Add, Edit, and Release Service Indicators

Purpose: This document is a reference for entering service indicator data in ctcLink.

Audience: College staff responsible for maintaining student information.

You must have at least one of these local college-managed security roles:

- ZD CC Service Indicate Student
- ZZ CC Service Indicate Student
- ZD CC Service Indicators
- ZD CC Super user
- ZZ CC Service Indicators

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Users who have been granted the role **ZZ CC Service Indicate Student** would be given access to "placement" and "release" of Service Indicators but cannot perform that work until they have been granted **SACR Security to the relevant Service Indicator codes.**

Supporting Information:

Service indicators (SIs) and their impacts are institution-specific. A service indicator assigned to a student by one college will not impact that student's activities at another college. Don't look at other colleges' service indicators if you have a student who cannot enroll in classes. Instead, look at other factors that impact the student's ability to enroll at your institution: term activation, enrollment appointments, and enrollment requirements.

The Student Services Center page shows you data displayed to the student on their Student Homepage. This data includes data from other institutions. So, if you're in the Student Services Center and see that a service indicator has been given to the student, don't assume that your college assigned the service indicator! You can determine if your college assigned the service indicator by clicking on the service indicator in the Student Services Center. You can also visit the Manage Service Indicators page. If you don't want your service indicator displayed to students in Self Service, uncheck the "Display in Self Service" box on the Service Indicator Table.

Additional Resources:

- **Batch Processing Service Indicators**
- **Setting Up Service Indicator Codes and Reasons**

Queries:

- **QCS_CC_SRVC_IND_DA_V2** - Service Indicator data (List of the students with a particular SI).
- **QCS_CC_SRVC_IND_DA_W_STU_GRP** - Service Indicator data with Student Group.
- **QCS_CC_SRVC_IND_WITHSERVIMPACT** - Service Indicator data for a term-activated student with service impact tables and fields.
- To access the most up-to-date query information, visit **dataservicesmetalink.sbctc.edu**.
- Discover the best methods for finding queries and reports by visiting **Recommended Methods for Searching Queries and Reports**.

Add Service Indicator

Navigation: Campus Community > Service Indicators > Person > Manage Service Indicators

Navigation: Service Indicators (Student) > Manage Service Indicators

1. On the **Manage Service Indicator** page, enter a student ID or look up a student by name.
2. Select the **Search** button.
3. The **Manage Service Indicators** page displays.
4. If a student has several Service Indicators, you can filter the type of service indicators displayed. To filter the type of service indicators displayed, select Effect = "**All**," "**Negative**," or "**Positive**." Leaving this set to "**All**" will allow you to see all indicators.
5. Activate the **Institution** drop-down menu and select your Institution. Refresh the page when changing the **Effect** or **Institution** filters.
6. Click the **Add Service Indicator** link**.**
7. To select a Service Indicator Code from the Lookup List, click the looking glass icon to the right of the field. A list of service indicators will appear.
8. Select a **Service Indicator Code**. This indicator may be positive or negative depending on the service indicator selected. You will only see the service indicators you have security access to in this list.

Effective Period

1. **Start Term and End Term**: Specify the term during which the service indicator becomes valid for the ID and the term during which it ceases to be valid. If no End Term value is entered, term-based impacts will be in effect until the service indicator is released (optional).
2. **Start Date and End Date**: Enter the date the service indicator should become valid for the ID and specify the date it should cease to be valid. If no **End Date** value is entered, date-based impacts will be in effect until the service indicator is released (optional).

Assignment Details

Assignment Details indicate **Department** requirements and/or **Reference** information. These fields may also auto-populate based on the selected Service Indicator. Fill in the **Amount** field if a monetary amount is associated.

1. Enter **Department**. This defaults from the service indicator setup table.
2. Enter **Reference**. This defaults from the service indicator setup table.
3. Enter **Amount** (optional), if the student owes a required fee.

Contact Information and Comments

If required, **Contact Information** may be entered. The **Placed Person ID** and **Placed By** auto-populate with your information. **Comments** are optional.

1. Enter **Contact ID**. You can enter the ID and name of the person to contact for questions regarding this service indicator.
2. Enter **Contact Person**. You can enter the ID and name of the person to contact for questions regarding this service indicator.
3. Enter **Placed Person ID:** This defaults to the person who added the Service Indicator code to the student. The system shows the current user's ID and name. This value can be overridden.
4. Enter **Comments**. These Comments are internal and are not visible to students. .
5. Select **Apply** in the lower-left corner of the page.
6. Select **OK**. The Manage Service Indicators page appears.

Video Tutorial

The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

View Tutorial Via Panopto

View the external link to **Add a Service Indicator**. This link will open in a new tab/window.

Edit a Service Indicator

Depending on your access, you may only view Service Indicators. Whenever a student has a Service Indicator assigned, they will see a negative or positive icon. One icon can represent one or more Service Indicators. You can navigate to any component/page by clicking the icon. This page displays the number of service indicators and their restrictions.

Navigation: Campus Community > Service Indicators > Person > Manage Service Indicators

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

1. On the **Manage Service Indicator** page, enter a student ID or look up a student by name.
2. Select the **Search** button.
3. The **Manage Service Indicators** page displays.
4. Select the **Institution** from the drop-down list, then select the **Refresh** link to the right of the menu.
5. Select the **Code** of the service indicator you wish to view or edit.
6. The **Edit Service Indicator** page displays.
7. After making changes, select **OK** to save the changes and return to the Manage Service Indicators page, or select **Apply** to activate changes and remain on the same page.

View Tutorial

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Release a Service Indicator

Please note: to view comments after the service indicator has been released, you must use the Audit Service Indicators page.

- **Navigation: NavBar > Navigator > Campus Community > Service Indicators > Person > Audit Service Indicators**
- **Navigation: NavBar > Navigator > Campus Community > Service Indicators (Student) > Audit Service Indicators**

Navigation: Campus Community > Service Indicators > Person > Manage Service Indicators

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

1. On the **Manage Service Indicator** page, enter a student ID or look up a student by name.
2. Select the **Search** button.
3. The **Manage Service Indicators** page displays.
4. Select the **Institution** from the drop-down list, then select the **Refresh** link to the right of the menu.
5. Select the **Code** of the Service Indicator you wish to view or edit.
6. The **Edit Service Indicator** page displays.
7. If you are authorized, click the **Release** button. A confirmation page displays.
8. Select **OK**.
9. Process complete.

Video Tutorial

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View Tutorial Via Panopto

View the external link to **Release a Service Indicator**. This link will open in a new tab/ window.

Fraud-Related Service Indicators

Fraud-Related Service Indicators:

Since the beginning of June, the State Board has been running a nightly process that takes fraud-related service indicators (**SXI, SXF, and SVR**) placed at one institution and copies them across all colleges. This is meant to assist colleges in navigating the fraud reporting process when the account is associated with multiple institutions.

1. **The SXI service indicator**:
    - An informational-only notice that a college is investigating potentially fraudulent activity associated with an account.
    - Has no impacts on a student's access in ctcLink, but it can assist colleges in coordinating when they have information regarding an account being investigated elsewhere.
2. **The SXF service indicator**:
    - Placed when a college has confirmed fraudulent activity associated with an account.
    - Does carry impacts of preventing enrollment and financial aid activity, which will take effect at all colleges once the indicator has been copied in the nightly process.
3. **The SVR service indicator with the Not Fraudulent reason code**:

- Placed via a support ticket submission when a college has verified an account as not having fraudulent activity.
- Adding this indicator will release any prior **SXI** or **SXF** indicators placed by any college.

None of these service indicators is visible through student self-service views. More details on this process are available in the QRGs **Reporting Fraudulent Applications/ Accounts to SBCTC** and **Reporting Verified Students to SBCTC**.

We have just released a new query to assist in processing potentially fraudulent accounts. If you find a student who has had a fraud-related indicator copied to your college, and you want to reach out to the other college that originally placed the indicator but are unsure which college that was, the query **QCS_SR_FRAUD_INDICATOR_LIST** can be run to determine which college a fraud-related service indicator originated with.