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

ISIS

○ **April**   ○ **2008**

focus

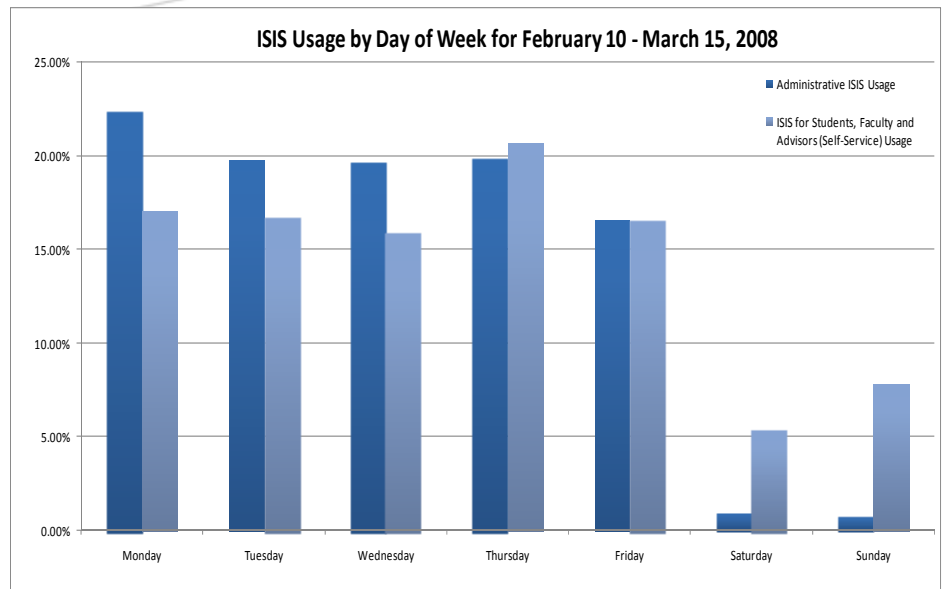*ISIS focus is a monthly newsletter to share project progress, useful advice, and more.*

ISIS by the Numbers

Have you ever wondered…
When do people typically use ISIS?

Based on usage statistics for the period of February 10 through March 15, 2008, we have observed the following:

- Usage of the administrative ISIS application peaks on Mondays and is relatively consistent throughout the week.
- Usage of the administrative ISIS application drops off significantly on Saturday and Sunday.
- ISIS for Students, Faculty, and Advisors peaks on Thursdays and is relatively consistent during the other weekdays.
- While ISIS for Students, Faculty, and Advisors usage drops on the weekend, Saturday and Sunday represent 12% of total usage.

ISIS Usage by Day of Week for February 10 - March 15, 2008

Members Wanted—ISIS Advisory Groups

As part of the continuous efforts to improve the level of service provided through ISIS, Student Systems and Educational Technologies (SSET) has created two advisory groups for our largest groups of users: students and faculty.

The ISIS Student and Faculty Advisory groups will be online communities that are used to present updates and seek input on ISIS. The Advisory groups provide a great opportunity for students and faculty to contribute suggestions and ideas for future ISIS functionality. The Advisory groups will also serve as another method to collect feedback on issues that students and faculty are having with current ISIS functionality. (Remember that any student, faculty, or advisor that uses ISIS can always submit feedback by clicking the **Give Feedback** link.)

Let's answer some of the typical questions that your students or faculty may have regarding joining an ISIS advisory group.

When and where do the Student and Faculty Advisory Groups meet?

Both of the Advisory Groups are online communities. Students and faculty can participate whenever and wherever is convenient. After joining, all members will receive an email with complete instructions on how to access the Advisory Group site.

How do students and faculty join an Advisory Group?

To join the Student Advisory Group, send an email to isis@jhu.edu with a subject of *Student Advisory Group*.

To join the Faculty Advisory Group, send an email to isis@jhu.edu with a subject of *Faculty Advisory G*roup.

Students and faculty will receive a reply message containing all of the details on participating in the Advisory Group community.

Meet the ISIS Staff…Stefanie Ashdown

Playtime: Acadia, Stefanie and Owen Ashdown

I have been with Johns Hopkins University as part of Student Systems and Educational Technologies (SSET) for more than five years. One of my earliest projects was the conversion of all of our Information Tracking System (ITS) issues to our current JIRA system. Most recently, I have been providing SSS and Astra support. I have worked on several of the batch processes for Records and Registration, including the transcript notes, update credits, clear waitlist jobs. My most recent Astra project has been revising the Astra-ISIS interface to run in a fraction of the time.

I really enjoy the challenge of fixing things. I have had lots of great opportunities for problem solving at Hopkins. I like to look at an issue and take it apart bit by bit in hopes of figuring out the best solution. It's great knowing that there is lots that I can do to help make the system work better for everyone.

I was born and raised just outside of Annapolis, Maryland. I met my husband, Bob, while we were both attending college at what is now Salisbury University. Bob was in ROTC. Once commissioned as an Army officer, he was stationed at Schofield Barracks on the island of Oahu, Hawaii (while I was finishing my final semester of college). Once I graduated with my Bachelors of Science in Management Information Systems, I joined my husband in Hawaii. In Hawaii I found myself bored, so I decided to get my Masters in Information Technology at Hawaii Pacific University where I also got a job. At Hawaii Pacific University, I took on a variety of responsibilities, including PC/server support, academic course setup and scheduling, and developing reports for the College of Liberal Arts.

Living in Hawaii was an experience I will never forget, but I am very thankful to be home.

Since being back in Maryland, my husband and I have been blessed with two wonderful children. Owen is 3½ years old and Acadia is 1½ years old. In my spare time, I enjoy adventure racing, running, and scrapbooking (other than playing with my kids).

I bet many of you are wondering, "What is adventure racing?" Adventure racing is a combination of different activities that might include trail running/trekking, mountain biking, paddling, and even some orienteering and navigation.

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Reporting Blitz—April 4th

On Friday, April 4th from 9 a.m.—5 p.m., Student Systems and Educational Technologies (SSET) will be hosting our third *SSRS reporting blitz* day at Mt. Washington. The goal is to work on and assist one another with reports migration from Crystal Enterprise to SQL Reporting Services (SSRS), as we still have a substantial number of reports that have yet to be migrated.

Both divisional technical and functional staff are encouraged to attend. To RSVP, click **Attend Event** in Confluence at: https://know.isis.jhu.edu/x/AQEp.

For additional information on the retirement of Crystal Enterprise and the migration of reports to SSRS—including some key dates pertaining to this effort—please visit https://know.isis.jhu.edu/x/nqM.

Please direct any questions, comments, or concerns to Irene Zvagelsky at irenez@jhu.edu.

User Group Meetings

A listing of all User Group meetings and other important dates is available on the ISIS calendar at: http://www.jhu.edu/isis/calendar/

- **Records and Registration (SSS)**—The next SSS Users Group is scheduled for Thursday, April 3 from 9:00 a.m.—11:00 a.m. at Mt. Washington A-115.

- **Financial Aid (SAS)**—The next SAS Users Group is scheduled for Tuesday, April 8 from 9:00 a.m.—11:00 a.m. via conference call.

- **Billing (SBS)**—The next SBS Users Group is scheduled for Tuesday, April 15 from 9:30 a.m.—12:00 p.m. at Mt. Washington A-115.

- **Admissions (SMS)**— The next SMS Users Group is scheduled for Tuesday, April 22 from 2:00 p.m. - 4 :00 p.m. at Mt. Washington A-115.

- **Astra Schedule**— The next Astra Schedule Users Group is scheduled for Thursday, May 1 from 1:00 p.m. - 3 :00 p.m. at Mt. Washington A-115.

Admissions Updates [SMS]

At the March SMS Users Group meeting, we discussed the collaborative development effort underway with SunGard which will allow the search results screen to be customized at the role or individual user level. Users will also be able to add another layer of filters to search results. Both of these enhancements will improve usability and add value to the search screens in ISIS.

The name change policy was also discussed. Currently, the policy allows enrolled students to make updates to their official name using an application form to one of the admissions offices without any other supporting documentation. Based on the discussion and review of the policy, it was decided to modify the policy to remove the option of presenting application materials as documentation for name changes in ISIS.

Liz Bestani from the SAIS-Nanjing Admissions office is leading the Online Application and Requirements Functionality sub-committee, which will explore enhancing the functionality of the online application/self-service functionality. Significant work on requirements gathering and recommendations will be done by this group following the current admissions cycle. Anyone interested in serving on this sub-committee, please contact Liz Bestani at ebestan1@jhu.edu.

For more information, see the complete minutes from the March meeting at https://know.isis.jhu.edu/x/y_o. You can also view the agenda for the April meeting at https://know.isis.jhu.edu/x/0Oo.

Financial Aid Updates [SAS]

Financial aid offices in all divisions are busy completing rollover tasks for the 08-09 award year, reading files, and awarding aid to students. March and April are typically the most intense processing months of the year and require collaboration between the financial aid offices and SSET to make sure that everything runs smoothly.

In addition to preparing for the incoming class, financial aid offices are wrapping up the 2007-2008 award year and providing exit loan counseling for students completing their degree requirements.

In March, SSET provided a demonstration of SQL Server Reporting Services (SSRS). Until June, we will be focus on converting existing reports from Crystal Reports to SSRS. After existing reports are converted, we will focus on developing a financial aid report model to facilitate ad-hoc reporting. A report model is a flattened view of the ISIS database that allows functional users to create ad-hoc reports using a drag-and-drop interface. The goal is to have all divisional Financial Aid users agree upon a common set of data fields for the model. Identified fields may include data from other modules (such as Records and Registration data) commonly required in our reporting. The development of the financial aid report model will begin at an in-person meeting at Mt. Washington in July.

Billing Updates [SBS]

The SBS team is busy learning, testing, and refining the newly developed SSRS report models. The SSRS report models definitely make reporting much easier and more user-friendly. Thanks very much to Carlos and Lourdes for leading this endeavor!! The next SBS SSRS boot camp is scheduled for Tuesday, April 15 at 1 p.m. in the lab at Mt. Washington.

In March, we generated the first batch of bills using the Hopkins ID rather than social security number. The Hopkins ID is a 6-character alpha-numeric identifier assigned to all students, faculty and staff. We are reviewing our ISIS message board information, and encouraging our students to use their Hopkins ID in all communications with us. We continue to work with the Self-Service team to re-design the billing screens in ISIS for Students.

A review of Distributed Graduate Aid (DGA) is also in progress and users across the university will be contacted to participate in the re-design efforts. If you are interested in participating in the re-design, please contact Nicole Westrick, ISIS Business Solution Manager, at nmwestrick@jhu.edu.

Records & Registration Updates [SSS]

As SSS continues to stabilize, the SSS team, in conjunction with SSET, is focusing its attention on post go-live items and addressing any remaining identified gaps. Recent enhancements for administrative users include streamlined processing for graduation clearance and unofficial transcript access. ISIS for Advisors is being used by divisions across the university, including ASEN, AAP and SAIS. Carey Business School and the School of Education will begin using ISIS for Advisors in the coming weeks and the School of Public Health plans to come on-board this summer. There have been modifications to naming conventions in registration to make the system more user friendly for students. And there are numerous behind-the-scenes batch jobs which are now operational. These batch jobs help to ensure accurate data for reporting. And the work continues—the team has a number of projects on the to-do list that will be reviewed in future newsletters.

Recently, the School of Nursing marked the first anniversary of its SSS go-live—the time has flown by quickly, but it has been a smooth and successful transitional year.

Astra Schedule Updates

In mid-March, the Astra Schedule Users group was re-convened. This group is being lead by Todd Bullock, Scheduling Specialist in the Homewood Registrar's Office.

The primary focus of the meeting was to identify and address the issues that Astra users are experiencing. There was a lengthy discussion regarding challenges with Astra reports and issues with the Astra-ISIS interface.

Details on the next meeting will be available in the coming weeks.

ISIS for Faculty (Self-Service) Updates

Message Boards

ISIS for Faculty now contains two areas for messages. The System Messages region allows faculty to view any message related to system maintenance and down-time. The Divisional Messages region allows representatives from each school to create messages through the ISIS administrative application for display to faculty. The Faculty message board displays the message(s) from within the Faculty Dashboard.

ISIS for Faculty Form-Based Email

ISIS for Faculty now has a form-based email feature. This feature allows faculty to send an email message from within ISIS. This is especially useful if the faculty member is using a computer without a default email client or a shared computer.

Combined Rosters—*Coming Soon to ISIS for Faculty*

There are many faculty who teach multiple sections of the same course. ISIS for Faculty will soon provide the ability to view all sections of a course on a combined roster. The combined roster gives faculty a term level view of class information and the ability to apply grade functionality to multiple classes from one screen or one Excel spreadsheet. The combined roster is currently in testing and will be moving to production in the next few weeks.

Number	Course	Section	Max	Open Seats	Wait Listed	Email Class		Roster	Roster Download		Excel Upload
AS.030.106	Intro Chemistry Lab (combined)	All	540	118	0			View	Excel	PDF	Upload
AS.030.106	Intro Chemistry Lab	01	90	59	0			View	Excel	PDF	Upload
AS.030.106	Intro Chemistry Lab	02	90	3	0			View	Excel	PDF	Upload
AS.030.106	Intro Chemistry Lab	03	90	9	0			View	Excel	PDF	Upload
AS.030.106	Intro Chemistry Lab	04	90	3	0			View	Excel	PDF	Upload
AS.030.106	Intro Chemistry Lab	05	90	15	0			View	Excel	PDF	Upload
AS.030.106	Intro Chemistry Lab	06	90	29	0			View	Excel	PDF	Upload
BU.753.701	Managerial Economics (combined)	All	70	34	0			View	Excel	PDF	Upload
BU.753.701	Managerial Economics	52	35	1	0			View	Excel	PDF	Upload
BU.753.701	Managerial Economics	63	35	33	0			View	Excel	PDF	Upload

ISIS Tips & Tricks

Do you ever need to see a list of all the students enrolled in a certain section?

You can view this list by selecting **Section → Maintain → View Enrolled Students** on your menu. A *Search for Sections* window appears. Use this search window to enter your criteria for the section that you want to review and click **Find**.

ISIS displays all students who have ever registered for the section, including students who have dropped or withdrawn from the section.

What does the *Section View Enrolled Students* window tell us?

The *Section View Enrolled Students* window tells us the enrollment status of every student who has ever enrolled in the section. Notice that some students have a status of Enrolled and others have a status of Web Enrolled.

- Enrolled means that someone in the Registrar's Office enrolled the student.
- Web Enrolled means that the student enrolled himself.
    - **Note:** The same concept applies to the enrollment statuses of Dropped and Web Dropped.

Confirmed enrollment totals are presented at the bottom of this window.

- The **Section enrollment total** tells us that there are eight students enrolled in this particular section.

- The **Offering enrollment total** tells us that there are 17 students enrolled across ALL sections of this course offered during the Fall 2007 academic period.

2008 ISIS and Astra Training Schedule

Course Title	Time	Location	Date(s) Offered *
Astra Manager Overview AS01.100.400	9am-12pm	Eastern B104	4/3/2008
Astra Reporting IS01.400.07	1pm-4pm	Eastern B104	4/3/2008
Admissions Training IS01.130.01	9am-4pm	Eastern B104	6/3/2008 and 6/4/2008
SSS Records & Registration Overview IS01.402.07	9am-12pm	Eastern B104	6/18/2008
Using the Optimizer IS01.404.07	1pm-4pm	Eastern B104	6/23/2008
Astra Schedule (Full Course) IS01.402.07	9am-4pm	Eastern B104	6/24/2008 and 6/25/2008

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

ISIS Web-Based Training

There are several web-based courses available for anyone to take at any time. Each of these courses takes 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)

http://training.jhu.edu/html/Financial/fathomelinks/ecourseaccess.asp

Location

All training sessions will be held at:
Johns Hopkins at Eastern
1101 East 33rd Street, Suite B-104
Baltimore, MD 21218

How to Register

Step 1: Download and print the registration form
- Navigate to http://training.jhu.edu
- Click **Online Registration**.
- Click **ISIS Training Registration Form**.
The registration form will open in Adobe Reader.
- Print the registration form by clicking the Print icon on your Adobe Reader toolbar.

Step 2: Fill out the registration form.
Step 3: Fax the registration form to 443-997-8401.

Departmental Training Available!

The ISIS Training team is happy to provide training for your department. For more information, please contact Sasha Grutzeck at sgrutze1@jhu.edu.

Check it Out…*New* ISIS Website!

The ISIS website recently underwent a face-lift. We have updated the content, added new features, and improved some of the regularly used pages.

You can check it out at: http://www.jhu.edu/isis/index.html

- Weekly enhancements updates for ISIS for Students, Faculty, and Advisors
- ISIS Calendar
- Links to the ISIS applications
- Current *ISIS Focus* newsletter and archives of past newsletters
- Online help and training materials
- Contact Us

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.html

ISIS FOCUS CONTRIBUTORS

Special thanks to this month's ISIS Focus Contributors:

Therese Nesbitt	Chris Pace
Ali Soylu	Sasha Grutzeck
Matt Dragon	Steve Hellen
Stefanie Ashdown	Sam Livingston
Kelly Heese	Nicole Westrick
Beth Bishop	

ISIS Blur

April 1, 2008　　　　　　　　　　　　　　　　**Volume 1, Issue 1**

SSET Staff Win Big $$$

The entire staff of the office of Student Systems and Educational Technologies, John Hopkins University, will share the $281,492,109 grand prize in the Mega Million lottery. Winning ticket 01 03 05 07 09 11 was purchased on behalf of the group by Therese Nesbyte at the U.S Post Office in Mt. Washington.

In a hurriedly called Friday meeting, the 24 staff members, each of whom share ownership of the winning ticket, voted unanimously to collect on the immediate payout method and walk away with $7,1113,15.17 each. In a second vote, the group chose to resign en masse, quickly submitted an e-mail, and immediately walked off their jobs laughing hysterically. The laughing stopped however, when the group was blocked at the front entrance by the CIO, who ordered them "back to your desks for failing to comply with University resignation policy, and for attempting to quit before the maintenance phase was complete."

The University, having determined not to take this lying down, immediate ordered their entities re-evaluated asynchronously, thus changing their statuses back to Applicant in an all-night procedure which simultaneously scheduled each for new auditions. In an event that surprised them all, auto-functions fired for the first time in quite a while, issuing new appointments to them all. As a result, the entire staff was forced back to work after the completion of a three day bender. Management immediately issued a new rule resulting in the issuance of a terse administrative letter to file which reduced their retirement benefits and revoked their telecommuting privileges for one year.

Additionally, each was ordered to attend exercise and training classes at Eastern High, including Assertiveness Not for Everyone, Wagering On and Off the Job, and Investment Planning. University spokesman, Jesse James, stated that "the University didn't want them to leave

Ms. Nesbyte at her beachfront home in Fiji

without being well prepared for their future lives in real society, and without having completed their 20 years at hard labor for attempting such a stunt in the first and second place."

Asked for a comment about the report, Ms. Nesbyte, who was reached by cell phone at her seaside resort in Fiji, proudly stated that "I've always been confident in the rule of law, the power of the Almighty, the rights of the accused to maintain their innocence regardless of how their statuses had transitioned, and the belief that the odds were really in my favor all along having purchased so darn many tickets!"

Simplified Change Control

The 10 months of half-day meetings twice a week has finally paid off. Today, we are implementing the new and approved 100-step change control process.
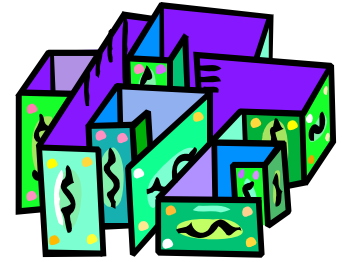
In addition to all of the normal and typical change control procedures that are standard for IT, we have added some interesting steps to our process including a maze and the acceptance of cash bribes. The cash bribes should be new, unmarked bills only.

When asked about the maze, Geof Karb remarked, "the maze is really our way of ensuring that we have user commitment before we go through the whole process of moving something into Production. If they can't navigate the maze, I guess the don't want that change bad enough."

User feedback and response has been mixed. One user who refused to give her name said, "I like the new cash bribe option. I have tried cookies and cakes and it only worked occasionally. Money seems like a sure thing."

Steve Hellion stated, "This new

Maze and cash bribes now part of change control process

100-step process is going to revolutionize the way we work in SSET."

SSET Strike Ended

Programmers and software developers have been acting out over management's recent refusal to purchase 30" monitors. While they continue to come to work each day, they are refusing to follow the change control process. Most recently, they have been promoting any JIRA with a keyword of Monitor directly to Production.

It has been rumored that a rogue database administrator has given all ISIS users full read/write access to the Production database. This can not be verified since all users deny these allegations and will not comment on their access to Production.

Recent talks have stalled and leaders of both groups are unwilling to yield. At this point, there is no end in site.

The long-standing dispute between management and staff over 30" monitors ended today when all employees of SSET were fired after winning the Mega-Millions.

45" monitors were purchased for the management team as parting gifts.

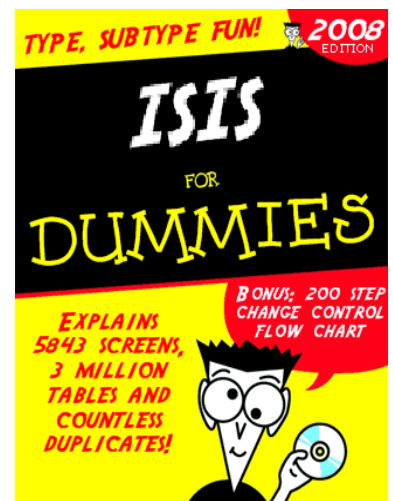*A groundbreaking approach to ISIS—this book is revolutionary!*

ISIS for Dummies

Just published and already on the New York Times and Amazon bestseller's list. The original stock of 10 books sold out in seconds.

This book includes the latest documentation on SunBurn's new Omelet breakfast send-off module. It includes step-by-step instructions on how to make the perfect breakfast with a hot plate and a dozen broken eggs.

Given the scope and depth of this book, it's definitely one you can't live without . Hurry and order your copy today.

ISIS for Dummies is published by Polino Publishing, a Carolina based company.

All proceeds of this book will go directly to improving the quality and quantity of SSET's holiday cookie tray.

Matrix Software Generates New Degrees

John Hopkins University recently announced several new degree programs that are a direct result of their implementation of SunBurn's Matrix Student Suite. The Matrix implementation began in 2001 and has lead to several of the divisions take advantage of the mind-boggling complexity of the system.

The Whiting School of Engineering and the Carey Business School have announced a new joint-degree graduate program, *ISIS De-Engineering*. Since we announced the program, we have had hundreds of students apply.

A student in the ISIS De-Engineering degree program stated, "This degree is a long-time coming. I can hardly wait to crack open my ISIS for Dummies text book!"

In related news, the School of Nursing has announced a new baccalaureate program concentration, *Caring for ISIS Users*. Prospective nurses are learning how to provide care to hundreds of users who experience periodic frustration using ISIS and require desk-side care. If successful, this will pave the way to the much anticipated *Caring for HopkinsOne Users* concentration.

Both programs anticipate that the first graduates will complete degrees around May 2014.

We can only hope our first graduates are this happy!

Music Eases Weary ISIS Users

Many weary ISIS users may find comfort in Music. Not just any music, but these tunes were designed specifically to help subconsciously aid the administrative ISIS user in his day-to-day work.

Peabody's newest orchestral group, Music over Matrix, recorded Random Proustridge's life-altering compositions at a live concert for the Peabody ISIS Users Group in February.

Tom MkDarmott remarked, "I was skeptical at first, then I used the CDs. It was a miracle. The 10 minutes for the window to load no longer made my blood pressure rise. Every ISIS user should be provided with a copy of these on the first day!"

Music over Matrix performed at the February 2008 Peabody ISIS User Group

Software engineers and programmers succeeded in turning wine into water .
Matrix App (2008)

The Matrix Application Opens in Theatres

The latest installment in the Matrix triology, The Matrix Application (July, 2008) will feature the story of a small group of University software engineers and programmers who succeeded in turning water into wine.

The film describes a future in which reality perceived by humans is actually the Matrix, a simulated reality created by sentient machines in order to pacify and subdue the human population of a great metropolitan university, while their bodies' heat,

One of the many chase scenes in the movie

electrical activity, and endurance are used as an energy source. Upon learning this,

computer programmer "Matt", portrayed by Tom Cruise, is drawn into a rebellion against the Matrix Application. The film contains numerous references to cyberpunk-educator hacker subcultures who run a great metropolitan university in Baltimore, Md.

The childhood role of Geof Corb will be played by Billy Zane, co-star of The Titanic, while the adult role will be played by Joe Pantoliano, co-star of Risky Business.

Recent Matrix/ISIS Enhancements

Like any piece of software, SSET strives to improve ISIS. Here are some of our more recent enhancements:

- ISIS for Students now has a hovering parent mode. This mode allows parents to submit assignments as the student, argue directly with the faculty regarding their student's grades, and give the student gold stars just for going to class

- New Russian user interface

- Integration of branding and logos from recent John Deere acquisition

- Re-purposed screens to use for Maryland State Corrections Prisoner Intake program

- Matrix now uses Share-point

- Implementation of the new omelette module.

- 100-step change control process

- Free pancakes special during the month of April

Coming Soon…

- Spanish user interface

- To entertain you while you wait for windows to load, clips of the hit

David Polino demonstrating the new *Omelette* module.

movie, Matrix Application will play when screens are loading

- 150-step change control process

Matrix Acquired Again…

In the time it has taken for you to read this newsletter, Matrix has been acquired once again. In an unprecedented diversification move that has left investors and analysts alike running for the hills, IHOP Corp of Glendale, CA has purchased the Matrix Student Suite. The International House of Pancakes has been experiencing flat (as a pancake) growth for 12 consecutive quarters and needed something to breathe new life into their organization. As college-age men and women comprise the largest target demographic for IHOP, the decision to acquire the Matrix product is obvious with limitless marketing potential. Company executives have already developed proposals for special promotions, like "register for four classes, get a free Rooty Tooty Fresh 'N Fruity(R)."

Now Hiring! SSET needs Programmers, Software Developers, Analysts, etc. Many openings, lots of job variety, long hours, complicated database and many more great benefits.

OK—we lost our entire staff—Please come work for us. We're begging you!

Geof Karb
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