Academic Information Systems

Service Indicators

Last Update: 7/12/2017
Version 3.0

Service Indicators

A Service Indicator is a marker applied to a student's record to alert the student or a staff member of an issue. It can provide or limit access to services for a student.

A service indicator can be negative – for a hold to prevent an individual from receiving certain services or positive – to designate special services to be provided. At UCSC, negative service indicators can hold transcripts or enrollment; positive service indicators flag a student's record for office use only (e.g., fees paid or Admissions release of information).

This training manual documents the process by which an adviser views, adds and deletes service indicators in AIS.

If you have questions please email Tchad Sanger (cpsanger@ucsc.edu).

Table of Contents

Module 1: Viewing Service Indicators

Objectives:
- Navigating to Service Indicator Page
- Viewing Service Indicator Audits

Lesson 1: Navigating to Service Indicator Page	**Notes:**

Login to http://my.ucsc.edu with your User ID and Password.
 	
    1.   From the Student Center.
 	
        a. *General Info Tab*
 	
    2.   From the Advisor Homepage:
      Advising and Curriculum > Academics > Service Indicators
 	
      From the NavBar on any screen:
      Navigator > Campus Community > Service Indicators > Person > Manage Service Indicators	

3. Click on the Service Indicator Icon from any page.

Positive Service Indicator (*fees paid, Admissions release*)

Negative Service Indicator (*hold*)
View the Service Indicator Detail.

Question and Answer Session

Lesson 2: Viewing Service Indicator Audits

Notes:

The system maintains an audit history of service indictors. Use the *Service Indicator Audits* page to view a history of the service indicators that a person has/had in AIS.

1. From AIS: Select Campus Community > Service Indicators (Student) > Audit Service Indicators

Audit Service Indicators

Service Indicator Audit Search

| Search | Reset |

ID: 7654321

| Last Name: | | First Name: | |
| National ID: | | Campus ID: | |

Service Indicator Code:

Reason:

Institution: UCSCM UC Santa Cruz

| Start Term: | | End Term: | |
| Start Date: | | End Date: | |

Department:

Assigned By:

| Placed Process: | | Release Process: | |

User ID:

| Service Indicator Date: | | Service Indicator Time: | |
| Audit Date: | | Audit Time: | |

Action:

The results display. Action indicates Addition (A) or Deletion (D). Click on the link to see details.

Audit Service Indicators

Service Indicator Audit Search

Search Results   Customize | Find | View All | 🔢   First ◄ 1-10 of 10 ► Last

| Assignment | ID Data | Date/Time |

	ID	Name	Service Indicator Code	Start Term	Start Date	Action
1	9876543	Slug,Sammy	IPA	2078	2006-11-30	A
2	9876543	Slug,Sammy	IPA	2078	2006-11-30	A
3	9876543	Slug,Sammy	IPA	2078	2006-11-30	A
4	9876543	Slug,Sammy	REC	0000	2008-06-25	A
5	9876543	Slug,Sammy	COL	0000	2008-06-30	A
6	9876543	Slug,Sammy	COL	0000	2008-06-30	D
7	9876543	Slug,Sammy	COL	0000	2008-07-03	A
8	9876543	Slug,Sammy	COL	0000	2008-07-03	D
9	9876543	Slug,Sammy	COL	0000	2008-07-03	A
10	9876543	Slug,Sammy	COL	0000	2008-07-03	D

❓ Question and Answer Session

Module 2: Assigning and Removing Service Indicators

Objectives:
- Assign Service Indicators
- Remove Service Indicators

Lesson 1: Assign Service Indicators	Notes:
1. Navigate to Service Indicator Page. 2. Click on Add Service Indicator.	

Edit Service Indicator

Sammy Slug   7654321

[Release]

*Institution:	UCSCM	UC Santa Cruz
*Service Indicator Code:	COL	College Enrollment Hold
*Service Ind Reason Code:	CAUND	Undeclared Major

Description: You have a hold placed on your enrollment by your college because you have not declared your major. Please contact your college advising office to

Effect: Negative

Effective Period

Start Term:	2082	2008 Spr	End Term:
Start Date:	02/21/2008	End Date:	

Assignment Details

*Department:	ACADCOLLEG	Academic Colleges
Reference:		
Amount:	0.000	Currency: USD

Contact Information

Contact ID:		Contact Person:
Placed Person ID:	0145212	Placed By:
Placed Method:	Manual	
Placed Process:		Release Process:

Comments

Student needs to come to Porter College Office and show proof that declaration process is complete before hold will be lifted.

Services Impacted

Customize | Find | View All | First 1 of 1 Last

Impact	Description	Basis - Date	Basis - Term	Term Category
1 AENR	Allow Drop Only; No Add Actvty	☐	☑	Regular

Service Indicator Date Time: 02/21/2008 12:27:16PM

User ID: 0145212   Sanger,Tchad Philip

[OK]   [Cancel]   [Apply]

3. Enter Service Indicator Term.
   To activate the Service Indicator immediately enter "0000". To activate it for a future quarter and have it valid for only that quarter, enter the future quarter.

4. Enter Service Indicator Code.
   Click on the Lookup button for a list of codes available to you based on your security. Click on the link to enter the correct code.
   COL – College Enrollment Hold
   DPT – Department Enrollment Hold
   JCO – Judicial - College ACAO Hold
   JPR – Judicial - Provost
   JRD – Judicial - Res & Dining Svcs
   JSA – Student Judicial Affairs

5. College Enrollment Holds.
   College Enrollment Holds require a Service Indicator Reason Code. The following codes are available:
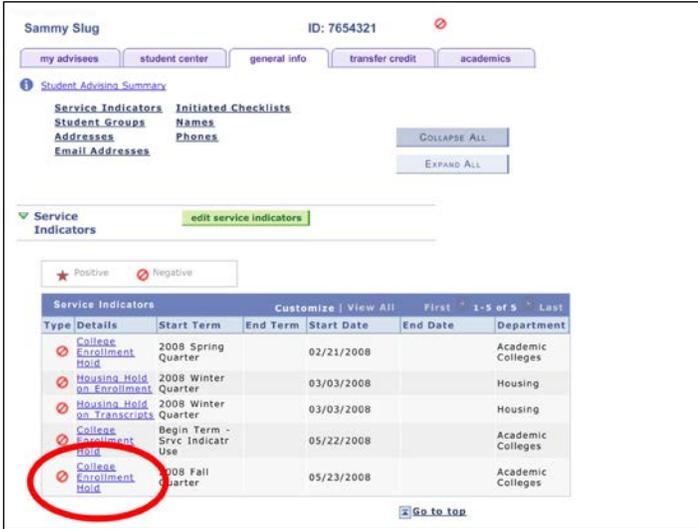   *CAADV – Academic Advising*

CACMP – C1/C2 Enrollment Hold
CAPRG – Academic Progress
CAUND – Undeclared Major
CAWRT – Writing Enrollment Hold

6. Contact ID, Department and Comments are optional.

7. Click OK to apply hold and save.

Question and Answer Session

Lesson 2: Remove Service Indicators

1. Click on the Service Indicator.

2. Click on Release button.

Notes:

Edit Service Indicator

Sammy Slug   7654321

Release

*Institution:	UCSCN	UC Santa Cruz	
*Service Indicator Code:	COL	College Enrollment Hold	
*Service Ind Reason Code:	CACMP	C1/C2 Enrollment Hold	
Description:	You have an advising hold placed on your enrollment because you have not satisfied the composition general education requirements (C1 and C2) AND		
Effect:	Negative		

Effective Period

Start Term:	2088	2008 Fall	End Term:
Start Date:	05/23/2008		End Date:

Assignment Details

*Department:	ACADCOLLEG	Academic Colleges
Reference:		
Amount:	0.000	Currency: USD

Contact Information

Contact ID:		Contact Person:
Placed Person ID:	0139385	Placed By:
Placed Method:	Manual	
Placed Process:		Release Process:

Comments

Student has not completed C2 requirement.

Services Impacted

Impact	Description	Basis - Date	Basis - Term	Term Category
1 AENR	Allow Drop Only; No Add Actvty	☐	☑	Regular

Service Indicator Date Time: 05/23/2008 10:58:49AM
User ID: CPSANGER   Sanger,Tchad Philip

OK   Cancel   Apply

3. Confirm the Release.

Are you sure you want to release this Service Indicator?

OK   Cancel

Question and Answer Session