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

January 2010

ISIS

focus

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

Highlights of 2009

2009 was another busy year! It is hard to believe that some schools have been using the Admissions module of ISIS for more than 6 years. The financial aid and billing offices have hit the 5 year mark for using ISIS. All schools (except Medicine) are well into the second full year of using the Records and Registration module. Here are some of the highlights from 2009:

- **Modified graduation screens and processes to accommodate multiple graduation dates.**
- **Numerous improvements to the Astra-ISIS interface.**
- **Enhanced ISIS for Students, Faculty and Advisors and implemented DGA 2.0 with a pilot group.**
- **Implemented ISIS for Campus Security** which allows campus security officers at Peabody and Homewood to use a self-service interface to view any student's emergency contact and schedule information.
- **Launch of Student Engagement/ISIS Redesign contest** to provide an opportunity for all students to contribute to improving the look and feel of ISIS for Students. See the ISIS for Students Update on page 2 for more details.
- **Collaborative Development projects with SunGard Higher Education** which will provide improvements to the ability for non-technical staff to generate email and letter communications.
- **Migration from SQL Server 2005 Reporting Services (SSRS) to SQL Server 2008 Reporting Services (SSRS)** and continued improvements to our reporting abilities, models, and extracts.
- **Conducted our second annual customer satisfaction survey for all ISIS users** including students, faculty, advisors, administrative staff, and authorized users.
- **Completed implementation of ISIS at Peabody Preparatory**, the first non-credit program to use ISIS.
- **Began implementation of ISIS for Public Health Non-Degree programs.**



3rd ISIS User Conference

Planning has begun for the third annual ISIS User Conference. We are seeking volunteers to join a committee to review feedback from the 2009 User Conference and identify improvements for 2010. We have narrowed the proposed dates to mid-June or late July and plan to announce the date in the February issue of the *ISIS Focus* newsletter.

We Need Your Proposals for Presentations!!

Do you have an innovative way of using ISIS? Would you like to share tips and tricks on reporting? Interested in sharing a creative solution to a common problem? Would you like to facilitate a discussion with other users of ISIS?

Share your genius with other ISIS users by submitting a proposal to present at the 2010 ISIS User Conference. **Proposals are due by Friday, February 5, 2010.** All presenters will be notified by March 1, 2010. Submit your proposals here:

http://www.surveymonkey.com/s/2010_ISISConferenceProposal

Volunteers Needed!

Would you like to assist with reviewing proposals and planning the 2010 ISIS User Conference? If you are interested in participating, please feel free to contact Nicole Westrick at 410-735-7260 or by email at isis@jhu.edu.

ISIS for Students, Faculty and Advisors Update

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

ISIS for Students

- The Emergency Contact page allows students to add email address information.
- The Financial Aid requirements page displays Incomplete and Complete requirements in separate sections making it much easier to see at a glance what needs to be submitted.
- The waitlist hold feature allows ASEN undergraduates to receive communication regarding waitlist status and may register for the waitlisted course as there is availability.

ISIS Redesign Student Competition



SSET announced an ISIS design contest. Students can submit a vision for a new ISIS. If any part of a student's design is chosen, it will be used in the actual ISIS and will go live in Fall 2010. Submissions should be sent to isis@jhu.edu no later than February 5, 2010.

Submissions guidelines and complete details online at:

<http://tiny.cc/isisdesigncontest>

Billing Updates [SBS]

Happy New Year! In 2009, we completed a university-wide audit of student billing processes and ISIS functionality. There were several findings from the audit and we are working closely with SSET to respond to each of these items. Registration and payments for Spring 2010 are keeping the start of the new year busy.

In 2010, we hope to establish Direct Deposit of refunds, scan incoming checks for faster deposits, see more detail within each batch session, and establish profile values for commonly used SBS screens. We also continue to look at better methods to age our receivable balances and determine non-enrollment of students for collection efforts.

Records & Registration [SSS]

When SSS was implemented in June 2007, a strategy was developed to keep USIS in place for two years. We have now passed the two year mark with ISIS and are working through the final issues in the formal retirement of USIS. We anticipate that this work will be completed in March 2010. If you continue to rely on USIS for any reason, please contact your Registrar's Office to understand the options available to access this data within ISIS.

Distributed Graduate Aid (DGA)

Since late 2009, a pilot group of 12 staff members across the university have been participating in the Distributed Graduate Aid (DGA) 2.0 pilot. A number of new features and improvements have been implemented with DGA 2.0 including:

- A new interface for entering DGA transactions
- The ability to upload a spreadsheet of DGA transactions
- Compatibility with Macs and non-Internet Explorer (IE) browsers

We are finalizing the roll-out plan for all DGA users and will provide an update in the coming weeks.

Financial Aid Updates [SAS]

The SAS Users Group is busy with the roll-over activities for the 2010-2011 academic year.

In the January release, the Disbursement schedules functionality was implemented. This new feature allows financial aid staff to quickly update a disbursement schedule and associate with all of the appropriate funds. Step by step instructions on this new feature are available in Confluence at:

<https://know.isis.jhu.edu/x/LYZUAQ>.

Please note that you will continue to submit a JIRA request for a script to update disbursement schedules if students have been awarded for a fund.

Admissions Updates [SMS]

The Admissions Offices are gearing up for the busy season and anticipating record numbers of applications. Arts and Sciences Undergraduate Admissions is expecting an increase of several thousand applications for this admissions cycle.

As we look back on 2009, we were happy to participate in the SunGard Collaborative Development project on letter and email communications. We are looking forward to getting this functionality in 2010! We are also interested in investigating opportunities to use ISIS for Students for our applicant population.

2010 User Group Meeting Schedule

Learn what's happening with each module— Attend a user group meeting and add these to your 2010 calendar! All user group meetings are held in A-115 of the Davis Building, Mt. Washington campus. You can participate remotely in any user group on the day/time listed by using our conference call number: 443-287-5401 and Passcode: 474747#, as well as through Adobe Connect at: <http://connect.johnshopkins.edu/isisuserconference>.

The 2010 User Group meeting schedule is also available on the ISIS calendar at: <http://www.jhu.edu/isis/calendar/index.html>

Note: The Astra Schedule User Group meeting dates have not been finalized due to the implementation of Astra VII.

User Group Leadership (Thursday) 3:30 p.m.	SMS (Tuesday) 2 pm	SAS (Tuesday) 9 am	SBS (Tuesday) 10:30 am	iOffice	SSS (Thursday) 9 am	ITAC (Friday) 2 pm	Astra Schedule
January 7	January 12	January 12	January 12	—	January 14	—	—
February 4	February 9	February 9	February 9	February 10	February 11	February 5	TBD
March 4	March 9	March 9	March 9	March 10	March 11	—	TBD
April 1	April 6	April 6	April 6	April 7	April 8	April 2	TBD
May 6	May 11	May 11	May 11	May 12	May 13	—	TBD
June 3	June 8	June 8	June 8	June 9	June 10	June 4	TBD
July 1	July 6	July 6	July 6	July 7	July 8	—	TBD
August 5	August 10	August 10	August 10	August 11	August 12	August 6	TBD
September 2	September 7	September 7	September 7	September 8	September 9	—	TBD
October 7	October 12	October 12	October 12	October 13	October 14	October 8	TBD
November 4	November 9	November 9	November 9	November 10	November 11	—	TBD
December 2	December 7	December 7	December 7	December 8	December 9	December 3	TBD

Astra Schedule Updates

The Astra Schedule team is busy working with our project manager at Astra, Rhody Harris, on implementing Astra VII. Over the past several months, there have been many meetings to review Hopkins data and determine the best strategy for migrating our data. Users will be receiving additional information on training sessions that will be scheduled later this spring at various campuses across the institution. Astra VII will be fully implemented in March 2010 and includes a number of exciting new features. We will be sharing more details in the February 2010 newsletter.

Astra Schedule VII Training

Initial training will be delivered through instructor-led web based training sessions from 3—5 p.m. on these dates. We are working with contacts at the Mt. Washington; Montgomery County; Washington DC; and Columbia campuses to arrange rooms for these sessions:

- General Overview: Monday, February 22
- Academics: Tuesday, February 23
- Events: Wednesday, February 24
- Academics/Events: Thursday, February 25

These sessions will be facilitated by staff at AAIS. All JHU Astra users are invited to attend. Additional details on logistics and room locations will be sent to the Astra mailing list later this month.

Meet the SSET Staff... Galen Smith

What's your role on the ISIS project?

Generally, I work with SAS and SMS to fix data problems that deal with duplicate issues. I perform data repair and duplicate resolutions for various student records.

What did you do before working at Hopkins?

Well, having celebrated my 40th year working at Hopkins, this question goes too far back for me to remember! I've been working with Hopkins since graduation. I started with the Homewood Academic Computing office and I also worked for Financial Services. Around 6 years ago, I joined the ISIS team. When ISIS went live, experienced people were needed to help with the changes, and I felt like this was a good opportunity. I've never worked with student services before ISIS so I had a lot to learn in order to make my work with ISIS productive.

What is your educational background?

I received my MBA from Hopkins. Believe it or not, I took the first undergraduate computer course offered at Hopkins. Back in the 1960s I worked with computers such as the IBM 1401 and 7094! I believe that being the piloting class for Hopkins' computer courses led me to work with Hopkins after graduation.

What do you like most about working at Hopkins?

The people here are great. I'm very pleased that everyone here is respectful and good-humored. The ISIS staff is very mature, and more places should employ great people like Hopkins. I also have great admiration and affection for my supervisors who are straightforward and pleasant to work for. Not to mention, I've had a supervisor save my life before! I am extremely thankful and lucky to be working with such wonderful people.



Galen Smith

What do you do for fun?

I enjoy a lot of science-fiction/fantasy literature and media. I'm a frequent attendee of the Balticon, which is an annual science-fiction convention held in Baltimore. I also helped form a local non-profit organization, At Jacob's Well, which works with mentally ill and often deinstitutionalized people. This organization works to provide temporary and permanent housing in the city. While working with these people can be challenging, the outcomes are very rewarding. I do what I can to help out the community and people in need.



iHopkins Update

New Application for Offices Serving International Students and Scholars

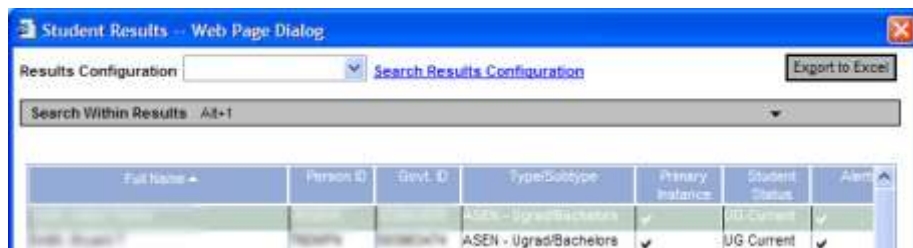
In late summer 2009, a team of staff from SSET and the International Offices across the institution began the implementation of a new system, iOffice, to manage the immigration applications and processes related to students and scholars. iOffice is a comprehensive immigration case management system developed by Indiana University. iOffice interfaces daily with SEVIS (the Student and Exchange Visitor Information System) and helps the institution fulfill required nightly reporting to the Department of Homeland Security. This allows our international office staff to proactively assist international students and scholars in maintaining their lawful stay without interruption.

The Johns Hopkins University implementation of iOffice has been branded as iHopkins. iHopkins is fully integrated with ISIS and will provide a nightly load of qualifying students from both Admissions and Records and Registration. iHopkins will provide a variety of online services to our international students, scholars and departments which will be rolled out over the next several months.

We will also be working with the SAP team to eventually integrate an interface with the Payroll system to facilitate the processing of immigration applications for faculty and staff. Additional information on training opportunities and new processes will be shared through the Today's Announcements.

ISIS Tips & Tricks—Customizing your Search Results

After conducting a search in ISIS, you're generally presented with a Search Results window if more than one record matches your search criteria. This window contains a lot of helpful information and will vary based on the types of records you are viewing. In this example, we see the students' names, identifiers, type/subtype, and so forth.

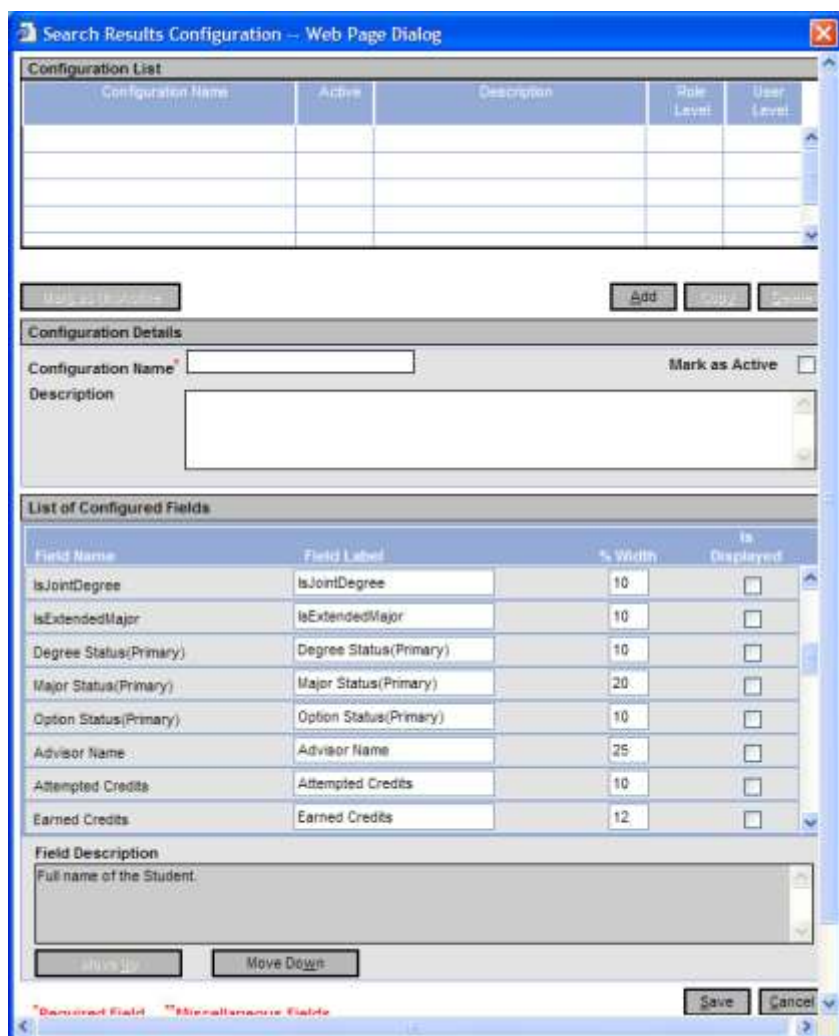


Enhancements were made to the Search Results window making it more helpful and flexible. You now have the power to customize this window, and choose the columns of information that you want to display.

1. To customize your Search Results window, click the **Search Results Configuration** link.

2. The **Search Results Configuration** window appears. You will follow a few simple instructions to create your custom search results view:

- In the **Configuration Name** field, type a name for your custom search results.
- Click the **Mark as Active** to make this your default search results view.
- In the **Description**, type a brief description of your custom search results view.
- In the **List of Configured Fields** region, you can define your search results view:
 - In the **Field Label**, type the name you would like displayed for the column.
 - In the **Width**, type a value between 10 and 99. Remember that the total of all widths can not be more than 100.
 - Select the fields that you would like displayed by clicking **Is Displayed**.
 - Use the **Move Up** and **Move Down** buttons to create the order of your columns.
- **Save** your work.



ISIS and Astra Training Schedule

In 2010, all ISIS and Astra training (except for Astra VII courses) will be delivered through the Open Lab training format. The Open Lab format provides us with the flexibility to adapt to your changing needs and offer a consistent training schedule each month.

Open Lab Training format...

The key benefit of the Open Lab sessions is the ability to tailor training to your unique needs. In order to tailor each session to the specific needs of participants, all Open lab sessions require advance registration. This also ensures that you will not have to wait more than one month to get training for yourself or new employees. For more information, please contact Sasha Grutzeck at sgrutze1@jhu.edu.

ISIS and Astra Schedule Web Courses...

The ISIS and Astra Schedule web-based training courses are an easy and convenient way to get familiar with the system. All ISIS users are required to complete the *Navigating in ISIS* and *Protecting Sensitive Information* before gaining access to the system. We will be reviewing all courses in 2010 to make updates and improvements.

Tailored ISIS Training sessions...

Occasionally, you may have a very specific training need for your department or a group of users. You may also want to investigate functionality that you have not previously used in ISIS. SSET is happy to work with you to tailor a session to meet your needs. Please contact Nicole Westrick at nmwestrick@jhu.edu for more information.

Location

All training sessions will be held at:
Johns Hopkins at Eastern High School
1101 E. 33rd Street, B-104, Baltimore, MD 21218

How to Register:

Step 1: Log onto the LMS (<http://learning.jhu.edu>) with your **JHED ID** and **password**.

Step 2: Click the **Course Catalog** button and click the **Johns Hopkins University** tab.

Step 3: Click the **Integrated Student Information System (ISIS)** link and you will see a list of ISIS/Astra training sessions. Click the class name to see the description, objectives, and dates offered (for instructor-led training).

Step 4: Click the **Take Course** button to register. For an e-course, it will launch automatically.

2010 ISIS Open Lab Sessions 9 a.m.—4 p.m.
January 13
February 17
March 17
April 14
May 19
June 23
July 14
August 18
September 15
October 20
November 17
December 15

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:

Sarah Abaza	Steve Hellen
Beth Bishop	Sam Livingston
Linda Blankenship	Chris Pace
Todd Bullock	Fafa Paku
Anita Dinwiddie	Jason Schnell
Matt Dragon	Ali Soyulu
Alex Gogue	Nicole Westrick
Sasha Grutzeck	
Kelly Heese	

