

Policy to Prevent Overuse of Holds



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POLICY 107

University of Wisconsin-Parkside Student Service Indicator Policy #107

Service Indicators (holds) are added in the UWPKS Student Information System (SIS). The feed from the SIS to EAB Navigate populates those service indicators in the application. The purpose of this policy is to provide a set of standards related to the use, creation and maintenance of service indicators in the UWP Student Information System (Peoplesoft) and Navigate.

Definitions:

Service Indicators in the SIS may have an impact on the student, may be used to give students information that are exceptions based on their specific status, may be used to ensure that students and third-party vendors have the appropriate information based on exceptions, or may be used to ensure that students understand their obligations and responsibilities.

Service Indicator Impacts in the SIS determine what is impacted by the Service indicator. Most commonly, a student may not be able to register for the next term until they have met with an advisor, completed some paperwork, paid down their previous term balance, etc.

As of 08/06/2021, Service Indicator Impacts in the SIS are: No adds (AENR), No drops (No Drops), All enrollment activity (CENR), Grade (Grade), Transcripts (TRANS), Diploma (DIPL), FINA – Holds financial Aid (FINA).

Service Indicator reason codes in the SIS are sub-codes that may have additional information. All reason codes under a Service Indicator have the same impacts and descriptions.

Service Indicator descriptions in the SIS are long descriptions that give the student information on the impact, how to clear the hold, and the appropriate department on campus to contact.

Self Service visibility in the SIS refers to whether or not the student can see the Service Indicator in the self-service center. All Service Indicators with self-service visibility are loaded into EAB Navigate.

Service Indicator Committee should be comprised of three representatives representing the Provost Office, Financial Affairs and Student Services representatives. This group will determine the standards for Service Indicators, approval of new Service Indicators that will be visible to students, and oversee the annual review of Service Indicator processes in campus departments.

Principles:

If a service indicator has an impact on the student, the service indicator should be visible.

All service indicator descriptions should concisely explain the impact and reason for the service indicator, how to resolve the service indicator and the department/unit that should be contacted for additional information.

Each department is required to create a standardized process for Service Indicators administered through their office regarding adding, auditing, removing/clearing and communicating about service indicators. This process should be reviewed annually. Parameters may be established or changed by the Service Indicator Committee as needed.

Purpose

Service Indicators visible to students in their SIS Self Service center or in the EAB/Navigate application must be easily understood by the students.

It is the responsibility of each department to ensure appropriate communication and intervention strategies for students on the Service Indicator and how to clear them.

A **Service Indicator** visible to students may be used:

- To address or avoid compliance issues (e.g. NCAA credit requirements, ECCP)
- To identify outstanding financial or related obligations in Financial Aid, the Cashier's Office, or other University department in accordance with campus, state, and/or federal policy and regulations.
- To flag academic or behavioral suspensions and/or expulsions
- To ensure new students receive appropriate guidance regarding course registration
- To identify for the student any impact that is not applied to all students

New Service Indicators

As of (DATE of execution of policy), new Service Indicators that will be visible to the student must be approved by the Service Indicator Committee prior to the appropriate campus staff member adding a new Service Indicator in the SIS according to the standards set forth by the committee.

*Revised: Fall 2022



Moon Shot



Regional Public 4-Year



4,000 Students

In the course of a hold audit, we discovered many holds preventing students from registering, multiple outdated holds, and an overrepresentation of Black, Hispanic, and multiracial students in the hold population. We created this new policy to safeguard against the overuse of holds. 91 holds were removed from the system, new processes were put in place, and the financial hold threshold was raised from \$500 to \$1,500.



Kenosha, Wisconsin