Manage/Audit Student Service Indicators

In iSIS, Service Indicators represent informational flags as well as holds or restrictions. Positive Service Indicators present information about the student and have no impact on the student (information only). Negative Service Indicators represent holds or restrictions and prevent students from performing certain activities, such as requesting a transcript or enrolling in classes.

Assign a Service Indicator:

- Access iSIS using your User ID and Password at http://go.tufts.edu/isis.
- The iSIS Home Page will appear.
- Access the Managing Service Indicators search page.
  - Navigation: *Campus Community > Service Indicators (Student) > Manage Service Indicators*
- Enter data as follows:
  - **ID** – Enter the Student's ID.
    - You may also search for the student using the Last Name and First Name fields.
- Click the **Search Button**.
- The Manage Service Indicators page will appear. Use the Manage Service Indicators page to view, edit, and/or add service indicators to a student's record.
- To add a Service Indicator, click on the Add Service Indicator link.
- The Add Service Indicator page will appear. Enter data as follows:
  - **Institution** – The field should default to, "TUFTS."
  - **Service Indicator Code** – If known, enter the Service Indicator Code. Otherwise, click on the Look Up icon to search for the appropriate Service Indicator Code.
    - Note that your access to apply service indicators is based on your role at TUFTS.
  - **Service Indicator Reason Code** - If known, enter the Service Indicator Reason Code. Otherwise, click on the Look Up icon to search for the appropriate Service Indicator Reason Code.
  - **Effect** – This field will automatically populate, indicating whether the selected Service Indicator is "positive" or "negative."
  - **Start Term/Start Date** – Enter a Start Term and/or Start Date for the Service Indicator.
  - **End Term/End Date** – Do not enter an End Term or End Date unless you want this service indicator to automatically become inactive on a particular date.
  - **Department** – This field will automatically populate. Seek guidance prior to making any changes to this field.
  - **Reference** – This field will automatically populate. Make changes as necessary.
  - **Amount (optional)** – This field is not typically used. As necessary, enter the amount of the fee.
  - **Currency** - This field will automatically populate. Make changes as necessary.
  - **Contact ID** – As desired, enter a Contact ID. This ID and name will display for the student in the Student Center.
  - **Comments** – As desired, add a comment in the Comments field. These comments will not display to the student.
- After entering data, you can review the Services Impacted group box to view the actions that the service indicator will restrict.
- Click on the **Apply Button**.
- Click the **OK button**.
- All services indicators that have been assigned to the student will now appear on the Manage Service Indicators page.

Release a Service Indicator:

- From the Manage Service Indicators page (see above), to remove a Service Indicator, click the code of the service indicator you wish to release.
  - Note that your access to remove service indicators is based on your role at TUFTS.
- If you have access to release the service indicator, a Release Button will be available in the top right corner of the Edit Service Indicator page. Click the **Release Button**, then, click the **OK Button**.

- The Service Indicator has been removed from the student's record.

Audit Student Service Indicators:

*The **Audit Service Indicators** page allows you to view a history of the service indicators that have been placed on or released from a student's record.*

- Access the Audit Service Indicators page.
  - Navigation: *Campus Community > Service Indicators (Student) > Audit Service Indicators*
- On the Audit Service Indicators page, you can generate a service indicator audit by searching various criteria, such as:
  - ID
  - Name
  - Service Indicator Code
  - Start Term and Date
  - Assigned By
- After entering the appropriate search criteria, click on the **Search Button**. The Service Indicator Audit will appear based on your search criteria.
- The first tab of the audit (the Assignment tab)will show the following:
  - Student ID
  - Student Name
  - Service Indicator Code
  - Start Term and Date
  - Action (A for Add, D for Delete/Release)
- Click on the **ID Data tab**. This tab will show additional information including:
  - Student Birthdate
  - Student National ID
  - Student County
- Click the **Date/Time tab**. The Date/Time tab shows the following:
  - User ID of the person who places the service indicator
  - Date and Time service indicator was placed
  - Audit date and time
- Click any of the **links** for the row you wish to view. A detailed summary of the service indicator will appear.