



# **Business Process Guide**

# **Viewing Service Indicators**

DOCUMENT INFORMATION	
Module	Student Records
Author	
eReference	SharePoint: Student Records, Business Process Guide,

DOCUMENT HISTORY			
Date	Вү	Action	PAGES
02/28/2008	L Wass	Document Created	
02/29/2008	D Briggs	Testing/Proofreading	
04/07/2008	D Briggs	Revised/Testing/Proofreading	
04/08/2008	L Wass	Review	
04/08/2008	D Briggs	Revised	



## **TABLE OF CONTENTS**

Торіс	Page
Process Overview	1
Where the Data for This Process Comes From	1
Where the Data from This Process Goes	1
Related Information	1
Prerequisites and Assumptions	1
1.0 Service Indicator Definitions	2
1.1 Viewing Active Service Indicators	2
1.2 Viewing Service Indicator Summary	6



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



#### Service Indicator Detail Service Indicator Summary

Minnie Mouse				Person ID:	899917108
Click on an item to view					
• All Service Indicators	s C	Positive Servi	ce Indicators	C Negative S	Service Indicators
Service dicator Detail		7			First 🗹 1 of 2 🕨 <u>Last</u>
Academic Institution:	FLCMP	CSU Fullertor	1	DateTime:	02/06/200
Service Indicator:	GHR	Current Past F	Future Employee	Active Dt:	02/06/2008
Service Ind Reason:	GHR	Current Past F	Future Employee		
Reference:					
Amount:		\$0.000	Currency Cod	le: USD	
Contact Person:					
Placed By:	Name:				
Placed Method:		Manual			
User ID		LWASS I	Name:		
Department:		President's O	ffice		
Placed Process Name:			Release Proc	ess 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 <b>All Service Indicators</b> for access to viewing both Positive and Negative Service Indicators. (The "1 of " indicator shows how many Service Indicators there are. You can <b>use the left and right arrows for scrolling</b> through to view, <b>or click on View All</b> .)
	Click on <b>Positive Service Indicators</b> for viewing only these (scrolling with left and right arrows if there is more than one, or use the View All option)
	Click on <b>Negative Service Indicators</b> 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 I	ndicator <u>S</u> umm	ary		
Minnie Mouse				Person ID:	899917108
Click on an item to view					
C All Service Indicators	O	Positive Servio	e Indicators	O Negative S	ervice Indicators
Service Indicator Detail				<u>Find</u>   View All	First 🗹 1 of 1 🕩 Last
Academic Institution:	FLCMP	CSU Fullerton		DateTime:	02/06/2008 12:17:44PM
Service Indicator:	GHR	Current Past F	uture Employee	Active Dt:	02/06/2008
Service Ind Reason: 😽	GHR	Current Past F	uture Employee		
Reference:				<b>R</b>	~
Amount:		\$0.000	Currency Coo	le: USD	
Contact Person:					
Placed By:	Name:	Filowitz,Mark S	:		
Placed Method:		Manual			
User ID		LWASS N	ame:		
Department:		President's Of	fice		
Placed Process Name:			Release Proc	ess Name:	
Return to Search	ify				
Step 4 A Positive	Service	Indicator De	tail page will i	dentify the stude	ent with special service

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.



All Service Indicators       Positive Service Indicators       Negative Service Indicators         ervice Indicator Detail       Find   All First I of 1 I Last         Academic Institution:       FLCMP       CSU Fullerton         Service Indicator:       S00       No Enrollment or Transcript         Service Ind Reason:       STBAL       Student Account Balance         Reference:       \$0.000       Currency Code:       USD         Amount:       \$0.000       Currency Code:       USD         Placed By:       Name:       JUOHNSON Name:	lick on an item to view						
Envice Indicator Detail       Find         All       First       1 of 1       Last         Academic Institution:       FLCMP       CSU Fullerton       DateTime:       03/25/2008       2:47:01PN         Service Indicator:       S00       No Enrollment or Transcript       Active Dt:       03/25/2008       2:47:01PN         Service Ind Reason:       SFBAL       Student Account Balance       Active Dt:       03/25/2008       03/25/2008         Reference:       S0000       Currency Code:       USD       USD         Contact Person:       Placed By:       Name:       Placed Method:       Background         JJOHNSON Name:       JJOHNSON Name:       Student Account Acco	C All Service Indicators	, C	Positive Servic	e Indicators	• Negative S	Service Indicators	;
Academic Institution:       FLCMP       CSU Fullerton       DateTime:       03/25/2008       2:47:01PM         Service Indicator:       S00       No Enrollment or Transcript       Active Dt:       03/25/2008       2:47:01PM         Service Ind Reason:       SFBAL       Student Account Balance       Active Dt:       03/25/2008       03/25/2008         Reference:       Student Account Balance       Student Account Balance       USD       USD         Amount:       \$0.000       Currency Code:       USD       USD         Contact Person:       Name:       DateStructure       USD         Placed Method:       Background       JJOHNSON Name:       USD	Service Indicator Detail				Find   WW All	First 🛃 1 of 1 🕨 l	Last
Service Indicator:       S00       No Enrollment or Transcript       Active Dt:       03/25/2008         Service Ind Reason:       SFBAL       Student Account Balance       Image: Contact Person:       Image	Academic Institution:	FLCMP	CSU Fullerton		DateTime:	03/25/2008 2:4	7:01PM
Service Ind Reason: SFBAL Student Account Balance Reference: S0.000 Currency Code: USD Amount: S0.000 Currency Code: USD Contact Person: Placed By: Name: Placed Method: Background Jser ID JJOHNSON Name:	Service Indicator:	S00	No Enrollment	or Transcript	Active Dt:	03/25/2008	
Reference: \$0,000 Currency Code: USD Contact Person: Placed By: Name: Placed Method: Background User ID JJOHNSON Name:	Service Ind Reason: 😽	SFBAL	Student Accour	nt Balance 🛛 📡			
Amount: \$0,000 Currency Code: USD Contact Person: Placed By: Name: Placed Method: Background Jser ID JJOHNSON Name:	Reference:				e		
Contact Person: Placed By: Name: Placed Method: Background Jser ID JJOHNSON Name:	Amount:		\$0.000	Currency Cod	le: USD		
Placed By: Name: Placed Method: Background User ID JJOHNSON Name:	Contact Person:						
Placed Method: Background Jser ID JJOHNSON Name:	Placed By:	Name:					
Jser ID JJOHNSON Name:	Placed Method:		Background				
- · · ·	User ID		JJOHNSON N	ame:			
Department: Student Financial Services	Department:		Student Financ	ial Services			
Placed Process Name: FULSF102 Release Process Name:	Placed Process Name:		FULSF102	Release Proc	ess Name:		

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 <b>Service Indicator Summary</b> 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 <b>Service Indicator Detail</b> tab, using radio buttons and left and right arrows for navigation, or the <b>View All</b> option.

nnne Mouse	~	Person	n	03331/108
• All Service Indicate	tors O Positive Service	Indicators (	O Negative	e Service Indicators
ervice Indicators Sun	mmary	Find	View All	First 🖪 1-2 of 2 🕨 Last
DateTime:	02/06/2008 12:17:44PM	Institution:	CSU Fullerton	
Active Date:	02/06/2008	Department:	President's Office	
Service Indicator:	GHR Current Past Future Employee	Reason:	Current P	ast Future Employee
DateTime:	02/06/2008 12:10:35PM	Institution:	CSU Fulle	erton
Active Date:	02/06/2008	Department:	Management	
Service Indicator:	C01 College/Dept Advising Required	Reason:	Business	Administration Dept
Poturo to Sooroh	Notifu			