


## Advising Service Indicators



The Advising Service Indicator is one of many Negative Service Indicators (holds / flags) that can be placed on a student's record. A Negative Service Indicator displays this icon . The Advising Service Indicator restricts students from enrolling in classes prior to meeting with an Advisor.

A Student with an Advising Service Indicator must meet with an advisor in order to be eligible to enroll in classes for the next term. After successfully completing an Advising session, Faculty/Advisors that have security to remove the Advising Service Indicator can do so. From here, Faculty/Advisors who have security to enroll students for the next term can do so; otherwise, they can send the student to enroll via Student Self Service.

NOTE: Access to remove the Advising Service Indicator is not available to Faculty/Advisors via Self-Service. The removal of the Advising Service Indicator must be done online in the Full Service ISIS Application. Full Service access is only available on campus or via Dial Up and/or VPN Service if offered by your campus. Please contact your Computing Support offices for availability of Dial Up and/or VPN Service.

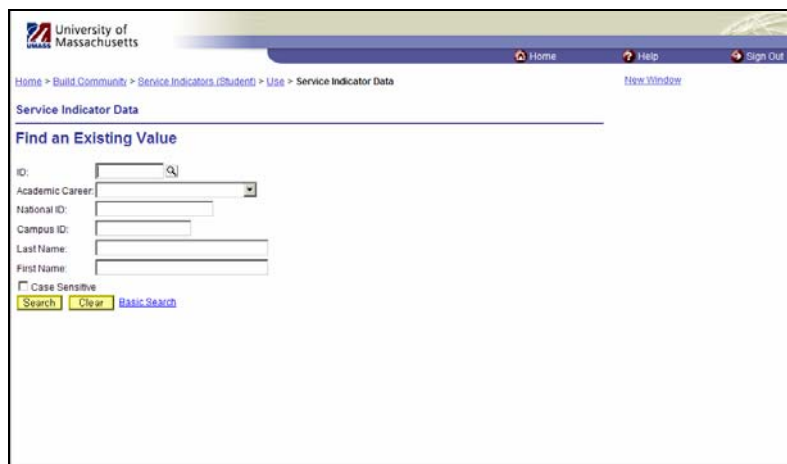
This job aid outlines the procedures for checking the status and removing Advising Service Indicators. Please note that the adding and removing of Service Indicators is tracked and can be audited.

- Step 1.** Log on to FULL Service by entering your ISIS User ID and Password. Navigate to the **Service Indicator Data** page.



**Home → Build Community → Service Indicators (Student) → Use → Service Indicator Data**


The **Service Indicator Data (Find an Existing Value)** page opens.



The screenshot shows a web browser window displaying the "Service Indicator Data" page. The page title is "Service Indicator Data" and the breadcrumb trail is "Home > Build Community > Service Indicators (Student) > Use > Service Indicator Data". The page content includes a "Find an Existing Value" section with the following fields: ID (text input), Academic Career (dropdown menu), National ID (text input), Campus ID (text input), Last Name (text input), and First Name (text input). There is a "Case Sensitive" checkbox and "Search" and "Clear" buttons. A "Basic Search" link is also present.

Step 2. Enter a Student ID.



**Note:** Click the  **Look up** icon to search for a student ID.

The **Lookup Student ID** page opens.

Enter search criteria.

**Note:** Lists of 100+ results display in sections. To move through the list of results use the

1-100 of 210  [Last](#) Page Navigational Toolbar.

To narrow the search, enter the Name (Last,First) or part of the Last Name or ID, i.e., Sm for Smith.

Click .

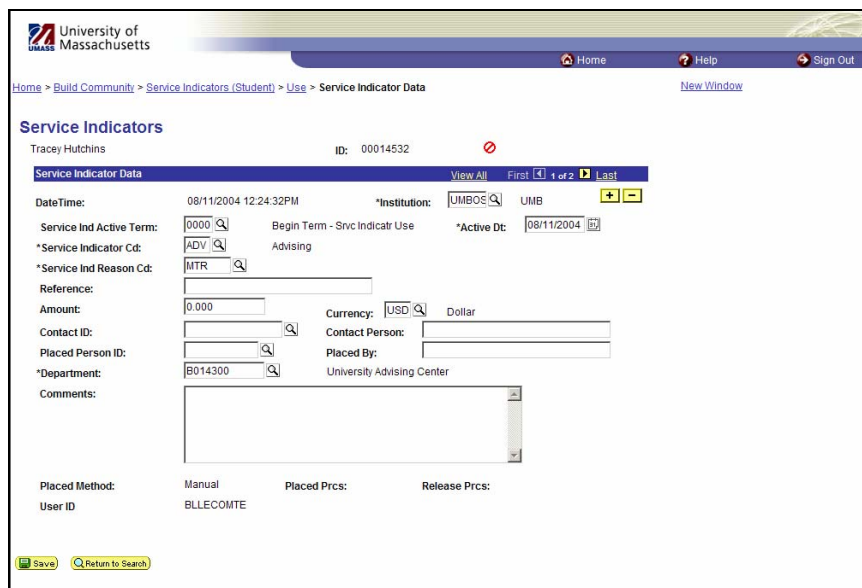
The **Search Results** page opens.

Click the **Name** link of the student record you want to access.

You will be returned to the **Service Indicator Data (Find an Existing Value)** page.

Step 3. Click .

Step 4. The **Service Indicators** page for that student opens.



The screenshot shows the 'Service Indicators' page for a student named Tracey Hutchins with ID 00014532. The page includes a navigation bar with 'Home', 'Help', and 'Sign Out' links. Below the navigation bar, there is a breadcrumb trail: 'Home > Build Community > Service Indicators (Student) > Use > Service Indicator Data'. The main content area is titled 'Service Indicators' and displays the following information:

- Service Indicator Data:** View All, First 1 of 2, Last
- DateTime:** 08/11/2004 12:24:32PM
- \*Institution:** UMBOS UMB
- Service Ind Active Term:** 0000 Begin Term - Svc Indiatr Use
- \*Active Dt:** 08/11/2004
- \*Service Indicator Cd:** ADV Advising
- \*Service Ind Reason Cd:** MTR
- Reference:**
- Amount:** 0.000
- Currency:** USD Dollar
- Contact ID:**
- Contact Person:**
- Placed Person ID:**
- Placed By:**
- \*Department:** B014300 University Advising Center
- Comments:**
- Placed Method:** Manual
- Placed Prcs:** BLLECOMTE
- Release Prcs:**
- User ID:**



At the bottom of the page, there are two buttons: 'Save' and 'Return to Search'.

Step 5. Locate the Advising Service Indicator row.



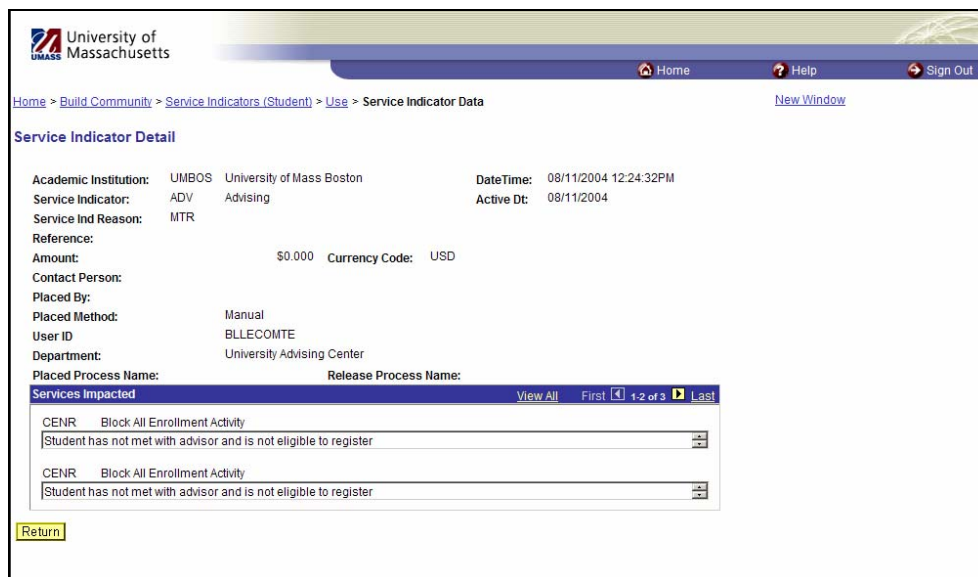
**Note:** The **Service Ind Active Term** field will display the term this SI is active and the **Service Indicator CD** field will display the reason for the SI, i.e., Advising, Billing, etc.

If there is more than one Service Indicator on the student record use

the [Find](#) | [View All](#) First  1-11 of 11  Last Page Navigational Toolbar to move between the pages of data or click [View All](#) to see all Service Indicators.

Step 6. Click the **Detail** link.

The **Service Indicator Detail** page opens.



The screenshot shows the 'Service Indicator Detail' page in a web browser. The page header includes the University of Massachusetts logo and navigation links for Home, Help, and Sign Out. The breadcrumb trail is: Home > Build Community > Service Indicators (Student) > Use > Service Indicator Data. The main content area is titled 'Service Indicator Detail' and contains the following information:

Academic Institution:	UMBOS University of Mass Boston	DateTime:	08/11/2004 12:24:32PM
Service Indicator:	ADV Advising	Active Dt:	08/11/2004
Service Ind Reason:	MTR		
Reference:			
Amount:	\$0.000	Currency Code:	USD
Contact Person:			
Placed By:			
Placed Method:	Manual		
User ID:	BLLECOMTE		
Department:	University Advising Center		
Placed Process Name:		Release Process Name:	

Below the table is a section titled 'Services Impacted' with a table containing two rows:

Services Impacted	View All	First	1-2 of 3	Last
CENR Block All Enrollment Activity Student has not met with advisor and is not eligible to register				
CENR Block All Enrollment Activity Student has not met with advisor and is not eligible to register				

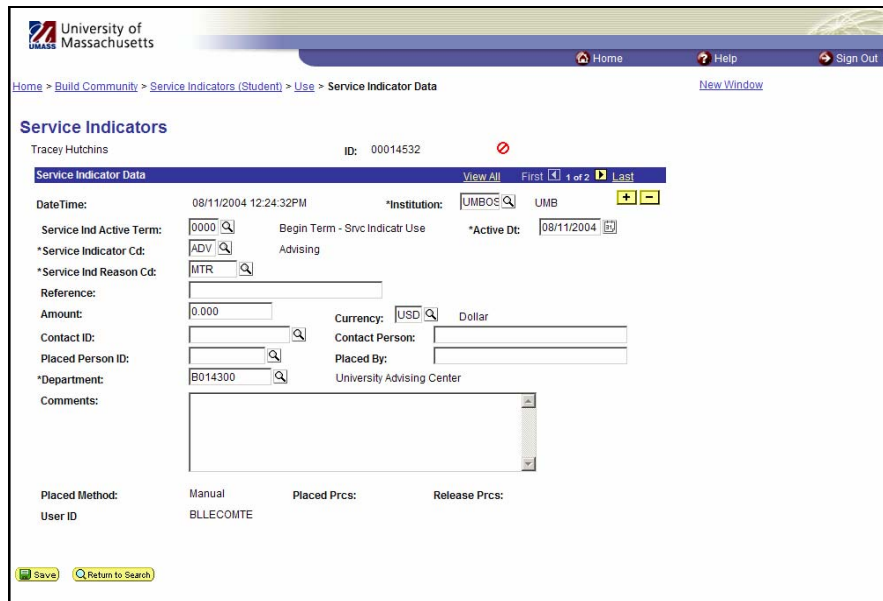
A 'Return' button is located at the bottom left of the page.



**Note:** This page displays the services impacted by the indicator, as well as other information such as, whom, how, and when the Service Indicator was added.

Step 7. Click [Return](#).

The **Service Indicators** page for that student opens.



University of Massachusetts

Home Help Sign Out

Home > Build Community > Service Indicators (Student) > Use > Service Indicator Data [New Window](#)

**Service Indicators**

Tracey Hutchins ID: 00014532

Service Indicator Data View All First 1 of 2 Last

Date Time: 08/11/2004 12:24:32PM \*Institution: UMBOS UMB

Service Ind Active Term: 0000 Begin Term - Svc Indicatr Use \*Active Dt: 08/11/2004

\*Service Indicator Cdt: ADV Advising

\*Service Ind Reason Cdt: MTR

Reference:

Amount: 0.000 Currency: USD Dollar

Contact ID: Contact Person:

Placed Person ID: Placed By:


\*Department: B014300 University Advising Center

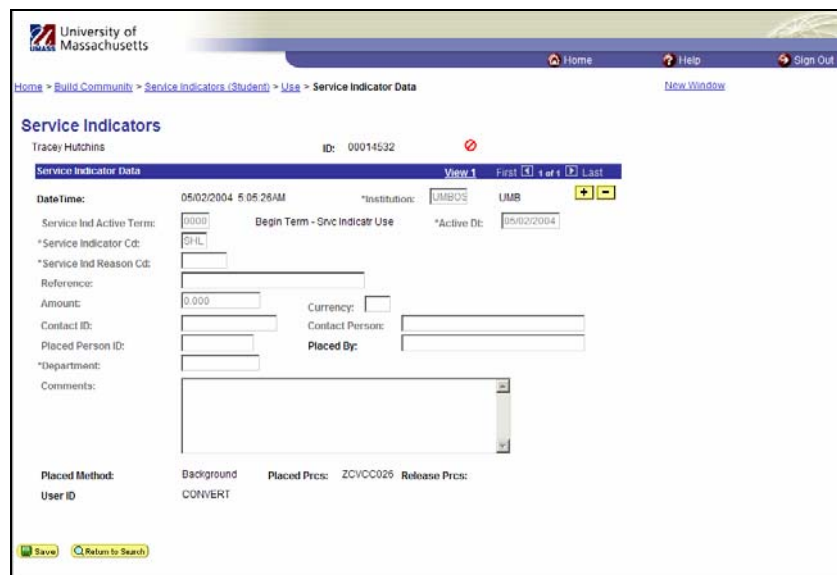
Comments:

Placed Method: Manual Placed Prcs: Release Prcs:

User ID: BLLECOMTE

Save Return to Search

Step 8. Click .



University of Massachusetts

Home Help Sign Out

Home > Build Community > Service Indicators (Student) > Use > Service Indicator Data [New Window](#)

**Service Indicators**

Tracey Hutchins ID: 00014532

Service Indicator Data View 1 First 1 of 1 Last

Date Time: 05/02/2004 5:05:26AM \*Institution: UMBOS UMB

Service Ind Active Term: 0000 Begin Term - Svc Indicatr Use \*Active Dt: 05/02/2004

\*Service Indicator Cdt: SHIL

\*Service Ind Reason Cdt:

Reference:

Amount: 0.000 Currency:

Contact ID: Contact Person:

Placed Person ID: Placed By:

\*Department:

Comments:

Placed Method: Background Placed Prcs: ZCVC025 Release Prcs:

User ID: CONVERT

Save Return to Search



**Note:** Notice the number of Service Indicators has decreased due to the deletion.

Step 9. Click .

