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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 October 2008

focus

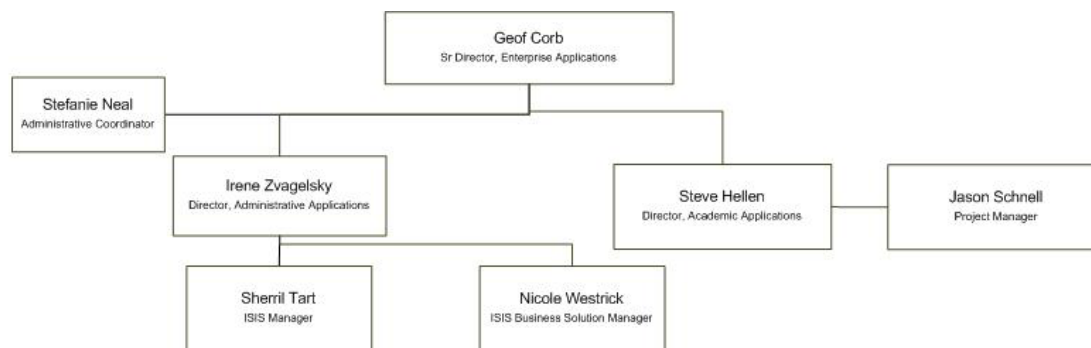
ISIS focus is a monthly newsletter to share project progress, useful advice, and more.

SSET Organizational Changes

Last month, we shared with you a number of changes to the Student Systems and Educational Technologies management team. This month, we are pleased to announce the changes to each of our teams. The re-alignment of the teams positions us to meet the every changing needs of every office that uses ISIS, Astra Schedule, and any of the educational technology tools.

Over the next few weeks, we will be working through the transition process. If you have questions, comments, or concerns regarding these changes, please feel free to contact Geof Corb at geof@jhu.edu or by phone at 410-735-4001.

Here is our revised structure effective September 2008:



FINANCIAL AID Justin Cooke Liz Krocheski Galen Smith Therese Nesbit Doug Gamble	ADMISSIONS Michael Pindrik Andrew Fuhrman Galen Smith Therese Nesbit	STUDENT BILLING Lourdes Cordero Ana Montero	STUDENT & FACULTY EXPERIENCE Sam Livingston Natalya Bankova Fafa Paku Kelly Heese	TECHNICAL OPERATIONS Ali Soyulu Matt Dragon Alex Gogue Tim Myers	RECORDS & REGISTRATION Carlos Rodriguez Margaret Schwartz Stefanie Ashdown Angie Goodman Lorraine Jennings Ella Stern Helen Ostrovsky Terry Meyer Aaron Liebowitz Kathleen Shatus
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Who works in Student Systems and Educational Technologies (SSET)?

We have updated our comprehensive organizational chart for our group to reflect all of the recent changes, including photos and contact information. The organizational chart is available on the Hopkins network or through VPN at: <http://www.jhu.edu/isis/restricted/SSETOrgChart.pdf>

ISIS for Students, Faculty and Advisors Update

The Student and Faculty Experience team is busy making improvements to a number of areas.

Distributed Graduate Aid (DGA)

The Student and Faculty Experience team continues to investigate and better understand the requirements of the Distributed Graduate Aid (DGA) users.

After recent site visits to the offices of DGA users around the university, it is clear that nearly every user relies on an Excel spreadsheet to track and document the departmental funding provided to students. We quickly realized that many users were either using the copy/paste feature or re-typing all of this information to DGA. Seeing these extra steps raised the question, “Why not allow DGA users to use an Excel spreadsheet to upload information to DGA?” We have validated the idea with our DGA user group and we are now working to incorporate this functionality into the DGA 2.0 Re-design.

We plan to hold the next DGA Users Group meeting in mid-December where a working prototype of the re-designed DGA windows will be demonstrated and available for testing. An invitation with complete details will be sent in October.

If you would like to participate in the DGA User Group, contact Nicole Westrick at nmwestrick@jhu.edu.

ISIS for Students

After meeting with representatives from ASEN Financial Aid Office and Legal Department, we are now ready to move forward with developing the Authorized Viewers functionality for financial aid. Authorized viewers will allow students to grant and revoke view-only access to financial aid information in ISIS. Look for more details in the coming weeks.

ISIS for Faculty

We continue to receive numerous requests and suggestions for improving the faculty email capabilities in ISIS. We are currently working on developing the ability to add teaching assistants to the course distribution list, as well as the ability to add attachments to emails sent directly from ISIS. We will be meeting with faculty in the coming weeks to better understand requirements. If you have any suggestions, you can submit them through the [Give Feedback](#) link in ISIS.

ISIS for Advisors

ISIS for Advisors went live for Engineering and Applied Science Programs for Professionals (EPP) on September 12th.

User Group Meetings

User group meetings are a great way to better understand what’s happening with each module.

Contact Nicole Westrick at nmwestrick@jhu.edu or by phone at 410-735-7260 if you are interested in participating.

User Group Meeting/Event	Date	Time	Location
Astra Schedule User Group	Thursday, October 2	1:00 p.m.—3:00 p.m.	Mt. Washington A-115
Financial Aid (SAS) User Group	Tuesday, October 14	9:00 a.m.—11:00 a.m.	Mt. Washington A-115
Billing (SBS) User Group	Tuesday, October 21	9:30 a.m.—12 :00 p.m.	Mt. Washington A-115
Admissions (SMS) User Group	Tuesday, October 21	2:00 p.m.—3:00 p.m.	Mt. Washington A-115
Records and Registration (SSS) User Group	Thursday, November 6	9:00 a.m.—11:00 a.m.	Mt. Washington A-115
Financial Aid (SAS) User Group	Tuesday, November 11	9:00 a.m.—11:00 a.m.	Conference Call
Billing (SBS) User Group	Tuesday, November 18	9:30 a.m.—12 :00 p.m.	Mt. Washington A-115
Admissions (SMS) User Group	Tuesday, November 18	2:00 p.m.—3:00 p.m.	Mt. Washington A-115

Records & Registration [SSS] Financial Aid Updates [SAS]

The SSS team has recently wrapped up its enrollment data freeze for fall semester reporting. During the month of October, each division will participate in the post implementation needs and expectations (PINE) process.

Now that SSS has been live for over a year, each of the Registrar's offices will have an opportunity to participate in the PINE process. The PINE process allows us to identify what works well, areas for improvement, and potential enhancements to the system. We also anticipate turning our attention to changes that will be necessitated by new government guidelines on reporting race in the coming months, as well as requirements around disclosing textbook and required materials. The next SSS User Group meeting is scheduled for Thursday, November 6.

Billing Updates [SBS]

The Student Billing divisional offices continue to deal with challenges with the daily import processes from other offices. Our M&T Lockbox payment files continue to be delayed in their arrival, so we're tracking the situation with monthly logs in order to accurately target and solve the problem.

We also have experienced occasional delays or errors with our check refund files from Accounts Payable, and we are working with them to repair these problems. We continue to investigate alternative refund processes, such as eCheck refunds via ISIS for Students and electronic refunds of excess credit via direct deposit.

The Student and Faculty experience team is working on the redesign of Distributed Graduate Aid (DGA), as well as the addition of the prominently displayed Hopkins ID to the ISIS for Students. More details on the re-design of DGA are available in the ISIS for Students, Faculty, and Advisors Update.

Astra Schedule Updates

In preparation for the 2008 Astra Schedule Conference, our ISIS/Astra Implementation Team has prepared a special place in the ISIS/Astra Confluence website where you may post any questions you have about the current version of Astra or the highly anticipated Version VII release. Please feel free to edit the confluence page and post your questions at this link: <https://know.isis.jhu.edu/x/hN>. Be sure to leave your name and e-mail address so that we can update you directly and hopefully have your questions answered by an AIS representative.

Some financial aid offices are already gearing up for the 2009-2010 award year in ISIS. Each new award year requires a team effort which involves updates to configurations, as well as a careful review of rules, processes, and communication strategies. The 2009-2010 award year marks the fifth year in ISIS for most divisions and the seventh year for the pilot divisions (Medicine, Nursing, and Public Health). While we should all be very comfortable with the roll-over process, we will discuss at the next SAS User Group meeting if any divisions would like to schedule a rollover training session.

Development continues on the authorized viewer functionality for financial aid information in ISIS for Students. Similar to authorized payers set-up, students will be able to designate authorized viewers who will be able to access ISIS to view the student's financial aid application requirements and award information. We are hoping to have this functionality available for the 2009-2010 freshman applications.

The next SAS User Group meeting will be an in person meeting (with a call-in option) at Mt. Washington on Tuesday, October 14. The meeting agenda will include a discussion of the development of a report format that all divisions can use for ad hoc reporting. Other items on the agenda include a discussion of possible enhancements for loading additional Department of Education files to ISIS, and improvements to the appearance and usability of the Financial Aid functionality in ISIS for Students.

Admissions Updates [SMS]

Student Systems and Educational Technologies (SSET) continues to work with Pam Cranston, Vice Dean of the Carey Business School, and Anna Qualls, Director of ASEN Graduate Admissions to automate the reporting required by the Council of Graduate Schools. Contacts from each division will be receiving lists of information for review and response in the coming weeks. Participation by every division is essential to ensuring that we are accurately report the information requested by the Council of Graduate Schools surveys. Each division benefits since this will ease the potentially manual processes you use to calculate and provide this information to the ASEN Graduate Admissions Office.

Both the ASEN Undergraduate and ASEN Graduate Admissions Office are working on document management solutions. ASEN Undergraduate is using OnBase and ASEN Graduate is using EpiWare's Open Source product. These systems are expected to increase the application processing speed and reduce issues with lost or missing files.

Meet the ISIS Staff...Jason Schnell and Sherril Tart

This month our *Meet the ISIS Staff* article features two members of the Student Systems and Educational Technologies team, Jason Schnell and Sherril Tart. Both Jason and Sherril were recently promoted. Jason is now a Project Manager and Sherril is the ISIS Manager for Admissions, Billing and Financial Aid. Please join us in congratulating both Jason and Sherril on their new roles!

Jason Schnell



Jason in his usual role behind the camera!

For the past few years, I've been working as the Technical Operations Team Lead, but I'm now transitioning into my new role as Project Manager for SSET.

Before working at Hopkins, I attended Loyola College in Maryland, unless you want to include the three weeks that I

worked at a business solutions company. At Loyola College, I earned my undergraduate degree in Business Administration. I am currently finishing a Master of Science in Information and Telecommunications Systems from the Carey Business School.

What do you do for fun?

I enjoy playing and coaching soccer. Beyond that, I like to spend time with family and friends. When time permits, I also play an occasional game or two on the Nintendo Wii.

What do you like most about working at Hopkins?

I really like all of the people that work here. I also enjoy the complex challenges that Hopkins presents.

What do you most look forward to in your new role?

I really look forward to the new challenges that my role as Project Manager will provide.

Anything else that you want our readers to know?

I'm a quiet person... Do you think anyone will believe that?

Sherril Tart

I joined the ISIS team in October 2004 as a Senior Software Engineer. Over the past few years, I have been involved in a variety of projects.

Most recently, I have worked on a number of interfaces between ISIS and other systems, including the faculty-payroll interface, the generic course import, and the Pyramed interface. In addition, I have been closely involved with resolving JHED-ISIS interface issues which can have an impact on students, faculty, and advisors ability to access ISIS.

Before my Hopkins career, I worked as a consultant to government and private industry for more than 20 years. I have a Bachelor of Science in Information Systems Management from the University of Maryland.

What do you do for fun?

I have four children, Jake, Emily, Mary Catherine, and Zach. Jake is a junior at Washington College where he is studying Environmental Science. Jake also plays drums in several bands (jazz, rock, and so forth). My daughter, Emily, is a sophomore at Virginia Tech where she studies Communications. My daughter, Mary Catherine, and my son, Zach, are both in high school. Mary Catherine plays violin. Zach plays both varsity football and lacrosse.

I also have two dogs, a black Lab and a miniature Australian Shepherd. In addition, I have two cats who really run the place. And last but not least, I have a wonderful husband, John, who also works in information technology.

As a result, I don't have a lot of time for much else.

What do you most look forward to in your new role?

I look forward to the new challenges of learning more about Admissions, Financial Aid, and Billing.

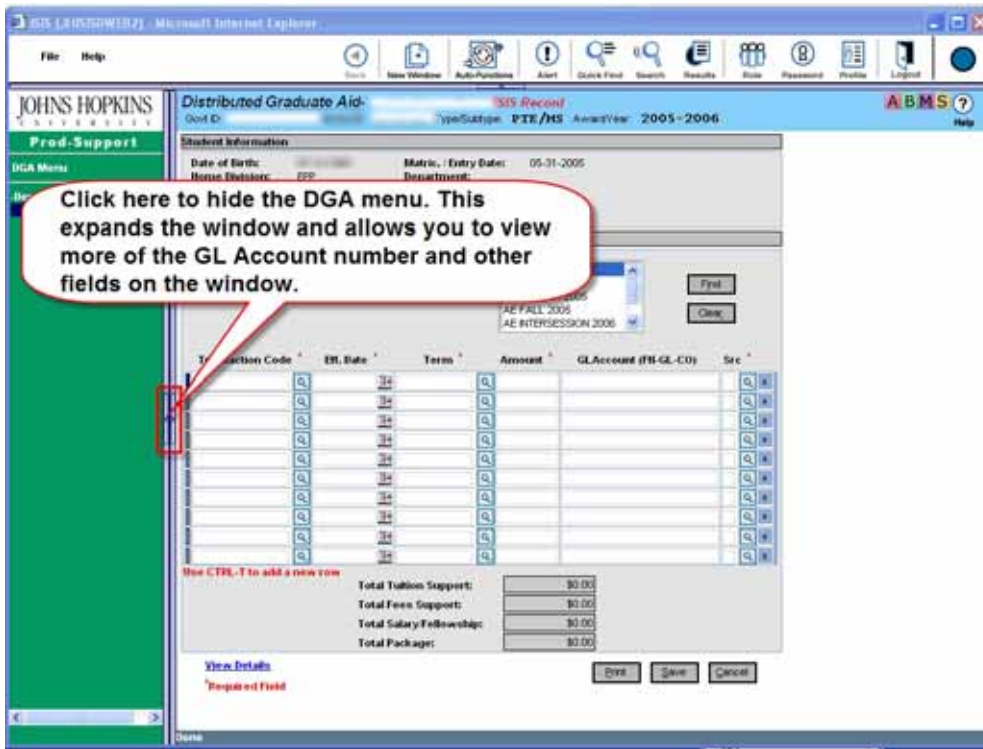


Sherril and family relaxing on vacation

ISIS Tips & Tricks—View the Entire SAP Account Number

Is it possible to view the entire SAP account number in the DGA window?

Many of you have asked this question recently. Several of you also indicated that you could not see the entire SAP account number when you were using the Print feature for DGA.



View Entire SAP Account Number

To view the entire SAP account number, click the gray bar with the arrows that separates the menu from the DGA work area. After clicking, the menu is minimized and the DGA work area fills the entire space and allows you to view the entire SAP account number.

Printing DGA Records

One more tip...Be sure to hide your DGA menu and also check your printer settings to ensure that the entire DGA record prints on a single page. Depending on your printer, you may need to change the view to landscape.

Share your questions and tips & tricks!

- Do you have a question on ISIS or Astra that you would like answered?
- Do you have a tip or trick that makes ISIS or Astra more effective for you?

Please send us an email at isis@jhu.edu.

We're Hiring...

- Does problem-solving and creating innovative solutions keep you up at night?
- Are you experienced with developing, supporting, and maintaining highly-available mission critical systems?



If you answered yes to any of these questions, then you are probably interested in a position with the Student Systems and Educational Technologies (SSET) team. We are currently accepting applications for three positions:

- Senior Programmer Analyst, ISIS
- Software Engineer, ISIS
- Senior Software Engineer (**not yet posted)

Anyone interested in these positions may apply through the JHUjobs website at <https://hrnt.jhu.edu/jhujobs/>. If you would like more information, please contact Irene Zvagelsky at irenez@jhu.edu.

2nd ISIS User Conference

Planning is underway for the second annual ISIS User Conference. On Tuesday, September 30, a group of 15 representatives from across the university got together to review the 2008 ISIS User Conference. This group identified what worked and what could be improved. As a result we developed a list of planned improvements for the 2009 event.

We will publish the names of the 2009 ISIS User Conference Program Committee in the November issue of the newsletter. Look for the 2009 conference date by mid-November and the call for presentations in December.

We still have a few positions available for the 2009 ISIS User Conference Program Committee. If you are interested in participating, please feel free to contact Nicole Westrick at 410-735-7260 or by email nmwestrick@jhu.edu.

2008 ISIS and Astra Training Schedule

Course Title	Time	Location	Date(s) Offered *
Astra Manager Overview AS01.100.400	9am-12pm	Eastern B104	10/7/2008
Astra Reporting AS01.100.300	1pm-4pm	Eastern B104	10/7/2008
Astra Schedule—2 day course AS02.001.100	9am-4pm	Eastern B104	10/8/2008 10/9/2008
ISIS Web-Based Training: <ul style="list-style-type: none"> ◆ 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) ◆ Records and Registration Overview (ID: ISIS.140.01) ◆ **NEW**—Astra Schedule Navigation (ID: ASTRA.100.01) 	Anytime	Web-Based	Anytime

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

2009 ISIS Training Schedule

We are already beginning to plan the 2009 ISIS and Astra training schedule. Based on our enrollment numbers for courses this year, we are considering changing how we offer courses. We are confident that we will continue to offer classes specifically for reporting, communications and Astra Schedule. We will also continue to offer departmental training with at least 5 participants.

In addition, we plan to offer an Open Lab session each month. Open Lab sessions will require registration but they will not be focused on a specific topic. This allows us to tailor the session for the participants who have signed up. This also ensures that you will not have to wait more than a month when you have a new employee who requires training.

We would like your feedback... please email Sasha Grutzeck at sgrutze1@jhu.edu with your comments.

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>

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 FOCUS CONTRIBUTORS

Special thanks to this month's ISIS Focus Contributors:

Sarah Abaza	Steve Hellen
Beth Bishop	Sam Livingston
Linda Blankenship	Chris Pace
Todd Bullock	Jason Schnell
Anita Dinwiddie	Ali Soylyu
Matt Dragon	Sherril Tart
Sasha Grutzeck	Nicole Westrick
Kelly Heese	