○ **January**   ○   **2007**

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

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

Reducing Duplicate Person Records

A key source of duplicate person records in ISIS occurs through the Reprocessing screen for imported data. When working with a record held with the error, "Too many duplicate persons found", the list of potential and positive duplicate records displayed is generated when the import process was executed. If any amount of time has passed since the import process was executed, the displayed list may not reflect all of the possible duplicate records. As a result, an end user could easily create a duplicate record since they are not seeing the most up-to-date information. This is a common source of duplicate person records today.

While the ISIS team is currently evaluating ways to automatically refresh the list of potential duplicate person records on the Record Correction screen, you can perform a few simple steps to immediately help reduce the number of duplicate persons that are created this way:

- From the Reprocess window, click Record Correction.

- If you are not performing record correction immediately after import, when reviewing any records with the message, "Too many duplicate persons found", *always* **click the Reprocess button.**

- This ensures that you have the most current list of potential duplicate person records that exist in ISIS.

NEW! One final tip for reducing duplicate person records… use the More… link at the bottom of the screen to display the ISIS Instance Viewer to get additional information on a potential duplicate record, including addresses, email, and record creator.

Reduce duplicate person records by using the Reprocess button and More... link on the Record Correction screen.

New Policy On Use of Student SSNs Adopted

The provost and Council of Deans recently approved a formal policy on the protection and use of student Social Security numbers (SSN). This new policy, effective immediately, is the latest in establishing best practices and standards for protecting the privacy of the student SSN. The policy places limitations on the use of the student SSN in the financial aid, admissions, billing, and registration process.

Read the full article from the December 18th Gazette at http://www.jhu.edu/~gazette/2006/18dec06/18ssns.html.

Look for a follow-up article on how this new policy affects ISIS in the February issue of the ISIS Focus Newsletter.

Full text of the university's *Policy on Student Social Security Number Protection and Use* is online at http://www.jhu.edu/news_info/policy/ssnuse.html.

Billing Updates [SBS]

Now that Spring 2007 bills have been prepared and sent, the SBS Team has turned to our interfaces with SAP and HopkinsOne which will impact SBS. We are reviewing and will be testing the DGA system of aid awards by departments, thanks to Carlos Rodriquez's reformatting of the screens. That is, once H1 settles on our university-wide receivable budget number!

We also are revising the Credit Card Payment screens with our Chase Bank website, and will start Interdivisional Registration and Tuition Calculation review and testing in January/February. Nursing will pilot the SSS functionality and its impact on SBS, so we will be eagerly watching their progress.

The next SBS Users Group Meeting will be February 13th at 1pm at Mt. Washington Campus, B133.

Happy Holidays to everyone, and good luck with Spring 07 payments and registration!

Financial Aid Updates [SAS]

Several members of the JHU SAS user community met with the SunGard Higher Education SAS product manager, Tracey McCabe, at an FSA conference last month. Tracey shared SGHE's plans for the financial aid winter regulatory release. The winter regulatory release will enable users to exchange 2007-2008 FAFSA data with the U.S. Department of Education and is tentatively scheduled for a mid-January release. JHU hopes to have this release (2.6.2.3) tested and in production by February 16, 2007.

SAS Tip of the Month

Use stored queries in place of printed exception reports to identify student records for review. For example, a stored query called "COD errors" can be developed to quickly produce a list of students with loan origination errors.

Earlier this month, a report to track Federal Work Study award changes was implemented in ISIS. The report will run on a weekly schedule for all divisions, alerting HR Shared Services when student awards have been changed.

The next SAS user group conference call will be held on January 9th, 2007 at 9am. Dial 1-800-467-2166 and enter a participant code of 789978 to access the call.

Records and Registration Updates [SSS]

Go-live for Nursing as an early adopter is only two months away! Most development work is complete and testing efforts are well underway. In the past month, some significant events included:

- Received SSS 2.6.2.2, which includes a set of new features collaboratively designed with SunGard Higher Education
- Completed design of Student Self-Service; began testing Person and Student Self-Service
- Drafted integration test script for Nursing
- Began testing student enrollment data migrated from USIS
- Continued design and development of divisional reports
- Completed transcript template and began divisional customizations

A Look at SSS Upcoming Events

The SSS project team, comprised of registrars and their staff as well as dedicated project staff have numerous activities planned for this month:

1/4 - Full Team Meeting, Self-Service Testing, Data Migration Testing
1/5 - End of Nursing Transcript Customizations, Report Development Lab
1/8 - Start of AS/EN Transcript Customizations
1/11 - Full Team Meeting, Self-Service Testing, Data Migration Testing
1/12 - 2.6.2.2 Testing, Report Development Lab
1/18 - Full Team Meeting, Self-Service Testing, Data Migration Testing
1/19 - Report Development Lab
1/25 - Full Team Meeting, Data Migration Testing
1/26 - ISIS to JHED Interface Testing, Report Development Lab

* Be sure to check the SSS Confluence space for specific locations and times as well as any schedule changes.

SMS Users Group Meeting Reminder

The next SMS Users Group is scheduled for January 16 from 2:00 – 4:00 p.m. at Mt. Washington A-115. You can add items to the agenda in Confluence at: https://know.isis.jhu.edu/x/aWw. If you would like to arrange videoconferencing for the meeting, contact Nicole Westrick at nmwestrick@jhu.edu by Thursday, January 11.

An active discussion of the current duplicate check logic occurred at this month's user group meeting. To review the minutes and add any additional comments for December's meeting visit Confluence at: https://know.isis.jhu.edu/x/G18.
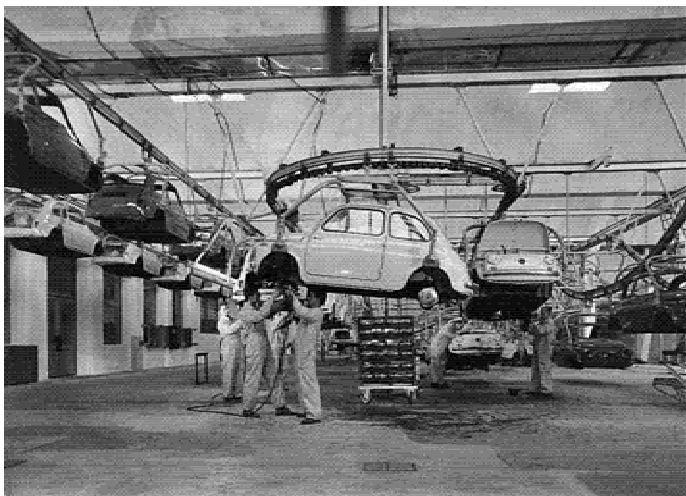
The SQL Assembly Line...

From Your DBA

Several centuries ago, items such as furniture, clothing, guns, etc. were assembled one at a time by skilled craftsman. For example, if you wanted a suit, a tailor would measure you and create a custom suit from fabric.

Or, if you wanted a chest of drawers, a cabinet maker would build the entire piece, with each drawer individually crafted.

Slowly, through the Industrial Revolution, men like Eli Whitney and Henry Ford reoriented manufacturing around the assembly line concept, where large amounts of interchangeable parts were created and then assembled. This allowed massive improvements in efficiency and dramatic cost reductions.

Believe it or not, in spite of our modern advanced technology, the same distinction has yet to be made with many SQL programs.

For example, a program to send an email of "Congratulations" to all students who receive a grade of A might use the following logic:

1. Loop through students one at a time

2. If the given student has a grade of A , send an email with subject "Congratulations"

At first glance, this seems to make sense. If fact, this is precisely how this task would be accomplished in most programming languages.
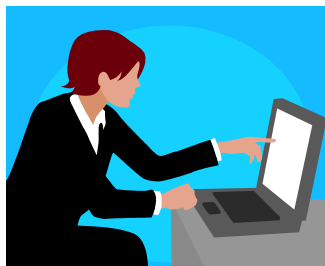
However, SQL Server utilizes technology that is optimized for group operations instead of one-by-one processing, much like the assembly line. It is more efficient for SQL Server to access large groups of records at one time. So, a more efficient SQL logic might be:

1. Get list of all students with grade of A

2. Send members of the list an email with subject "Congratulations"

Although both sets of logic use two steps, the first would repeat for every student in the database, while the second would quickly locate only the relevant students.

Self-Service Updates

Go-live for Nursing as an early adopter is only two months away! SSS Self-Service design and development activities continue in full force for the March 2007 go-live. The Self-Service team is currently working on fine tuning functionality such as My Grades, View Class Schedule, and the Class Registration process.

The SSS Self-Service testing effort, involving divisional representatives began on December 7th. The testing effort continues on a weekly basis with the group testing different pages each week. Thanks goes out to all the divisions for their helpful feedback and suggestions during this past month's testing. The Self-Service developers are working hard to incorporate all your comments into the design.

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!

Upcoming ISIS Training

Course Title	Course ID	Date	Location
Astra Event Scheduling and Reporting	AS01.100.500	2/6/2007	Eastern B104
Using Communications in ISIS **NEW!**	IS01.400.07	2/9/2007	Eastern B104
Astra Manager Overview	AS01.100.400	2/13/2007	Eastern B104
Astra Schedule—full course	AS02.001.100	2/22/2007 - 2/23/2007	Eastern B104
Admissions Training	IS03.130.01	2/27/2007- 2/28/2007	Eastern B104
Creating and Maintaining Courses	IS01.300.10	3/1/2007 - 3/2/2007	Eastern B104
Course Maintenance **NEW!**	IS01.301.07	3/9/2007	Eastern B104

To Register... for any of these courses, 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 (ID: ISIS.100.01)
    ISIS: 110 - Departmental Graduate Aid (DGA) (ID: ISIS.110.01)
    ISIS: 120 - Financial Aid Inquiry (ID: ISIS.120.01)
    ISIS: 130 - Student Billing Inquiry (ID: ISIS.130.01)

The ISIS Training team is currently developing two **NEW** web based courses to be available in Spring 2007:
- Astra Schedule Navigation
- Social Security Number Protection and Appropriate Use

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.

Meet the ISIS Staff…*Therese Nesbitt*

In 1993, I started at JHU working part-time at the Milton S. Eisenhower Library. At that time, I did not have a computer on my desk. There was one in the office that we shared to keep our inventory. I eventually received a desktop monstrosity that only had Lotus and WordPerfect for DOS installed. That was all that could be installed because that was all the memory the computer had, and you couldn't open both programs at the same time or the computer would crash! In 1995, I moved over to the Dean's Office in the School of Arts and Sciences. Our department shared one computer with the Part-time Graduate Programs where we entered data into Paradox for DOS. This was only so we could create mailing labels! The students in this program were Pre-College and we did everything from marketing to admissions to billing to housing to activities to chaperoning of the students on bus trips. This was always fun with two busloads of 16 year olds!

I'm very proud to say that I had created the first webpage for the Pre-College Summer Program that linked to the JHUniverse website. It was only one page with a link to send an email to us. We received thousands of hits on the site, which resulted in a dramatic increase of prospects and applicants applying to the program. The next year, the webpage turned into its own website with a prospect inquiry form and an application form that the student could print out and mail to us. I was clearly ahead of my time! By the way, there were no programs that created nice graphics or web pages for you, so the entire site was created using straight HTML code! In 1999, I went to the Academic Computing Department to be the JHWorld Administrator. As JHED replaced this system, I was brought into the ISIS Project 4.2 and the rest is history. I am now a Senior Systems Analyst on the SMS Production Support team.

Due to my many years of working with ISIS, I have a very broad knowledge of all the modules. I make it my main priority to provide the best customer service possible. I feel the most rewarded when I have assisted in solving problems that allow my customers to continue with their day-to-day operations. I know how important this is for my users. I can remember vividly one particular time while working in Arts & Sciences, after sending out thousands of brochures announcing the URL for our upcoming Summer Program, the URL would not work! "The Page cannot be displayed!" I thought for sure that all the students would go to the Harvard Summer Pre-College Program if our site wouldn't work! In a panic, I contacted every IT person I knew to help me. I was so very grateful to the person that came to my aid during such a critical time in our Admissions process.

> *I make it my main priority to provide the best customer service possible. I feel the most rewarded when I have assisted in solving problems that allow my customers to continue with their day-to-day operations...*

In addition to my work, my passion is my first grandchild, Lily! I enjoy spoiling her any chance I can. I also enjoy fishing, crabbing, and spending time at the beach in the summertime, and traveling with my husband of 30 years, John. Anyone who has visited me in my cube has seen my map with the pushpins marking all the places I have traveled to over the years. I intend on adding many more pins to the map in the coming years.

ISIS provides me with new challenges everyday. As soon as I think I have it all figured out, something else happens that tells me otherwise! I am very thankful, that during my career at JHU, I have been allowed to continue my education in the ever changing world of Information Technology. We certainly have come a long way here at JHU!

ISIS Tips and Tricks

Astra Schedule: Customizing the Look of the Data Grid

Those who are familiar with Astra Schedule know that the data grid can be a crowded place. The data grid is the area on the lower-half of the screen where scheduling information is displayed. It generally contains a very large number of columns—each column is a different database field.
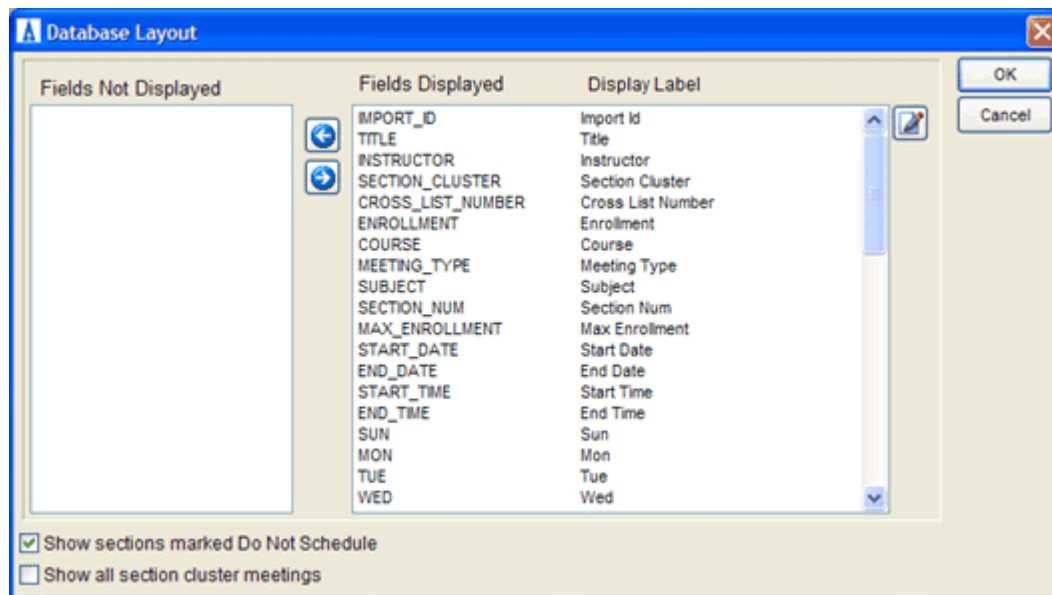
Now you *could* scroll through all of these database fields in order to locate the information you need. But it might be quicker and easier to simply customize the look of your data grid. In just a few easy steps, you can rearrange the order in which the database fields are presented and remove the database fields that you never use.

Here's how you do it.

1. Click the Database Layout button.

The Database Layout dialog box will appear. In the Fields Displayed area, you'll see a list of all the database fields included in your data grid.

2. To rearrange the order in which these database fields are presented in your data grid, simply click, drag, and drop the fields into the order that you would prefer.

3. To remove a database field from your data grid, click the field that you would like to remove (or use the CTRL key to select multiple fields), and then click the top arrow button.

The database field(s) that you selected will disappear from the Fields Displayed area and appear in the Fields Not Displayed area.

4. Once you're done making your changes, click OK. Your screen will refresh and your data grid will now appear according to your exact specifications. Enjoy!

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