

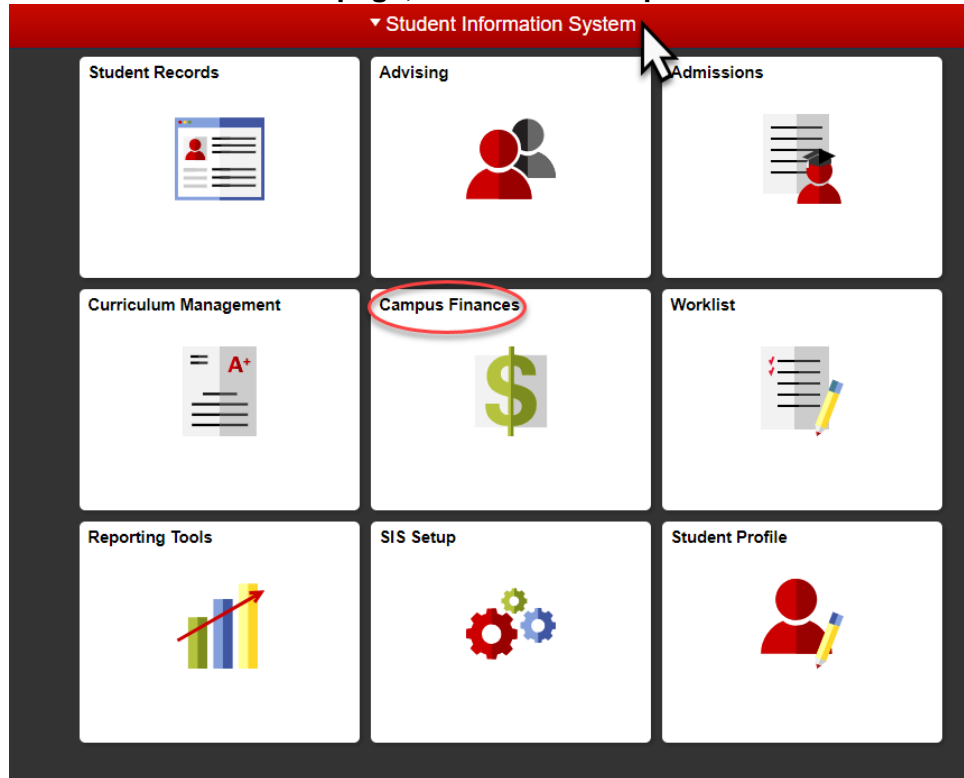
# Managing Service Indicators

## Student Information System

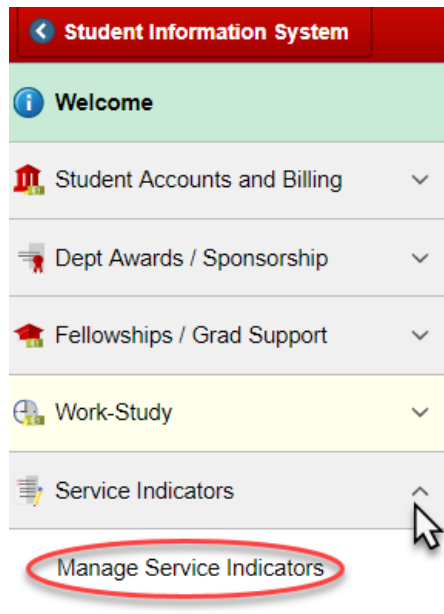
### Adding Service Indicators

1. Go to [MyPack Portal](#).

2. Within the SIS Homepage, select the “Campus Finances” folder.



3. Select “Service Indicator” drop down menu and select “Manage Service Indicators.”



# Managing Service Indicators

## Student Information System

### 4. Search for student using the search criteria options provided.

#### 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

ID begins with

Academic Career =

National ID begins with

Unity ID begins with

Last Name begins with

First Name begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

### 5. Once the student's service indicator record appears, the user will be able to see all currently active service indicators on the student's account.

#### Manage Service Indicators

Display Effect  Institution  Refresh

+ Add Service Indicator

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date	
DNC	Do Not Cancel Enrollment	Sponsored for fees	NCSU1	2181	Spring '18		11/28/2017		
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2181	Spring '18				
DNC	Do Not Cancel Enrollment	Sponsored for fees	NCSU1	2178	Fall '17	2178	Fall '17	06/19/2017	
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2178	Fall '17				
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2171	Spring '17		11/02/2016		
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2168	Fall '16				

+ Add Service Indicator

List of currently active indicators.

# Managing Service Indicators

## Student Information System

### 6. To add a new service indicator, select “Add Service Indicator.”

Manage Service Indicators

Display  Effect  Institution  Refresh

[+](#) **Add Service Indicator**

**Service Indicator Summary** Personalize | Find | View All |  First 1-6 of 6 Last

Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
DNC	Do Not Cancel Enrollment	Sponsored for fees	NCSU1	2181	Spring '18		11/28/2017	
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2181	Spring '18			
DNC	Do Not Cancel Enrollment	Sponsored for fees	NCSU1	2178	Fall '17	2178	Fall '17	06/19/2017
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2178	Fall '17			
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2171	Spring '17		11/02/2016	
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2168	Fall '16			

[+](#) Add Service Indicator

### 7. Within the pop-up window, enter “DNC” (Do Not Cancel Enrollment) as the “Service Indicator Code.” This should be the only code available if searching using the magnifying glass.

#### Add Service Indicator

\*Institution  NC State University

\*Service Indicator Code  Do Not Cancel Enrollment

\*Reason

Description

Effect Positive Service Indicator

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**Effective Period**

Start Term  End Term

Start Date  End Date

# Managing Service Indicators

## Student Information System

8. Select the magnifying glass to search for the appropriate “Service Indicator Reason Code.” Once the appropriate reason code is selected, the “Description” will autofill. Please note that no options will populate for the Reason Code if “DNC” is not entered into the Indicator Code field first.

**DEPT:** Dept Sponsorship (Non-GSSP) = This indicator should be used if the student is receiving support directly through the department (GA-1 payment) and not through the Graduate Student Support Plan.

**GSSA:** Admin GSSP Indicator = Indicator can be used only if the student will be receiving tuition support through the Graduate Student Support Plan (within allowed semesters).

**GSSP:** Grad Support Plan (ISTA,TR) = Indicator can be used only if the student will be receiving tuition support through the Graduate Student Support Plan (within allowed semesters).

**SPONF:** Sponsored for fees = Indicator should be used if the department/program/unit plans to sponsor the student’s academic fees (GA-1).

### Add Service Indicator

\*Institution  NC State University

\*Service Indicator Code  Do Not Cancel Enrollment

\*Reason  **Select magnifying glass to choose appropriate reason code**

Description

Effect Positive Service Indicator

**Effective Period**

Start Term  End Term

Start Date  End Date

9. Enter a start term to which you would like the service indicator to apply for the student. The “Start Date” will automatically fill with the current date, but make certain that the date is, at least, before the start date of the “Start Term.” An “End Term” or “End Date” is not necessary.

### Add Service Indicator

\*Institution  NC State University

\*Service Indicator Code  Do Not Cancel Enrollment

\*Reason

Description

Effect Positive Service Indicator

**Effective Period**

Start Term  **Enter Start Term. No End Term or End Date is needed.**

Start Date  End Date

# Managing Service Indicators

## Student Information System

10. After entering the Start Term, no other information is technically needed to “Apply” the service indicator to the student’s account. Nonetheless, you can add a “Contact ID” if that contact differs from yourself, or “Comments.”

After selecting “Apply,” select “OK” to close the pop-up window and return to the Manage Service Indicators window.

2000 characters remaining

Services Impacted		Personalize	Find	View All		
Impact	Description	Basis - Date	Basis - Term			
1 NOCAN	Do Not Cancel Enrollment	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

Service Indicator Date Time 04/13/2018 11:12:57AM

User ID

## Removing Service Indicators

1. In order to remove an existing service indicator, select the hyperlinked “Code” for the indicator you’d like to release (usually “DNC”).

### Manage Service Indicators

Display  Effect  Institution  Refresh

[+](#) [Add Service Indicator](#)

Service Indicator Summary										Personalize	Find	View All			First	1-6 of 6	Last	
Code	Code Description	Reason Description	Institution	Start Term		End Term	End Term Description	Start Date	End Date									
<a href="#">DNC</a>	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2168	Fall '16													
<a href="#">DNC</a>	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2171	Spring '17			11/02/2016										
<a href="#">DNC</a>	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2178	Fall '17													
<a href="#">DNC</a>	Do Not Cancel Enrollment	Sponsored for fees	NCSU1	2178	Fall '17	2178	Fall '17	06/19/2017										
<a href="#">DNC</a>	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2181	Spring '18													
<a href="#">DNC</a>	Do Not Cancel Enrollment	Sponsored for fees	NCSU1	2181	Spring '18			11/28/2017										

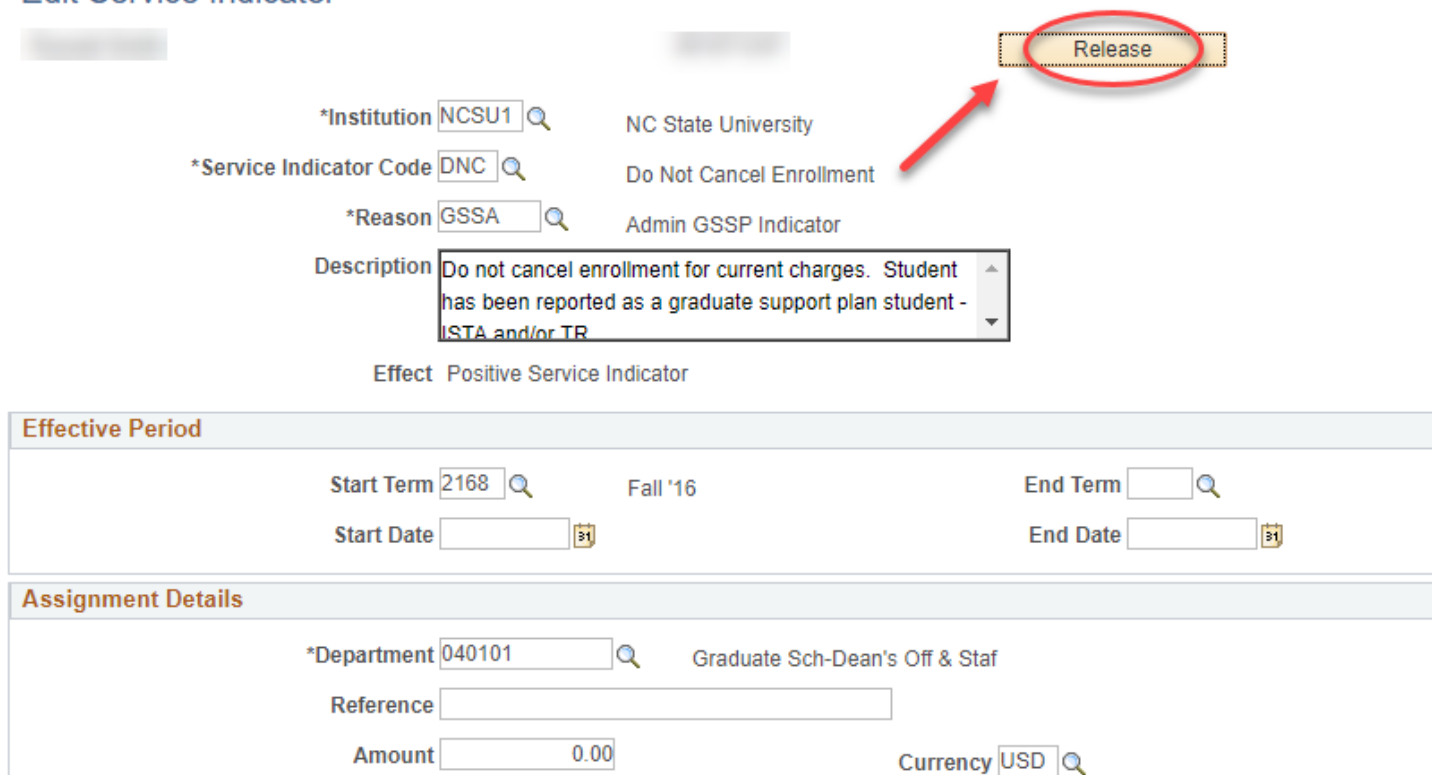
[+](#) [Add Service Indicator](#)

# Managing Service Indicators

## Student Information System

2. In the upper right corner of the pop-up window, select "Release." Then, select "OK" when asked if you are "sure you want to release this Service Indicator."

### Edit Service Indicator



The screenshot shows the 'Edit Service Indicator' form. At the top right, a button labeled 'Release' is circled in red, with a red arrow pointing to it from the left. The form contains the following fields:

- \*Institution:  NC State University
- \*Service Indicator Code:  Do Not Cancel Enrollment
- \*Reason:  Admin GSSP Indicator
- Description:
- Effect: Positive Service Indicator

**Effective Period**

Start Term	<input type="text" value="2168"/> Fall '16	End Term	<input type="text"/>
Start Date	<input type="text"/>	End Date	<input type="text"/>

**Assignment Details**

- \*Department:  Graduate Sch-Dean's Off & Staf
- Reference:
- Amount:
- Currency: