

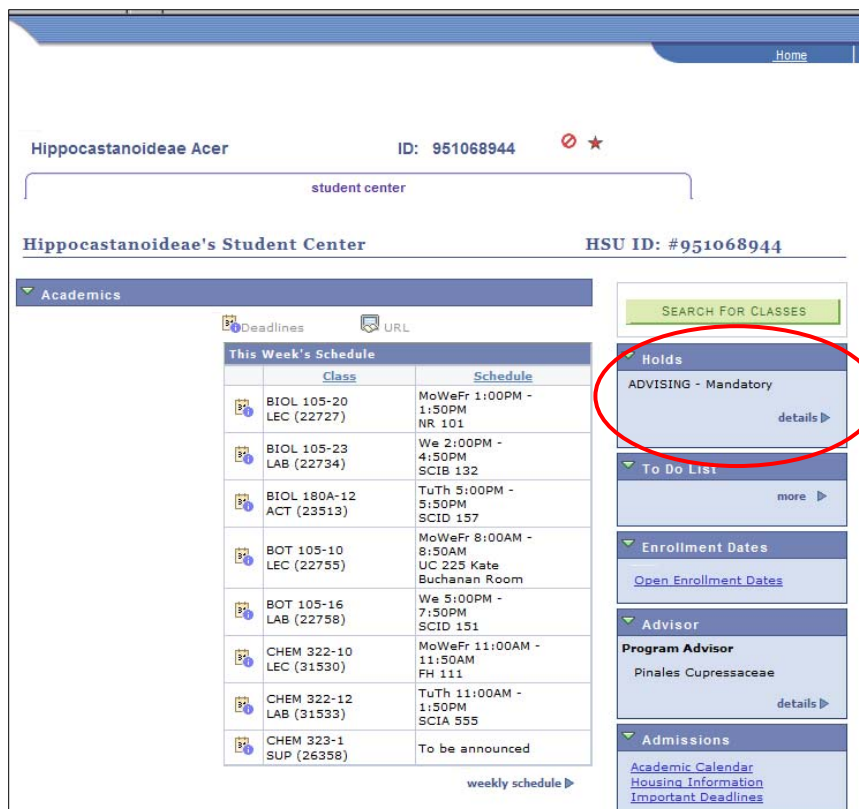
# Advising – Service Indicator Overview

This document demonstrates the process by which academic advisors will remove holds from their advisees’ record.

## Key Points

- All continuing undergraduate and 2<sup>nd</sup> BA students will have an advising hold placed on their record until it is removed by their academic advisor.
- EOP freshman students will have an additional EOP advising hold placed on their account during their first two semesters at HSU. This hold will be removed by their EOP advisor.
- As an academic advisor you are responsible for removing the hold from your advisee’s record.
- Students will not be able to register for classes until and unless they have the advising hold removed from their record.
- Holds may only be removed by a student’s academic advisor.
- **New Terminology:** A “**Negative Service Indicator**” is synonymous with the term “**Hold.**”

## What the student will see in his/her Student Center

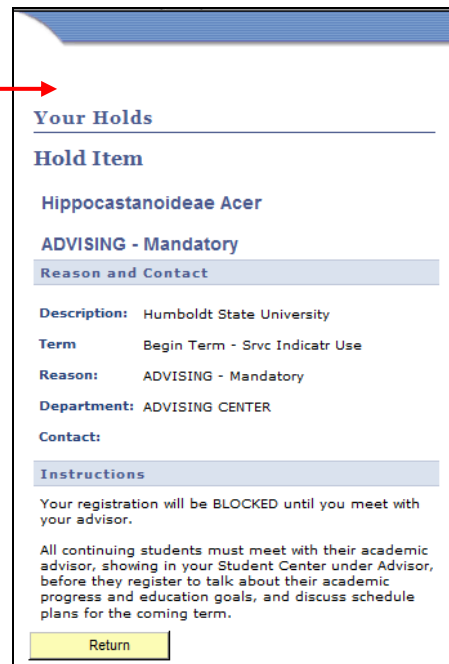


The screenshot shows the student center for Hippocastanoideae Acer (ID: 951068944). Under the 'Academics' tab, there is a 'This Week's Schedule' table and a 'Holds' section. The 'Holds' section is circled in red, highlighting the 'ADVISING - Mandatory' hold and its 'details' link.

Class	Schedule
BIOL 105-20 LEC (22727)	MoWeFr 1:00PM - 1:50PM NR 101
BIOL 105-23 LAB (22734)	We 2:00PM - 4:50PM SCIB 132
BIOL 180A-12 ACT (23513)	TuTh 5:00PM - 5:50PM SCID 157
BOT 105-10 LEC (22755)	MoWeFr 8:00AM - 8:50AM UC 225 Kate Buchanan Room
BOT 105-16 LAB (22759)	We 5:00PM - 7:50PM SCID 151
CHEM 322-10 LEC (31530)	MoWeFr 11:00AM - 11:50AM FH 111
CHEM 322-12 LAB (31533)	TuTh 11:00AM - 1:50PM SCIA 555
CHEM 323-1 SUP (26358)	To be announced

The advising hold will be visible by the student in his/her Student Center.

The student may drill down to find out more information about the hold by clicking on the details link.



The screenshot shows the 'Your Holds' page for Hippocastanoideae Acer. The hold is 'ADVISING - Mandatory'. The details include:

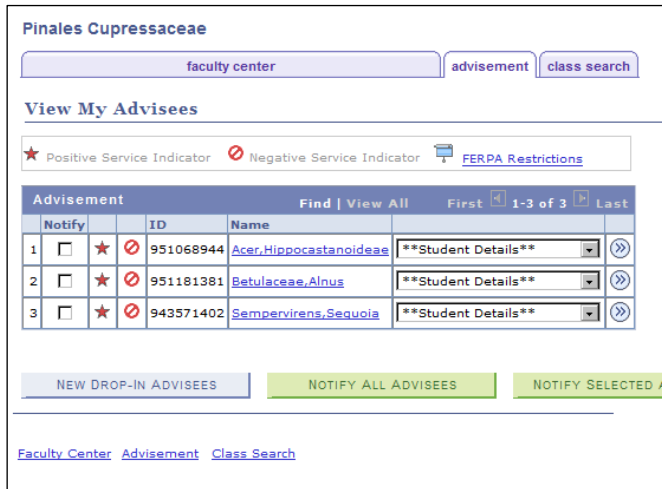
- Description:** Humboldt State University
- Term:** Begin Term - Srvc Indicatr Use
- Reason:** ADVISING - Mandatory
- Department:** ADVISING CENTER
- Contact:**
- Instructions:** Your registration will be BLOCKED until you meet with your advisor. All continuing students must meet with their academic advisor, showing in your Student Center under Advisor, before they register to talk about their academic progress and education goals, and discuss schedule plans for the coming term.

Figure 1: Detailed Information about the hold

## What the Advisor sees#

Service Indicators can be viewed through Faculty Center's advisement section.

**Navigation: Main Menu > Self Service > Faculty Center > Advisement**



The screenshot shows the 'View My Advisees' page. At the top, there are tabs for 'faculty center', 'advisement', and 'class search'. Below this is a section for 'View My Advisees' with filters for 'Positive Service Indicator' (checked), 'Negative Service Indicator' (unchecked), and 'FERPA Restrictions'. A table lists three advisees:

Notify	ID	Name	Actions
<input type="checkbox"/>	951068944	Acer, Hippocastanoideae	Positive Service Indicator, Negative Service Indicator, FERPA Restrictions, **Student Details**
<input type="checkbox"/>	951181381	Betulaceae, Alnus	Positive Service Indicator, Negative Service Indicator, FERPA Restrictions, **Student Details**
<input type="checkbox"/>	943571402	Sempervirens, Sequoia	Positive Service Indicator, Negative Service Indicator, FERPA Restrictions, **Student Details**

Buttons at the bottom include 'NEW DROP-IN ADVISEES', 'NOTIFY ALL ADVISEES', and 'NOTIFY SELECTED A'. Navigation links at the bottom are 'Faculty Center', 'Advisement', and 'Class Search'.

Advisors should click on the negative service indicator (Hold) icon to view the details.

Once negative service indicators are removed from an advisee's record the icon disappears from the advisee list.

**Keep in mind:** Advisee's may have many different holds on their records. To confirm that an advising hold exists or does not exist it is a good idea to click on the icon to view details about the holds.

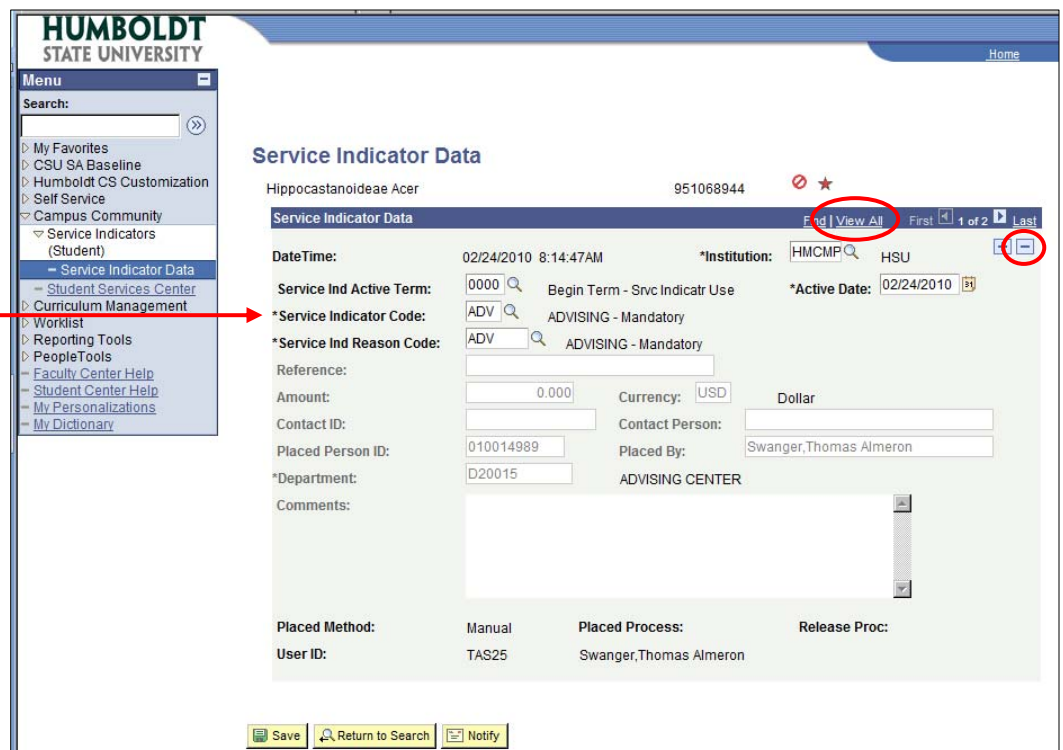
## Removing the advising hold from an advisee's record#

Navigate to the Service Indicator Data page:

**Navigation: Main Menu > Campus Community > Service Indicators > Service Indicator Data**

**Please Note:** The first page that comes up will be the search page. Searching by ID is the most direct way to locate a student. A student's nine digit ID can be found in the list of advisees.

1. Click "View All" link located at the top right of your screen. This will display all service indicators.
2. Locate the Service Indicator Code **ADV**.
3. To remove the service indicator click on the minus symbol located at the top right of the page.
4. A message asking to confirm removal will appear. Click OK.
5. Click Save.



The screenshot shows the 'Service Indicator Data' page for student Hippocastanoideae Acer (ID: 951068944). The page displays details for a service indicator with Code 'ADV' and Reason Code 'ADV'. A red circle highlights the 'View All' link and another red circle highlights the minus symbol in the top right corner of the record details. A red arrow points from the 'Service Indicator Code ADV' in the list to the 'ADV' code in the details view. The details view includes fields for Date Time, Institution, Service Ind Active Term, Service Indicator Code, Service Ind Reason Code, Reference, Amount, Contact ID, Placed Person ID, Department, Comments, Placed Method, Placed Process, and Release Proc.

**When first learning this process it is suggested that you return to your Faculty Center to confirm that the hold was in fact removed from the advisee's record.**