Academic Information Systems
Service Indicators

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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

   ![Service Indicators Icon]

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:
3. Click on the Service Indicator Icon from any page.
   - Positive Service Indicator (fees paid, Admissions release)
   - Negative Service Indicator (bold)

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

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.

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.

![Image of Sammy Slug with Service Indicators]

2. Click on Release button.
3. Confirm the Release.

Question and Answer Session