



JOB AID

Service Indicators – Staff View

10/19/2021





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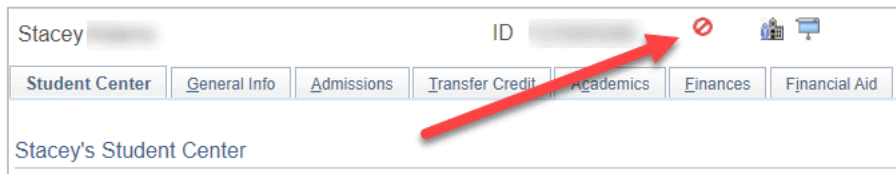


Service Indicators (Staff View)

This job aid provides instructions on viewing, applying and releasing service indicators, as well as auditing a student's service indicator history.

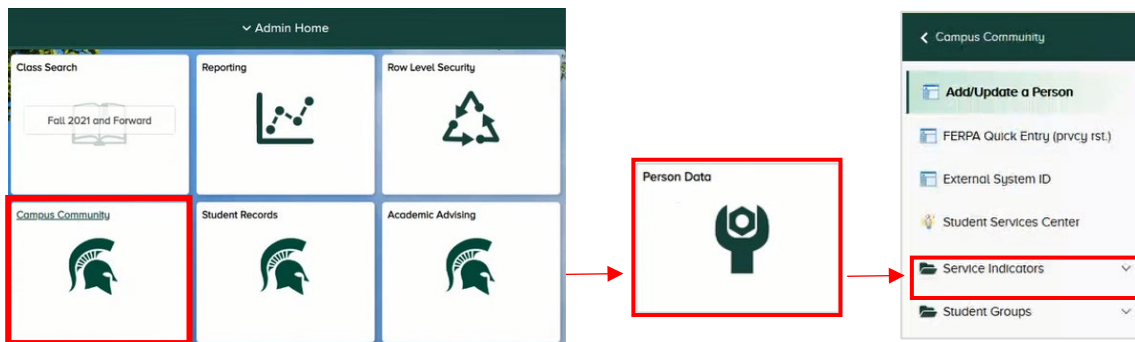
When in the Student Services Center, you can quickly tell a student has a service indicator when you see either a red star or red cancel icon. A star represents a positive service indicator, while the cancel icon represents a negative service indicator.

Below is an example of a student with a negative service indicator. Clicking the icon will bring up the Manage Service Indicators page, which is also explained further below.

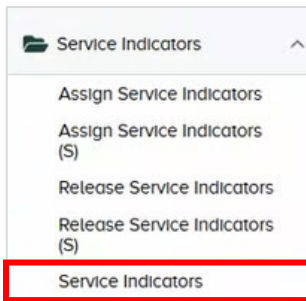


View Service Indicators for a Student

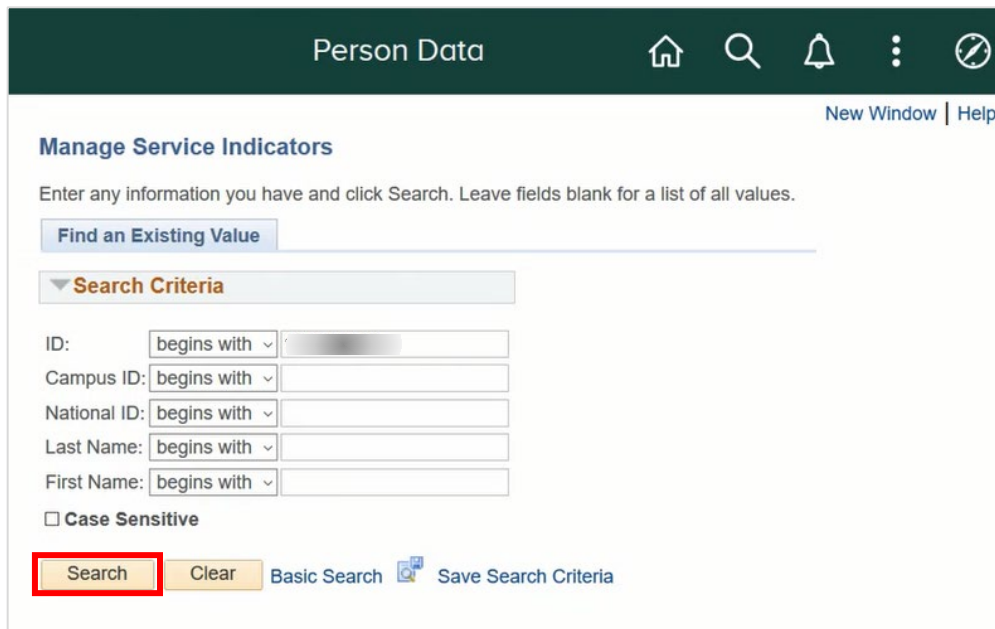
Navigation: Admin Home > Campus Community Tile > Person Data Tile > Service Indicators



1. Select **Service Indicators** from the menu.



The **Manage Service Indicators** Search Page will open where you will search for the student.



2. Enter the student's **ID**, if known. If you do not know the ID number, search by **Last Name/First Name**.
 - a. You may also search by a student's NetID in the **Campus ID** section.

Note: Within Campus Solutions, the 'A' in student IDs (APID) has been replaced with a '1.' For example, legacy SIS ID **A**123456789 will be **1**123456789 in Campus Solutions.

3. Click **Search**.

The Manage Service Indicators page will open.

The **Service Indicator Summary** section lists any items currently applied to the student. In the example below, a *Financial Aid Processing* service indicator has been applied.



Person Data

Manage Service Indicators

Display Effect: All Institution: Michigan State University Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
FPR	Financial Aid Processing	SAP Denial	MSU55	2175	US17		05/15/2017	

+ Add Service Indicator

Return to Search Notify

4. Click the Service Indicator **Code** to display details, including:
 - a. Service Indicator Code
 - b. Reason
 - c. Description (including contact information for resolving the hold)
 - d. Effect (Negative or Positive)
 - e. Term Dates
 - f. Start/End Dates

View Service Indicator

*Institution: MSU55 Michigan State University

*Service Indicator Code: FPR Financial Aid Processing

*Reason: FSAPD SAP Denial

Description: **Office of Financial Aid**
555 E. Circle Drive, Room 252
East Lansing, MI 48824
Telephone: 517-355-5310

Effect: Negative Service Indicator

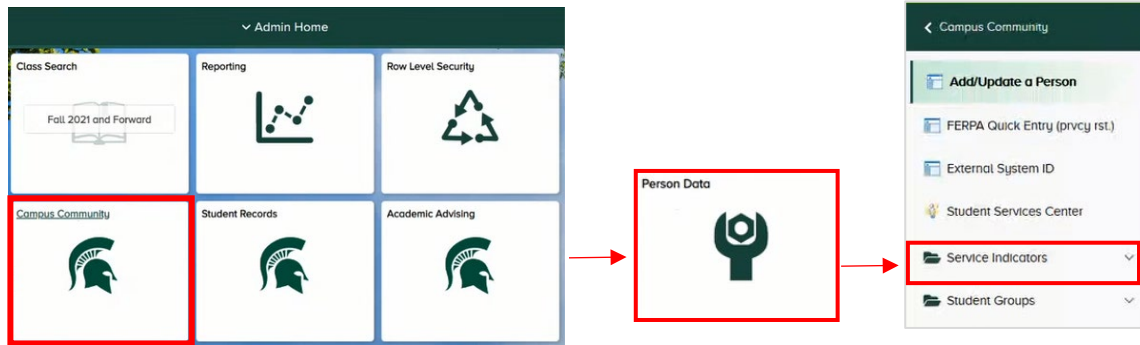
Effective Period

Start Term	2175	US17	End Term	
Start Date	05/15/2017		End Date	

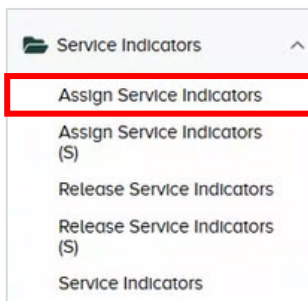
Assign Service Indicator to a Student

When adding a service indicator, you will only be able to assign those service indicators for which you are authorized (e.g., for your College or Department).

Navigation: Admin Home > Campus Community Tile > Person Data Tile > Service Indicators

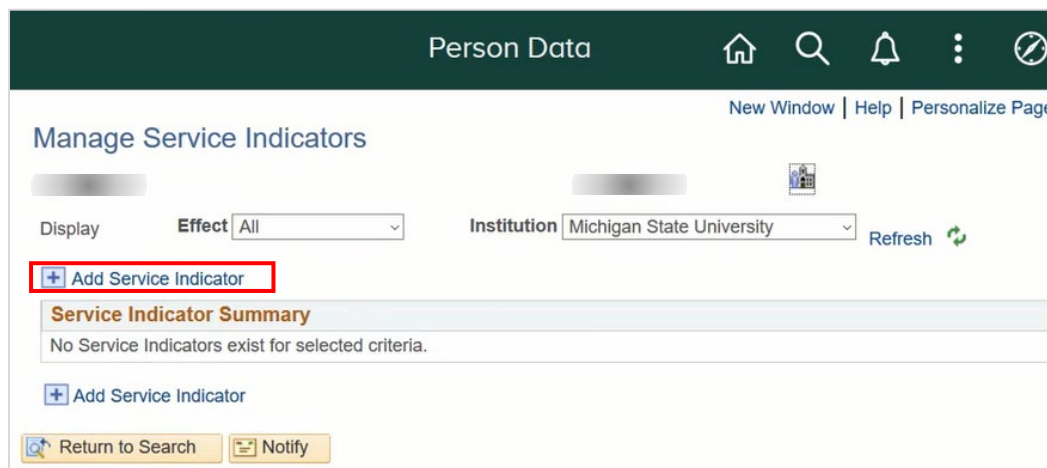


1. Select **Assign Service Indicators** from the menu. This is where you will go to manually assign a service indicator to a student.



The **Manage Service Indicators** Search Page will open where you will search for the student.

2. Enter the student's **ID**, if known. If you do not know the ID number, search by **Last Name/First Name**.
 - a. You may also search by a student's NetID in the **Campus ID** section.
3. Click **Search**.
4. On the Manage Service Indicators page, click **Add Service Indicator**.



5. On the Service Indicator page, enter the following details:



- Service Indicator Code:** Click the look-up and select from the list. (**Note:** You will only see service indicators for which you are authorized.)
- Reason:** Click the look-up and select from the list.
- Description:** Pre-populates with contact information for the assigning unit.
- Start Term/End Term** (*Optional*)
- Start Date/End Date:** A Start Date is required.

Add Service Indicator

*Institution MSU55 Michigan State University

*Service Indicator Code A

*Reason B

Description C

Effect

Effective Period

Start Term D End Term

Start Date E End Date

- Click **Apply**. (Depending on your screen size, you may need to scroll down the page.)

OK Cancel **Apply**

The item now appears in the Service Indicator Summary for the student.

Manage Service Indicators

Display Effect All Institution Michigan State University Refresh

+ Add Service Indicator

Service Indicator Summary Personalize Find View All First 1 of 1 Last

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
RTR	Transcript	Registrar Transcript	MSU55				02/23/2021	

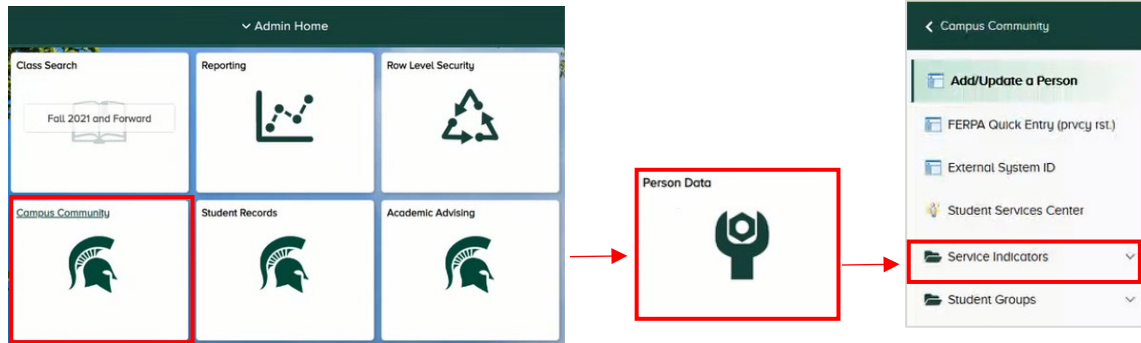
+ Add Service Indicator

Return to Search Notify

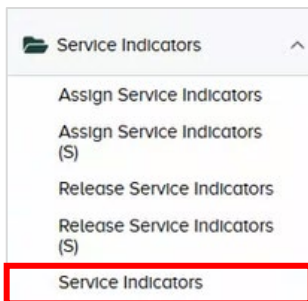


Release Service Indicator

Navigation: Admin Home > Campus Community Tile > Person Data Tile > Service Indicators



1. Select **Service Indicators** from the menu.



The **Manage Service Indicators** search page will open where you will search for the student.

2. Enter the student's **ID**, if known. If you do not know the ID number, search by **Last Name/First Name**.
 - a. You may also search by a student's NetID in the **Campus ID** section.
3. Click **Search**.
4. Click the **Code** for the service indicator you wish to release.

A screenshot of the 'Service Indicator Summary' table. The table has columns for Code, Code Description, Reason Description, Institution, Start Term, End Term, End Term Description, Start Date, and End Date. The first row shows a service indicator with Code 'RTR', Code Description 'Transcript', Reason Description 'Registrar Transcript', Institution 'MSU55', and Start Date '02/23/2021'. The 'RTR' code is highlighted with a red box.

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
RTR	Transcript	Registrar Transcript	MSU55				02/23/2021	

The **Edit Service Indicator** page will open.



5. Click the **Release** button.

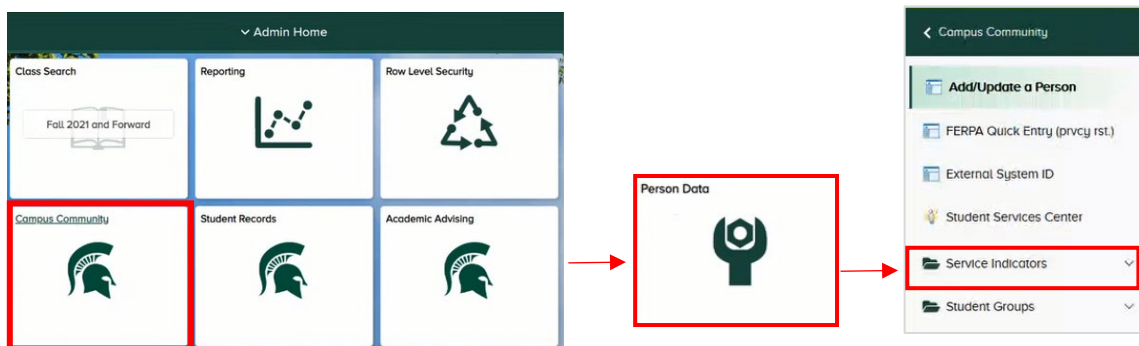
You will receive a pop-up confirming the release of the service indicator.

6. Click **OK**.

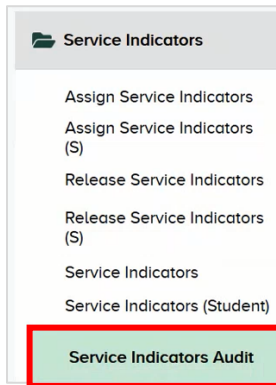
The Service Indicator will be removed from the student.

Student Service Indicator Audit

Navigation: Admin Home > Campus Community Tile > Person Data Tile > Service Indicators



1. Select **Service Indicators Audit** from the menu.



The Audit Service Indicators page will open.

2. Enter the Student **ID** or click the look-up to search for a student.
 - a. You may also search by a student's NetID in the **Campus ID** section.
3. Click **Search**.

The Audit Service Indicators page will open with the **Assignment** tab displaying the following details:

- Student ID
- Name
- Service Indicator Code
- Start Term/End Term
- Action



Person Data Home Search Bell Menu
New Window | Help | Personalize Page

Audit Service Indicators

Service Indicator Audit Search

Search Results Personalize | Find | View All | First 1-2 of 2 Last

Assignment ID Data Date/Time

ID	Name	Service Indicator Code	Start Term	Start Date	Action
1		RTR		2021-02-23	A
2		RTR		2021-02-23	D

4. Click the **ID Data** tab to view the following details:

- Student ID
- Name
- Birthdate
- Campus ID
- National ID
- NID Country

5.

Person Data Home Search Bell Menu
New Window | Help | Personalize Page

Audit Service Indicators

Service Indicator Audit Search

Search Results Personalize | Find | View All | First 1-2 of 2 Last

Assignment ID Data Date/Time

ID	Name	Birthdate	Campus ID	National ID	NID Country
1		****		*****	USA
2		****		*****	USA

6. Click the **Date/Time** tab to view the following details:

- Student ID
- Name
- Service Indicator Date Time
- Audit Date Time



7.

Person Data Home Search Notifications Menu Refresh

New Window | Help | Personalize Page

Audit Service Indicators

▶ Service Indicator Audit Search

Search Results Personalize | Find | View All | [Print] [Export] | First 1-2 of 2 Last

Assignment | ID Data | **Date/Time** [Filter]

ID	User ID	Service Indicator Date Time	Audit Date Time
1	[Redacted]	2021-02-23-15.33.01.000000	2021-02-23-15.34.30.101835
2	[Redacted]	2021-02-23-15.33.01.000000	2021-02-23-15.34.56.634268