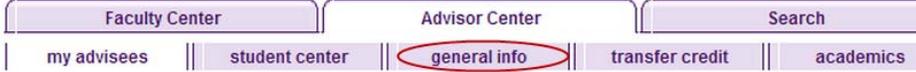
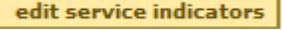
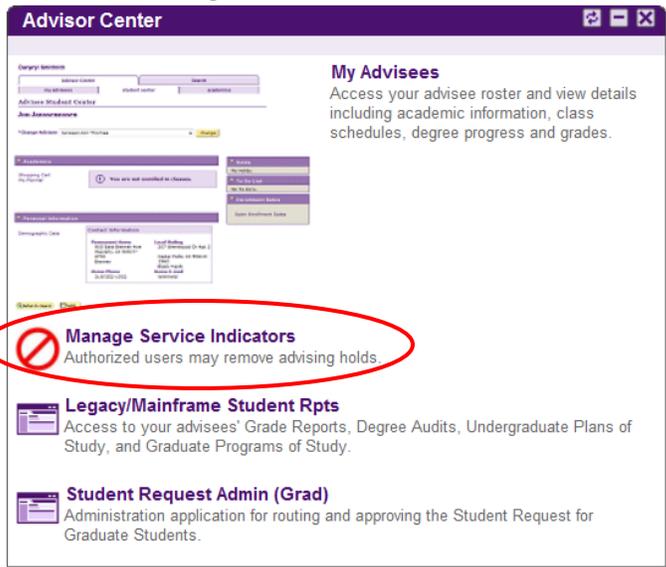


Removing a Service Indicator (Hold) from a Student

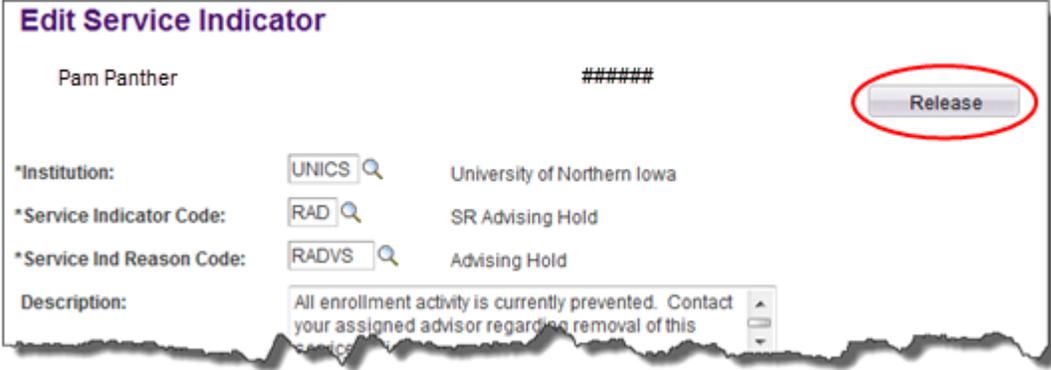
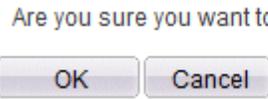
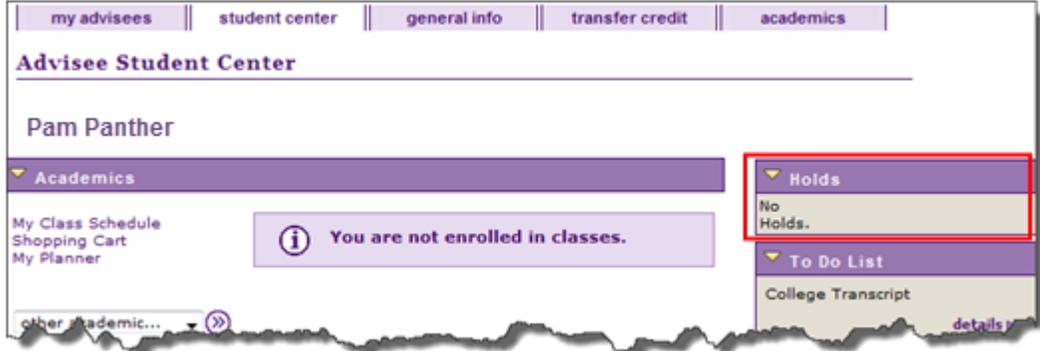
Using Advisor Center

Purpose: Service indicators can be holds to prevent an individual from receiving certain services (e.g. Registration), or positive indicators to designate special services to be provided. The following table describes how to remove a service indicator from a student using Advisor Center.

Step	Action
1.	Access and log into My Universe .
2.	Select the Resources tab. 
3.	There are two options for accessing a student's service indicators: <ol style="list-style-type: none"> 1 <ul style="list-style-type: none"> • Click the My Advisees link or the <i>thumbnail image</i> to access Advisor Center. • Click the View Student Details link for the student you wish to remove the service indicator.  • Click the general info tab.  • Click the edit service indicators button.  2 <ul style="list-style-type: none"> • Click the Manage Service Indicators link in the <i>Advisor Center</i> pagelet. 



Step	Action																														
4.	<p>On the <i>Manage Service Indicator</i> page, in the Service Indicator Summary section, click the code for the service indicator you wish to remove. In this example, click RAD (SR Advising Hold).</p> <div data-bbox="354 457 1421 583"> <p>Service Indicator Summary Customize Find View All First 1 of 1 Last</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Code Description</th> <th>Reason Description</th> <th>Institution</th> <th>Start Term</th> <th>Start Term Description</th> <th>End Term</th> <th>End Term Description</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>RAD</td> <td>SR Advising Hold</td> <td>Advising Hold</td> <td>UNICS</td> <td>2112</td> <td>2011 FALL</td> <td></td> <td></td> <td>03/21/2011</td> <td></td> </tr> </tbody> </table> </div> <p>Result: The Edit Service Indicator page displays.</p> <div data-bbox="354 625 1421 1822"> <h3>Edit Service Indicator</h3> <p>Pam Panther ##### Release</p> <p>*Institution: <input type="text" value="UNICS"/> University of Northern Iowa</p> <p>*Service Indicator Code: <input type="text" value="RAD"/> SR Advising Hold</p> <p>*Service Ind Reason Code: <input type="text" value="RADVS"/> Advising Hold</p> <p>Description: <input type="text" value="All enrollment activity is currently prevented. Contact your assigned advisor regarding removal of this service indicator."/></p> <p>Effect: Negative</p> <p>Effective Period</p> <p>Start Term: <input type="text" value="2112"/> 2011 FALL End Term: <input type="text" value="2113"/> 2012 SPRG</p> <p>Start Date: <input type="text" value="03/15/2011"/> End Date: <input type="text"/></p> <p>Assignment Details</p> <p>*Department: <input type="text" value="REGISTRAR"/> Office of the Registrar</p> <p>Reference: <input type="text"/></p> <p>Amount: <input type="text" value="0.00"/> Currency: <input type="text" value="USD"/></p> <p>Contact Information</p> <p>Contact ID: <input type="text"/> Contact Person: <input type="text"/></p> <p>Placed Person ID: <input type="text" value="260560"/> Placed By: <input type="text" value="Jones,Rachel Marie"/></p> <p>Placed Method: Manual</p> <p>Placed Process: Release Process:</p> <p>Services Impacted Customize Find View All First 1 of 1 Last</p> <table border="1"> <thead> <tr> <th>Impact</th> <th>Description</th> <th>Basis - Date</th> <th>Basis - Term</th> <th>Term Category</th> </tr> </thead> <tbody> <tr> <td>1 CENR</td> <td>Block All Enrollment Activity</td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p>Service Indicator Date Time: 03/15/2011 4:00:31PM</p> <p>User ID: rajones Jones,Rachel Marie</p> <p><input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Apply"/></p> </div>	Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date	RAD	SR Advising Hold	Advising Hold	UNICS	2112	2011 FALL			03/21/2011		Impact	Description	Basis - Date	Basis - Term	Term Category	1 CENR	Block All Enrollment Activity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
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1 CENR	Block All Enrollment Activity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>																												

Step	Action
5.	<p>Click the Release button.</p> 
6.	<p>At the confirmation prompt, click the OK button.</p>  <p>Result: The Service Indicator has been removed and no longer displays in the Service Indicators section in Advisor Center (general info tab) No service indicators found.</p>
7.	<p>In Advisor Center, view the student center tab. Notice the service indicator no longer displays as a “hold” to the student.</p> 

Note: For students who have an additional role (staff, faculty, and patrons), service indicators are removed via **Main Menu > Campus Community > Service Indicators (Student) > Manage Service Indicators**