SHARING PROJECT UPDATES AND TIPS FOR GETTING THE MOST OUT OF THE SYSTEM AND ADDRESSING

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

Register Now!

2nd Annual ISIS User Conference

What do you get by attending the ISIS User Conference?

- An opportunity to learn more about ISIS and Astra Schedule
- Network with other ISIS users
- Speak directly with staff from SSET and SunGard Higher Education
- Work with other users to address your shared problems

If you are interested in any of these, then you should register for the second annual ISIS user conference.

SSET staff collaborating on a reporting issue at the 2008 ISIS User Conference

The ISIS User Conference is scheduled for July 23, 2009 at the Mt. Washington Conference Center. We have nearly finalized the line up of speakers and have a number of exciting sessions and non-JHU guest speakers planned. We have sessions for both functional and technical users. We will be charging a small registration fee, $75 per person, in order to cover the costs of the conference.

You can view session descriptions and register for the conference at:
http://www.jhu.edu/isis/2009conference/2009ConferenceRegistration.html

We can't do it without you—Volunteers Needed!

Would you like to volunteer on the day of the conference? We need people to distribute evaluations, and assist with registration and various other tasks. If you are interested in participating, please feel free to contact Nicole Westrick at 410-735-7260, or by email: nmwestrick@jhu.edu.

Peabody Preparatory Implements ISIS

Since September 2008, Peabody Preparatory staff have worked closely with the SSET team, as well as Peabody's ISIS technical staff to define how ISIS can be fully utilized to meet the business needs of their office. The Preparatory's ISIS implementation consisted of three modules, Admissions, Billing, and Registration, as well as ISIS for Students and Faculty. The weeks prior to the go-live were focused on converting data from an existing system and training staff to use ISIS.

On March 16, 2009, the Peabody Preparatory went-live on ISIS. Two weeks later on March 30, parents and students were able to register online for summer courses. A process that was not possible with their previous system. Parents and students are accessing the system and appreciate the flexibility of registering and paying for their classes online.

Self-Service Update

The Student and Faculty Experience team is busy making improvements to a number of areas. This Spring, we will be busy implementing enhancements to Financial Aid, developing the Distributed Graduate Aid (DGA) application, and making updates to the online graduation application.

ISIS for Students

In early March, we released the Authorized User functionality to students. This feature allows students to grant and revoke view-only access to billing, financial aid, grades, and schedule information in ISIS. Authorized Users will not change the ability to pay bills previously available through the Authorized Payers function.

ISIS for Faculty

The long-awaited photo roster for faculty went to production earlier this spring. We have been busy working on the features required by Peabody Preparatory for their recent ISIS implementation. Later this spring, we plan to continue work on improving the faculty email capabilities and ISIS-based communications features available from course rosters.

Tell Us What You Think!

Student Systems and Educational Technologies has distributed the second annual satisfaction survey. If you have a role in ISIS, you should have received an email containing a link to this year's survey. If not, please contact Nicole Westrick at nmwestrick@jhu.edu.

Similar to last year, we have surveyed students, faculty, advisors, and administrative staff. This year, we also added a survey for authorized users. We plan to present a summary of the survey results and some comparisons to the 2008 data at the May and June User group meetings. Here is a sampling of the comments we have received:

- I like being able to see the complete billing history of the student...It makes it easier tracking down events that have effected their balance. — *administrative user at School of Medicine*
- When I just have one course and one term, I have to make several clicks. Could there be a default to open directly to my course? — *faculty member at Public Health*
- Good service, keep it up! — *authorized user*
- The authorized user information always confuses my parents...is there any way to make this more accessible for non-tech-savvy persons? — *student at Arts and Sciences*

2009 User Group Meeting Schedule

Learn what's happening with each module– Attend a user group meeting and add these to your 2009 calendar! Meetings are held at Mt. Washington with conference call options for those at other campuses. The 2009 User Group meeting schedule is also available on the ISIS calendar at: http://www.jhu.edu/isis/calendar/index.html

Admissions 2—3 p.m.	Astra Schedule 3—4:30 p.m.	Billing 9:30 a.m.—Noon	Financial Aid 9—11 a.m.	Records & Registration 9—11 a.m.
April 21	no meeting	April 21	April 14	April 2
May 19	no meeting	May 19	May 12	May 7
June 16	no meeting**	June 16	June 9	June 4
July 21	no meeting	July 21	July 14	July 9
August 18	August 25	August 18	August 11	August 6

Billing Updates [SBS]

The SBS Team is working on various projects to help us process credit refunds more efficiently via ACH and Direct Deposit, with hopes of reducing paper checks sent from Accounts Payable. We are also evaluating our costs of accepting credit cards by reviewing new electronic methods as well as alternative cost allocation. We continue to review SRS reports for their functionality, and will soon approve others for promotion from Crystal Reporting into SRS.

We are preparing the 2009-10 Tuition and Refund Calculations and Rates which are driven by the SSS enrollments and Student Status fields. We are also working on enhancements suggested by our Self Service users to make their experience in ISIS more efficient and enjoyable. The internal audit of ISIS and SBS continues, with each division being visited during this spring term.

Next SBS Team Meeting: Tuesday, April 21 at Mt. Washington

Admissions Updates [SMS]

January through April is one of busiest times for most admissions offices since we are reviewing files and preparing offers of admission for the incoming class. This year this coincided with the implementation of the 2.6.3.2 release. Our February and March meetings focused on a careful review and discussion of the 2.6.3.2 release. The main topics were how to better test future releases and how to create more effective test plans.   While many participated in the on-site lab sessions, there were still many issues reported after the release went to Production. Many of these issues should have been caught during testing in Development and Pre-Production.

The SMS User Group and SSET are working together to identify improved testing methods and minimize the impact to our offices. As we discussed the 2.6.3.2 release, we discovered two common problems:

- There was a lack of understanding on what should be tested. Many testing participants thought that they should only test new functionality and this left changes to existing functionality undiscovered.
- The second issue was a lack of participation from both technical and functional resources. Both are critical to testing and ensure more comprehensive test efforts.

As we move forward with future releases and patches, we will be working very close with SSET to ensure complete testing.

Financial Aid Updates [SAS]

The federal regulatory release (2.6.3.4) was successfully installed to ISIS in mid-February. This release supports many changes in the data collected on the Free Application for Federal Student Aid (FAFSA). The two major areas of change are the reporting of untaxed income and a series of new dependency questions that will allow some undergraduate students to complete the FAFSA without including parental data. In the area of untaxed income, some untaxed income that was previously included (untaxed social security benefits and the Earned Income Credit and the additional children tax credit) are now excluded from the federal needs analysis formula. The remaining questions about untaxed income are now separate questions on the FAFSA as opposed to the single total from a worksheet. Users will see these changes reflected on the ISIR (federal application) screen in ISIS and on the Verification screen. The addition of a number of new dependency questions allow undergraduate students to report their inability to provide parental data because of dire economic circumstances such as homelessness or abandonment. These new questions also are reflected on the ISIR screen and follow-up will be required for students answering "yes" to any of these questions.

Over the spring and summer months the SAS User Group will be working toward developing procedures and ISIS rule changes and enhancements to meet the federal regulatory requirements from which Johns Hopkins University has been exempt for many years. The exemptions ended as a result of the termination by the U.S. Department of Education of the experimental sites initiative. All JHU financial aid offices will be working on four areas of regulatory requirements: 1) ensuring that first time borrowers complete entrance loan counseling prior to disbursement of loans, 2) ensuring that graduating students and students leaving the University who have borrowed federal student loans receive exit loan counseling, 3) ensuring that loan fees are included in students' cost of attendance for students receiving loans, and 4) ensuring that loan amounts are prorated for students enrolling for only part of an academic year. All of these regulatory provisions must be addressed for the start of the 2009-2010 financial aid award year on July 1.

The next SAS User Group meeting will be Tuesday, April 14, in

Records & Registration (SSS)

At the February SSS meeting, the group reviewed ideas generated during the PINE meetings. While dozens of useful enhancements were identified, the team distilled the list to the two most critical needs: term based program of study (aka POS 2.0); and workflow for course/offering/section creation and maintenance as the two most important enhancement needs. Each division was also asked to identify two other items unique to their needs that would have the most significant benefit to their constituents. Before work begins on these initiatives, however, focus will be on wrapping up changes for additional graduation dates and USIS archival – both needed for summer 2009.

The next meeting is Thursday, May 7th at 9 a.m. at Mt Washington. The agenda will be posted at https://know.isis.jhu.edu/x/kZKf -- please note the new dial in number is 443.287.5402 (474747 participant code).

Meet the ISIS Staff…Andrew Fuhrman

What's your role on the ISIS Project?
In September 2005, I joined the Student Information Systems team as a Programmer/Analyst, shortly after completing my MS in Applied Information Technology at Towson University. My duties primarily focus on providing production support for the Admissions module and Self-Service users. I also develop and configure SRS reports, troubleshoot and work to resolve reported system errors, manage aspects of change control, and generally support the assurance of system availability and data integrity.

What did you do before working at Hopkins?
For about 30 years, I was a Photographer for the Smithsonian Institution, The Madison Hotel, and owner of Fuhrman Color Lab, Inc.

At the Smithsonian, I greatly enjoyed creating museum transparencies of national historic treasures. I learned the materials, processes, and procedures of photographic quality control, facility management, quality assurance, and museum-grade customer service.

Andy and his wife, Roxanne, on their sailboat.

At The Madison, I was privileged to work directly with the Proprietor, a man I am proud to call my friend and mentor, Marshall B. Coyne. For about 5 years, The Madison served as the official state guest house for the President of the United States while the Blair House was under renovation. On almost a daily basis, I photographed within the protected Secret Service perimeter as dignitaries arrived and visited at The Madison. I have pleasant recollections of meeting and photographing many famous people including Muhammad Ali, Bob Hope, Frank Sinatra, Henry Kissinger, Al Haig, H. Ross Perot, Rev. Billy Graham, George McGovern, Eugene McCarthy, Hubert Humphrey, John Mitchell, Moshe Dyan, Richard Nixon, Gerald Ford, Jimmy Carter, Ronald Reagan, and George Bush, and so many others. I frequently had spin-off assignments which took me to Embassies, national, international, political, and commercial events, and even the Oval Office. It was all quite exciting at the time and is good fun to look back on, though I rarely do anymore.

These assignments drove the need for excellent, affordable, and large volumes of rapidly produced color prints, which led me to open Fuhrman Color Lab, Inc. (1982 – 1998), a custom photographic laboratory located in downtown Washington, D.C. There, I provided professional lab services for many of the most discerning clients of the day, proudly including my former employers, The Smithsonian Institution and The Madison Hotel.

I anticipated the intensity and upheaval that the digital transition would have on the photographic industry, so I determined and planned to go back to school and study Computer Science, first as an undergrad, then as a graduate student, so that I would never be on the down-side of technology again.

What do you do for fun—Any hobbies?
Fun? I've been married for 27 years to my wife, Roxanne, a kind, great, wonderful person and excellent cook, who happens to also be the owner of a 34' C & C sailboat!

Is there anything else that you would like to share with our readers?
Attentive listening, and knowing when it's time to try something new, is the path to success, both at home and at work.
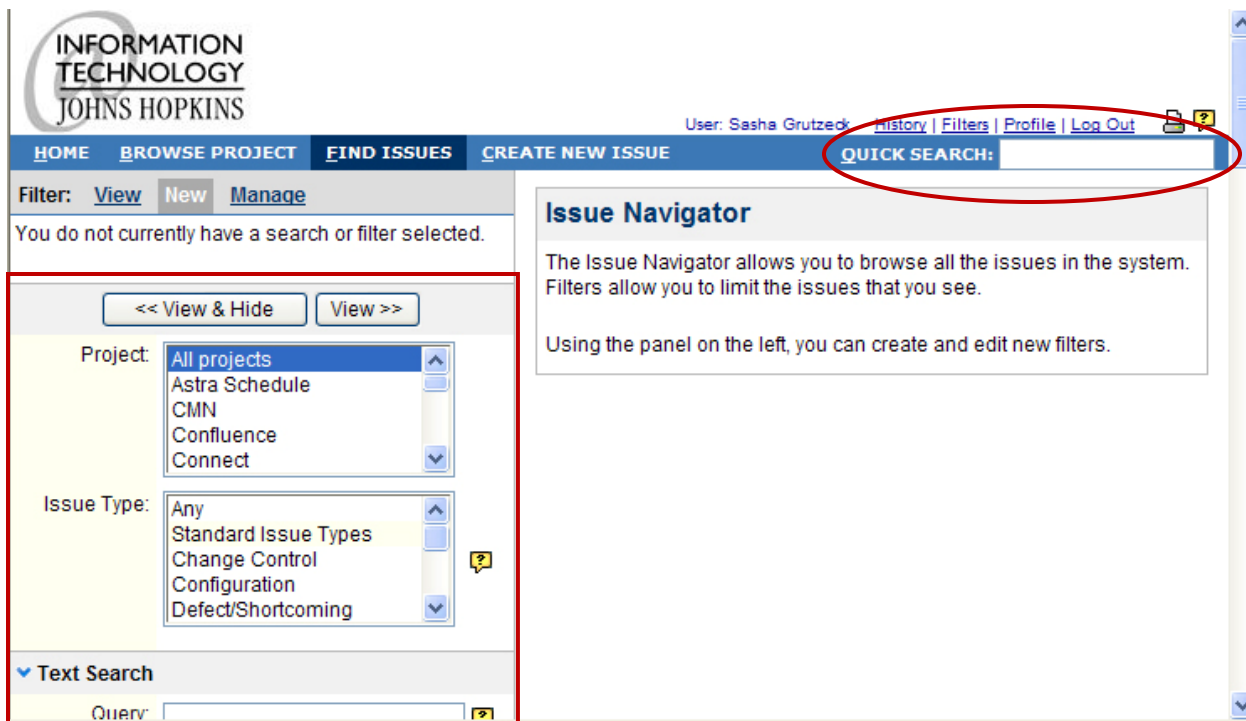

Andy and his wife, Roxanne, with a big fish.

ISIS Tips & Tricks—Searching in JIRA

JIRA is the name of the system that *the Student Systems and Educational Technologies* group uses to track issues and manage workflow. If you ever have a problem when using ISIS or Astra Schedule, you can work through your divisional support process to submit an issue through the JIRA website *(*https://jira.sset.jhu.edu). The designated person(s) in your division can then report the issue by filling out and submitting an online form. Student Systems and Educational Technologies reviews and responds to all of the issues that are submitted.

In addition to submitting a new issue, it can also be helpful to review issues that other people have submitted and see how these issues were resolved.

There are two ways that you can search for these issues:

1. Use the Quick Search field at the top of the screen. Just type a keyword in the Quick Search field and then hit the Enter key on your keyboard to get a list of search results.

2. Click the Find Issues button at the top of the screen. You'll arrive at an Issue Navigator screen. Use the search fields on the left side of this screen to enter your search criteria. Then scroll to the bottom of this screen and click the View button. Your search results will be displayed.

Once you've generated a list of search results, you can take a closer look at one of these issues by simply clicking the text in the Summary column. This displays a page with more details about the issue, what progress has been made, and if the issue has been closed or resolved what steps were taken to solve the problem.

2009 ISIS and Astra Training Schedule

Course Title	Time	Location	Date(s) Offered	
Admissions—1 day course	9am-4pm	Eastern B104	January 13 April 7	
Reporting in ISIS—½ day course	9am-12pm	Eastern B104	February 24 July 22 November 10	
Astra Schedule—1 ½ day course	Day 1: 9am-4pm Day 2: 9am-12pm	Eastern B104	March 10 and March 11 August 11 and August 12	
Using Communications in ISIS— ½ day course	9am-12pm	Eastern B104	June 23 October 13	
ISIS Open Lab Sessions—1 day	9am-4pm	Eastern B104	January 21 February 18 March 18 April 15 May 20 June 17	July 15 August 19 September 23 October 21 November 18
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) ♦Records and Registration Overview (ID: ISIS.140.01) ♦Astra Schedule Navigation (ID: ASTRA.100.01)	Anytime	Web-Based	Anytime	

LearnShare: Learning Management System…

You can quickly find all ISIS or Astra courses by typing ISIS or Astra in the search field at the top right corner of the course catalog page.

New for 2009—Open Lab Training format…

In order to better accommodate on-going training requests and ensure that users have regular opportunities for training, we will be offering Open Lab sessions each month. The Open Lab sessions will require registration and will allow us to tailor the session to meet the specific needs of the registered participants. This also ensures that you will not have to wait more than one month to train new employees. For more information, please contact Sasha Grutzeck at sgrutze1@jhu.edu.

How to Register:

1. Navigate to http://training.jhu.edu
2. Click the myLearning@johnshopkins link.
3. Log onto the system with your JHED ID and password.
4. Click the Course Catalog button.
5. Click the Johns Hopkins University tab.
6. Click the Program Catalog link.
7. Click the Integrated Student Information System (ISIS) link. You'll see a list of ISIS/Astra classes.
8. Click a class name to see the description, objectives, and dates when it's offered (for instructor-led training).
9. To register, click the Take Course button.

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

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Special thanks to this month's ISIS Focus Contributors:

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