Campus Solutions- Student Records
California State University, Fullerton

Business Process Guide

Viewing Service Indicators

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Process Overview

Service indicators are used to provide or limit access to services for students. Service Indicators can be negative indicators (holds) to prevent an individual from receiving certain services or positive indicators to designate special services to be provided or used as a tracking device for reporting purposes. Service Indicators appear in PeopleSoft on most of the pages you will be using to view a student's record. When displayed at the top of the page, to the right of the student ID number, they reflect only Service Indicators currently active for that student.

The **Negative Service Indicator** button appears on a page when negative service indicators are assigned to the student. Negative service indicators consist of one or more impact values identifying the type of services that will be restricted. Examples of negative service indicator impacts include transcript holds and denied registration for classes. By clicking on the icon you can see a summary of the student's negative service indicators.

The **Positive Service Indicator** button appears on a page when positive service indicators are assigned to the student. Positive service indicators do not have impact values but may be used as criteria when providing some services. By clicking on the icon you can see a summary of the student's positive service indicators.

When a student has a service indicator, any user of the system can view the Service Indicators. Only those users who are given the appropriate security using Secure Student Administration can place or release service indicators.

Where the Data for This Process Comes From

Where the Data from This Process Goes

Related Information

Prerequisites and Assumptions

Prerequisites and Assumptions

1.0 Service Indicator Definitions

Service Indicators are used to provide or limit access to services for students. Service Indicators can be **negative**, such as holds to prevent an individual from receiving certain services or **positive** indicators to designate special services to be provided or used as a tracking device for reporting purposes.	
	⊘ The Negative Service Indicator button appears on a page when negative Service Indicators are assigned to the student. By clicking on the icon you can see a summary of the student's negative Service Indicators.
	🟥 The Positive Service Indicator button appears on a page when positive service indicators are assigned to the student. By clicking on the icon you can see a summary of the student's positive service indicators.

1.1 Viewing Active Service Indicators

Navigation: Campus Community > Service Indicators (Student) > Active Service Indicators

Active Service Indicators

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

ID: begins with ▾ 899917108 🔍
National ID: begins with ▾
Campus ID: begins with ▾
Last Name: begins with ▾
First Name: begins with ▾
☐ Case Sensitive

Search   Clear   Basic Search 💾 Save Search Criteria

Step 1	Enter the **ID** of the student you wish to view. **NOTE**: If you are carrying the student **ID** from a previous screen, you will usually bypass this page.
Step 2	Click **Search** (the screen will move to the **Service Indicator Detail** tab)

Service Indicator Detail | Service Indicator Summary

Minnie Mouse   **Person ID:**   899917108

Click on an item to view

⦿ All Service Indicators   ○ Positive Service Indicators   ○ Negative Service Indicators

Service Indicator Detail   Find | View All   First ◀ 1 of 2 ▶ Last

Academic Institution:	FLCMP	CSU Fullerton	**DateTime:**	02/06/200 2:17:44PM
Service Indicator:	GHR	Current Past Future Employee	**Active Dt:**	02/06/2008
Service Ind Reason:	GHR	Current Past Future Employee		
Reference:				
Amount:		$0.000	**Currency Code:**	USD
Contact Person:				
Placed By:	**Name:**			
Placed Method:		Manual		
User ID		LWASS	**Name:**	
Department:		President's Office		
Placed Process Name:			**Release Process Name:**	

🔍 Return to Search   📧 Notify

| Step 3 | The **radio buttons across the top of the screen can be used for selecting how you wish to view the Service Indicators:**

Click on **All Service Indicators** for access to viewing both Positive and Negative Service Indicators. (The "1 of . . . " indicator shows how many Service Indicators there are. You can **use the left and right arrows for scrolling** through to view, **or click on View All**.)

Click on **Positive Service Indicators** for viewing only these (scrolling with left and right arrows if there is more than one, or use the View All option)

Click on **Negative Service Indicators** for viewing only these (scrolling with left and right arrows if there is more than one, or use the View All option) |
|---|---|

Service Indicator Detail | Service Indicator Summary

Minnie Mouse   Person ID: 899917108

Click on an item to view

○ All Service Indicators   ● Positive Service Indicators   ○ Negative Service Indicators

Service Indicator Detail   Find | View All   First ◄ 1 of 1 ► Last

Academic Institution:	FLCMP	CSU Fullerton	**DateTime:**	02/06/2008 12:17:44PM
Service Indicator:	GHR	Current Past Future Employee	**Active Dt:**	02/06/2008
Service Ind Reason:	GHR	Current Past Future Employee		
Reference:				
Amount:		$0.000	**Currency Code:**	USD
Contact Person:				
Placed By:	**Name:**	Filowitz,Mark S		
Placed Method:		Manual		
User ID		LWASS	**Name:**	
Department:		President's Office		
Placed Process Name:			**Release Process Name:**	

🔍 Return to Search   ✉ Notify

Step 4	A **Positive Service Indicator Detail** page will identify the student with special services to be provided or as part of a group for tracking or reporting purposes.

Step 5	A **Negative Service Indicator Detail** page will indicate the services to be withheld and the reason, as well as the date the hold was placed and other information.

1.2 Viewing Service Indicator Summary

Step 1	Click on **Service Indicator Summary** tab.
Step 2	The **Service Indicator Summary** tab provides another way to view Service Indicators in summary form, with less detail, than the previous tab. It works much the same way as the **Service Indicator Detail** tab, using radio buttons and left and right arrows for navigation, or the **View All** option.