



Viewing a Service Indicator


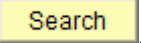
Overview

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 batch load processes (for example, the credit history or enrollment cancellation processes).
- Service Indicators can be either positive () or negative () and can impact processing. Both positive and negative service indicators are displayed in the upper right quarter of the SIS 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. 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 a complete audit history of the User ID of the person who added, changed and/or deleted the Service Indicator from a student's record.
- 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, G = Student Financials, R = Student Records and V = Academic Advising.)
- 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.

Steps

Viewing Service Indicators from the Administrative Center

1. Navigate to: **Self Service > Administrative Center**.
2. Click .
3. Enter the student's **ID** or **Last Name** and **First Name**.
4. Click .
5. Click the *general info* tab.
6. Click Service Indicators link or locate the Service Indicators area.

Viewing a Service Indicator

Ima Student ID: 0000011111

admin center my advisees student view general info admissions academics academics 2 transfer credit finances financial aid

[Service Indicators](#) [Initiated Checklists](#)
[Student Groups](#) [Personal Data](#)
[National ID](#) [Names](#) COLLAPSE ALL
[Addresses](#) [Phones](#) EXPAND ALL
[Email Addresses](#)

Service Indicators [edit service indicators](#)

★ Positive ☒ Negative

Type	Institution	Details	Amount	Currency	Start Term	End Term	Start Date	End Date	Department	Services Stopped
☒	IUINA	Register 1 Term Only			Beginning of Time		05/01/2007	08/01/2007	LIBERAL ARTS	Yes
☒	IUINA	Academic Probation with impact			Summer 2007	Fall 2007	05/01/2007		EDUCATION	Yes
☒	IUBLA	Academic Probation with impact			Summer 2007	Fall 2007	05/01/2007		UNIVERSITY LEVEL	Yes
☒	IUCOA	Academic Probation with impact			Summer 2007	Fall 2007	05/01/2007		IUPU COLUMBUS	Yes
☒	IUEAA	Academic Probation with impact			Summer 2007	Fall 2007	05/01/2007		UNIVERSITY LEVEL	Yes

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NOTE: Academic Units using the assign advisors feature can go directly to the *my advisees* tab to select the student for whom they would like to view service indicators or any other data in the Administrative Center.

- Click **View All** in the blue bar to display all the Service Indicators on this student's record.
 - The grid helps provide a significant amount of snapshot information at a glance. Information such as the Type of Service Indicator, Terms impacted and whether or not services are stopped.
- To quickly learn more about any Service Indicator, click the appropriate link in the **Details** column.

Viewing a Service Indicator

Edit Service Indicator

Ima Student 0000011111 Release

*Institution: IUPUI

*Service Indicator Code: Register 1 Term Only

*Service Ind Reason Code: Liberal Arts Reg 1 Term

Description:

Effect: Negative

Effective Period

Start Term: Bot End Term:

Start Date: End Date:

Assignment Details

*Department: LIBERAL ARTS

Reference:

Amount: Currency:

Contact Information

Contact ID: Contact Person:

Placed Person ID: Placed By:

Placed Method: Manual

Placed Process: Release Process:

Comments

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"/>	

Service Indicator Date Time: 06/07/2007 7:20:02AM

User ID: CLBOYD Boyd,Carla L

NOTE: The Release button will only display if you have security for both the Service Indicator and the Service Indicator Reason Code.

9. The Services Impacts will be displayed if any, under the **Services Impacts** area.
10. To return to the previous page, click Cancel.
11. If you have security to edit Service Indicators, you can click edit service indicators to release/add a Service Indicator.

Viewing a Service Indicator

Viewing Service Indicators from other Student Pages

1. Navigate to any of the student services pages. (For example, **Campus Community > Service Indicators (Student) > Manage Service Indicators.**)
 - The Service Indicator icons will be visible on all student-specific pages.
2. You can quickly learn more about any Service Indicator by clicking the Service Indicator icon in the upper right quarter of the page.
3. Click the positive Service Indicator icon (★) or the negative Service Indicator icon (⊘) to move to the *Manage Service Indicators* page.
 - If you click on the positive service indicator icon, only the positive service indicators will be displayed.
 - If you click on the negative service indicator icon, only the negative service indicators will be displayed.
 - You can choose to view **all** of the Service Indicators, only the positive or only the negative Service Indicators. To change your selection, select **All**, **Positive** or **Negative** from the **Effect** drop down menu and click [Refresh](#). The **Effect** field is a filter. When you change it and click [Refresh](#), the grid will change based on your filter criteria.

Manage Service Indicators

Ima Student 0000011111

Display: Effect **All** Institution [Refresh](#)

[+ Add Service Indicator](#)

Service Indicator Summary										
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date	Impact Description Exists
V00	Academic Probation with impact	Multi-institutional	IUBLA	4075	Summer2007	4078	Fall 2007	05/01/2007		Yes
V00	Academic Probation with impact	Multi-institutional	IUCOA	4075	Summer2007	4078	Fall 2007	05/01/2007		Yes
V00	Academic Probation with impact	Multi-institutional	IUEAA	4075	Summer2007	4078	Fall 2007	05/01/2007		Yes
V00	Academic Probation with impact	Education probation	IUINA	4075	Summer2007	4078	Fall 2007	05/01/2007		Yes
V00	Academic Probation with impact	Multi-institutional	IUSEA	4075	Summer2007	4078	Fall 2007	05/01/2007		Yes
V00	Academic Probation with impact	Multi-institutional	IUKOA	4075	Summer2007	4078	Fall 2007	05/01/2007		Yes
V00	Academic Probation with impact	Multi-institutional	IUNWA	4075	Summer2007	4078	Fall 2007	05/01/2007		Yes
V00	Academic Probation with impact	Multi-institutional	IUSBA	4075	Summer2007	4078	Fall 2007	05/01/2007		Yes
V12	Register 1 Term Only	Liberal Arts Reg 1 Term	IUINA	0000	Bot			05/01/2007	08/01/2007	Yes

[+ Add Service Indicator](#)

4. You can also view only Service Indicators for your campus. Select your campus in the **Institution** drop down menu and click [Refresh](#).
5. Click the Service Indicator **Code** to view more details about the service indicator.

Viewing a Service Indicator

View Service Indicator

Ima Student 0000011111

*Institution: IUSEA Southeast

*Service Indicator Code: R11 Athletic

*Service Ind Reason Code: MULT Multi institutional

Effect: Negative

Effective Period

Start Term: 0000 Bot End Term:

Start Date: 08/22/2007 End Date:

Assignment Details

*Department: SE-REGR REGISTRAR

Reference:

Amount: 0.000 Currency: USD

Contact Information

Contact ID: Contact Person:

Placed Person ID: 0000022222 Placed By: Wade,Kathy

Placed Method: Mult Proc

Placed Process: Release Process:

Comments

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"/>	

Service Indicator Date Time: 11/29/2007 10:51:13AM

User ID: KKWADE Wade,Kathy

- The Service Impacts will be displayed, if any, under the **Services Impacted** area. (For example, **IENTR** which is no initial enroll, drop add ok.)
- To return to the previous page, click .