

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.....	1
Lesson 1: Navigating to Service Indicator Page.....	1
Lesson 2: Viewing Service Indicator Audits.....	2
MODULE 2: ASSIGNING AND REMOVING SERVICE INDICATORS	4
Lesson 1: Assign Service Indicators	4
Lesson 2: Remove Service Indicators	6

Module 1: Viewing Service Indicators

Objectives:

- Navigating to Service Indicator Page
- Viewing Service Indicator Audits

Lesson 1: Navigating to Service Indicator Page

Login to <http://my.ucsc.edu> with your User ID and Password.

1. From the Student Center.
 - a. *General Info Tab*

The screenshot shows the 'General Info' tab for a student named Sammy Slug (ID: 7654321). Under the 'Service Indicators' section, there is a green button labeled 'edit service indicators' which is circled in red. Below this button is a table of service indicators. The table has columns for Type, Details, Start Term, End Term, Start Date, End Date, and Department. The first four rows are circled in red.

Type	Details	Start Term	End Term	Start Date	End Date	Department
College Enrollment Hold		2008 Spring Quarter		02/21/2008		Academic Colleges
Housing Hold on Enrollment		2008 Winter Quarter		03/03/2008		Housing
Housing Hold on Transcripts		2008 Winter Quarter		03/03/2008		Housing
College Enrollment Hold		Begin Term - Svc Indicat		05/22/2008		Academic Colleges

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

Notes:

[New Window](#) | [Help](#) | [Customize Page](#)

Manage Service Indicators

Sammy Slug 7654321

Display: Effect All Institution UC Santa Cruz [Refresh](#)

[+ Add Service Indicator](#)

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
CQL	College Enrollment Hold	C11C2 Enrollment Hold	UCSCM	2088	2008 Fall			05/23/2008	
CQL	College Enrollment Hold	Academic Progress	UCSCM	0000	Begin Term			05/22/2008	
CQL	College Enrollment Hold	Undeclared Major	UCSCM	2082	2008 Spr			02/21/2008	
HSI	Housing Hold on Enrollment	Past due bills hold	UCSCM	2080	2008 Win			03/03/2008	
HSI	Housing Hold on Transcripts	Past due bills hold	UCSCM	2080	2008 Win			03/03/2008	

[+ Add Service Indicator](#)

[Cancel](#)

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

The system maintains an audit history of service indicators. 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

Notes:

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Audit Service Indicators

Service Indicator Audit Search

ID:

Last Name: First Name:

National ID: Campus ID:

Service Indicator Code:

Reason:

Institution: 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.

[New Window](#) | [Help](#) | [Customize Page](#)

Audit Service Indicators

Service Indicator Audit Search

Search Results [Customize](#) | [Find](#) | [View All](#) | First 1-10 of 10 Last

Assignment	ID Data	Date/Time	Link				
ID	Name	Service Indicator Code	Start Term	Start Date	Action		
1	9878543	Slug Sammy	IPA	2078	2006-11-30	A	
2	9878543	Slug Sammy	IPA	2078	2006-11-30	A	
3	9878543	Slug Sammy	IPA	2078	2006-11-30	A	
4	9878543	Slug Sammy	REC	0000	2008-06-25	A	
5	9878543	Slug Sammy	COL	0000	2008-06-30	A	
6	9878543	Slug Sammy	COL	0000	2008-06-30	D	
7	9878543	Slug Sammy	COL	0000	2008-07-03	A	
8	9878543	Slug Sammy	COL	0000	2008-07-03	D	
9	9878543	Slug Sammy	COL	0000	2008-07-03	A	
10	9878543	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

1. Navigate to Service Indicator Page.

Manage Service Indicators

Sammy Slug 7654321

Display: Effect All Institution UC Santa Cruz Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
COL	College Enrollment Hold	C1/C2 Enrollment Hold	UCSCM	2088	2008 Fall			05/23/2008	
COL	College Enrollment Hold	Academic Progress	UCSCM	0000	Begin Term			05/22/2008	
COL	College Enrollment Hold	Undeclared Major	UCSCM	2082	2008 Spr			02/21/2008	
HSH	Housing Hold on Enrollment	Past due bills hold	UCSCM	2080	2008 Win			03/03/2008	
HSH	Housing Hold on Transcripts	Past due bills hold	UCSCM	2080	2008 Win			03/03/2008	

+ Add Service Indicator

Cancel

2. Click on Add Service Indicator.

Notes:

[New Window](#) | [Help](#) | [Customize Page](#)

Edit Service Indicator

Sammy Slug 7654321

[Release](#)

*Institution: UC Santa Cruz

*Service Indicator Code: College Enrollment Hold

*Service Ind Reason Code: 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: 2008 Spr End Term:

Start Date: End Date:

Assignment Details

*Department: Academic Colleges

Reference:

Amount: Currency:

Contact Information

Contact ID: Contact Person:

Placed Person ID: Placed By:

Placed Method: Manual

Placed 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	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Regular

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

User ID: 0145212 Sanger, Tchad Philip

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

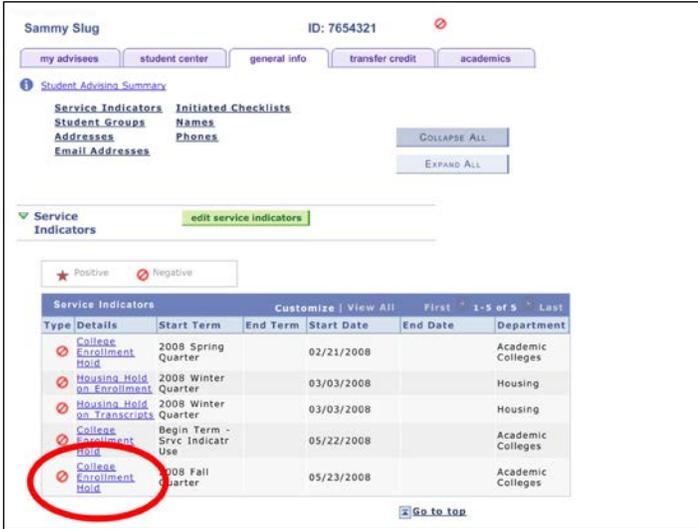
CACMP – C1/C2 Enrollment Hold
CAPRG – Academic Progress
CAUND – Undeclared Major
CAWRT – Writing Enrollment Hold

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.



Type	Details	Start Term	End Term	Start Date	End Date	Department
	College Enrollment Hold	2008 Spring Quarter		02/21/2008		Academic Colleges
	Housing Hold on Enrollment	2008 Winter Quarter		03/03/2008		Housing
	Housing Hold on Transcripts	2008 Winter Quarter		03/03/2008		Housing
	College Enrollment Hold	Begin Term - Svc Indicatr Use		05/22/2008		Academic Colleges
	College Enrollment Hold	2008 Fall Quarter		05/23/2008		Academic Colleges

2. Click on Release button.

Notes:

[New Window](#) | [Help](#) | [Customize Page](#)

Edit Service Indicator

Sammy Slug 7654321

Release

*Institution: UCSCA 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 [Customize](#) | [Find](#) | [View All](#) | [First](#) | [4 of 1](#) | [Last](#)

Impact	Description	Basis - Date	Basis - Term	Term Category
1 AENR	Allow Drop Only; No Add Actvty	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Regular

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

3. Confirm the Release.

[New Window](#) | [Help](#) | [Customize Page](#)

Are you sure you want to release this Service Indicator?

? Question and Answer Session

