Service Indicators

What are Service Indicators?

Service indicators can be holds that prevent an individual from receiving certain services (prevent a student from performing an enrollment transaction on Albert, for example) or positive indicators that either designate special services to be provided or denote a specific student category (examples include: Foreign Student, First Generation Student, Founders’ Day Recipient).

Service indicators could be configured to display in the Student Center. This is particularly helpful to students with negative service indicators, particularly those that have service impacts (e.g. preventing registration, holding the release of a transcript) so that the associated text that is displayed could provide an explanation as to why the service indicator was placed and the steps the student needs to take in order to have the service indicator released.

Examples of service indicators and how they are used:

- Is student eligible for registration
- Internal School Reporting (First Generation, Veteran, etc…)
- Deems necessary Actions (Advisor Approval / Application Review)
- Has a student completed specific requirements
- Academic Integrity and Student Athlete Service Indicators

Positive Service Indicators -

- used to identify students in a particular group and these indicators usually have no impact (ie: veteran, first generation student, varsity Athletics…)

Negative Service Indicators -

- work as a hold on a student’s account to prevent an action (ie. registration, transcript hold, diploma release…)
- act as warning (ie: financial aid hold)

Service Indicators can be found in the following Subject Areas:

- Class Enrollment and Class Enrollment History
- Term Registration and Term Registration History
- Degrees
- Career History

Important to note:

- Including service indicators in your query may increase the number of rows per student that are returned in a result set. This is because a student can have many service indicators per term.
- Use caution when querying service indicators and facts. Due to multiple service indicators in a given term, the facts could be misrepresented.
- To return only active service indicators, a user must query:
  - Service Indicator End Term Code = ‘9999’
  - OR Service Indicator End Term Code is greater or equal to current term
  - OR Service Indicator End Term Code = ‘-’

Service Indicators can be:

- Open ended. These indicators usually effective immediately and have an end term of 9999 (ie: Veteran, First Generation, Some Loan Eligibility Remaining)
- Term Based - will be assigned for a specific term. (ex: advisor approval holds will be assigned at the term level)
- Effective Dated - will have a start date and end date.