


9.2 Managing Service Indicators (Financial Aid)

Purpose: Use this document as a reference for how to Manage Service Indicators in ctcLink.

Audience: FA Counselor/Technician

 You must have at least one of these local college managed security roles, depending on which of the two navigation paths you follow:

for the navigation path *Campus Community > Service Indicators (Student) > Manage Service Indicators*:

- ZD CC Service Indicate Student
- ZZ CC Service Indicate Student

for the navigation path *Campus Community > Service Indicators > Person > Manage Service Indicators*:

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

You must also set these SACR Security permissions:

- [CS 9.2 SACR Security: Basic Requirements for Staff](#)
- [CS 9.2 SACR Security - Service Indicator Security](#)

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

Managing Service Indicators (Financial Aid)

Adding a Service Indicator

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

OR

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

1. The Manage Service Indicators search page displays.
2. Enter the **Student ID**.
3. Select the **Search** button.
4. The Manage Service Indicators page displays.
5. Select **Add Service Indicator** to display the Add Service Indicator page.

Manage Service Indicators

Kerry Ortiz 101000002

Display Effect All Institution Spokane CC

+ Add Service Indicator

Service Indicator Summary

No Service Indicators exist for selected criteria.

+ Add Service Indicator

Return to Search Previous in List Next in List Notify

6. The Add Service Indicator page displays.
7. Complete the following fields:
 - a. **Institution**
 - b. **Service Indicator Code**
 - c. **Reason**
 - d. **Start Term**
 - e. **Start Date**
 - f. **End Date**
 - g. **Department**
8. The Lookup Tool next to each field can be used to find the desired codes. Additional codes are listed at the end of this document.
9. Select **OK** to add the Service Indicator.

Add Service Indicator

Kerry Ortiz 101000002

*Institution WA171 Spokane CC

*Service Indicator Code F01 FA Disbursement Hold

*Reason F01 Ad received at diff college

Description It has come to the attention of the Financial Aid Office that you may be receiving financial aid at a different college for

Effect Negative Service Indicator

Effective Period

Start Term 2177 2017 FALL End Term 2181 2018 WINTR

Start Date 09/04/2017 End Date 03/09/2018

Assignment Details

*Department 99304 SCC Financial Aid/Work Study

Reference

Amount 0.00 Currency USD

Contact Information

Contact ID Contact Person

Placed Person ID Placed By

Comments

2000 characters remaining

Services Impacted

Impact	Description	Basis - Date	Basis - Term	Term Category
1 FDHLD	FA Disbursement Hold			

Service Indicator Date Time 09/28/2018 11:35:42AM

User ID CTC_KCLARK

OK Cancel Apply

10. The Manage Service Indicators page displays with the newly entered Service Indicator information.

Manage Service Indicators

Kerry Ortiz 101000002

Display Effect All Institution Spokane CC Refresh

+ Add Service Indicator

Service Indicator Summary

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
F01	FA Disbursement Hold	Ad received at diff college	WA171	2177	2017 FALL	2181 2018 WINTR	09/04/2017	03/12/2018
RSP	Select Student Populations-SCC	Students-SCC	WA171	2173	2017 SPRING		04/03/2017	

+ Add Service Indicator

Return to Search Previous in List Next in List Notify

11. Process Complete.

Releasing a Service Indicator

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

OR

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

1. The Manage Service Indicators search page displays.
2. Enter the **Student ID**.
3. Select the **Search** button.
4. The Manage Service Indicators page displays.
5. Select the **Code** link in the Service Indicator Summary section.

Manage Service Indicators

Kerry Ortiz 101000002

Display Effect All Institution Spokane CC Refresh

+ Add Service Indicator

Service Indicator Summary Personalize Find View All First 1-2 of 2 Last

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date	
F01	FA Disbursement Hold	Aid received at diff college	WA171	2177	2017 FALL	2181	2018 WINTN	09/04/2017	03/12/2018
RSP	Select Student Populations-SCC	IBEST Students-SCC	WA171	2173	2017 SPRNG		04/03/2017		

+ Add Service Indicator

Return to Search Previous in List Next in List Notify

6. The Edit Service Indicator page displays.
7. Select the **Release** button.

Edit Service Indicator

Kerry Ortiz 101000002 Release

*Institution WA171 Spokane CC

*Service Indicator Code F01 FA Disbursement Hold

*Reason FMULT Aid received at diff college

Description It has come to the attention of the Financial Aid Office that you may be receiving financial aid at a different college for

Effect Negative Service Indicator

Effective Period

Start Term 2177 2017 FALL End Term 2181 2018 WINTR

Start Date 09/04/2017 End Date 03/12/2018

Assignment Details

*Department 99304 SCC Financial Aid/Work Study

Reference

Amount 0.00 Currency USD

Contact Information

Contact ID Contact Person

Placed Person ID Placed By

Placed Method Manual

Placed Process Release Process

Comments

2000 characters remaining

Services Impacted

Personalize | Find | View All | First 1 of 1 Last

Impact	Description	Basis - Date	Basis - Term	Term Category
1 FDHLD	FA Disbursement Hold			

Service Indicator Date Time 06/28/2018 10:45:58AM

User ID CTC_KCLARK

javascript:submitAction_win0(document.win0.SRVC_IND_CODE50);

8. A confirmation message appears.
9. Select the **OK** button.

Are you sure you want to release this Service Indicator?

OK Cancel

10. The Manage Service Indicator page displays.

Manage Service Indicators

Kerry Ortiz 101000002

Display Effect All Institution Spokane CC Refresh

+ Add Service Indicator

Service Indicator Summary

Personalize | Find | View All | First 1 of 1 Last

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
RSP	Select Student Populations-SCC	IBEST Students-SCC	WA171	2173	2017 SPRNG		04/03/2017	

+ Add Service Indicator

11. Process complete.

FA Service Indicator and Reason Codes

B09	Student Charges Written-Off
B10	Business Office Hold
F01	FA Disbursement Hold
F02	FA Tuition/Class Hold
F03	FA Refund Hold
F04	FA Ineligible Academic Plan
FSG	SNG Interim Report Exclusion
FZ0	FAM Legacy Data
R01	Academic Warning
R02	Academic Probation

WA220	FAINP	Y	N	N	N	FA Ineligible Academic Plan
WA220	FDHLD	Y	N	N	N	FA Disbursement Hold
WA220	FRHLD	Y	N	N	N	FA Refund Hold
WA220	FSNGX	Y	N	Y	N	SNG Interim Report Exclusion
WA220	ETHLD	Y	N	Y	N	FA Tuition/Class Hold