○ **August**   ○ **2007**

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

ISIS *focus*

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

SSS Launched!

Congratulations to everyone! On July 16, 2007 with efforts from the Registrars and their staffs, divisional technical staff and IT@JH, the Records and Registration (SSS) module successfully went live for all remaining JHU schools (with the exception of the School of Medicine). It should be noted that the School of Nursing successfully piloted the SSS module implementation in March 2007.

The ISIS system now provides JHU students access to financial aid, billing, and enrollment records in one location with the same easy-to-use interface. Similarly, faculty and advisors now have a number of features including course rosters with detailed student information (and student photos) and grade entry available through a single website. Many students are already familiar with student information online. However, the Records and Registration module incorporates additional features and benefits for them, including:

- Ability to select courses in a shopping cart for better planning and easy registration

- Quick access to contact information for the offices of Admissions, Financial Aid, Billing and Registrar across the institution.

- Quick access to data that is available 24 hours a day, seven days a week, from anywhere in the world

Thanks go to all who worked to reach this goal. Even though countless hours were needed to configure and implement this project, the Registrars and their staffs still ensured that their office functions continued during this demanding time. Likewise, the IT team put in a great deal of time and effort to customize and enhance the SSS application, while ensuring that the history of USIS data was translated and migrated appropriately within ISIS.

In the first 10 days of system usage:

- 6,331 enrollments were processed for 3,003 unique students

- 3,651 transcripts were generated

- $611,543 in payments were made by part-time students while registering

As with any large implementation, there were also a number of challenges. However, all resources were on hand to work through them and, by the end of the first week, over half of the issues had already been resolved.

The ISIS Project: 2001-2007

On July 16th, the ISIS project accomplished its last major milestone --- the implementation of the Records and Registration module at all schools of the Johns Hopkins University (with the exception of Nursing and Medicine). As you will recall, the School of Nursing successfully piloted the Records and Registration implementation and has been live on all four modules of ISIS since March 2007. With the migration of 1.5 million enrollment records for 77,000 students, ISIS became the system of record for registration, academic records, and the source of data for state and federal reporting, replacing the legacy USIS system.

With the implementation of the Records and Registration module, the ISIS project has accomplished its principle objective – to implement a comprehensive, fully-integrated student information system at the Johns Hopkins University. Since the project's launch in 2001, 11 Admissions offices (including Bologna, Italy and Nanjing, China), 7 Financial Aid offices, 7 Student Billing offices, and 8 Registrar's offices across the Johns Hopkins University have gone live on ISIS. Needless to say, a lot of hard work, on the part of people working in IT@JH and in the divisions, went in to the execution of this project and we owe them a large debt of gratitude. The success of this project rested largely upon their efforts.
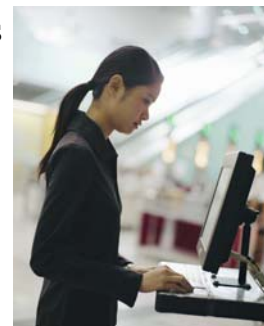
Although ISIS will continue to be expanded and improved upon in the coming months and years, we can all be very proud of what has been accomplished over the past 6 years.

Admissions Updates [SMS]

Matrix has recently learned of upcoming changes to the ACT test score format. SunGard Higher Education (SGHE) is in the process of determining the scope of these changes and they are planning for a possible patch in the fall of 2007. SGHE has requested that we provide them with a list of test score imports that our school uses on a regular basis so that they can be sure to provide us with updates in a timely manner if and when they occur. Please update the Test Scores Import page in Confluence at https://know.isis.jhu.edu/x/S7k by August 10, 2007.

The priorities that we set for SMS and CMN functionality will be going to SGHE later this month. As we have additional information, it will be shared with the group.

The next SMS Users Group is scheduled for Tuesday, August 21 from 2 p.m. – 4 p.m. at Mt. Washington— Davis Bldg, Room A-115. You can add items to the agenda in Confluence at: https://know.isis.jhu.edu/x/R7k. To review the minutes from the June meeting visit Confluence at https://know.isis.jhu.edu/x/q6E.

Huge Increase Seen in Self-Service Traffic

On average in the past, the ISIS Self-Service site has had its highest daily traffic recorded somewhere between 30,000 and 50,000 hits. However, a few days after go-live, Self-Service traffic peaked at close to 200,000 hits — a huge increase! Since that peak the traffic to the site has remained substantially above average, with daily traffic totals falling between the 50,000 and 100,000 range.
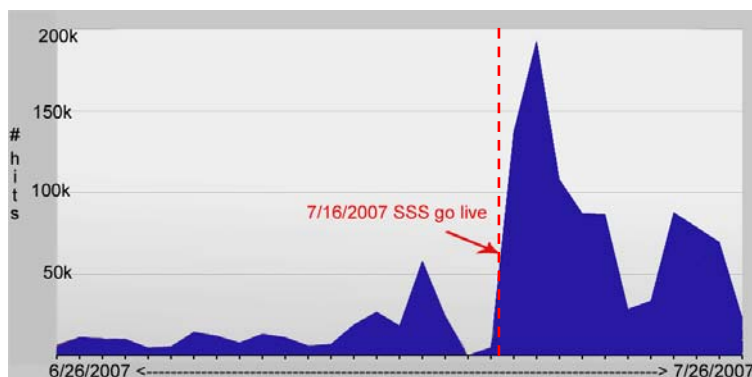
Self-Service site traffic for past 30 days

Billing Updates [SBS]

The SBS Team congratulates the entire functional and technical team who brought SSS to life for all their hard work and accomplishments. We are running our Tuition Calculation reports against the new system, and are pleased with the results by seeing tuition charges and drop credits flowing into SBS based on enrollment entries in SSS.

REMINDER: Registrars MUST inform their Student Accounts Office if they make ANY changes to prior year/term enrollments! SSS does not send Tuition Calculation information to SBS for terms before the SSS Go-Live occurred.

We are continuing our plans to eliminate Government IDs from SBS printed and website locations, correcting our student divisional zoning, and converting our Crystal reports into the new SQL Reporting System. We also are reviewing the power and visibility of each Alert/Hold that we control, to confirm their value and communication of information.

We will soon be adding American Express credit card acceptance to our payment page in Self-Service, thanks to the Treasurer's Office negotiations with them. We continue to explore new payment methods for our site, to assist parents and students by making their electronic payments easier.

The next SBS Team Meeting is set for August 21, 2007 at 1PM in Mt. Washington—Davis Bldg, Room B-133.

Security Tip of the Month

If you use a laptop...make sure you _keep it properly locked with a security cable_ at your desk at all times.

If you take your laptop home… do not leave it visible in your car —that is an invitation for someone to break in! Keep it in your trunk instead if you need to run an errand on your way home. If thieves can't see a laptop, they can't steal a laptop. Do not leave your laptop in your car for long periods of time, i.e. overnight — heat and cold are not good for it!

Financial Aid Updates [SAS]

Last month, the SAS team formed a Direct Loan workgroup to implement Direct PLUS loan borrowing (parent and student) in the ISIS system. The first meeting is scheduled for August 8, 2007 and regular progress reports will be distributed to the larger SAS user group after each meeting. For more information on the group's activities, visit https://know.isis.jhu.edu/x/Aqo .

On July 25th, SGHE issued a beta version of SAS 2.6.2.4 which addresses various financial aid and disbursement issues in the baseline product. Several members of the SAS team are testing the beta release on a remote environment hosted by SGHE. Later this month, we hope to have the release applied to a JHU test environment so that other SAS users can test. For more information about the beta release and functionality, please visit https://know.isis.jhu.edu/x/6bc .

As many of you know, the SSS field "classification" is used by financial aid to determine enrollment status for students. Some of the rules that were created to support this field reference current SSS student status. During testing, we discovered a few scenarios where SSS student status could be changed without effecting a change to the classification field. The SSS team has agreed to address this issue as part of their post go-live list of activities.

> ### SAS Tip for the Month
>
> Consider developing an automatic e-mail communication to advise students of the application process and deadlines for financial aid. The e-mail can be configured to auto-assign after a SAS instance is created for a given award year.

We are entering the annual reporting season, and the first of many reports due is the FISAP. Please work closely with your divisional business offices and student employers to ensure that all FWS payroll earnings are accurately reflected in SAP and in ISIS. Later this month, instructions regarding the FISAP and the accompanying exception reports will be sent to divisions for review.

In late July, the SAS team met with David Paolino to review the results of the PINE survey. The team agreed that it was important to focus on enhancements associated with the following SAS components: Academic Year Configuration (roll-over), Institutional Methodology, Online Financial Aid Application, Reporting, Document Tracking, Dashboard screens, Anticipated Aid in SBS and Self Service.

The next SAS Users Group Meeting will be held Tuesday, September 11, 2007, 9 - 11am (August meeting was canceled). Please dial 1-800-467-2166 and enter a participant code of 789978 to access the call.
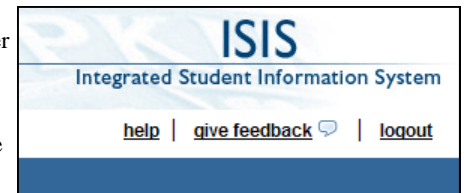
What are People Saying About Self-Service?

In last month's newsletter we mentioned a new feature recently added to the ISIS Self-Service site called "Give Feedback" — which gives students, faculty, and authorized payers a very quick and easy way to share what's on their mind. Since the launch of this new feature just before go-live, we've had over 200 feedback submissions.

So what are we *doing* with it? Reports of this feedback are reviewed by management daily. In addition, JIRA issues are created automatically for every piece of feedback received. Functional concerns are being distributed to offices for consideration and enhancement requests are being logged for future consideration. There have already been quite a few changes made to production as a direct result of the feedback we've received; and many more are in development.

> ### What are people saying?
> #### *Good stuff...*
>
> "I like that this new system puts all the important information regarding classes, aid, etc. in one location. It's very convenient…"
> — ASEN UGrad Student
>
> "It was so easy to register for a class with this new system. I think it took a total of 2 minutes! "
> — PSA Student
>
> "This new system is really awesome!"
> — Peabody Student
>
> "This is a huge improvement over the previous site. GREAT JOB! "
> — Faculty
>
> #### *Always Room for Improvement...*
>
> "Suggestion: in the Emergency Contact field add a second telephone number as I would have liked to have added my contact's cell phone number. Thanks!"
> — PSA Student
>
> "I like all the additional information I can view on my rosters--thanks! However, it would be a huge help to see a summary page with total numbers of students in ALL my courses at once--I teach a course with multiple sections, and am constantly trying to assess my TA needs this time of year, and which sections are still open for additional students come fall. Thanks!"
> — Faculty

ISIS Tips & Tricks

Working with Multiple Records in ISIS

ISIS allows you to select and update multiple records at the same time. This feature is especially useful on the Requirements and User Actions windows. For example, if you are updating a student's financial aid requirements. You have received several items from the student. The multi-select feature allows you to select multiple items and marking all of these as Completed at once which saves you time!

To multi-select records on either the Requirements or User Actions window, hold your CTRL key and click each record until all of the records that you wish to update are selected. If all of the records are in a series, you can use your hold your SHIFT key and select the first and last record in the series. All records between the first and last are then selected. When a record is selected, it is highlighted in dark blue. After you have selected your records, you can click the appropriate button to update all records at one time.

The same principles apply to your search results windows. You can select multiple records by holding down the CTRL key and clicking each record. You can also select a series of records by selecting the first record, holding down the SHIFT key and then selecting the last record in the series.

> This record is not selected. If a record appears highlighted in light blue it is not selected.

Figure 1.5: Course Lookup Results window

The first record on the screen is highlighted in light blue but is not selected by default. A selected record is highlighted in dark blue. From your search results window, you can use any of the following methods to select a record(s):

- You can view a single record by **double-clicking** it.
- Select the record and then click the **Select** button.
- You can select multiple records by holding down the CTRL key and clicking each record. Then, click the **Select** button.
- You can also select multiple records by holding down the SHIFT key and selecting the first and last record in a series. Then, click the **Select** button.
- You can also use the **Select Displayed** button to select up to 50 of the displayed records.
- The **Select None** button allows you to clear all of your previous selections.

Meet the ISIS Staff…Gary Slavinsky

What is your main role on the ISIS project?

I am currently the functional lead for the recent SSS implementation in ISIS. My work involves managing configurations across schools in regards to codes, requirements, communication, and business rules. I also work to develop training materials for the divisions. Leading up to the SSS go live much time was spent creating testing strategies for integration testing as well as reviewing work of the implementation team for completeness and accuracy.

What would you say is the biggest challenge about working on ISIS?

My biggest challenge has been accommodating the diverse needs of the nine unique divisions within the University. Although there are similarities between the divisions each division demands custom processes to be configured within ISIS.

What do you like the most about working on ISIS and at JHU?

The people I work with are super. I've worked with numerous IT departments and Student Information Systems is a uniquely accommodating and efficient department. Also, I commend the excellent job from all Registrars office personnel. It wasn't an easy task for anyone to dedicate the amount of time needed to launch this product while juggling their everyday registration responsibilities.

What did you do prior to working for JHU?

I've worked for JHU previously from 1998 to 2004 in the School of Public Health, first as a Publications/Web Manager and then as the manager of Internet Services. I've also done some work as an Internet Development and Marketing consultant. In this role, I've worked on search engine optimization (SEO) , email marketing, and pay per click campaigns. In addition I've worked as Traffic Manager for Marriott International's eCommerce Product Development group, overseeing resource allocations, forecasts and utilization for the development teams.

Where did you go to school?

I have a Bachelors in Fine Arts from Alfred University in New York, as well as a Masters in Fine Arts from Maryland Institute College of Art here in Baltimore.

When you are not working, what do you like to do for fun?

I am a ceramic artist and enjoy producing my own work as well as supporting and teaching at the Baltimore Clayworks in Mt. Washington.

> *My biggest challenge has been accommodating the diverse needs of the nine unique divisions within the University.*

Upcoming ISIS Training

Course Title	Time	Location	Date(s) Offered *
Astra Event Scheduling and Reporting AS01.100.500	9am-12pm	Eastern B104	9/13/2007
Admissions Training *(2 day)* IS03.130.01)	9am-4pm	Eastern B104	9/19/07—9/20/2007
ISIS for Faculty and Advisors IS01.960.007	1-2pm 2:30-3:30pm 4-5pm 8:30-9:30am 10-11am 11:30am-12:30pm	TBA TBA TBA TBA TBA TBA	8/30/2007 8/30/2007 8/30/2007 8/31/2007 8/31/2007 8/31/2007
ISIS for ASEN Directors of Undergraduate Studies IS01.940.07	9am-12pm	TBA	8/30/2007

* Dates offered with seats available as of this publication date.

To Register... for any of these courses or for more information, call the Office of Training and Education at 443-997-6453 or visit them on the web @ http://training.jhu.edu.

Web-Based Training
There are also several E-Learning courses available for anyone to take at any time. Each of these courses take about an hour to complete.

    ISIS: 100 - Navigating in ISIS
    ISIS: 110 - Departmental Graduate Aid
    ISIS: 120 - Financial Aid Inquiry
    ISIS: 130 - Student Billing Inquiry

Departmental Training Available
The ISIS Training team is happy to provide training for your department. For more information, please contact Nicole Westrick at nmwestrick@jhu.edu.

What do YOU think of this newsletter?
Your comments, and suggestions are always welcome at 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.htm

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