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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.

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 **Release Service Indicators** from the menu.

   ![Menu Screen]

   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.

   ![Service Indicator Summary]

   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 list.

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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