ISIS Staff Briefing
100 Days of ISIS – follow up

ISIS
Integrated Student Information System

20 October 2010
Today’s Agenda

- Report on frontline visits
- What we’re doing now
- Working groups
- Revision 9 improvements coming soon
- Issues, Questions, Answers
Visits
Frontline visits

- Admissions (National and International)
- International Student Services
- SMS-Enrolments
- EPSC
- Arts SC
- Engineering
- MSLE
- Melbourne Dental School
- Psychology Department
- Biochemistry and Molecular Biology
- RHD units in MDHS & Arts
What did we see?

- Frustration at multiple steps and slowness.
- Frustration with backdating LOA.
- Users need more support, especially at the start of a new process.
- Users need more information / training to make everyday use of the system easier and quicker.
- Some staff are being prevented from certain functions because of unnecessary restrictions in system roles.
What did we see?

- Some screen names are stupid, and there’s a lot of them.
- Users waste a lot of time modifying grids each time they use them.
- Users have lots of suggestions for improvements.
- Users have lots of questions.
- In some processes (esp RHD) there are a lot of convoluted steps required.
- Helpdesk received both very positive and negative feedback.
What we’re doing now
Improving Usability

- Adding more ‘Links to other Functions’ to make navigation quicker.

When you click on these links the system will pre-populate the next form with the current student’s details.
Improving Usability

- Rolling out the ability to customise screens:

  ![Customization Window]

  - This will allow you to amend and save changes to your own grids
    e.g. change column widths, re-arrange columns, etc.
Clinics

Already scheduled

- Admissions
- Enrolment
- Study Plan

Others planned

- Results and Progress

We will be seeking feedback from participants after initial sessions to assess whether the format / content are helpful and should be repeated.
Help Desk

- Reviewing feedback continuously.
- As post-go live peak passes, support staff are learning more about specialist areas, eg. RHD.
- Reducing reliance on casual staff
- Seeking approval to have another position funded so that we can have ‘roving’ help desk staff.
What we’re doing now

Les McFarland, Project Manager

Issue Identification and Resolution

- We are where we expected to be.
- There are a lot of issues.
- UoM can fix some, but not others.
- UoM team resolving ~20/week.
- All ‘known Issues’ will be published starting from next week.
- Follow the process.

Requests for ‘Flags’ in ISIS

- ESOS students
- SEAD students
- Elite Athletes
- Student is admitted into, or on LOA from, another course
- Student has Comments

We will ask ICC to assess this list and determine which ones should be implemented.

Any more requests should be emailed to the Help Desk by Friday 22 October.
Performance Update

- Working closely with Technology One on performance of the application.
- Several performance fixes have been delivered, and more are coming.
- However, there will be continual tuning and tweaking, no miracle cures.
- Record card run times now ~50 seconds and we are aiming to go lower.
Working Groups
Working Groups / Chair

- **Admissions** – Rotating Chair, contact Anthony Manahan
- **Enrolment** – Gloris Willoughby
- **Re-enrolment** – Gloris Willoughby
- **Results, Unsatisfactory Progress and Special Consideration** – Heather Thomas
- **RHD Working Party** – George Duke / Andrew Howes
- **Performance** – Les McFarland
Admissions Working Group - top priorities

**Online Application Usability**

- Review of application requirements incorporating feedback from Faculties and Graduate Schools – underway
- Customisations to improve clarity – delivery 25 October
- Introduction of a general ‘Application Information’ page to provide applicants with details on what they will need to apply and what to do if they experience difficulties – completed
- Review of Study Abroad / Exchange processes – underway

Continued…
Admissions Working Group – top priorities, continued

Processing improvements

- Review Application Summary Sheet – simplifying the sheet based on Graduate School feedback. Target release mid to late November
- Local Development to bundle Summary Sheet and Application Documentation – Concept Paper being drafted. Target release mid to late November
- Review of Admissions Processes – system and procedural – is expected to be complete by the end of this week.

Offer Letter

- Work has commenced on a proposal relating to the concept of a general offer letter as the ‘common service’
- Revised version of the template has been released with enhancements to ensure contact details for undergraduate programs are correct; some enhancements to support international admissions. Further improvements are under consideration.
Re-enrolment Working Group – top priorities

Study Plans
- Improved information & help on study plan screens
- FAQ’s on study plans terminology and common issues
- Study Plan Refresher Session and ‘drop in’ Clinic scheduled
- Process for building of plans and sanction management for students without study plans – separate re-enrolment process and communications strategy for these students.

Communications
- Re-enrolment website with information and process, links to other important information and faculty-specific re-enrolment info (replaces paper-based brochure)
- Review and update to error messages on ISIS to make them more meaningful to students

Continued…
Re-enrolment Working Group – top priorities, continued

Load Management
- Enrolment Tracking Report will reflect individual enrolment load and identify students not fully re-enrolled
- Working with MIS to deliver management reporting of load

System changes to support staff management of re-enrolling students
- Update to load calculations for Metform and other functions
- Update to calculated ECD’s – 4 changes including fixing missing ECD’s
- Statement of Enrolment – further updates in progress
- Updated Student contact details grid
- Updated Student snapshot
- Improvements to Enrolment Tracking Report (total passed credits, re-enrolling student flag, new sanction columns)
Results, Progress & Special Consideration – top priorities

**Special Consideration** (changes due mid-Nov)
- Automated student emails
- Addition of attachment information to Special Consideration Search

**Progress** (changes due mid-Nov)
- New report to identify students who are not progressing in their course – allows students with interim results to be excluded from the process.
- Result Collation Sheet will be available for the next results & progress round, to help identify students with poor progress before ratification.
The next update to ISIS
Revision 9
What is coming on 25 October?

- Revision 9 from Technology One
- Version 16 from UoM
- Configuration enhancements

Which includes...

- Shortcut function keys will be configured
- Allow customisation of grids by individual users
- Improvements to online forms for students – particularly for re-enrolment
- Additional information included in the CAN
- New/improved RHD reports:
  - Students by organisational unit
  - Supervisory load

Continued...
ISIS Update 25 October

Les McFarland, Project Manager

Student System Project

- Improvements to online class registration function for students
  - Weekly timetable easier to view
  - Students can use ‘generate my class free timetable’ button without causing problems for stream set-up.
- Duplicate ID issue resolved for online applicants
- Results Collation Sheet will be rolled out in time for second semester Board of Examiners meetings
- Enrolment ‘Swap’ button working correctly for online Study Plan
- Background reports (such as transcript and student record card) should have significant improvements in run times.
- Database instability that results from very high concurrent load (such as when Class Registration opened in August) will be fixed.

And more...
Details of Clinics

Les McFarland, Project Manager

Student System Project

Admissions Search Clinic
Thursday 28 October, 2-3pm
Lab 3, 780 Elizabeth Street
Limit: 12 people, register via Themis

Enrolment Search Clinic
Thursday 28 October, 3.30-4.30pm
Lab 3, 780 Elizabeth Street
Limit: 12 people, register via Themis

Study Plan Refresher Session
Tuesday 26 October, 11am-12noon.
Theatre A, Old Arts. No need to register attendance.

Study Plan Drop-In Clinic
Thursday 28 October, 10am – 12 noon, Lab 3, 780 Elizabeth Street.
No need to register, just bring your questions along. There will be 12 PCs and four ISIS staff on hand to help with Study Plan related questions.
Questions? Comments?