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 for September

- 1652 calls to Student Line (15410 calls since go-live)
- 827 Calls to ISIS support  (7629 calls since go-live)
- 1133 new cases (8718 cases since go-live)
- 1016 emails so far this month

ISIS Support

ISIS Outages Update
The next scheduled outage will be on Thursday 28 September 2010, between 6pm and 8pm. This is due to Microsoft patch that urgently needs to be applied.

Online Application Issues Summary
There are a number of outstanding online application issues including potential duplicate records creation, unexpected errors in the application process and payment manager connectivity problems. The issues and current actions underway are outlined in a fact sheet including the specific actions staff members should take. The fact sheet can be found here:
http://www.isis.unimelb.edu.au/isis_tips/resources

Changes to Functionality

Functionality Available Now:
Student email lists
We recently identified the cause of a problem with the student email lists, which was a processing step not restarted properly after the Merlin freeze. The student email lists should now be complete and consistent with data that is recorded in ISIS. If you have any recurring issues with student email lists, please report these to the ISIS Helpdesk as a new issue.

Modifications to existing reports:
- Reward Application Summary Report – This report will now enable MSO staff to run this report in bulk without the
need of Student Set/worksheets. For example, users can choose to print all the applications for a particular Offering Year or all the application for a particular reward code etc.

- **Student Education Background Search** – Latest enhancement enables the users to search/filter data based on Alternate Student ID such as VTAC Number, Secondary School Id etc.

- **Batch Receipts Search** – Enhanced search grid will now include new columns which provide information such as Allocated Customer ID, Allocated Ledger Category, Allocated Amount, Creation Date, Creation Time and so forth

- **Record Card** – Record Card will display total points for the course under each year.

- **Student Snapshot** – This screen now includes the following:
  a) Student DOB
  b) Student study load (first half year and second half year. Note that this is load at the student level for now)
  c) New check boxes for Study Abroad UG / PG
  d) Sanction reasons and notes
  e) Last modified user for Terms and Conditions
  f) Default thesis teaching org
  g) A new grid for current enrollment period org unit details
  h) A new grid for current supervisors
  i) And some column header re-badging for consistency purposes.

- **Student Contact Details Search** – This grid now has a new column which provides student's user name.

- **VPT Concession form (Metiform)** – This form has been updated with the following:
  a) A new sanction hold WVPT, which will prevent the form being printed when configured as a CRW
  b) Changed appearance of 1 Years to 1 Year
  c) Changed appearance of PRs (3s and 8s) to Permanent Resident
  d) Includes the student ID number in the ineligible form output

- **Barcode update** - The issue that users were having which prevented them from updating a student barcode has been fixed with this release. The length of the individual user’s PC was preventing the update (new PCs have longer names that TechOne allowed). The name is now being truncated which should resolve the issue.

- **Changes to the Enrolment Tracking Report in order to support the Re-enrolment process** – Some things to note about how the new fields work:
  a) Total Passed Credits
  This subtotal includes both passed subjects and advanced standing. It’s basically the total completed credits towards the course completion. It’s required for the Re-enrolling Student Flag calculation.
  b) Re-enrolling student flag (Y/N)
  Students are marked as re-enrolling studentsstudnt where the total required course credit points is greater than their total passed + enrolled credit points. Basically it means that the student needs to return to study to complete more subjects to complete their course. This calculation ONLY looks at points, not status, etc, which means that it will include students that may be excluded from the re-enrolment process. The flag was made this way to be as simple as possible so everyone can understand what it’s doing. This means that to find your actual re-enrolling cohort, you will need to find students where:
  1. Stage = Admitted (not status, as students could be on Leave of Absence, Potentially Complete, etc.)
  2. Re-enrolling Student Flag = Y
  3. Then exclude your cohorts, such as RHD, TEB, BOE, etc.

c) The new sanction columns.
These are currently hidden – adding them to the report substantially reduces the speed of the grid so please be particular about when you use these.

- **eStudent changes** - A link to the privacy statement was added to the disclaimer appearing at the top of eStudent enrolment screens.

**Modification to Student Forms – Return from Leave (RHD):**

The Return from Leave form is the only one of the Student Forms that needs to be sent to both an RHD Specialist and an MSO Specialist, as MSO needs to process the return from scholarship leave. This was previously dealt with by having both of these in the Assessor grid, however this caused workflow problems whereby the RHD specialist could not approve the form until it was actioned by MSO.

To address this, the MSO specialist has been removed from the Assessor grid and instead a special field has been added called
Scholarship Processing in the general details section. This field will appear once the form has been approved and is for MSO use only.

A cheat sheet for using this form is available on the ISIS website: [http://www.isis.unimelb.edu.au/isis_tips/isis_cheat_sheets](http://www.isis.unimelb.edu.au/isis_tips/isis_cheat_sheets)

**Reminder about alerts.**

The following alerts were released into ISIS on 3 September.

a) **Unassessed Application Alert** - Alert that is triggered when Applications are lodged to inform assessors that they have applications to assess

b) **Unassessed Leave of Absence Alert** - An alert that lists how many applications for LOA are still unapproved.

However we’ve received questions from some users which indicate that they weren’t aware that they had to configure each alert separately. If you have the appropriate role and wish to receive the above alerts you should configure them via your Home tab in ISIS.

More information about alerts is currently being compiled and will be available on the ISIS website shortly.

**Functionality Available Soon**

The ISIS team is about to test the next revision of the software. It contains more than 50 fixes for bugs identified by the University of Melbourne, as well as fixes for bugs identified by other universities using the TechnologyOne product. If testing goes well the revision will be migrated into ISIS in late October. We will let you know more about these improvements prior to installation.

**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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**Did You Know?**

**Positions in the Student System Project (SSP)**

We were overwhelmed with the response to our recent advertisement for short term work in SSP. Thank you to everyone who expressed interest or lodged an application.

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**Tips and Tricks**

**Course Withdrawal Cheat Sheet**

A new cheat sheet has been added to the website. It explains the online withdrawal (Student Form) and course withdrawal process for coursework students. You can find this and other cheat sheets at: [http://www.isis.unimelb.edu.au/isis_tips/isis_cheat_sheets](http://www.isis.unimelb.edu.au/isis_tips/isis_cheat_sheets)

**Finding Uncertified Results**

If you need to find un-certified results to arrange for these to be certified in order to help the re-enrolment process, use the Student Study Package Search with the criteria of “Certified = No” and other appropriate criteria. See below for an example of this search:
Finding Unassessed Advanced Standing Applications
If you need to find outstanding applications for advanced standing in order to process them, use the “Advanced Standing Application Search” Screen with the criteria “Application Status = unassessed” and the appropriate course code.

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)