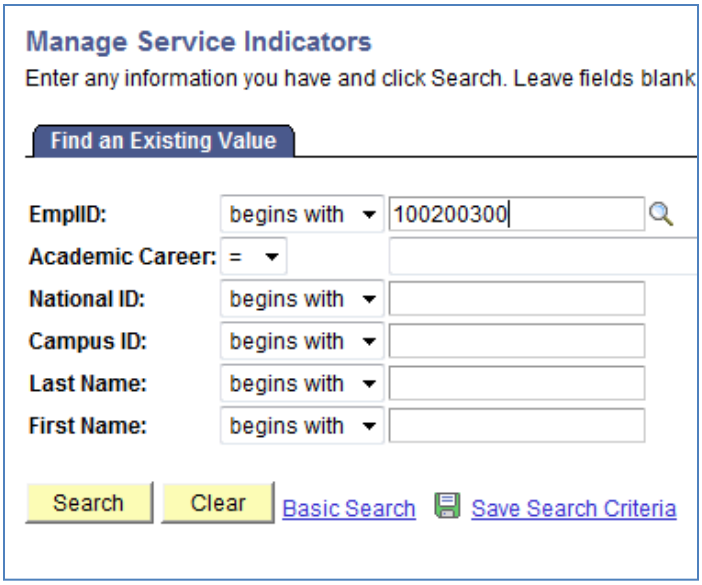
Add/Remove Service Indicators (Blocks)

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.

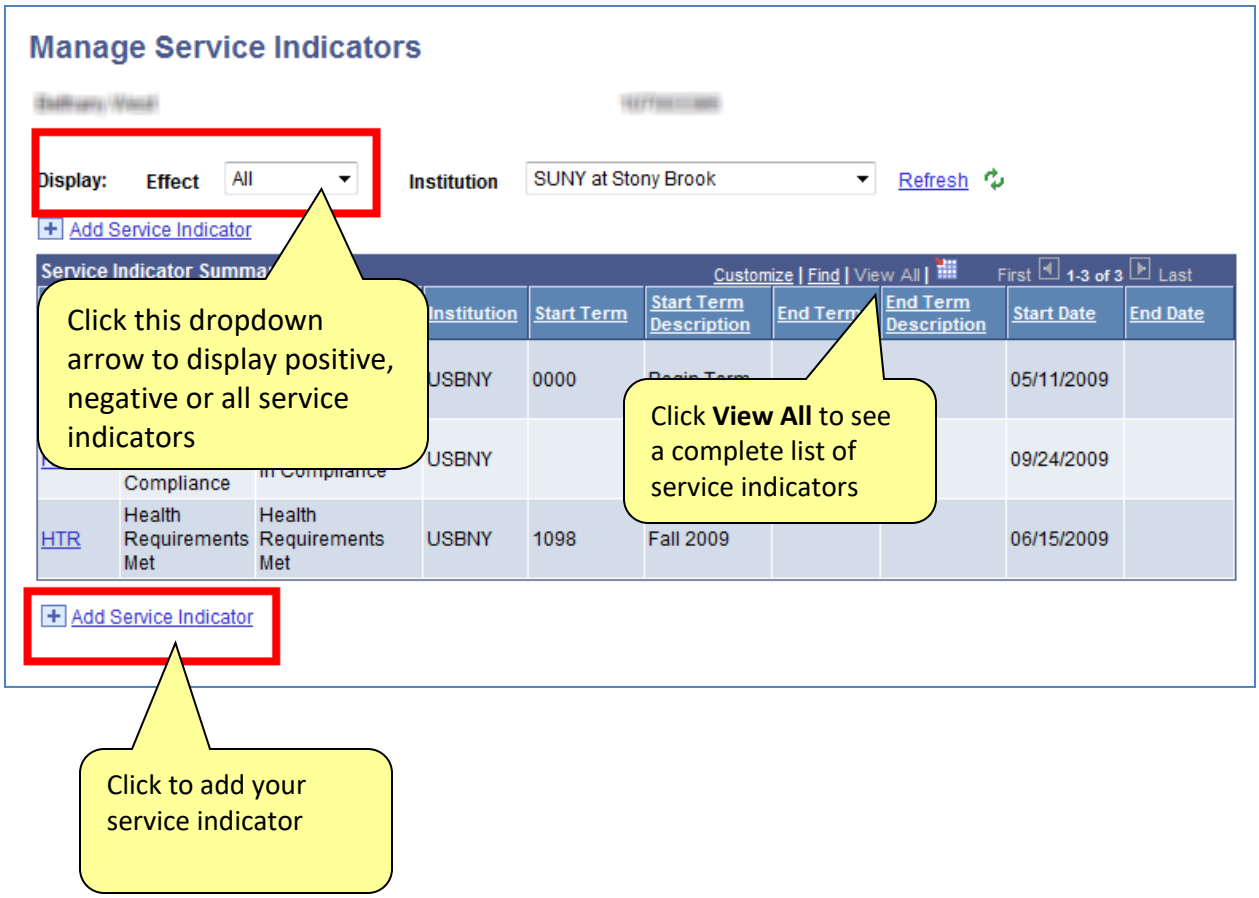
Your department has been given access to add certain service indicators to a student’s record. Once the student resolves the issue you must remove the service indicator from their record.

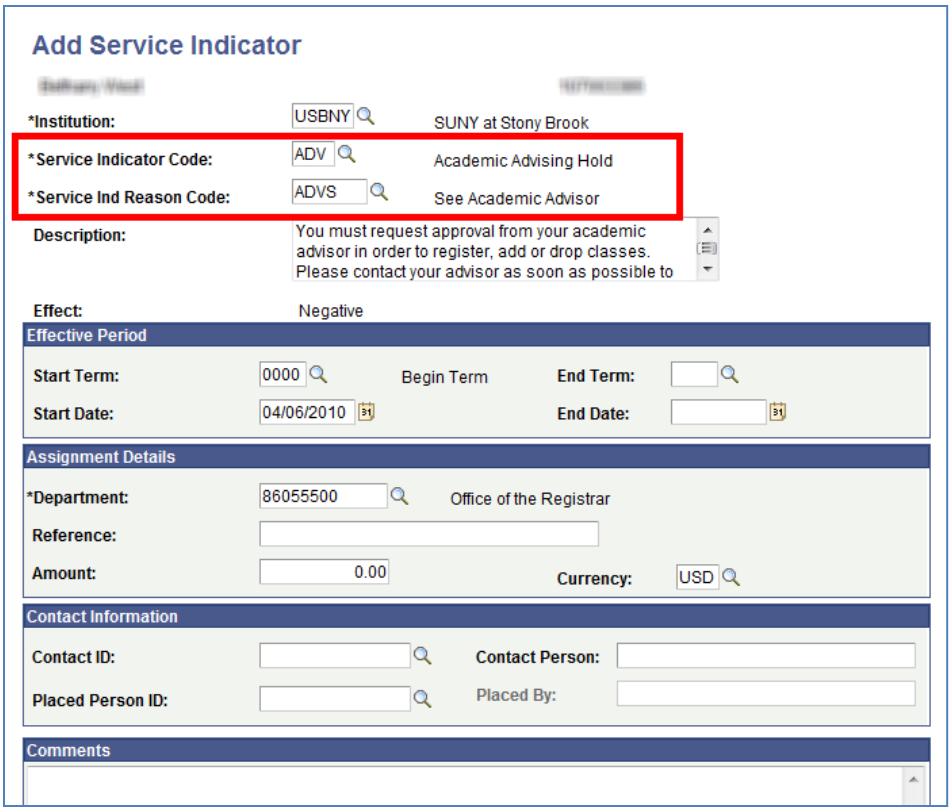
Navigation:

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



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


Manage Service Indicators
Display:
Effect
All
Institution
SUNY at Stony Brook
Refresh
Add Service Indicator
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
05/11/2009
USBNY
09/24/2009
Compliance
HTR
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



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.**

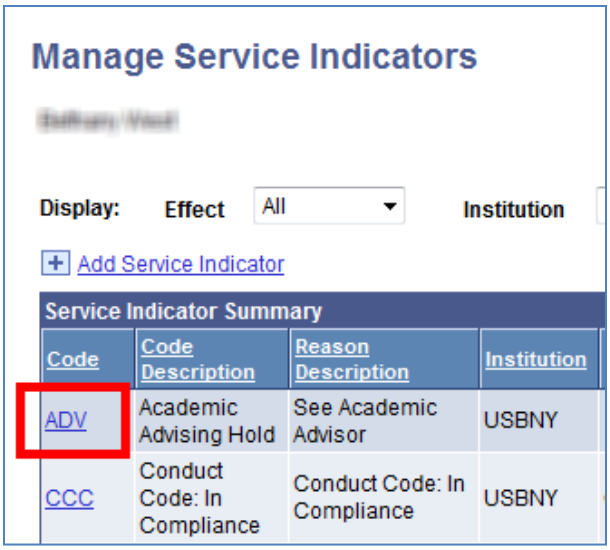
The **Start Date** will default to today's date**.**

The **Department** will default**.**

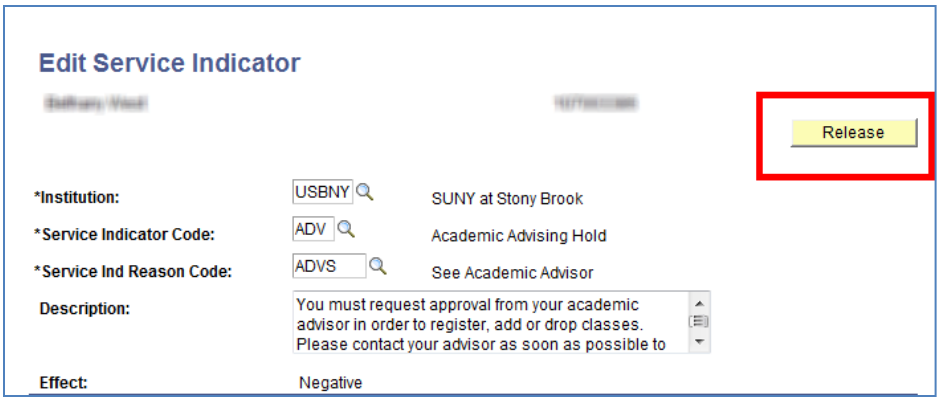
Click **OK.**

Remove an Existing Service Indicator

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



Click the **Service Indicator Code**



Click the **Release** button

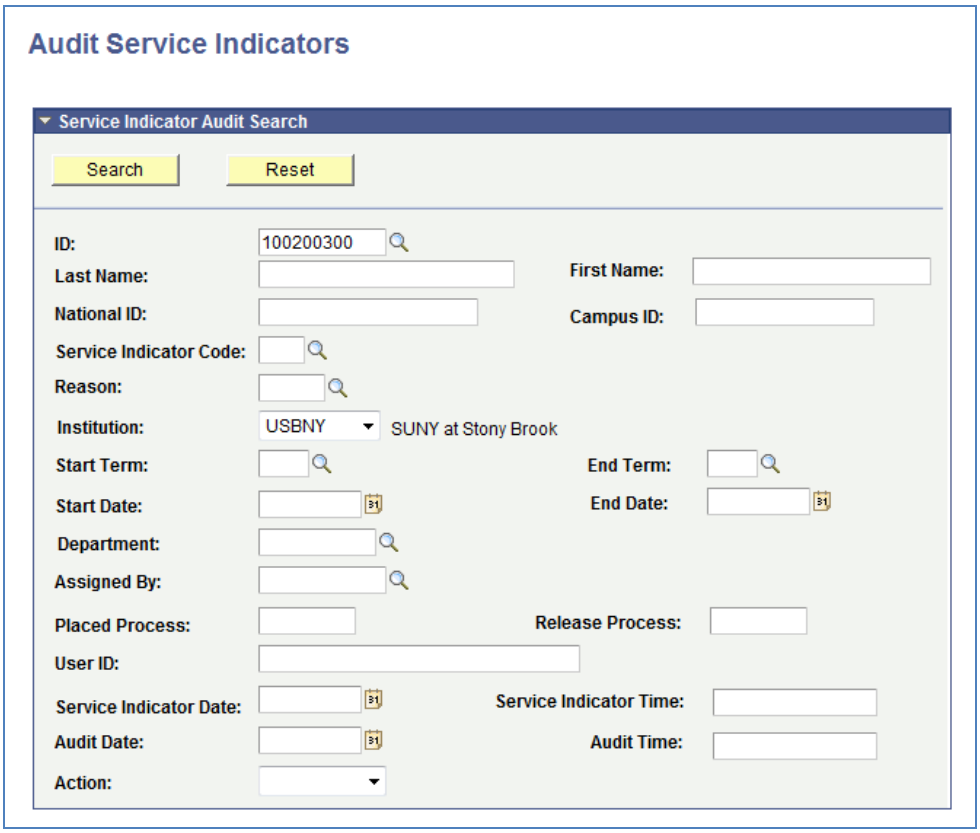
The service indicator will no longer be listed.

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:

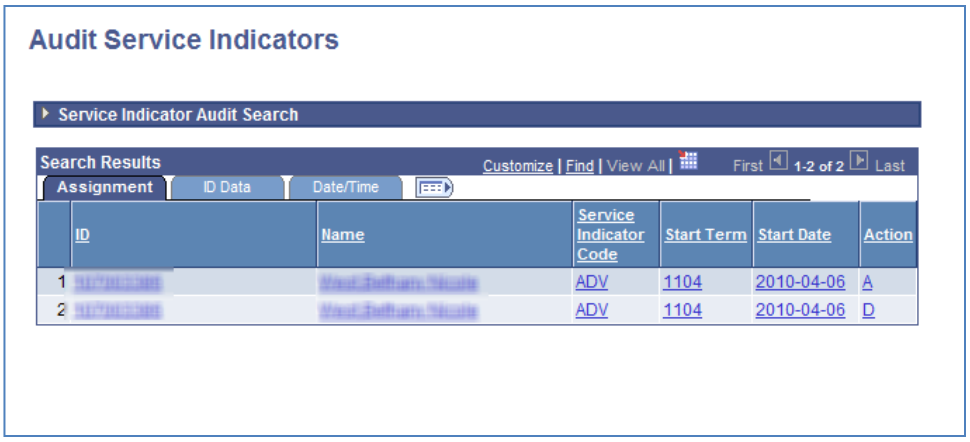
Campus Community > Service Indicators (Student) > Audit Service Indicators



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.