# ISIS Update

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

## In this Issue of ISIS Update

- **ISIS Stats**
  - 1177 calls to the student help line since go-live
  - 1720 call to the staff help line since go-live
  - 1617 emails/web requests have been received.
  - 1314 email/web requests resolved.
  - 23707 unique logins into ISIS since it went live from both students and staff.
  - 8814 TEB sanctions have so far been lifted from students’ study plans.
  - Only 828 Major data conversion errors remain on current students.
  - There are currently quite a lot of people waiting for reports. Please be patient as we are getting to your request as quickly as we can.
  - Waiting time on help requests 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 Updates**
  - 172.

- **Tips and Tricks**
  - 828.

## ISIS Support

**When should I call the ISIS help line?**

- The ISIS help line is getting a lot of calls at the moment, about 222 a day, or a call ever 2 minutes. Some of these calls are from staff who are just ‘checking’ that what they are doing is correct. Have confidence in yourself. If you are unsure, check the online help or FAQ’s to reassure yourself and then proceed with your transaction. Remember that there is also the practice version of ISIS that you can use for this purpose. While your calls to the help line are welcome, at the moment we need to be able to focus our attention on staff who are genuinely stuck.

## Functionality Now Working or Currently Unavailable

**Functionality Now Available**

- **Unicard** – the issues have been rectified and once SMS-Enrolments have completed their testing, SMS-E will advise Student Centres when they can produce Student ID cards once more. For now, students can obtain their ID card from Level 1, Raymond Priestley building.

- **Statement of Liability** - this report was unavailable for a little while due to some minor issues. It is now available to staff with Fees and Enrolment access. You can view and print this Statement for any student except those whose record displays a red dollar sign $ semaphore $ . This semaphore means that the fees details for this student have not yet been confirmed as correct following data conversion; do not convey any fees information to this student or print the Statement of Liability for this student.
- **Offer letters** – these can now be produced on ISIS. We are still experiencing an intermittent (and infrequent) issue whereby some offer letters do not run successfully. If you experience this, please send the details to the ISIS Help line and we will produce the letter for you.

**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 as 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. We expect this to be working on Monday.
- **More Reports**, we are putting together a list of reports that are being developed and when you can expect these in ISIS. This list will be available on the website next week: [http://www.isis.unimelb.edu.au/getting_help/reports_data](http://www.isis.unimelb.edu.au/getting_help/reports_data)

**Previously Advised Functionality Unavailable and Updates**
- We have moved this section to the ISIS website: [wwwisis.unimelb.edu.au](http://www.isis.unimelb.edu.au) *(it will be on the website by Monday, refer to previous issues in the meantime)*

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**Bugs and Faults**

**Student Unable to Enrol in Optional Subjects online**
- We have today discovered a bug with ISIS that does not enable students to enrol in **Optional components** online (they can still enrol in Core components).
- Students and staff are advised to manually enrol students into Optional components until we fix this.
- **Important information**, staff should NOT change the component type to Core as a work-around as this will have flow-on effects for Progression and how the system handles components of this type.

**ISIS Stability When Clicking on Tabs**
- We have had reports of ISIS crashing when staff clicked on the tabs at the top of the screen, multiple times in a row. We reported this to the vendor and they have delivered a fix for it. So this should no longer occur.

**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 **not** need to expand the students’ study plans.
- Faculty staff will still need to lift the ONS sanction, when the international students arrive on campus, so that the student can enrol. This can be done either individually or via the Bulk Sanction Import by staff with Enrolment 4 access.

**Duplicate Students Identified in ISIS**
- A reminder that all staff that manually create students in ISIS, should complete a **Student Search** to ensure the student does not already exist, before creating a new student.
- ISIS will check for potential duplicates when saving the record.
- The check is completed when applicants submit an online application and if a potential duplicate is found, or if the applicant indicates they have applied or studied at the University before, the applicant will be created in ISIS and a **Potential Duplicate Sanction (PDS)** is added. This sanction prevents any Offer and Admittance until the identities are matched and the records merged.
- As we now cater for the 400+ courses available online, we are seeing the emergence of several **Potential Duplicates**. It is a complex process to merge the students, and at the moment SSP staff are managing this task. It will be handed over to SMS – Enrolments and Office of Admissions in due course.
- Staff will be able to identify a consolidated (merged) student through the **student screen**. If they try to update that student record they will receive the following warning message:
  
  "This student has been consolidated and no further changes can be made for this Student ID. Any data entered will not be saved. Please use Student ID NNNNNNN to retrieve details for this student."
- Should you require the PDS removal sanction prioritised, please contact the ISIS helpline.
- Below is an example of a consolidated student record.
Below is an example of the original student, as shown above

**Tips and Tricks**

**Using the Correct Intake Periods When Admitting Students**
- When admitting students to a course, you need to make sure that you use the correct ‘Intake’ period in ISIS. There is a distinction between the ‘Intake’ period and the ‘Teaching’ period for admission purposes. In Merlin there was no distinction made between Intakes and Teaching Periods – e.g. semester 1 applied to both admission and teaching. More information is available on the following cheat sheet: [http://www.isis.unimelb.edu.au/training/isis_cheat_sheets](http://www.isis.unimelb.edu.au/training/isis_cheat_sheets)
- If you feel that the intake periods that appear in ISIS are not appropriate for the course. Please contact the ISIS help line for appropriate intake periods to be set up against the course (i.e. term 1, term 2)

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

**Configuration**

**2011 Course and Subject Changes**
- From Monday you can send through any 2011 course and subject changes. Important things to note with these changes include:
  - There is a new email address to send your information to: 2011-CSPChanges@unimelb.edu.au
  - We can only accept changes under delegated authority from approved Faculty representatives. Please email 2011-CSPChanges@unimelb.edu.au with an updated list of names of approved faculty representatives; there is a limit of 4 per Faculty.
  - In order to make this process easier for you, we are working on a ‘bulk change’ form that you can fill in for multiple change requests. This will be available soon. If you have bulk requests, hold on to them for another week or so, then use this form.
  - 2010 late changes and any problems with structures should continue to be sent to isis-help@unimelb.edu.au.
We need to prioritise any 2010 changes, so your 2011 changes may not be actioned immediately.

Did You Know?

Study Plans Support Lab
Our booking in the Design Hall has come to an end (thank you APB for making it available to us), so we are going to trial a new system for the support lab next week. We’ve booked a room here in the SSP office which has a PC and large screen. It will be available in the mornings (from 10.30am) every day next week. As the space is smaller we will need to re-instate the booking system so that we can be sure there’s enough room for everyone. Please email me (spurnell@unimelb.edu.au) or Felicity Wilmot (fwilmot@unimelb.edu.au) if you wish to make a booking.

ISIS Training
More classes have been made available for all ISIS training courses. Registration is now open via Themis. Classes are open to all staff, but we do ask that you ensure that you check for any prerequisites that may apply and ensure that you do any training in the correct order. The training schedule is available on the ISIS website: http://wwwisis.unimelb.edu.au/training/training_schedule

The Student Timetable Opens on Monday
Students who previously used Alloc8 to access their timetable will use ISIS to generate or access their timetable from Monday. A few classes opened this week and everything went very smoothly. We are anticipating a lot of students to log in on Monday and have taken measures to ensure that the extra load on the system can be sustained. More information about Student Timetable is available on the website: http://www.ssp.unimelb.edu.au/topics/student_timetable

Quicklinks
ISIS Website | ISIS News | ISIS Glossary | ISIS eLearning