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**Course Objectives**

This course is intended for faculty, staff, and student employees who are users of the PeopleSoft Student Administration/Human Resources (SA/HR) system and are responsible for reviewing, adding, or removing Service Indicators from student records. The navigation and instructions for these tasks will be reviewed.

At the end of this class, you will be able to:

- Describe Positive and Negative Service Indicators
- Inquire on a Service Indicator
- Add a Service Indicator
- Remove (Delete) a Service Indicator
Lesson 1: About Service Indicators

Discussion

There are both Positive and Negative Service Indicators at The University of Akron. A Negative Service Indicator, also referred to as a “Hold,” is added to a student’s record when services are being restricted. An example of a Negative Service Indicator would be a student cannot register for courses due to nonpayment of tuition. A Positive Service Indicator is added to the student’s record when there are special privileges available for that student. An example of a Positive Service Indicator would be that a student can register early because they are an Honors Student.

Service Indicators become effective for the term noted and remain in effect for that term and all subsequent terms until the service indicator is removed. You can manually add a Service Indicator and then remove it from an individual’s record when it no longer applies.

Service Indicator Inquiry

When assigning a Service Indicator, the corresponding positive ✨ or negative ⚠️ Service Indicator button will display on most pages in the PeopleSoft system regarding that individual. Click on the Service Indicator button to view which services or restrictions apply. Only one of each button will show on a page, regardless of how many restrictions have been applied to the record.
Viewing Service Indicators on PeopleSoft Pages

Steps

1. In class, navigate to the following page:
   Campus Community > Personal Information > Biographical > Addresses/Phones > Addresses

   Enter the Student’s EmplID or use the Last Name and First Name fields.

   Click on the Search button. If necessary, select the record from the search results.

   Use the ID, 1229982 and click on the Search button.

2. The Addresses page displays.

3. In the upper right corner of the page, you will see the Negative ☣ and Positive ★ Service Indicator buttons as seen above.

   They will only display if there is an active Service Indicator on the record.
Steps

4. To find additional information about the Service Indicator, click on the button.

   In class, click on the **Negative ☓ Service Indicator**.

   ![Manage Service Indicators](image)

5. For additional information, such as who placed the hold on the record, click on the link for the Indicator in the **Code** column.

   In class, click on the **ENR** link.

   ![Manage Service Indicators](image)

   Review the page.

   Click on the **Cancel** button, at the bottom of the page to return. Click on the **Cancel** button again to return to the Addresses page.
Steps

6. Click on the **Positive Service Indicator** button.

Manage Service Indicators

Joe Smith

1229982

<table>
<thead>
<tr>
<th>Code</th>
<th>Code Description</th>
<th>Reason Description</th>
<th>Institution</th>
<th>Start Term</th>
<th>Start Term Description</th>
<th>End Term</th>
<th>End Term Description</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADV</td>
<td>Permission to register</td>
<td>Potential Athlete</td>
<td>AKRON</td>
<td>4037</td>
<td>2003 Fall</td>
<td></td>
<td></td>
<td>04/15/2003</td>
<td></td>
</tr>
<tr>
<td>ADV</td>
<td>Permission to register</td>
<td>Transfer Provisional</td>
<td>AKRON</td>
<td>4033</td>
<td>2003 Sum</td>
<td></td>
<td></td>
<td>03/03/2003</td>
<td></td>
</tr>
<tr>
<td>ADV</td>
<td>Permission to register</td>
<td>Honors First Secondary</td>
<td>AKRON</td>
<td>4031</td>
<td>2003 Spring</td>
<td></td>
<td></td>
<td>12/11/2002</td>
<td></td>
</tr>
</tbody>
</table>

7. For additional information, such as who placed the indicator on the record, click on the link for the Indicator in the **Code** column.

8. Click on the **Home** link to return to the Home page.
**Service Indicators Page**

**Steps**

1. Navigate to the following page:
   **Campus Community > Service Indicator > Manage Service Indicator**

   ![Manage Service Indicators](image)

   If necessary, use the ID, 1229982 in class. Click on the **Search** button.

2. The Manage Service Indicators page displays.

   ![Manage Service Indicators](image)

3. On this page, you will see a list of all Service Indicators.

   To narrow the search, you can use the **Effect** drop down to select Positive or Negative to only display that type of Indicator. Click on the **Refresh** link.
Steps

4. To locate additional information for an Indicator, click on the link, for the respective Indicator, in the **Code** column.

![Image of PeopleSoft V9 Service Indicators]

*Institution: AKRON The University of Akron
*Service Indicator Code: ENR Prevent enrollment
*Service Ind Reason Code: ADV Advising hold
Description: Student must see advisor prior to registration.

**Effect:** Negative

**Effective Period**
- Start Term: 4087 2008 Fall
- End Term: 4087 2009 Fall
- Start Date: 01/14/2009
- End Date: 

**Assignment Details**
- *Department: 004900 Academic Advisement
Reference: 
Amount: 0.00
Currency: USD

**Contact Information**

Scroll down and click on the **OK** or **Cancel** button to return.

5. Click on the **Home** link to return to the Home page.
Lesson 2: Assigning Service Indicators

Discussion

This lesson will provide you with the information that you need to add a Service Indicator to a Student’s Record.

Note: When you go to add a Service Indicator to a record, you will only see those indicators that you have security access to add.

Add a Service Indicator

Steps

1. From the menu choose:
   Campus Community > Service Indicators > Manage Service Indicators

2. Enter the Student’s EmplID or use the Last Name and First Name fields.

   Click on the Search button. If necessary, select the record from the search results.
### Steps

3. Click on the **Add Service Indicator** link or the **Add Service Indicator** tool.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution</td>
<td>AHERON</td>
</tr>
<tr>
<td>Service Indicator Code</td>
<td></td>
</tr>
<tr>
<td>Service Ind Reason Code</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Effective Period</td>
<td></td>
</tr>
<tr>
<td>Start Term</td>
<td></td>
</tr>
<tr>
<td>End Term</td>
<td></td>
</tr>
<tr>
<td>Start Date</td>
<td></td>
</tr>
<tr>
<td>End Date</td>
<td></td>
</tr>
<tr>
<td>Assignment Details</td>
<td></td>
</tr>
<tr>
<td>Department</td>
<td></td>
</tr>
<tr>
<td>Reference</td>
<td></td>
</tr>
<tr>
<td>Amount</td>
<td>0.000</td>
</tr>
<tr>
<td>Currency</td>
<td>USD</td>
</tr>
<tr>
<td>Contact Information</td>
<td></td>
</tr>
<tr>
<td>Contact ID</td>
<td></td>
</tr>
<tr>
<td>Contact Person</td>
<td></td>
</tr>
<tr>
<td>Placed Person ID</td>
<td>1265483</td>
</tr>
<tr>
<td>Placed By</td>
<td>Wyszynski, Sara Ann</td>
</tr>
<tr>
<td>Comments</td>
<td></td>
</tr>
<tr>
<td>Services Impacted</td>
<td>No impacts are associated with the selected Service Indicator Code.</td>
</tr>
</tbody>
</table>

**Service Indicator Date Time**: 01/21/2009 7:59:36AM

**User ID**: AC615SW

Wyszynski, Sara Ann

[OK] [Cancel] [Apply]
Steps

4. Enter a **Service Indicator Code**.
   
   To select a Service Indicator Code from the Lookup List, click on the **Lookup** button to the right of the field.
   
   You will be returned a list of codes that you have security access to. Select the appropriate code to return.
   
   ![Look Up Service Indicator Code](image)
   
   In class, select the **Prevent enrollment (ENR)** option.

5. Enter a **Service Ind Reason Code**.
   
   To select a Service Ind Reason Code from the Lookup List, click on the **Lookup** button to the right of the field.
   
   You will be returned a list of codes. Select the appropriate code to return.
   
   ![Look Up Service Ind Reason Code](image)
   
   In class, select the **Advising hold (ADV)**.
### Steps

6. **Select Start Term.** Enter the term for which the Service Indicator should begin to affect the student’s record.

   In class, enter the current term. In this example, enrollment for the term specified and all other terms after that term will be blocked.

   You can also enter a future term if that is when the hold needs to become active.

7. **Select a Start Date.** Use the **Choose a Date** button to select a date from the calendar. This field indicates the date the Service Indicator becomes active.

   **Note:** Start Term and Start Date are minimum requirements when adding a Service Indicator.

8. The **Placed Person ID** defaults based on the User ID.

9. Use the **Comments** area to enter any additional notes about the Service Indicator.

10. **OPTIONAL:**

    Select an **End Term** and **End Date.** Use the **Lookup** button if necessary to locate the appropriate term.

    The Service Indicator will become inactive at the date or term specified if you use this field.
Steps

11. Click on the **Apply** button.

*Saved* appears temporarily in the top right area of the page to indicate that the changes have been saved.

12. Click on the **OK** button to return to the list of Service Indicators.

13. Click on the **Home** link to return to the Home page.
Lesson 3: Removing Service Indicators

Discussion

This lesson will provide you with the information that you need to remove Service Indicators from a Student’s Record.

Remember, the name of the person (or department) who added the Indicator displays off the Manage Service Indicator page if you find you have questions about removing the hold.

Deleting Service Indicators

Steps

1. From the menu choose:

   Campus Community > Service Indicators > Manage Service Indicators

   Manage Service Indicators
   Enter any information you have and click Search. Leave fields blank for a list of all values.

   Find an Existing Value

   EmplID: begins with | 1229982
   Academic Career:
   National ID:
   Campus ID:
   Last Name:
   First Name:

   Search  Clear  Basic Search  Save Search Criteria
Steps

2. Enter the Student’s **EmplID** or use the **Last Name** and **First Name** fields.

   Click on the **Search** button. If necessary, select the record from the search results.

3. Click on the link in the **Code** column for the Service Indicator that you want to delete.

   In class, select the **ENR** (Code) for the Service Indicator that you just added in the last Lesson.
### Steps

4. Click on the **Release** button.

   This button will only display if you have security to add/remove the Service Indicator.

   ![Are you sure you want to release this Service indicator?](image)

5. Click on the **OK** button to Release the Service Indicator and Save.

   OR

   Select the **Cancel** button to go back without releasing the Service Indicator.

   In class, click on the **OK** button to remove the Service Indicator.
Lesson 4: Viewing Holds (as Student) from Student Self Service Via My Akron

Discussion

A student can access their holds by logging into the portal, My Akron, at http://myuakron.edu with their UANetID and password.

Viewing Holds in the Student Self Service

<table>
<thead>
<tr>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Log in to My Akron with your Uanet ID and password.</td>
</tr>
<tr>
<td>2. Enter your UANetID and password.</td>
</tr>
<tr>
<td>3. You are now logged in to the portal. Click the My Experience tab.</td>
</tr>
<tr>
<td>4. The right side of the screen lists “Alerts”. If you have no holds, the following message will appear: “You Have no alerts at this time”. If you have any holds, you will be notified of them in this location. Click the message to obtain additional information on the hold.</td>
</tr>
</tbody>
</table>
## Appendix A: Service Indicators

### Negative Service Indicators

<table>
<thead>
<tr>
<th>Service Indicator Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGS</td>
<td>Selected for Attorney General</td>
</tr>
<tr>
<td>ATH</td>
<td>Hold on athlete's registration</td>
</tr>
<tr>
<td>AUD</td>
<td>Audit courses</td>
</tr>
<tr>
<td>CAN</td>
<td>Cancelled - non payment</td>
</tr>
<tr>
<td>DIS</td>
<td>Account Appealed/Disputed</td>
</tr>
<tr>
<td>DRP</td>
<td>No adds but allows drops</td>
</tr>
<tr>
<td>ENC</td>
<td>Enrollment Cancellation</td>
</tr>
<tr>
<td>ENF</td>
<td>Enrollment Cancellation Notice</td>
</tr>
<tr>
<td>ENH</td>
<td>Enrollment Cancellation Hold</td>
</tr>
<tr>
<td>ENR</td>
<td>Prevent enrollment</td>
</tr>
<tr>
<td>HRF</td>
<td>Hold Refunds</td>
</tr>
<tr>
<td>NBL</td>
<td>No Bill</td>
</tr>
<tr>
<td>NOP</td>
<td>Non Payment of Fees</td>
</tr>
<tr>
<td>PAM</td>
<td>Payment Arrangements Made</td>
</tr>
<tr>
<td>SAP</td>
<td>Standards of Academic Progress</td>
</tr>
<tr>
<td>TRA</td>
<td>Hold transcripts</td>
</tr>
<tr>
<td>TW</td>
<td>Withdrawal from classes</td>
</tr>
</tbody>
</table>
## Positive Service Indicators

<table>
<thead>
<tr>
<th>Service Indicator Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADV</td>
<td>Permission to register early</td>
</tr>
<tr>
<td>CNV</td>
<td>Identifies converted student</td>
</tr>
<tr>
<td>CV2</td>
<td>Converted T2 student</td>
</tr>
<tr>
<td>DEC</td>
<td>Deceased</td>
</tr>
<tr>
<td>GRD</td>
<td>Grad Assistantship</td>
</tr>
<tr>
<td>NSS</td>
<td>New Student Surcharge Override</td>
</tr>
<tr>
<td>PDL</td>
<td>PSEOP Distance Learning</td>
</tr>
<tr>
<td>PHA</td>
<td>PSEOP Honors Academy</td>
</tr>
<tr>
<td>PPO</td>
<td>Payment Plan Override</td>
</tr>
<tr>
<td>PTP</td>
<td>PSEOP Tech Prep</td>
</tr>
<tr>
<td>SNM</td>
<td>Send No Mail</td>
</tr>
<tr>
<td>SOL</td>
<td>Do Not Solicit</td>
</tr>
<tr>
<td>WLF</td>
<td>WAIVE LATE FEE</td>
</tr>
</tbody>
</table>