Student Services Center
Staff View

Navigate to: Menu > Campus Community > Student Services Center or Menu > Basic Student Information > Student Services Center. Enter the account number and click Search, or press Enter.

This is a panel of information that is very similar to the view the student would see on their Self-Service through the KU portal.

I have closed the left Menu (by clicking on the minus sign in the upper right corner of the menu); in its place, the icon to retrieve the menu appears at the top left, just above the name on the account.

Notice to the right of the Name and ID number, the location for Service Indicator Icons, Negative, Positive, and the Registrar’s Ferpa.

Immediately below is an array of tabs to find more information according to categories. At the bottom of the panel, is the same array duplicating the tabs with a series of links. Generally, the information on the tabs is more detailed than that on the Student Center panel.

Below that is a list of categories with a general overview of each and links to find further information.
To the right is a list of information including the Holds, To Do List, Enrollment information, Advisor information, links to various departments, i.e. Bursar’s Office, Financial Aid office, Student Accounting Office at KUMC, etc.

The second tab contains student general information.

Data for Setup Direct Deposit (refunding to bank selection) and Setup Authorized User (access by a third party) may not be available to staff depending on security.
The triangle pointing down indicates this link is open. These appear as either open or closed (triangle points to the right when closed), so be aware when searching for information, the info needed may be there, only hidden because the triangle is pointed closed. Click the triangle to either open or close the box.

If you have the security to allow adding and deleting Service Indicators to/from accounts, then the “edit service indicators” link is provided for that purpose in this box (no additional navigating).

At the top, below the tabs, are listed the categories included under General Information. Below that is the first category, Service Indicators. It shows the Description, Term relative, Active Date and the Department responsible for the indicator. The Negative SI adds one item of detail, the amount for the NPY hold.

The Description under “Details” is a highlighted link; click on this link and the details of the SI show as it would on the Customer Account and drilling down to the details.

*** The Registrar’s Ferpa indicator does not come to this “Service Indicators” location but is shown at the top of the panel. ***
The Detail of the Service Indicator shows as above.

The panel below is the continuation of the General Info tab:

And it continues…
A third box on this panel but not shown is titled “Test Summary”. Notice the Service Indicator icons are visible next to the ID and could be viewed by clicking on the icon. The Registrar’s Ferpa Indicator is shown on this account.
The Third Tab, Finances:

Notice in the list of terms to the left, the term highlighted with yellow background is the term with the data shown to the right. To view a different term, simply click on the link for that term.

Notice the Account Summary shows the Balance on the account, then in the Due Charges box, it shows the dates those charges are due, their descriptions and amounts. If you need to see the entire customer account, click on “view student account”; to return from the customer account, look for the yellow button of “Cancel”.

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The link in “Payment Plans”, “Approved Sponsorships/Deferrals”, brings up the Third Party and Deferment contracts for this student.