VIEWING SERVICE INDICATORS

This guide will cover:

- Viewing 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. 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

- Click on the Effect drop down list and select Negative, Positive or All to view specific types of service Indicators. The default value should be All unless you clicked on the ☕️ or 🌟 icons to access the Manage Service Indicators page. If this is the case only the negative or positive service indicators will be displayed depending on which icon was clicked.
- Click on the Refresh link to update the Service Indicator Summary section with all service indicators identified in the Effect drop down list.
- Click on the Service Indicator link located in the Code column to view details about the specific service Indicator. The View Service Indicator or Edit Service Indicator page will load depending on Security.
Step Four

The View/Edit Service Indicator page will provide detailed information regarding the service indicators. Information may include the following:
- A description of the Service Indicator
- Service Indicator Effect (Positive or Negative)
- The effective period (term and/or dates)
- The Department who placed the Service Indicator
- Comments regarding the placing of the Service Indicator
- The Services Impacted, if any, from the Service Indicator.
- The Date, Time and User who placed the Service Indicator.

To navigate back to the Manage Service Indicators Page, click on the OK or Cancel button.

You have now completed the steps Viewing a Service Indicator on a Student’s Record.