



## 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.

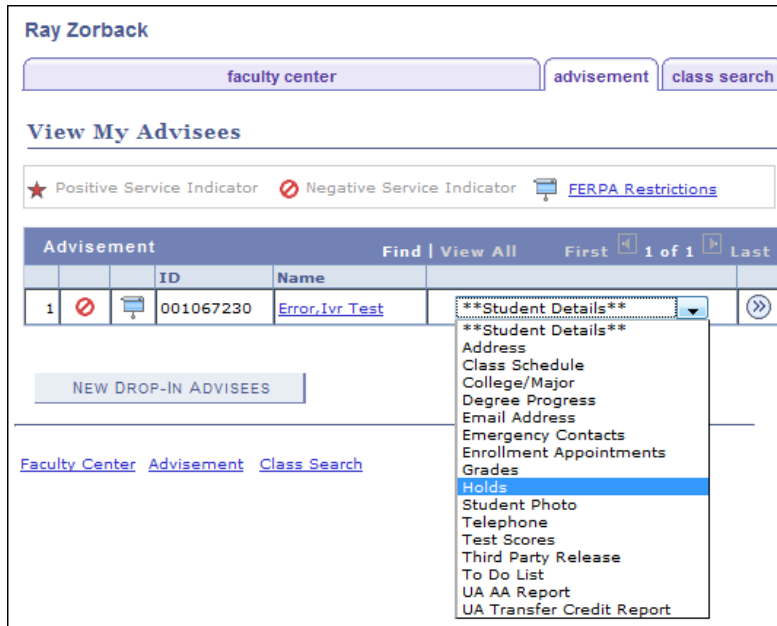
### 1. Viewing Your Advisees

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.



The screenshot shows the Faculty Center interface for user Ray Zorback. At the top, there are tabs for 'faculty center', 'advisement', and 'class search'. Below this is a section titled 'View My Advisees' with filters for 'Positive Service Indicator', 'Negative Service Indicator', and 'FERPA Restrictions'. A table titled 'Advisement' shows one student with ID 001067230 and name 'Error, Ivr Test', marked with a negative service indicator icon. A dropdown menu for 'Student Details' is open, showing options like 'Address', 'Class Schedule', 'Grades', and 'Holds' (which is highlighted). A 'GO' icon is visible to the right of the dropdown.

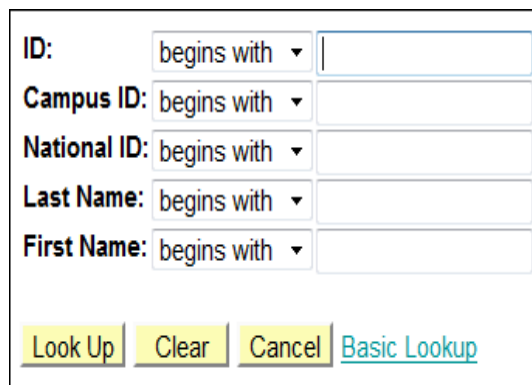
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**Viewing New Drop-In Advisees**

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

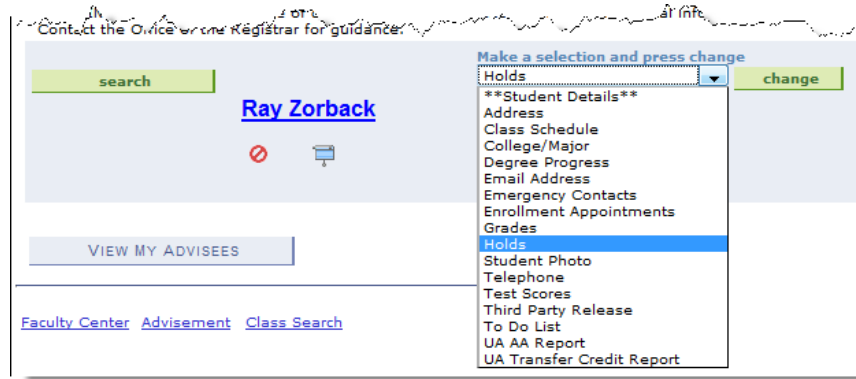


- 1.6 Click **search** to input the student information.



- 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.

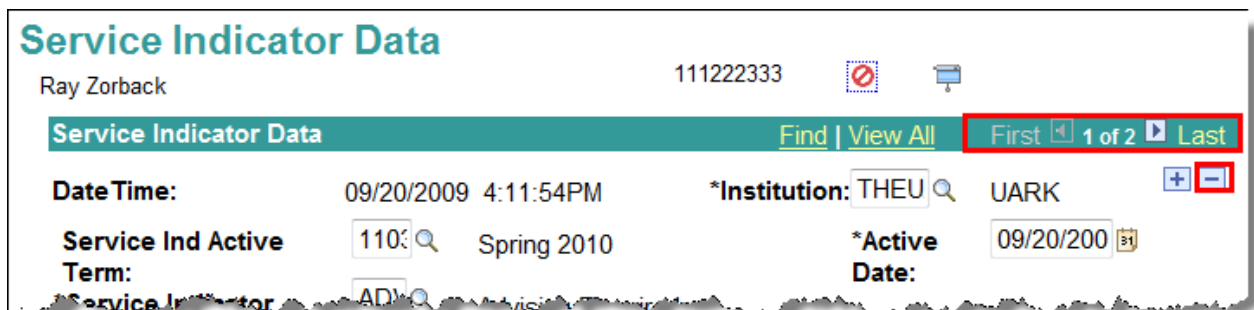



**NOTE:** Based on your browser choice, such as Internet Explorer or Firefox, this action opens a new window or tab containing the *Service Indicator Data* page. Close this tab or window when the hold is removed to return to your Faculty Center..

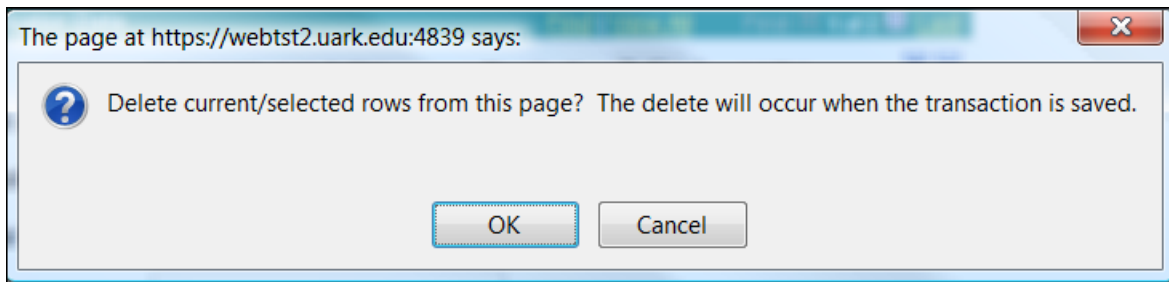
## 2. Deleting the Advising Hold

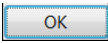
- 2.1 From within the *Service Indicator Data* page, scroll through the service indicators listed.
- 2.2 Scroll to the appropriate service indicator. *This example only displays two service indicators.*


**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.