

# 9.2 Managing Service Indicators (Financial Aid)

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

**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**

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\*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 03/09/2018

**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	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Service Indicator Date Time 06/28/2018 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	Aid 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 SPRNG		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 WINTR	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

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\*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 WNTR  
 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**

Impact	Description	Basis - Date	Basis - Term	Term Category	
1	FDHLD	FA Disbursement Hold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

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**

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

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

<a href="#">WA220</a>	<a href="#">FAINP</a>	<a href="#">Y</a>	<a href="#">N</a>	<a href="#">N</a>	<a href="#">N</a>	<a href="#">FA Ineligible Academic Plan</a>
<a href="#">WA220</a>	<a href="#">FDHLD</a>	<a href="#">Y</a>	<a href="#">N</a>	<a href="#">N</a>	<a href="#">N</a>	<a href="#">FA Disbursement Hold</a>
<a href="#">WA220</a>	<a href="#">FRHLD</a>	<a href="#">Y</a>	<a href="#">N</a>	<a href="#">N</a>	<a href="#">N</a>	<a href="#">FA Refund Hold</a>
<a href="#">WA220</a>	<a href="#">FSNGX</a>	<a href="#">Y</a>	<a href="#">N</a>	<a href="#">Y</a>	<a href="#">N</a>	<a href="#">SNG Interim Report Exclusion</a>
<a href="#">WA220</a>	<a href="#">ETHLD</a>	<a href="#">Y</a>	<a href="#">N</a>	<a href="#">Y</a>	<a href="#">N</a>	<a href="#">FA Tuition/Class Hold</a>