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
- 11026 calls to the student help line since go-live.
- 5148 calls to the staff help line since go-live.
- 5210 email/web requests resolved.
- 30050 TEB sanctions have so far been lifted from students’ study plans.
- 9 Major data conversion errors remain on current students.

### ISIS Support
**ISIS Training** is ongoing. New sessions up till the end of August are now available on Themis Self Service.
A new course has been created for Student Centre, Faculty, Graduate School or Department staff with basic RHD student management responsibilities. It’s called ISIS: **RHD Essentials**. There is a 3 hour class next Wednesday afternoon, 4 August.

**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 Update
From this week the regular ISIS outage schedule will move to fortnightly outages, rather than weekly. So the next scheduled outage will be on **Thursday 12 August between 6pm and 8pm**. It is important to note that there may be outages outside of these times for emergency fixes; you will be advised via email if this occurs.

### Functionality Now Working or Currently Unavailable
**Functionality Available Now**
**Student Email Lists**: Student email lists for courses and subjects are now available with data from ISIS. You can see information on how to use them here: [http://www.its.unimelb.edu.au/support/email/custom_emailing_lists/student_lists](http://www.its.unimelb.edu.au/support/email/custom_emailing_lists/student_lists)
Subjects:
- s-<subjectcode>@studentlists.unimelb.edu.au
- s-<subjectcode>-<study period code>@studentlists.unimelb.edu.au

Courses:
- c-<coursecode>@studentlists.unimelb.edu.au
  Example s-HIST90024-SM2@studentlists.unimelb.edu.au

If you have any problems using these lists you need to contact the IT help desk at: http://www.its.unimelb.edu.au/

Student Forms Alerts. The Student Forms alert functionality has been updated to separate the notifications for RHD and coursework students. If you wish to continue to receive Student Forms alerts you will need to reconfigure the appropriate alerts. If you want to check how to configure your alerts, see the eLearning course on configuring alerts – Logging in, Using Tabs, and Setting Up Your Alerts.

Reports
- Enrolment Tracking Report is now available directly from ISIS. This was being managed by a report outside of ISIS. To use this report simply search for the ‘Enrolment Tracking Report’ and fill in your search criteria. This report is available to all users.
- Centrally Examinable Subjects report is now updated in ISIS. This report is used to identify subjects in ISIS which are flagged as requiring centrally-scheduled exams.

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, or please submit a request for ad hoc data: Request for Adhoc Data.

ISIS Reports Scheduled for Development. We have recently added to the website a document outlining what reports are currently in development. This is to provide you with an indication of what is on its way. Please note that this list is a guide only and is subject to change. You can find this list in the Data Extraction and Reports page on the ISIS website.

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).

Tips and Tricks

Consequential Withdrawals and Year-long Subjects
Where students failed subjects which were pre-requisites or co-requisites for Year Long subjects the Consequential Withdrawal process will have withdrawn students from their Year Long subjects. If your area runs Year Long subjects with pre- or co-requisites please check whether they have been correctly withdrawn. If they have been incorrectly withdrawn you should arrange to enrol them back into those subjects.

Subjects with Continuing Results
These are subjects where a student is enrolled over more than one semester. If the student withdraws, entering withdrawn against the current semester’s enrolment will not alter the status of the enrolment in the previous semester. This means that the subject will stay as ‘enrolled’ and the student can’t be completed or discontinued from the course. We are looking into a solution and will provide you with further advice soon. In the interim please keep track of any withdrawals from continuing subjects as you will have to refer back to them once we have a solution.

Record Locking
There have been reports of staff getting an error telling them that their record is locked and being updated by another user. The other user is actually you. It happens when you have multiple screens open and have unsaved data on one of them. In order to fix this you should close all your open windows. In order to ensure that it doesn’t continue to happen we would advise that you always save your work and close your windows as you go.
Student Timetable and On Hold Classes

At the start of each semester we advise that you please check that any classes that you have ‘on hold’ don’t have students registered in them. Even if a class was open for a few minutes students may have registered into these classes. To check this you can run the Monitor Class Registrations report and enter the following parameters:

![Monitor Class Registrations report](image)

Offers for Incomplete Application

There are a number of online applications for which offers have been made, and in some cases where the applicant has been admitted, when the application is incomplete. This is an issue and needs to be addressed or better, avoided. For full information and screen shots, please see [Incomplete Applications](#) on the ISIS website.

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](http://www.isis.unimelb.edu.au).

Did You Know?

Students Accessing the LMS

There have been many reports of students not being able to access all of their subjects in the LMS or incorrect subjects displaying in the LMS.

**Note from LMS technical team:** A corrective script was implemented in the LMS production environment today to rectify current subject availability issues. This has been successful and the positive impact has been noted by ourselves (SAS), Academic Services and Student-IT.

ISIS exports to LMS at the following times: 6:00am, 9:00am, 12:00pm, 3:00pm and 6:00pm. The files are picked up and imported into LMS virtually straight away. Delays in these times could be up to 30 mins depending on any jobs in front of the export or the file transfer mechanism picking up the files. What this means is that if a student makes a change to their enrolment it will not be reflected in the LMS immediately. You should advise students to wait for approximately 3 hours (or until after the relevant feed time above). If they are still having difficulties they should contact Student IT Help at: [http://www.studentit.unimelb.edu.au/](http://www.studentit.unimelb.edu.au/).

Quicklinks

ISIS Website | ISIS News | ISIS Glossary | ISIS eLearning