



This Job Aid will help users to: understand Service Indicators and what actions may be required

Key Points

- A Service Indicator is assigned to an individual's record to identify services that are available to or should be denied for that individual.
- Currently, only negative Service Indicators are configured in UWinsite Student. A negative Service Indicator is displayed with the  symbol on an individual's record.
- A negative Service Indicator creates a hold that prevents the individual from receiving specified services, such as enrolments or academic transcripts.
- To see the details of the Service Indicator, click on the  symbol.
- Service indicators can be viewed, assigned, removed, or audited.
- Service indicators attached to a student record are visible from virtually all UWinsite Student modules.
- Students will see the hold(s) on their record in UWinsite Student Self Service under the Task tile.
- Some negative Service Indicators will have an expiration date, namely those from the Office of the Registrar.

COMMON SERVICE INDICATOR REFERENCE GUIDE

Service Indicator	Service Indicator Name	Service Indicator Impact	Action
DEC	Deceased Service Indicator	Block All Enrolment activity	If mistakenly applied, direct the student to the Office of the Registrar
G01	Graduate Time Limit Exceeded	Block All Enrolment activity	Direct the student to the Faculty of Graduate Studies
GAD	Grad Admission Conditions	Block All Enrolment activity	Direct the student to the Faculty of Graduate Studies
UAD	Undergrad Admission Conditions	Block All Enrolment activity	Direct the student to the Office of the Registrar
R01	Undeclared Major	Block All Enrolment activity	Direct the student to the Office of the Registrar
R02	Declare New Major	Block All Enrolment activity	Direct the student to the Office of the Registrar
R03	Letter of Censure	Transcript Notation	Direct the student to the Academic Integrity Office
R04	Academic Integrity - Expulsion	Block All Enrolment activity	Direct the student to the Academic Integrity Office
R05	Academic Integrity – Suspension	Block All Enrolment activity	Direct the student to the Academic Integrity Office
R06	Exclusion from Campus	Block All Enrolment activity	Direct the student to the Academic Integrity Office

COMMON SERVICE INDICATOR REFERENCE GUIDE

Service Indicator	Service Indicator Name	Service Indicator Impact	Action
R07	No Valid Study Permit	Block All Enrolment activity	Direct the student to the International Student Centre
R09	Misconduct Charge Pending	No Transcript	Direct the student to the Academic Integrity Office
R10	Review Student Transcript Data	Block Electronic Transcript	Direct the student to the Office of the Registrar
FBD	Bad Debt Written Off	Block All Enrolment activity	Direct the student to the Cashier's Office
FBK	Bankruptcy	Block All Enrolment activity	Direct the student to the Cashier's Office
FCL	Account in Collection	Block All Account activity	Direct the student to the Cashier's Office
FIN	Financially Ineligible	Allow drop only; no add activity	Direct the student to the Cashier's Office
FNO	No Statement/Bill	No Impact	Direct the student to the Cashier's Office
FRS	Financially Restricted	Block All Account Activity	Direct the student to the Cashier's Office