



Florida State College
at Jacksonville

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

Updated 7/10/18

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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

- Go to **Main Menu**> **Campus Solutions**> **Campus Community**>**Student Services Center**
 - Enter the desired information into the **ID** or name fields.
 - Click the **Search** button.
 - Select the **General Info** tab.
-
- In the Service Indicator Section view all positive and negative service indicators.

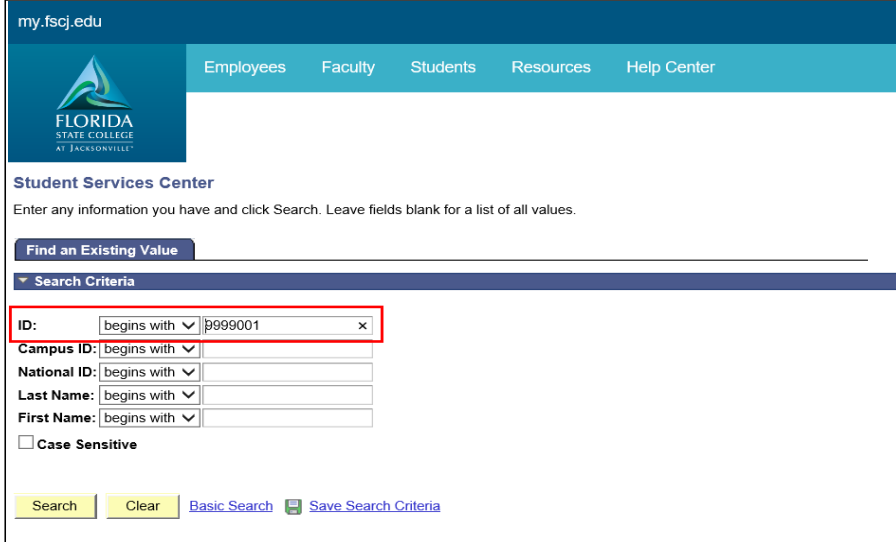
The screenshot shows the my.fscj.edu website interface. At the top, there is a navigation bar with links for Employees, Faculty, Students, Resources, and Help Center. Below this is the Florida State College logo and the user's name 'Blue Wave' with ID: 9999001. A series of tabs includes 'student center', 'general info', 'admissions', 'transfer credit', 'academics', 'finances', and 'financial aid'. Under 'general info', there are links for 'Service Indicators', 'Initiated Checklists', 'Student Groups', 'Personal Data', 'National ID', 'Names', 'Addresses', 'Phones', and 'Email Addresses'. A 'COLLAPSE ALL' button is visible. Below these links, the 'Service Indicators' section is active, featuring a green 'edit service indicators' button highlighted with a red box. A red arrow points down from this button to a table of service indicators. The table has columns for Type, Details, Start Term, End Term, Start Date, End Date, and Department. One entry is shown: a negative 'Financial Hold' from Fall 2017 to Fall 2017, with start and end dates of 05/15/2017 and 05/16/2017, respectively, in the 'Miscellaneous Clearing Account' department. A 'Go to top' link is below the table. At the bottom, the 'Initiated Checklists' section has a 'review checklist summary' button.

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

Entering Service Indicators

Navigation

- Log into MyFSCJ
- Go to Main Menu> Campus Solutions> Campus Community>Student Services Center.
- Enter the Student ID in the **ID** field.



my.fscj.edu

Employees Faculty Students Resources Help Center

FLORIDA STATE COLLEGE AT JACKSONVILLE

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 |

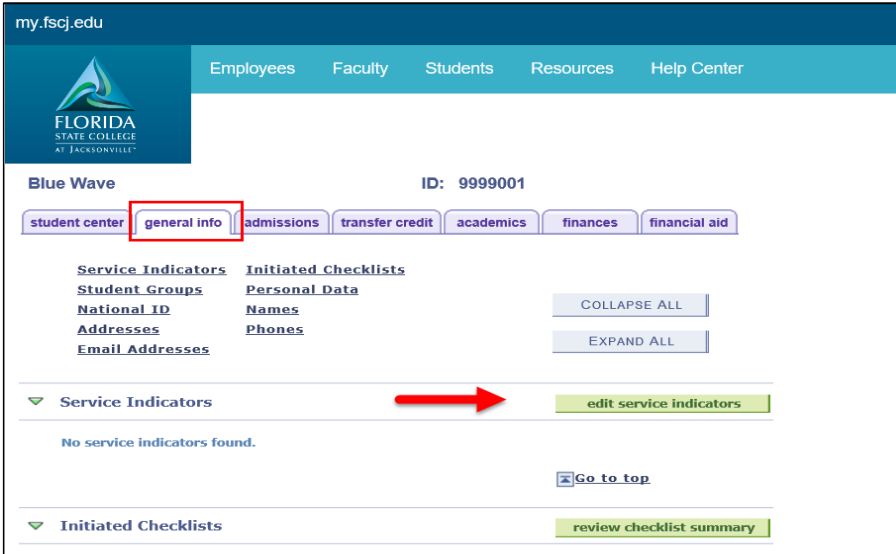
Last Name: begins with |

First Name: begins with |

Case Sensitive

Search Clear Basic Search Save Search Criteria

- Select the **General Info** tab and click the **Edit Service Indicators** button.



my.fscj.edu

Employees Faculty Students Resources Help Center

FLORIDA STATE COLLEGE AT JACKSONVILLE

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**

- Enter the student's **ID**.

my.fscj.edu

Employees Faculty Students Resources Help Center

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 [9999001] x Q

Academic Career: =

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

- Click Search.
- Use the **Manage Service Indicators** page to view the student's service indicators.
- Click **Add Service Indicator**.

my.fscj.edu

Employees Faculty Students Resources Help Center

Manage Service Indicators

Blue Wave 9999001

Display: Effect [All] Institution FSCJ1 Refresh

+ Add Service Indicator

Service Indicator Summary

No Service Indicators exist for selected criteria.

+ Add Service Indicator

Cancel

- 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 magnifying glass to select the appropriate code.
- **Service Ind Reason Code:** Use the Look Up magnifying glass to select the appropriate code.
- **Description:** This will auto-populate.
- **Effective Period:** Enter the Start and End Term as well as the Start and End Date
- **Contact Information:** Optional
- **Comments:** Optional

my.fscj.edu

Employees Faculty Students Resources Help Center

Edit Service Indicator

Blue Wave 0000001 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:

Contact Person:

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

Placed Method: Manual

Placed 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 checked="" 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

Note optional

Service Impacts associated with Service Indicator.

- Click **Apply** and **Ok**

Manage Service Indicators

Blue Wave 9999001

Display: Effect All Institution FSCJ1 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 Indicator

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
- Go to Main Menu> Campus Solutions> Campus Community>Student Services Center.
- Enter the Student ID in the ID field.

my.fscj.edu

Employees Faculty Students Resources Help Center

FLORIDA STATE COLLEGE AT JACKSONVILLE

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

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

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

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](#)

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

my.fscj.edu

Employees Faculty Students Resources Help Center

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:	05/16/2017	

A message asking, "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 (e.g ADMP for Admissions and GEN for General).

Navigation-Option 1:

- Click the **Main Menu> Campus Solutions> Campus Community>Checklists>Peron Checklists>Person Checklist Summary**
- 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 p999001 x

Campus ID: begins with

National ID: begins with

Last Name: begins with

First Name: begins with

- Enter a **Function** and **Responsible ID**. Alternatively, you could 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	Checklist	Institution and Function	Description	Due Date	Item Status
Edit View	APLACE	APLACE	Assessment/Placement-Credit	04/18/2018	Completed
Edit View	APLACE	APLACE	Assessment/Placement-Credit	04/18/2018	Completed

Navigation-Option 2:

- Click the **Main Menu> Campus Solutions> Campus Community>Student Services Center**
- 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.

The screenshot shows the Florida State College Blue Wave interface. At the top, there are navigation tabs: Employees, Faculty, Students, Resources, and Help Center. Below this, the user's name 'Blue Wave' and ID '9999001' are displayed. A row of tabs includes 'student center', 'general info' (highlighted with a red box), 'admissions', 'transfer credit', 'academics', 'finances', and 'financial aid'. Under the 'general info' tab, there are sections for 'Service Indicators' and 'Initiated Checklists'. The 'Initiated Checklists' section contains a table with columns: Type, Details, Start Term, End Term, Start Date, End Date, and Department. Below the table, there is a 'Filter data by' section with dropdown menus for 'Filter data by', 'Operator', and 'Value', and buttons for 'filter' and 'show all'. At the bottom of the 'Initiated Checklists' section, there is a 'review checklist summary' button highlighted with a red box. A red arrow points from this button back to the 'Initiated Checklists' section header.

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

- 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**
- 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	****XXXX	01/01/1970	Female	Wave	Blue (blank)	WAVE	BLUE		
9999001	3	ADMP	ARESI	USA	SSN	****XXXX	01/01/1970	Female	Wave	Blue (blank)	WAVE	BLUE		
9999001	4	ADMP	APLACE	USA	SSN	****XXXX	01/01/1970	Female	Wave	Blue (blank)	WAVE	BLUE		

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

Variable Data

Academic Career: [CLK] Clock

Student Career Nbr: [0]

Application Nbr: [00189371]

Application Program Nbr: [0]

OK Cancel

- Locate the status field and select *Completed*
- Click **Save**.

*Sequence	*Item	*Status	Status Date	*Due Date
100	APLACE	Completed	04/18/2017	04/18/2018

Navigation-Option 2:

- Click the **Main Menu > Campus Solutions > Campus Community > Student Services Center**
- 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.

Function	Checklist	Institution	Variable Data
ADMP	APLACE - Assessment/Placement-Credit	FSCJ1	Academic Career: CLK Student Career Nbr: 0 Application Nbr: 00189371 Application Program Nbr: 0

The Checklist Management page will display.

- Follow the same instructions provided in Option 1 navigation.