

## INSIDE THIS ISSUE:

- 2008 Highlights... page 1
- User Group Meeting Schedules . . . page 2
- User Group Updates . . . page 3
- Meet the ISIS Staff—Matt Dragon...page 4
- ISIS Tips & Tricks... page 5
- Astra and ISIS Training Schedule... page 6

SHARING PROJECT UPDATES AND TIPS FOR GETTING THE MOST OUT OF THE SYSTEM AND ADDRESSING THE NEEDS OF DIVERSE CONSTITUENTS.

JANUARY 2009

# ISIS

## focus

*ISIS focus is a monthly newsletter to share project progress, useful advice, and more.*

## Highlights of 2008

2008 was another busy year! It is hard to believe that some schools have been using the Admissions module of ISIS for more than 5 years and all schools are well into the second full year of using the Records and Registration module. Here are some of the highlights from 2008:

- **Successful Admissions (SMS) implementation** for SAIS Non-Degree/Summer programs.
- **Implemented an online graduation application** that is being used by Public Health and SAIS.
- **Numerous improvements to the Astra-ISIS interface.**
- **Enhanced ISIS for Students, Faculty and Advisors** by adding the following features and functions:
  - Implemented ISIS for Advisors at Arts and Sciences and Engineering, Public Health, SAIS, and Engineering Programs for Professionals
  - Improvements to performance for the faculty grade roster and the ability to upload grades via an Excel spreadsheet
- **Creation of Faculty and Student Advisory Groups** to provide feedback on enhancements to ISIS.
- **Collaborative Development projects with SunGard Higher Education** which provided improvements to stored and extended queries, customizable search results, and many other fixes for product defects.
- **Migration from Crystal Reports to SQL Server 2005 Reporting Services (SSRS)** and the development of report models for SBS and other modules.
- **Conducted customer satisfaction surveys for all ISIS users** including students, faculty, advisors, and administrative staff.
- **Began implementation of ISIS at Peabody Preparatory** which will be the first non-credit program to use ISIS.



## 2<sup>nd</sup> ISIS User Conference

Planning continues for the second annual ISIS User Conference. A group of 15 representatives from across the university have been reviewing your feedback from the 2008 User Conference and identifying improvements for 2009. We have narrowed the proposed dates to late July and plan to announce the date in the February issue of the *ISIS Focus* newsletter.

### We Need Your Proposals for Presentations!!

Do you have an innovative way of using ISIS? Would you like to share tips and tricks on reporting? Interested in sharing a creative solution to a common problem? Would you like to facilitate a discussion with other users of ISIS?

Share your genius with other ISIS users by submitting a proposal to present at the 2009 ISIS User Conference.

**Proposals are due by Friday, January 16, 2009.** All presenters will be notified by February 6, 2009. Submit your proposals here: <http://tinyurl.com/6pqhgd>.

### Volunteers Needed!

Would you like to assist with reviewing proposals and planning the 2009 ISIS User Conference? If you are interested in participating, please feel free to contact Nicole Westrick at 410-735-7260 or by email [nmwestrick@jhu.edu](mailto:nmwestrick@jhu.edu).

## ISIS for Students, Faculty, and Advisors

The Student and Faculty Experience team is busy making improvements to a number of areas.

### ISIS for Students

In early February, we will release the Authorized User functionality to students. This feature will allow students to grant and revoke view-only access to billing, financial aid, grades, and schedule information in ISIS. Authorized Users will not change the ability to pay bills previously available through Authorized Payers.

### ISIS for Faculty

We recently created a prototype for a faculty photo roster. We plan to finalize development and release this feature for the start of the Spring 2009 semester.

Later this spring, we plan to continue work on improving the faculty email capabilities and ISIS-based communications features available from course rosters.

### ISIS for Advisors

ISIS for Advisors went live for Engineering and Applied Science Programs for Professionals (EPP) on September 12<sup>th</sup>.

### Distributed Graduate Aid (DGA)

The Student and Faculty Experience team continues to investigate and better understand the requirements of the Distributed Graduate Aid (DGA) users.

### Peabody Preparatory

The Peabody Preparatory implementation of ISIS is moving forward. There are a number of interesting challenges due to the nature of the programs offered at the Preparatory. Students range in age from 18 months to 90+ years old. Look for more information in the February issue of *ISIS Focus*.

## 2009 User Group Meeting Schedule

Learn what's happening with each module— Attend a user group meeting and add these to your 2009 calendar! Meetings are held at Mt. Washington with conference call options for those at other campuses. The 2009 User Group meeting schedule is also available on the ISIS calendar at: <http://www.jhu.edu/isis/calendar/index.html>

Admissions 2—3 p.m.	Astra Schedule 3—4:30 p.m.	Billing 9:30 a.m.—Noon	Financial Aid 9—11 a.m.	Records & Registration 9—11 a.m.
January 22** 10am-11am	no meeting	January 20	January 13	January 8
February 17	February 10	February 17	February 10	February 5
March 17	no meeting	March 17	March 10	March 5
April 21	no meeting	April 21	April 14	April 2
May 19	no meeting	May 19	May 12	May 7
June 16	June 9	June 16	June 9	June 4
July 21	no meeting	July 21	July 14	July 9
August 18	no meeting	August 18	August 11	August 6
September 15	no meeting	September 15	September 8	September 10
October 20	October 13	October 20	October 13	October 1
November 17	no meeting	November 17	November 10	November 5
December 15	no meeting	December 15	December 15	December 3



## Billing Updates [SBS]

Happy New Year! 2009 begins with a university-wide audit of student billing processes and ISIS functionality. All offices will be participating in site visits from the staff of the OHIA office. Registration and payments for Spring 2009 are keeping the start of the new year busy. As we reflect on 2008, we are proud of our accomplishments, including:

- The many Crystal Reports which were converted to SSRS,
- The ability to request refunds through ISIS for Students,
- The ability to display SAP accounts for each transaction, and
- The ability to print our paper bills upon request at our offices.

In 2009, we hope to establish Direct Deposit of refunds, scan incoming checks for faster deposits, see more detail within each batch session, and establish profile values for commonly used SBS screens. We are looking at better methods to age our receivable balances and determine non-enrollment of students for collection efforts.

The next SBS User Group meeting will be on Tuesday, January 20 at 9:30 a.m. 2.6.3.2 testing will begin at 1 p.m. following the meeting.

## Admissions Updates [SMS]

In 2008, several admissions offices used the Generic Import Web Service developed by SSET to integrate external applications with ISIS. Undergraduate Admissions used the web service to create a real-time data link between their new electronic document management system (EDMS), OnBase, and the ISIS database.

The OnBase implementation has created a paperless review process that is more efficient and secure. The integration with ISIS using the Web Service allows Undergraduate Admissions to provide relevant data to the financial aid office in a timely manner.

For 2009, SMS users are looking forward to the collaborative development effort with SunGard that will overhaul the communications and letters functionality in ISIS. We anticipate a letter and communications creation process that is faster and does not require the technical support that is currently necessary. This would allow functional users to create new letters and communication groups without requiring SQL knowledge. Many offices have also expressed interest in moving to a paperless process in the near future, so the work that Undergraduate Admissions did in 2008 could serve as a template for future EDMS implementations in other admissions offices.

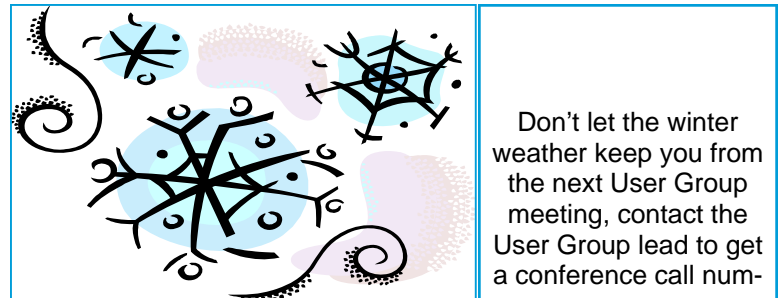
## Financial Aid Updates [SAS]

As happens each new year, SAS is focused on the installation of the federal regulatory release which we will receive from SunGard on January 16, 2009. This release will address the many changes to the Free Application for Federal Student Aid (FAFSA). It also addresses the new criteria that financial aid offices can consider in determining that students are independent of their parents based on documented special circumstances. There are also changes to the collection of information about untaxed income. All of these changes provide more complete information that will be extremely useful during the needs analysis process.

Arts and Sciences and Engineering uses the College Board's IDOC program to import tax return data. The winter regulatory release will result in several changes to this interface.

SSET and SAS Users will be working quickly after receiving the release later this month to get it installed and tested. The goal is to complete all efforts by mid-February which ensures that all divisions can begin uploading ISIR records for 2009-2010 academic year.

The next SAS User Group meeting will be Tuesday, January 13, at 9 a.m. at Mt. Washington with a call-in option. We will continue our review of outstanding issues (JIRA). In addition, members of the report format workgroup will gather after the SAS User Group meeting at Mt. Washington to continue work on specifications for the financial aid data extract.



Don't let the winter weather keep you from the next User Group meeting, contact the User Group lead to get a conference call num-

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Admissions	Chris Pace	<a href="mailto:pace@jhu.edu">pace@jhu.edu</a>
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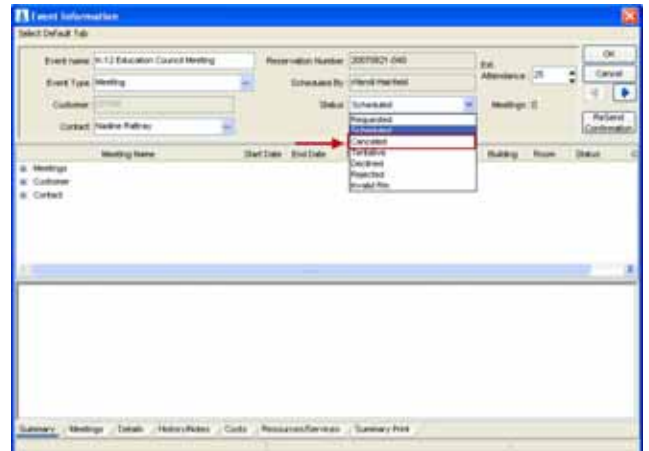


## ISIS Tips & Tricks—Astra Schedule: Canceling an Event

Just recently, an Astra user asked how to cancel a scheduled event. It's actually pretty easy once you know the process. Here are the step-by-step instructions:

1. Double click the event that you want to cancel. *An Event Information pop-up window opens.*
2. Within this window, click the **Status drop-down menu** and change the status from “**Scheduled**” to “**Cancelled.**”
3. Click the **OK** button to save your work.

... and that's it! You have successfully cancelled an event!



### 2.6.3.2 Release Update

Throughout the summer, SSET staff worked with SunGard on the 2.6.3.2 Collaborative Development project. This effort focused on improvements to the user interface and fixes for long-standing defects.

We received the 2.6.3.2 release in late October. We applied this release to the development environment in early December.

Here is the release schedule:

- Development—early December
- Pre-Production (Test) —January 9, 2009
- Production—February 5, 2009.

While there were not extensive changes to the modules, your participation in testing is essential! It is far better to discover a problem before the release is in Production.

You can review test plans in Confluence by module at:

- SMS: <https://know.isis.jhu.edu/x/WJZR>
- SAS: <https://know.isis.jhu.edu/x/twWY>
- SBS: <https://know.isis.jhu.edu/x/bgGY>
- SSS: <https://know.isis.jhu.edu/x/Wg5n>

If you have any questions on plans for on-site testing at Mt. Washington, contact the User Group lead for your area for more details.

#### Highlights of the 2.6.3.2 Release

The 2.6.3.2 release includes many useful features, including the ability to:

- Modify your stored and extended queries, including adding additional criteria, performing **Save As**, or editing values previously selected
- Customize the columns that appear on the search results
- Use additional fields (last name, govt. id, and identifier) to refine your search within results
- View possible causes for no results found by clicking **Help button**
- Export the search results contents directly to Excel
- Use the **Print toolbar** button for easy printing of specified windows
- Click a single button, **Open/Close All Rollups**, on many Summary screens
- **View History** on several screens
- **Select All** for Batch Functions, including **Person Make Aware**, **Batch Communications**, and **Global Update**
- Customize data entry screens for streamlined data entry
- View deleted records on the **Student Status History** by selecting **Include Deleted Records** checkbox
- View additional details on Student Status History, including **Changed By**, **Date Added**, and **Change Type**

Complete information on the changes for the 2.6.3.2 release are in the release notes in Confluence at:

<https://know.isis.jhu.edu/x/pABI>.

# 2009 ISIS and Astra Training Schedule

Course Title	Time	Location	Date(s) Offered
Admissions—1 day course	9am-4pm	Eastern B104	January 13 April 7
Reporting in ISIS—½ day course	9am-12pm	Eastern B104	February 24 July 22 November 10
Astra Schedule—1 ½ day course	Day 1: 9am-4pm Day 2: 9am-12pm	Eastern B104	March 10 and March 11 August 11 and August 12
Using Communications in ISIS— ½ day course	9am-12pm	Eastern B104	June 23 October 13
ISIS Open Lab Sessions—1 day	9am-4pm	Eastern B104	January 21      July 15 February 18    August 19 March 18        September 23 April 15         October 21 May 20          November 18 June 17
<b>ISIS Web-Based Training:</b> ♦ Navigating in ISIS (ID: ISIS.100.01) ♦ Departmental Graduate Aid (DGA) (ID: ISIS.110.01) ♦ Financial Aid Inquiry (ID: ISIS.120.01) ♦ Student Billing Inquiry (ID: ISIS.130.01) ♦ Protecting Sensitive Info (ID: ELC.999.01) ♦ Records and Registration Overview (ID: ISIS.140.01) ♦ Astra Schedule Navigation (ID: ASTRA.100.01 )	Anytime	Web-Based	Anytime

## New Learning Management System...

You can quickly find all ISIS or Astra courses by typing ISIS or Astra in the search field at the top right corner of the course catalog page.

## New for 2009—Open Lab Training format...

In order to better accommodate on-going training requests and ensure that users have regular opportunities for training, we will be offering Open Lab sessions each month. The Open Lab sessions will require registration and will allow us to tailor the session to meet the specific needs of the registered participants. This also ensures that you will not have to wait more than one month to train new employees. For more information, please contact Sasha Grutzeck at [sgrutzel@jhu.edu](mailto:sgrutzel@jhu.edu).

## How to Register:

1. Navigate to <http://training.jhu.edu>
2. Click the myLearning@johnshopkins link.
3. Log onto the system with your JHED ID and password.
4. Click the Course Catalog button.
5. Click the Johns Hopkins University tab.
6. Click the Program Catalog link.
7. Click the Integrated Student Information System (ISIS) link. You'll see a list of ISIS/Astra classes.
8. Click a class name to see the description, objectives, and dates when it's offered (for instructor-led training).
9. To register, click the Take Course button.

## What do YOU think of this newsletter?

Your comments, and suggestions are always welcome at [isis@jhu.edu](mailto:isis@jhu.edu).



## Looking for Past Issues of ISIS Focus?

You can find all past issues of *ISIS Focus* on our website at: <http://www.jhu.edu/isis/newsletter.html>



## ISIS FOCUS CONTRIBUTORS

Special thanks to this month's ISIS Focus Contributors:

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