



## Removing an Advising Hold

This process describes how to remove an Advising Hold or other Service Indicators from an assigned advisee or from a new or drop-in student using the Faculty Center navigation.

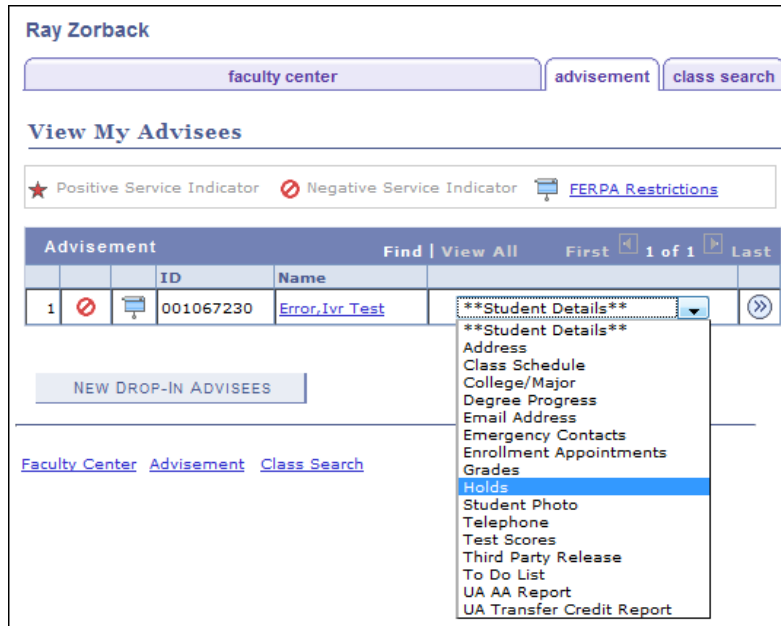
### 1. Viewing Your Advisees

As an advisor, you will have specific students assigned to you for their advising needs. You may also be in a position to assist other students who either don't have an advisor assigned or their assigned advisor is not available. This section describes the hold removal process for both groups.

#### Viewing Assigned Advisees

- 1.1 Open **Faculty Center** and click the **Advisement** tab. Your assigned students display in the **Advisement** group box. *This example only displays one advisee, you may have more.*
- 1.2 Click the **Student Details** drop-down menu for each student with a Negative Service Indicator .
- 1.3 Select **Holds** from the drop-down menu.
- 1.4 Click the **GO** icon . This action opens the *Service Indicator Data* page where the hold removal occurs.

**NOTE:** Based on your browser choice, such as Internet Explorer or Firefox, this action opens a new window or tab containing the *Service Indicator Data* page. Close this tab or window when the hold is removed to return to your Faculty Center.






Ray Zorback

faculty center    advisement    class search

**View My Advisees**

★ Positive Service Indicator    ⓧ Negative Service Indicator    FERPA Restrictions

Advisement		Find   View All		First	1 of 1	Last
ID	Name					
1	Error, lvr Test			001067230		

NEW DROP-IN ADVISEES

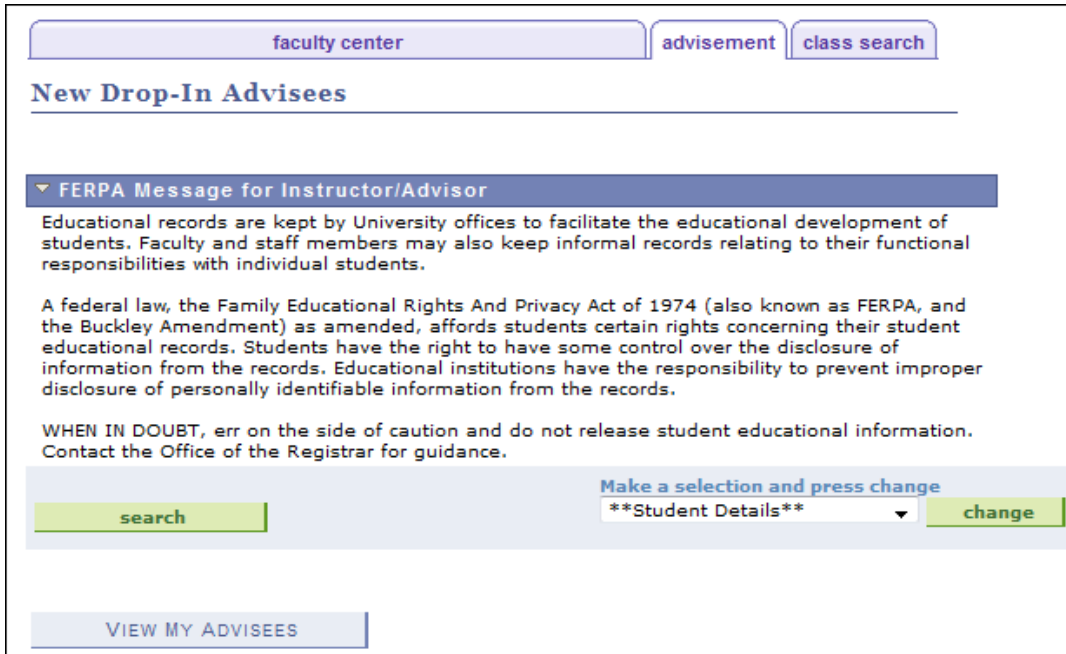
Faculty Center    Advisement    Class Search

**Student Details**

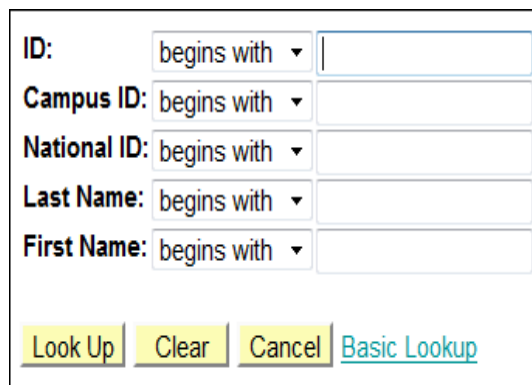
- \*\*Student Details\*\*
- Address
- Class Schedule
- College/Major
- Degree Progress
- Email Address
- Emergency Contacts
- Enrollment Appointments
- Grades
- Holds**
- Student Photo
- Telephone
- Test Scores
- Third Party Release
- To Do List
- UA AA Report
- UA Transfer Credit Report

### Viewing New Drop-In Advisees

- 1.5 Click the **NEW DROP-IN ADVISEES** button to open the search page.



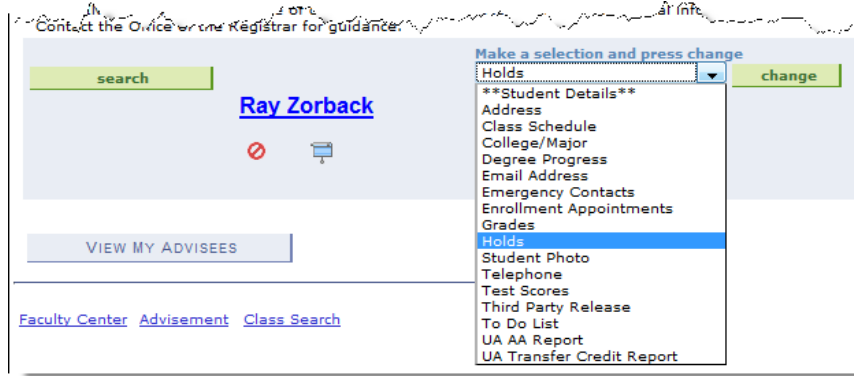
- 1.6 Click **search** to input the student information.



- 1.7 Click **Look Up** and select the student from the search results.
- 1.8 Select **Holds** from the drop-down menu.



- 1.9 Click **change**. This action opens the *Service Indicator Data* page where the hold removal occurs.

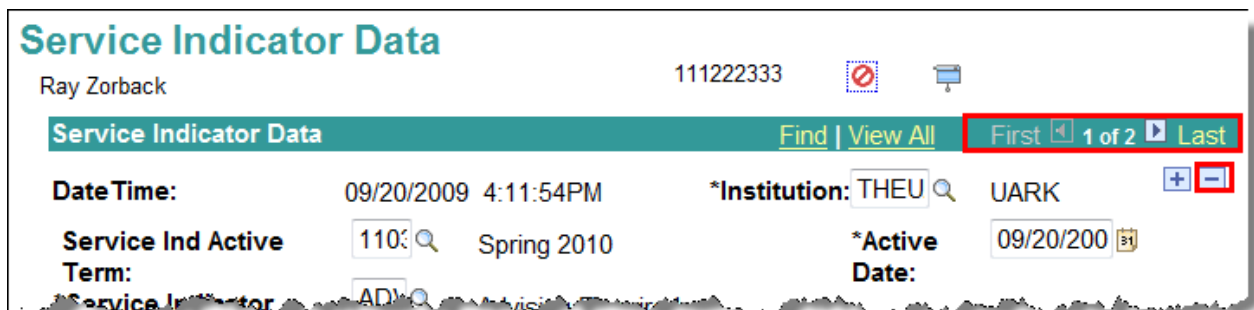


**NOTE:** Based on your browser choice, such as Internet Explorer or Firefox, this action opens a new window or tab containing the *Service Indicator Data* page. Close this tab or window when the hold is removed to return to your Faculty Center..

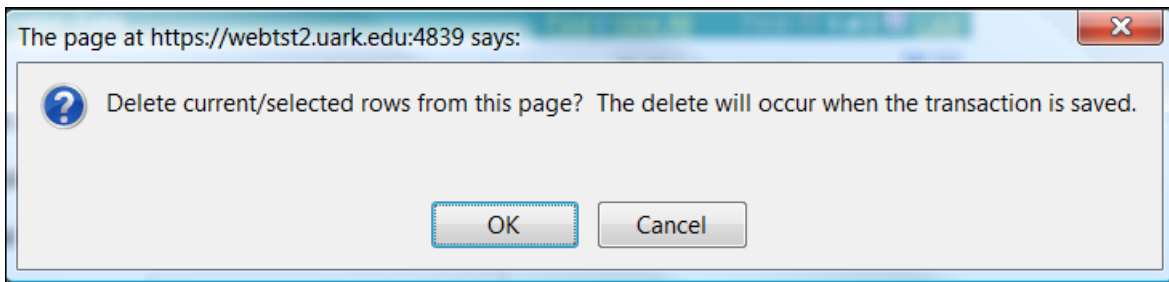
## 2. Deleting the Advising Hold

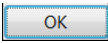
- 2.1 From within the *Service Indicator Data* page, scroll through the service indicators listed.
- 2.2 Scroll to the appropriate service indicator. *This example only displays two service indicators.*


**NOTE:** Some of the Service Indicators may be grayed-out indicating the user is not authorized to delete that particular service indicator.



- 2.3 Click the **Delete Row** icon of the Service Indicator you wish to remove.
- 2.4 A warning message displays.



2.5 Click  to complete the deletion of the Service Indicator.

2.6 Click  to complete the transaction. *Although the hold appears to be removed, it will not be completely removed until the changes are saved.*

**NOTE:** To verify the removal of the hold from the student's account, close the page and reopen the student's account.