Managing Service Indicators
Student Information System

Adding Service Indicators

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

3. Select “Manage Service Indicators.”
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4. Search for student using the search criteria options provided.

<table>
<thead>
<tr>
<th>Manage Service Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter any information you have and click Search. Leave fields blank for a list of all values.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Search Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empl ID: begins with</td>
</tr>
<tr>
<td>Unity ID: begins with</td>
</tr>
<tr>
<td>National ID: begins with</td>
</tr>
<tr>
<td>Last Name: begins with</td>
</tr>
<tr>
<td>First Name: begins with</td>
</tr>
<tr>
<td>Case Sensitive</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action Buttons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
</tr>
</tbody>
</table>
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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.

List of currently active indicators.

6. To add a new service indicator, select “Add Service Indicator.”
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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: NCSU1  NC State University
*Service Indicator Code: DNC  Do Not Cancel Enrollment
*Service Ind Reason Code: 
Description: 

Effect: Positive

Effective Period

Start Term:  End Term:  
Start Date: 12/04/2015  End Date:  

Assignment Details

*Department:  
Reference:  
Amount: 0.00  Currency: USD

Contact Information

Contact ID:  Contact Person:  
Placed Person ID:  Placed By:  

Comments


Services Impacted

<table>
<thead>
<tr>
<th>Impact</th>
<th>Description</th>
<th>Basis - Date</th>
<th>Basis - Term</th>
<th>Term Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NOCAN  Do Not Cancel Enrollment</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

User ID:  

[OK]  [Cancel]  [Apply]
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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 Form]

Select magnifying glass to choose appropriate reason code.
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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.

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

<table>
<thead>
<tr>
<th>Code</th>
<th>Code Description</th>
<th>Reason Description</th>
<th>Institution</th>
<th>Start Term</th>
<th>Start Term Description</th>
<th>End Term</th>
<th>End Term Description</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNC</td>
<td>Do Not Cancel</td>
<td>Grad Support Plan (ISTRATR)</td>
<td>NCSU1</td>
<td>2161</td>
<td>Spring ’16</td>
<td></td>
<td></td>
<td>11/24/2015</td>
<td></td>
</tr>
<tr>
<td>DNC</td>
<td>Do Not Cancel</td>
<td>Grad Support Plan (ISTRATR)</td>
<td>NCSU1</td>
<td>2158</td>
<td>Fall ’15</td>
<td></td>
<td></td>
<td>07/21/2015</td>
<td></td>
</tr>
<tr>
<td>DNC</td>
<td>Do Not Cancel</td>
<td>Admin GSSP Indicator</td>
<td>NCSU1</td>
<td>2148</td>
<td>Fall ’14</td>
<td></td>
<td></td>
<td>08/08/2014</td>
<td></td>
</tr>
<tr>
<td>DNC</td>
<td>Do Not Cancel</td>
<td>Grad Support Plan (ISTRATR)</td>
<td>NCSU1</td>
<td>2141</td>
<td>Spring ’14</td>
<td></td>
<td></td>
<td>01/09/2014</td>
<td></td>
</tr>
</tbody>
</table>
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.”