

Step-by-Step

How to Remove Advising Hold and Set 'AOK' Service Indicator in PeopleSoft

1. Log in to PeopleSoft and navigate to Manage Service Indicators (Campus Community > Service Indicators (Student) > Manage Service Indicators).
2. Filter for Negative Service Indicators and Select Refresh.

The screenshot shows the 'Manage Service Indicators' page. At the top, there are fields for 'Student Test' (1251014) and 'Institution' (University of Louisville). Below these, there is a 'Display' section with 'Effect' set to 'Negative' and a 'Refresh' button. A table titled 'Service Indicator Summary' is visible below the filters.

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
ADV	Advising Required	Advising Required	UOFL1	4212	Spr 2021			
FAP	Satisfactory Academic Progress	Satisfactory Academic Progress	UOFL1	4205	Sum 2020	4212	Spr 2021	07/17/2020
TRN	Owes Transcript Fee	Pay: Registrar Office 852-6522	UOFL1					07/20/2020

3. Remove any negative service indicators that exist on the student's record by clicking the code in the "Code" column next to the service indicator you would like to remove. Then click the "Release" button to remove the negative service indicator. Click "OK" when the "Are you sure..." message appears. This will take you back to the service indicators listing for that student.
4. To add the AOK service indicator: Click "Add Service Indicator."

The screenshot shows the 'Manage Service Indicators' page with the 'Effect' filter set to 'All'. The 'Add Service Indicator' button is highlighted with a red circle.

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
ADV	Advising Required	Advising Required	UOFL1	4212	Spr 2021			
FAP	Satisfactory Academic Progress	Satisfactory Academic Progress	UOFL1	4205	Sum 2020	4212	Spr 2021	07/17/2020
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5. Enter “AOK” in the Service Indicator Code field or select it from the lookup process by clicking the magnifying glass icon next to Service Indicator Code.

Add Service Indicator

Student Test 1251014

*Institution UOFL1 University of Louisville

*Service Indicator Code AOK Student has been advised

*Reason SPR Advised for Spring

Description

Effect Positive Service Indicator

Effective Period

Start Term 4212 Spr 2021 End Term

Start Date End Date

Assignment Details

*Department 2060200161 Registrar

Reference

Amount 0.000 Currency USD

6. The “Service Ind Reason Code” field will default to “YEAR.” If you would like to change that value, click the magnifying glass icon to look up the available settings for this field.

PLEASE NOTE: “YEAR” only effects the current *academic year (beginning with Summer term)*, not calendar year.

For example, if you set the value to “YEAR” during the Fall semester, it will only apply to the current Fall and the immediately following Spring semesters. In other words, it would not apply to the following Summer semester or later.

The following are the other reason codes that may be selected:

FALL – Advised for Fall
 NOT – Advising never required
 SPR – Advised for Spring
 SU/FA – Advised for Summer/Fall
 SUM – Advised for Summer

- Under “Effective Period,” select (via lookup) or enter the term code for the Start Term. The Start Term will be the term code for which the student is registering, NOT the current term. For example, to set the AOK for students registering for Spring classes during the Fall semester, you must enter the Spring term in the Start Term field.

NOTE: The term codes are derived as follows:

4 – They all begin with “4.”

YY – The next two digits are the last two digits of the term’s year, e.g. 12.

T – The last digit represents the term as follows: “2” is Spring, “5” is Summer and “8” is Fall.

For example, the term code for Spring 2023 is **4232**. Additional examples: Fall 2023 is **4238**; Summer 2023 is **4235**.

Add Service Indicator

Student Test 1251014

*Institution University of Louisville

*Service Indicator Code Student has been advised

*Reason Advised for Spring

Description

Effect Positive Service Indicator

Effective Period

Start Term Spr 2021 End Term

Start Date End Date

Assignment Details

*Department Registrar

Reference

Amount Currency

- Click OK to save the service indicator to the student’s record and return to the service indicator list for that student.

Manage Service Indicators

Student Test 1251014

Display Effect Institution Refresh

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date	
AOK	Student has been advised	Advised for Spring	UOFL1	4212	Spr 2021				