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○ October ○ 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.



is Security Awareness Month!

focus

Most of you have probably heard about the recent security headline out of Hopkins. In August a laptop and desktop computer containing the records of 5,783 cancer patients was stolen. The computers were later returned to the Hospital and officials say no data was compromised. In light of this and the fact that October is National Cyber Security Awareness Month (NCSAM) it is an important reminder that we need to be proactive and aware of security issues now more than ever. Below are some basic computer security practices that everyone should be familiar with and follow, in efforts to protect the privacy of our students, faculty, and staff:

- * Sensitive information should not be stored on your laptop or desktop. Sensitive information should never be stored on CDs, USB thumb drives, PDAs, etc. Sensitive information should be only stored on a network drive.
- * When stepping away from your computer, it should always be locked. This can be done using CTRL + ALT + DEL and selecting "Lock Workstation" or using WINDOWS KEY + L.
- * University-issued laptops should not be used by others, including friends or family.
- * Report loss or theft of laptops or any media (including USB drives, CD's, DVD's, etc.) to your manager immediately.
- * Dispose of any sensitive information that has been printed out by using a paper shredder when you are finished. Do not leave them lying around.
- * When working with screenshots in JIRAs, emails, etc. – make sure there is no sensitive information (such as SSNs) in them. If there are, use Paint to "block it out". For more information @ <https://know.isis.jhu.edu/x/9yo>.
- * Do not send SSNs in emails, letters, or JIRAs. When a student needs to be uniquely identified, use the ISISID or HopkinsID as an alternative.

- * Use a Virtual Private Network (VPN) to secure your Internet traffic at ALL times while on wireless networks as well as anytime you are outside the JHU network. Download the JHU VPN client, JHSecure @ <http://www.it.jhu.edu/restricted/infosec/jhsecure/index.html>.
- * Do not save any passwords on your computer. Similarly, do not write any passwords down on paper.
- * If your laptop is left overnight in the office, it must be: (1) locked with a cable lock, (2) locked in an office, or (3) locked in a cabinet.
- * Laptops should be kept out of sight if left in a vehicle. Laptops should not be left in vehicles overnight or in extreme temperatures (hot or cold).
- * Laptops shall not be left unsupervised when working in common areas.

IT@JH now offers Pointsec for PC full disk encryption for Windows computers. Full disk encryption prevents unauthorized users from accessing data on a hard drive by fully encrypting the information. Data on the disk can only be accessed through the use of a private key stored as a password protected file on the disk.



While Pointsec for PC offers a great level of data protection, it is not the most appropriate solution in all circumstances. Because the system requires installation of a special electronic file (a recovery 'key') on a secure server, computer users need to work with their local IT support staff to install encryption. Departments can help prevent data loss by working with IT staff to use network storage, restrict data from being stored on PCs, develop an approval process for permitting local storage of restricted data and deploying encryption where appropriate. Please contact your department IT support staff for more information.

Self-Service Updates

The Self-Service team continues to release site updates and bug fixes on a weekly basis, averaging about 30-40 each month! The team continues to work on more bug fixes and enhancements. Some of the notable enhancements in the works are:

Student Self-Service

- * The **Announcements (Message Board)** page is scheduled to get a new look and feel applied at the end of September. The new look includes a 3 column layout with Academics, Billing, and Financial Aid having their own columns for announcements. In addition, the administrative application's interface to create these announcements will also be updated to include a WYSIWIG editor (no more HTML!) to make it easier to compose announcements.
- * A **quick add** feature will soon be in development that will allow students who already know exactly which classes they want to enroll in, the ability to easily type in their list of course numbers rather than having to search for each one individually.



Faculty Self-Service

- * A new “**dashboard**” feature is in development now. This would be the first page the faculty see when they enter the site. It would give faculty a summary look at all the classes they're teaching for a particular academic term — showing maximum enrollment, current enrollment, number waitlisted, and more. It would give them the ability to view or grade a roster for individual sections or for all sections of a class at once.
- * Currently, faculty have the option to email their entire class. However right now they can only do this from the email address ISIS has on file for them. Shortly, faculty will be able to **add an additional email address** (e.g. home Comcast email address) that should be allowed to send to their class lists from within Self-Service.




Site Traffic Continues to Increase

During the months of July and August, we saw average daily traffic around 70,000 hits daily. Throughout the month of September, we've seen an average of about 200,000 hits a day. On September 6, the first day of ASEN's add/drop period, we saw a *record high peak* of about 700,000 hits!



In last month's issue, we talked about one of the new features that was added to the site, called Conditional drop/add (note: only ASEN and CBS/ED using this). This new feature allows a student to drop a class only if the class they want to add is successfully added. If, for any reason, the add is not successful, their other class is not dropped. Many students find this helpful because during a busy add/drop period, they do not want to lose their seat in a class until it is confirmed they can get into another class.

On the first day of ASEN's add/drop period there were 416 conditional drop/adds. As of 9/16/2007 there have been a total of 1176 conditional drop/adds. We're glad many students found this new feature useful!



Business Solutions Manager Position Has Been Posted

Student Information Systems has recently posted a newly created "Business Solutions Manager" position, a key functional leadership role to promote the use and integration of student information systems across the university and providing post-implementation leadership and direction to the ISIS functional user groups. For more information, or to apply, please visit the link below

Business Solution Manager (ISIS); Req #31588
Role = ATP, Level = 4, Range = PF
https://hrnt.jhu.edu/jhujobs/job_view.cfm?view_req_id=31588

Check out the ISIS Calendar

www.jhu.edu/isis/calendar

Get a snapshot of events that affect ISIS — database refreshes, user group meetings, scheduled server maintenance, training classes, school registration dates, etc.

Make sure we have all important dates (e.g. registration dates) that affect your school. This calendar is one of the first places we look at when planning system downtime.


Send your updates and posts for the calendar to:
isis@jhu.edu

Financial Aid Updates [SAS] Billing Updates [SBS]

Last month, the SAS Direct Loan PLUS work group held a demo of the PLUS and Grad PLUS Direct Loan functionality in ISIS. To date, the group has identified two minor issues with the base-line functionality, and SunGard Higher Education has agreed to address both in the SAS winter regulatory release. The work group is confident that it will be possible to originate Direct PLUS and Grad PLUS loans for the 2008-2009 school year. For more information on the group's activities and to review sample forms and literature developed to date, visit the following page in Confluence at <https://know.isis.jhu.edu/x/Aqo>.

The annual reporting season is upon us, and our ability to generate university wide reports depends upon the accurate configuration of funds in ISIS. Looking forward to 2008-2009, please adhere to the naming convention for Maryland State Scholarship funds. A list of the agreed upon names is in Confluence at <https://know.isis.jhu.edu/x/Ahk>.



 The next SAS Users Group Meeting is scheduled for **Tuesday, October 9, 2007 from 9:00—11:00 a.m.** Dial 1-800-467-2166 and enter a participant code of 789978 to access the call.

SAS Tip for the Month

Are you making effective use of the ISIS Self-Service message board? A well-crafted message board can reduce the number of phone calls and e-mails from students. Two users per division have the ability to add or modify Self-Service messages. For more information, do a search "Message Board" search in Confluence.


Congratulations to everyone for surviving our first registration process with SSS as the system of record for enrollments and tuition costs! It has been challenging to adjust to the new screens, various additional fields of data, and differing locations of information. Our Tuition Calculation process has required some tweaking as we discover unintended consequences of SSS data entry and migration issues from USIS, but we are monitoring accounts frequently to correct students' records.



We have begun zoning our students' billing accounts based on the SSS Reporting Division and enrollments, which switched hundreds of accounts from one zone to another. We are reviewing the changes, and manually adjusting those that were inappropriate or based on old data, especially since some data about School of Medicine is not present in SSS (the School of Medicine did not implement SSS).

We are reviewing the various SBS reports in ISIS to eliminate the display of the SSN and preparing for its replacement by the Hopkins ID. Also, the conversion from Crystal to SQL Reporting Services is on-going, with functional review and testing soon to be required.

We are discussing the various suggestions and complaints from our Self-Service users – both students and authorized payers – regarding the screens for Billing and Message Boards. Several suggestions will be implemented soon for display clarity and additional links to divisional sites can be added easily. Student usage of ISIS has exploded since SSS was added, and we will continue to enhance the user's experience to enable them to process more business over the web.

 The next SBS Users Group Meeting is scheduled for **Tuesday, October 16, 2007 from 9:30 a.m.—12:30 p.m. at Mt. Washington, B-131.**

Upcoming ISIS Training

Course Title	Time	Location	Date(s) Offered *
Astra Event Scheduling and Reporting AS01.100.500	1pm-4pm	Eastern B104	11/15/2007
Astra Manager Overview AS01.100.400	1pm-4pm	Eastern B104	10/25/2007
Astra Schedule (2 day) AS02.001.100	9am-4pm	Eastern B104	11/7/— 11/8/2007
Course Maintenance IS01.301.07	9am-4pm	TBA	10/02/2007
Creating and Maintaining Courses (2 day) IS02.300.10	9am-4pm	Eastern B104	10/17 — 10/18/2007
Creating and Maintaining Student Records IS01.403.07	9am-12pm	Eastern B104	10/30/2007
SSS Registration and Records Overview IS01.402.07	1pm-4pm 9am- 12pm	Eastern B104 Eastern B104	10/9/2007 11/6/2007

* 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.



Admissions Updates [SMS] ISIS Release Schedule

The September SMS Users Group meeting covered a variety of topics. Highlights included:



- * **Test Score Imports** – We have researched any guidelines on test score imports and to date, we have not found any guidelines or best practices. We plan to discuss this topic further at a future meeting.
- * **Configuration Workbooks** – The ISIS team will be working on moving all configuration workbooks from VSS to Confluence. If you have not updated your workbooks and you have made changes to your configuration, you may want to consider using a back-end query to capture your configuration.
- * **SMSDB** was retired on Friday, September 28th.
- * **Reporting** – We are working on moving all reports to SQL Reporting Services. In addition, all reports must be reviewed for social security number and, to the extent possible, the social security number should be removed. If a social security number is required, a business justification must be provided. Additional details are available in Confluence at: <https://know.isis.jhu.edu/x/nqM>.
- * **Delete Prospects and Applicant Records** – An active discussion of the ability to delete prospect and applicant records occurred at the meeting. All of the divisions present at the meeting agreed that it would be extremely useful to be able to delete these records. There were concerns raised by SIS due to the difficult nature of restoring a deleted record. It was agreed that the ability to delete prospect and applicant records was more important. When a record is deleted, the only way to recover the record would be to re-enter the information. Therese Nesbitt and Nicole Westrick are working on a variety of scenarios for an on-site testing session which will be held on Thursday, October 11 from 9 a.m. – Noon at Mt Washington A-126. All divisions are required to attend this session.
- * **JIRAs** – Many open JIRAs were discussed at the meeting. Complete notes and action items are available in the meeting minutes at: <https://know.isis.jhu.edu/x/M8E>.

SMS Users Group Meeting Reminder

The next SMS Users Group is scheduled for **Tuesday, October 16 from 2 p.m. – 4 p.m. at Mt. Washington A-115**. You can add items to the agenda in Confluence at: <https://know.isis.jhu.edu/x/Is0>. To review the minutes from the September meeting visit Confluence at <https://know.isis.jhu.edu/x/M8E>.

Updates to ISIS are now made on a regular schedule with changes to the administration application applied bi-weekly (Thursday evenings) and Self-Service changes once a week (Friday mornings). Self-Service is now architected to allow system changes on the fly -- thus students, faculty and others will not experience downtime while most enhancements are deployed.



The purpose of the release schedule is two-fold: first, it provides a predictable means to know when a particular fix or enhancement will be available; second, it increases the stability of the system by limiting the occasions that changes are made. Exceptions to the schedule may be necessary on a case-by-case basis for critical issues.

In the coming months, the administrative application's release schedule will evolve towards a monthly schedule.

For details about each Self-Service release, see <https://know.isis.jhu.edu/x/in>; for details about administrative application releases, see <https://know.isis.jhu.edu/x/j7w>.

Records & Registration Updates [SSS]



In addition to the start of classes for most divisions, the community of Registrars focused much time last month preparing data for fall university wide reporting. This included various data clean-up work, efforts to fix sources of data inconsistencies and a variety of reports to identify problems.

During this month, all of the SSS custom features will be merged with a series of Matrix patches from SunGard-Higher Ed. The SSS team will then utilize a variant of their integration test scripts to thoroughly validate the system prior to going to production on November 1st. Further details can be found at <https://know.isis.jhu.edu/x/yr0>.

Exploratory work is underway to identify interest and gather requirements for degree audit. The goal of this initiative is to determine which divisions have interest, and if requirements overlap enough across divisions for a shared system. Further details can be found at <https://know.isis.jhu.edu/x/ZUU>.

 **The schedule of SSS team meetings**, agendas and minutes for October can be found at <https://know.isis.jhu.edu/x/8w8>.

Meet the ISIS Staff...Ali Soylu



What is your main role on the ISIS project?

I play a very diverse role on the ISIS project, which is why I love it. For awhile now, I have been splitting my time 50% to Advanced Academic Programs (AAP) and 50% to Student Information Systems (SIS). My roles in ISIS include working in the Technical Operations and Self-Service teams.

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

By far, the thing I enjoy most is the variety of work. The fun never ends!

Where did you grow up and go to school?

I grew up in Istanbul, Turkey. I came to the US for college, graduating from Johns Hopkins University in 2004 with a bachelors in Computer Science. After that I took a full time job with Advanced Academic Programs which I used to work for as a student and eventually started to also work with Student Information Systems and ISIS in 2006. In Spring 2007, I received my Masters in Information Technology, also with JHU.

What do you like to do for fun?

One word...SAIL! I've been sailing all my life. I grew up sailing on an island in Istanbul, where I learned all about it and started racing. Since moving to the US, I've joined several sailing teams in Baltimore and Annapolis and continue to race on a regular basis year round. **One thing I am most proud of is our recent 1st place overall finish in the Governor's Cup last summer**, which is an overnight sailing race from Annapolis to St. Mary's. Our team finished with the best time ever recorded for the race, and was the first boat to finish the race on the same day we started! I also am very proud of being crowned the SIS department Nintendo Wii champion. I also have strong interests in hacking and computer security.

The other thing I am very passionate about is FOOD. I like to say I am an equal opportunity eater. I do not discriminate when it comes to food; if it is good, I'll eat it. My favorite cuisines include Turkish/Mediterranean, Japanese and Korean. One thing I don't like is pizza, which for some reason makes most Americans gasp!



"Ali sailing on [Zephyr](#) during the 2007 Hospice Cup in Annapolis"

Ali Awarded 2007 Staff Appreciation Award

Ali Soylu was recently awarded the 2007 Staff Appreciation Award by his peers in the Student Information Systems department. Ali was honored with other Staff Appreciation award winners at the IT@JH picnic on September 21st.

Below are just some of the praising comments submitted by his peers:

- * *"Outstanding effort in providing user and developers support in all areas of ISIS application."*
- * *"Ali is extremely knowledgeable and very helpful. He is always eager to lend a helping hand and offer good ideas. His knowledge base covers a variety of areas of expertise. I feel fortunate for having him on our team."*
- * *"Always willing to help, no matter what kind of problem is presented. Always makes time to answer questions, even if he is busy with his own work. Ali goes above and beyond the call of duty when he takes on and resolves everyone's problems."*
- * *"Outstanding and irreplaceable contributions to the SSS and Self-Service go-lives. His extensive knowledge of Matrix from a functional and technical perspective has helped solve many problems in record time. Thank you, Ali. Ali was also excellent on the ISIS hotline."*
- * *"Great success with July 16th Go-Live and beyond. Extensive functional and technical knowledge coupled with his willingness to help has made Ali an extraordinary asset."*

Congratulations, Ali!



ISIS Tips & Tricks

TIP #1—Use Your Search Results to Create a Report!

You can generate a quick report using the Search Results window.

Follow 5 simple steps to create a report from the Search Results window.

1. Enter your search criteria and click find.
2. Click Create Report in the Search Results.
3. Enter your Username and Password.
4. Click OK.
5. Export your report to Excel or Adobe PDF.

Follow 5 simple steps to create a report from the Search Results window:

1. Enter your search criteria and click Find.
2. Click Create Report in the Search Results.
3. Enter your Username and Password.
4. Click Ok.
5. Export your report to Excel or Adobe PDF.

The screenshot shows a table with columns: Name, Govt. ID, Identifier, Type, Subtype, Start Acad Pd, Status, Gender, Alerts. The 'Create Report' button is highlighted with a red box and a red starburst callout.

Use the Academic Period drop-down to select the term you wish to review

The screenshot shows the 'Student Academic Period Log' window with the following sections:

- Expected Graduation:** End of Transcript Note
- Program of Study Information:** Academic Program (Status), Degree (Status), Print, Join, Major (Status), Ext, Option (Status), Minor (Status)
- Summary:** Reporting Division, Residency, Classification, Package, Acad. Discipline, Status, Student Status (Substatus), Transcript Notes, Person Cohorts, Student Cohorts, Person Alerts (Holds), Student Alerts (Holds)
- Enrollments:** Table with columns: Offering, Section, Status, Grade System, Grade, Conv. Grade, Att. Credits, Earned Credits, GPA Credits, GPA Points

TIP #2 - View a term by term summary of student's record!

1. From the menu, select Student —> Academic Period Log
2. Select the term that you wish to review

NOTE: The academic period log reflects a snapshot in time. Some information on this window is updated in real-time while other information is updated through nightly batch processes and jobs.

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>



ISIS FOCUS CONTRIBUTORS

Special thanks to this month's ISIS Focus Contributors:

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Steve Hellen	Beth Bishop
Tom McDermott	
Therese Nesbitt	
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