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

ISIS focus

May 2009

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

ISIS by the Numbers for 2008

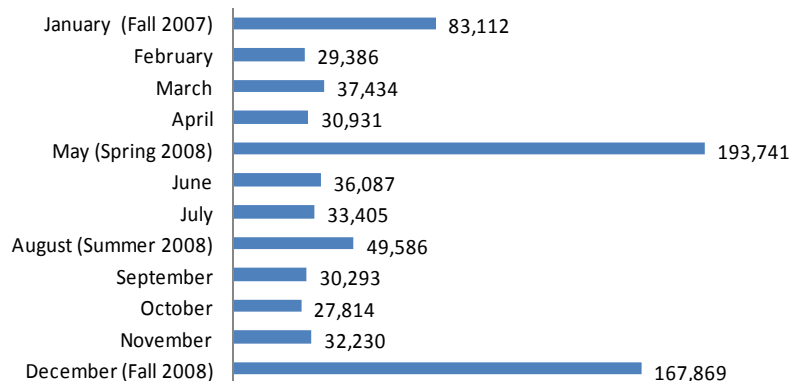### How do our students, faculty, and advisors use ISIS?

Many of you have asked how is ISIS being used by our students, faculty, and advisors. We recently created several queries to identify how the system was used in 2008. Here is a summary of our findings:

♦ 73.23% of grades are entered online through ISIS for Faculty.

♦ 71.26% of all accepted aid was accepted online through ISIS for Students.

♦ 64.9% of all students who enroll in courses register online through ISIS for Students.

Activity	Total # or $ or %
Grades entered in ISIS for Faculty	116,996
Advisor Holds applied (ASEN only)	708
Advisor Holds released	11,172
Number of students to pay tuition using ISIS for Students	17,311
Dollar amount of tuition paid	$135,531,866.50
Number of students to accept aid through ISIS for Students	4,693
Dollar amount of aid accepted through ISIS for Students	$111,739,296.44

Views of Grades through ISIS for 2008

■ Month (Semester/Term)

Month	Views
January (Fall 2007)	83,112
February	29,386
March	37,434
April	30,931
May (Spring 2008)	193,741
June	36,087
July	33,405
August (Summer 2008)	49,586
September	30,293
October	27,814
November	32,230
December (Fall 2008)	167,869

Students View Grades Through ISIS

Students are definitely using ISIS to view grades. This is confirmed by both our 2009 user satisfaction survey and the actual data from 2008.

The chart to the right shows that each month, thousands of students used ISIS to view grades:

• Students visited the My Grades screen 751,888 times in 2008.

• The My Grades page is used most during the end of the Fall and Spring semesters.

• At the same time, it is important to notice that there is year-round viewing of grades.

• As we look to 2010, we will be interested in seeing how this data trends since we have implemented an email notification that alerts students when a grade is posted.

ISIS User Conference

Are you looking for great ideas? Want to collaborate with others facing the same challenge?

The ISIS User Conference is scheduled for July 23, 2009 at the Mt. Washington Conference Center. Representatives from SunGard Higher Education are confirmed. Sessions are planned for both functional and technical users. The $75 per person, registration fee covers the cost of the conference and includes continental breakfast and lunch.

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 to 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.

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.

Campus Security—May 2009

The enhanced campus security access is nearing completion. Over the next few weeks, we will be working with users on the final testing and migration to Production.

Graduation Application—May 2009

In the next few weeks, the changes necessary to accommodate multiple graduation dates will be available for testing. Any divisions that plan to use this feature should plan to test before the May 23 release.

Financial Aid Enhancements—June 2009

Work has begun on the re-designed financial aid screens for requirements and disbursements for students. The re-designed pages will be available for testing by the financial aid community in June 2009.

Distributed Graduate Aid (DGA)—Summer 2009

Work is resuming on the long awaited changes to DGA. We will be reconvening the DGA User Group in the coming weeks to review requirements and answer outstanding questions related to the upload capability.

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.
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
September 15	no meeting	September 15	September 8	September 10
October 20	October 13	October 20	October 13	October 1
November 17	no meeting	November 17	November 10	November 5
December 15	no meeting	December 15	December 15	December 3

Admissions Updates [SMS]

The Admissions (SMS) user group has been focused on cleaning up older JIRAs for the past couple of meetings, but we're also making progress on some newer issues related to the most recent build.

As we look ahead, one of our biggest concerns is the coming implementation of the changes related to the federal requirements associated with tracking race information. We are closely monitoring this and paying careful attention to the implications for reporting and imports. We are closely monitoring how vendors who provide our prospect and applicant data will respond to the new requirements (companies like the College Board, ApplyYourself, the Common Application, and ApplicationsOnline), we're already anticipate the need to make some changes to the generic import (such as the ability to import more than one race code at once) as a result of the new federal requirements. We will be working closely with Institutional Research to ensure that we have everything in place to accurately capture this information for the our newly admitted Fall 2010 students.

The next SMS team meeting is scheduled for Tuesday, June 16, at 2 p.m.

Billing Updates [SBS]

The Student Accounts offices are concentrating on pre-graduation financial clearances, as well as incoming summer and fall students. We are busy using our new SRS reports and tweaking others to help us verify the accounts for the appropriate release or withholding of diplomas and transcripts.

The SBS Audit continues, and we're also meeting with a consultant regarding the services we offer to students and possible consolidation of best business practices. Four divisions have contracted with Tuition Management Systems for monthly payment plans to assist our students and families with budgeting their expenses. We are also continuing to investigate direct deposit of refunds, ACH processes, and Pinless debit processing to enhance our services.

We welcome Peabody Prep to our SBS Team, and also Fafa Paku to our SSET support team….glad to have you all with us!!

The next SBS team meeting is scheduled for Tuesday, May 19, at 9 a.m.

Financial Aid Updates [SAS]

Financial aid offices are busy reviewing applications and awarding aid for the 2009-2010 academic year. Some divisions are sending communications to students to promote the new authorized user functionality in ISIS for Students. Students may now set up authorized users to view their financial aid information, as well as billing information. Arts and Sciences and Engineering (ASEN) provided this information to incoming freshmen through the Admissions packet financing options brochure and on the New Student Portal checklist. Parents of current undergraduates also received letters describing the Authorized Users functionality.

The SAS User Group is working with SSET to resolve old issues by identifying a *Top 10* list of the outstanding issues needing attention. This process has become a standing item on the monthly user group meeting. This process helps the group to clarify and update the issues for the technical team. We have been successful in resolving a number of important issues through this process.

The next SAS User Group meeting will be Tuesday, May 12, at 9 a.m.

Your Opinion Matters...

Student Systems and Educational Technologies (SSET) has distributed the second annual satisfaction survey for ISIS and Astra Schedule users. If you have a role in ISIS or Astra Schedule, you should have received an email containing a link to this year's survey. If not, please email nmwestrick@jhu.edu.

We have extended the deadline for administrative users of ISIS and Astra Schedule to submit the satisfaction survey. The survey will remain open until 5:00 p.m. on Wednesday, May 6th. Anyone who submits the survey before the deadline will be entered into a drawing for one free registration (valued at $75) for the ISIS User Conference in July 2009.

Meet the SSET Staff…Ian Goh

What's your role at Student Systems and Educational Technologies (SSET)?

Ian Goh

I provide integration and application support for Course Management Systems (WebCT, SAKAI) and Adobe Connect. Course Management Systems provide a set of web-based content, collaboration, and assessment tools for faculty to complement their face-to-face courses or completely deploy online courses. Adobe Connect is a program that allows synchronous, online meetings for anyone that has an internet connection and the appropriate software installed. Adobe Connect is useful for conducting virtual classes, allowing group collaborations, sharing documents, files, presentations, live or recorded videos, audio, and user text chats right from the computer.

What did you do before working at Hopkins?

Hopkins was/is my first employer. I started working full-time for Hopkins in 1994 as a Microcomputer Support Technician in what was then Homewood Academic Computing.

What is your educational background?

I did both my undergrad (in Electrical and Computer Engineering) and grad work (MSE in Electrical Engineering and Computer Science) at Hopkins. I haven't had the interest to tackle a PhD -- yet.

What do you do for fun?

Good question. Keep up with my two kids (ages 4 and 7).

What do you like about working at SSET/Hopkins?

I've stayed with Hopkins over the years, moves, and re-organizations because I've had great colleagues (and supervisors). Educational Technology has been challenging and changing as much as the Internet has.

Anything else you want to share with our readers?

Ian & the rat at the 2009 SSET Retreat

I'm one of the few Apple Mac aficionados on the SSET staff. My first Mac was a Macintosh SE -- dual floppies, and a whopping 40MB external hard drive.
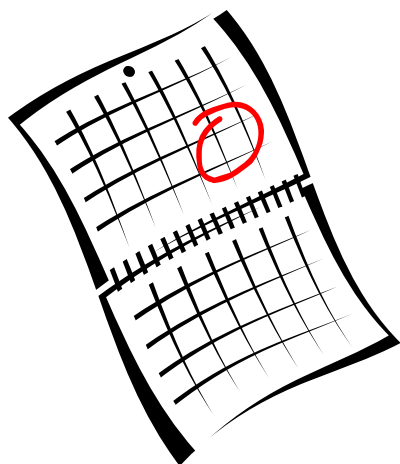
ISIS Downtime

Mark your calendars—We have scheduled some downtime to migrate to new hardware. Reminder messages will also be posted to as we get closer to these dates.

- **June 5—June 7**: Reporting services (including SSRS) and all supporting systems (Astra Schedule, Confluence, JIRA and Subversion) will be unavailable.

- **June 12—June 14**: ISIS for Students, Faculty/Advisors and the administrative application will be unavailable.

ISIS Tips and Tricks—Astra Schedule

Why does Building and Room information sometimes appear in Astra Schedule before I have scheduled the section?

Sometimes, when you double-click an unscheduled section and take a look at the information in the *Edit Section Information* pop-up window, you'll find that there's already a building and room listed in the *Building* and *Room* fields.

This does **NOT** mean that the section is already scheduled! The building and room information was entered in ISIS as a preference, and transferred into Astra as a request through the nightly interface. The person who entered the section information into ISIS would prefer the section to be held in that building and room.

When you see building and room information before you have scheduled the section, you must click the button next to the *Status* field and select *Requested.* If you skip this step, you'll see an error message, *"There is data in the building field but no course status set for this section."* You will be able to complete the scheduling process after entering the status.

Astra Schedule—Edit Section Information window for an unscheduled course with building and room information preferences from ISIS

Records & Registration Updates [SSS]

Commencement is May 21ˢᵗ!

With Commencement right around the corner, most members of the SSS team are busy with graduation-related tasks during the month of May. We also continue to make progress on enhancement work..

University-wide policy changes are underway that will permit additional graduation dates in many divisions. While the specifics of these decisions are still being finalized, a framework is currently being tested to utilize a new rule type that determines graduation date based on various attributes of the student. This permits each division to define graduation dates to fit their unique needs. For example, students in a particular program may be permitted to graduate in the summer while students in another program may not. This rule-based framework accommodates our evolving academic policies. This feature will be available to administrative users as well as students applying for graduation through ISIS for Students.

As required by the Higher Education Opportunity Act (HEOA), the team is working with SunGard on the design and development of new functionality regarding textbook information as required by federal law. Each division is also exploring with their respective bookstores how to obtain and manage this data, which the students will be able to access via self-service.

The next SSS team meeting is scheduled for Thursday, May 7, at 9 a.m.

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.

Open Lab Training format…

The Open Lab training format has been receiving great response. This is your opportunity to come and receive one-to-one support from the ISIS trainer, Sasha Grutzeck, and ISIS Business Solution Manager, Nicole Westrick.

The Open Lab sessions require registration and we 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. To register, 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

ISIS FOCUS CONTRIBUTORS

Special thanks to this month's ISIS Focus Contributors:

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