ISIS Update

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

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ISIS Stats

- 9067 calls to the student help line since go-live.
- 4414 calls to the staff help line since go-live.
- **4420 email/web requests resolved.**
- 28714 TEB sanctions have so far been lifted from students’ study plans.
- Only 9 Major data conversion errors remain on current students.

ISIS Support

Requests for Support

- Remember when you log a help request to include information about the case that will help us investigate it. Things you should include are:
  - Student ID number.
  - Course or Subject code.
  - A screen shot of the relevant incident.
  - A short description of the issue.

ISIS Outages Reminder

There is a regular ISIS outage every Thursday evening between 6pm – 8pm. We will send reminders about this on the day but you should plan for there to be no system available every Thursday evening. If there is to be an outage outside of these times you will be advised via email.

Functionality Now Working or Currently Unavailable

Functionality Available Now

New templates now available. We have updated the following templates:

- The Admission Offer Letter has improved formatting, including indentation of the address so it now fits in the University window pane envelopes.
- The RHD Progress reports have minor content changes to reflect business process.

Enrolment Tracking Report, which replaces many uses of the “monitor” and “on-line monitor”. A reminder that we’re currently
updating an interim report daily that includes a full output of all the data please go to: www.isis.unimelb.edu.au/getting_help/resources and look for the Enrolment Tracking Report (Interim).

**Reports**
- **RHD Leave of Absence Search**: this report is now available on all roles.
- **Library interface (ISIS to the Library)**: is now working.

**Swap Link**: The Swap link has been available for students since last Friday. **Please note**: if a student is trying to swap a passed/failed or commenced subject or structure, they won’t be able to do this via the ‘Swap’ link. To change a commenced subject they will need to withdraw from the subject and then select a new subject to enrol in as per normal. To change a commenced structure (major, minor, specialisation), they need to contact their Student Centre as it requires staff intervention.

**Functionality Available Soon**
- **Student Contact Details Search**: This report is still not working correctly so we have not given your access to it back. If you need to access email contact details for students by subject or class, you can do this using **Subject and Class Lists** screen, this includes the email address.
- **Student Email Lists**: Student email lists will be back from early next week. At the moment these are still taking Merlin data. Initially you will be able to send an email by course, subject and subject study period.
- **Previously Advised Functionality Unavailable and Updates**: We have moved this section to the ISIS website: 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

**Leave of Absence**

There is currently an issue preventing all users from entering or updating LOA (via the Leave of Absence screen) when the return date for LOA is in the past.

Until further advised, staff should follow interim processes to arrange processing of any LOA when the return date is in the past. MSGR and SMS-Enrolments are sending out details of these processes. Please follow those instructions carefully.

### Tips and Tricks

**Basis For Admission**

When you are processing applications for admission, please remember that the **Basis For Admission** field MUST be completed when entering an application assessment outcome (i.e. **Qualified, Qualified with Conditions, Not Qualified**) on the **Application** screen. This is an essential part of the business process and the information recorded in this field is reported to DEEW.

**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

### Configuration

**2011 Course and Subject Changes**

Please send through any 2011 course and subject changes as soon as possible, so we can help you to meet your Timetabling and Handbook deadlines. Important things to note with these changes include:

- There is a new email address to send your information to: 2011-CSPChanges@unimelb.edu.au
- We can only accept changes under delegated authority from approved Faculty representatives. Please email 2011-CSPChanges@unimelb.edu.au with an updated list of names of approved faculty representatives. There is a limit of 4 per Faculty.
- We have distributed a ‘bulk change’ form that you can fill in for multiple change requests. If you have bulk requests, please use this form.
- 2010 late changes and any problems with structures should continue to be sent to isis-help@unimelb.edu.au.
- Please use a distinct and meaningful subject for each email request, so that we can keep related correspondence together and more easily track requests.

Did You Know?

How do I get ISIS data to run on my local system?

If you have a local system that used to get a feed of student data from Merlin, but you are currently not getting student data from ISIS, you need to let us know. Simply log a help request providing us with the details of the data you require. To log a help request, visit: http://servicedesk.unimelb.edu.au/itsc/sms/

Quicklinks

ISIS Website  ISIS News  ISIS Glossary  ISIS eLearning