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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 A123456789 will be 1123456789 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.
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

**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:
a. **Service Indicator Code**: Click the look-up and select from the list. *(Note: You will only see service indicators for which you are authorized.)*

b. **Reason**: Click the look-up and select from the list.

c. **Description**: Pre-populates with contact information for the assigning unit.

d. **Start Term/End Term** *(Optional)*

e. **Start Date/End Date**: A Start Date is required.

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

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

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
4. Click the **ID Data** tab to view the following details:
   - Student ID
   - Name
   - Birthdate
   - Campus ID
   - National ID
   - NID Country

5. Click the **Date/Time** tab to view the following details:
   - Student ID
   - Name
   - Service Indicator Date Time
   - Audit Date Time
Audit Service Indicators

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<thead>
<tr>
<th>Assignment</th>
<th>ID Data</th>
<th>Data/Time</th>
<th>Service Indicator Date Time</th>
<th>Audit Date Time</th>
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