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
- 3157 calls to the student help line since go-live
- 2423 calls to the staff help line since go-live
- 2402 emails/web requests have been received.
- 2071 email/web requests resolved.
- 28544 people have logged into ISIS since it went live.
- 15500 TEB sanctions have so far been lifted from students’ study plans.
- Only 817 Major data conversion errors remain on current students.

ISIS Support
The ISIS help line
- Demand on the ISIS help line is increasing each week. Last week, with class registration opening resulted in 910 calls on Monday alone. We recommend that you first 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.
- We also recommend that you ask for help via the web form. This enables us to do a more efficient triage and to reduce processing time.

Functionality Now Working or Currently Unavailable

Functionality Available Soon
Library interface (ISIS to the Library): A full Library feed from ISIS to the library has been produced and sent to be loaded into the Library system. (This is expected to happen over the weekend.) Then the ISIS to Library feed will be run overnight as per normal business processes. This will remove the need for the current process where students go to the library front counter to have their library access enabled manually. Note that the incoming Library to ISIS feed is working already.

Reports: The following reports will be available from Tuesday:
- Results Statement, which replaces the Merlin enrolment advice and result history links in the student portal
- Enrolment Tracking Report, which replaces many uses of the “monitor” and “on-line monitor”
- Student Contact Details Search, which allows easy extract of student addresses etc.
- **Public Transport Concession Form** (MET form)

**Unicard:** SMS-Enrolments have completed student ID cards for students and were concerned that in some cases the expiry dates were different to anticipated. There is a slight modification being implemented to the expiry date field that will be in ISIS next week. SMS-Enrolments 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.

**Previously Advised Functionality Unavailable and Updates**

We have moved this section to the ISIS website: [www.isis.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**

**Results Change Notification**

We have encountered an issue with the **Result Change Notification** which we are working to resolve. Email notifications are being generated incorrectly for some students, as a result of the automatic crediting process which occurs when Study Plans are expanded.

Note: no actual result amendment has occurred for these students and no result change is recorded in the **SSP - Result Change History**, which is the official log of result changes.

It is only within the **Result Approval ENQ** that an unverified row appears. Please let relevant academic staff know about this.

If you receive a Notification that you believe has been sent in error, please contact the ISIS Helpdesk via the web form [http://servicedesk.unimelb.edu.au/itsc/sms/](http://servicedesk.unimelb.edu.au/itsc/sms/) attaching a copy of the Notification so we can fix this record.

**Subject Coordinators and Results Certification Notification**

There is currently an issue when staff over-ride the email address of the subject coordinators. If the staff coordinator for a subject is incorrect or unavailable please contact the ISIS Helpdesk in order to update this contact in order for the notification to be sent to the correct person.

**Offer letters**

ISIS experienced a problem with offer letters, with most jobs failing yesterday. A fix has been implemented. You can now produce the letters as per normal process but note that the attachment will no longer be saved in the student system issued document screen.

If any do fail or if you would like us generate offer letters in bulk for you, please request this via the ISIS Helpdesk web form [http://servicedesk.unimelb.edu.au/itsc/sms/](http://servicedesk.unimelb.edu.au/itsc/sms/)

**Academic Progress**

A memo is being sent to Faculty General Managers and Student Centre Managers about the procedure for Academic Progress. Detailed instructions about the system processes will be sent on Monday.

**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 NNNNNN to retrieve details for this student.”

- Should you require the PDS removal sanction prioritised, please contact the ISIS helpline

**Study Plans Swap Link**

Students are currently unable to swap planned and enrolled subjects on their Study Plan. We are currently investigating this issue. In the meantime, students may request staff to do this for them.

**Tips and Tricks**

**Adobe FlashPlayer**

**Staff undertaking the Introduction of ISIS eLearning course or reviewing course modules:** Adobe has recently released a new version of *Flash Player*. Your computer needs the latest version of *Flash Player* to play the e-learning modules. If this software needs to be installed, you must have ‘administrator’ access to your computer to do it yourself, or contact your IT support person to do it for you.

**Results Certification**

Staff are reminded that the electronic Result Change Notification simply replaces the hard copy Assessment Return Sheets in Merlin. Staff certifying results should follow the same procedures as per Merlin for making sure results are verified prior to Certification (and release to students).

It is up to staff check that results have been verified before certification – ISIS will not prevent results from being certified where they have not been verified.

What to do if your subject is only partially verified, (i.e. some results have been signed off, but not others):

1. Enter a withheld or missing result (WAF) or (MIS) for the few results to be resolved, and bulk certify the subject (note: students will be able to see the WAF or MIS grade) or

2. Bulk certify the subject, and then immediately un-certify individual results that haven’t been signed off (to be individually certified once verified) or

3. Certify verified results individually (recommended where the majority of results have not been verified).

In all cases, staff should follow up on unverified results and escalate as appropriate (e.g. generate ad-hoc notification to Chair of Examiners who can verify results on behalf of Subject Coordinator) to have results verified or corrected.

**Leave of absence forms**

We have noticed that some RHD students are using the Coursework Leave of Absence form by mistake. You may not notice this error so we are identifying affected students on a weekly basis and liaising with RHD specialists in faculties to take corrective action.

**Requisite subjects**

When subjects were given new codes for conversion to ISIS, we had to match requisites from the old Merlin codes. We used the most recent version of the Merlin subjects. In 2009 all subjects that were active in Merlin were given a new version. This means that requisite checking only goes back to 2009. This has resulted in extra manual requisite checking in some cases. So it has been decided to open up requisite checking to include the last 2 Merlin versions.

This will require 1-2 days work, which we will undertake at the beginning of the next week, 5 July. We will let you know when the update is complete. If you require requisites to be matched to earlier versions, please email details to: 2011-CSPChanges@unimelb.edu.au

**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)
Versions and Attempts
When processing bulk jobs, requisite waivers and advanced standing, make sure you enter the correct Version and Attempt for either the course or subject.

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

Configuration

2011 Course and Subject Changes
- You can now 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.
  - We have distributed a ‘bulk change’ form that you can fill in for multiple change requests. If you have bulk requests, please 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
Support Lab arrangements for next week: as demand has dropped significantly we’ve decided to move to individual appointments as/when needed. If you would like to come down to the SSP office and talk through complex study plan issues please log a request via the ISIS Help Desk with the subject ‘Request for study plan appointment’. Please include details of the issue so that the most appropriate person can respond with an appointment time.

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://www.isis.unimelb.edu.au/training/training_schedule

Quicklinks
ISIS Website  ISIS News  ISIS Glossary  ISIS eLearning