Academic Information Systems
Service Indicators

7/6/08
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).
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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](http://my.ucsc.edu) with your User ID and Password.

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

2. From MyUCSC.
   "One-Click Academic Advising Pagelet – click on Service Indicators or New/Drop-In Advises"
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
The results display. Action indicates Addition (A) or Deletion (D). Click on the link to see details.
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.

2. Click on Add Service Indicator.

Notes:
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
Lesson 2: Remove Service Indicators

1. Click on the Service Indicator.

2. Click on Release button.

Notes:

- 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.
3. Confirm the Release.