ISIS Update

Welcome to the ISIS newsletter for ISIS users, providing updates on functionality, ISIS statistics, tips and tricks, and more.

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ISIS Stats

- 1664 calls to the help desk.
- 907 emails/web requests have been received.
- 4919 TEB sanctions have so far been lifted from students study plans
- Waiting times on responses is currently a little slow as we have quite a lot to get through. We are working our hardest and thank you for your patience.

Functionality Now Working or Currently Unavailable

Note: ISIS will be unavailable tonight (Friday) between 6pm and 8pm.

Functionality Now Available

- **Unicard** we believe that the upgrade to Unicard has been completed in all Student Centres and that from Monday morning they should be operational. There is still a slight delay with the library feed, so until further notice you need to advise students to go the library counter and their access will be manually enabled. Also for replacement cards with a new barcode regenerated in ISIS please follow these instructions:

  **Instructions for replacement cards with a new barcode that has been regenerated in ISIS**
  1. Generate new library barcode in ISIS using the student snapshot function
  2. In Unicard run the “single import” – enter Student ID and retrieve
  3. Use the “add card” function (on opening this will have the original library barcode)
  4. Save – on save the new library barcode is pulled from ISIS into Unicard and populates the field
  5. The card can now be printed for the student

- **Online applications** are now available. There are 404 courses that are set up to receive online applications. Could you please place the links back up on your websites if you have not done this already.

Functionality Available Soon

- **Results Statement**, that replaces the Merlin enrolment advice and result history links in the student portal, will be available as soon as possible.
- **Results collation sheet**, used for Student Academic Progress, will be available soon as possible.
- **Library interface (ISIS to the Library)** is still not connected. Note the incoming Library to ISIS feed is working already. Students are to go to the library front counter to have their library access enabled manually.

Previously Advised Functionality Unavailable and Updates

- We have moved this section to the ISIS website: www.isis.unimelb.edu.au (it will be on the website by Monday, refer to previous issues in the meantime)
Bugs and Faults

RHD Variation to Candidature applications
- We identified an issue with this earlier this week, but we believe we have a fix that will be implemented by Monday. We will keep you posted.

Applications, Offers and the Online Enrolment Process
The ISIS Help Desk has received a number of reports about successful applicants who have not been able to respond to their offer online or complete the online enrolment process. The following information is being provided to clarify the relationship between the admission process and the online enrolment process.

Which systems are involved in the admission and online enrolment processes?
ISIS: The new student management system, used to process applications for admission to the University.
ARS: The Account Registration System, which is used to maintain user accounts for staff and students at the University.

There is a nightly feed from ISIS to the ARS that creates new student accounts for applicants who have received an offer for admission.

How do the admissions and online enrolment processes work?
1. Application is submitted online by applicant, or created manually in ISIS by a staff member.
   If the applicant submits their application online, an applicant account is created for them (that bypasses ARS) and the applicant is emailed their student ID number and a randomly generated password that they can use to track the progress of their application online.
2. Application is assessed by staff and final assessment outcome is entered in ISIS.
3. Offer is recorded in ISIS for successful applicant. Offer letter is generated and forwarded to applicant.
   A nightly process checks ISIS for new offers and feeds a list of student ID numbers to the ARS so that the student accounts is provisioned and usernames assigned. NOTE: Applicants will only be included in the feed from ISIS to the ARS if their Offer lapse date and Enrolment Lapse Date is in the future. Applicants must wait for their student account to be created provisioned in ARS before they can accept their offer, so they must wait until the DAY AFTER their offer was entered in ISIS to accept the offer and complete the online enrolment process.
4. Applicant receives offer letter that directs them to the Admin Online website to activate their student account and complete their enrolment in the course: [https://sis.unimelb.edu.au/enrolinanewcourse.html](https://sis.unimelb.edu.au/enrolinanewcourse.html)
5. Applicant goes to Admin Online website and activates their student account by clicking on the “Activate your University account” button.
   Once the student account is activated, an overnight process from ARS to ISIS creates the student’s library barcode and email address to store the data in ISIS. This overnight process does not affect the applicant’s ability to respond to their offer or complete their online enrolment.
6. Applicant accepts their offer and completes their online enrolment by clicking the “Begin enrolment” button on the Admin Online website.

Why haven’t applicants who have an offer been able to accept their offer online?
When ISIS went live, there was a problem with the feed from ISIS to the ARS, so new student accounts weren’t being created. Since the new student accounts weren’t being created, the applicants weren’t able to respond to their offer or complete their online enrolment. The problem has now been fixed and the data feed from ISIS to the ARS is running on a nightly basis.
Any applicant for whom an offer was recorded in ISIS should now be able to respond to the offer online and complete their online enrolment as long as their Enrolment Lapse Date is 16th June 2010 or later. If the applicant’s Enrolment Lapse Date was prior to 16th June 2010, they will not have been included in the data feeds from ISIS to the ARS, and so they will not have a student account and will not be able to respond to their offer or complete their online enrolment. To correct this problem, extend the applicant’s Enrolment Lapse Date (and the Offer Lapse Date, if required), in the Single Offer ISIS function, to a date in the future so that they are included in the next nightly feed from ISIS to the ARS. The applicant will be able to respond to the offer and complete their online enrolment the following day.

Special Consideration applications
- Where a student has applied for special consideration and their course title is more than 50 characters long, the following error may prevent staff saving their updates to the Subject / Assessment items grid: “Course name 'Bachelor of Engineering (Mechanical and Manufac...' cannot be more than 50 characters long.” The workaround is to only make updates to one subject / assessment item in the grid at a time, and then save.
**Tips and Tricks**

**Study Plans for International Students**
- An update to the procedure for study plans of new international students: for technical reasons, we are reverting to the original procedure that International Admissions will expand the study plans of all new international students during the Offer-Admit process. The ESOS requirements are that students cannot select subjects until they arrive on campus so the ONS sanction will remain until then. Faculty staff will need to expand the students’ study plans once they have lifted the ONS sanction, when the international students arrive on campus.

**Special Consideration applications**
- You can attach scans of special consideration supporting documents from students on to the special consideration application in ISIS. However, you can’t yet use the Special Consideration Search or the student form search function to identify which applications have had documents attached. This is being developed and will be delivered later.

**Lifting Sanctions from Students’ Records**
- Staff need to have completed Enrolments B training to be able to lift the TEB sanction. This can now be done via a bulk process. If you need guidance on how to do this, please refer to the instructions in the Online Help in ISIS. Look under Results and Academic Progress > Stage 5: Notification, Determination and Consequential Action > Applying/lifting sanctions for multiple students in bulk.

**Take Care When Switching Between Screens**
- Staff should take care when switching between screens that the correct student details have been presented, as sometimes the previous student’s details will remain displaying. For example, when you switch screens from Study Plan to Student Comment, ISIS may pre-populate the new screen with the student number of your current student (blued out and unchangeable) but the comments from your previous student may still appear in the ‘body’ of the screen. In order to obtain the data for the new student you have to clear the screen, re-enter the current student ID and re-retrieve. This is one of those ‘features’ that happens throughout the system that, unfortunately, can be a hazard for new users.

**Tips and Tricks previously advised**
- Tips and Tricks that have been included in previous issues can be found on the ISSI website [www.isis.unimelb.edu.au](http://www.isis.unimelb.edu.au)

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**Did You Know?**

**Study Plans Support Lab**
Arrangements for next week for the support lab are the same as this week. All three of our study plan experts will be at the lab during the hours of operation and staff can drop-in to receive assistance.

Lab opening times for next week:
- Monday 21st, Tuesday 22nd, Thursday 24th and Friday 25th: 9.30am – 12.30pm
- Wednesday 23rd: 2 – 4pm

The support lab is located at the Design Hall, level 1, Baldwin Spencer building.

**Special Consideration Presentation**
A presentation will be held for staff involved in processing applications for special consideration in ISIS.

**Time:** 1.00pm – 2.00pm
**Date:** Tue 22nd June
**Venue:** Rivett Theatre, Redmond Barry Building

This presentation will include a demonstration of how special consideration applications are processed in ISIS, and how to run searches/reports for special consideration applications. Staff who have completed Enrolments Part A or Results & Academic Progress Part A training should attend as they have authorisation to process applications for special consideration in ISIS.

PLEASE NOTE: This is a REPEAT of the presentation held on Thu 3rd June. Staff who attended the presentation on Thu 3rd June do
NOT need to attend this presentation.

**Reporting Masterclass**
Reporting Masterclasses are now available for anyone to book into. Details of the next class are below. Bookings are via Themis, search on either ‘masterclass’ or ‘reporting’.

**Time:** 9.30am – 4.30pm  
**Date:** July 1st 2010

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**Quicklinks**
- ISIS Website
- ISIS News
- ISIS Glossary
- ISIS eLearning