MANAGING SERVICE INDICATORS

Service Indicators are used to flag students’ records with important information. Certain Negative Service Indicators may prevent an individual from receiving specific services. Examples of negative service indicators include denied registration for classes and transcript holds. The other types of Service Indicators are Positive and Informational.

You can navigate to the Service Indicator page using one of these options (security access will determine which options you can use):

- Records and Enrollment>Student Background Information>Service Indicators
- Campus Community > Service Indicators (Student) > Service Indicator Data
- Campus Community > Service Indicators > Service Indicator Data

I. Service Indicator Search Page

- Search for the student by using one of these options:
  - Wes ID - ID field
  - Social security number - National ID field.
  - Student’s name - Last Name and First Name fields as applicable.

- Click on the Search button. If multiple results are found, click on the appropriate result to open the student’s record.

II. The Service Indicator Data page opens. If you have access to place or release a Service Indicator currently appearing for the student, the field backgrounds will be white; otherwise, they will be gray. The follow displays a sample for which there are currently three active Service Indicators. To see them all, click on View All.
A. Adding a Service Indicator

- If a student already has a Service Indicator, a new row must be inserted by clicking the **Plus** button in the upper right. Do not overwrite what is already there.
- The **Academic Institution**, WSLYN (Wesleyan), should be filled in from your operator defaults. Press tab to move to next field.
- Enter the **Service Indicator Active Term** (i.e. Fall 2010 = 1109). Press tab.
- The **Active Date** will default to the current date. There is no need to change this field. Press tab.
- Enter the appropriate **Service Indicator Code**. [Note: The codes accessible to users are based on security access. Most users only have access to certain codes.] Press tab.
- If a default **Service Indicator Reason Code** is associated with the **Service Indicator Code**, that default will appear as soon as you enter the **Service Indicator Code**. Leave as is if correct; otherwise, enter the appropriate **Service Indicator Reason Code**. Press tab.
- The **Placed Person ID** and **Department** will fill in automatically.
- Click on the **Save** button.
- To continue entering service indicators for additional students, click on the **Return to Search** button and continue data entry.

B. Removing a Service Indicator

- To release a Service Indicator, click the **Minus** button on the row of data with the appropriate Service Indicator from the student’s record. [Note: The row will remain visible until the data entry is saved.
- Click on the **Save** button. [Note: Users can only remove Service indicators for which they have security access.]

III. Service Indicator Buttons (Symbols)

When a service indicator is assigned to an individual, the corresponding Service Indicator button displays on each page for that individual. One or both symbols may appear: ⚪️ ⭐️

The ⭐️ symbolizes Positive Service Indicators and the ⚪️ symbolizes either Negative or Informational Service Indicators.

If you have read/write access, you can click the Service Indicator button on any page to link to the Service Indicator Detail sub-page where you can view the details of specific service indicators corresponding to that person.

In the example, clicking on the ⚪️ opens this page:
Then clicking on Detail in the first Service Indicator opens this page:

**Service Indicator Details**

- **Academic Institution: WISLYN Wesleyan University**
- **Service Indicator: RLI Residential Life Informational**
- **Service Ind Reason: LPAK Lead Paint Disclose Acknowledg**
- **Reference:**
  - **Amount:** $0.000
  - **Currency Code:** USD
- **Contact Person:**
- **Placed By:** Name: Pike, Carolyn
- **Placed Method:** Manual
- **User ID:** CPike01
- **Department:** Office of Residential Life
- **Placed Process Name:**

**Services Impacted**

- INFO Informational
- Informational only - no service impact

(Boolean) Return

**IV. Viewing Service Indicator Details and Summaries for an Individual**

In addition to the method shown above, if you have security access, you may review service indicators assigned to an individual by navigating to the following component:

- Campus Community > Service Indicators (Student) > Active Service Indicators

This component is for reviewing information only.

**A. Service Indicator Detail**

To review the data, do the following:

(Boolean) Return to Search ( ) Reset

Service Indicator Detail | Service Indicator Summary
Select the **All Service Indicators** option to view all service indicators that have been assigned to this student. Click on View All to see all displayed.

Select the **Positive Service Indicators** option to view only the positive service indicators.

Select the **Negative Service Indicators** option to view only the negative service indicators.

**B. Service Indicator Summary**

Use this page to view a high level list of active service indicators for the individual. Review the data similar to the selection criteria in the Service Indicator Detail page.