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

ISIS focus

○ **July/August 2008**

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

ISIS by the Numbers

Survey Says...ISIS Satisfaction Survey Results

Over the past several months, Student Systems and Educational Technologies (SSET) has conducted our first annual User Satisfaction Survey. We surveyed students, faculty/advisors, and staff regarding how they use the system, what worked well, and the overall satisfaction levels with ISIS. During the next several months, we will be analyzing the data to identify actionable items. Finally, we will be meeting with each division to share the results and review our strategies for addressing specific areas of concern.

Here are a few quotes from the open-ended questions:
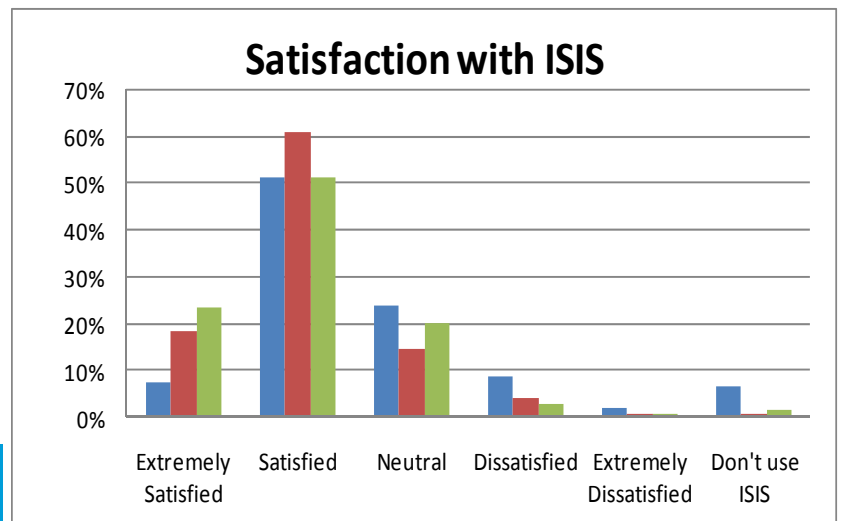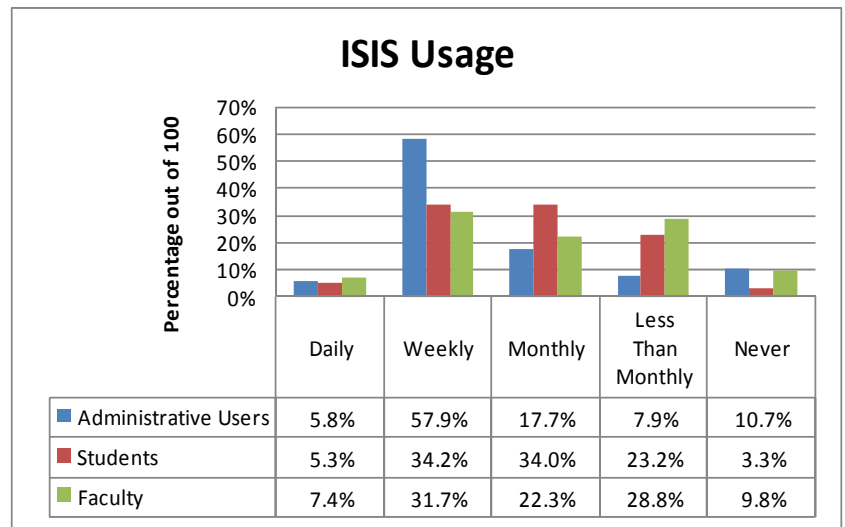
Administrative Users

• I like having everything in one system!

Students

• ISIS is one of the better student service websites out there. I'd suggest more interaction and multimedia for helping students to connect and share ideas.

• Make ISIS easier to find. There is no link on the main John Hopkins University website.

Faculty

• No complaints. I actually use ISIS more than some services in my job. It's a good solution.

• I am teaching a large course this semester. The downloading of the roster and uploading of the grades worked MUCH better than last semester.

Response Rates

✓ Faculty and Advisors—593 responses (14.9% response rate)

✓ Students—5,622 responses (24.6% response rate)

✓ Administrative ISIS Users—330 responses (28.9% response rate)

Typical online survey response rates range from 5-15%.

ISIS Usage

Percentage out of 100

	Daily	Weekly	Monthly	Less Than Monthly	Never
■ Administrative Users	5.8%	57.9%	17.7%	7.9%	10.7%
■ Students	5.3%	34.2%	34.0%	23.2%	3.3%
■ Faculty	7.4%	31.7%	22.3%	28.8%	9.8%

Satisfaction with ISIS

(Bar chart with categories: Extremely Satisfied, Satisfied, Neutral, Dissatisfied, Extremely Dissatisfied, Don't use ISIS)

Meet the ISIS Staff…Ana Montero

I have been at Johns Hopkins University as part of Student Systems and Educational Technologies (SSET) for twelve years. I joined the university as a Senior Systems Analyst to work on the DB2 database conversion project. Since then, I've learned many new technologies to support the evolving needs of the university's students, faculty, and staff. I've worked on innumerable projects of all sizes as part of the ISIS implementation and various legacy applications, including student web services. Having served at JHU for the entire duration of the ISIS project, I have worked in every module implemented and on many of its interfaces, starting with the 4.2 Admissions implementation in 2001. Currently, most of my time is spent in the Records and Registration (SSS) module, supporting transcripts and reports.

I was born and grew up in the Dominican Republic. While there I earned a Bachelor of Science in Computer Science, and started my computer analysis and programming career. In 1994, I migrated to the United States after meeting my husband, Jeff Bowerman. Jeff and I worked in the Information Technology (IT) department for the Dominican telephone company. After moving here I went back to school to polish my English and take some computer classes at the College of Notre Dame. I also worked as an administrator and a Spanish teaching assistant. In 2004, I graduated from Johns Hopkins University's Carey Business School with an MS in Information Technology.

Jeff and I have been blessed with three wonderful children. Marjorie is 8½ years old and twins Emilie and Jeff are 7 years old. In my spare time, I enjoy adventure with my family, including canoeing, hiking, bicycling, figure skating, traveling, and reading together.

Annual User Access Recertification

Every July, SSET conducts the annual ISIS user access recertification. This annual review of ISIS users across the university allows every division to confirm access and ensure that individuals only have the roles appropriate to the work that they are currently performing.

SSET management distributes a report which is generated using a query that lists all users with access to the ISIS administrative application, as well as any back-end database access. A senior administrator from each division certifies all users on behalf of the entire division. All responses should be received no later than July 31, 2008.

2.6.3.1 Testing Reminder!

Participation in 2.6.3.1 testing is **essential**!

Testing should be complete by **Wednesday, July 16**.

Remember it is essential for all user groups to participate in testing of the 2.6.3.1 release.

Contact your User Group lead for more information on testing plans.

User Group Meetings and Events

User Group Meeting/Event	Date	Time	Location
Records and Registration (SSS) User Group	Thursday, July 3	9:00 a.m.—11:00 a.m.	Mt. Washington A-115
Financial Aid (SAS) User Group	Tuesday, July 8	9:00 a.m.—11:00 a.m.	Mt. Washington A-115
Billing (SBS) User Group	Tuesday, July 15	9:30 a.m.—12 :00 p.m.	Mt. Washington A-115
Admissions (SMS) User Group	Tuesday, July 15	2:00 p.m.—3:00 p.m.	Mt. Washington A-115
Records and Registration (SSS) User Group	Thursday, August 7	9:00 a.m.—11:00 a.m.	Mt. Washington A-115
Astra Schedule User Group	Thursday, October 2	1:00 p.m.—3:00 p.m.	Mt. Washington A-115

Financial Aid Updates [SAS]

The SAS User Group bids a sad farewell to Melissa Beneway, Associate Director of Financial Aid at the School of Medicine, and co-SAS User Group Lead. In 2001, Melissa began working on the ISIS project as a key member of the SAS implementation team. Her project management skills and attention to detail proved to be invaluable in the early days of the implementation, when product ownership changed hands several times. She worked tirelessly to ensure the successful implementation of SAS in all seven of the university's divisional aid offices. Congratulations to Melissa on her position as Financial Aid Director at Hamilton College in Clinton, New York!

In June, financial aid offices began using ISIS to process Federal Direct Parent PLUS and Graduate PLUS Loans. At least four divisions, Public Health, Nursing, Peabody, and Arts and Sciences and Engineering have successfully processed and received confirmation from the U.S. Department of Education for origination of these loans.

July will be another busy month for the SAS User Group. Our July 8th User Group meeting will be held at Mt. Washington in A-115. Although there will be a conference call number, members are urged to attend the meeting in person. The agenda is short, but important. We will be discussing testing and solutions for Direct Loan cancellation and reduction reporting (see SAS-7268 for details). Also, we will begin our discussion of creating SQL Server Reporting Services (SSRS) report model to facilitate the creation of ad hoc SAS reports. After the meeting, we encourage everyone to stay and complete your 2.6.3.1 testing. Remember — all testing should be completed by July 11.

Astra Schedule Updates

In early June, we held an Astra Schedule User Group meeting at Mt. Washington. We continue to make progress in defining our overall needs and expectations for Astra. Based on feedback from our June meeting, it seems that timeouts are no longer an issue. We also discussed standardized user roles for Astra. Unfortunately, we will be unable to take advantage of this until we upgrade to Astra 7.

There is not much to report related to Astra 7. Further updates will be posted as we begin to see the larger picture of what Astra 7 can do for us and timelines for upgrading are established.

Admissions Updates [SMS]

At the June SMS Users Group meeting, we reviewed the 2.6.3.1 release. Each office reported on the status of their testing efforts. We found that most had done minimal testing in Development but that Pre-Prod testing after June 30 would be more thorough.

We also reviewed the new ISIS Toolbar which is in Development and found that most users in attendance liked it. There were some suggestions about the size of the font and the icons. But overall it was seen as an improvement over the existing toolbar.

ASEN Undergraduate Admissions announced that they had signed a contract for a document management system with Hyland Software, which produces the OnBase product. This product will allow all files to be reviewed electronically by admissions staff and will also provide a digital archive of all documents received during the admissions process. Implementation starts at the end of June and is expected to be finished by September 30.

One final update, SMS User Group meetings have been shortened to one hour. We encourage every division to identify a staff member to attend in person or participate in these meetings by phone.

For more information, see the complete minutes from the June meeting at https://know.isis.jhu.edu/x/opdR. You can also view the schedule for upcoming meetings at https://know.isis.jhu.edu/x/8Ew.

Billing Updates [SBS]

June was a busy month filled with SSRS testing, reports and reconciliation in preparation for the year end close, and finally 2.6.3.1 testing. We continue to review and test the newly created SSRS reports.

On June 19, Distributed Graduate Aid (DGA) users from across the university met to review the proposed DGA re-design. There was lots of discussion and good feedback on the session. Overall, the users are extremely pleased with the new design. They especially like the ability to award the same package to multiple students. Another exciting feature is the ability to save SAP account numbers as favorites. These enhancements will greatly simplify data entry and reduce errors. The work on the re-design will continue through the summer including additional meetings with DGA users. If you would like to participate in the DGA User Group, contact Nicole Westrick at nmwestrick@jhu.edu.

Records & Registration Updates [SSS]

Graduation processing went very smoothly in ISIS, and the SSS team is now gearing up for integration testing of the 2.6.3.1 release. While there aren't a lot of significant enhancements with this release for SSS, there are a number of fixes that will be helpful. We also continue to work on enhancements to Self-Service for students, faculty, and advisors, as well as testing new batch jobs. One of the more recent jobs moved to production is designed to clean out a student's enrollment cart of any course sections for which they did not enroll. And in mid-July, all divisions (except Nursing) will mark the first anniversary of their go-live on SSS. Nursing celebrated their first anniversary of the SSS go-live in March 2008.

Happy 1st Birthday SSS!

ISIS for Students—Usability Testing

*Usability Study Site
Mason Hall 201*

The Student and Faculty Experience team has added a new tool to their user-centered software development methodologies: Qualitative Usability Studies. On June 20th, we conducted our first series of usability testing on the re-designed Student Billing pages. We had six participants representing a wide-range of experience and system use.

When performing Qualitative Usability Studies, you begin by identifying the key tasks performed in an application. In our case, we focused on the recently re-designed Student Billing pages. Next, we selected end users to participate in the study. We reached out to all students who responded to the User Satisfaction Survey and who indicated an interest in serving on the Student Advisory Group. These students completed a survey which we then reviewed to ensure that we had an even distribution of students representing multiple divisions and different patterns of system use.

Next we observed these real users in a controlled environment as they completed various tasks. While students completed the tasks, their reaction was recorded using both audio and video. In addition, special software allows us to capture details such as how long it took to complete a task and where a user clicked on the screen. The usability testing software integrates this with the audio and video to allow for comprehensive analysis of the usability of the system. The image at the right shows an example of how the usability software creates files that integrate the user's actions, including all clicks on the webpage which are highlighted in yellow with the video captured by the webcam.

A still image from the usability software of Mary Lee Kingsley creating an Authorized Payer.

Following the completion of the tasks, the Student and Faculty Experience team reviews and analyzes observation notes and session video/audio tapes to:
- Identify usability issues and make corrections;
- Gain insights from users which allow us to strengthen successful ideas and eliminate unsuccessful ideas;
- Find new ways to improve the user experience with ISIS; and
- Direct future designs based on user needs.

We plan to continue conducting qualitative usability studies for ISIS for Students and ISIS for Faculty and Advisors. If you are interested in reviewing designs or participating in future usability tests, please join one of our Advisory Groups. To join the Student or Faculty Advisory Group, send an email to isis@jhu.edu with a subject of *Advisory Group*. A reply message will contain all of the details on participating in the Advisory Group community.

Thank you!

A special thanks to the students and staff that made our first attempt at usability testing successful:
- Mary Lee Kingsley (KSAS Graduate);
- Christopher Neoh (Whiting Undergraduate);
- Renee Wells (School of Education);
- Mark Baker (Engineering Programs for Professionals—EPP);
- Marie Marquis (KSAS Undergraduate);
- Lynette Gibson (Carey Business School);
- Chris Pace (ASEN Undergraduate Admissions); and
- the entire staff of the Mason Building

Faculty & Advisors Update

The Student and Faculty Experience team continue to make improvements to Self-Service. In our late June release, there have been a number of improvements to the Faculty Dashboard, as well as behind the scenes fixes.

The School of Public Health continues to move forward with the implementation of ISIS for Advisors. ISIS for Advisors allows advisors to review an advisees academic records, see current and dropped enrollments, and add/remove holds. Advisors in the School of Public Health should be able to use ISIS later this month. In addition, faculty in Public Health are now able to access the Grade Change, Missing Grade, and Grade Memo forms directly through ISIS.

ISIS Tips & Tricks—Search Results Report

Is there an easy way to generate a report from the Search Results window?

In ISIS, you can use your search results to generate a report. This is especially useful if you need to generate an Excel spreadsheet or PDF of your search results. The Create Report option also provides a count of returned records.

> ### Coming in 2.6.3.2!
>
> Some additional improvements to the Search Results window are coming in SunGard's 2.6.3.2 release:
> - You will have the ability to customize your search results window, including adding fields, removing fields, and changing the order.
> - In addition, you will also have the ability to export your search results directly to Excel from the Search Results window.

It's quick and easy! Here's how to do it…

1. Begin by opening a search window, entering your search criteria, and clicking **Find**.
2. At the bottom of this window, you'll see a Create Report button. Click the **Create Report** button.
3. When you click the Create Report button, you'll be asked to log on to the reporting area of ISIS. Just log on the same way that you log on to ISIS. Once you've successfully logged on, your report will be generated.
   > *The report will contain all of the information that was in your Search Results window. You can page through this report, print it, or export it as a PDF or Excel document. Enjoy!*

From Your DBA…

What's a DBA and why should I care?
First let's explain the acronym, DBA, which stands for database administrator. According to a recent Bob Watkins' article on the TechRepublic website, a "database administrator...has three basic tasks. In decreasing order of importance, they are: protect the data, protect the data, and protect the data."

Data integrity is definitely a key responsibility of the DBA, but not necessarily the only job. Other tasks of the DBA include:
- **Backup and Recovery**—DBAs are responsible for developing, implementing and testing at regular intervals a backup and recovery plan for the database.
- **Storage and Capacity Planning**—Since the primary purpose of a database is to store and retrieve data, it should be no surprise that a DBA is involved in the planning and monitoring of disk space, as well as providing strategies for long-term capacity management.
- **Performance Monitoring and Tuning**—DBAs regularly monitor the server to identify and resolve any parts of the system that may be slowing down processing. This is also referred to as tuning the database server.

- **Troubleshooting**—When things go wrong with the database server, your DBA is the go-to person to quickly identify the problem and correct it without losing data or making the situation worse!

Who is the ISIS DBA?
No enterprise system, including ISIS, is complete without a DBA. Sam Meiselman, the ISIS DBA for the past two years, recently left our group to assume a DBA position for a new clinical system at Johns Hopkins Hospital. On behalf of SSET and the entire ISIS community, we would like to thank Sam for his service and dedication to ISIS.

Ali Soylu, ISIS DBA

Effective Monday, June 16th, Ali Soylu has principally assumed the ISIS DBA duties. Please feel free to consult Ali about any and all ISIS database-related matters. Ali can be reached at alisoylu@jhu.edu or by phone at 410-735-7251.

2008 ISIS and Astra Training Schedule

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.

Course Title	Time	Location	Date(s) Offered *
Creating and Maintaining Courses IS01.300.10	9am-4pm	Eastern B104	7/15/2008
Using Communications in ISIS IS01.400.07	9am-12pm	Eastern B104	9/11/2008
Reporting in ISIS IS01.410.07	1pm-4pm	Eastern B104	9/11/2008
Creating and Maintaining Student Records IS01.403.07	9am-12pm	Eastern B104	9/16/2008
Astra Event Scheduling IS01.402.07	9am-12pm	Eastern B104	9/18/2008
ISIS Web-Based Training: ♦ Navigating in ISIS (ID: ISIS.100.01) ♦ Departmental Graduate Aid (DGA) (ID: ISIS.110.01) ♦ Financial Aid Inquiry (ID: ISIS.120.01) ♦ Student Billing Inquiry (ID: ISIS.130.01) ♦ Protecting Sensitive Info (ID: ELC.999.01) ♦ ***NEW Course***—Records and Registration Overview (ID: ISIS.140.01)	Anytime	Web-Based	Anytime

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

ISIS User Conference Update

We have 120 ISIS and Astra users signed up to attend the first annual ISIS User Conference on Thursday, July 31 from 8:30 a.m.—4:30 p.m. at the Mt. Washington Conference center.

The conference program is nearly finalized and we are working on the website that allows you to create your conference schedule. In order to ensure that rooms have adequate space, we ask that all registrants respond by Friday, July 18.

If you have any questions, please contact Nicole Westrick, ISIS Business Solution Manager, at 410-735-7260 or nmwestrick@jhu.edu.

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:

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