



PeopleSoft Campus Solutions  
**Service Indicators and  
Student Checklists**

Updated 5/1/17

# Contents

Understanding Service Indicators .....	2
Viewing Service Indicators .....	3
Entering Service Indicators .....	4
Releasing Service Indicators .....	7
Viewing Checklist .....	9
Updating Checklist .....	11

## Understanding Service Indicators



Use service indicators to provide or limit access to services for an individual or organization. Service indicators can be holds that prevent an individual or organization from receiving certain services or positive indicators that designate special services to be provided. Service indicators consist of one or more impact values that identify the types of specific services that are restricted or provided.

Examples of negative service indicators include no enrollment verification or transcript holds, and denied registration for classes. Positive service indicators include use of the gym, special services for disabled students, and so on.

You might define a positive service impact to permit specific students to receive their student identification cards earlier than the remainder of the student body. You might define a negative service impact that prevents specific students from receiving their student identification cards until, for example, they submit past-due enrollment deposits.

When a service indicator is assigned, the corresponding negative or positive service indicator button appears on most pages about that individual or organization. One button can represent one or several service indicators. You would click the buttons on any of those pages to navigate to the appropriate details page, where you can determine how many and which restrictions apply.

Service Indicators are similar to Orion holds.

Field or Control	Definition
 (negative service indicator)	<p>Appears on a page when a negative service indicator is assigned to the individual or organization.</p> <p>Click to access the Manage Service Indicators page, from which you can view details about the service restrictions associated with each negative service indicator for the ID.</p>
 (positive service indicator)	<p>Appears on a page when a positive service indicator is assigned to the individual or organization.</p> <p>Click to access the Manage Service Indicators page, from which you can view details about the service privileges associated with each positive service indicator for the ID.</p>

Source: PeopleBooks

## Viewing Service Indicators

### Navigation

- Click the **Main Menu> Campus Solutions> Campus Community>Student Services Ctr (Student)**

**Note:** Information is also under **Main Menu> Campus Solutions> Campus Community>Student Services Center**

Result: Student Center page displays.

- Enter the desired information into the **ID** or name fields. Click the **Search** button.
- Select the **General Info** tab.
- In the Service Indicator Section locate the view all positive and negative service indicators.

The screenshot shows the Florida State College Student Services Center interface. The breadcrumb trail is: Favorites > Main Menu > Campus Solutions > Campus Community > Student Services Ctr (Student). The user ID is 9999001. The 'Service Indicators' section is highlighted with a red box, and a red arrow points to the 'edit service indicators' button. Below this, there is a table of service indicators with one entry: 'Financial Hold'.

Type	Details	Start Term	End Term	Start Date	End Date	Department
⊘	<a href="#">Financial Hold</a>	Fall 2017	Fall 2017	05/15/2017	05/16/2017	Miscellaneous Clearing Account

# Entering Service Indicators

## Navigation

- Log into MyFSCJ with your FSCJ logon ID and password
- Click the Student Services dropdown >Student Services>Student Services Ctr (Student) and select the *General Info* tab.
- Enter the Student ID in the **ID** field.

my.fscj.edu

Employees Faculty Students Resources Help Center

**Student Services Center**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

**Search Criteria**

**ID:** begins with ▾ 9999001 x

**Campus ID:** begins with ▾

**National ID:** begins with ▾

**Last Name:** begins with ▾

**First Name:** begins with ▾

Case Sensitive

Search Clear Basic Search Save Search Criteria

- Select the Edit Service Indicators button.

my.fscj.edu

Employees Faculty Students Resources Help Center

**Blue Wave** ID: 9999001

student center **general info** admissions transfer credit academics finances financial aid

**Service Indicators** **Initiated Checklists**

**Student Groups** **Personal Data**

**National ID** **Names** COLLAPSE ALL

**Addresses** **Phones** EXPAND ALL

**Email Addresses**

Service Indicators **edit service indicators**

No service indicators found.

Go to top

Initiated Checklists **review checklist summary**

[Favorites](#) > [Main Menu](#) > [Campus Solutions](#) > [Campus Community](#) > [Service Indicators \(Student\)](#) > [Manage Service Indicators](#)

my.fscj.edu

[Employees](#) [Faculty](#) [Students](#) [Resources](#) [Help Center](#)

**FLORIDA STATE COLLEGE AT JACKSONVILLE**

### Manage Service Indicators

Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

**Search Criteria**

**Empl ID:** begins with

**Academic Career:** =

**National ID:** begins with

**Campus ID:** begins with

**Last Name:** begins with

**First Name:** begins with

Case Sensitive

[Basic Search](#)

- Click Search.
- Use the **Manage Service Indicators** page to view service indicators assigned to a person ID.
- Click the **Add Service Indicator** button.

[Favorites](#) > [Main Menu](#) > [Student Services](#) > [Student Services Ctr \(Student\)](#)

my.fscj.edu

[Employees](#) [Faculty](#) [Students](#) [Resources](#) [Help Center](#)

**FLORIDA STATE COLLEGE AT JACKSONVILLE**

### Manage Service Indicators

Blue Wave 9999001

**Display:** Effect   **Institution**   [Refresh](#)

**Service Indicator Summary**

No Service Indicators exist for selected criteria.

- Use the **Add Service Indicator** page to assign a new service indicator to the person ID.

Complete the following:

- **Service Indicator Code:** Use the Look Up icon to select the appropriate code
- **Service Ind Reason Code:** Use the Look Up icon to select the appropriate code
- **Description:** Will auto-populate
- **Effective Period:** Enter Start and End Term and Start and End Date
- **Contact Information:** Optional
- **Comments:** Optional

**Edit Service Indicator**

Blue Wave 9999001 Release

\*Institution: FSCJ1 FSCJ1

\*Service Indicator Code: FI Financial Hold

\*Service Ind Reason Code: DEBT Student is Past Due

Description: You must pay your outstanding charges to have this hold released.

Effect: Negative

**Effective Period**

Start Term: 2178 Fall 2017 End Term: 2178 Fall 2017

Start Date: 05/15/2017 End Date: 05/18/2017

**Assignment Details**

\*Department: 103028 Miscellaneous Clearing Account

Reference:

Amount: 0.00 Currency: USD

**Contact Information**

Contact ID:

Placed Person ID: 1002743 Placed By: Dexter-Harris, Rosalind Regina

Placed Method: Manual

Placed Process: Release Process:

**Comments**

This hold is posted for training purposes.

**Services Impacted**

Impact	Description	Basis - Date	Basis - Term	Term Category
1 AENR	No Add Activity; Drop Allowed	<input type="checkbox"/>	<input type="checkbox"/>	Full Year
2 ENVER	No Enrollment Verification	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Full Year
3 GRAD	Stop Graduation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Full Year

Service Indicator Date Time: 05/15/2017 4:04:05AM

User ID: 1002743 Dexter-Harris, Rosalind Regina

OK Cancel Apply

- Click Apply and Ok

**Manage Service Indicators**

Blue Wave 9999001

Display: Effect  Institution  [Refresh](#)

[+ Add Service Indicator](#)

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
FI	Financial Hold	Student is Past Due	FSCJ1	2178	Fall 2017	2178	Fall 2017	05/15/2017	05/16/2017

[+ Add Service Indicators](#)

## Releasing Service Indicators

Service indicators will be automatically released on their expiration date. When it is appropriate, an advisor may manually release service indicators to end the provision or limits of an individual’s access to college services. The service indicator may also be removed by a mass release process.

**Note:** Only the office or department that placed the service indicator may remove that service indicator.

### Navigation

- Log into MyFSCJ with your FSCJ logon ID and password
- Click the Student Services dropdown >Student Services>Student Services Ctr (Student) and select the *General Info tab*.
- Enter the Student ID in the **ID field**.

my.fscj.edu

Employees Faculty Students Resources Help Center

**Student Services Center**

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

**Search Criteria**

**ID:**

**Campus ID:**

**National ID:**

**Last Name:**

**First Name:**

Case Sensitive

[Basic Search](#)



On the General Info tab page, select the Details link of the service indicator to be released.

The screenshot shows the 'my.fscj.edu' Student Services Center interface. The user is logged in as 'Blue Wave' with ID: 9999001. The 'general info' tab is selected. Under 'Service Indicators', there is a table with the following data:

Type	Details	Start Term	End Term	Start Date	End Date	Department
⊖	<a href="#">Financial Hold</a>	Fall 2017	Fall 2017	05/15/2017	05/16/2017	Miscellaneous Clearing Account

A red box highlights the 'Financial Hold' link, and a red arrow points to it. The 'Details' link is also highlighted in a red box. The 'Service Indicators' section includes a filter for 'Positive' and 'Negative', and a 'Go to top' link.

**Note:** The Release button will only appear if the user has security access to remove the specific service indicator.

The screenshot shows the 'Edit Service Indicator' page for 'Financial Hold'. The user is logged in as 'Blue Wave' with ID: 9999001. The 'Release' button is highlighted in a red box. The page displays the following information:

**\*Institution:** FSCJ1 FSCJ1

**\*Service Indicator Code:** FI Financial Hold

**\*Service Ind Reason Code:** DEBT Student is Past Due

**Description:** You must pay your outstanding charges to have this hold released.

**Effect:** Negative

**Effective Period**

<b>Start Term:</b> 2178 Fall 2017	<b>End Term:</b> 2178 Fall 2017
<b>Start Date:</b> 05/15/2017	<b>End Date:</b> 05/16/2017

Are you sure you want to release this Service indicator will appear, click OK.

## Viewing Checklist

A checklist summary is created as soon as a person has a checklist assigned to their record. This can take place when an application is built by a query process or manually added to a person. From the checklist summary page, you can view checklist items from all modules. However, items are organized by administrative function (Example: ADMP for admissions and GEN for General).

### Navigation-Option 1

- Click the **Main Menu > Campus Solutions > Campus Community > Checklists > Person Checklists > Person Checklist Summary**

Result: Person Checklist Summary page displays.

- Enter the desired information into the **ID** or name fields. Click the **Search** button.

Person Checklist Summary

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

ID: begins with 9999001

Campus ID: begins with

National ID: begins with

Last Name: begins with

First Name: begins with

Result: Person Checklist Summary page displays.

- Enter a Function and Responsible ID or leave them blank to view all checklist items associated with your security access.

Checklist Summary Operator 3C Groups Summary

Blue Wave 9999001

Selection Criteria

Function Variable Data

Checklist Type Checklist Responsible ID Status

Search Results

Status	Institution and Function	Item	Description	Due Date	Item Status
Edit View	APLACE	APLACE	Assessment/Placement-Credit	04/18/2018	Completed

## Navigation-Option 2

- Click the **Main Menu> Campus Solutions> Campus Community>Student Services Ctr (Student)**

**Note:** Information is also under **Main Menu> Campus Solutions> Campus Community>Student Services Center**

Result: Student Center page displays.

- Enter the desired information into the **ID** or name fields. Click the **Search** button.
- Select the **General Info** tab.
- In the Initiated Checklist Section locate the review **Checklist Summary Button** and select the link of the desired checklist item.

my.fscj.edu

Employees Faculty Students Resources Help Center

Blue Wave ID: 9999001

student center **general info** admissions transfer credit academics finances financial aid

[Service Indicators](#) [Initiated Checklists](#)  
[Student Groups](#) [Personal Data](#)  
[National ID](#) [Names](#) COLLAPSE ALL  
[Addresses](#) [Phones](#) EXPAND ALL  
[Email Addresses](#)

Service Indicators [edit service indicators](#)

★ Positive ☹ Negative

Type	Details	Start Term	End Term	Start Date	End Date	Department
☹	Financial Hold	Fall 2017	Fall 2017	05/15/2017	05/16/2017	Miscellaneous Clearing Account

[Go to top](#)

Initiated Checklists [review checklist summary](#)

Filter data by Operator Value

filter show all

Function	Checklist	Institution	Variable Data
ADMP	<a href="#">APLACE - Assessment/Placement-Credit</a>	FSCJ1	Academic Career: CLK Student Career Nbr: 0 Application Nbr: 00189371 Application Program Nbr: 0
<a href="#">Checklist Items</a>			
ADMP	<a href="#">ARES1 - Declaration of Residency</a>	FSCJ1	Academic Career: CLK Student Career Nbr: 0 Application Nbr: 00189371 Application Program Nbr: 0
<a href="#">Checklist Items</a>			
ADMP	<a href="#">AHSTRN - High School Transcript</a>	FSCJ1	Academic Career: CLK Student Career Nbr: 0 Application Nbr: 00189371 Application Program Nbr: 0
<a href="#">Checklist Items</a>			

[Go to top](#)

- Follow the same instructions provided in Option 1 navigation.

# Updating Checklist

## Navigation-Option 1

- Click the **Main Menu > Campus Solutions > Campus Community > Checklists > Peron Checklists > Checklist Management-Person**

Result: Checklist Management-Person page displays.

- Enter the desired information into the **ID** or name fields. Click the **Search** button.
- Select the link of the desired checklist item.

my.fscj.edu

Employees Resources Students Help Center

**Checklist Management - Person**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value

**Search Criteria**

ID: begins with 9999001

Sequence Number: =

Administrative Function: begins with

Checklist Code: begins with

National ID: begins with

Campus ID: begins with

Last Name: begins with

First Name: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

**Search Results**

ID	Sequence Number	Administrative Function	Checklist Code	National ID	Country	NID_Short Description	National ID	Date of Birth	Gender	Name	Campus ID	Last Name	First Name
9999001 1		ADMP	AHSTRN	USA	SSN	*****XXX	01/01/1970	Female	Wave.Blue	(blank)	WAVE	BLUE	
9999001 3		ADMP	ARESI	USA	SSN	*****XXX	01/01/1970	Female	Wave.Blue	(blank)	WAVE	BLUE	
9999001 4		ADMP	APLACE	USA	SSN	*****XXX	01/01/1970	Female	Wave.Blue	(blank)	WAVE	BLUE	

Result: Checklist Management 1 page displays.

- Click the yellow **Variable Data** button to identify the Academic Career and Application Nbr (if available) associated with this checklist item. Click OK to return to the Checklist Management 1 page.
- Select the **Checklist Management 2** page.

**Variable Data**

Academic Career: CLK

Student Career Nbr: 0

Application Nbr: 00189371

Application Program Nbr: 0

OK Cancel

Result: Checklist Management 2 page displays.

- Locate the status field and update to *Completed* and Save.

Navigation-Option 2

- Click the **Main Menu > Campus Solutions > Campus Community > Student Services Ctr (Student)**. Note: Information is also under **Main Menu > Campus Solutions > Campus Community > Student Services Center**

Result: Student Center page displays.

- Enter the desired information into the **ID** or name fields. Click the **Search** button.
- Select the **General Info** tab.
- Locate the **Initiate Checklist Section** and select the link of the desired checklist item *APLACE-Assessment/Placement-Credit*.

Result: Checklist Management 1 page displays.

- Follow the same instructions provided in Option 1 navigation.