

Wesleyan University Student/Faculty Information System

Campus Community
Service Indicators

PeopleSoft 9.0

Introduction to Service Indicators (Holds)

This is an overview of PeopleSoft Service Indicators (Holds) to explain their basic function and usage. A companion document, [Managing Service Indicators](#), has step-by-step instructions on working with Service Indicators. (Note that some of this introductory text is derived from PeopleBooks and gives examples that do not necessarily reflect the usage of Service Indicators at Wesleyan.)

A **Service Indicator** is a PeopleSoft tool which is used to provide or limit access to services for a student. Service Indicators fall into these two main categories:

1. **Negative Service Indicators** can be Holds that prevent a student from receiving certain services.
2. **Positive Service Indicators** can designate special services to be provided.


Examples of Negative Service Indicators include enrollment verification or transcript Holds, and denied registration for classes. Positive Service Indicators can include front-of-line service, special services for disabled students, and so on.

We might define a positive Service Impact to permit specific students to receive their student identification cards earlier than the remainder of the student body. We might define a negative Service Impact that prevents specific students from receiving their student identification cards until, for example, they submit past-due enrollment deposits. (See below for more information on Service Impacts.)

There are also Service Indicators that are referred to as **Informational** which do not fall into either of the above classifications. As their name indicates, these are used for informational purposes only and do not have a positive or negative impact. They are utilized, for example, to provide an update to a student that does not require any action on the student's part.

- After Service Impacts are defined, they can be grouped to define Service Indicators and create Service Indicator codes.
- Next, Reasons are defined for applying Service Indicators, and codes created for those Reasons.
- Once Service Indicators and Reason codes are created, administrative users with the appropriate security can assign Service Indicators to individuals.
- They can also remove an active Service Indicator from an ID's record when that service or restriction no longer applies.
- Automated processes can also be used to assign or remove Service Indicators.

When a Service Indicator is assigned, the corresponding negative or positive Service Indicator button appears on **most** pages about that individual or organization. One button can represent one or several Service Indicators. You would click the buttons on any of those pages to navigate to the appropriate details page, where you can determine how many and which restrictions apply. (Note that Informational Holds do not have such a button; and they may fall under either one.)

-  (negative Service Indicator) Appears on a page when a negative Service Indicator is assigned to the student. Click to access the Manage Service Indicators page, from which you can view details about the service restrictions associated with each negative Service

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Indicator for the ID.

★ (positive
Service Indicator)

Appears on a page when a positive Service Indicator is assigned to the student. Click to access the Manage Service Indicators page, from which you can view details about the service privileges associated with each positive Service Indicator for the ID.

Service Impacts

As mentioned, in addition to the positive/negative classification, Service Indicators are also grouped by their **impact**. Service Indicators consist of one or more Service Impact values identifying the types of specific services that are restricted or provided.

A Service Indicator is in effect for as long as its longest Service Impact. A Service Impact is in effect from the start date (for date-based business processes, such as requesting a transcript) or start term (for term-based business processes, such as financial aid disbursement). It remains in effect up to and including the end date or through the end term. ***If no end point is defined, the Service Indicator with that impact remains in effect until it is released manually.***