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

- 6653 calls to the student help line since go-live.
- 3772 calls to the staff help line since go-live.
- 4061 emails/web requests have been received.
- 3624 email/web requests resolved.
- 26761 TEB sanctions have so far been lifted from students’ study plans.
- Only 278 Major data conversion errors remain on current students.

ISIS Support

Requests for Reports
- There can be quite a long wait at the moment for ad hoc data from ISIS. We apologise for this and we are working as hard as we can. We are also in the process of recruiting more staff to help in this area.
- Approximate wait times are as follows:
  - Simple requests for data where no SQL is required – 1-2 days
  - More complex requests that do involve SQLs - please allow up to 7 days

Functionality Now Working or Currently Unavailable

Functionality Available Now

Enrolment Tracking Report, which replaces many uses of the “monitor” and “on-line monitor”. We found some problems with this report and so it is now temporarily being hosted outside of ISIS. We’re currently updating the structure of the report to increase the amount of data that can be extracted and improve its performance. To access the interim report that includes a full output of all the data please go to: [wwwisis.unimelb.edu.au/getting_help/resources](http://wwwisis.unimelb.edu.au/getting_help/resources) and look for the Enrolment Tracking Report (Interim). You will then need to log in to the website. Under item 3 ‘Enrolment Resources’ you will find the Enrolment Tracking Report. This report will be refreshed each night and a new version of the report loaded each morning until further notice. The report provides you with students who have been made an offer for or in 2010, or have accepted and been admitted to a course in 2010.

Student Fee information: Students are now able to access their fee information via the portal. Also, most of the fee DCN related sanctions (💰) related to the Merlin/ISIS reconciliation have now been lifted from students within ISIS.
**Reports**

- **Bulk Record Cards**: Staff are now able to print bulk record cards. You do this via the Student Record Card screen. To run record cards in bulk, you will need to first create a worksheet and then use this worksheet in the Student Record Card screen. A cheat sheet will be available early next week providing instructions on how to create a worksheet. Anyone who has had Enrolment 4 training will have access to print bulk record cards.
- **VPT Concession Form** (MET form): is now available. Anyone who has completed Enrolments A training will be able to access this report.
- **Results Change Notification**: This is now working

**Offer letters**: Offer letters are now fully operational. We are able to run bulk offer letters for you; if needed, submit a help request to do this.

**Expected Completion Date (ECD)**: As you may know, there is no delivered Expected Completion Date in ISIS, however as we use this information for a number of purposes, we have created our own. The ‘Calculated ECD’ is now available in the Student Credit Summary Report, and is coming soon to the Student Snapshot. Please note, the ECD is calculated differently for different cohorts and differently from Merlin. For more information, visit: [www.isis.unimelb.edu.au/training/isis_cheat_sheets](http://www.isis.unimelb.edu.au/training/isis_cheat_sheets)

**Unicard**: Unicard has been activated in all Student Centres. The Unicard expiry date is now running off the new Expected Completion date, which will allow research students to receive student cards. The expiry date will be set to the next valid 28 February after the ECD. Note that if there is no ECD, or the ECD is in the past, but the student is still eligible for a student card, Unicard will automatically set an expiry date of the next valid 28 February.

**Victorian Public Transport Concession Forms (Metforms)**: Victorian Public transport concession application forms are now available for printing from ISIS. As per the existing process, the forms must be printed on the pre-printed letterhead provided by SMS-Enrolments. In order to print a VPT form, users with Enrolment 1 and above can navigate to the VPT Concession Form, enter the student ID and submit the request to the server. A PDF of the form will display when complete and can be printed on the letterhead.

Please note that forms are currently printing for Study Abroad students, although these students are not eligible for a form (an issue that existed in Merlin and which we are still working through). Forms are not printing for AusAID students, who are eligible. We are currently working on refining the code. In the meantime please do not print a form for incoming Study Abroad students. For AusAID students – their forms can be authorised manually by the Student Centre. Students will need to provide two passport photos for their form.

**Swap Link**: The Swap link is now available for students; however, if a student is trying to swap a passed/failed or commenced subject or structure, they won’t be able to do this via the ‘Swap’ link. To change a commenced subject they will need to withdraw from the subject and then select a new subject to enrol in as per normal. To change a commenced structure (major, minor, specialisation), they need to contact their Student Centre as it requires staff intervention. We will provide the students with an FAQ and information on the ISIS Student Page explaining this error. We will also include information about it on the [ISIS Bug Tracker](http://www.isis.unimelb.edu.au) webpage.

**Functionality Available Soon**

**Student Contact Details Search**: This report seems to be not working correctly. We have removed it until we have rectified the issue. If you need to access email contact details for students by subject or class, you can do this using Subject and Class Lists screen and add the Student Email Address to your grid.

**Library interface (ISIS to the Library)**: has been tested and it is hoped that it will be working on Monday.

**Student Email Lists**: Student email lists will be back from early next week. At the moment these are still taking Merlin data. Initially you will be able to send an email by course, subject and subject study period.

**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**

**Waitlists have been closed for Timetabling**
The ‘Waitlist’ function on the Student Timetable provides students with the ability to record a preference for registering in a particular class that is full. Should a place become available, the first student on the waitlist is registered into that class. As students on waitlists are not actually registered into a class, the subject waitlists are closed three working days in advance of the commencement of the relevant study period to force students to register themselves into an alternative class.

A problem with the waitlist functionality has recently been identified. Once students place themselves onto a waitlist for a class, they are not currently able to remove themselves from that waitlist and place themselves into an alternative class, nor are they able to manage their registrations for any of their other subjects. As a technical solution for this problem will take some time to implement, it has been determined that the waitlist should be closed early.

Early closure of the waitlist will return the ability to affected students to self manage their Student Timetable. The Class Registration office has identified, and will be in contact with, affected students. As the waitlists will only close four working days earlier than planned, it is not expected that this will have a significant impact on students. Students who have an urgent requirement to be registered in a specific class that is full will be directed to contact their Student Centre for assistance.

**Class lists with photos.**
Sometimes the class lists with photos function does not work. If there is a corrupted photo in the list then the whole list will not work. If you find this, please contact ISIS help.

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**Tips and Tricks**

**You can quickly enter today’s date in ISIS**
To enter today’s date in ISIS in the relevant field, without typing it in or using the calendar, you can simply type ‘t’ and then hit **tab**. This will automatically enter today’s date in the field.

**How to Identify Completing Students**
We have a new cheat sheet to assist you in identifying students who are due to complete their course. You can find it at: [http://wwwisis.unimelb.edu.au/training/isis_cheat_sheets](http://wwwisis.unimelb.edu.au/training/isis_cheat_sheets)

**‘Load Search’ functionality in Searches**
If you try to load a saved search, it clears the criteria in the grid instead of actually loading the saved search. This is affecting the following grids:

- Student Credit Summary Search
- Student Document Search
- Student Grades Search
- Student Reward Detail Search
- Subject and Class List

This is being investigated and we hope to have it resolved by end of next week. In the meantime, avoid using saved searches and enter your criteria directly into the search fields.

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

Did You Know?

How do I get ISIS data to run on my local system?
If you have a local system that used to get a feed of student data from Merlin, but you are currently not getting student data from ISIS, you need to let us know. Simply log a help request providing us with the details of the data you require. To log a help request, visit: http://servicedesk.unimelb.edu.au/itsc/sms/

Quicklinks
ISIS Website  ISIS News  ISIS Glossary  ISIS eLearning