

CSU CI: Setting Up Service Indicators

1.0 Service Indicator Setup

There are a number of different steps that must be done in PeopleSoft to setup service indicators. Prior to creating service indicators, you must create service impacts on the Service Table page. Then you define service indicator codes, associated service indicator reason codes and specify the service impact.

1.1 Service Table

The service Table is where you create the service impacts that will later be part of building the service indicators.

Navigation: Home > Manage Student Records > Manage Academic Records > Setup > Service Table

Home > Manage Student Records > Track Student Careers > Setup > Service Table

[Home](#) > [Manage Student Records](#) > [Manage Academic Records](#) > [Setup](#) > [Service Table](#)

Service Table

Find an Existing Value

Search By:

Academic Institution:

Include History Correct History

[Advanced Search](#)

[Add a New Value](#)

Search Results

[View All](#)

First 1-6 of 6 Last

Academic Institution	Service Impact	Positive	Service Impact	System Function	Description
CICMP	AENR	N		N	Stops initial enrollment
CICMP	CENR	N		N	Restricts all enrl activity
CICMP	ENVER	N		N	Prevents enroll verification
CICMP	GRADE	N		N	Prevents grade report
CICMP	IENR	N		N	Add/Drop OK
CICMP	REM	N		N	Remedial Course Required

1. The AENR, CENR, and IENR service impact values are delivered with your system for use in the automated Enrollment process. These values should **not** be modified. You can, however, modify other service impact values and create new ones.

- With delivered service impacts, if the system displays the **System Function** check box already selected, do *not* change it.
- The table below describes the functionality of all of the PeopleSoft delivered service impacts:

CENR	Restricts <i>all</i> enrollment activity (such as adds, drops, swaps, or wait lists) for a student with existing enrollment for the current term.
IENR	Prevents a student from initially enrolling into a class but permits the student to add or drop classes if they already have enrollment activity for the current term.
AENR	Prevents a student from initially enrolling into a class <i>and</i> prevents the student from adding a class, <i>but</i> permits the student to drop classes if they have already have enrollment activity for the current term.
ENVER	Prevents the enrollment verification process from printing a student's enrollment verification request.
GRADE	Prevents the Student Grade Report process (SRGRDRPJ) from generating a grade report for a student.

1.2 Delivered Service Impact Values – DO NOT MODIFY AENR, CENR, or IENR.

Navigation: Home > Manage Student Records > Manage Academic Records > Setup > Service Table

[Home](#) > [Manage Student Records](#) > [Manage Academic Records](#) > [Setup](#) > [Service Table](#)

Service Table

Academic Institution: CICMP Channel Islands

Service Impact: REM

Service Details

'Effective Date	'Status	'Description	Short Description	Positive Service Impact	System Function
01/01/1901	Active	Remedial Course Required	Rem Crs	<input type="checkbox"/>	<input type="checkbox"/>

Save

Return to Search

Add

Update/Display

Include History

Correct History

1.3 Setup Service Indicator Codes

The process of creating service indicators involves creating the codes and associated reasons. This can be done in a number of locations in the database. Here are the locations

1. Manage Student Records → Manage Academic Records → Setup → Service Indicator Tables → Service Indicator Codes
2. Manage Student Records → Track Student Careers → Setup → Service Indicator Tables → Service Indicator Codes

1.3.1 Adding a New Service Indicator Value

Navigation: Home > Manage Student Records > Manage Academic Records > Setup > Service Indicator Table > Service Indicator Codes

Click on the [Add a New Value](#). The page below will then be displayed.

[Home](#) > [Manage Student Records](#) > [Manage Academic Records](#) > [Setup](#) > **Service Indicator Tables**

Service Indicator Tables

Add a New Value

Academic Institution: 

Service Indicator Cd:

Type in the three character code you want for the service indicator you're creating and hit Add button.

[Home](#) > [Manage Student Records](#) > [Manage Academic Records](#) > [Setup](#) > **Service Indicator Tables**

Service Indicator Codes | **Service Indicator Reasons**

Academic Institution: CICMP Channel Islands
 Service Indicator Code: EPT

==>MESSAGE NOT FOUND==> (14100,619) View All First 1 of 1 Last

*Effective Date: 01/01/1901 *Status: Active
 *Description: English Remediation Required
 Short Description: Eng Req
 Default Reason:
 Generic Group Box for Labeling
 Display Deceased Label
 Positive Service Indicator
 Set No Default

==>MESSAGE NOT FOUND==> (14100,620) View All First 1 of 1 Last

*Service Impact: REM Remedial Course Required
 Term Category: Regular
 Description:

[Service Indicator Codes](#) | [Service Indicator Reasons](#)

1. Designate the effective date and whether the indicator is active or inactive.

2. Type in the description and short description.
3. If this is a positive service indicator, check that box.
4. Attach the appropriate service impact. This should have been decided upon prior to setting up the service indicators. A good example would be a student that owed money for tuition for their current term might have the above holds placed on them so they would not be able to get their grades until they resolved this fiscal responsibility.

1.4 Service Indicator Reasons

Navigation: Home > Manage Student Records > Manage Academic Records > > Setup > Service Indicator Table > Service Indicator Reasons

[Home](#) > [Manage Student Records](#) > [Manage Academic Records](#) > [Setup](#) > [Service Indicator Tables](#)

Service Indicator Codes
Service Indicator Reasons

Academic Institution: CICMP Channel Islands

Service Indicator Code: EPT English Remediation Required + -

Effective Date: 01/01/1901 **Status:** Active **Positive Service Indicator**

View All First 1 of 1 Last

Reason Code: **Set As Default** + -

Description:

Short Description: **Multiples**

Department: **Reference:**

Position Number:

Instructions:

You have not completed your English Placement Exam. You will not be eligible to enroll until you do so.

[Service Indicator Codes](#) | [Service Indicator Reasons](#)

1.4.1 Service Indicator Reason Values

1. If this is a positive service indicator, the box will be populated from the first page.
2. If you do not select a reason, the user ID can use the service indicator in all cases.
3. The instructions box is where you can type in free form information that will be displayed both when the service indicator is referred by other users and when a student looks at their own service indicator information through the web Student Self Service.

2.0 Granting Service indicator Security

The process of developing the security for service indicators should also be a joint venture among all of the modules. There will be a finite list of service indicators and the affiliated service impacts that will be built. Then each staff member will need a permission list that granted them access to one or more of the locations which this can take place from. The next step is to grant the specific service indicator security to the each staff member. This takes place within the security component of Secure Student Administration by User ID.

2.1 Secure Student Administration Service Indicator Security

The service indicator security is usually granted by your designated security administrator or by the lead (super user) of each module for the staff that have access to that module's service indicators.

If you have a large group of users that are getting the same set of service indicators, and the rest of the Student Administration security is the same a faster technique is to use the User Security Replacement (Design Student Administration → Define Student Administration → Setup → User Security Replacement). Refer to the SA Security Setup Guide v8.0 for the details on using this function.

Navigation: Design Student Administration → Define Student Administration → User ID → Service Indicator Security

[Home](#) > [Design Student Administration](#) > [Secure Student Administration](#) > [User ID](#) > [Service Indicator Security](#)

Service Indicator Security

User ID: cistu Documentation, Dolores
 Academic Institution: CICMP Channel Islands

Security Settings				View All	First	1-10 of 12	Last
*Service Indicator Code		Reason		Placement	Release		
EBL	🔍 Enroll Block for U Status	EBLE	🔍 Enrollment Block English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
EBL	🔍 Enroll Block for U Status	EBLM	🔍 Enrollment Block Math	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
ELM	🔍 Math Remediation Required	ELM1	🔍 ELM1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
ELM	🔍 Math Remediation Required	ELM2	🔍 ELM2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
ELM	🔍 Math Remediation Required	ELM3	🔍 ELM3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
EPT	🔍 English Remediation Required	EPT1	🔍 EPT1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
EPT	🔍 English Remediation Required	EPT2	🔍 EPT2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
EPT	🔍 English Remediation Required	EPT3	🔍 EPT3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
EPT	🔍 English Remediation Required	EPT0	🔍 EPT0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-
FIN	🔍 Financial Aid Hold	DEFLT	🔍 Default on Federal Stdnt Loan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+	-

2.1.1 Grant Service Indicator Security

1. Navigate to the page above and select the user you want to grant service indicators to.
2. Click on the magnifying glass and select the first service indicator code.
3. Tab out of the field and do the same process for the granting the reason.
4. If a service indicator code has several reasons and you want the user to have the capacity to add and release them all, then you must repeat the process for all of the reason codes desired.
5. If you want the user to be able to add and release the values you just setup, then check the boxes at the right for placement and release.
6. You can give a user access to just place or release the service indicator. There are situations where you don't want a staff member to be able to put a specific service indicator on a student, however you want them to be able to release it based on agreed to business rules; or visa versa.
7. Repeat this process until you have added all of the service indicators you want the user to have access to.

8. Save the page.
9. Repeat the process for all other users that need to be able to place and release service indicators or use the User Profile Replacement process.
10. Remember the user must also have been granted security to the appropriate page through the permission lists they have also been granted.