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.

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.”
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 form]

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
7. 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**.

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