

# Editing Service Indicators on a Student's Record

## Overview

This process will show how to edit service indicators on a student's record or account in SIS.

- Users must be granted Service Indicator and reason specific security by their campus data managers in order to add, change or delete service indicators.
- View-only Service Indicator security is generally a "view all" access which is also granted by the campus data managers.

**NOTE:** For more information/background on Service Indicators, see the *Understanding Service Indicators* job aid. For instructions on how to add a service indicator, see the *Adding Service Indicators* job aid. For instructions on how to remove a service indicator, see the *Removing Service Indicators* job aid.

## Steps

### Edit Service Indicators

1. Navigate to Service Indicators using one of these paths:
  - **Campus Community > Service Indicators (Student) > Manage Service Indicators**
  - **Self Service > Administrative Center** (click **VIEW DATA FOR STUDENTS** and enter the ID) > **General Info tab**, click **edit service indicators**
2. Enter the appropriate ID for the student or **Last Name** and **First Name**.
3. Click **Search**. Results are returned by career/student. If multiple results are returned, select any of the rows for that student.
4. The *Manage Service Indicators* page will be displayed.

### Manage Service Indicators

Ima Student 0000011111

Display: Effect All Institution Refresh

[+ Add Service Indicator](#)

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date	Services Stopped?
R20	Special Credit	Special Credit	IUBLA	0000	Bot			04/19/2005		No
R20	Special Credit	Multi Institutional	IUCOA	0000	Bot			04/19/2005		No
R20	Special Credit	Multi Institutional	IUEAA	0000	Bot			04/19/2005		No
R20	Special Credit	Multi Institutional	IUFWA	0000	Bot			04/19/2005		No
R20	Special Credit	Multi Institutional	IUINA	0000	Bot			04/19/2005		No
R20	Special Credit	Multi Institutional	IUKOA	0000	Bot			04/19/2005		No
R20	Special Credit	Multi Institutional	IUNWA	0000	Bot			04/19/2005		No
R20	Special Credit	Multi Institutional	IUSBA	0000	Bot			04/19/2005		No
R20	Special Credit	Multi Institutional	IUSEA	0000	Bot			04/19/2005		No

[+ Add Service Indicator](#)

# Editing Service Indicators on a Student's Record

5. Verify the **Effect** field displays “**All**” to make sure that the Service Indicator you want to add is not already listed. If you change the value in the **Effect** field, you must click [Refresh](#) for the change to take effect. The **Effect** field is a filter. When you change it and click [Refresh](#), the grid will change based on your filter criteria.
  - If you accessed the *Manage Service Indicators* page from the **Campus Community** menu, the **Effect** field will default to **All**.
  - If you accessed the *Manage Service Indicators* page from the positive Service Indicator icon (✱) on one of the student pages, the **Effect** field will default to **Positive** and only the positive service indicators will be displayed.
  - If you accessed the *Manage Service Indicators* page from the negative Service Indicator icon (⊘) on one of the student pages, the **Effect** field will default to **Negative** and only the negative service indicators will be displayed.
6. Select **Institution** from the drop down list (to see only service indicators for your institution) and click [Refresh](#) for the change to take effect. This field will automatically populate when your user defaults are set for institution.
7. Click [View All](#) to see all service indicators (including multi-institutional service indicators).

**NOTE:**

In the page shot above, Bot refers to “beginning of time” and impacts all terms. If the **Impact Description Exists** field has a **No** value, it indicates that there are no impacts stopping services. If there is a **Yes** in this field, then some services are impacted.

8. Click on the Service Indicator **Code** link for which you would like to view details and edit the information.
9. The *Edit Service Indicator* page is displayed.

# Editing Service Indicators on a Student's Record

### Edit Service Indicator

Ima Student 0000011111 Release

\*Institution:  IUPUI

\*Service Indicator Code:  Academic Probation with impact

\*Service Ind Reason Code:  Education probation

Effect: Negative

#### Effective Period

Start Term:  Summer2007 End Term:  Fall 2007

Start Date:  End Date:

#### Assignment Details

\*Department:  EDUCATION

Reference:

Amount:  Currency:

#### Contact Information

Contact ID:  Contact Person:

Placed Person ID:  Placed By:

Placed Method: Manual

Placed Process: Release Process:

#### Comments

#### Services Impacted

Impact	Description	Basis - Date	Basis - Term	Term Category
1	ENR No initial enroll, drop add ok	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date Time: 08/16/2007 5:06:07AM  
User ID: JADOE Doe,Jane

**NOTE:** Most field contents will be populated from when the service indicator was added.

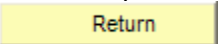
10. Enter your changes (the fields that you are able to change will be based on your security set-up.)

**NOTE:** You can use the Term field to “slide the impact forward”. For example, if you have a **Start Date** of 03/01/08, but the **Term** entered is 4088, this will impact the fall registration, but not the summer registration. Then later if you want the student to be able to register for Fall, you can change the **Term** to 4092. He/she will be able to register for Fall, but not for Spring. You can use the slide forward option, rather than adding/deleting Service Indicators for every Term.

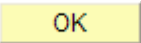
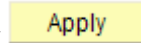
# Editing Service Indicators on a Student's Record

- (Optional field) Enter the **End Term** or **End Date** the service indicator should cease to be valid. The service impacts (as defined by each campus) will be in effect until either the **End Date** or **End Term** has passed. If no **End Date** or **End Term** is entered, service impacts will be in effect until the service indicator is released.
  - When the Service Indicator has expired, the icon and information in the **Holds** box in the *Student Center* will still display. An active service indicator looks exactly the same as an inactive service indicator to the student in Self-Service.

**NOTE:** It is the responsibility of the Service indicators owner to monitor when the Service indicators should be deleted for the student.

- The system will automatically populate the **Placed Person ID** and **Placed By** fields with the current user's information. You can override this and change it to another **ID**, if necessary. You can not leave this field blank.
- (Optional field) Enter **Comments** to further describe the reason for the service indicator.
- (Optional) In the **Services Impacted** area click the code in the **Impact** column to access the *Service Impact Description* page, where you can view details about the impact. Click  to return to the previous page.

Services Impacted					Customize	Find	View All	First	1 of 1	Last
Impact	Description	Basis - Date	Basis - Term	Term Category						
1 IENR	No initial enroll, drop add ok	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>							

- Both the **Basis - Date** and **Term** check box will be selected to support IU processes. Impacts occur by Term if **Start Term** is entered. Otherwise, impact will start according to **Start Date**. Reminder: if no values are entered for the **End Term** or **End Date** fields, then the impact will remain in effect until manually released.
- The system automatically displays the current day and time when the service indicator was changed. The system also displays the **User ID** of the user who is entering or changing information on the page.
- Click  or  to save your changes. If you have not completed all the required fields, you will receive an error message. If you can not see the changes to the service indicator you just updated, in the **Effect** field, select **ALL** and click [Refresh](#).