



Understanding Service Indicators

Service Indicators

The Student Information System (SIS) uses Service Indicators to specify information about a student. Service Indicators are pieces of information that are attached to a student's record either manually or through certain automated processes (e.g., the credit history or enrollment cancellation processes).

- Service Indicators are used to provide services (positive ) or restrict services (negative ). They can also be informational in nature, and not have any functionality associated with them. The Service Indicator icons appear throughout the SIS pages. Each icon can represent one or several Service Indicators. Both positive and negative service indicators are displayed in the upper right quarter of the page if any service indicators have been applied to the record. These icons will be visible on all student-specific pages.
- Each Service Indicator must have a Reason attached to it. In fact, a single Service Indicator can have many Reasons. Reasons are used to define “why” a Service Indicator was placed. Also, each Service Indicator can have one or many Impacts. The Impacts specify which services are provided or restricted by that Service Indicator. In general, Indiana University will be using Negative Service Indicators with an impact, but Positive Service Indicators will be more for informational purposes only, with no associated Impact.
- SIS maintains an audit history of the User ID of the person who applied Service Indicators and to which individuals, including add, change and delete history.
- Service Indicator codes must contain three characters: one letter followed by two numbers. Indiana University has assigned letters to each of the functional areas of SIS. (For example, codes that begin with A = Admissions, F = Financial Aid, etc. See the table below.)

Code	Functional Area
A00 – A99	Admissions
D00 – D99	Dean of Students
F00 – F99	Financial Aid
G00 – G99	Student Financials
R00 – R99	Student Records
V00 – V99	Academic Advising

- Permission must be granted for each user to place and/or release each Service Indicator code and Reason combination. This security is granted through the *Service Indicator Security* page.

Service Indicator Reasons and Impacts

- When a Service Indicator is added to a student's record, a reason must be given for that Service Indicator. The Service Indicator Reason Code can be up to five characters long. A single Service Indicator code can have multiple Reasons associated with it.
- One Reason can also be set as the default for a particular Service Indicator. When a default reason is specified, anytime the Service Indicator is added to a student's record, the default reason will be automatically populated in the Service Indicator Reason Code field. The default can be overridden, but when a specific Service Indicator reason code is used at least half the time, data entry time can be saved if it is made the default. A Service Indicator can also be set up without a default reason. Simply selecting the Set No Default checkbox during setup of the Service Indicator will not allow a default reason to be affixed to a specified Service Indicator.

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- Many Service Indicators also have an impact associated with them. For example, a negative Service Indicator might not allow a student to register until an overdue bill is paid. Likewise, the impact of a positive Service Indicator might be to move a student to the top of a waiting list for a class. Just as a Service Indicator can have many Reasons associated with it, a service indicator can also have more than one Impact associated with it. However, an Impact is not required for a Service Indicator. Most positive Service Indicators, for example, will have no Impact, but will be informational only.
- Service Impact Codes can be up to five characters long. SIS has Service Impacts that have system functionality behind them. An example is the Block All Enrollment Activity (CENR) which restricts a student from registering for classes. Many students each semester are on the checklist for this. Academic advisors and schools (and departments) use this to prevent a student from registering if they are on academic probation and are required to have counseling prior to registration.
- Additional Service Impacts may be defined that can be used in automated processes to cause positive and/or negative effects on a student's record. One example of this is the Late Fee process that can look for a specific service impact in determining whether or not to assess a late fee to a student (LATE). See the table below for examples of the Service Impacts.

Code	Functional Area
AENR	No adding classes, OK to drop
AWARD	No Financial Aid
BILL	Do not bill
CENR	Block all enrollment activity
CHECK	No checks accepted
ENVER	No enrollment certifications
GRADE	Do not receive a grade mailer
IENR	No initial enrollment, OK to drop or add
LATE	No late fees
NPD	No personal deferment
REFND	Do not refund
TRAN	No Transcript