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 VIEW DATA FOR STUDENTS.

3. Enter the student’s ID or Last Name and First Name.

4. Click Search.

5. Click the general info tab.

6. Click Service Indicators link or locate the Service Indicators area.
**Viewing a Service Indicator**

<table>
<thead>
<tr>
<th>Service Indicators</th>
<th>Initiated Checklists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Id: 000001111</td>
<td></td>
</tr>
<tr>
<td>Student ID:</td>
<td></td>
</tr>
<tr>
<td>Academic Units</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Email Addresses</td>
<td></td>
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<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>National ID</td>
<td></td>
</tr>
<tr>
<td>External System ID</td>
<td></td>
</tr>
</tbody>
</table>

**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.

7. 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.

8. To quickly learn more about any Service Indicator, click the appropriate link in the **Details** column.
**Viewing a Service Indicator**

**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 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.
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.
6. The Service Impacts will be displayed, if any, under the Services Impacted area. (For example, IENR which is no initial enroll, drop add ok.)

7. To return to the previous page, click **Cancel**.