AUDITING SERVICE INDICATORS

This guide will cover:

- How to Audit Service Indicators including viewing history of all service indicators as well as changes to existing Service Indicators.

Service Indicator Definitions

⚠️ A Negative Service Indicator is a hold on the student’s account that has some type of impact such as prevent registration, hold transcripts, etc.

🌟 A Positive Service Indicator is used to provide a service or for informational/reporting purposes. There is generally no impact associated with a positive service indicator.

**Step One**

Navigate to the following breadcrumb:

**Step Two**

- Use the search parameters to identify the person you would like to see Service Indicator for.

Audit Service Indicators

![Audit Service Indicators interface]
Click in the ID field and enter the EMPLID. You can enter as much or as little data as required to define your search.
Click the Search button. A list of results will display in the Search Results section.

**Step Three**

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Service Indicator Code</th>
<th>Start Term</th>
<th>Start Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 20005009</td>
<td>Bearcat.Tom</td>
<td>R02</td>
<td>2161</td>
<td>2016-01-28</td>
<td>A</td>
</tr>
<tr>
<td>2 20005009</td>
<td>Bearcat.Tom</td>
<td>DZ1</td>
<td>2161</td>
<td>2016-01-28</td>
<td>A</td>
</tr>
<tr>
<td>3 20005009</td>
<td>Bearcat.Tom</td>
<td>DC1</td>
<td>2158</td>
<td>2016-01-28</td>
<td>A</td>
</tr>
<tr>
<td>4 20005009</td>
<td>Bearcat.Tom</td>
<td>DC1</td>
<td>2158</td>
<td>2016-01-28</td>
<td>D</td>
</tr>
<tr>
<td>5 20005009</td>
<td>Bearcat.Tom</td>
<td>R02</td>
<td>2161</td>
<td>2016-01-28</td>
<td>C</td>
</tr>
</tbody>
</table>

- Use the three tabs to view data related to the person and service indicator or click on **to expand the search results grid to display all fields.
- A few defintion of the relevant fields are below
  o Action - A = Add; D = Delete/Release; C = Change
  o Service Indicator Date Time - Date and time of when the Service Indicator was placed on the person's record
  o Audit Date Time - Date and Time of when the audit record was created. This be could the date and time when the service indicator was deleted/released or changed.
- Click on the link of the row to view the data related to that specific service indicator. The rows with actions of C will show the row prior to the change taking place. In these instance is the Service Indicator is still active you will find the updated data on the Manage Service Indicators page. If the Service Indicator was deleted you will need to click on the row with an action of D for that specific service indicator to view what the data was changed to.
You have now completed the steps to Audit Service Indicator history for a Student.