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) Ø, 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.

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

![Add Service Indicator](image)

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

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.
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.

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.

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.
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.
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.

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