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

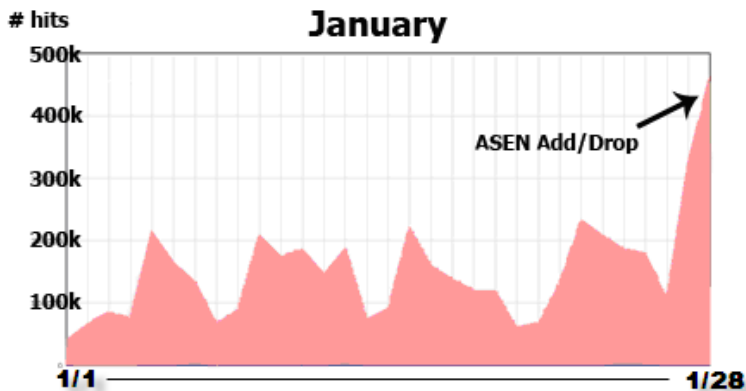
ISIS February 2008

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

focus

Self-Service Statistics

Self-Service web site traffic has been relatively steady this past month, between 100,000 and 200,000 page views a day. The largest amount of traffic came at the end of January with the start of Arts and Sciences/Engineering's add/drop period. On January 28th, there were about 3,000 add/drop requests in the first two hours alone!



Self-Service Updates

During the fall semester grading period, the Self-Service development team has made significant improvements to the underlying software of the *Faculty Roster* screen. These improvements have reduced initial screen load time and substantially decreased grade posting times. Grade posting times have decreased by as much as 1,000 percent for larger classes (specifically those with more than 200 students).

The *Faculty Dashboard* went live on January 11th. This feature provides faculty with a single screen to view important class information for all classes in a semester. The Self-Service team will be implementing several dashboard upgrades over the next few weeks, including the addition of combined class rosters.

SAIS Non-Degree Admissions (SMS) Module Go-Live!

On January 15th, the SAIS Non-Degree Office went live on the Admissions (SMS) module of ISIS.

Unlike most other admissions offices, this office handles admission, enrollment, and even plays a part in billing of students. While this made things more complex, it was an excellent opportunity to leverage the capabilities of a fully-integrated student information system! The SAIS Non-Degree office took advantage of many of the features and functions available in ISIS, including the implementation of an online application and an online inquiry form for prospective students, automated email communications, and tracking of applicant requirements.

Within just one hour of making the online application available, a completed application was submitted successfully! The SAIS Non-Degree Office continues to work on automated email and letter communications, reports, and an online inquiry form for prospective students to fully serve their student population.

Please join us in thanking and congratulating everyone who worked on this implementation, especially the tireless efforts of Gerie Christov, Matt Dragon, Andrew Fuhrman, Mark Golding, Lisa Kahn, Julie McColley, Julie Micek, Therese Nesbitt, Fafa Paku, Michael Pindrik, Galen Smith, Nicole Westrick, and Irene Zvalgelsky.



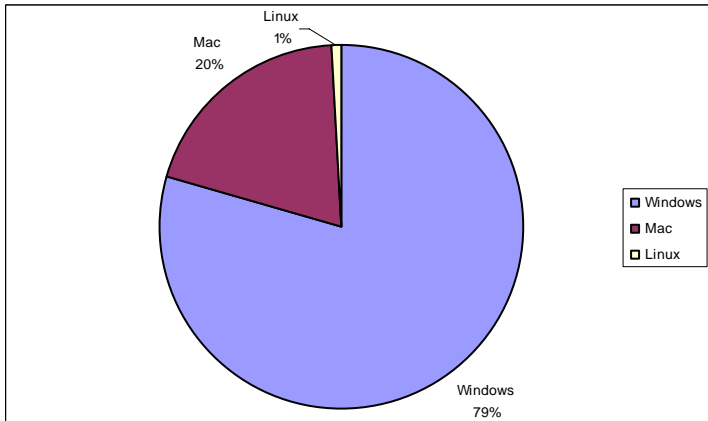
| | Section | Max | Open Seats | Wait Listed | Email Class | Roster | | Down |
|---------------------|---------|-----|------------|-------------|-------------------------|----------------------|--------------|------|
| | 81 | 15 | 0 | 0 | | View | Excel Roster | PC |
| ncial Management I) | 61 | 30 | 9 | 0 | NA why? | View | Excel Roster | PC |

ISIS by the Numbers

ISIS by the Numbers is a new monthly feature that highlights how users are accessing and using ISIS.

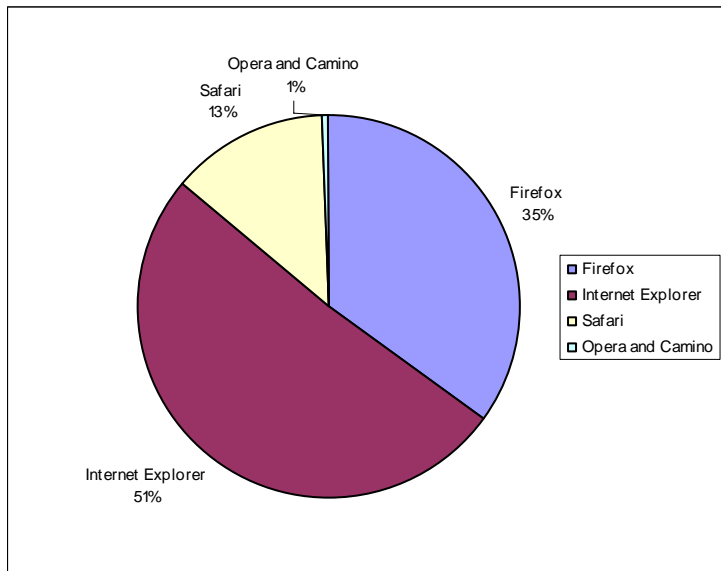
This month, we focus on the platforms and the browsers used by our students, faculty, and advisors for Self-Service. These charts represent the nearly 12 million classifiable hits to the ISIS self-service website for three months between November 2007 to January 2008.

Mac vs. PC – The Platforms



While statistically insignificant, it is interesting to note that there were over 15,000 hits from iPhones and more than 100 hits from Nintendo Wii's!

The Browsers



Students, faculty, and advisors have flexibility in selecting what web browser to use when working in ISIS.

Over the past three months, over half of our users have chosen to use Internet Explorer. One-third of our users rely on Firefox to access ISIS. Camino and Safari are browsers for the Mac and they are used by approximately 13 percent of users. While statistically insignificant, more than 31,000 hits to ISIS were through Opera. Opera is web-browser that works across multiple operating systems, but is primarily used on mobile devices.

Admissions Updates [SMS]

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



- ◆ The ability to delete Prospect and Applicant records has been migrated to Production for the divisions that participated in testing and assigned the role to users.
- ◆ International student data entry – We are looking for an individual to lead an Admissions sub-committee for requirements gathering related to this effort. Please contact Nicole Westrick at nmwestrick@jhu.edu if you are interested.
- ◆ Enhancing the online application and the ability to view requirements – many divisions are interested in further extending the capabilities of the online application to handle the electronic submission of requirements such as recommendation letters, resumes, essays, and so forth. In addition, there was an active discussion of the business needs for each office related to document management. We are looking for an individual to lead a sub-committee for requirements gathering related to this effort. Please contact Nicole Westrick at nmwestrick@jhu.edu if you are interested.
- ◆ JIRA Review – At each of our meetings in 2008, we will be reviewing the JIRA issues that have been open for an extended period and work towards closing issues that are no longer relevant. It is essential that every division participate in this process. We will typically post the report of JIRAs for review one week prior to our meeting.

The complete January meeting minutes are available at:

<https://know.isis.jhu.edu/x/BuE>. You can add items to the February agenda in Confluence at <https://know.isis.jhu.edu/x/SOY>.



The next SMS Users Group is scheduled for Tuesday, February 19 from 2 - 4 p.m. at Mt. Washington A-115.



Check out the ISIS Calendar

www.jhu.edu/isis/calendar

The ISIS calendar provides a snapshot of events that impact ISIS — database refreshes, user group meetings, scheduled server maintenance, training classes, school registration dates, and a variety of other data..

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 maintenance.

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

Financial Aid Updates [SAS]

The Financial Aid User group continues to test the 2.6.2.6 winter regulatory release. This release will enable all divisions to import 2008-2009 FAFSA records. The target date for production is February 7th. Divisions are reminded to retrieve and drop 2008-2009 ISIR records in the ISIS folders on the server in advance of that date in order to ensure that all available ISIRs are promptly loaded.



On January 25th, SunGard delivered a patch for the 2.6.2.6 release containing updated payment schedules for the Federal Pell grant program. This release has been applied to development, and will be applied to production sometime after February 7th, but before March 15th. All divisions with undergraduate populations will need to invoke the 2008-2009 Pell Max Award rule for all 2008-2009 Pell and Estimated Pell grant funds.

Now is a good time to review all of the settings for your Title IV and State of MD funds to ensure that they are configured correctly for the 2008-2009 award year. Failure to invoke the correct Title IV Type and/or Direct Loan type could result in downstream processing errors and reporting problems. Naming conventions for the State of MD funds are available in Confluence at <https://know.isis.jhu.edu/x/Ahk>.



The next SAS Users Group conference call will be held on February 12, 2008 at 9 a.m. Dial 866-504-1525 and enter a participant code of 4105168436 to access the call.

SAS Tip for the Month



(1) Have you rolled your 2007-2008 funds over to 2008-2009? Remember to update the Payment Type (transaction code) values for all of your year specific funds. 009 versions of all 008 transaction codes were created in December, and are available in production. SAP numbers associated with transaction codes can be viewed by using the SBS VIEW TC and TCG ISIS role. Remember to create Grad and Parent Direct PLUS funds. Specifications on how to do this are located in Confluence at <https://know.isis.jhu.edu/x/vuE>.

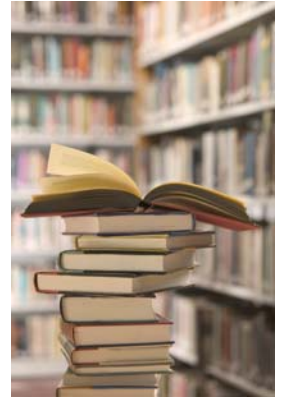
(2) Review the disbursement schedules associated with your Federal Work Study funds to ensure that the award begin date is set to the earliest date on which a student can start working. If actual earnings are processed prior to this date, they will error out on the payroll-ISIS interface.

(3) The Transaction Code Request workbooks have been updated to reflect the Carey/Education school split. A new version for DGA transaction codes is also available. Visit the funds and transaction codes area of Confluence at <https://know.isis.jhu.edu/x/hQ8> to download the latest workbooks.

Records and Registration Updates [SSS]

While continuing to focus on stabilizing the application, fixing data integrity issues and improving performance, the SSS team has also made significant progress on new deliverables to further integrate with other campus services and streamline processes.

A data exchange began in mid-January with Barnes and Noble which runs the Homewood bookstore, serving some or all classes offered by Arts & Sciences, Business, Education, Engineering and Peabody. The bookstore now has more timely data about number of students enrolled in a class, total available seats, and associated instructors. This allows the bookstore to better serve students by keeping an appropriate inventory of texts available. In the future, further integration will allow students to gather textbooks for all of their classes through a single link from Self-Service. Discussions are underway to explore similar features through Reuters and Matthews which serve other campuses and divisions.



The make aware process -- the mechanism that moves applicants from Admissions to students in Records and Registration -- is in the process of being automated. Testing will occur this month and, when complete, will eliminate a recurring manual process (primarily benefiting the part-time programs with rolling admissions.)

Throughout each academic year, ISIS must provide data about various populations to the alumni and development office. Most recently, data about current students was sent to allow them to begin using inCircle, a forum for secure social and professional networking. Additional data will be sent about new alumni at the time of graduation.

The administrative *Grade Entry* screen was modified to improve efficiency by focusing on the data entry needs. This included: defaulting the grade type; refining the content and layout of columns shown; and removing the limit of the number of students shown without paging.

Work continues on the new graduation screen, batch job and data analysis cube. Next month's article will focus on these features.



The next SSS Users Group meeting/conference call will be held on February 7, 2008 at 9 a.m. at Mt. Washington A-115. Dial 800-910-3597 and enter a participant code of 41564184 to access the call.

Meet the ISIS Staff...Alice Brainerd

Well, I almost succeeded in evading publication of this article but not quite.... I suppose the big news in my life is that I am retiring at the end of February after 16 years working for Hopkins. Employment is not my only connection to Hopkins. One of my first memories of television is watching the Johns Hopkins programs — these were mainly scientific demonstrations that were way beyond my understanding at the time. Weird childhood, you say.... Then my husband (boyfriend at the time) came to Hopkins as an undergrad. My connection continued with the Graduate Wives' Club (although I was an undergrad wife), the Hopkins Babysitting Club, the Hopkins Summer Camp, the MLA program, CTY, employment, and soon to be the retirees' "club", with various other connections along the way. Our house remains a focal point for many of my husband's classmates when homecoming and other events roll around. I never am very far from Hopkins one way or another.



On the home front, my husband David and I have two daughters, both living in Colorado. The elder is a geologist/PhD student/wife/mother/faculty member. I keep suggesting she reconsider her pace. She has two totally perfect sons, aged almost 6 and nearing 2. Seeing them more often

will be a joy. Her husband is a software engineer—do they never learn? Our youngest daughter is the brand manager for a university in Denver. She is adjusting to life without a seashore. My husband, David, has been a social worker forever, dealing with various aspects of child welfare.

Back at the dawn of civilization as we know it (the punchcard era), I started programming, learning fairly quickly that my curiosity was more closely aligned with organizational, communication, and quality issues. While I have played a variety of roles at Hopkins, most have been based on those interests.

People seem worried about how I will keep myself busy when I leave Hopkins. My goodness, I have a mental list a mile long for all the things I haven't gotten around to or want to accomplish! Of course, there is travel - I already have a trip planned for April.

What has kept me at Hopkins so long? It is a place where each of us has the opportunity to learn everyday. We are surrounded by people smarter than ourselves, that approach the world from different viewpoints, that have interesting skills, and often generously and enthusiastically share their knowledge and insights. Even when life at Hopkins is frustrating on one front, it will be interesting on another. May each of you find the gift that is Hopkins and cope with the rest.

A retirement celebration for Alice Brainerd will be held on Thursday, February 21, 2008 from 3-6 p.m. at the Johns Hopkins Club, Homewood Campus.

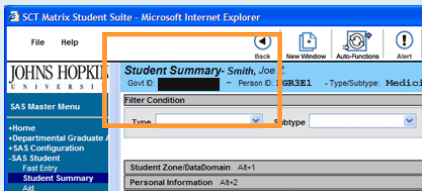
Security Tip of the Month

When working with ISIS screenshots in JIRA, Confluence, email, etc., please **remove any SSNs that may be on your screenshots!**



You can do this by using a graphics editing program, such as Paint (found at: Start Menu > Programs > Accessories > Paint), to "paint" over the SSN, and then save the edited screenshot image.

There are detailed instructions in Confluence:
<http://know.isis.jhu.edu/x/9yo>



Billing Updates

The Spring and 3rd term registration periods are nearly over, and the Student Billing User Group can return to our efforts to enhance the system. Each semester creates new opportunities and our meetings will be focused on resolutions for the most recent challenges.



Our Departmental Graduate Aid (DGA) users are challenged by the closure of previously used account numbers in SAP. These academic departments provide tuition and fees support through the entry of transactions in DGA and due to the validation processes, these transactions can be blocked when an account number is closed in SAP without notification to the department. We are working with the HopkinsOne and divisional Business Office administrators to resolve the situation.

Students and authorized payers are providing lots of feedback on Self-Service, particularly around issues of usability. These will be discussed at our next meeting. It is essential that student billing information is correctly presented and easy to understand for all our customers.

 **The next SBS Users Group Meeting is scheduled for Tuesday, February 19, 2008 from 9:30 a.m.—12:30 p.m. at Mt. Washington A-115.**

2008 (ISIS) Training Schedule for the month of February.

| Course Title | Time | Location | Date(s) Offered * |
|--|--------------------|------------------------------|-------------------|
| Astra Reporting AS01.100.300 | 9am-12pm | Eastern B104 | 2/13/2008 |
| Astra Schedule Training AS02.001.100 | 9am-4pm 9am-4pm | Eastern B104 Eastern B104 | 2/5 - 2/6 2008 |
| Astra Event Scheduling AS01.001.200 | 9am-12pm | Eastern B104 | 2/12/2008 |
| Creating & Maintaining Courses IS02.300.10 | 9am-4pm | Eastern B104 | 2/7/2008 |
| Creating & Maintaining Student Records IS01.403.07 | 9am-12pm | Eastern B104 | 2/19/2008 |

* 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.



♥ VSS Retirement - 2/29/2008! ♥

Like Alice, the Visual SourceSafe (VSS) application will be retired on February 29, 2008. Beginning January 7, 2008, changes originating from VSS will no longer be promoted. Module teams have been working to transition away from VSS to either Subversion (replacement system for application source code) or Confluence (replacement system for documentation and workbooks). Transition plans regarding the assets currently in VSS for each module will be discussed in each of the respective Users Group meetings.

♥ JIRA URL has changed! ♥

The web address for JIRA has changed to:

<https://jira.sset.jhu.edu>

Be sure to update your browser bookmarks!!

ISIS Tips & Tricks

While searching for students in ISIS, you might have noticed that a new button has been added to the Search for Students window. It's a *Lookup By ID* button, and it allows you to search for groups of students by Person ID or Social Security number.



To use this feature, click the *Lookup By ID* button. A *Search by Identifier/Government ID* pop-up window appears.

Type or paste the student ID numbers or Social Security numbers in the *Identifier/GovID* column. Each time you enter a number, the system will attempt to locate the student that you requested.

- ◆ If the system is able to locate the student, information about that student (including the student name and student instance) automatically appears in the table.
- ◆ If the system is unable to locate the student, the following message is displayed in red text: *instance not found*.

Click the *Find* button. The *Student Results* window appears containing the records of the students that you selected.

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:

| | |
|-----------------|----------------|
| Tom McDermott | Steve Hellen |
| Therese Nesbitt | Sam Livingston |
| Nicole Westrick | Alice Brainerd |
| Beth Bishop | |
| Sasha Grutzeck | |

