

Edit Service Indicators

Service Indicators provide or limit an individual's access to college or school services.




Positive service indicators indicate special services to be provided. Negative service indicators are equivalent to holds.

Modify Service Indicators to update fields as needed. Service Indicators may be changed to take effect and expire on different dates.

When assigned to an advisee, the negative or positive service indicator icons display on every page in CUNYfirst that displays student data.

Note: Only the office or department that placed the service indicator may edit that service indicator.

Note: Parts of images may be obscured for security reasons.

Step	Action
1.	Enter https://cnyeptst.cunyfirst.cuny.edu in your browser's address bar: <ul style="list-style-type: none"> Enter your Username and Password and click the  Go icon. From the Enterprise Menu, select the HR/Campus Solutions link.
2.	Navigate to: <u>Self Service > Advisor Center > Advisee General Info.</u>
3.	<div> <p>Personal Information</p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p>Find an Existing Value</p> <p>Maximum number of rows to return (up to 300): <input type="text" value="300"/></p> <p>ID: <input type="text" value="begins with"/> </p> <p>Campus ID: <input type="text" value="begins with"/></p> <p>National ID: <input type="text" value="begins with"/></p> <p>Last Name: <input type="text" value="begins with"/> <input type="text" value="Name"/></p> <p>First Name: <input type="text" value="begins with"/></p> <p><input type="checkbox"/> Case Sensitive</p> <p><input type="button" value="Search"/> <input type="button" value="Clear"/> Basic Search  Save Search Criteria</p> </div> <p>On the Personal Information page, enter search criteria into any of the following fields: ID (CUNY ID), Last Name, and First Name.</p>
4.	Click the Search button.

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Search Results

ID	Name	Gender	Date of Birth	Campus ID	National ID	National ID Country	NID Short Description	Last Name	First Name
#####	Last, First Name	Female	##/##/####	(blank)	#####	USA	SSN	Last Name	First Name
#####	Last, First Name	Female	##/##/####	(blank)	#####	USA	SSN	Last Name	First Name
#####	Last, First Name	Female	##/##/####	(blank)	#####	USA	SSN	Last Name	First Name
#####	Last, First Name	Female	##/##/####	(blank)	#####	USA	SSN	Last Name	First Name
#####	Last, First Name	Female	##/##/####	(blank)	#####	USA	SSN	Last Name	First Name
#####	Last, First Name	Male	##/##/####	(blank)	#####	USA	SSN	Last Name	First Name
#####	Last, First Name	Female	##/##/####	(blank)	#####	USA	SSN	Last Name	First Name

In the **Search Results** list, click any link on the correct advisee's row.

6.

Name

Faculty Center | Advisor Center | Search | Learning Management

my advisees | student center | general info | transfer credit | academics

Advisee General Info

Name

[Service Indicators](#) | [Initiated Checklists](#)

[Student Groups](#) | [Personal Data](#)

[National ID](#) | [Names](#) | [Collapse All](#)

[Addresses](#) | [Phones](#) | [Expand All](#)

[Email Addresses](#)

▼ **Service Indicators** [edit service indicators](#)

★ Positive ☐ Negative

Service Indicators		Customize View All		First 1 of 1 Last		
Type	Details	Start Term	End Term	Start Date	End Date	Department
☐	Advisement Required	2013 Spring Term		01/01/2013		Registrar's Office

On the **Advisee General Info** page, select the **Details** link of the service indicator to be modified.

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Edit Service Indicator

*Institution: Queens College
 *Service Indicator Code: Advisement Required
 *Service Ind Reason Code: Advisement Required
 Description:
 Effect: Negative

Effective Period

Start Term: 2013 SP End Term:
 Start Date: End Date:

Assignment Details

*Department: Registrar's Office
 Reference:
 Amount: Currency:

Contact Information

Contact ID: Contact Person:
 Placed Person ID: Placed By:
 Placed Method: Manual
 Placed Process: Release Process:

Comments

Services Impacted

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

	Impact	Description	Basis - Date	Basis - Term	Term Category
1	CENR	Stop all enrollment activity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	












Service Indicator Date Time: 01/18/2013 11:05:37AM
 User ID:

On the **Edit Service Indicator** page to modify the Institution field, click the **Institution** Look Up icon; and then select the correct **Academic Institution**, **Description**, or **Short Description** link.

Note: Fields on the Edit Service Indicator page may be changed as needed by completing relevant steps from 7 to 21.

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8.	To modify the Service Indicator Code field, click the Service Indicator Code  Look Up icon; and then select the correct Service Indicator Cd or Description link. Note: After the Service Indicator CD is selected, the Services Impacted section lists the affected services.
9.	To modify the Service Ind Reason Code field, click the Service Ind Reason Code  Look Up icon; and then select the correct Service Indicator Reason Code or Description link.
10.	In the Effective Period section, enter the changed start term code or click the Start Term  Look Up icon; and then select any link on the row for the changed Term.
11.	As needed, enter the changed end term code or click the End Term  Look Up icon; and then select any link on the row for the changed Term.
12.	To change the Start Date , click the  Choose a date icon. On the calendar, click: <ul style="list-style-type: none"> a. the left  dropdown box icon, and then click the correct month; b. the right  dropdown box icon, and then click the correct year; and c. the correct day of the month. d. Note: The current date is the default
13.	As needed, to fill the End Date , click the  Choose a date icon. On the calendar, click: <ul style="list-style-type: none"> a. the left  dropdown box icon, and then click the correct month; b. the right  dropdown box icon, and then click the correct year; and lastly c. the correct day of the month. Note: If no End Date value is entered, date-based impacts will be in effect until the service indicator is released.
14.	In the Contact Information section to edit the Contact ID, click the Contact ID  Look Up icon to change the. Note: The Contact ID is recommended, although not required.
15.	On the Look Up Contact ID page, enter search criteria into any of the following fields: ID (CUNY ID), Last Name, and First Name.
16.	Click the Look Up button.
17.	In the Search Results list, click any link on the correct row.
18.	As needed, in the Comments section, enter or change text to track and resolve the service indicator.
19.	Click the OK button.

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Manage Service Indicators

Name ID

Display: Effect All Institution [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
ADV	Advisement Required	Advisement Required	CNS01	1132	2013 SP			01/01/2013	

[+ Add Service Indicator](#)

The **Manage Service Indicators** page displays the modified service indicator.

End of Procedure.