



Service Indicators

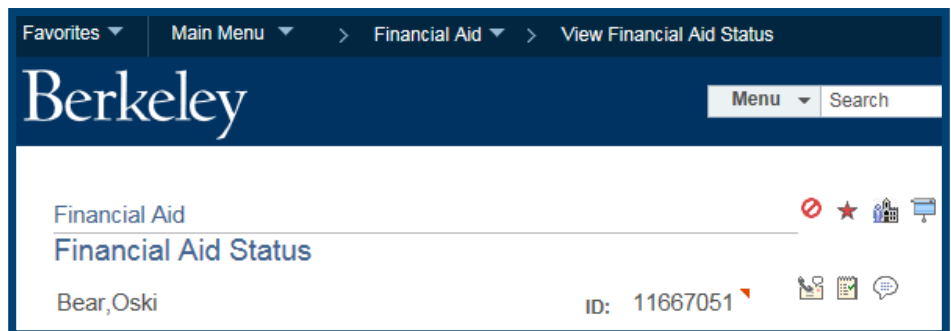
PATH: Campus Community > Service Indicators > Person > Manage Service Indicators

Students have service indicators (negative or positive) that can be placed on a student (in batches or individually). These service indicators have impacts.

For example, a negative service indicator (formerly called “blocks”), such as “Advising Hold”, might prevent a student from being able to enroll in classes. A positive service indicator, such as “Officially Registered”, may allow the student to do certain things, like enroll in classes.

You can navigate directly to a student’s Service Indicators by going to: **Campus Community > Service Indicators > Person > Manage Service Indicators** or **Campus Community > Service Indicators (Student) > Manage Service Indicators**. You can also get to a student’s Service Indicators from other pages in Campus Solutions. For example, you can access them from the **Student Financials > View Customer Accounts** page or the **Financial Aid > View Financial Aid Status**.

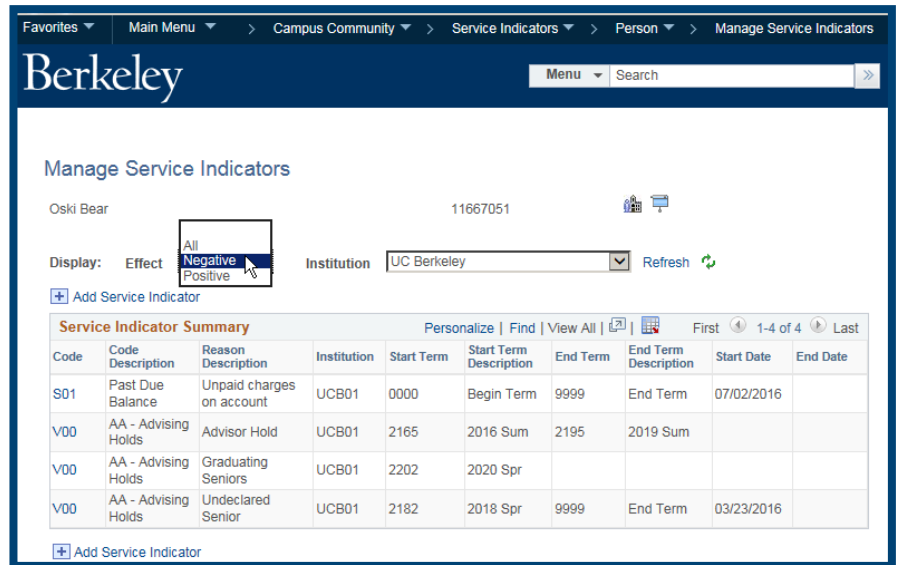
In the top right corner of many pages, if you see a negative symbol (red circle with a slash) , that signals there is at least one negative Service Indicator for this student. If you see a red star , which signals that there is one or more positive Service Indicators. If you click on either symbol you will be taken to see either the negative or positive service indicators for that student.



Adding a Service Indicator

In the following example, we have navigated via **Campus Community > Service Indicators > Person > Manage Service Indicators** and looked up a student to get to the **Manage Service Indicators** page. Currently the system is showing ALL Service Indicators (Positive & Negative) that the student has. To filter the results, click the **Display Effect** pull down menu and select **Positive** or **Negative**. Then click **Refresh**.

In this case, we selected **Negative** and then click the **Refresh** symbol, so we see the negative Service Indicators.



Manage Service Indicators

Oski Bear 11667051

Display: Effect **Negative** Institution UC Berkeley Refresh

+ Add Service Indicator

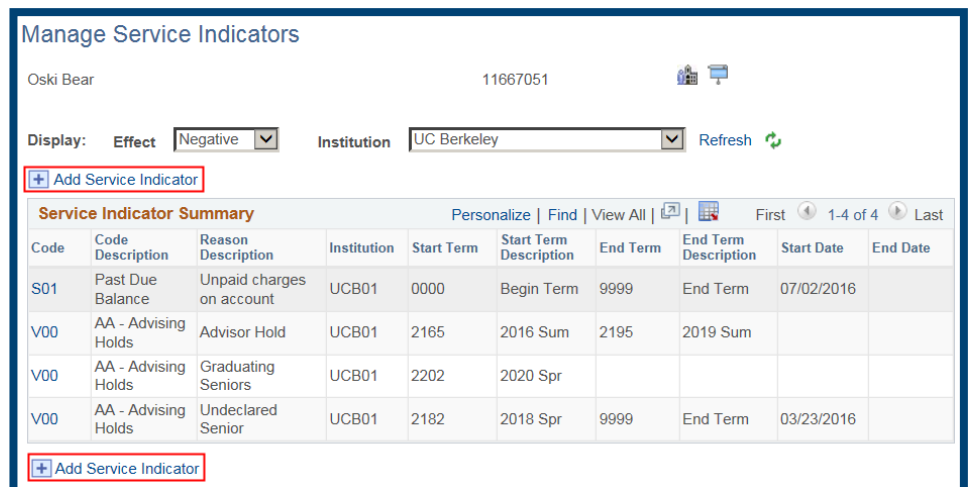
Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
S01	Past Due Balance	Unpaid charges on account	UCB01	0000	Begin Term	9999	End Term	07/02/2016	
V00	AA - Advising Holds	Advisor Hold	UCB01	2165	2016 Sum	2195	2019 Sum		
V00	AA - Advising Holds	Graduating Seniors	UCB01	2202	2020 Spr				
V00	AA - Advising Holds	Undeclared Senior	UCB01	2182	2018 Spr	9999	End Term	03/23/2016	

+ Add Service Indicator

We've finished viewing the Service Indicators, and want to add a new one.

We want to add one that will prevent the student from being cancelled for non-payment.

Let's first click the **Add Service Indicator** link at either the top or bottom of the list.



Manage Service Indicators

Oski Bear 11667051

Display: Effect **Negative** Institution UC Berkeley 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
S01	Past Due Balance	Unpaid charges on account	UCB01	0000	Begin Term	9999	End Term	07/02/2016	
V00	AA - Advising Holds	Advisor Hold	UCB01	2165	2016 Sum	2195	2019 Sum		
V00	AA - Advising Holds	Graduating Seniors	UCB01	2202	2020 Spr				
V00	AA - Advising Holds	Undeclared Senior	UCB01	2182	2018 Spr	9999	End Term	03/23/2016	

+ Add Service Indicator

We're now on the **Add Service Indicator** page.

First we'll indicate which **Service Indicator Code** to add.

We've clicked the **Lookup Icon** to see our choices. (Choices will vary depending on which Service Indicators you have permission to).

In this case, we only have access to one service indicator, a **"CNP Exception"** which keeps a student from being Cancelled for Non-Payment. The system codes this as **"R99"**.

We'll click on the link to select that

Service Indicator.

Next we'll select a **Service Indicator Reason code**, which shows which area put on the Service Indicator (Financial Aid, Student Financials, Student Records, etc.)

Click the **Lookup Icon** to see our choices.

In this example, we see several, but you may have only a single choice.

In this example, we'll pick **FARVW** since we are with the Financial Aid Office.

The screenshot shows the 'Add Service Indicator' form for student 'Oski Bear' (ID 11667051). The form has fields for *Institution (UCB01 - UC Berkeley), *Service Indicator Code (R99 - CNP Exception), and *Service Ind Reason Code. A red box highlights the lookup icon next to the *Service Ind Reason Code field. A pop-up window titled 'Look Up Service Ind Reason Code' is open, showing a table of search results. The first result, 'FARVW' with description 'Exception from CNP', is highlighted with a red box.

Service Ind Reason Code	Description
FARVW	Exception from CNP
GRAD	Exception from CNP
SF20%	Exception from CNP
SFRVW	Exception from CNP
SRRVW	Exception from CNP

The **Description** field shows the text that the student will see when this Service Indicator is placed.

We want this Exception to last all semester (or until it is removed), so we will now add **Start** and **End Term** information to ensure the Waiver stays on for this semester.

Click the **Lookup** icon for **Start Term**.

Remember you can also search by Description "contains" to look for Fall and/or 2016.

The screenshot shows the 'Add Service Indicator' form with the *Service Ind Reason Code set to 'FARVW' and description 'Exception from CNP'. The Description field contains the text: 'You have an exception from Cancellation for Non Payment (CNP) for this term. You will not be dropped from your classes for this term. You remain financially...'. A red box highlights the lookup icon next to the Start Term field. A pop-up window titled 'Look Up Start Term' is open, showing a table of search results. The last result, '2168 2016 Fall', is highlighted with a red box.

Term	Description	Short Description
9999	End Term - Svc Indicator Use	End Term
2212	2021 Spring	2021 Spr
2208	2020 Fall	2020 Fall
2205	2020 Summer	2020 Sum
2202	2020 Spring	2020 Spr
2198	2019 Fall	2019 Fall
2195	2019 Summer	2019 Sum
2192	2019 Spring	2019 Spr
2188	2018 Fall	2018 Fall
2185	2018 Summer	2018 Sum
2182	2018 Spring	2018 Spr
2178	2017 Fall	2017 Fall
2175	2017 Summer	2017 Sum
2172	2017 Spring	2017 Spr
2168	2016 Fall	2016 Fall

We do a similar search for **End Term**.

Add Service Indicator

Oski Bear 11667051

*Institution: UCB01 UC Berkeley

*Service Indicator Code: R99 CNP Exception

*Service Ind Reason Code: FARVW Exception from CNP

Description: You have an exception from Cancellation for Non Payment (CNP) for this term. You will not be dropped from your classes for this term. You remain financially

Effect: Positive

Effective Period

Start Term: 2168 2016 Fall End Term: 2168

Start Date: End Date:

Assignment Details

*Department: UCBKL Department

Reference:

Amount: 0.00 Currency: USD

Contact Information

Term: begins with

Description: begins with

Short Description: begins with

Look Up Clear Cancel Basic Lookup

Search Results

View 100 First 1-279 of 279 Last

Term	Description	Short Description
9999 End Term - Svc Indicator Use		End Term
2212 2021 Spring		2021 Spr
2208 2020 Fall		2020 Fall
2205 2020 Summer		2020 Sum
2202 2020 Spring		2020 Spr
2198 2019 Fall		2019 Fall
2195 2019 Summer		2019 Sum
2192 2019 Spring		2019 Spr
2188 2018 Fall		2018 Fall
2185 2018 Summer		2018 Sum
2182 2018 Spring		2018 Spr
2178 2017 Fall		2017 Fall
2175 2017 Summer		2017 Sum
2172 2017 Spring		2017 Spr
2168 2016 Fall		2016 Fall

Per FASO business process, don't use the comments box on this page. Best practice is to finish this transaction and then go to the **Financial Aid > View Financial Aid Status** page so that all FASO staff can see the comments. (Leaving them on this page means they would only be visible to someone who comes in to view the comments specific to this Service Indicator).

When we've finished, we'll click the **OK** button at the bottom of the page.

Add Service Indicator

Oski Bear 11667051

*Institution: UCB01 UC Berkeley

*Service Indicator Code: R99 CNP Exception

*Service Ind Reason Code: FARVW Exception from CNP

Description: You have an exception from Cancellation for Non Payment (CNP) for this term. You will not be dropped from your classes for this term. You remain financially

Effect: Positive

Effective Period

Start Term: 2168 2016 Fall End Term: 2168 2016 Fall

Start Date: End Date:

Assignment Details

*Department: UCBKL Department

Reference:

Amount: 0.00 Currency: USD

Contact Information

Contact ID: Contact Person:

Placed Person ID: Placed By:

Comments

Services Impacted

No Impacts are associated with the selected Service Indicator Code.

Service Indicator Date Time: 08/08/2016 3:45:01PM

User ID:

OK Cancel Apply

This Service Indicator would now show if someone viewed ALL service Indicators, or if they selected to see only the Positive Service Indicators.

It will also show to the student in CalCentral.

Manage Service Indicators

Oski Bear11667051

Display:Effect

All

InstitutionUC Berkeley

Refresh

+ Add Service Indicator

Service Indicator Summary

Personalize | Find | View All | 1-7 of 7 | Last

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
R99	CNP Exception	Exception from CNP	UCB01	2168	2016 Fall	2168	2016 Fall		
REG	Officially Registered	Officially Registered	UCB01	2168	2016 Fall	2168	2016 Fall		
S01	Past Due Balance	Unpaid charges on account	UCB01	0000	Begin Term	9999	End Term	07/02/2016	
S09	Tuition Calculated	Tuition Calculated for term	UCB01	2168	2016 Fall	2168	2016 Fall	07/26/2016	
V00	AA - Advising Holds	Graduating Seniors	UCB01	2202	2020 Spr				
V00	AA - Advising Holds	Advisor Hold	UCB01	2165	2016 Sum	2195	2019 Sum		
V00	AA - Advising Holds	Undeclared Senior	UCB01	2182	2018 Spr	9999	End Term	03/23/2016	

+ Add Service Indicator

Service Indicators will show to students on CalCentral.

Before we placed the Service Indicator the student saw a warning that they might be Cancelled for Non-Payment.

Status and Holds

Status

Fall 2016

- Not Officially Registered
- Cancel for Non-Payment Notification

Summer 2016

- Not Officially Registered

California Residency

- Non-Resident

After we added the CNP Exception, the student now sees their exception and the warning has disappeared.

The student can click on each Indicator to see further information.

Status and Holds

Status

Fall 2016

- Not Officially Registered
 - You may have limited access to campus services until you are officially registered.
 - To become officially registered, pay your tuition and fees and clear all outstanding holds.
- Exception from Cancel for Non-Payment
 - You have an exception from Cancellation for Non-Payment (CNP) for this term. You will not be dropped from your classes for this term. You remain financially responsible for all charges on your Student Account. Please monitor your communications and tasks in CalCentral for updates.

Manually Releasing a Service Indicator

Service Indicators are sometimes removed by a batch process, but are often removed manually. If you have the access, you can remove a Service Indicator from a student.

In this example, we navigated via **Campus Community > Service Indicators > Person > Manage Service Indicators** and looked up a student to get to the Manage Service Indicators page. The system is showing **ALL Service Indicators** (Positive & Negative) that the student has.

In this example, a student had been granted an Exception from Cancellation for Non-Payment so the CNP Exception Service Indicator was added. Now the student has received their aid, and paid their bill, so the CNP Exception is no longer needed.

To see the details of a Service Indicator and/or to remove one, click the code.

In this example, we clicked on **R99**, which is the system code for CNP Exception.

The screenshot shows the 'Manage Service Indicators' page for a student named 'Uma Undergraduate'. The page includes a search bar, a 'Display: Effect' dropdown set to 'All', and an 'Institution' dropdown set to 'UC Berkeley'. Below these are links for 'Add Service Indicator' and 'Personalize'. A table titled 'Service Indicator Summary' displays the following data:

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
R99	CNP Exception	Exception from CNP	UCB01	2168	2016 Fall	2168	2016 Fall	08/09/2016	
REG	Officially Registered	Officially Registered	UCB01	2168	2016 Fall	2168	2016 Fall		
S09	Tuition Calculated	Tuition Calculated for term	UCB01	2168	2016 Fall	2168	2016 Fall	07/26/2016	

We can see the details of the Service Indicator as well as who placed it and when.

If you have the appropriate access to remove Service Indicators, you will see a yellow **Release** button in the top right corner. (If you do not have access, this will be greyed out).

Click the **Release** button to remove the Service Indicator.

Then click the **OK** button at the bottom of the page.

A message appears asking for confirmation to release.

Click **OK** to continue.

The Service Indicator will no longer show on the list of Service Indicators and will also be removed from the student's CalCentral page.

Manage Service Indicators

Uma Undergraduate

Display: Effect All Institution UC Berkeley 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
REG	Officially Registered	Officially Registered	UCB01	2168	2016 Fall	2168	2016 Fall		
S09	Tuition Calculated	Tuition Calculated for term	UCB01	2168	2016 Fall	2168	2016 Fall	07/26/2016	

Support:

For questions or assistance, please contact SIS Support:

- Call **510-664-9000** (press option 6 to reach SIS support)
- Email: sishelp@berkeley.edu
- Submit a ticket: https://berkeley.service-now.com/ess/create_incident