

**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**

- 4693 calls to the student help line since go-live
- 3198 calls to the staff help line since go-live
- 3085 emails/web requests have been received.
- 2790 email/web requests resolved.
- 19763 TEB sanctions have so far been lifted from students’ study plans.
- Only 473 Major data conversion errors remain on current students.

**ISIS Support**

Don’t forget to use the ISIS FAQs
- There are lots of FAQs available to help staff with the more common problems. These are being added to all the time based on calls and web requests for help. You can find the FAQs at: [www.isis.unimelb.edu.au/getting_help/faqs](http://www.isis.unimelb.edu.au/getting_help/faqs)

**Functionality Now Working or Currently Unavailable**

**Functionality Available Now**
- 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.

**Functionality Available Soon**
- Library interface (ISIS to the Library): This will be working from early next week.
- Reports and Unicard: The following reports will be available soon:
  - Public Transport Concession Form (MET form): this should be available before semester 2 enrolment.
  - Unicard: SMS-Enrolments are issuing permanent ID Cards now. Students can obtain their ID card from Level 1, Raymond Priestley building. The Unicard system will be reinstated in Student Centres soon.

**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).

Bugs and Faults

Result Ratification Process
We have identified an issue with the ratification process that will affect some students. We ask that you do the following:

1. Prioritise any students who have been before a Progress Committee in either of the last two semesters. You should double check these student records to ensure that they are correctly being identified as making unsatisfactory progress before you send them their official letters.
2. For all other students, you can run your ratification process as per the instructions on the cheat sheet, but we do ask that you send us a list of any students that you have identified so that we can run a check on them before you send any official letters. Log a help request with us via: [http://servicedesk.unimelb.edu.au/itsc/sms/](http://servicedesk.unimelb.edu.au/itsc/sms/) including an attachment with the students as per the instructions in the cheat sheet.

Must Complete By Date
We have had a problem in the calculation of Must Complete By Dates. We have fixed most of the dates which affect this round of UPC. If you come across any inaccurate dates, please send student details to us via a web request.

For work around options if you want to do this yourself, go to the Must Complete By Date cheat sheet: [wwwisis.unimelb.edu.au/training/isis_cheat_sheets](http://wwwisis.unimelb.edu.au/training/isis_cheat_sheets)

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.

Tips and Tricks

How to identify students who are eligible for a Supplementary Exam
Firstly, to identify students who are in their final year use the “Student Credit Summary Search”, with the following criteria (note, the following criteria are a guide only):

- The appropriate course/subject code(s) (‘Study Package Code’)
- The ‘Total Passed and Enrolled’ criterion to equal the total credit points required for the course (e.g. 300 for a 3 year course)
- ‘SSP Status’ of Admitted or Potentially Complete
- ‘Expected Completion date’ between 31/04/2010 and 31/12/2010
Secondly, to identify students with fails within the mark range of 45 to 49 use the “Student Grades Search”, with the following criteria:

- The student IDs identified as above
- ‘Availability Year’ of 2010
- ‘Study Period’ of Semester 2
- ‘Mark’ between 45 and 49

Once you have the list of students, you can then apply the ‘S’ grade to their record.

The number of students being identified as part of ratification is too low
If you feel that the number of students that your ratification process is returning is low, there are a couple of reasons why this may be the case. Please check the following:

- That you are running the process on all versions of your course. ISIS will default to the current version and you may need to run the process on earlier versions as well. (you can see how many versions of a course there are through the study package search)
- Check that your Core subjects have been defined on the Study Plan as part of the Study Plan build process.
- Note that any uncertified results will not be included.

Note that the output that you are expecting is in accordance with the new University Unsatisfactory Progress Policy and this may affect the number of students that are affected.

Return from Deferral.
We have published a detailed Return from Deferral cheat sheet to guide you through the process of students who return from deferral. It is on the ISIS webpage along with other helpful cheat sheets.

Requisite Checking
When subjects were given new codes for conversion to ISIS, requisites had to be matched 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 went back to 2009, which resulted in extra manual checking in some cases. It was decided to open up requisite checking to include the last 2 Merlin versions. ISIS has now been updated to check against the last 2 versions of Merlin subjects. Also, VCE pre-requisites have now been added to those subjects with ‘other score’ requisites, as per the 2010 Handbook. If you find that any of your requisites are incorrect:

1. Changes to 2010 Requisites in ISIS to reflect the Handbook
   Email isis-help@unimelb.edu.au

2. Changes to 2010 Requisites in both Handbook & ISIS
   Formal Late Change approval by AB required.

3. Change to 2011 Requisites
   Changes to subject requisites should first be made by Faculty Handbook Editors in the 2011 Handbook. Keep a list of which subject records have had their requisites changed and then, when you have set these records in the Handbook to ‘Ready’, email 2011-CSPChanges@unimelb.edu.au with the list of subject codes. The ISIS config team will then review the updated Handbook entries and update the requisites in ISIS to match.

Any other requisite related queries should continue to go to isis-help@unimelb.edu.au

Entering Results
When entering results manually, make sure you save after every 15 records, so you don’t lose any work.

How to Retrieve Multiple Values Against One Field
Did you know that you are able to retrieve multiple students at a time in the same search? To find out how, visit the cheat sheet titled: Converting a List of Values on the ISIS website: http://isis.unimelb.edu.au/training/isis_cheat_sheets

Student Names
The way a student name is displayed in ISIS may be different. If a first given name has two parts to it, it may display with one as the first given name and one as a middle name. If both names should show as first name, staff in a student centre can correct this
without the usual protocol. Please then add a comment noting that the name format was amended following data conversion. If the second part of a name is not displaying at all or if a student’s name is incorrect in any other way, students will need to follow the usual change of name procedure.

**Short Cut Keys**
Did you know that you can use most commonly used short cut keys in ISIS, such as **Cntr R** to retrieve data. For some of the more common short cut keys visit: [www.isis.unimelb.edu.au](http://www.isis.unimelb.edu.au) these will be on the website by Monday.

**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)

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**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**.
  - Please use a distinct and meaningful subject for each email request, so that we can keep related correspondence together and more easily track requests.
  - We need to prioritise any 2010 changes, so your 2011 changes may not be actioned immediately.

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**Did You Know?**

**Subjects in LMS**
The LMS team advises that all semester 2, 2010 subjects will become available to students in the LMS automatically at 10am on Friday 16th July. All semester 1 subjects will remain available to students until Friday 23rd July. For more information go to: [http://www.lms.unimelb.edu.au/news/#available02](http://www.lms.unimelb.edu.au/news/#available02)

**Email being sent to all students**
We are sending a email to all students early next week. This will include information on the TEB sanctions and asks them to use the student website if they require more information. [www.ssp.unimelb.edu.au/students](http://www.ssp.unimelb.edu.au/students)

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**Quicklinks**

[ISIS Website](#)  [ISIS News](#)  [ISIS Glossary](#)  [ISIS eLearning](#)