

Removing Service Indicators from a Student's Record

Overview

This process will show how to remove 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 edit a service indicator, see the *Editing Service Indicators* job aid.

Steps

Remove 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](#)

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5. Verify the **Effect** field displays "**All**" to make sure you are viewing all of the Service Indicators. 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. Change **Institution** from the drop down list (to see all service indicators or the service indicators for another 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).
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.

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:

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10. Click to release this service indicator from the student's record/account. This functionality is only available if the user has release security for the institution, service indicator, and reason.
11. You will be prompted with a message, "Are you sure you want to release this Service Indicator?"
Click .

The system releases the service indicator and specific reason(s), automatically tracks date/time/User ID, and then redirects you back to the *Manage Service Indicators* page.

NOTE:

Do **not** contact another campus to remove their service indicator so that the student can proceed with activities on **your** campus. When appropriate the Service Indicator code with the MULT row for your institution can be released by those in your department or campus with security to do so. The originating campus **MUST** retain their service indicator row.

Scenario: Campus A adds a probation service indicator on a student's record. Campus B admitted the student and desires to let him/her register. Solution: The service indicator code with the reason of MULT for campus B is released. If Campus A decides to release the service indicator (with the original reason code), all of the MULT rows for all campuses are deleted automatically.

12. Click to return to the page you were on prior to removing the service indicator.
13. There is not an automatic refresh when you click the button. In order to see that the Service Indicator has been removed, you must leave the page and then return to it.