ISIS Update

Welcome to the ISIS newsletter for ISIS users, providing updates on functionality, ISIS statistics, tips and tricks, and more.

In this Issue of ISIS Update

- **ISIS Stats**
- **Functionality Updates**
- **Bugs & Faults**
- **Tips and Tricks**
- **Did You Know?**

## ISIS Stats

- 32138 TEB sanctions have so far been lifted from students’ study plans.
- 0 Major data conversion errors remain on current students.

## ISIS Support

### ISIS Outages Update

Reminder that ISIS outages are now fortnightly, rather than weekly. The next scheduled outage will be on **Thursday 26 August between 6pm and 8pm**. It is important to note that there may be outages outside of these times for emergency fixes; you will be advised via email if this occurs.

### ISIS Issues

It is important that you log all issues that you encounter when using ISIS, even if the issue is a usability issue, not a technical one. Examples of usability issues include adding an extra field to a report or adding a new system comment. We can only rectify issues that we are aware of, so let us know! You should log all of your issues with the ISIS Help Desk, preferably via the web form: 

## Functionality Now Working or Currently Unavailable

### Functionality Available Now

**Check My Enrolment Button**

Students can now access a new feature in the Student Portal that shows them their enrolment details. The new button ‘Check My Enrolment’ is on the home tab and provides a list of subjects students are currently enrolled in. See example below:

### Reports

- **Student Contact Details Search:** This report is now functional and we hope to make it available to users in the next two weeks. Until then, staff requiring student contact information can continue to request this through the ISIS Help Desk. Please provide a list of student ID’s that you need details for.
- **Record Card:** There was a problem with this report not displaying supplementary results correctly. This has now been fixed. Further improvements to this report are currently being worked on to address issues raised by users including the addition of credit points, advanced standing and subjects appearing multiple times.

**Payment Gateway**

We have resolved the technical issue with the payment gateway which was affecting international applicants as they try to pay their assessment fee. International applicants are now able to make payments online, but they may still experience intermittent problems. If this occurs they should simply try again.

**Functionality Available Soon**

**Enrolment Details for students.** This report will be available soon for students to access important information about their enrolment, including census dates.

**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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### Bugs and Faults

**Library Barcode**

We are aware that some users are experiencing difficulty when updating the library barcode via the Student Snapshot screen. This problem only seems to occur intermittently. In order to obtain a barcode you should close the screen down and try again. If this still doesn’t work, please log [help request](http://servicedesk.unimelb.edu.au/itsc/lms) and we will arrange for the barcode to be generated for you.

**Student Access to Subjects in the LMS**

In recent weeks some students have experienced delays between changing subject enrolment in ISIS and seeing the changes reflected in the LMS. The problems causing these delays have now been identified and addressed.

Students should be able to access their new LMS subjects within 4 hours of an enrolment change.

Some students may still have access to subjects in the LMS despite no longer being enrolled in them. This issue is being addressed by the technical teams and is expected to be rectified shortly.

If students are still experiencing problems they should report them at: [http://servicedesk.unimelb.edu.au/itsc/lms/](http://servicedesk.unimelb.edu.au/itsc/lms/)

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### Tips and Tricks

#### Calculated Expected Completion Date (ECD) and Must Complete By Date

Please note that the calculated ECD and the Must Complete By Date are different dates, used for different purposes.

The calculated ECD is a date that is derived from the student’s current rate of study and the number of outstanding credit points on their study plan (for coursework students) or the Expected Work Submission Date (for research students). It is intended to indicate when a student will complete their course if they continue at their current pace, not as a deadline for completion. As such, it cannot be manually updated. Further information on the calculation details is available at: [Expected Completion Dates](http://servicedesk.unimelb.edu.au/itsc/lms/)

The Must Complete By Date is the date by which the student must complete the requirements of their course, or else they are considered to be making unsatisfactory progress. It is based on the Maximum Time to Complete value listed against all courses on the Study Package ENQ screen and is used to manage academic progress. The Must Complete By Date can be manually updated on the Student Study Package screen, as per the course progression rules available in the Results and Academic Progress User Guide (search for Must Complete By Date via the ‘Help’ button within ISIS).

#### How to run the Application Summary Sheet Report

This report can be used to generate a PDF version of an application that has been entered into ISIS that can be emailed to staff as
required. This is particularly useful in cases where an academic who does not have access to ISIS would like to view an application. Information on how to run this report can be found at: [www.isis.unimelb.edu.au/isis_tips/isis_cheat_sheets](http://www.isis.unimelb.edu.au/isis_tips/isis_cheat_sheets).

**Exporting Data from Grids**

Did you know that when you have data in a grid that you want to export, you don’t need to export all the information you have retrieved? Select the rows in the grid that you want to export to Excel and when you click on the Excel icon, ISIS will only export the highlighted rows.

**Using Group Search Icons**

Group search icons can be used to search for valid combinations for a group of field values. When you click on a group search icon, a search screen will open and, if you already had values populated in one or more of the relevant fields on the original screen, pre-populated search criteria should appear in the search screen. Occasionally, when you click on a group search icon, the pre-populated search criteria will not appear in the search screen. In most cases, if you close the search screen and click on the group search icon again, the pre-populated search criteria will appear.

**Searching for Applications By Organisational Unit**

If you are searching for applications for admission by organisational unit on the Application Search screen, use the Availability Owning Org Unit criterion, not the Owning Org Unit criterion.

**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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### Did You Know?

**Study Abroad and Exchange (SAEX) Students**

A session has been arranged by Melbourne Global Mobility on SAEX students and ISIS. This is an opportunity to ask questions, discuss processes and get some answers about managing these students in ISIS. *Please note this session is for SAEX staff only.*

**When:** Thursday 26 August 3.15-5.15pm  
**Where:** James Hardie Theatre, Level 2, Architecture Building

To enable maximum benefit, please send your SAEX ISIS questions or problems, with student numbers to [Stuart Hibberd](mailto:Stuart.Hibberd@unimelb.edu.au) by 5pm Monday 23 August. The ISIS team will look at any examples ahead of the meeting so that they can be explained to everyone on Thursday. Any questions on the day will also be welcome.

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### Quicklinks

- [ISIS Website](http://isis.unimelb.edu.au)  
- [ISIS News](http://isis.unimelb.edu.au/isis_news)  
- [ISIS Glossary](http://isis.unimelb.edu.au/isis_glossary)  
- [ISIS eLearning](http://isis.unimelb.edu.au/isis_elearning)