ISIS Improvements: Changes to the Text on the Study Plan

In this issue:

- What’s changed and why?
- What do these changes mean for me?
- New language and terms
- Appendix: New instructional text at the top of the study plan; Re-named and re-formatted help box; New wording for links on ‘Admin’ tab of Student Portal

What’s Changed and Why?

The ISIS team, working with the Communications and Advice Unit, has undertaken a full review of the text that students see in their study plan when managing their plan and enrolling in subjects. Substantial changes have been made to this text, designed to improve usability to students, clarify the academic enrolment process, and ensure that students know where to go to get assistance with their enrolment.

The changes include:

- Clear and targeted instructions now appears at the top of the Study Plan Details screen (for details, refer to the Appendix)
- All instructional text now displays only at the point when the student needs it; this ‘just in time’ approach reduces the amount of information that students need to sort through on each screen and minimises confusion
- All text is now cleanly formatted and promotes quick and easy scanning of information, with common conventions used throughout all screens to provide a consistent look and feel
- Further help options are now displayed via a re-named and re-formatted help box: ‘Do you need help or advice?’ (for details, refer to the Appendix)

Changes are also being made to the wording and sequence of the links to enrolment functions on the Admin tab of the Student Portal, under the ‘Managing My Enrolment’ heading (for details, refer to the Appendix), and to the wording of selected FAQs in the Student Information Directory. In both cases, the new wording mirrors the wording that now appears in the study plan.

What do these changes mean for me?

Student Management Services asks for your assistance in using consistent language when referring to study plans, study plan structures, and the tasks that students complete when managing their enrolment online. Your cooperation will help to minimise confusion amongst students and increase the likelihood of students correctly completing their academic enrolment.

ACTION: Please take note of the language and terms presented to students via the eStudent screens (reproduced below along with further explanations), and use the same in your communications with students. In particular:

1. Please say ‘enrol in a subject’ or ‘withdraw from a subject’, and avoid saying ‘add’ or ‘drop’ subjects as these tasks are quite different from the old Merlin actions.

2. Please do not use the term ‘swap’ in relation to enrolled subjects. Instead, please say ‘replace one enrolled subject with another’ if you are referring to changing enrolled subjects as students are unable to ‘swap’ enrolled subjects.
## New language and terms

Use the following table as a guide to the new language and terms that appear in the study plan, what they mean and how to use them in your communications with students.

<table>
<thead>
<tr>
<th>New Language / Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Build your study plan</strong></td>
<td>When students first expand their study plan, please refer to this as ‘building a study plan’. Most students are faced with decision points, and are required to select from options to expand their plan before they can start enrolling.</td>
</tr>
<tr>
<td><strong>Amend your study plan</strong></td>
<td>Once the study plan has been built, you can generally refer to any changes regarding either the structure or individual subjects as ‘amending a study plan’. Students will likely amend their study plan throughout the duration of their course.</td>
</tr>
<tr>
<td><strong>Choose (from an options list)</strong></td>
<td>Where students must select from a list of options (from both structural components, such as majors, minors and specialisations, as well as subjects), they are asked to ‘choose’ from the list, for example ‘choose a major’ or ‘choose a breadth option’. When a student must choose from an options list, the ‘choose’ hyperlink will appear next to the option row.</td>
</tr>
</tbody>
</table>
| **Change (a structural component)** | Where students are able to change a structural component for an alternative, such as changing an Accounting major for a major in Finance, the ‘change’ hyperlink will appear next to the option row.  
**Important:** Students are only able to change a structural component (such as a major or specialisation) while there are no enrolled subjects within that structure. Once a subject has been enrolled under the structural component, the student will no longer be able to change the structure for another. The student must first withdraw from the enrolled subject under the structural component. For some structural components, the ‘change’ hyperlink will appear again, for others the structure will need to be manually updated by a staff member. |
| **Swap (a planned subject or structural component)** | Where students are able to swap an optional subject or a structural component for an alternative, the ‘swap’ hyperlink will appear next to the option row.  
**Important:** Students are only able to swap an optional subject while it is ‘planned’. In Merlin / SIS, a swap referred to replacing one enrolled subject with another enrolled subject, however in ISIS, once the subject has a status of ‘enrolled’, the student will no longer be able to select an alternative for that subject. The student must first withdraw from the enrolled subject, after which the subject is set back to ‘planned’. The ‘swap’ hyperlink will only appear to the right of the option row once an optional subject has a status of ‘planned’.  
**For this reason, please avoid using the term ‘swap’ in relation to enrolled subjects. Instead, please say ‘replace one enrolled subject with another’ when referring to changing enrolled subjects.** |
| **Enrol in a subject** | In order to distinguish between planning a subject (putting it on the study plan) and enrolling in a subject, it is important to be specific about what enrolling in subjects means and how to complete it. On the structure, students must tick the box to the right of the planned subject, then click the enrol button at the bottom of the screen. The status of the subject will then change to ‘enrolled’, and if the component is optional, the hyperlink to ‘swap’ will disappear. |

## Questions

If you have any questions about the information in this Update, please contact ISIS Staff Help:  
**Phone:** 8344 2690  
**Email:** ISIS-help@unimelb.edu.au  
**Log a help request:** [Help Request](#)
Appendix

Instructional text at the top of the study plan

Below is the instructional text that now displays on the Study Plan Details screen. It is positioned at the top of the screen above the plan itself.

---

**Study Plan: Study Plan Details**

Your study plan (shown below when you have no outstanding administrative tasks), is a diagram that shows you what you must do and can choose to do to successfully complete your course. Your study plan reflects your course structure, including core and optional subjects, breadth subjects, majors, minors and specialisations. It also shows what you have planned, enrolled in, successfully completed and what you still have left to complete.

**STEP 1: Build or amend your study plan**

Your study plan displays the current structure of your course. You can build or amend your study plan using the following links where they display:

- Where there is a link to ‘Choose’, you must select from the available options.
- Where there is a link to ‘Change’, you can change your selected option (until you select a subject under this choice).
- Where there is a link to ‘Swap’, you can swap any subject with a status of ‘Planned’ (until you enrol in that subject).

**STEP 2: Enrol in subjects**

Once you have built your structure, you must enrol in subjects (a subject has a default status of ‘Planned’ until you enrol in it). For each subject you wish to enrol in, you must:

- Select on availability from the subject’s drop-down list (if availability details do not already display).
- Tick the box to the right of the subject (you can select one or more subjects).
- Click the ‘Enrol’ button at the bottom of your study plan.
- On the next page, review your potential enrolment list and click the ‘Confirm Enrolment’ button.
- On the next page, review any confirmation or error message. Once you have successfully enrolled in a subject, it will show a status of Enrolled.

**STEP 3: Withdraw from enrolled subjects (or replace enrolled subjects)**

Click here if you want to:

- Withdraw from subjects in which you are currently enrolled, or
- Replace one of your currently enrolled subjects with another (you will need to withdraw from the enrolled subject first, you will then get an option to ‘Swap’ displayed on your study plan).

For information about subjects, courses, majors and specialisations, please refer to the [University Handbook](#). For further assistance, or if you need to make any other adjustments to your study plan and you are unable to do so, please call the [Contact Centre](#).

**Research higher degree students**

RHD students cannot use online study plans. Please contact your RHD Specialist to manage your enrolment. A list of contacts is available at [www.gradresearch.unimelb.edu.au/current/faculty-contacts](http://www.gradresearch.unimelb.edu.au/current/faculty-contacts).**
Re-named and re-formatted help box

Below is new-look help box that displays on the Study Plan Details screen only. It is positioned at the bottom right corner of the screen below the plan. Note that the help box is scheduled to be reviewed again in April at which time a decision needs to be made about the help videos.

![New Look Help Box](image1)

Below is the new-look help box that displays on all other eStudent screens.

![New Look Help Box](image2)
New wording and sequence for links on ‘Admin’ tab of Student Portal

The following is the new wording and sequence for the links that display to students in the Student Portal, on the ‘Admin’ tab, under the ‘Managing My Enrolment’ heading. The wording is consistent with the wording on the Study Plan.

- Enrol in a new University of Melbourne course
- View or amend my study plan
- Enrol in subjects
- Withdraw from subjects
- View the online handbook
- Apply for leave of absence
- Apply for course withdrawal
- Check my enrolment

Previously this was represented as follows.