

Managing Service Indicators

Student Information System

Adding Service Indicators

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

2. Within the "Graduate Administrators" pagelet, select the "Graduate Student Support Plan" folder.

The screenshot shows the 'Graduate Administrators' pagelet with a grid of folders and links. The 'Graduate Student Support Plan' folder is highlighted with a red box and a red arrow.

Folder Name	Contents
Student Admissions	NextGen Admissions, Maintain Applications, Residency, International Clearance, Education Summary, Matched Test Results, Test Score Suspense
Advising	Faculty Center, Student Advisor, Graduate Plan of Work Template, Advisor Assignment, Class Search, Registration Advising Holds, My Worklist, Graduate Plan of Work, GSOARS, Move or Delete Plan of Work
Graduate Student Records	Student Milestones, Student Services Center, Term Summary, Graduation Approval, Graduation Appl History, Graduate Student Support Plan (highlighted), Assistantships / Fellowships, View Grade Change Requests
Campus Community	Citizenship and Passport, Visa Permit Data, Person Comment Detail, Graduate Student Checklists
Reporting	SIS Admin Reports, Graduate InfoWeb, SAS Info Delivery Portal, Query Viewer - Reporting, Query Manager - Reporting, Query Viewer, Query Manager
Additional Resources	Degree/Curriculum Change Form, Student Curriculum Change, Helpful Links for DGP's/GSC's, Training

3. Select "Manage Service Indicators."

The screenshot shows the 'Graduate Student Support Plan' pagelet with a grid of links. The 'Manage Service Indicators' link is highlighted with a red box and a red arrow.

Link Name	Description
Graduate Support	Graduate Tuition Support & Health Insurance Eligibility
Graduate Support - By Program	Graduate Support - Search by Program
Manage Service Indicators	Service Indicator Summary (Person) (highlighted)
Student Fellowships	Information about a student's graduate fellowships
Account Inquiry	View activity on a student account by account type.
GSSP Exception Request	How to enter a GSSP exception request.

Managing Service Indicators

Student Information System

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

MYPACK HOME **FOR FACULTY & STAFF** **MYTAB**

Favorites ▾ Main Menu ▾

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 ▾	<input type="text"/>
Unity ID:	begins with ▾	<input type="text"/>
National ID:	begins with ▾	<input type="text"/>
Last Name:	begins with ▾	<input type="text"/>
First Name:	begins with ▾	<input type="text"/>

Case Sensitive

[Basic Search](#)  [Save Search Criteria](#)

Managing Service Indicators

Student Information System

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.

MYPACK HOME FOR FACULTY & STAFF MYTAB

Favorites Main Menu

Print New Window Personalize Page

Manage Service Indicators

Display: Effect All Institution NC State University Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2161	Spring '16			11/24/2015	
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2158	Fall '15			07/21/2015	
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2148	Fall '14			08/08/2014	
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2141	Spring '14			01/09/2014	

+ Add Service Indicator

List of currently active indicators.

6. To add a new service indicator, select "Add Service Indicator."

MYPACK HOME FOR FACULTY & STAFF MYTAB

Favorites Main Menu

Print New Window Personalize Page

Manage Service Indicators

Display: Effect All Institution NC State University Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2161	Spring '16			11/24/2015	
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2158	Fall '15			07/21/2015	
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2148	Fall '14			08/08/2014	
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2141	Spring '14			01/09/2014	

+ Add Service Indicator

Managing Service Indicators

Student Information System

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

*Service Ind Reason Code:

Description:

Effect: Positive

Effective Period

Start Term: End Term:

Start Date: End Date:

Assignment Details

*Department:

Reference:

Amount: Currency:

Contact Information

Contact ID: Contact Person:

Placed Person ID: Placed By:

Comments

Services Impacted

Personalize | Find | View All | First 1 of 1 Last

Impact	Description	Basis - Date	Basis - Term	Term Category
1 NOCAN	Do Not Cancel Enrollment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date Time: 12/04/2015 12:48:24PM

User ID:

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: NCSU1 NC State University

*Service Indicator Code: DNC Do Not Cancel Enrollment



*Service Ind Reason Code:  **Select magnifying glass to choose appropriate reason code**

Description:

Effect: Positive

Effective Period

Start Term: End Term:

Start Date: 12/04/2015  End Date: 

Assignment Details

Managing Service Indicators

Student Information System

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

*Service Ind Reason Code:

Description:

Effect: Positive

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

Effective Period

Start Term: End Term:

Start Date: End Date:

Assignment Details

*Department:

Reference:

Amount: Currency:

Contact Information

Contact ID: Contact Person:

Placed Person ID: Placed By:

Comments

Services Impacted

Personalize | Find | View All | First | 1 of 1 | Last

Impact	Description	Basis - Date	Basis - Term	Term Category
1 NOCAN	Do Not Cancel Enrollment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date Time: 12/04/2015 12:48:24PM

User ID:

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.

Add Service Indicator

*Institution: NC State University

*Service Indicator Code:

*Service Ind Reason Code:

Description:

Effect:

Effective Period

Start Term: End Term:

Start Date: End Date:

Assignment Details

*Department:

Reference:

Amount: Currency:

Contact Information

Contact ID: Contact Person:

Placed Person ID: Placed By:

Comments

Services Impacted

No Impacts are associated with the selected Service Indicator Code.

Service Indicator Date Time: 12/04/2015 12:52:52PM

User ID:

Managing Service Indicators

Student Information System

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").

MYPACK HOME FOR FACULTY & STAFF MYTAB

Favorites ▾ Main Menu ▾

Print New V

Manage Service Indicators

Display: Effect All Institution NC State University 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
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2161	Spring '16			11/24/2015	
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2158	Fall '15			07/21/2015	
DNC	Do Not Cancel Enrollment	Admin GSSP Indicator	NCSU1	2148	Fall '14			08/08/2014	
DNC	Do Not Cancel Enrollment	Grad Support Plan (ISTA,TR)	NCSU1	2141	Spring '14			01/09/2014	

+ 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

*Institution: NCSU1 NC State University

*Service Indicator Code: DNC Do Not Cancel Enrollment

*Service Ind Reason Code: GSSP Grad Support Plan (ISTA,TR)

Description: Do not cancel enrollment for current charges. Student has been reported as a graduate support plan student - ISTA and/or TR.

Effect: Positive

Effective Period

Start Term: 2161 Spring '16 End Term: [empty]

Start Date: 11/24/2015 End Date: [empty]

Assignment Details

*Department: 491501 University Cashier's Office

Reference: [empty]

Amount: 0.00 Currency: USD

Contact Information

Contact ID: [empty] Contact Person: [empty]

Placed Person ID: [redacted] Placed By: [redacted]

Placed Method: Manual

Placed Process: [empty] Release Process: [empty]

Comments

[empty text area]

Services Impacted

Impact	Description	Basis - Date	Basis - Term	Term Category
1 NOCAN	Do Not Cancel Enrollment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date Time: 11/24/2015 10:49:25AM

User ID: [redacted]

OK Cancel Apply