Pathway help: Add Service Indicator (hold)

UNIVERSITY OF MISSOURI-KANSAS CITY   OFFICE OF REGISTRATION & RECORDS

**Path: Campus Community > Service Indicators (Student) Manage Service Indicators**

There are four types of general advising holds:

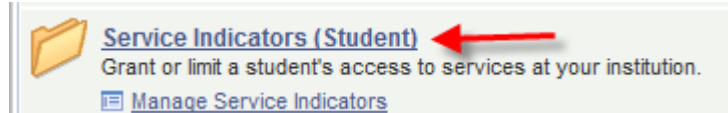The Advising Hold code is **R04** with multiple reason codes.

The Advising Hold reason codes include:
- Advising Required (AR)
- New Student Advising Hold (NEW)
- Probation Advising Hold (PR)
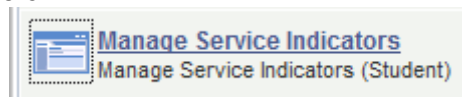- Department Advising Hold (DEPT)
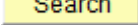
1. Click the Campus Community link.
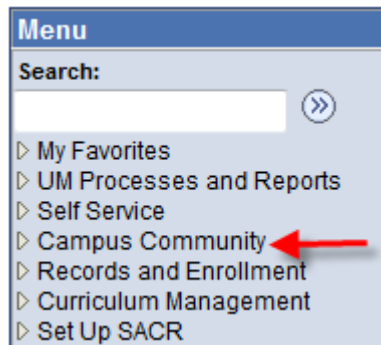
2. Click the Service Indicators (Student) link.

3. Click the Manage Service Indicators link.

4. Enter the desired information into the **Empl ID** field, or search by Last Name and First Name

5. Click the **Search** button.

6. You may have to select the student from the Search Results table.

7. Click one of the **Add Service Indictor** links.

Manage Service Indicators

Display: **Effect** All ▼   **Institution** Univ of Missouri - Kansas City ▼   Refresh ↻

[+] Add Service Indicator ←

Service Indicator Summary						Personalize | Find | View All | 🔲 | 🏢	First ◀ 1-2 of 2 ▶ Last	
Code	Code Description	Reason Description	Institution	End Term	End Term Description	Start Date	End Date
A01	Admissions Holds	Transcript	KCITY			11/10/2012	
R94	HB390 Documentation Required	Need to provide documentation	KCITY			11/09/2012	

[+] Add Service Indicator ←

8. Enter the **Service Indicator Code** and **Service Ind Reason Code.** You can look up the codes using the magnifying glass icon if preferred. The service indictors you have permission to add will be listed.

Add Service Indicator

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*Institution: KCITY 🔍   Univ of Missouri - Kansas City

*Service Indicator Code: R04 🔍   Academic Advising Hold

*Service Ind Reason Code: AR 🔍   Advising Required

Description: Your academic unit requires that you meet with an academic advisor before you can register, add, or drop classes.

9. A warning message will appear stating a **Start Term** value is required. Click OK

Message
A Start Date and Start Term value is required. (14000,440)
This Service Indicator includes both Term based impact and Date based impact.
OK

10. Enter the 4-digit term code for the **Start Term** and **End Term** or use the magnifying glass icon to search for the correct term code if you do not know it. You must enter both the **Start Term** and **End Term** even if the hold should only be effective for one term. If you do not enter an End Term the hold will be effective forever.
11. One hold can be placed to span multiple terms. In the example below the hold is active beginning Summer 2014 through Fall 2014.

Effective Period				
Start Term:	4235 🔍 SS2014	End Term:	4243 🔍 FS2014	
Start Date:	03/10/2014 📅	End Date:	📅	

12. The **Start Date** will default to the current date.
    a. You can delay the start date of the service indicator via the Start Date field. Students will not see the hold in Pathway Self-Service until the Start Date. In the example below the hold is for Spring 2013 with a start date of 01/28/2013 which is one week after the start of the term. This means the hold will not have any effect on the students account until 01/28/2013 even though it was added in November 2012. It also means the student will not see the hold in Pathway self-service until the start date.

Effective Period				
Start Term:	4127 🔍 SP2013	End Term:	4127 🔍 SP2013	
Start Date:	01/28/2012 📅	End Date:	📅	

13. You may type in Comments for others advisors to see if there are special reasons you are adding the hold(s).

Comments
Per advising contract.

14. The **Service Impacts** of the hold can be seen at the bottom of the page.

Services Impacted			Personalize | Find | View All | 🔲 | 🎛	First ◀ 1 of 1 ▶ Last	
	Impact	Description	Basis - Date	Basis - Term	Term Category
1	AENR	Prevent Enrl Add, Drop OK	✓	✓	