

## 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**

### Manage Service Indicators

Enter any information you have and click Search. Leave fields blank

**Find an Existing Value**

EmpID:

Academic Career:

National ID:

Campus ID:

Last Name:

First Name:

[Basic Search](#)

Enter the student’s **ID** and click **Search**

## Manage Service Indicators

Default View

REFRESH

Display: Effect All

Institution SUNY at Stony Brook

[Refresh](#)

[+ Add Service Indicator](#)

Service Indicator Summary

Customize | Find | View All | First 1-3 of 3 Last

Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
USBNY	0000	Basic Term			05/11/2009	
USBNY					09/24/2009	
USBNY		Compliance		in Compliance		
<a href="#">HTR</a>		Health Requirements Met		Health Requirements Met		
USBNY	1098	Fall 2009			06/15/2009	


[+ Add Service Indicator](#)


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

### Add Service Indicator

**\*Institution:** USBNY  SUNY at Stony Brook



**\*Service Indicator Code:** ADV  Academic Advising Hold



**\*Service Ind Reason Code:** ADVS  See Academic Advisor

**Description:** You must request approval from your academic advisor in order to register, add or drop classes. Please contact your advisor as soon as possible to


**Effect:** Negative

**Effective Period**


**Start Term:** 0000  **Begin Term** **End Term:**  

**Start Date:** 04/06/2010  **End Date:**  


**Assignment Details**


**\*Department:** 86055500  Office of the Registrar

**Reference:**


**Amount:**  0.00 **Currency:** USD 


**Contact Information**

**Contact ID:**   **Contact Person:**

**Placed Person ID:**   **Placed By:**

**Comments**

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**.

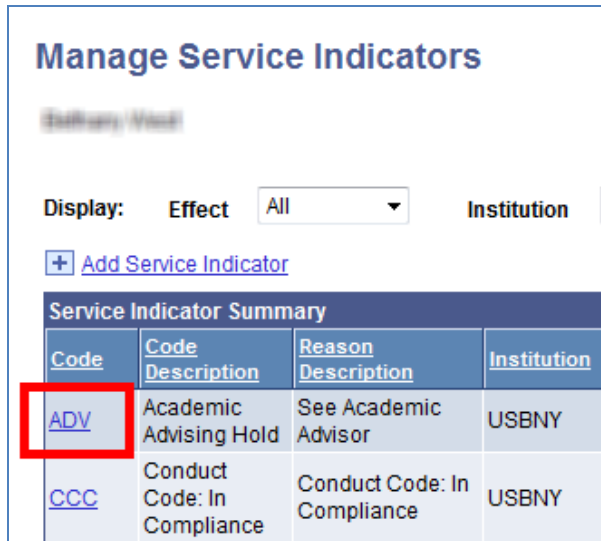
The **Start Date** will default to today's date.

The **Department** will default.

Click **OK**.

## Remove an Existing Service Indicator

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



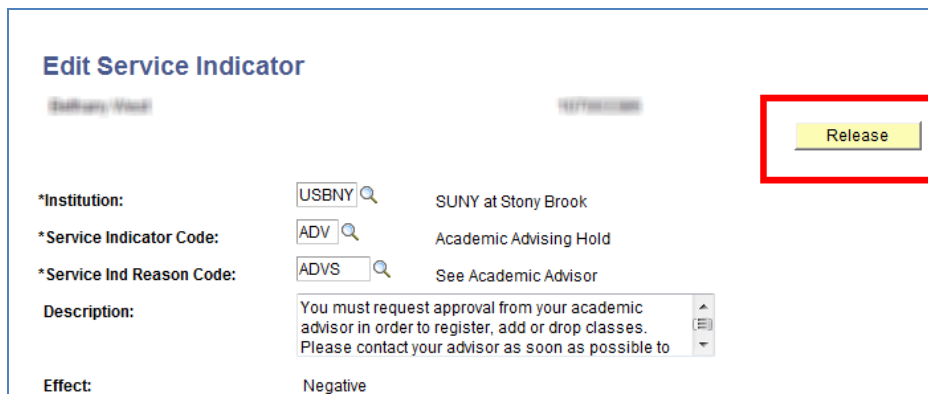
**Manage Service Indicators**

Display: Effect  Institution

[+ Add Service Indicator](#)

Code	Code Description	Reason Description	Institution
<a href="#">ADV</a>	Academic Advising Hold	See Academic Advisor	USBNY
<a href="#">CCC</a>	Conduct Code: In Compliance	Conduct Code: In Compliance	USBNY

Click the **Service Indicator Code**



**Edit Service Indicator**

\*Institution:  SUNY at Stony Brook

\*Service Indicator Code:  Academic Advising Hold

\*Service Ind Reason Code:  See Academic Advisor

Description:

Effect: Negative

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

**Service Indicator Audit Search**

ID:	<input type="text" value="100200300"/>	First Name:	<input type="text"/>
Last Name:	<input type="text"/>	Campus ID:	<input type="text"/>
National ID:	<input type="text"/>	Service Indicator Code:	<input type="text"/>
Reason:	<input type="text"/>	Institution:	<input type="text" value="USBNY"/> SUNY at Stony Brook
Start Term:	<input type="text"/>	End Term:	<input type="text"/>
Start Date:	<input type="text"/>	End Date:	<input type="text"/>
Department:	<input type="text"/>	Assigned By:	<input type="text"/>
Placed Process:	<input type="text"/>	Release Process:	<input type="text"/>
User ID:	<input type="text"/>	Service Indicator Date:	<input type="text"/>
Audit Date:	<input type="text"/>	Service Indicator Time:	<input type="text"/>
Action:	<input type="text"/>	Audit Time:	<input type="text"/>

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.

### Audit Service Indicators

► Service Indicator Audit Search

Search Results Customize | Find | View All | First 1-2 of 2 Last

Assignment	ID Data	Date/Time				
ID	Name	Service Indicator Code	Start Term	Start Date	Action	
1	<a href="#">West, Jeffrey, Nicole</a>	ADV	1104	2010-04-06	A	
2	<a href="#">West, Jeffrey, Nicole</a>	ADV	1104	2010-04-06	D	

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.