ISIS Update
Welcome to the fourth 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
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- Bugs & Faults
- ISIS Stats
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ISIS Stats
- 895 calls to the help desk.
- 503 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

Note: ISIS will be available tonight (Tuesday) between 6pm and 7pm, but unavailable between 6pm and 7pm for the rest of the week.

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.
- Online applications are now available. There are 404 courses that are set up to receive online applications.

Functionality Available Soon
- Unicard testing has taken place. Unicard is now operational at SMS-Enrolments. A representative from Unicard has been requested to upgrade all Unicard machines in Student Centres with the latest version of Unicard software. Once this has been completed and the Library feed (ISIS to the Library) has been tested, Student Centre Unicard machines can be turned on. We expect this to occur before the end of the week. Until then, please refer students to SMS-Enrolments to obtain ID Cards.
- Results Statement, that replaces the Merlin enrolment advice and result history links in the student portal, will be available on 18 June.
- Results collation sheet, used for Student Academic Progress, will be available on 24 June
- Library interface (ISIS to the Library) is still not connected. We expect it to be connected by the end of this week. Note the incoming Library to ISIS feed is working already.

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.

Admissions correspondence
Unfortunately there are still issues with the system-generated offer letter and we will be working hard this 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: http://servicedesk.unimelb.edu.au/itsc/sms/
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 backlog 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

- 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 (email login required).

Tips and Tricks

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 under Enrolment Resources.

Library barcodes of new students who were data converted from Merlin
Prior to the no change period, there were some domestic students who had been issued with an offer letter from Merlin. Their Merlin generated offer letter would have contained their library barcode. When these students complete their enrolment in ISIS, they are required to activate their University account and e-mail. To complete their account activation these students are still required to enter their library barcode on the Accounts registration page.

Where no barcode has previously been issued, which is the case for all new ISIS students, or data converted international students who had not proceeded to accepting their offer in Merlin, they do not need a barcode to initially activate their University account and proceed to enrol. The library barcode will be printed on their Student ID card.

Did You Know?

First Classes to open for Student Timetabling
On Monday 21 June, we have our first 10 subjects opening for student timetabling. This will be the first time students use the new online student timetable functionality within ISIS. ISIS replaces Alloc8 as the university’s class registration system. The Student Timetable for Semester 2 subjects that previously used Alloc8 will open to students on 28 June 2010.

Study Plans Support Lab
Arrangements for this 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 this 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