ISIS Staff Briefing
100 Days of ISIS

Integrated Student Information System

10 September 2010
Today’s Agenda

- 100 days of ISIS
- Key events since go-live
- Where to from here?
- Issues, Questions, Answers
Staff calls to help desk

Les McFarland, Project Manager

Student System Project

Staff calls to ISIS Help

7 June 2010 to 9 Sept 2010
Key events since go-live

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Student System Project

Special Consideration

- Students submitted applications online – some benefitted from extended deadline.

**Overall:** Process ran smoothly, no major problems.
Key events since go-live

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Results Release

- Some ‘teething problems’ with a small number of automated emails behaving unexpectedly.

Overall: Students were able to login and view results on specified date. SSP staff have refined criteria for when emails will be triggered.
Key events since go-live

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Student System Project

**Progression / UPC**

- Progression reports in ISIS did not work as planned. Some manual work was required – ISIS team provided extra support to run reports for faculties.
- Subjects with recent changes to pre-requisites were not picked up in the Consequential Withdrawal process.

**Overall:** System functionality is much more complex – has potential to save a lot of work in the future but it needs a lot more work before Semester 2 progress period commences. Key reports will be delivered for Semester 2.
Mid-year Subject Variations

- Students without study plans had to lodge manual subject variation forms.
- Of those with study plans, some were blocked because:
  a) Certain pre-requisite rules weren’t applied
  b) Some TEB sanctions were left on
  c) Some students had usability issues

Overall: This was a busy and sometimes difficult period for both staff and students in certain areas. It was a one-off. ~34,000 plans now built.
Key events since go-live

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Fees / Invoicing

- Data conversion clean-up meant withholding fees information for 6 weeks.
- 3% of students had fee problems, half were discrepancies of less than $10.
- Huge amount of work done so invoices for 31 August census date could be sent.
- Invoices went out later than planned due to system performance issues.

Overall: Invoices issued for Sem 2 and students have been billed correctly. Students have had less time than normal to pay their invoices, but had benefit of a later due date. No late fines have been applied to late payers.
Key events since go-live

Les McFarland, Project Manager Student System Project

Mid-year Admission and Enrolment

- Concerns about complexity of online application – usability issues and system bugs have both played a part.
- System generated correspondence problematic.
- Concerns from staff about unwieldy admissions screens.
- Some confusion among students on how to interpret ‘empty’ study plans for non-fixed courses.
- ISIS helpline assisted 1,300 students during enrolment week.

Overall: Student Centres busy. New enrolments for mid year entry proceeded without significant disruption. Number of applications received in July in line with the same time last year.
Key events since go-live

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Timetabling (Class Registration)

- Some performance problems on the first day which made it difficult for students to access the timetable, resolved by second day.

- Problem with ‘create a clash-free timetable’ function interfering with streamed classes. We removed the ‘clash-free’ function for this round of class registration and are seeking a solution for next time.

- A few subject-specific problems caused by system bugs in some of the settings. Manual work-arounds were implemented

**Overall**: Class registration went well. The online function is very intuitive and most students were able to select their preferred timetable with ease.
Key events since go-live

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DEEWR Submissions

- ISIS has more data validations around government reporting, hence a lot more clean-up has been required than usual.
- A lot of “interesting” records from Merlin required cleaning.
- As a result, UoM has submitted our cleanest ever DEEWR file.

Overall: Statistical returns for the first half year submitted as per schedule with DEEWR. Some one-off cleaning of data was required.
Key events since go-live

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First Major Census Date

- Significant extra workload for SMS-E around auditing, cleaning up enrolments and back-dated changes (higher number of requests for back-dated changes received than in previous semesters).

Overall: More analysis is needed to determine why there are more requests for back-dated changes. New reports will need to be developed to assist with auditing so that incorrect enrolments can be detected earlier. SSP looking into allowing some Student Centre access post-census date.
What happens now?

Les McFarland, Project Manager
Student System Project

Review and Improve

- Front line visits
- Public forums
- ISIS Help
- Working groups
Working Parties / Chair

- **Admissions** – Stuart Hildyard
- **Enrolment** – Gloris Willoughby
- **Re-enrolment** – Gloris Willoughby
- **Results, Unsatisfactory Progress, Special Consideration** – Heather Thomas
- **RHD Working Party** – George Duke / Andrew Howes
- **Performance** – Les McFarland
Questions? Comments?