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### ISIS Improvements: Results, Progress and Special Consideration

Last night the ISIS team delivered a number of additions and improvements in the area of Results, Progress, and Special Consideration. These additions and improvements are expected to be of significant benefit in the upcoming end-of-year processing. Please take a moment to familiarise yourself with the changes in detail at ISIS Improvements: Results, Progress and Special Consideration.

In summary the ISIS team is rolling out:

- Several new reports specific to these business processes
- Several enhancements to existing reports
- Automated emails to students around special consideration
- Automatic flagging of late applications for special consideration
- Email alerts to you when staff verify results or when results verification emails cannot be delivered

Additionally, in conjunction with the SMS Assessments and Scholarships Unit, a significantly better process has been developed for handling students with missing results through the ratification process on ISIS. This will be an interim process while the software vendor addresses the fundamental problem.

### Performance of ISIS: Ways We Are Speeding up the System
The ISIS team has been working on improving the performance of the system. While there is no “quick fix” the team has been steadily removing various obstacles to make the system running faster. A number of changes that have been delivered recently should assist during the results entry/ratification period:

- Adding more DP queue processors to allow more jobs (e.g., reports, results uploads) to run at the same time. ISIS can now process 20 jobs simultaneously.
- The results ratification job has been redesigned by the software vendor to run faster
- Resolution of an issue that over-worked the database each time a user ran a report
- Systematic monitoring and tuning the internally written search screens so they run faster and spend less time in the database
- Tuning of a number of internally written reports so they run faster and spend less time in the database
- Tuning a number of system jobs (e.g., invoicing) so they run faster and spend less time in the database
- Fixing some bad data converted from Merlin which was causing system jobs to over-work the database
- Repair and re-commissioning of an application server that was out of commission when ISIS went live

The team continues to work to enhance the performance of the system, within the constraints placed on us by the software and the hardware. We are nearing finalisation of:

- Resolving an issue that over-worked the database each time a student clicked on a button in eStudent
- Partially resolving an issue that over-worked the database each time a user ran a search with overly broad criteria
- Improving the speed of the file system storage supporting ISIS
- Freeing up another application server so it can be used to service ISIS users

And we continue to work several other lines of enquiry with a view to improving performance further. If you notice any specific performance issues, that please report them to the ISIS Help Desk.

✅❌ Changes to Functionality and Configuration

Improvements to Results, Progress and Special Consideration
The outlined at the start of this newsletter, the ISIS team recently delivered a number of additions and improvements in the area of Results, Progress and Special Consideration. Read the changes in detail at ISIS Improvements: Results, Progress and Special Consideration.

Results: New Notification Emails
As announced yesterday to Results and Processing staff, from this morning Results and Processing staff may have started received emails which are automatically generated from ISIS. Two new notification emails are automatically generated by ISIS. These notify Results and Progress staff when:

- results they have entered or changed have been verified
- an email notification to a subject co-ordinator was unable to be delivered (this will occur when either an automatically-sent or manually-sent email to a subject co-ordinator is unable to be delivered).

What this means for Results and Progress staff?
Staff will now be kept informed, via these emails, when these above circumstances arise.

Updated ‘Enrolment Tracking Search’
- A new field has been added to the grid which users can choose to display, called ‘Remaining Credit’. It is the difference between the requirement of the course and how many credits the student has accumulated (i.e., passed and credit).
This will assist Faculty/Student Centre staff to identify students who have a small number of points remaining to complete. e.g. for identifying students who will need a supplementary exam to complete their degree.

- The last Terms & Conditions search field was not behaving as a date field, and searches using this as criteria were returning all data, not filtering by date. This has been fixed and is now working.

**New ‘Reward Rank Order Report’**
- This new report is available which is a formatted reward rank order list, used by the scholarships office and faculties.

**New ‘Result Return Report’**
- This new report is available to identify students with missing or withheld results. This report will be useful to staff in Faculties, Student Centres and Central Administration.

**Improvements to Student Portal, Application to Study Away form (RHD students only)**
The following improvements have been made to the Study Away student form

- When a student enters an end date for a particular record in the itinerary section, the end date is now being correctly populated based on the end date entered by the student. This fixes the bug experienced by students where the end date was being populated as equal to the start date.
- Students can now save up to 500 characters in the ‘Supervision Arrangements’ field.
- Where a student enters more than 500 characters in the Reason Notes, Supervision Arrangements Field, Additional Student notes, the student will now see a meaningful message relating to the error instead of a ‘Critical Error’ message appearing with no clarification of the reason for the error.
  (However, please note that at this stage, there is still an issue if the student tries to correct the issue, and resubmit, they will receive a critical error. This will be addressed as a priority issue.)

**Improvements to Student Portal Track Submitted Forms function**
- The Track Submitted Forms table available to students who have submitted various applications using the Student Forms functionality in the Student Portal, now includes a column for course code/course description related to each relevant student form. This will make it clear which course the particular application relates to, for students who are (or have been) admitted to more than one course at the University.

### Track Submitted Forms

<table>
<thead>
<tr>
<th>Reference Number</th>
<th>Course</th>
<th>Form Type</th>
<th>Submission Date</th>
<th>Application Status</th>
<th>Status Date</th>
<th>Date Change Actioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>202812</td>
<td>101AA Ph.D. - Arts</td>
<td>Return from Leave (Course/Scholarship)</td>
<td>28-Oct-2010</td>
<td>Approved</td>
<td>28/10/2010</td>
<td>28/10/2010</td>
</tr>
<tr>
<td>202813</td>
<td>101AA Ph.D. - Arts</td>
<td>Return from Leave (Course/Scholarship)</td>
<td>28-Oct-2010</td>
<td>Approved</td>
<td>28/10/2010</td>
<td>28/10/2010</td>
</tr>
<tr>
<td>202819</td>
<td>101AA Ph.D. - Arts</td>
<td>Leave of Absence (RHD)</td>
<td>02-Nov-2010</td>
<td>Unassessed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>202827</td>
<td>101AA Ph.D. - Arts</td>
<td>Study Away / Placement Details</td>
<td>09-Nov-2010</td>
<td>In progress</td>
<td>9/11/2010</td>
<td></td>
</tr>
</tbody>
</table>

### Tips and Tricks

**Using the Enrolment Tracking Search**

Documentation is now available on using the Enrolment Tracking Search to help you monitor enrolment / re-enrolment of students. This includes a range of common search scenarios such as finding students who have not yet re-enrolled, finding students without load or LOA for half a year, finding students who are potentially over-enrolled for half a year, and finding students who should (but do not) have a status of potentially complete. You can find this and other cheat sheets at:
Best Practice for Uploading Application Documents

If you ever need to upload application documents for students, please upload them via the Application Screen. This is beneficial because:

1. The uploaded documents can also be viewed on the Students Documents Screen as well as the Application Screen.
2. If a student application needs to be consolidated, you can still view all the uploaded documents via the Application Screen.

Identifying Students Intending to Withdraw or Transfer

Here are some brief instructions on how to identify student who intend to withdraw or transfer.

ISIS does not permit the forward-dating of course withdrawals (discontinuations). This means that all formal student applications to withdraw from a course, where semester 2 results are required, will need to be set aside by Student Centres and processed after results are finalised. An extension can be requested from SMS-E to allow time to process these applications after results are released.

To identify students who plan to withdraw or transfer, you can search for newly submitted forms (marked as ‘Unassessed’), or, if you have been setting the forms to ‘In Progress’, then you can search on this status instead.

1. Go to the Student Forms screen.
2. Click on the search icon next to the ‘Student form reference no.’ to open the UOM E-Form search.

3. Use the following search criteria in the UOM E-Form search. These dates are the timely re-enrolment dates, so these forms were submitted during timely re-enrolment.

OR, if you have been setting the forms to ‘In Progress’, use this in your search criteria.

4. Add your org unit to the search to find your own students, then for those student applications you support send a bulk extension request using the Request for Extension of Time and/or Manual Re-enrolment form (this is available from the SMS intranet under re-enrolment resources). An extension will be loaded by SMS-E staff to allow additional time for processing once results are released after the standard re-enrolment deadlines.
Did You Know About?

**ISIS Roadshows for staff**

As we review feedback about ISIS training and documentation we are trialing some new ways of supporting staff, particularly in certain areas of the system. Over the past couple of months we have run ‘Search Clinics’, a ‘Study Plan Drop in’ session and faculty ‘Frontline visits’.

We are now offering ‘ISIS Roadshows’ to each Student Centre / Graduate School to provide staff with information about their nominated areas of interest. We are sending groups of 4-5 ISIS staff with a range of skills who can work directly with staff and answer specific questions as needed.

Roadshows will be running from today through into the new year, depending on demand and availability of key staff. If you are wondering when your student centre / graduate school Roadshow is, please contact your Student Centre Manager or Sarah Purnell: sarah.purnell@unimelb.edu.au.

**Pilot Training Course: Data Extraction Techniques**

Following feedback from users, the ISIS team will be piloting a new 1-day training course, ISIS Data Extraction Techniques, in mid-December 2010, for possible introduction on an ongoing basis in 2011. Further details about the pilot course, including dates and how to sign up, will be in special ISIS Update coming soon.

Note: This course will cover some of the same material covered in the course ISIS: Reporting Masterclass previously run between April and August 2010.

**Next Scheduled ISIS Outage 4 December**

The next scheduled outage will be on **Saturday 4 December, between 7am and 9am**.