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
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.
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.
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 Indicators: Placing and Releasing**

**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 Indicators: Placing and Releasing

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 \[ \text{button} \] in the upper right.

Click \[ \text{Save} \]
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.
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.
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.
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.