

WASHINGTON STATE UNIVERSITY

ENTERPRISE SYSTEMS

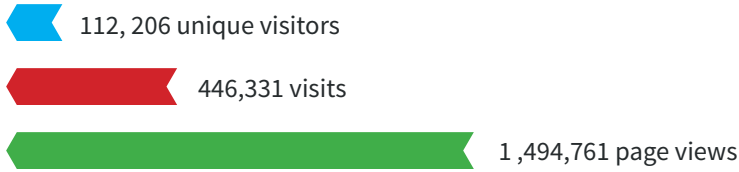
MONTHLY STATUS REPORT



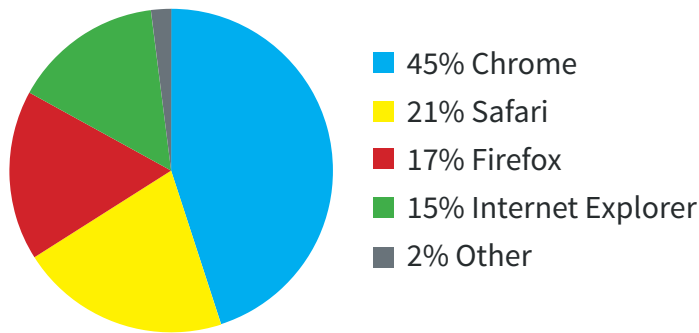
2015
APRIL

STUDENT INFORMATION SYSTEM STATS

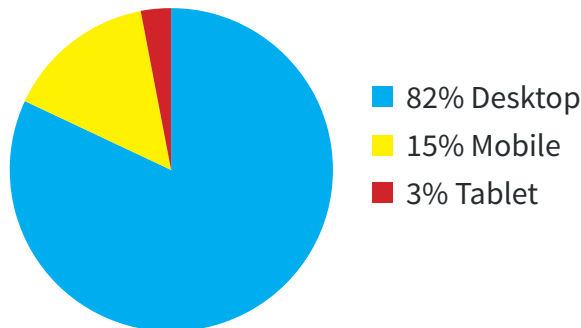
Student Information System Statistics (April 1, 2015 – April 30, 2015)



Browser



Device



BUGZILLA

Bugzilla Statistics (April 1, 2015 – April 30, 2015)

- 49 new bugs
- 49 bugs closed
- 24 bugs remain open
- 25 bugs in progress
- 17 bugs ready for test
- 17 bugs have been deferred

JIRA STATS

JIRA Statistics (April 1, 2015 – April 30, 2015)

- 283 issues created
- 277 issues resolved

DESK STATS










Desk Statistics (April 1, 2015 – April 30, 2015)

- 706 cases submitted
- 707 cases resolved and not reopened
- 273 cases reopened
- 980 cases resolved (Number includes reopens)

Case Breakdown

- Admissions and Recruitment
 - 57 cases submitted
 - 72 cases resolved
- Academic Advisement
 - 65 cases submitted
 - 76 cases resolved
- Business Intelligence
 - 19 cases submitted
 - 33 cases resolved
- Campus Community
 - 93 cases submitted
 - 106 cases resolved
- Financial Aid
 - 50 cases submitted
 - 73 cases resolved
- Student Financials
 - 74 cases submitted
 - 112 cases resolved
- Student Records
 - 60 cases submitted
 - 120 cases resolved
- Access Request
 - 231 cases submitted
 - 325 cases resolved
- Technical Enhancements
 - 0 cases submitted
 - 2 cases resolved

PROJECT STATUS KEY

-  In Progress (On Schedule) - Project is progressing as planned and on schedule.
-  In Progress (At Risk) - Project is progressing as planned but has had some minor delays or setbacks. If the delays or setbacks are not addressed the project will not be completed on-time.
-  In Progress (Critical) - Project is not progressing as planned and has had significant delays or setbacks. If the delays or setbacks are not addressed immediately the project will not be completed on-time.
-  In Progress (Missed Delivery Date) - Project is still moving forward but has missed its delivery date.
-  Completed (Early) - Project was successfully completed ahead of schedule.
-  Completed (On Time) - Project was successfully completed on time.
-  Completed (Late) - Project was completed behind schedule.
-  Not Started - Project has not begun.
-  Deferred - Project has been deferred.

PROJECT STATUS

Academic Advisement

Academic Advising Report Review

This is a joint effort between the Registrar's Office, Department Coordinators, and Enterprise Systems to review Academic Advisement Reports.

Expected Completion Date: August 31, 2015

■ **In Progress (On Schedule)**

All of the Catalog Changes through Bulletin 8 have been completed. Enterprise Systems has and will continue to meet with representatives from the College of Business and are working through their majors. We are working to line up meetings with representatives from VetMed and SHS. The feedback to this point has been very positive.

General Studies - No more than three in UCORE

This project will track efforts to enhance the General Studies advisement report to ensure that more than three courses from a student's area of concentration are used to satisfy UCORE. This update will only impact General Studies students.

Expected Completion Date: September 30, 2015

■ **In Progress (At Risk)**

Originally the plan was to go live with these updates during the Spring Term, but the decision was made to wait until after the Spring 2015 graduating class had been cleared. Enterprise Systems is currently anticipating implementing this update during late Summer or early Fall and has adjusted the completion date to reflect this change.

General Studies - No more than zero in GER

This project will track efforts to enhance the General Studies advisement report to ensure that more than three courses from a student's area of concentration are used to satisfy UCORE. This update will only impact General Studies students.

Expected Completion Date: August 31, 2015

■ **In Progress (On Schedule)**

After meeting with representatives from General Studies and the Registrar's Office and verifying that we can enforce the General Studies requirements on the advisement report, the decision was made to implement this update after the May 2015 graduating class has been cleared. Focus on the project will resume in the summer.

Graduate Program of Study

This is a continuation of the effort to implement the graduate research management module in conjunction with the Graduate School. This project aims to consume program of study forms submitted by students and automatically determine committee assignments and work-flow approvals.

Expected Completion Date: December 31, 2015

■ **In Progress (At Risk)**

With the majority of configuration complete the focus has now turned to the implementation of the electronic program of study form. The decision was made to use the academic planner, the plan by my requirements report, academic requirements, and student exceptions components to build and maintain program of study forms. Enterprise Systems will spend the next several weeks reviewing and updating academic requirements for the pilot departments to reflect the current handbook.

The project status is at risk because of the need to review and update academic requirements for all of the programs within the Graduate School before the end of December 2015. Enterprise Systems is conducting a similar review with all of the undergraduate programs at the same time. We are continuing to work through the reports for the pilot programs.

Graduate Research Management

The Graduate School and Enterprise Systems will begin utilizing the graduate research management module to track graduate students. This offers the ability to track candidates' time to degree, create assignments, and allow for the submission of electronic documents.

Expected Completion Date: December 31, 2015

In Progress (At Risk)

All active graduate students have been added to the research management tables. Graduate School staff will review these files and, where appropriate, update research committee members as well as begin and end dates. Progress has slowed as Graduate School staff focus on activities related to the end of the semester. We have received and processed our first forms from students. These were scanned and uploaded into zsis by Graduate School staff. We have not yet received a form from a student using the Candidate Center.

Phase-Out UCORE Student Group

Enterprise Systems will phase-out the automated assignment of new students to the UCORE Student Group. All incoming students are utilizing the UCORE graduation requirements so the group assignment is no longer needed.

Expected Completion Date: July 31, 2015

In Progress (On Schedule)

Work is scheduled to occur during Summer 2015.

Admission & Recruitment

Accept/Decline Admission

Working closely with the Admissions Office, the project aims to streamline the process for students to accept admission. This will reduce the workload on staff and allow all students to go through a single admission process.

Expected Completion Date: July 31, 2015

In Progress (Critical)

Enterprise Systems had hoped to be able to offer a more streamlined process for accepting admission offers in time for the May 1 confirmation deadline, but we are still unable to do so. Work will continue to improve the accept/decline admissions process, but window of opportunity has passed for this cycle. We will leave this as a high priority with a focus on implementing for Fall.

Evaluate My Transfer Credit

The Evaluate My Transfer Credit component allows students and prospects to self-report transfer credit and view an unofficial articulation report and advisement report based on the information provided.

Expected Completion Date: August 31, 2016

In Progress (On Schedule)

Enterprise Systems has begun to gather technical requirements. We have met with representatives from Advising, Admissions and Transfer Credit. We will be meeting again with leadership to review the feedback we have received.

External Organization Review

This project will track efforts to normalize existing external organization information and standardize the process for adding and maintaining external organizations within Campus Solutions. This project will focus on external organizations where the organization type is School.

Expected Completion Date: July 29, 2016

In Progress (On Schedule)

Several groups, including Admissions, Transfer Credit, International Programs, IR, and the Registrar's Office came together to review and standardize the process for creating and maintaining new external organizations. From those discussions several opportunities to clean up existing data have been identified. Enterprise Systems will be generating lists of data to be reviewed and updated. The Admissions Office has offered to work through these lists during the Summer when application processing is light.

International Programs - Transfer Credit Enhancements

International Programs processes transfer credit from a large number of international schools. The goal of this project is to use the SIS to manage conversion tables for courses, credits, grades, and automate as much of the process as possible. These conversion tables are currently maintained in external systems.

Expected Completion Date: August 31, 2015

■ In Progress (At Risk)

Enterprise Systems has met with International Programs to review and define values for the most common conversion rules. New term types have been defined and new grading schemes are being defined. International Programs staff members are working through a list of schools to identify the appropriate term type and grading basis for each. We anticipate these changes to be in place for the admissions cycle beginning August 2015.

PDL Implementation

Prospect/Admissions Data Load (PDL) enables data loads to Campus Solutions from external sources, including, but not limited to, test scores. Deployment of this new data load feature will allow the system to respond to layout changes announced by various test agencies.

Expected Completion Date: May 29, 2015

■ In Progress (On Schedule)

Enterprise Systems has been retrieving and posting IELTS test scores into zzsis for a month now. As we anticipate converting the processing of all test scores to PDL, the remaining tasks for this project is to create documentation of the conversion process. This documentation will then be used for all future conversions.

Enterprise Wide

Graduate Business Academic Career

The purpose of this project is to create a new Business Academic Career and convert Graduate MBA Programs and Students to new Business Career for Fall 2015. This will allow the Graduate MBA Program to manage their own admissions and more effectively track students.

Expected Completion Date: August 31, 2015

■ In Progress (At Risk)

Carson College of Business, in coordination with Enterprise Systems, sent email communications to Business Career students alerting them to upcoming changes occurring in Fall 2015. The email communications were sent out by campus so that students could be directed to someone with whom they were familiar with if they had any questions. There were a total of five sets of emails sent out to Online, Pullman, Tri-Cities, and Vancouver campus students. The online campus was divided into two sets as the Online MBA and Online Executive programs have different persons of contact. These emails were sent out to students on April 10, 2015. There were a total of 764 students that received the email based on a verified list by Shila Ruiz and her staff. Business students are term activated in Business Career Academic Programs for Fall 2015. As of April 30, 2015, 830 students are term activated and students have started to enroll in Classes.

There are two issues of primary concern that are several weeks behind schedule: (1) Final determination on Satisfactory Academic Progress (SAP) policies for BUSN Career; and (2) Final determination on minimum number of credits required each Session within the Term for disbursement. While both of these don't have an impact until Fall semester from a processing perspective, discussion is continuing to occur for both of these issues with the intent of ensuring that the final decision that is made is done so with the interest of both the student and regulation in mind.

IALC Integration into the SIS

The purpose of this project is to create a new Academic Career for Intensive American Language Center and implement the program into the SIS for Spring 2015. Having IALC students in the SIS will allow WSU to easily monitor student progression to enrollment at WSU

Expected Completion Date: May 31, 2015

■ In Progress (On Schedule)

IALC students are enrolled in Spring 2015, Session two classes. Tuition and fees have been calculated and posted to their student accounts. Spring 2015, Session two sponsor contracts have been created and posted to student and organization accounts. Third party billing has been completed for Session two and invoices have been printed and mailed to IALC sponsor organizations. IALC and Enterprise Systems teams are working together to prepare IALC's first Summer session in PeopleSoft Campus Solutions.

As IALC continues to grow and mature in PeopleSoft Campus Solutions, we will continue to add new functionality and improvements to IALC business processes. For example, over the next few weeks we are evaluating attendance roster tracking and transcripts for IALC courses. We have identified and delivered an approach to ensure Session two programs are associated with Session two course enrollments for Fall and Spring Terms; without impacting Session one.

North Puget Sound Everett

The purpose of this project is to implement a new administrative campus for Everett Center in Campus Solutions and define Academic Programs and Plans offered on new Campus for Fall 2015.

Expected Completion Date: August 14, 2015

■ In Progress (On Schedule)

North Puget Sound Everett students are Term Activated in Academic Programs and Academic Plans for Fall 2015 and have started to enroll in classes. As of April 30, 2015, there were 90 students term activated and enrolled for Fall 2015. Student Financials review of reports, interfaces and processes has been completed; and Enterprise Systems is moving forward with configuration for Fall 2015 Tuition and Fee Calculation.

OBIEE Subject Validation - Student Records

The purpose of this project is to identify appropriate records, views and fields in Campus Solutions for Student Records that should be populated in the warehouse.

Expected Completion Date: September 30, 2015

■ In Progress (At Risk)

Project to develop, validate, and convert reports to use a new Subject Area to include all modules is in progress, but behind schedule. Record creation with Student Records review milestone is in progress but will not meet the milestones May 1, 2015 deadline.

Oracle Mobile

Oracle released a mobile application for Campus Solutions (zzusis). The application installs natively on iOS and Android devices. This student facing application will allow students to see their schedule, grades, financial aid, student financials, and add / drop classes from their mobile devices.

Expected Completion Date: August 28, 2015

■ In Progress (Critical)

Authentication into the application continues to be Enterprise Systems biggest hurdle at this time. Currently Oracle is working with us to resolve the issues we are facing integrating Washington State University's active directory authentication into the application. The application has been successfully upgraded to version 5.0 and data validation has occurred. We are currently focusing on authentication, minor application modifications, training materials and additional testing.

Financial Aid

External Awards Business Process Re-engineering

The purpose of this project is to review and re-engineer Financial Aid External Awards business processes.

Expected Completion Date: June 1, 2015

■ In Progress (On Schedule)

Project is on track and began with the first business process design meeting on 3/27/2015. Joy Scourey and Alan Shipman provided the scope at the meeting and there are two pieces that we will be working on to enhance the use of External Awards for two different groups that haven't run through the external process before. The first group is one-term students and the second group is for students who have already been packaged. The 2nd group will tie into the project revalidation as it involves re-validating students for financial aid after the external award is used. Alan will be providing data for both scenarios to work with in testing. The project is currently waiting on a file from Student Financial Services with students for one term to test the first group. The decision at the meeting by Student Financial Services was to have a due date of 6/1/2015.

Revalidation (Repackaging)

The purpose of this project is to provide more frequent running per-disbursement and award deadline appeals. 2015-2016 aid year will have more revalidation runs to accommodate changes.

Expected Completion Date: June 1, 2015

■ In Progress (On Schedule)

Project is on track to meet the revised expected completion date. Revalidation changes in packaging are in place for the first and second groups and have been signed off on by Student Financial Services. The third group is the largest with changes and is ready for testing as of 4/10/2015. As of 4/22/2015, selection criteria was released to Student Financial Services to test and then they will move to testing Group 3 awards. Met with Student Financial Services on Friday 4/10/2015 and due to the various other competing tasks for end of term and beginning of term, Student Financial Services has asked that 6/1/2015 be the new date for revalidation to go live.

SAP Changes to Expand MTF and Denial

This project will cover two proposals. The first proposal is to expand the MTF warning parameters for our average undergraduate student. The second proposal is for the PHAR career to have the denial parameters extended to account for the changes in their coursework. The request is to have the maximum credits increased from 135 to 143.

Expected Completion Date: May 13, 2015

■ In Progress (On Schedule)

This project is on track. Student Financial Services has tested the changes with us and have signed off on them. Enterprise Systems made the changes to production on 4/29/2015 so they are in place when SAP runs for Spring 2015 on 5/13/2015. We will close this project at that time.

SAP Contracts in SNG Variables

This project was requested 1/5/2015 as Desk Item 9292. It will allow for the SAP Committee members in Student Financial Services to load SAP Contract data in as variables (most likely using the SNG Variables page) so that at SAP processing time (after the end of a term) the data can be extracted in a query and compared to actual grade information. This will allow the SAP committee to more easily determine if the terms of the SAP contract were met.

Expected Completion Date: May 8, 2015

■ In Progress (On Schedule)

Project is on track to meet scheduled completion dates. Student Financial Services has built their spreadsheet and we have tested the upload piece with success. Upon Student Financial Services review of the data in the SNG Variables, Student Financial Services determined they had made some mistakes on the spreadsheet, so they are correcting the spreadsheet and ESG will be re-uploading the data. The compare queries against the SNG Variables for SAP and the Student Records grades/credit data are being written against the newly loaded data. This will be the next piece Student Financial Services will review to make sure it is working as they envisioned.

SNG Reporting Changes

Need to modify the SNG Reporting modification in the SIS so that it pulls from Student Records data for enrollment information versus FA Term. In 2013/2014 and 2014/2015 Enterprise Systems extracted SR enrollment data and

blended the delivered report data together using MS Access. Add some other enhancements for 2015/2016 reporting, along with changes made by WSAC. Enhancing this process will allow for faster uploading of data so that Student Financial Services staff have the edits to review and fix sooner than the current 8 days prior to the report due date.

Expected Completion Date: July 1, 2015

■ In Progress (On Schedule)

Project is on track, but has also been on hold awaiting potential changes by the state. A decision to delay this may need to be made as we don't have the necessary information to make an informed decision as to changes we need to have made for CSAW reporting for the next aid year. WSAC will be holding the state workshops for 15/16 processing in mid-May and more information about changes to CSAW reporting or SNG/CB reporting/processing will be unveiled. We will adjust the project and due date as needed once we know what will be required from the state for 15/16 in the way of state reporting.

Student Financials

BN Bookie Charges on Student Accounts

Asst VP Johnston has requested that the SIS post up to \$600 in Books and education related expenses from the Student Book Corporation onto the Student Account. Project will be coordinated and implemented in conjunction with Barnes & Noble Corporate Staff.

Expected Completion Date: July 24, 2015

■ In Progress (On Schedule)

Enterprise Systems began work on File Layouts and Sample Data to send to Barnes and Noble. Project is currently on schedule, but requires attention in May 2015 to stay on target for completion.

HigherOne CashNet Implementation

Implement New Cashiering & e-commerce Infrastructure for WSU. HigherOne was the successful vendor from an RFP. Project will encompass Cashiering, Credit Card, eCheck payments, Web Site e-commerce and student account updates to PeopleSoft.

Expected Completion Date: August 2, 2015

■ In Progress (At Risk)

Project Schedule was delayed a week when AIMS Web Service was added to project plan. Thus, initial Kickoff meeting was held on 4/29/2015 and Initial Training kickoff meeting was held 4/30/2015. Project Management team was switched out on 4/28/2015 and the new project manager is Melissa Hearne. We are still waiting for the formal Project Management Excel File and summary from our initial meeting. Stacy summarized the meeting from WSU's perspective and listed outstanding items and included a project team listing. Awaiting word back from Melissa on next steps. The training team received project team listing and sent account information to each team member on 5/1/2015. Technical overview is now scheduled for May 6, 2015. Cashiering implementation is now scheduled for the week of July 27, 2015.

Student Records

CAF-Enabling Program Plan Subplan

Project to extend the Acad Program, Acad Plan and Acad Subplan setup tables by adding additional attributes to track history of approval and termination of programs, plans and subplans.

Expected Completion Date: August 1, 2015

■ In Progress (On Schedule)

The project to add child records to Acad Program, Acad Plan and Acad Subplan set up tables is on track and will be the first use of Common Attribute Framework for Student Records.

Campus Solutions Class Scheduler

Create roles and components necessary to give access to department and college schedulers to class section update in the SIS. Will allow direct update of class schedule information while providing mechanisms to control what data is updated as well as when it is open for update. The project will allow schedulers to perform their work within one system, and allow the legacy ROOMS system to be retired.

Expected Completion Date: October 1, 2015

■ **In Progress (On Schedule)**

Project is on track with current production support as full implementation continues for Spring 2016 initial proofing.

Cancellation of Enrollment System

This system allows students to request cancellation of their enrollment on or after the first day of the term. In addition, offices are notified that a request for cancellation has been entered. This system will be both external to zzusis with some development within zzusis as well.

Expected Completion Date: TBD

■ **In Progress (On Schedule)**

Cancellation of Enrollment system is on track for scoping, developing and integrating a cancellation system with zzusis ready in 2015.

Explorance Blue Export

This project will create a component in zzusis to provide a series of student, class and instructor datasets to be imported into Explorance Blue course evaluation system. These files may also provide for the immediate needs of the RONet Schedule of Classes.

Expected Completion Date: May 29, 2015

■ **In Progress (On Schedule)**

The project is in design and currently on track for on-time completion.

Final Grade Roster F Grades - Last Date Attended

Provide records and interface changes to require faculty to assign a Last Date of Attendance for non-earned F grades.

Expected Completion Date: November 13, 2015

■ **In Progress (On Schedule)**

Project is on track for development of table and processes within Campus Solution to capture and retain the Last Date of Attendance for students with 'F' grades who stopped attending. Project expected to be ready in November 2015.

Official Transcript External Interface

This project will allow the use of a third-party software platform to request and process official transcript requests.

Expected Completion Date: August 14, 2015

■ **In Progress (On Schedule)**

Project to integrate a third-party software vendor into the zzusis for transcript production is ready to begin project kick-off and development/testing schedule for completion in 2015.

Technical

JIRA and Confluence Migration

Enterprise Systems is in the process of combining multiple systems into one. Desk, Bugzilla and JIRA will all be pushed into a single instance of JIRA. Since JIRA will be adopted as Enterprise Systems software of choice a

proper support infrastructure needs to be put in place. This project will ensure that all data is migrated properly, development and production environments are setup and a smooth transition to the new product can take place.

Expected Completion Date: May 11, 2015

■ In Progress (At Risk)

We ran into some network/firewall issues that prevented needed communications to complete the project. Most of the issues have been resolved and we are currently working on getting information imported from external systems. We will discuss on Monday May 4, 2015 how we should proceed in our associate directors meeting.

Deferred

Audit Tables for Student Financial Services

The purpose of this project is to develop a process to identify and track historical changes that occur on critical Financial Aid Tables.

Expected Completion Date: TBD

■ Deferred

Audit Tables for Student Financial Services project is being deferred at this time. There is already an initiative underway to develop an audit process for Checklists in PeopleSoft Campus Solutions.

Housing Payment Plan Billing

Incorporating housing payment plan billing into standard monthly billing run by University Receivables.

Expected Completion Date: TBD

■ Deferred

Enterprise Systems, University Receivables and Housing and Dining Services and via the tuition payment plan task force have determined the project should be deferred at this time, but will be addressed in the course of the CashNet Point of Sales implementation.

Future

Pell & State Need Grant Reconciliation

The purpose of the project is to develop a process to assist with Pell and State Need Grant (SNG) reconciliation.

Expected Completion Date: TBD

■ Not Started

Project is in initial discussion and planning phases. It will remain categorized as Future Project until we reach some decisions on how and when we want to approach project. At that time it will be reclassified under Financial Aid Category.

Population Update Inactive Aid Files

The purpose of this project is to develop a process that will identify and update inactive Financial Aid files.

Expected Completion Date: TBD

■ Not Started

This project is currently in the initial discussion and planning phase. It will remain categorized under Future Projects until we reach some key decisions on how and when to move forward. At that time, project will be reclassified under active Financial Aid project.

Single Sign On Student Financial Services Documents

Expected Completion Date: TBD

■ Not Started

Project is currently in the initial discussion and planning phase and may be implemented in future if needed.

ON GOING MAINTENANCE PERFORMED IN APRIL

Financial Aid

2015-16 AY Packaging Planning - 4 Tasks Completed

CollegeBound Set Packaging Variable Flag - 36 Tasks Completed

CSAW SNG/CBS State Reporting 3rd Interim Report (April) - 105 Tasks Completed

Financial Aid Rollover - 2 Tasks Completed

NSLDS TSM and FAH Processes - 3 Tasks Completed

Satisfactory Academic Progress - 4 Tasks Completed

Student Records

Spring 2015 EOT Test #1 - 8 Tasks Completed

Spring 2015 EOT Test #2 - 14 Tasks Completed

Fall 2015 Scheduling - 4 Tasks Completed

Spring 2015 Scheduling - 67 Tasks Completed

PROJECTS COMPLETED IN APRIL

Financial Aid Award Letter Print

The purpose of this project is to create a Self-Service mechanism for students to print an official Washington State University Financial Aid Award Letter. Ideally, this functionality will be available beginning with the 2015-2016 Financial Aid Award Cycle. Although Financial Aid Awards are available through Self-Service and can be printed, there is not a current option to print with official Washington State University and Student Financial Services logos and letterhead. Many times students need this official type of notification to present to internal and external entities such as scholarship committees, third party sponsors, employers, and assistance programs.

Expected Completion Date: April 10, 2015

■ Completed (April 23, 2015)

Plus Loan Application Improvements

Adds additional functionality to the custom plus loan application that were not able to be incorporated in the initial deployment of the custom process in fall 2014.

Expected Completion Date: April 18, 2015

■ Completed (April 29, 2015)

University Receivables-Collections

The University Receivables-Collections project involves implementing components of the delivered Student Financials Collections module. When completed, University Receivables will be able to Age Receivables, Assign Automated Service Indicators, Place Customers In/Out of Collections, Assign Customers to Collector, Work Collection Cases, Generate Collection/Dunning Letters.

Expected Completion Date: April 17, 2015

■ Completed

SPS Improvements

Changes to customer & organization account screens to aid Sponsored Program Services in reconciliation and billing of sponsored receivables.


Expected Completion Date: October 17, 2014

■ Completed (Late - April 24, 2015)

Waitlist Communication to Students

Develop a method to communicate directly to waitlisted students when their status changes on the waitlist.

Expected Completion Date: May 4, 2015

 **Completed (Early)**