



Maintaining and Viewing Service Indicators

Description

Service Indicators can be positive or negative. Negative Service Indicators are also called “holds.” They may impose limits of various types on the student or applicant—for example, the student may be prevented from enrolling in any courses until the negative Service Indicator is removed. In contrast, a positive Service Indicator may give the student special privileges.

Depending on security, a staff member may be able to place and/or release a particular Service Indicator on a student’s person record. Other staff may have view only access. This guide shows how to view, place and release Service Indicators.

For more detailed coverage of this subject, see the Business Process: **CC041 Service Indicators** and **CC042 Viewing Service Indicators**.

Navigation

To place or release Service Indicators:

Campus Community > Service Indicators (Student) > Service Indicator Data

To view:

Campus Community > Service Indicators (Student) > Active Service Indicators

or many data pages for a student such as the **Student Services Center**

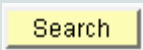


Service Indicators: Placing and Releasing

QG / Quick Guide

Step 1: Navigate to the Service Indicator Data page:

Search for the student. Enter search criteria and click



This brings up a page showing any current Service Indicators for this student.

If there are no current service indicators, the page will be blank, ready for data entry.

In our example, the student already has one negative service indicator. Notice the Service Indicator Code and Reason Code. Also notice the negative service indicator icon at the top of the page.

We will add another service indicator.

Menu

- ▼ Campus Community
 - ▷ Personal Information
 - ▷ Personal Information (Student)
 - ▷ SEVIS
 - ▷ Checklists
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 - ▷ Comments
 - ▷ 3C Engine
 - ▷ Service Indicators
 - ▼ Service Indicators (Student)
 - Service Indicator Data
 - Active Service Indicators
 - Service Indicator Audits
 - ▷ Organization
 - ▷ Committees
 - ▷ Campus Event Planning
 - ▷ National Student Index NZL
 - Student Services Center
 - ▷ Student Recruiting
 - ▷ Student Admissions

Service Indicator Data

Enter any information you have and click Search. Leave fields blank for a list of a

Find an Existing Value

ID:

Academic Career:

National ID:

Campus ID:

Last Name:

First Name:

Case Sensitive

[Basic Search](#)

Service Indicator Data

Ima Student 0539874

Service Indicator Data [Find](#) [View All](#) First 1 of 1 Last

Date/Time: 09/11/2006 2:24:03PM *Institution: UMS05

Service Ind Active Term: 0000 Beginning of time *Active Date: 09/11/2006

*Service Indicator Code: LIB Library

*Service Ind Reason Code: LIB Library

Reference:

Amount: Currency: USD Dollar

Contact ID: 0033845 Contact Person: Barnes, Aaron J

Placed Person ID: 0022226 Placed By: Kleban, Eloise R

*Department: OLY UM Library

Comments:

Library fines must be paid

Placed Method: Manual Placed Process: Release Proc:

User ID: 0022226 Kleban, Eloise R




Service Indicators: Placing and Releasing

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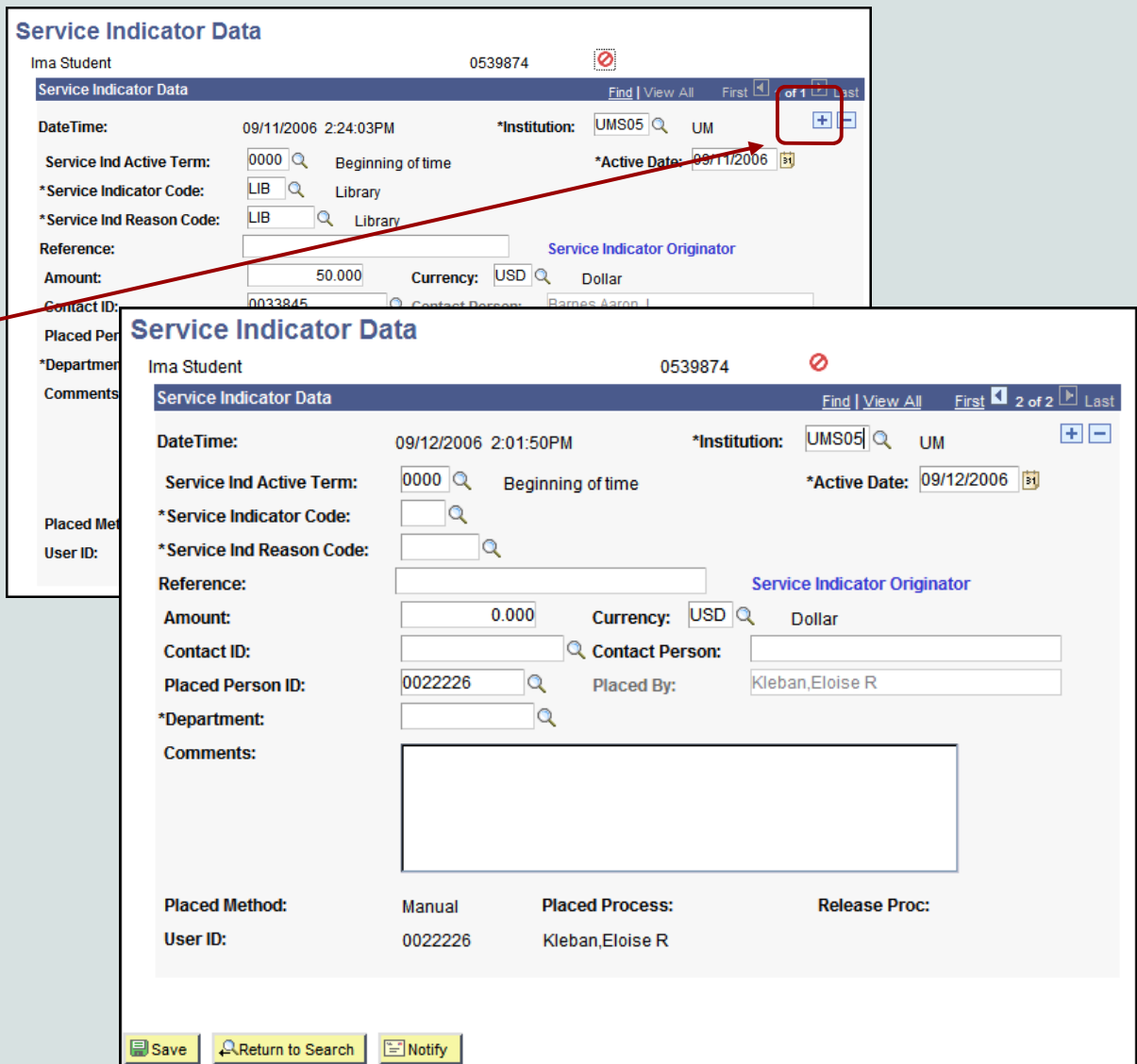
Step 2: Add a new Service Indicator

If the student has no service indicators, the initial Service Indicator Data page will be blank and you can enter the required data and save.

If the student already has one or more service indicators, you will need to add a new "row" by clicking the  button in the upper right.

This brings up a new blank Service Indicator page.

In the example to the right, this is row 2 of 2 because the student already has one service indicator. Note that some data is prepopulated such as the **Institution**, the **Active Term**, the **Active Date** and the **Placed Person ID**. All these fields can be changed.



Service Indicator Data

Ima Student 0539874

Service Indicator Data Find | View All First of 1 Last

DateTime: 09/11/2006 2:24:03PM *Institution: UMS05 UM

Service Ind Active Term: 0000 Beginning of time *Active Date: 09/11/2006

*Service Indicator Code: LIB Library

*Service Ind Reason Code: LIB Library

Reference: Service Indicator Originator

Amount: 50.000 Currency: USD Dollar

Contact ID: 0033845 Contact Person: Barnes, Aaron L

Service Indicator Data

Ima Student 0539874

Service Indicator Data Find | View All First 2 of 2 Last

DateTime: 09/12/2006 2:01:50PM *Institution: UMS05 UM

Service Ind Active Term: 0000 Beginning of time *Active Date: 09/12/2006

*Service Indicator Code:

*Service Ind Reason Code:

Reference: Service Indicator Originator

Amount: 0.000 Currency: USD Dollar

Contact ID: Contact Person:

Placed Person ID: 0022226 Placed By: Kleban, Eloise R

*Department:

Comments:

Placed Method: Manual Placed Process: Release Proc:

User ID: 0022226 Kleban, Eloise R

Save Return to Search Notify



Service Indicators: Placing and Releasing

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Step 3: Fill in the Service Indicator Code

Use the look up button to select the **Service Indicator Code**. You will see only those codes which you are authorized to use.

To see a complete list of codes, refer to the Business Process.

In the example to the right, the “ATH” code is a positive service indicator, and the others are negative.

We will select “ATH” for our example.

Service Indicator Data

Ima Student 0539874

Service Indicator Data Find | View All First 2 of 2 Last

DateTime: 09/12/2006 2:01:50PM *Institution: UMS05 UM + -

Service Ind Active Term: 0000 Beginning of time *Active Date: 09/12/2006

*Service Indicator Code:

*Service Ind Reason Code:

Reference: Service Indicator Originator

Amount: 0.000 Currency: USD Dollar

Contact ID: Contact Person:

Placed Person ID: 0022226 Placed By: Kleban,Eloise R

*Department:

Comments:

Placed Method: Manual Placed By:

User ID: 0022226 Kleban,Eloise R

Save Return to Search Notify

Look Up Service Indicator Code

Cancel

Search Results

View All First 1-4 of 4 Last

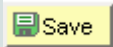
Service Indicator Cd	Description
ATH	Varsity Athlete
IMM	Immunization
LIB	Library
UND	Unmet Disciplinary Sanctions



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Step 4: Enter the remaining data and click



Use the look up button to select the **Service Indicator Reason Code**. You will see a list of reason codes that correspond to the **Service Indicator Code** you selected in Step 3.

The **Department** field may be automatically populated based on the **Service Indicator Code** selected. If not, use the look up button to select a department.

The **Amount** field only applies to service indicators involving charges such as library fines.

Data in the **Contact ID** and **Contact Person** fields will be visible to the student when looking at his/her service indicators in Self Service. The data is optional but can be useful to the student.

A Contact name must be entered as last-name,firstname with no space. In the example, we have used "Coach,Field Hockey".

Service Indicator Data

Ima Student 0539874

Service Indicator Data Find | View All First 2 of 2 Last

DateTime: 09/12/2006 2:01:50PM *Institution: UMS05 UM

Service Ind Active Term: 0810 2007 Fall *Active Date: 09/12/2006

*Service Indicator Code: ATH Varsity Athlete Positive Service Indicator

*Service Ind Reason Code: ATHL Student Athlete

Reference: Service Indicator Originator

Amount: 0.000 Currency: USD Dollar

Contact ID: Contact Person: Coach,Field Hockey

Placed Person ID: 0022226 Placed By: Kleban,Eloise R

*Department: OATH UM Athletics & Recreation

Comments: Field Hockey

Placed Method: Manual Placed Process: Release Proc:

User ID: 0022226 Kleban,Eloise R

Save Return to Search Notify




Service Indicators: Placing and Releasing

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Step 5: Release or Remove a Service Indicator

To remove a service indicator, navigate to the service indicator page or row for that service indicator. In our example to the right, this is the second service indicator for this student.

Click the  button in the upper right.

Click 

Service Indicator Data

Ima Student 0539874

Service Indicator Data Find | View All First 2 of 2 Last

DateTime: 09/12/2006 2:01:50PM *Institution: UMS05 UM + -

Service Ind Active Term: 0810 2007 Fall *Active Date: 09/12/2006

*Service Indicator Code: ATH Varsity Athlete Positive Service Indicator

*Service Ind Reason Code: ATHL Student Athlete

Reference: Service Indicator Originator

Amount: 0.000 Currency: USD Dollar

Contact ID: Contact Person: Coach,Field Hockey

Placed Person ID: 0022226 Placed By: Kleban,Eloise R

*Department: OATH UM Athletics & Recreation

Comments: Field Hockey

Placed Method: Manual Placed Process: Release Proc:

User ID: 0022226 Kleban,Eloise R

Save Return to Search Notify



▶ Service Indicators: Viewing

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You can view the active Service Indicators for a student by using page:

Campus Community > Service Indicators (Student) > Active Service Indicators

Select the **Active Service Indicators** menu item and search for the student. Enter search criteria and click

Search

The **Active Service Indicators** page has two tabs: Detail and Summary. The Detail tab (shown at right) has a row for each service indicator. The data shown is most of the material entered on the Service Indicator Data page, minus the Comments.

To see Comments, the viewer would need access to the Service Indicator Data page.

Comments are not visible to the student.

- ▼ Campus Community
 - ▷ Personal Information
 - ▷ Personal Information (Student)
 - ▷ SEVIS
 - ▷ Checklists
 - ▷ Communications
 - ▷ Comments
 - ▷ 3C Engine
 - ▷ Service Indicators
 - ▼ Service Indicators (Student)
 - Service Indicator Data
 - **Active Service Indicators**
 - Service Indicator Audits
 - ▷ Organization
 - ▷ Committees
 - ▷ Campus Event Planning
 - ▷ National Student Index NZL
 - Student Services Center

Active Service Indicators

Enter any information you have and click Search. Leave fields blank for

Find an Existing Value

ID:

Academic Career:

National ID:

Campus ID:

Last Name:

First Name:

Case Sensitive

Search Clear Basic Search Save Search Criteria

Service Indicator Detail | Service Indicator Summary

Ima Student Person ID: 0539874

Click on an item to view

All Service Indicators Positive Service Indicators Negative Service Indicators

Service Indicator Detail Find | View All | First 2 of 2 Last

Academic Institution:	UMS05 University of Maine	DateTime:	09/11/2006 2:23:16PM
Service Indicator:	ATH Varsity Athlete	Active Dt:	09/11/2006
Service Ind Reason:	ATHL Student Athlete		
Reference:			
Amount:	\$0.000	Currency Code:	USD
Contact Person:	Kleban,Eloise R		
Placed By:	Name: Kleban,Eloise R		
Placed Method:	Manual		
User ID:	0022226	Name:	Kleban,Eloise R
Department:	UM Athletics & Recreation		
Placed Process Name:		Release Process Name:	

Return to Search Notify

[Service Indicator Detail](#) | [Service Indicator Summary](#)



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On the Summary tab, by selecting View All, the viewer can see a convenient list of all service indicators for the student.

The viewer can opt to see only positive or only negative service indicators, or as shown, see all.

Service Indicator Detail
Service Indicator Summary

Ima Student
Person ID: 0539874

All Service Indicators
 Positive Service Indicators
 Negative Service Indicators

Service Indicators Summary
Find | View All | First ◀ 1-2 of 2 ▶ Last

DateTime:	09/11/2006 2:24:03PM	Institution:	University of Maine
Active Date:	09/11/2006	Department:	UM Library
Service Indicator:	LIB Library	Reason:	Library

DateTime:	09/11/2006 2:23:16PM	Institution:	University of Maine
Active Date:	09/11/2006	Department:	UM Athletics & Recreation
Service Indicator:	ATH Varsity Athlete	Reason:	Student Athlete

Return to Search
Notify

[Service Indicator Detail](#) | [Service Indicator Summary](#)



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Another way to view a student's service indicators can be found on many pages containing student data. For example, the Student Services Center.

Note the icons



These tell the viewer that this student has at least one negative (the circle) and at least one positive (the star) service indicator. The icons do not tell you how many service indicators of each type are placed on the student.

In addition, in the Student Services Center and in the student's self service view, negative service indicators are listed in the "Holds" area on the right side of the page.

Ima Student ID: 0539874  

student center general info admissions academics finances financial aid transfer credit

Ima's Student Center

[SEARCH FOR CLASSES](#)




Personal Information

Demographic Data Contact Information


Your Home Address 1234 Main St Apt 2A Old Town, ME 04468 Penobscot	Your Mailing Address None
Your Home Phone None	Your UMS email address None

Admissions

[Apply for Admission](#) [Application Status](#)

 Incomplete
  Complete
  Admitted

My Applications

University of Maine	Explorations	2007 Fall	 What's missing?
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Holds

Library	50.000
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Currency used is US Dollar. [details ▶](#)

To Do List

- Missing Info Letter 1
- Missing Info Letter 2
- Application Fee
- Essay/Writing Sample
- Missing Info Ltr 3 WD/Inc

[details ▶](#)



▶ Service Indicators: Viewing

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Clicking one of the service indicator icons will open a page listing the negative or positive service indicators (depending on which icon was clicked).

Click the [Detail](#) link to see more.

Notice that the information shown in this view is slightly different from that seen in the Active Service Indicators and Service Indicator Data pages, in particular the **Services Impacted** data.

To exit these pages, click return.

Negative Service Indicators

Find | View All | First | 1 of 1 | Last

DateTime:	09/11/2006 2:24:03PM	Institution:	University of Maine
Active Date:	09/11/2006 Srcv Ind Orig	Department:	UM Library
Service Indicator:	LIB Library	Reason:	Library

[Return](#)

Service Indicator Detail

Academic Institution:	UMS05 University of Maine	DateTime:	09/11/2006 2:24:03PM
Service Indicator:	LIB Library	Active Dt:	09/11/2006
Service Ind Reason:	LIB Library		
Reference:			
Amount:	\$50,000	Currency Code:	USD
Contact Person:	Barnes,Aaron J		
Placed By:	Name: Kleban,Eloise R		
Placed Method:	Manual		
User ID	0022226	Name:	Kleban,Eloise R
Department:	UM Library		
Placed Process Name:		Release Process Name:	

Services Impacted

Find | View All | First | 1 of 1 | Last

CENR	Block all Enrollment Activity
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[Return](#)