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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 ○ March ○ 2008

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

focus

The 911 on Emergency JIRAs

Just like using the 911 emergency number, the *Emergency* priority in JIRA should be used only when there is a real emergency.

These are some examples of when **NOT** to use the *Emergency* priority for a JIRA:

- ◆ You can not access the development environment.
- ◆ You need a single record corrected in Production.
- ◆ You have a nasty paper cut.



You should assign the *Emergency* priority to a JIRA when you are experiencing Production problems for which there is no work-around and critical processing cannot continue! In other words, is the problem with ISIS stopping you from doing all work?

When the *Emergency* priority is assigned to a JIRA, SSET and members of the ITAC committee are notified by pager or cell phone text message.

Let's review. Can you submit an *Emergency* priority JIRA if:

- ◆ You are receiving an error message when you try to sign on? Maybe – First, try to reset your JHED password. Occasionally, your WIN and Active Directory passwords get out of sync and the only way to fix this is to reset your password in JHED. You should also check with your divisional technical person to confirm if others in your area are experiencing the same problem.
- ◆ You are reviewing records and notice that all of your statuses are blank? Yes!
- ◆ You are unable to enter transactions the day before the bills are scheduled to run? Yes!
- ◆ Multiple students can not access ISIS for Students on the first day of Add/Drop? Yes!
- ◆ Your building is on fire? No - Don't submit a JIRA, call 911.

JIRA: What can you do to help us help you?

- ◆ Inform your divisional technical person about your issue before submitting the JIRA
- ◆ Specify a meaningful date in the *Target Date* field. In other words, tell us when you really need this.
- ◆ Use priorities appropriately. Priorities do not necessarily translate into how fast an issue will be resolved.
 - *Emergency* – Are you unable to perform work in ISIS that is critical to your business?
 - *High* – Are you experiencing a loss in system functionality, but can still perform your business through a work-around?
 - *Medium* – Are you experiencing a minor loss in functionality which causes a delay in moving forward with your everyday work?
 - *Low* – Is the problem cosmetic such as misspelled words, or general functionality questions that don't significantly affect your ability to do work?
 - *Unknown* – This is the default priority assigned to an issue. We encourage you to assign an appropriate priority to the issue and not use this default value.



Meeting Etiquette

Conference calls, webinars, virtual meetings...all of these are the ways of the world for meetings. Regardless of the technology or tools that you use to meet, the basic rules of meeting etiquette still apply. These are six strategies for making the most of any meeting regardless of the medium:



Preparation

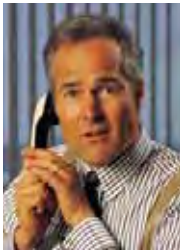
- The object of conferencing is to streamline communications and increase productivity. Keep meetings focused by setting an agenda with clear objectives, and make sure each participant has a copy before the meeting begins.
- Call from a regular corded/wired phone, or if using a cordless phone, stay close to the base station. Do not use a speaker phone or a cell phone. Use your mute button on your phone to keep out any noise in your environment from interrupting and distracting from the meeting.
- If you are participating in a videoconference, consider what you are wearing. Avoid wearing all white, all black, plaids, stripes, or prints because they can interfere with the monitor's contrast levels and transmission compression.

Introductions

Begin with a roll call that includes each participant's name, title and division. Before sharing an idea or commenting on someone else's during the call, you should state your name so others know who is speaking.

Distractions

Avoid acts of distraction! When a speakerphone is used, incoming sound is typically cut off when background noise is detected. Shuffling papers, typing on a keyboard and side conversations all break up conversations unless the phone is muted. If muting the phone is not an option, put other tasks on hold.



- Before joining the call, consider the surroundings. For example, babies crying in the background of a call made from home and static or crowd noises in the background of a call made from a cell phone will seriously hinder the meeting's productiveness. If dialing in from a less-than-ideal locale is necessary, take advantage of the conferencing providers' means of muting the line.
- If you are leading the meeting, that's where your attention should be focused. As the moderator, your meeting and the agenda should be your sole focus. Shuffling papers, typing on a keyboard and side conversations all have a disruptive effect on the conference call. Put other tasks on hold until the conference is over.
- Be a good "listener." Resist the temptation to read and respond to e-mails or work on other PC documents while on a Web conference or any conference call.

Interruptions

Etiquette's biggest mantra is consideration. Interrupting is just as rude on a conference call as it is in person. Wait until the other speaker has finished before you begin speaking.

Promptness

- Start and end the meeting on time.
- It's just as inconsiderate to arrive for a conference call 10 minutes late as it is to walk into a meeting room after the session's already begun.

Attention

- Just because you're not in the same room as the presenter during a virtual meeting doesn't mean that you still don't owe her your full attention. Resist the temptation to read and respond to emails or work on your computer while on a conference call. You never know when the leader may ask for your input, pass you control of a document or send out a poll for your response. And recall that if you're on a video conference, the other participants can most likely see what you're up to!



Common courtesy and consideration for others are critical to any successful meeting, whether it is a conference call, a web conference or around a conference table.

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, March 6 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, March 11 from 9:00 a.m.—11:00 a.m. at Mt. Washington A-115.
- **Astra Schedule**—The next Astra Schedule Users Group is scheduled for Thursday, March 13 from 9:00 a.m.—11:00 p.m. at Mt. Washington A-115.
- **Billing (SBS)**—The next SBS Users Group is scheduled for Tuesday, March 18 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, March 18 from 2:00 p.m. - 4:00 p.m. at Mt. Washington A-115.

Billing Updates [SBS]

At the February SBS User Group meeting, we covered a variety of topics. We continue to test the SSRS reports and models that are being developed as part of the migration from Crystal reports.

We continue to review and fine-tune our websites and enhance the SBS experience for students and authorized payers. We are revising the Authorized Payer notification messages and developing a list of Frequently Asked Questions (FAQs) for students and authorized payers. This should help answer more questions, provide better support, and ultimately reduce calls and emails about student billing.

Finally, we reviewed over 45 old JIRA items. We updated the status on 18 including requesting updates from the vendor and closed 27 items since they have been fixed by enhancements and customizations over the past few years.

The SBS team members are saddened by the death of our colleague Sheila Riley-White, who worked with us from 1996-2007 as the Peabody Student Accounts Coordinator. We extend our condolences to her family and friends.

Financial Aid Updates [SAS]

As you know, Tom McDermott has served as the SAS User Group lead for the past several years. He recently became Peabody's Director of Financial Aid and has decided to step down as the SAS User Group lead. A special thanks to Tom for all of his leadership, commitment and dedication to all things financial aid.

Fortunately, we had two willing volunteers step forward to co-lead the SAS User Group: Melissa Beneway, Associate Director of Financial Aid at the School of Medicine, and Anita Dinwiddie, Associate Director of Financial Aid at Homewood. Melissa and Anita have agreed to chair the SAS User Group through the end of this academic year.

Don't forget the March 11th SAS Users Group meeting will be held at Mt. Washington A-115 due to the live demonstration of SQL Server Reporting Services. Conference call options are also available.

Divisional ISIS User Groups



Many of the divisions host monthly ISIS user groups. These meetings typically bring together users from admissions, financial aid, billing, and registration to discuss the cross-module issues that arise from using an integrated student information system. Attending a divisional user group provides a great opportunity to learn about what's happening with ISIS in your school.

The ISIS team would love to attend your meetings. We can attend regularly or only when invited. Let us know what works for you. Please email Nicole Westrick at nmwestrick@jhu.edu to invite representatives of the ISIS team to attend your next divisional user group meeting.

Admissions Updates [SMS]

We are pleased to announce that Chris Pace, Senior Programmer Analyst for the Undergraduate Office of Admissions, has agreed to chair the SMS User Group through the end of this academic year.

Chris Pace has over a decade of experience in Web development and IT project management, including six years in higher education. In addition to managing the IT team in Undergraduate Admissions, Chris also participates in the application review process and is responsible for several admissions Web sites. His office was the first at Hopkins to go-live on the SMS module in 2003 and is completing its fifth admissions cycle using Matrix.

Highlights of our February meeting included:

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. Liz Bestani from the SAIS-Nanjing Admissions office has agreed to lead a sub-committee for requirements gathering related to this effort. Please contact Nicole Westrick at nmwestrick@jhu.edu if you are interested in joining the sub-committee.

At the March meeting, the Undergraduate Office of Admissions is going provide an update on the document management solutions that they are currently investigating. You can add items to the March agenda in Confluence at: https://know.isis.jhu.edu/x/y_o.

Astra Schedule Updates

A number of topics and questions among the Astra user community have caused us to reinstate the Astra Schedule User Group. Todd Bullock, Academic Scheduling Specialist in the Homewood Registrar's Office, has graciously agreed to facilitate this group. Please mark your calendar for Thursday, March 13 at 9:00 a.m. for the next Astra users' group meeting. It will be at Mt Washington but also accessible by conference call and webcast. If there are topics you would like to see on the agenda, please email them directly to Todd Bullock at toddb@jhu.edu.

2008 Graduation Details

Over the past several months, the Graduation work group has reviewed and analyzed the *Graduation Details* screen and Graduation batch process. To better serve the needs of the schools, both the screen and the batch process have been simplified and streamlined. These revisions are currently in testing and they will be moved to Production later this spring.

A student's program of study is essential to the graduation process. For most schools, a student will have one graduation record for each degree. For Engineering Professional Programs (EPP) and Peabody, a student has one graduation record for each major. You can quickly review program of study information in the display grid near the top of the *Graduation Details* screen.

There are four regions to the *Graduation Details* screen.

- **Application** - The *Application* region tracks the receipt of the graduation application. When the application date is populated, the system automatically updates the *Received* checkbox.
- **Progress** - The *Progress* region allows you to track the *Expected to Complete Term* which auto-calculates the *Expected to Graduate Term*. The *Expected to Complete Term* and *Expected to Graduate Term* fields are used by the Graduation batch process. The *Cleared Date* and *Conferral Date* fields are updated by the batch process.



Graduation Details - USIS Record
Govt ID: [redacted] Type/Subtype: SAIS/MA

Academic Program	Degree	Major	Minor	Option
MA	MA	MA/Global Theory and History (MST)		

You can access the **Graduation Details** screen at:
 Student → Summary → Graduation Details link
 or
 Student → Program of Study → Graduation Details link
 or
 Student → Graduation Details

Graduation Details

Application

Received Application Type: [dropdown] Application Date: [calendar]

Progress

Expected to complete term: [text] [search]
 Expected to graduate term: [text]
 Cleared Date: [text]
 Degree Requirements Complete Date: [text]
 Conferral Date: [text] [search]

Ceremony/Diploma Details

Name to Print on Diploma

Salutation: [dropdown] First Name: [text] Middle Name: [text] Last Name: [text] Suffix: [text]

Pronunciation of Name: [text]
 Attendance: [dropdown]
 Notes: [text area]

More... Alt + 1

The **More** region contains school-specific graduation information.

[Delete] [Save] [Cancel]

- **Ceremony/Diploma Details** - The *Ceremony/Diploma Details* region provides you with data pertinent to the actual graduation ceremony, including name pronunciation, the specific graduation events that the student plans to attend, and any relevant notes.
- **More** - Each division can track additional graduation data using the *More* region. These fields allow for the tracking of school-specific information to accommodate the unique graduation processes.

In addition to the changes to the *Graduation Details* screen, there have been many improvements to the batch processes for graduation. The Graduation batch process runs nightly to update the records of students who have completed their degree requirements. When the Degree Requirements Completion date on the *Graduation Details* screen is prior to or equal to today's date, the status of any active Academic Programs is updated to Requirements Completed. If there are no other active program of study records for the student, the student status is updated to Requirements Completed or Completed.

When schools are ready to update graduation records as conferred, the Graduation batch process runs additional processes. These additional processes are performed on or after the academic period's Graduation Conferral Job Run date. Using the Expected to Graduate Term field, the Graduation batch process updates the Cleared Date, the Degree Requirements Completion Date and the Conferral Date as defined by each school. If there are no other active program of study records for the student, the student status is also updated to Graduated or Completed.

Complete details on the *Graduation Details* screen re-design are available at: <https://know.isis.jhu.edu/x/a6c>. You can also review the details of the Graduation batch process at: <https://know.isis.jhu.edu/x/I>.



ISIS Tips & Tricks

Astra Schedule: The Combo Report

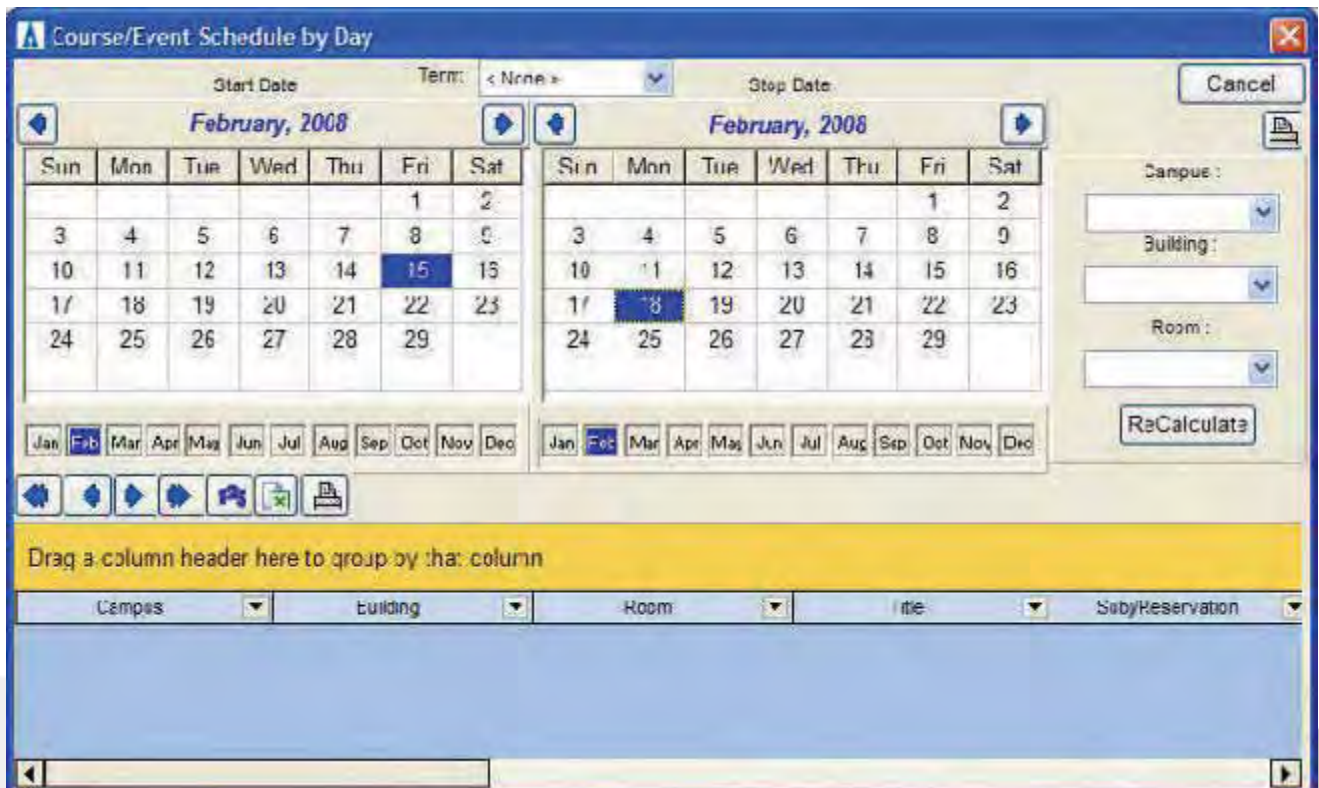
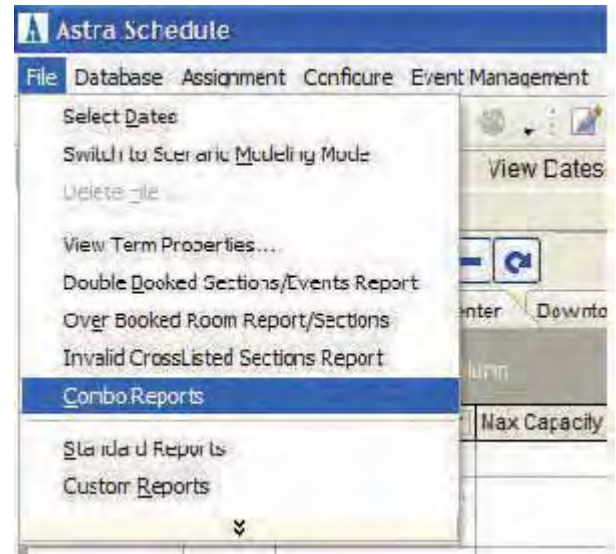
Astra Schedule allows you to schedule rooms and run a variety of reports related to scheduling and room utilization. One of the most useful reports available in Astra Schedule is the Combo Report. The Combo Report produces a list of all the sections and events that are happening at a specified location during a defined period of time.

To generate the Astra Schedule *Combo Report*, follow these steps:

1. Begin by clicking **File** → **Combo Reports**.
2. Select your **Start Date** and **Stop Date** from the calendars.
3. Select your campus from the **Campus** drop-down. You can narrow your results even further by selecting a building from the **Building** drop-down and a room from the **Room** drop-down.
4. Click the **ReCalculate** button to generate your report. Your data will appear in a grid at the bottom of this window. You can sort this data by clicking any of the grid headers. For instance, you could sort by start time by clicking the **Start Time** header.
5. To export your Combo Report as an Excel document, simply click the **Export Grid** (contains a green X) button in the toolbar above the grid.

You'll be asked to give your Excel file a name and select the location where you want to save the file. Then the system will ask you whether you want to "export all records" or "only selected records."

6. Click the **Yes** button to indicate that you want to export all records.



Why SSRS?



SQL Server 2005 Reporting Services (SSRS) has been adopted as the preferred reporting solution for ISIS. Crystal Enterprise 10, the previous preferred and exclusive reporting solution, will soon be retired. There are a number of reasons for this change:

- Since SunGard Higher Education introduced support for SSRS in 2005, SSRS has been found to integrate far better with ISIS than Crystal Enterprise. This has resulted in significantly less maintenance and support activities for central and divisional technical staff alike.
- SSRS is a component of the SQL Server 2005 database management system, which yields two direct benefits. First, since the university has established a site license for SQL Server with Microsoft, the annual licensing costs are minimal (unlike Crystal Enterprise). Second, this reduces the complexity of our disaster recovery plans, resulting in an overall reduced expected recovery time.
- SSRS includes ad-hoc reporting capabilities through a feature called Report Builder. This empowers business users with the ability to easily design and execute ad-hoc reports using a familiar, Microsoft Office-like user interface. Once configured for a particular domain, ad-hoc reporting can be performed without the need for assistance from technical staff or the need to promote a report through the change control process. Similar features are available for the Crystal Enterprise platform but at significant additional cost.

The migration from Crystal Enterprise to SSRS is a manual process. The good news is that the hard part of reports development—that of developing queries to extract just the right data from the database—can be reused as the SSRS report is developed. In addition, a fully-functioning prototype for existing reports already exists in production! The majority of the migration work is that of replicating the look-and-feel of the report in SSRS.

An inventory of existing Crystal Enterprise reports is documented in Confluence at <https://know.isis.jhu.edu/x/nqM>. There have been two positive side-effects of this migration of reporting platforms. The inventory of existing reports is being reviewed by functional teams and reports that are no longer of use are being retired. In addition, a fo-

cused effort to replace student social security number (SSN) with an alternative identifier, such as the HopkinsID or the ISIS ID, is underway. Reports that continue to include student SSN will require a justification statement when they are submitted for promotion to production.

Our maintenance agreement with Business Objects—the makers of Crystal Enterprise—ceases in late June of this year, coinciding with the vendor's discontinuation of the version of the product that we have deployed. Our Crystal Enterprise environment will remain online until June 2009 or until all Crystal reports have been migrated to SSRS, whichever comes first. Reports will be able to be run during this time, though they do so at their own risk since support options will be limited.

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.

Faculty Feedback

Ever wonder, what faculty are saying about ISIS? Here is some of the recent feedback that we have received:

- ♦ One of the features that I really like about ISIS is the pictures. I teach about 250 students a semester, and they frequently think I know who they are, and the picture is often enough to jog my memory. —Chemistry faculty
- ♦ Just posted my grades. This application was very intuitive and extremely easy to use. Much easier than trying to find a #2 pencil and filling in all of those little circles. —Engineering faculty
- ♦ I was pleased to see how easy and intuitive the new system was to use. I also noticed that I could view enrollment data for upcoming classes, which was also very useful. —Engineering faculty
- ♦ It would help enormously if the Faculty Dashboard provided the course numbers. —Applied Math faculty
 - Course numbers were added to the Faculty Dashboard with the February 1st release.
- ♦ ISIS works very well and was a pleasure to use this semester, but where's the grade change form? —Carey Business School faculty
 - A link to the grade change form will be added to ISIS for Faculty with the March 6th release.

Meet the ISIS Staff...Helen Ostrovsky

What's your role on the ISIS Project?

Currently, I am working on resolving a number of issues related to Records and Registration (SSS). Prior to that I was working on Self-Service implementation and enhancements. Some of my recent self-service work includes the student weekly schedule redesign and Advisor self-service implementations at several divisions.

What did you do before working at Hopkins?

Immediately prior to working at Hopkins, I was working on a search engine interface project for Advertising.com. Before the interface project, I implemented an application for the Old Mutual Financial Network that collects agent and policy-related data to generate reports on agent production and qualifications. And prior to that I implemented a large part of a bio-hazardous agent testing system for Northrop Grumman.

What is your educational background?

I have a bachelor's degree in Cognitive Psychology and a second bachelor's degree in Computer Science Information Systems. In 2001, I received my master's degree in Advanced Information Technologies from Villa Julie College.

What do you do for fun?

I enjoy dancing, especially swing dancing. I was a member of the Baltimore Flycats Lindy Hop Performance Troupe. As you may have guessed...my favorite dance is the Lindy hop which is a kind of swing dance popular during the Jazz Age of the twenties and thirties. I also enjoy boxing and spinning.

All remaining free-time is spent on lots of playtime with my big dog, Zeus. Zeus is a one-year old Great Dane with an emphasis on great!

What do you like most about working on ISIS or working at Hopkins?

The spirit of teamwork and cooperation and the interesting work that I have been fortunate to be involved in.

Congratulations and best wishes to Helen as she is getting married on March 9th!



ISIS Faculty Advisory Group

Johns Hopkins University has many faculty members working in academic disciplines across multiple divisions. The Faculty Advisory Group exists to provide a forum for faculty to communicate with the Student Systems and Educational Technologies (SSET) team.

What does the Faculty Advisory Group do?

The Faculty Advisory Group will be presented with updates on ISIS initiatives and be asked for input. It is an opportunity for faculty to contribute suggestions and ideas for enhancements and improvements to ISIS. This forum is also used to collect feedback on issues faculty are having with any of the ISIS functionality currently in operation.

When does the Faculty Advisory Group meet?

The Faculty Advisory Group is an online community. You can participate whenever and wherever is convenient for you. When you join, you will receive an email with complete instructions.

How do I join the Faculty Advisory Group?

To join the Faculty Advisory Group, send an email to isis@jhu.edu with a subject of Faculty Advisory Group. A reply message will contain all of the details on participating in the Faculty Advisory Group community.

Who do I contact if I have questions?

You can contact Nicole Westrick, ISIS Business Solution Manager. She can be reached at 410-735-7260 or by email at mmwestrick@jhu.edu.

March 2008 ISIS Training Schedule

Course Title	Time	Location	Date(s) Offered *
Using the Optimizer in Astra Schedule AS01.100.200	9am-12pm	Eastern B104	3/4/2008
ISIS—Using Communications in ISIS IS01.400.07	9am-12pm	Eastern B104	3/20/2008
Reporting in ISIS IS01.410.07	1pm-4pm	Eastern B104	3/20/2008
SSS Records & Registration Overview IS01.402.07	9am-12pm	Eastern B104	3/12/2008
Enrollments IS01.404.07	1pm-4pm	Eastern B104	3/12/2008

* 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 are 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 if you have at least six participants for the session. For more information, please contact Sasha Grutzeck at sgrutzel@jhu.edu.

VSS Retirement Extended to – 3/28/2008!



Visual SourceSafe (VSS) application will be retired on March 28, 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!!



What do YOU think of this newsletter?

Your comments, and suggestions are always welcome at isis@jhu.edu.



Looking for Past Issues of ISIS Focus?

You can find all past issues of *ISIS Focus* on our website at:
<http://www.jhu.edu/isis/newsletter.htm>

ISIS FOCUS CONTRIBUTORS

Special thanks to this month's ISIS Focus Contributors:

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Beth Bishop	Angie Goodman
Sasha Grutzeck	
Steve Hellen	

