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

ISIS ○ **January** ○ **2008**

focus

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

Happy New Year!

It is official... our new department name is:

STUDENT SYSTEMS AND EDUCATIONAL TECHNOLOGIES

ISIS Business Solution Manager Appointment

As you know, this past July the ISIS project implemented the Records and Registration application and, in doing so, completed the last significant milestone in the implementation of the university's first fully-integrated student information system. As we continue in the post-implementation phase of the project, Student Systems and Educational Technologies has established a new position-- the ISIS Business Solution Manager-- to act as a champion for the needs of the user communities that we support and to ensure that their business needs are well understood and their objectives are met while managing a great many competing priorities.

I am pleased to announce **Nicole Westrick's** appointment as the ISIS Business Solution Manager, effective January 10, 2008. Prior to this position, Nicole joined the ISIS project team in 2003 as a Training Specialist. Over the past few years, she has taken on leading the ISIS Communications Committee and the Admissions User Group, as well as providing support to users across the university. Nicole will be reporting directly to me and will be working out of the Mt. Washington campus.

Please join me in congratulating Nicole and wishing her the best of luck in this new endeavor. I would also like to take this opportunity to thank the members of our search committee for representing their functional areas and their schools in the recruitment process.

- Geof Corb

Highlights of 2007

♦ **Implemented Records and Registration** which included robust Self-Service functionality for students, faculty, and advisors.

♦ **Tuition Calculation** process allows our Student Accounts and Registrar offices to leverage the integration of ISIS and eliminate extensive and error-prone manual processes. This allows the Student Accounts offices to see tuition charges as students enroll and credits from dropped courses flowing automatically into a student's account based on enrollment entries.

♦ **Redesign the ECSI promissory note interface** to streamline the process of students electronically signing promissory notes for loans. In addition, the new interface improves error reporting, adds support for paper promissory notes, and moves the execution of the interface to the automatic job scheduler. With this new, improved interface, SAS users spend more time assisting students with their financial aid and less time trouble shooting.

♦ **Successful Admissions (SMS) Implementations** for both SAIS - Bologna and Nursing.

♦ **On-line admissions application** for Peabody.

♦ **Simplify the ISIS Change Control** process in order to maximize efficiency of operations while maintaining control of the environment. This will distribute the work and reduce or eliminate bottlenecks in the process.

Records & Registration [SSS]

The process for creating courses, offerings, and sections involved many steps and a number of screens in ISIS. One way to ensure that you enter all of the required information is to use a simple checklist. You can easily adapt this checklist to the process required for your division. For more information you can review the page in Confluence: https://know.isis.jhu.edu/x/S8

CREATING A COURSE/OFFERING/SECTION

*Course > Create***:**
- ☐ Name
- ☐ Title
- ☐ Transcript Title – 35 characters
- ☐ Status
- ☐ ✓View on Web
- ☐ Retakable or Allow Retake (depending on course level)
- ☐ Contact Hours
- ☐ Description
- ▼ *Departments*
  - ☐ Department
  - ☐ Primary
- ▼ *Credits*
  - ☐ Credit Category
  - ☐ Credit Type
  - ☐ # Credits
- ▼ *Grade Systems*
  - ☐ Grade System
  - ☐ Default

Course > Maintain> Area Mapping
- ☐ Area

Course > Maintain > Fees
- ☐ Course Fees/Amount (amount should be zero)
- ☐ Lab fees/Amount (amount should be zero)

Course > Maintain> Instruction Delivery Method
- ☐ Instruction Delivery Method

Course > Maintain> Levels
- ☐ Level

Offering > Create
- ☐ Academic Period
- ☐ View on Web

Offering > Maintain
- ☐ ✓Withdrawn or ✓Withdrawn ✓Not Offered   { **If whole offering is withdrawn/not offered**

Offering > Maintain > Corequisites
- ☐ Set Flags

Offering > Maintain > Fees
- ☐ Course Fees/Amount (should be 0.00)

Offering > Maintain > Prerequisites
- ☐ Set Flags

Offering > Maintain > Restricted To/Seats
- ☐ Enter if course restricted to specific YOS (Jr, Sr., etc.)

Offering > Maintain > Wait List
- ☐ Set Flags

Section > Create
- ☐ Section Number
- ☐ ✓View on Web

Section > Maintain > General Information
- ☐ ✓Max Enroll
- ☐ ✓Course Status - ✓Withdrawn or ✓Withdrawn ✓Not Offered   { **If only certain sections of multiple section offerings are withdrawn/not offered**
- ☐ Instructor Approval (if applicable)
- ▼ *More*
- ☐ Course Management System
- ☐ Lecture Hours
- ☐ Lab Hours

Section > Maintain > Fees
- ☐ Enter amounts

*Section > Maintain > Times/Faculty**
- ☐ DOW (set to "none" for online courses)
- ☐ Start Time
- ☐ End Time
- ☐ Default (should be unchecked)
- ☐ Format
- ☐ Location (set to 'online' for online courses)
- ☐ Faculty Last Name, First Name
- ☐ Appointment
- ☐ Grade Input
- ☐ Primary

* Make certain to update each line under section times.

Student Billing Update (SBS)

Merci

First and foremost, the SBS Team wants to thank Barbara Shaffer for everything she has done for the ISIS project over the past many years!! We will miss her guidance and good humor, but wish her much happiness and success in her new life up in Canada. Barb, you've been an inspiration to us, and we look forward to getting long-distance e-mails from you with your "last minute" thoughts about ISIS, SBS, and new life events!!

The SBS Team continues to work towards implementing SQL Reporting Services for our SBS reports, and look forward to Crystal Reports Retirement Party. We also are excited about the possibility of putting our Distributed Graduate Aid process into Self-Service, for easier and more user-friendly data entry and review by departments.

Hard to believe already, but we'll be creating 2008-09 Tuition Calculation spreadsheets soon for the Summer 2008 semester….seems like just yesterday we were in 2007-08 ! We're continuing to convert our bills and bank imports away from the SSN as an identifier, and will work with the Communications Committee to design tools for advertising the Hopkins ID as the replacement.

Payments for Spring 2008 (or 3rd Quarter) are flowing into each office, and Registration is progressing rapidly for all of the divisions. We wish everyone a prosperous and Happy New Year, and look forward to working with Nicole Westrick in her new position as ISIS Business Solutions Manager.

The next SBS Users Group Meeting is scheduled for **Tuesday, January 15, 2008 from 9:30 a.m.—12:30 p.m. at Mt. Washington, Room (TBD).**

Self-Service Updates

The Self-Service team has been working on expanding Advisor Self-Service to other divisions. With original deployment to Engineering and Arts and Sciences, the Advisor Self-Service has been recently expanded to SAIS, with further expansion to advisors at the School of Public Health planned for January.

In the past month, the Faculty Grade Roster was used to post over 30,000 grades. Feedback during this time was mostly positive with some performance issues being identified during loading and posting of larger rosters. The Self-Service team has analyzed these performance issues and has technical solutions in testing now. These solutions will be moving to production in time for the next set of grading periods.

The Self-Service team continues to release updated software on a weekly schedule.

Financial Aid Updates [SAS]

On January 7, 2008 we expect to receive the SAS 2626 winter regulatory release. This update will deliver the official 08-09 Federal needs analysis as well as the ability to import and export 08-09 ISIR records and corrections. The planned production date for this release is February 7, 2008. For more information regarding this release, visit the following page in Confluence at https://know.isis.jhu.edu/x/AuE . All divisions are encouraged to update their ISIS self service message boards with the following language:

"Receipt of your 2008-2009 FAFSA will be reflected in ISIS on or after February 12, 2008."

As many of you know, the College Cost and Reduction Act (CCRA) created the new Teacher Education Assistance for College and Higher Education (TEACH) Grant Program. This program is effective beginning with the 2008-2009 Award Year and provides up to $4,000 a year in grant assistance to students who plan on becoming a teacher and meet certain specified requirements. As with the ACG and SMART grant programs, awards and disbursement records will be processed by the U.S. Department of Education's Common Origination and Disbursement (COD) system. SunGard Higher Education will likely need to issue a late winter/early spring regulatory release.

Finally, a small work group is working to develop a Request for Information (RFI) that will be announced by the National Association of Student Financial Aid Administrators (NASFAA). The purpose of the RFI is to collect information from lenders regarding their private loan program offerings. Lender responses will be used to build a university-wide suggested list of private lenders. For more information on this effort, visit the following page in Confluence https://know.isis.jhu.edu/x/Nt8 .

SAS Tip for the Month

Effective with the 2008-2009 award year, the interest rate on the Subsidized Direct Loan program goes to 6%. The interest rate on the Unsubsidized Direct Loan program will not change, and remains at 6.8%. Be sure to update your website, print materials and ISIS fund settings accordingly.

VSS Retirement - February 29, 2008!

The Visual SourceSafe (VSS) application will be retired on February 29, 2008. Beginning January 7, 2008, the ISIS Project will no longer promote changes originating from VSS. 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 their respective user group meetings.

Admissions Updates [SMS]

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

♦ A fix for the current and most recent previous schools flags is now in production. Complete details are available in JIRA CMN-2937.

♦ Delete Prospects and Applicant Records – All testing on the delete prospects and applicants functionality must be completed by December 28, 2007. This functionality will move to Production in the first release of 2008.

♦ International Student Data Entry – Over the past several months, there have been numerous changes to data entry for international applicants. Many of these changes were required to ensure that we have accurate data entry for our university-wide reporting. However, some of these changes resulted in a more cumbersome

data entry process for the admissions offices. At the December User-group meeting, there were several changes suggested to simplify the data entry procedure. Development is happening on these changes and additional information on testing will be available in early 2008.

♦ Enhancing the online application – 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. This will be a topic that continues to be discussed at future SMS User Group Meetings.

The next SMS Users Group is scheduled for **Tuesday, January 15 from 2 p.m. – 4 p.m. at Mt. Washington B-115A**. The complete 2008 meeting schedule and past meeting minutes are available at: https://know.isis.jhu.edu/x/8Ew. You can add items to the January agenda in Confluence at https://know.isis.jhu.edu/x/BuE.

ISIS Tips & Tricks

Click here to hide the DGA menu. This expands the window and allows you to view more of the GL Account number and other fields on the window.

Meet the ISIS Staff…Nicole Westrick

What is your role on the ISIS project?

In June of 2003, I joined the ISIS project team as a Training Specialist. Since then it has been a whirlwind of experiences. I have written thousands of pages of documentation, developed e-courses, taught hundreds of users to use ISIS, and became an advocate for finding the best way of using the system.

In January 2008, I start the next phase of my career at Hopkins as the ISIS Business Solution Manager. It will be interesting to try and explain to other people what I do in this role. As Business Solution Manager, I will work with the user community for ISIS and Astra Schedule to ensure that their business needs are well understood and that their business objectives are met while managing many competing priorities.

What did you do before working at Hopkins?

Prior to working at Hopkins, I worked as a training consultant and project manager for companies all over the country. The most interesting project was working for Warner Bros. Consumer Licensing Products. They implemented a system to manage how all Warner Bros. characters are licensed for use on everything from t-shirts to coffee mugs.   It was great to work on the Warner Bros. lot, see the sound stages, and eat in the commissary, but I never did recognize a single famous person.

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

First, I love the people at Hopkins. The people here are smart and talented. I love the energy and enthusiasm that everyone has for doing the best job possible.

I love solving problems and coming up with creative solutions. I compare much of the work that I do to cooking. There are lots of great recipes out there that will guide you through the process but a great cook takes the recipe and adapts it to her environment, the ingredients on hand, and even the preferences of the people for whom she is cooking.

> *…I love solving problems and coming up with creative solutions.*

When you combine the people with the unique problems and challenges, you have a completely energizing and engaging job where no two days are ever the same and I love it! I am fortunate to never be bored with the work that I do.

Where did you go to school?

I did my undergraduate in Theatre with a minor in English Literature at the University of Pittsburgh. Recognizing the importance of adding some real-world skills to my education, I did my Masters in Public Management at the Heinz School at Carnegie Mellon University. Most recently, I completed the Skilled Facilitator graduate certificate at the Carey Business School. I love the idea of continuous learning and I hope to start a doctorate program in a year or so.

When you are not working, what do you do for fun?

I spend a lot of time cooking and entertaining. I love to host impromptu dinner parties and try new recipes. I also volunteer with a number of organizations, including the Friends of Patterson Park and the Junior League of Baltimore.

Finally, I spend every summer doing water ballet with a community group called Fluid Movement. In case you were wondering, water ballet is synchronized swimming—think Esther Williams, only Baltimore-style. If you are interested in some photos, check out my flickr page: http://www.flickr.com/photos/trivelli/collections/ .

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

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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)

2008 Integrated Student Information System (ISIS) Training Schedule for the month of January.

Course Title	Time	Location	Date(s) Offered *
Admissions IS01.130.01 *** Only 6 seats remaining!**	9am-4pm	Eastern B104	1/23 — 1/24/2008
Astra Event Scheduling AS01.001.200	1pm-4pm	Eastern B104	1/16/2008
New Course —> Using the Optimizer: **This course is designed to provide hands-on instruction in use of the Optimizer for scheduling academic sections in Astra Schedule. At the end of this course, you will be able to:** • **Apply preferences globally to efficiently schedule academic sections** • **Establish scheduling priorities and use the Optimizer** • **Manipulate and apply changes through scenario modeling, including various "what if" situations**	1pm-4pm	Eastern B104	1/29/2008
Financial Aid Revision Processing	9am-12pm	Eastern B104	1/31/2008
Reporting in ISIS IS01.410.07	1pm-4pm	Eastern B104	1/30/2008
SAS Configuration	9am-12pm	Eastern B104	1/30/2008
SSS Records and Registration Overview IS01.402.07	9am-12pm	Eastern B104	1/17/2008
Using Communications in ISIS IS01.400.07	9am-12pm	Eastern B104	1/22/2008

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

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.

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)

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:

Steve Hellen	Sam Livingston
Tom McDermott	Blanche Mazurek
Therese Nesbitt	Jason Schnell
Nicole Westrick	Doug Gamble
Beth Bishop	

ASTRA SCHEDULE

ASTRA SCHEDULE – FULL COURSE (AS02.001.100)

2-DAY TRAINING PROGRAM
This Astra Schedule training program will provide you with a solid overview of system navigation and features. You will learn how to manage your classrooms, create events, schedule sections, and run reports.
AVAILABLE DATES
February 5 and 6, 9:00 AM – 4:00 PM
June 24 and 25, 9:00 AM – 4:00 PM
October 8 and 9, 9:00 AM – 4:00 PM

ASTRA MANAGER OVERVIEW (AS01.100.400)

½-DAY TRAINING PROGRAM
This Astra Schedule training program is designed for managers who supervise staff responsible for section and/or event scheduling. It is not intended as a detailed, step-by-step training program on Astra Schedule.
AVAILABLE DATES
April 3, 9:00 AM – 12:00 PM
October 7, 9:00 AM – 12:00 PM

ASTRA REPORTING (AS01.100.300)

½-DAY TRAINING PROGRAM
This training program will provide you with the information you need to create and print reports within Astra Schedule.
AVAILABLE DATES
February 13, 9:00 AM – 12:00 PM
April 3, 1:00 PM – 4:00 PM
October 7, 1:00 PM – 4:00 PM
November 12, 1:00 PM – 4:00 PM

USING THE OPTIMIZER (AS01.100.200)

½-DAY TRAINING PROGRAM
This hands-on training program will teach you how to use the Optimizer to schedule academic sections in Astra Schedule.
AVAILABLE DATES
January 29, 1:00 PM – 4:00 PM
March 4, 9:00 AM – 12:00 PM
June 23, 1:00 PM – 4:00 PM
October 15, 1:00 PM – 4:00 PM

ISIS – GENERAL TOPICS

USING COMMUNICATIONS IN ISIS (IS01.400.07)

½-DAY TRAINING PROGRAM
This ½ day program will show you how you can use ISIS to streamline communications with students. We will discuss emails, letters, communications groups and user actions/contacts. In addition, you will learn how to update letter templates.
AVAILABLE DATES
January 22, 9:00 AM – 12:00 PM
March 20, 9:00 AM – 12:00 PM
September 11, 9:00 AM – 12:00 PM

Register now!
http://training.jhu.edu

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.

ASTRA EVENT SCHEDULING (AS01.001.200)

½-DAY TRAINING PROGRAM
This Astra Schedule training program is designed for staff with a primary responsibility for event scheduling. This program begins with an overview of navigation and system features.
AVAILABLE DATES
January 16, 1:00 PM – 4:00 PM
February 12, 9:00 AM – 12:00 PM
September 18, 9:00 AM – 12:00 PM
November 12, 9:00 AM – 12:00 PM

REPORTING IN ISIS (IS01.410.07)

½-DAY TRAINING PROGRAM
This hands-on training program will provide you with a detailed look at reporting in ISIS.
AVAILABLE DATES
January 30, 1:00 PM – 4:00 PM
March 20, 1:00 PM – 4:00 PM
September 11, 1:00 PM – 4:00 PM
November 6, 1:00 PM – 4:00 PM

ISIS – ADMISSIONS

ADMISSIONS TRAINING (IS01.130.01)

2-DAY TRAINING PROGRAM
The hands-on computer training program is designed for staff in the Admissions office who are new to ISIS. It covers the core functionality of the Student Marketing System (SMS) application, including creating records for prospective students, entering incoming admission applications, and managing communications, letters, and emails.
AVAILABLE DATES
January 23 and 24, 9:00 AM – 4:00 PM
June 3 and 4, 9:00 AM – 4:00 PM
September 24 and 25, 9:00 AM – 4:00 PM

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)

ISIS – FINANCIAL AID

REVISION PROCESSING (IS01.121.02)

½-DAY TRAINING PROGRAM
This hands-on computer training program is designed for Financial Aid Office staff responsible for revising financial aid awards. Come to class prepared with the typical revision scenarios.
AVAILABLE DATES
January 31, 9:00 AM – 12:00 PM
October 30, 9:00 AM – 12:00 PM

FINANCIAL AID CONFIGURATION (IS01.900.903)

½-DAY TRAINING PROGRAM
This hands-on computer training is designed for Financial Aid Office staff who are new to ISIS and want to better understand configuration. This course focuses on configuration related to rollover, setting up new funds, and auto-packaging.
AVAILABLE DATE
January 30, 1:00 PM – 4:00 PM

ISIS – RECORDS AND REGISTRATION

SSS RECORDS AND REGISTRATION OVERVIEW (IS01.402.07)

½-DAY TRAINING PROGRAM
In this hands-on introductory training program, you'll learn how to log onto ISIS, navigate around in the system, search for section and student information, and interpret your search results. This training program is perfect for people who are new to ISIS.
AVAILABLE DATES
January 17, 9:00 AM – 12:00 PM
March 12, 9:00 AM – 12:00 PM
June 19, 9:00 AM – 12:00 PM
October 14, 9:00 AM – 12:00 PM

CREATING AND MAINTAINING STUDENT RECORDS (IS01.403.07)

½-DAY TRAINING PROGRAM
In this training program, you'll learn how to create a new student record in ISIS and update existing student information.

AVAILABLE DATES
February 19, 9:00 AM – 12:00 PM
September 16, 9:00 AM – 12:00 PM

CREATING AND MAINTAINING COURSES (IS02.300.10)

1-DAY TRAINING PROGRAM
This training program will teach you how to enter and update courses, offerings, and sections in ISIS. You must complete the Navigating in ISIS web-based course prior to attending this training program.
AVAILABLE DATES
February 7, 9:00 AM – 4:00 PM
April 15, 9:00 AM – 4:00 PM
July 15, 9:00 AM – 4:00 PM
November 13, 9:00 AM – 4:00 PM

ENROLLMENTS (IS01.404.07)

½-DAY TRAINING PROGRAM
This hands-on training program will teach you how to manage student enrollments. You'll learn how to enroll students, drop students, manage waitlists, move groups of students from one section to another, and more.
AVAILABLE DATES
March 12, 1:00 PM – 4:00 PM
October 16, 1:00 PM – 4:00 PM

FINANCIAL & information technology
t r a i n i n g   p r o g r a m s