Campus Solutions Faculty Guide
Section 6 – Viewing and Releasing Service Indicators

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6.0 Viewing and Releasing Service Indicators

Service indicators are used to provide or limit access to services for students. Service indicators can be holds to prevent an individual from receiving certain services or positive indicators to designate special services to be provided or used as a tracking device for reporting purposes.

- **Negative Service Indicators** consist of one or more impact values identifying the type of services that will be restricted. Examples of negative service indicator impacts include transcript holds and denied registration for classes.
- **Positive Service Indicators** do not have impact values but may be used as criteria when providing some services.

⚠️ The **Negative Service Indicator** icon appears on a page when negative service indicators are assigned to the student.

⭐ The **Positive Service Indicator** icon appears on a page when positive service indicators are assigned to the student.

When a student has a service indicator, any user of the system with security to view service indicators can view them. Only those users who are given the appropriate security to release service indicators can actually release them.

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**Before You Begin**

**Prerequisites and Assumptions**

Before you can successfully perform the Releasing Service Indicators process, it is assumed that each of the following conditions has been met:

- You are authorized to release the service indicator.
6.1 **Manage Service Indicators**

1. Since you have access to the **Advisor Center**, you may choose to view/edit service indicators through the navigation path listed directly below. If so, refer to the directions in the **Advisee General Info: Service Indicator** section of the “Safari Faculty Guide Section 3 - Advisement” guide.

   ![Navigation: Main Menu > Campus Solutions > Self Service > Advisor Center > Advisee General Info > Service Indicators]

   You may choose, instead, to view/edit service indicators by following the navigation path listed directly below. Doing so will display the **Manage Service Indicators** search page. Continue with the directions in this guide for the **Manage Service Indicators** page.

   ![Navigation: Main Menu > Campus Solutions > Campus Community > Service Indicators (Student) > Manage Service Indicators]

2. Enter the student’s CWU ID number into the **ID** field.
   Or, if the ID of the individual is not known, you may search using the student’s **Last Name** (or a portion of it). This search will display all students whose last name meets the criteria you entered into the search field.
   Another option is to carry out a search using both the **Last Name** and **First Name** fields (may enter just a portion of each). If you wish to use the **First Name** field to search, you must also enter at least a portion of the last name into the **Last Name** field.

3. Click the **Search** button.

4. To clear the information you entered into the fields on this page, click the **Clear** button.
If there happens to be more than one student by the name on which you searched, or if the student has more than one Academic Career, etc., then you will need to click on the link (that will appear at the bottom of your search page under Search Results) for the student whose information you wish to view. If there is only one student by that name, or if you searched by the student’s ID number and the student has only one Academic Career, then your search will take you directly into the student’s information.

Tips for Working with the Manage Service Indicators Page:

1. The FERPA Restriction icon appears on the Manage Service Indicators page when a student has requested that his/her information NOT be released. By clicking on the icon you can view a reminder of the student’s FERPA restrictions.

2. When the Manage Service Indicators page opens, it defaults to showing All of the student’s service indicators. You may choose to display only the Negative or only the Positive service indicator(s) by clicking the dropdown arrow for the Effect field and choosing the respective type of service indicator. Then click on the Refresh link or button. The page will refresh to display only the type of service indicator that you indicated.

3. You may need to click the left and right arrows or the View All link in the Service Indicator Summary title bar to view additional service indicators associated with the student. You will know there is additional information to view if the left and right arrows are active and the numbering between them says something other than 1-4 of 4, etc. (i.e. 1-2 of 3, etc.).
You have the option of clicking on the link for any of the service indicators listed. You would do this for one of two reasons:

- to view more details about the service indicator such as the Impacts associated with a negative service indicator or the information the student put on his/her Release of Information form
- to release (remove) a service indicator that you have the security to release

4. To **VIEW** additional information about one of the student’s service indicators listed, click on the link for the service indicator under the **Service Indicator Summary** title bar. Doing so will open either the **Edit Service Indicator** page (if it is a service indicator that you have the security to release) or the **View Service Indicator** page (if you only have the security to view the service indicator). Refer to the directions in section 6.1.1 below.

5. To **RELEASE** one of the student’s service indicators listed, click on the link for the service indicator under the **Service Indicator Summary** title. Assuming you have the security to release that service indicator, the **Edit Service Indicator** page will display. If the **View Service Indicator** page displays, you will know that you only have the security to view the service indicator rather than to release it. For further directions regarding how to release a service indicator, refer to section 6.1.2 below.

6. To work with another student’s service indicators, click the **Return to Search** button to return to the **Manage Service Indicators** search page. Return to the directions at the beginning of this section above.

### 6.1.1 Viewing More Details About a Service Indicator

See the directions in section 6.1 above for navigating to the **View Service Indicator** page. Please note that, if your security allows you to edit the service indicator on whose link you clicked, then the page that opens here will be the **Edit Service Indicator** page. Your security will determine which page actually opens. The information you can view on either page is the same. The difference is that the **Edit Service Indicator** page will have a **Release** button in the upper right corner. The **View Service Indicator** page will not. If the **Edit Service Indicator** page is the page that opened, then you should refer to the directions in section 6.1.2 below instead.
Tips for Working with the View Service Indicator Page:

1. On the View Service Indicator page, the Service Ind Reason Code indicates why the service indicator was placed.
2. The Description field may reveal additional information about the Service Indicator.
3. The Start Term has no system functionality. It will usually be set to 0000. Processes that look at service indicators refer to the Start Date rather than the Start Term field.
4. Department indicates the department to which the service indicator belongs.
5. The Comments field will be used to reveal additional details, if any, regarding the service indicator. For the positive service indicator INF (Release of Information), the Comments field will indicate the information that may be released, to whom, and for how long. Student Affairs maintains this data, and they should be notified if there is a problem.
6. To view any services that may be impacted by the service indicator, refer to the Services Impacted field.

7. When finished viewing the service indicator details, click the OK or Cancel button at the bottom of the View Service Indicator page to return to the Manage Service Indicators page. Return to the directions under Tips for Working with the Manage Service Indicators Page in section 6.1 above.

### 6.1.2 Releasing a Service Indicator

See the directions in section 6.1 above for navigating to the Edit Service Indicator page.
Tips for Working with the Edit Service Indicator Page:

1. Please note that you may exit the Edit Service Indicator page at any time by clicking the OK or Cancel button at the bottom of the page. Return to the directions under Tips for Working with the Manage Service Indicators Page in section 6.1 above.

2. If you have the security to release the service indicator, you will see a Release button in the upper right corner of the Edit Service Indicator page. Click the button to release the service indicator.

![Are you sure you want to release this Service Indicator?](OK Cancel)

3. When the dialogue box displays to verify that you wish to release the service indicator, click the OK button to verify the release. This is actually the point where the release of the service indicator takes effect. You will be returned to the Manage Service Indicators page, where you may notice that the service indicator you released is now gone. Return to the directions under Tips for Working with the Manage Service Indicators Page in section 6.1 above.

Or…

Click the Cancel button if you have changed your mind and do not wish to release the service indicator. You will be returned to the Edit Service Indicator page. Return to the directions at the beginning of this section above.