ISIS Update Newsletter - Issue 3, Friday, 11 June 2010
isis.unimelb.edu.au

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

In this Issue of ISIS Update
- ISIS is now live
- Bugs & Faults
- ISIS Stats
- Functionality Updates
- Tips and Tricks
- Unavailable
- ISIS Student Support
- Did You Know?

ISIS Stats
- 680 calls to the help desk.
- 423 emails/web requests have been received.
- Waiting times on responses is currently a little slow as we have quite a lot to get through. We are working our hardest and thank you for your patience.

Functionality Now Working or Currently Unavailable

Reminder: ISIS is unavailable between 6pm and 7pm tonight

Functionality Now Available
- The Student Document Search report is now available.
- The Special Consideration Search report is now available.
- The report to monitor the status of RHD Student Progress is now available.

Functionality Available Soon
- Further to our advice yesterday, the Unicard testing did not go ahead as planned. As a result we now expect the upgrade and testing of Unicard to be completed today at SMS-Enrolments. We expect it to be applied to Student Centres early next week.
- Results collation sheet, used for Student Academic Progress, will be available on 18 June.
- Online applications are expected to be available on Tuesday. We now have a Merchant ID from the bank and we are testing today. Note that the merchant ID does not affect domestic applications so there is no issue if local students apply.
- Results Statement, that replaces the Merlin enrolment advice and result history links in the student portal, will be available on 18 June.
- The interface to the Library is still not connected. We expect it to be connected by the middle of next week.

Previously Advised Functionality Unavailable and Updates
- The enrolment wizard that helps students navigate through their enrolment has a problem with the final link, ‘next steps’. When students click on this link they are directed to a blank page. Until this link can be fixed we have placed the link on the ‘welcome’ page advising students to remember to come back to this page when they have completed their enrolment. Students should not be disadvantaged by this broken link.
- The data feed from ISIS to the Account Registration System (ARS), ran last night and is now operational.
- Admissions correspondence: Unfortunately there are still issues with the system-generated offer letter and we will be working hard next week to resolve them. In the interim, ISIS staff will generate offer letters on your behalf and email the electronic copy to you for printing/forwarding to the student. Please follow these steps to obtain an offer letter:
  1. Process your offer as normal in ISIS
  2. If the application is successful, set the status to ‘Offered’ including any relevant comments
3. Log a request for an offer letter to be produced via the ISIS Help web form:
4. Include the following information in your request:
   - Student name, number, course details
   - The email address of the person who should receive the electronic copy of the letter
   - Mark it as a high priority
   - An ISIS staff member will generate the letter and email it to you. We will keep turn-around times as low as possible however please allow half a day while we get through the back-log on Tuesday.
   - If the application is unsuccessful, create a rejection letter from the proforma located on the ISIS website (you will need to log in): [http://www.isis.unimelb.edu.au/getting_help/resources](http://www.isis.unimelb.edu.au/getting_help/resources)

- Other admissions correspondence: templates have been posted on the ISIS website. Currently these require manual entry of the applicant’s details. Further information about how to generate these letters in bulk using a mail-merge process will be provided soon. Templates can be downloaded here: [http://www.isis.unimelb.edu.au/getting_help/resources/off-system_letter_templates](http://www.isis.unimelb.edu.au/getting_help/resources/off-system_letter_templates) (email login required).

---

**Bugs and Faults**

**Study Plans for International Students**

- In training you would have been advised that International Admissions would expand the study plans of all new international students during the Offer-Admit process, but due to the ONS sanction, they are actually not able to do the expansions. Faculty staff will need to expand students' study plans once they have lifted the ONS sanction that applies to all international students.

---

**Tips and Tricks**

**Calculating Leave of Absence (LOA)**

All past LOA records (ie. any leave which ended prior to 7 June 2010) have been loaded into ISIS as two comments: one that prints on the transcript and another that doesn’t. You will need to take this into account when looking at a student’s past leave periods. So, LOA from 7 June 2010 onwards is recorded as a Stage/Status change at the course level (Stage = Admitted and Status = Leave of Absence) but LOA before that date is a Comment. The comment codes to look for are:

- **LOA_DCN_04** - Leave Data Conversion Comment – Transcript
- **LOA_DCN_10** - Leave Data Conversion Comment.

This means that newly enrolling students from mid-2010 onwards will have all their LOA periods calculated by the system and if a student applies for more than the maximum allowed LOA for the course (usually 12 months), the system will alert the staff member.

For students with enrolments prior to 7 June 2010, staff should check for any LOA comments and if any exist, determine whether the student has exceeded their LOA entitlement.

**Updated enrolment procedures**

SMS-Enrolments have documented the enrolment process to take into account changes in the student system. This is available in the [Student Admin Intranet](https://studentadmin.unimelb.edu.au) under Enrolment Resources.

**Sanctions**

Some staff have been experiencing difficulties lifting the TEB sanctions when they have completed a student’s study plan. We have made some changes in ISIS and this problem should now be fixed. You can now go back and lift the TEB sanctions.

**Multiple lines in grids**

You may have noticed multiple rows appearing in a grid, for example in the Report on Special Consideration applications. When a student submits an application there are several note types and each note type for a particular subject will be on a separate row. This facilitates all departments seeing full information about an application. If you scroll across, you will see if the note relates to the same subject or not.
Did You Know?

**Study Plans Support Lab**
Arrangements for next week have been changed slightly to provide a more effective service. We will open for half days and where possible, we'll have all three of our study plan experts there at the same time. For next week we'll trial a drop-in arrangement instead of bookings.

Could you please ensure your staff are aware of these new opening hours for next week:

- Tuesday 15th, Thursday 17th and Friday 18th: 9.30am – 12.30pm
- Wednesday 16th: 2 – 4pm

The support lab is located at the Design Hall, level 1, Baldwin Spencer building.

---

**Quicklinks**

- ISIS Website
- ISIS News
- ISIS Glossary
- ISIS eLearning