o **March**   o **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.

Nursing: SSS Early Adopter Going Live This Month!

As an early adopter of SSS, the School of Nursing will be the first to use all four modules of ISIS on March 12th! Many months of tireless effort and developing solutions to complex challenges have prepared for this event. During the past few weeks, numerous rounds of integration testing simulated progression of the 2007-2008 academic year. This has identified a handful of issues that would not have been found without looking at how all the parts and pieces of SSS interact as a whole. Just as importantly, it instilled a sense of confidence in the readiness of the system.

The School of Nursing is an ideal division to be an SSS early adopter as they are the only division of Johns Hopkins that had used both SMS and SSS in the 4.2 platform. Linda Blankenship, Registrar at the School of Nursing, led both the 4.2 and ISIS SSS implementations at her division. "My staff and I are excited about this go live--compared to the 4.2 version of this product, the functionality in this version will allow us to provide even better service to our students and faculty. I'd have to admit there's a little apprehension as well because we want everything to go smoothly with this transition, but I'm confident that between our efforts and the assistance of the IT staff that it will."

There are a number of finishing touches to prepare for the 12th — tweaking the transcript, testing and re-testing data migration, refining batch jobs and moving everything to production. The early days of March are sure to be fast paced to bring everything together. Other divisions will be watching Nursing closely to learn what works well and where improvements are needed as they prepare for their move to SSS in July.

The team members that have worked with great tenacity and diligence to reach this milestone are too numerous to mention, however we want to recognize their outstanding contributions and thank them for all their hard work. Congratulations to the School of Nursing for this impressive achievement!

IDOC is Live!

Implementation of the College Board's Institutional Documentation Service (IDOC) interface was completed on Friday, February 23. The Homewood Office of Student Financial Services began using the service in Production on Monday, February 26th.

IDOC, short for Institutional Documentation, is a financial aid imaging service used by more than half of Johns Hopkins University's peer institutions. Participating schools authorize the College Board (JHU pays a per student fee) to collect, image and verify financial aid application materials. Once the documents are processed, the originals are destroyed and digital images are made visible to Hopkins via a secure website hosted by the College Board. A data file containing information about the documents is imported into ISIS every day.

Implementation of the IDOC service will significantly reduce the volume of paper managed by the financial aid office, improve the accuracy of financial aid awards (fewer revisions) and enable financial aid staff to spend more time working with students and families with special needs.

IDOC Benefits:

- Saves time and improves customer service
- Three- to four-day turnaround provides financial aid staff with quick and easy access to document images
- Images available 24/7 via a secure web site
- Allows applicants to submit one set of documents to multiple schools
- Saves money and time spent on the secure storage and retrieval of documents
- Supports automated correction of Federal Verification data

ISIS Changing Name from "*Internet* Student Information System" to "*Integrated* Student Information System"

ISIS

Billing Updates [SBS]

We are happy to welcome LaTashia Satterfield Ogunlana from the School of Medicine to our SBS Team. The team has begun our Tuition and Fee Calculation process with Jason Shaffner as our fearless leader, creating scripts and scenarios for rule writing and testing.

We are still collecting items for our SBS Enhancements Wish List, with hopes that IT can assist us with improvements to current workaround processes. Changes will soon be required to our divisional websites and bills to reflect the policies regarding SSN as the identifier normally used. DGA, Financial Aid, and Loans have all used SSN in their reconcilements with departments and governmental agencies, so we are working on resolutions to having that detail in the SAP "General Ledger".

Some divisions are experiencing numerous invalid account numbers through SBS Self-Service, when students pay by ACH or E-Check. Redesigning the payment pages may assist in this area, as well as publishing information about returned check penalty fees.

Our next SBS Team Meeting will be Tuesday, March 20 at 1PM in Mt. Washington Davis Bldg-B133.

ISIS Changing it's Name

Since 2001, the ISIS project has steadily moved forward to implement SunGard's Matrix Student Suite. In March 2007, we reach a major milestone – the implementation of the Records and Registration application at the School of Nursing. With this implementation, School of Nursing staff will use the Matrix Student Suite for admissions, financial aid, billing and registration. School of Nursing students will have access to a comprehensive student information system that allows them to access information regarding bills, financial aid and registration in a single website.

When the project began the entire Matrix implementation was known as "ISIS - Internet Student Information System". When ISIS is fully implemented, it allows the management of student records beginning with admissions and continuing through graduation, including billing, course scheduling, student aid and transcripts. As we reach the final phase of the project (the go-live for the records and registration module), it is an opportunity to change the meaning of ISIS to better reflect the system that we are implementing. To accomplish this, we are changing the word *Internet* to *Integrated* on all of the self-service applications. The word Integrated better reflects the concept that a student can go to a single website to access information for financial aid, billing and registration.

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:

3/1 - Full Team Meeting
3/1 - Self-Service Testing
3/1 - Data Migration Testing
3/2 - Batch Job Testing
3/2 - Report Development Lab
3/8 - Start of Formal Training for Nursing
3/8 - Full Team Meeting
3/8 - Self-Service Testing
3/8 - Data Migration Testing
3/8 - Batch Job Testing
3/8 - Report Development Lab
3/12 - Nursing go-live!
3/12 - Start of Integration Testing for Public Health
3/12 - SAIS Use Case Scenarios
3/13 - SAIS Use Case Scenarios
3/14 - SAIS Use Case Scenarios
3/14 - End of Formal Training for Nursing
3/15 - Full Team Meeting
3/15 - Self-Service Testing
3/15 - Data Migration Testing
3/16 - Batch Job Testing
3/16 - Report Development Lab
3/22 - Full Team Meeting
3/22 - Self-Service Testing
3/22 - Data Migration Testing
3/23 - Batch Job Testing
3/23 - Report Development Lab
3/29 - Full Team Meeting
3/29 - Self-Service Testing
3/29 - Data Migration Testing
3/30 - Batch Job Testing
3/30 - Report Development Lab

* Testing for the JHED interface will occur in March; exact date TBA. Be sure to check the SSS Confluence space for specific locations and times as well as any schedule changes.

Self-Service Updates

Efforts continue in full force for the March 12th go live with the School of Nursing. Integration testing will be wrapping up shortly. The development and testing team is working hard to make sure everything goes smoothly. With this implementation, School of Nursing students will have access to a comprehensive student information system that allows them to access information regarding bills, financial aid and registration in a single website. School of Nursing staff will also use the Matrix Student Suite for admissions, financial aid, billing and registration. School of Nursing students will start using the site for course registration in early April.

Financial Aid Updates [SAS]

After months of collaborative design, development and testing activities, the Office of Student Financial Services at Homewood went live with the College Board's IDOC (Institutional Documentation) Service. Implemented as an interface to ISIS, the IDOC service will streamline the financial aid application process for thousands of students in 2007-2008, eliminating all but a small percentage of paper applications processed by the financial aid office. Read more about this new service in the feature article in this month's edition of ISIS Focus.

In other news, on February 15th, President Bush signed the Revised Continuing Appropriations Resolution, 2007, (P.L. 110-5) that establishes the maximum Federal Pell Grant award for the 2007-2008 award year at $4,310. Before auto-packaging Pell grants in ISIS for 2007-2008, the vendor delivered Pell Grant Maximum Award rule must be updated. A patch is expected from SungardHE on or before March 12, 2007.

> ### SAS Tips for the Month
>
> **When running automatic batch packaging,** use a Stored Query to select a targeted candidate population for evaluation against your packaging groups.
>
> If the group exceeds 50 students, use the SHIFT key to multi-select students as you page through to the next results screen. Repeat until all candidates have been selected.

The next SAS user group conference call will be held on March 13, 2007 at 9am. Dial 1-866-800-0606 and enter a participant code of 55375144 to access the call.

ISIS Search Enhancements

Student Information Systems has deployed a customization that provides some long-requested search enhancements in ISIS, specifically:

- Searches in the "Identifier" field for persons, prospects, applicants, and students will search across all three identifier fields, not just Identifier1 which had been the previous functionality.

- Prospect and Applicant searches now include "Date of Birth" as an available search attribute.

Look for these search enhancements in early March!

Admissions Updates [SMS]

February SMS User Group Action Items

The following items require a response from every division. If you have any questions or need clarification, please contact Nicole Westrick at nmwestrick@jhu.edu:

- Every school needs to update JIRA CMN-2606 with their decision on whether or not they want to set the profile value for previous schools as it relates to imports. Due no later than Friday, February 23.

- Post your disaster recovery and business continuity plans in Confluence at https://know.isis.jhu.edu/x/S4E by Friday, March 2.

- Update the data exchange inventory for the admissions offices in Confluence at https://know.isis.jhu.edu/x/JYI. This inventory must be completed by each office and signed-off (see the bottom of the Confluence page) by Friday, March 16.

- Add any additional data that would be useful in resolving duplicates to the Duplicate Resolution region of the SMS Wish List (https://know.isis.jhu.edu/x/kXE) by Friday, March 2.

- Distribute the worksheets for Post Implementation System Needs and Expectations. Student Services/HITS would like to receive these by mid-March/early April.

Recent SMS Enhancements and the SMS Wish List

I am pleased to report two enhancements that Student Services is currently working on for the Search for Applicant, Prospect and Person record windows. Details are available in JIRA SMS-3558. The first is the addition of Date of Birth in all of the SMS search windows. Second, is the ability to search all three identifiers using the Identifier field on the Search window. These should be in production in early March.

The SMS Wish List page has been created in Confluence at https://know.isis.jhu.edu/x/kXE . Use this page to document anything in SMS that is particularly cumbersome or time-intensive. This page is the start of a conversation and will provide the building blocks for developing a long-term plan for attacking these issues. As you think about these items, be sure to think more generically and don't be limited by the current application's functionality. You can also make suggestions on screens that could be reorganized to work better for your business processes.

SMS Users Group Meeting Reminder

The next SMS Users Group is scheduled for March 27, 2007 from 3 - 5 p.m. at Mt. Washington A-115. You can add items to the agenda in Confluence at: https://know.isis.jhu.edu/x/OIE. To review the minutes from February's meeting visit Confluence at: https://know.isis.jhu.edu/x/8HQ.

What do IDOC users think?

We faced the following daunting avalanche of paper. With exponential application growth in the freshmen class, reaching near 15,000 this year, we needed an electronic solution, considering that 70 percent of the class apply for aid (more than 10,000 aid applicants). Aid applications consisted of paper mail that contained a printed form, and paper copies of one or two years federal income tax returns, some of which could approach 50 pages long. But even if we only got the W-2's and first two pages of the taxes, that was 7 pieces of paper -- or 70,000 pieces of paper (and who knows how many trees?) in the space of the month of February - flowing into our office. That paper had to be opened, alphabetized, stamped, recorded in ISIS, filed and then retrieved for reading - all in the space of days. It also had to be kept secure for privacy compliance.

We looked at many options for a solution - both in-house and external, like scanning of what we think is at least 100,000 documents, just for freshmen. That does not even include the task of upper class and graduate student applicant paperwork. We already had a paperless federal aid application and paperless processes for loan application and loan signing in place. So paperless solutions would be the answer. The College Board was developing this solution just as we faced the need, and after successful approval for the cost of the product, which would be covered by the elimination of the clerical position that filed all that paper, we were on our way, with the stellar support from HITS on building the interfaces to ISIS.

It has changed our lives - the mail personnel are happier with us, as they don't have to carry those heavy bins filled with envelopes to our office throughout the ice and snow of February. Support staff have reduced paper cuts, and have time to answer phones rather than record and file and retrieve documents. Families send less mail (if another school they are applying to uses this product, they only send one packet instead of multiple packets directly to schools), and they send their documents to a secure location where they will be shredded after scanning, to ensure privacy. Applicants can go online and see that their scanned documents have been received, and the turnaround time from mailing to documented receipt is lessened. E-mail follow-ups for missing items are more accurate and timely. Paper storage needs are reduced.

If anything about financial aid could be called elegant, this is one elegant solution. A shout out of thanks are in order for the focused dedication of the team in SFS - Ellen Ostendorf, Anita Dinwiddie, Nicole McDaniel Smith and Tom McDermott and their counterparts in HITS who made this happen - from dream to reality in two years.

- Ellen Frishberg, Ed.D., Director, Student Financial Services

Trigger Happy

One nice built in feature of database programming that makes it different from standard programming languages is the concept of triggers.

A trigger is actually a program that runs in response to a particular database table event (Inserting New Records, Updating Existing Records , Deleting records). When data is modified on a table with an associated trigger, the trigger 'fires' and executes its program code.

Triggers are frequently used as a way to analyze before and after type changes to data. These changes can be logged or prevented, depending on the specific situation.

Currently, triggers are widely used in ISIS to log Audit information, i.e. Who Changed Which Data When. These audit tables are critical for solving data issues that arise.

Triggers can also be used to propagate changes uniformly through the database. For example, a student that graduates may need several fields modified across the database to reflect the new status.

Triggers can even communicate with users via email by sending emails or pager alerts when specific events occur. This feature is very useful for system administrators monitoring a database system.

Finally, triggers are very useful in regulating data structures and preventing data integrity problems. For example, when updating SAT test results, a trigger can ensure that every test result record properly links to a known student. Or, a trigger can be used to enforce that only one Address of a given student is considered primary to receive mail.

From a systems design point of view, triggers provide a very efficient and thorough way of implementing business logic at the database level.

- Sam Meiselman, ISIS DBA

Security Tip of the Month

Avoid saving any documents that may contain sensitive information __locally__ – this includes in *emails, laptops, desktops, CDs, and flash USB drives*. These items are easily stolen or lost so please take extra precautions to keep them free of all sensitive information. Take time to go back through your locally stored emails and files and delete files that contain SSNs. If you feel you must store sensitive information on a mobile device, please make sure that the directory or file is encrypted and password-protected. Talk with your IT administrator about possible encryption tools and options that will work best for you. (See Encryption Tips: http://www.it.jhu.edu/infosec/tips/encryptguide.html)

Upcoming ISIS Training

Course Title	Course ID	Date	Location
Creating and Maintaining Courses (2 day)	IS01.300.10	3/1/2007 - 3/2/2007	Eastern B104
Course Maintenance **NEW!** (1 day)	IS01.301.07	3/9/2007, 4/13/2007	Eastern B104
SSS Pre-Integration Testing—SSS Boot Camp Training (1 day)	IS02.401.07	3/26/2007, 3/28/2007	Eastern B104
Astra Event Scheduling and Reporting (1/2 day)	AS01.100.500	4/11/2007	Eastern B104
Using Communications in ISIS (1/2 day)	IS01.400.07	4/18/2007	Eastern B104
SSS Registration and Records Overview (1 day)	IS01.402.07	4/30/2007	Eastern B104

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 (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. More on these coming soon!
- 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…David Paolino

"What a great opportunity!" That's the first thing that comes to mind when I think of working with the Student Information Systems team at the Johns Hopkins University. As someone who thrives on the pleasure of good, caring company; a great, thoughtful day at work; a passion for finding solutions to any problem; and, most importantly, to share that with others who enjoy the same challenge, I simply could not have made a better choice than to join this group this past February.

To know me I think you need to start with the biggest influence on my life; I was raised with a true belief that nothing is impossible. Persistence is the best thing I have going for me, and it's what I like to share most with the people around me. I live my life constantly searching for solutions. By the way, that can drive your spouse crazy! But, I also think that's what makes her attracted to me.

I remember way back deciding on what to study in college and undeniably I wanted to pursue architecture -- the understanding of space and how it relates to each individual. After making my choice of study, I recall attending a graduation at a large university and seeing only eight or so individuals proudly hailing their major flag of architecture processing amongst hundreds of others. It was then I knew I made the right choice. So, if you're new to the study of architecture, the dean's opening speech goes something like this... "look to your left, look to your right, all three of you will not be here for graduation!?" Who better to study architecture than someone with a passion for persistence? Anyway, enough of that.

As life goes, one thing led to another. Education is expensive and schooling for architecture is outrageous. With three jobs, help from my family, and most of all persistence, my love for architecture quickly grew into a talent for technology. After realizing most successful architects must be born rich and don't make any money for many, many years, I decided I'd better stick with technology. While continuing my post-graduate education I decided to work for my university providing solutions by implementing new processes and systems for administrative deficiencies. With no regret or hesitation, a technologist was born. The story doesn't end there -- it just gets better.

> *Persistence is the best thing I have going for me, and it's what I like to share most with the people around me.*
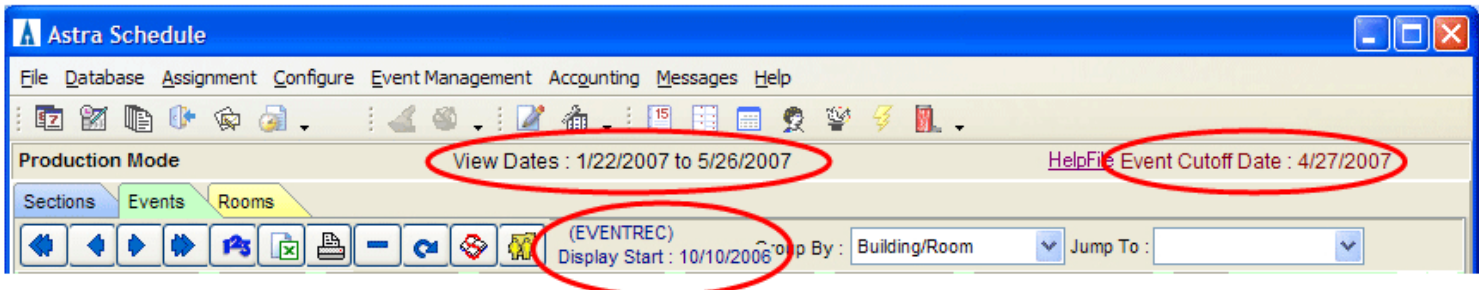
My choice to pursue technology led me to my soul mate, Jerilyn, whom I met when I worked for the "other side", a higher education solutions company. She is not a techie, just the opposite in fact. My wife is the intellect and I am the persistence. We bring a wonderful balance to each other's life. Married for just under 6 years, I could not have a better life, and if you ask me about my family I can talk for hours. We have two wonderful children, Isaac and Mitchell, upon who we plan to share our love and individual talents. For me, that could be any number of things my curiosity and persistence have led me to, anything from cooking to building, flower arrangement to picking a lock and everything in between.

And so, with all that said, what a wonderful opportunity I now have to share my persistence, my talent for technology, my passion for finding solutions, and the stories about my family with such a talented team that will now become part of it -- the path of choices I continue to make throughout my life.

ISIS Tips and Tricks

Astra Schedule: Demystifying Dates

The Astra Schedule interface can be a little intimidating. It not only contains a variety of pull-down menus and toolbar icons, but there are also several different dates displayed on the screen. There are "View Dates," an "EVENTREC Display Start" date, and an "Event Cutoff Date."

Confused about what these dates mean? Not sure how to update them? Here's the lowdown…

View Dates

The View Dates are used to filter your section records. When you click the Sections tab, Astra Schedule will display the sections that take place within this date range.

To change your View Dates, follow these steps:

1. Click the Select Date Range icon.
   A "Select Date Range to View" window opens.
2. Select a term from the term drop-down menu or select dates manually using the Start Date and End Date calendar tools. Click OK.

Remember, the View Dates are ONLY used to filter section records! They have nothing to do with events.

EVENTREC Display Start date

This is the date that you need to focus on when you're working with event records. When you click the Events tab, Astra Schedule will display all events occurring **on** or **after** this date.

To change the EVENTREC Display Start date, follow these steps:

1. Click the Set Event Display Start Date icon. A "Select Date" window opens.
2. Select a new date by clicking a new month and/or a new day. You can also select a new year by using the arrow buttons. Click OK.

Event Cutoff Date

This is the last day that events can be scheduled into rooms that are used for academic purposes. The Event Cutoff Date is generally used to prevent interference with future academic scheduling. The Event Cutoff Date can only be changed through the Data Monitor. So in order to change this date, you will need to submit a JIRA request.

Windows Vista... Don't Upgrade yet!

After nearly 5 years in development, Windows Vista, the latest operating system from Microsoft, has finally been released this past January. While the screenshots may look cool, there are many compelling arguments against upgrading at this time, such as lack of driver support, and application incompatibilities.

However, the biggest reason for not upgrading to Windows Vista is that it's not yet certified/tested with ISIS. The only version of Internet Explorer (IE) that is supported on Vista is version 7 — which still has some unresolved issues with ISIS.

Student Information Systems will be independently testing ISIS against IE7 and Windows Vista and will issue a certification when we are confident that IE7 and Windows Vista fully support ISIS. <u>Users are strongly discouraged from upgrading to IE7 and Windows Vista at the present time.</u>

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