

# Campus Connection User Tutorial

## Service Indicators: Place/Release Holds

### I) Navigation:

If you have the security to place and/or release holds, use the navigation below:

- **Academic Staff/Administrative Support:**  
Campus Community > Service Indicators > Person > Manage Service Indicators
- **Faculty/Instructors:**  
All instructors have the security to place/release advisor holds for their assigned advisees. Instructions for placing/releasing holds using the Faculty Center are detailed in the *Faculty Center Navigation* guide, available at <http://www.ndsu.edu/registrar/connect/cc-faculty.pdf>.

### II) Instructions:

#### Place Holds:

1. Follow the above navigation to the screen called Manage Service Indicators, which allows for entry of student data. Enter student ID number, preferably.
2. Click on the **Add Service Indicator** link.

### Manage Service Indicators

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Display: Effect  Institution  [Refresh](#)

[+ Add Service Indicator](#)

**Service Indicator Summary**

No Service Indicators exist for selected criteria.

[+ Add Service Indicator](#)

3. Enter Service Indicator Code, Service Indicator Reason Code, Start Term and Start Date. Use the magnifying glass if necessary to view available select options for your security. Click Save.

### Add Service Indicator

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\*Institution:  North Dakota State University

\*Service Indicator Code:  Advisor Hold - General

\*Service Ind Reason Code:  No enrollment, drops allowed

Description:

Effect:

**Effective Period**

Start Term:  2008 Fall      End Term:

Start Date:       End Date:

**Assignment Details**

\*Department:  Registration and Records

Reference:

Amount:       Currency:

**Contact Information**

Contact ID:       Contact Person:

Placed Person ID:       Placed By:

**Note: Advisor-Probation Holds** automatically will be placed on academically deficient students each semester. Advisors can release holds after meeting with the student regarding registration plans and strategies for success.

## Release Holds:

1. To release a hold already placed on a record, follow the same navigation above to the **Manage Service Indicators** screen.
2. Click on the [hyperlink](#) for the hold to be released. If necessary, click on the **View All** link located on the blue header bar to locate the desired hold.

## Manage Service Indicators

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Display: Effect  Institution  [Refresh](#)

[+ Add Service Indicator](#)

Service Indicator Summary							
Code	Code Description	Reason Description	Institution	Start Term Description	End Term Description	Start Date	End Date
<a href="#">ADV</a>	Advisor Hold - General	No enrollment, drops allowed	NDSU1	2008 Fall		08/01/2008	

[+ Add Service Indicator](#)

3. To release the hold, click on the yellow **Release** button.

## Edit Service Indicator

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[Release](#)

\*Institution:  North Dakota State University  
\*Service Indicator Code:  Advisor Hold - General  
\*Service Ind Reason Code:  No enrollment, drops allowed  
Description:

Effect: Negative

Effective Period

Start Term:  2008 Fall End Term:   
Start Date:  End Date:

4. Click 'OK' when asked, Are you sure you want to release this Service Indicator?

*Note: Users are only authorized to release holds assigned to their specific security.*

## III) Service Indicator Symbols and Descriptions:

- **Holds or Negative Service Indicators** are indicated with a *red prohibit symbol*, which appears on many screens for students with holds placed on their accounts. Holds may be placed and resolved by Registration and Records, Advisors, Customer Account Services, Student Financial Services, Student Health, Admission, Graduate School, International Programs, etc. Some negative service indicators are merely warnings or notices to students and do not necessarily prevent registration activity. If registration is blocked due to a hold, that will be indicated in the hold description along with the office or individual to be contacted for resolution. Click on the hold symbol for more details.
- **Positive Service Indicators** are indicated with a *red star* across student screens. Positive service indicators generally mean that the student has a FERPA Consent to Release form on file with the University. Click on the star for more details as to which third parties non-directory information may be released, as well as security password questions/answers to better ensure you are speaking to an authorized individual. Note: When possible, it is best to work directly with the student and/or to receive a written request from an authorized third party before releasing non-directory information.
- **FERPA Directory Restrictions** are indicated with a *blue window shade*, which appears when a student has requested to restrict or suppress directory information from third-party release. Click on the shade for more details to learn what types of designated directory and non-directory information **may not** be released to any third party.