MANUALLY ASSIGNING SERVICE INDICATORS

This guide will cover:

- Viewing Service Indicators
- Placing Service Indicators on students

Service Indicator Definitions

⚠️ A Negative Service Indicator is a hold on the a student’s account that has some type of impact such as prevent registration, hold transcripts, etc. The Negative Service Indicator icon will appear on any student page when negative service indicators are assigned on the student account. By clicking on the icon you can see a summary of the student’s negative service indicators.

⭐️ 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. The Positive Service Indicator icon will appear on any student page when positive service indicators are assigned on the student account. By clicking on the icon you can see a summary of the student’s positive service indicators.

Step One

Navigate to the following breadcrumb:

Step Two

Manage Service Indicators

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

Complete the following field in the Search Criteria:

- ID

If the ID is not available, use the Last Name, First Name, Campus ID (UCID) or National ID (SSN) fields to refine the search. Click on the Search button once the value(s) is(are) entered. If more than one row is
returned in the search results section select the correct student. The Manage Service Indicators page will load.

**Step Three**

**Manage Service Indicators**

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Display: Effect All Institution

- Verify the Service Indicator you would like to place does not already exist in the Service Indicator Summary section on the student's record.
- Click on the Add Service Indicator link. The Add Service Indicator Page will load.

**Step Four**

**Add Service Indicator**

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*Institution:*

*Service Indicator Code:*

*Service Ind Reason Code:*

Description:

Effect:

Effective Period

Start Term: End Term:

Start Date: End Date:

Assignment Details

*Department:*

Reference: Amount: USD

Complete the following fields on the Add Service Indicator page:

- Institution
- Service Indicator Code
- Service Ind Reason Code
- Start Term
- Department
Step Five

- Click the OK Button

You have now completed the steps of Manually Assigning a Service Indicator to a Student's Record.