Add/Remove Service Indicators (Blocks)

In PeopleSoft “blocks” are called service indicators. There are two types of service indicators - positive and negative. Negative service indicators usually have some impact, for instance, they may “block” the student from doing something like registering for classes or receiving their diploma.

Your department has been given access to add certain service indicators to a student’s record. Once the student resolves the issue you must remove the service indicator from their record.

Navigation:
Campus Community > Service Indicators (Student) > Manage Service Indicators

[Image: Manage Service Indicators interface with instructions to enter the student’s ID and click Search]
Click this dropdown arrow to display positive, negative or all service indicators.

Click View All to see a complete list of service indicators.

Click to add your service indicator.

### Manage Service Indicators

**Display:** Effect | All |

**Institution:** SUNY at Stony Brook

<table>
<thead>
<tr>
<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>USBNY</td>
<td>0000</td>
<td>Fall 2009</td>
<td></td>
<td></td>
<td>05/11/2009</td>
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<tr>
<td>HTR</td>
<td>Health</td>
<td>Health Requirements</td>
<td></td>
<td></td>
<td>09/24/2009</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Requirements</td>
<td>Mol</td>
<td></td>
<td></td>
<td>06/15/2009</td>
<td></td>
</tr>
</tbody>
</table>
Click the **Lookup button** and select your **Service Indicator Code**.

Click the **Lookup button** and select the **Service Ind Reason Code**.

Select the **Start Term**.

The **Start Date** will default to today’s date.

The **Department** will default.

Click **OK**.
**Remove an Existing Service Indicator**

You are only permitted to remove your department’s service indicators.

![Manage Service Indicators](image1)

Click the **Service Indicator Code**

<table>
<thead>
<tr>
<th>Code</th>
<th>Code Description</th>
<th>Reason Description</th>
<th>Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADV</td>
<td>Academic Advising Hold</td>
<td>See Academic Advisor</td>
<td>USENY</td>
</tr>
<tr>
<td>CCC</td>
<td>Conduct Code: In Compliance</td>
<td>Conduct Code: In Compliance</td>
<td>USENY</td>
</tr>
</tbody>
</table>

![Edit Service Indicator](image2)

Click the **Release** button

The service indicator will no longer be listed.
View an Audit of Service Indicators

Since service indicators are removed from the page, the only way you can look back in history to see what service indicators were added and deleted is to go to the Service Indicators Audit page.

Navigation:
Campus Community > Service Indicators (Student) > Audit Service Indicators

Audit Service Indicators

Enter the student’s EmplID and click Search to view all service indicators added/deleted for a particular student.

Or, select the Service Indicator Code and Start Term and click Search to view all service indicators of a particular type in a particular term.

Or, enter your PeopleSoft User ID and click Search to view all service indicators added/deleted by you.
You will see the student’s name, the Service Indicator Code and Reason, the date/time placed and the User ID of the person who added or deleted it.

The **Action** field indicates Add or Delete.