

WASHINGTON STATE UNIVERSITY  
**ENTERPRISE SYSTEMS**

---

MONTHLY STATUS REPORT



---

**2017**  
APRIL

**Focus**

**Teamwork**

**At Enterprise Systems we  
strive to be a  
responsive provider of  
high quality technical  
solutions and services to  
Washington State  
University.**

**Integrity**

# Contents



## 04 STATISTICS

04  
Student Information System

05  
Service Desk

06  
JIRA



## 07 PROJECTS

07  
Academic Advisement  
Admission & Recruitment

08  
Business Intelligence

09  
Business Systems  
Campus Community

11  
Database Administration  
Enterprise Wide

14  
eXplorance Blue  
Financial Aid

15  
Graduate School  
Imaging

16  
Student Financials

17  
Student Records

18  
Technical



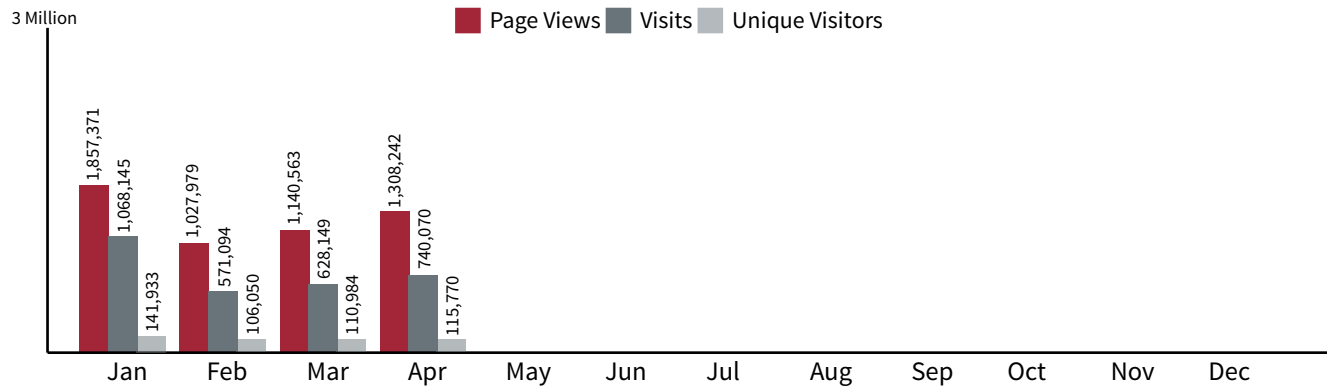
## 18 COMPLETED PROJECTS

18  
Projects Completed  
This Month

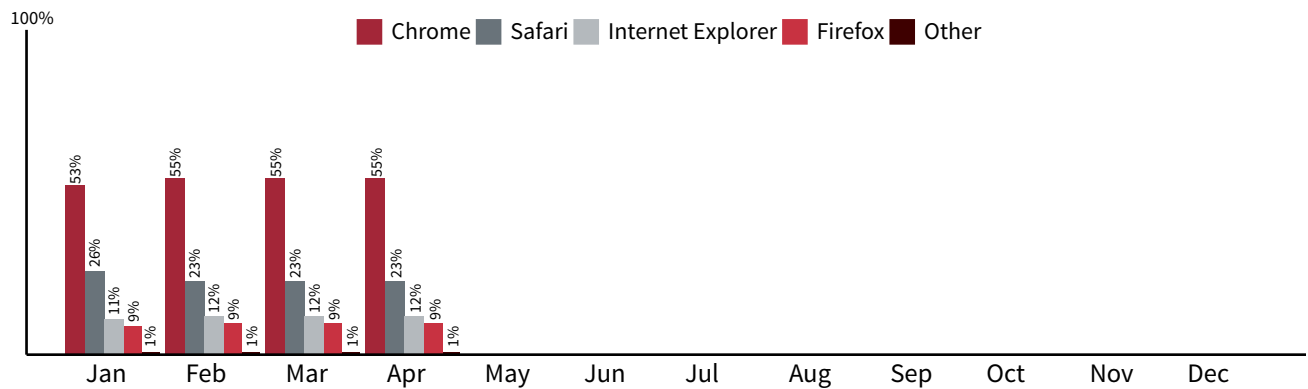
# Student Information System

The following monthly statistics are analytics gathered from the student information systems web based application that is found at my.wsu.edu.

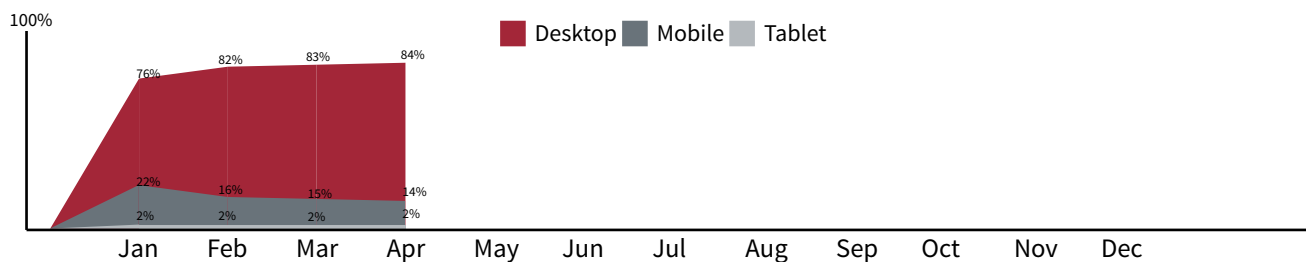
## Visitor Statistics



## Browser



## Device



# Service Desk

Enterprise Systems relies heavily on its service desks to provide responsive customer support. Our service desks funnel all of our work to the appropriate individuals within Enterprise Systems. Project requests, questions, bugs, and other issues are submitted via our service desks.

## JIRA Service Desk Statistics

- 881 cases submitted
- 881 cases resolved

## Case Breakdown

### Academic Advisement

17 cases submitted  
15 cases resolved

### Access Request

91 cases submitted  
92 cases resolved

### Admissions and Recruitment

42 cases submitted  
41 cases resolved

### Business Intelligence

13 cases submitted  
16 cases resolved

### Business Objects

12 cases submitted  
10 cases resolved

### Business Systems

48 cases submitted  
47 cases resolved

### Campus Community

83 cases submitted  
88 cases resolved

### Database Administration

7 cases submitted  
1 cases resolved

### Enterprise Systems

47 cases submitted  
46 cases resolved

### eXplorance Blue

73 cases submitted  
72 cases resolved

### Financial Aid

37 cases submitted  
40 cases resolved

### Graduate School

2 cases submitted  
2 cases resolved

### Imaging

99 cases submitted  
100 cases resolved

### Production Control

69 cases submitted  
63 cases resolved

### Student Financials

203 cases submitted  
215 cases resolved

### Student Records

38 cases submitted  
33 cases resolved

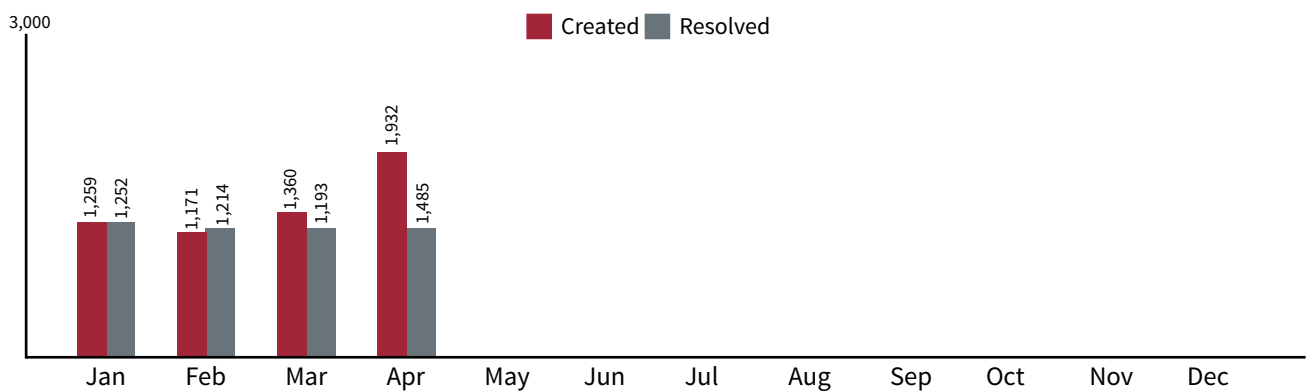
# JIRA

Enterprise Systems utilizes Atlassian products to manage our projects. JIRA is used to manage projects, technical and functional work within Enterprise Systems.

## JIRA Bugs Statistics

- 31 new bugs
- 9 bugs closed
- 17 bugs in progress
- 11 bugs ready for test
- 5 bugs ready for production
- 14 bugs have been deferred

## JIRA Issues





# Academic Advisement

## College of Education - Field Placements

The College of Education will create a responsive, centralized data system in order to systematically and comprehensively gather evidence on candidate learning, program operations, placement rates, clinical experiences, and candidate characteristics.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** November 30, 2017

**Project Update:** The College of Education Field Placement project has 79 outstanding tasks. JIRA indicates that there has not been any notation of progress made since November 2 2016. The project team has been waiting for an update to the system to resolve an issue with Work Centers. Until recently Work Centers have been unavailable in production due to issues between campus solutions and the Interaction HUB (portal). The issue has been partially resolved, users are now able to utilize Work Centers but will not be able to utilize the chart/graph functionality. The project plan is currently under evaluation to identify a new project work schedule.

## My Academic Planner Four Year Degree Plans

My Academic Planner is a project designed to utilize information from the Washington State University Course Catalog in order to create 4-year degree plans accessible to students and advisors as the student progresses towards earning their degree. My Academic planner tracks their progress and serves as a guide for them to complete all necessary courses for their degree in a timely manner. My Academic Planner will not only track progress within the student's major requirements and university requirements, which include UCORE and Honors curriculum, but will also be capable of tracking the student's GPA and writing portfolio as well as any minors, secondary majors, or certificates the student has expressed their intention to complete. The target date for this project is Fall 2017 and all programs should be configured and tested by April 2017.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** November 30, 2017

**Project Update:** Departments continue to validate the academic plans with the support of the Registrars Office and Enterprise Systems. The Provost Office would like to have the validated plans available in May. Enterprise Systems will be releasing validated plans next month to students.



# Admission & Recruitment

## Emas Extract Version II

The custom process that currently generates the Emas extract files will be rebuilt as a Connected Query. The custom process will no longer be needed.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** October 28, 2016

**Project Update:** EIT and Enterprise Systems are working to validate the student query. When this has been completed validation of the other queries will begin.

## Guest Log-in for Evaluate My Transfer Credits

The Office of Student Success and Transition alongside Washington State University's Transfer Clearinghouse have been working towards a solution to allow students to be able to evaluate their transfer credits using information from the Student Information System, myWSU. The Enterprise Systems project Evaluate My Transfer Credits was initiated over two years ago to assist with transfer credit evaluations. The Evaluate My Transfer Credit project was able to successfully activate the Evaluate My Transfer

Credit component. The Guest Log-in for Evaluate My Transfer Credits project is the result of an effort to transition the previous project to a new Project Lead, Implementation Manager, and Project Manager. This project will allow current students and prospects (without a user account) to visit the transfer credit evaluation page. Additional functionality to make the tool user-friendly is also a project priority. The transfer credit evaluation tool should be simple for students to use. Students should be able to apply the transfer credit model generated in the evaluation process and add those credits to a 4-year plan/what-if report.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** May 15, 2017

**Project Update:** The Project Stakeholders and Project Manager had a meeting in April to review the component and reporting capabilities. Queries will be created and scheduled to allow the Transfer Credit Clearinghouse & WSU Admissions office the ability to track the use of this tool. Per stakeholders' review Enterprise Systems needs to make sure that the following is applied to the component. Component is branded via the new user's experience, on all pages (mywsu logo), allow the new user the ability to close a window by clicking the "x" on the top right of the screen, and publish text changes on the component pages.

## Mobile Application - Admissions

This project will track the work necessary to implement an admissions section in the mobile application.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** August 1, 2016

**Project Update:** The application was not moved to the application store in April. The developer assigned to the project was diverted to another project and has continued to work on this project as time allows since the next delivery date is before the June ALIVE sessions.

## Data Warehouse Admission Snapshot

During the new Student Information Systems implementation project, OBIEE was put in place as the platform for delivering the student data warehouse. While the platform is a good tool, the delivered subject areas are limited. Over the last several years, there has been significant need to holistically re-design and improve the warehouse data delivery. A Data Warehouse Buildout overarching project is put in place and divided up the warehouse development into phases. The first phase has been completed with the delivery of latest (as of previous night) student records, student financial, and financial aid data. The second phase, this project, is to deliver data snapshots allowing point-in-time comparisons. Data snapshots are particularly important for trending admissions and related student records data. Therefore, Enterprise Systems in partnership with Institutional Research will work with the Admissions offices to deliver a new snapshot subject area with the ability to perform year to year point-in-time comparisons in OBIEE.


**IN PROGRESS (AT RISK)**

**Expected Completion Date:** July 21, 2017

**Project Update:** The project delivery date has been rescheduled to July in order to provide sufficient time for testing and validating. Architecting the new admission subject area has provided unique challenges that have required additional time to overcome. Enterprise Systems is expecting to complete the subject area and have everything in place for the Admissions Department to begin testing and validating the data by the end of the month.







# Business Systems



# Campus Community

## Accounts Payable Reporting

It has been requested that data from the Financial Data Warehouse be brought over to OBIEE so that it can be combined with student data in order to better manage Sponsored Programs receivables. This data is accounts receivables and data needs to be up to date information out of myWSU. Ideally, this will allow Accounts Payable to pull invoice amounts and the date the charge was applied to myWSU as well as a paid/open indicator. Accounts payable would like to receive this information based on either a single budget-project and or for a list of budget-projects.

IN PROGRESS (AT RISK)

**Expected Completion Date:** June 15, 2017

**Project Update:** Enterprise Systems has completed the initial data load from the financial data warehouse to OBIEE using SSIS packages. The full load took over 8 hours to complete. In order to make the data load more efficient the process will need to be changed to only load the data that changed in between loads. The project has been marked at risk because the individual who has been assigned to the project is leaving WSU in the first week of May.

## Business Objects Upgrade 3.1 to 4.2

Upgrade the Business Objects Environment from XI 3.1 to 4.2, including upgrading the database from SQL Server 2000 to SQL Server 2014.

IN PROGRESS (ON SCHEDULE)

**Expected Completion Date:** September 22, 2017

**Project Update:** In order to ensure that the business objects end users have acquitted time to migrate reports, the project due date has been extended. The end users will have to migrate their reports to the new environment and ensure that the reports are working prior to turning off the old environment.

## Windows 2003 Migration

Design and implement new Windows Server infrastructure, and migrate all Windows applications to a non-deprecated infrastructure.

IN PROGRESS (AT RISK)

**Expected Completion Date:** June 23, 2016

**Project Update:** A total of 18 tasks were resolved in the month of April. The team has been focusing on eCommerce items in the W2K3 migration due to a Cybersource change. All eCommerce and eweb services are expected to be deployed in to production and validated by end users by May 17, 2017. The project team estimates that the remaining 31 AIS web applications and web services will be in production by May 31, 2017. The project delivery date has been extended to accommodate for the work that is still left to do. The team must coordinate with FAIS the migration of databases, the migration is expected to occur by June 9, 2017. If FAIS is unable to meet that date, the migration will not be completed until July 9, 2017.

## Address Update Via File Load

University Receivables collectors receive address updates from the collection agencies they work with. These files can be in .CSV or .XLS formats. Receivables would like to be able to take those files and automate an update process in lieu of entering them manually one by one.

IN PROGRESS (ON SCHEDULE)

**Expected Completion Date:** July 3, 2017

**Project Update:** An APP Class is required to complete the project. The APP Class would run after the address file is loaded but before it is processed. It would place a leading zero or zeros on WSU IDs that are not the correct length. Enterprise Systems expects to begin the development in the first week of May.

## ATLAS - Aspiring Teachers

The Aspiring Teacher Leadership and Success (ATLAS) program at Washington State University is a federally-funded TRIO Student Support Services grant. It serves students seeking their first bachelor's degree in the field of teacher preparation. ATLAS provides exclusive opportunities for future teaching professionals to participate in success advising, exemplary utilization of resources, and institutional activities designed to prepare them for excellence in college and career. Students eligible for ATLAS are first-generation or low-income students, or students with a disability. The program will require resources within myWSU to allow students and ATLAS Advisors the ability to view a student's progression within the ATLAS program.

DEFERRED

**Expected Completion Date:** TBD

**Project Update:** The project has been placed on hold and deferred until the INVEST In Success project has completed all of the major processes required for the program to run successfully.

## Bio/Demo Web Service-myWSU to AIMS

Biographic and Demographic Web Service from myWSU to AIMS. Transportation Services would like AIMS to communicate with ZZU's to populate account information of the biographical and demographical nature. The data fields we would like populated via web service are as follows. First and last name. Mailing address and Home (street, city, state, zip). Both official and preferred email address. Home and cell phone numbers.

IN PROGRESS (ON SCHEDULE)

**Expected Completion Date:** July 31, 2017

**Project Update:** Charter was not approved and will be rewritten to expand the scope. Enterprise Systems expects to complete the charter and have it out for approval in the first week of May.

## Invest in Success

Invest in Success is a grant program that aids qualifying Washington residents and low income students by teaching them financial responsibility. It also provides a 1:4 match of institutional and federal grant funds with 1 part student/family contributions. Monies are held at Washington Trust Bank and tracked by Provost's Office. The students do not have direct access to the funds but can request fund distributions. The funds can be used for books, tuition, computers, etc. myWSU will be used to track communications, allow application filing, provide agreement tracking, provide reporting and possibly account balance and transaction tracking.

IN PROGRESS (MISSED DELIVERY)

**Expected Completion Date:** March 1, 2017

**Project Update:** Enterprise Systems configured additional reports to help Invest manage their program. Still outstanding is the development of a student-facing application within myWSU where students will be able to apply to the Invest in Success program.



# Database Administration

## -5 to PAM

This project supports the full implementation of the Falicia Project with the utilization of PAM logins within DMS. It will also provide a roadmap for other departments to convert over any servers that have SQL Server instances that have -5 dependencies.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** June 9, 2017

**Project Update:** The project has been reassigned to new team members. The deliverables of the project have been more clearly defined and a new project plan has been put in place. A new delivery date has been put in place and work has begun to meet the new date.

## Services to Database Report

The proposed “Services to Database Matrix” provides information that describes the Database systems and services that are provided and managed by the WSU Information Technology Services Database Management Services (DMS) Group. This documentation will support the management, and departments in reducing downtime, unexpected outages, and most importantly, a tool that will provide insight on dependent systems to reduce impacts to our customers. This information will also provide a foundation for determining where the demarcation of services lies when bringing changes to the Change Control Board (CCB).

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 8, 2017

**Project Update:** The project has been reassigned to new team members. The deliverables of the project have been more clearly defined and a new project plan has been put in place. A new delivery date has been put in place and work has begun to meet the new date.



# Enterprise Wide

## 25Live

Washington State University is migrating from a hosted Resource-25 solution to a cloud hosted solution called 25Live. Enterprise Systems will work closely with CollegeNet and the core user groups at Washington State University to ensure a smooth transition.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** July 1, 2017

**Project Update:** CollegeNet delivered the production environment in April and training has been completed at the trainer level. Enterprise Systems is working with schedulers to perform some final tweaks to the production environment. This will be completed on May 12, 2017. May 15, 2017 the soft go live will take place and event scheduling will begin in the production environment. Enterprise Systems pushed the completion date back to July 1 to ensure that training and scheduling takes place for academics before the project is complete.

## Athletic Compliance Software

The Athletics Compliance Office at Washington State University has requested a data feed from myWSU to the Athletic Compliance Software (ACS) that will be utilized by the WSU Athletic Department next fall.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** June 15, 2017

**Project Update:** Enterprise Systems and stakeholders have agreed on a project plan. The team has begun to reach out to ACS and WSU athletics

for data collection clarification. The primary ACS contact is out of office until May 15th, the team is attempting to work with backup support from ACS to help clarify requirements. The project status has been updated to At Risk because Enterprise Systems anticipates having to adjust the dates on the project depending on how soon we can get ACS to clarify their data requirements.

## College in the High School

WSU Tri-Cities operates the College in the High School program, which provides a way for high school students to take WSU classes from their WSU Certified and WSU supervised high school instructors and earn WSU transcribed college credit. This project provides SIS support, System integration, automation and procedure in support of the program.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** January 1, 2017

**Project Update:** The College in the High School program is working with their developer to build a myWSU upload file. The file will also include robust updates to reporting on the application data, specifically demographics to simplify the file load process..

## Digital Measures

Enterprise Systems has been tasked with assisting in the Digital Measures Activity Insight application implementation for WSU faculty self-reporting and documentation for their annual reviews. Currently the system used for this function is the locally developed WORQS (WSU Online Review and Query System). Activity Insight will be remotely hosted by Digital Measures and the Carson College of Business is a current user of this system. A critical component of this project is the identification and conversion of data feeds used to populate WORQS for use with Digital Measures.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** December 1, 2017

**Project Update:** The digital measures screens have been finalized. Enterprise Systems has finalized all of the data sources for the screen fields and is in the process of building out the table structure for myWSU to house the data. Once the table structure has been built in myWSU the focus will be on loading data into the tables on a nightly basis. WORQS will also be transitioned to a read only state on June 1, 2017. This will require some work on the WORQS application.

## Direct Deposit Consolidation

Enterprise Systems has been asked to consolidate direct deposit information into myWSU. This project will coordinate work required to move direct deposit information from the travel system and payroll into myWSU. It will also facilitate the configuration and testing of systems outside of myWSU that will utilize the direct deposit information to ensure that processing will not be interrupted.

**DEFERRED**

**Expected Completion Date:** TBD

**Project Update:** After confirming that Payroll for North America is no longer available in the latest release of Campus Solutions the project has been placed on hold. Enterprise Systems is working with Payroll, Student Financials and Travel to determine the best alternative solution.

## INTO University Partnerships

Washington State University (WSU) has teamed up with INTO University Partnerships to recruit, enroll and retain International Undergraduate and

Graduate students at WSU. INTO is the international study specialist. Each year, INTO assists thousands of students from around the world study at leading and well respected higher education institutions. INTO provides a strong support model, with centers and support teams situated on Campus and dedicated to international study success.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** August 15, 2017

**Project Update:** A total of 11 issues have missed their delivery date, 10 of those issues are in progress. The project status currently reflects as At Risk because of the missed dates, but the project has potential of getting back on track. In April the team completed the undergraduate and graduate INTO Pathway Academic sub-plans, delivered a process to grant INTO students access to myWSU, and ensured INTO students would receive an official WSU email address. Both INTO and International Programs have received a quick training on myWSU Application Entry and Application Maintenance. An automated application load process is expected to be delivered mid-May, if the project can get back on track. Currently INTO and International Programs are manually loading applications.

## Mainframe Upgrade

The Washington State University mainframe hardware and portions of the software are currently out of date and need to be upgraded. Information Technology Services is responsible for upgrading the software and the hardware as well as maintaining the mainframe. To ensure that the mainframe continues to run and support core services on campus these upgrades are required. It has been determined by Information Technology Services leadership that the best course of action is to move the mainframe to a cloud hosted solution.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** December 1, 2018

**Project Update:** Enterprise Systems has been evaluating solutions to replace the current mainframe. Some of the options being considered are moving the mainframe to the cloud or upgrading the on-premise hardware. We expect some decisions to be made in May based on the recommendations and options presented to university leadership in March.

## PeopleSoft Campus Solutions 9.2 Upgrade

Upgrade PeopleSoft Campus Solutions from 9.0 release to 9.2 release.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 15, 2018

**Project Update:** Enterprise Systems completed the CEMLI retrofit in April. Once the retrofits were in place unit testing took place. Unit testing identified some issues and they are being worked on to ensure that the application functions correctly. Full regression testing is currently taking place and should be completed mid-May. This will allow Enterprise Systems to have several weeks to resolve any issues identified in testing before user acceptance testing begins.

## Washington State University College of Medicine

The Washington State University School of Medicine was established by the WSU board of regents in 2015, after the state legislature amended a 1917 statute that gave the University of Washington in Seattle the exclusive right to grant degrees in medicine in the state. The Washington State University School of Medicine is preparing to admit students for the first time. In order to accomplish this the student information system (myWSU) needs

the different modules to be configured. This includes but is not limited to academic structure, admissions, student records, financial aid and student financials. The Washington State University School of Medicine will also be using Entrada as their learning management system. myWSU will need to provide information to Entrada.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 10, 2018

**Project Update:** Enterprise Systems has completed the financial aid configuration in conjunction with Student Financial Services. Payment schedule and the student financial configuration is being completed. Enterprise Systems is focusing on construction of the curriculum next.

## eXplorance Blue

### Blue Tooling

Project to track the creation of tooling in myWSU to support course evaluations delivered via the Blue course evaluation system.

**DEFERRED**

**Expected Completion Date:** TBD

**Project Update:** The project has been deferred.

## Financial Aid

### Pell & Direct Loan Reconciliation

Enterprise Systems will produce seven queries that Student Financial Services will use to perform their reconciliation. Once the queries are created, Student Financial Services will test them and confirm they are working.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 1, 2017

**Project Update:** All of the queries have been created and are waiting to be tested by Student Financial Services.

### SNG SAP Enhancement

Project to track the creation of tool that will be able to collect the required reporting data for State SAP.

**DEFERRED**

**Expected Completion Date:** TBD

**Project Update:** Waiting


### Student Financial Services Request

Student Financial Services (SFS) is looking to improve service delivery to WSU students who contact SFS due to problems, issues, and/or questions about their financial aid that need correction or research. Provide the SFS staff and operation a more robust, dependable, easy-to-use system while supporting clear workflows (for tracking, monitoring, and adjusting), reporting, student communications, and two-way interaction between student and staff.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 1, 2017

**Project Update:** Enterprise Systems is working on configuring out the service desk and setting up 3C communications in myWSU to send emails to the service desk. Once this has been completed testing and training will take place prior to implementing the solution.



# Graduate School

## Build Academic Advising Reports for the Graduate School

An Academic Advising report will be built for all graduate certificates, masters and doctoral degrees in the graduate career.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 1, 2017

**Project Update:** Enterprise Systems continues to meet with the Grad School and the departments to verify the accuracy of the AA reports. After making the updates to the AA reports, Enterprise Systems will be opening up the self-service reports for the students. Enterprise Systems is still on track to have all of the reports fully functional for the full Fall 2017 roll out.

## FERPA for non-WSU individuals

With plans to grant myWSU access to external committee members, the Graduate School has requested a process that will allow non-WSU employees, particularly those serving on graduate research committees, to review FERPA guidelines and provide an electronic signature to agree to comply with the terms and conditions without being required to take the FERPA test that all WSU employees must take.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** July 29, 2016

**Project Update:** Enterprise Systems has resolved the role issue and is waiting on the Graduate School to confirm everything is working to their specification in production.

## Graduate Research Assistantship and Teaching Assistantship

The Graduate School and Enterprise Systems are converting the current Graduate Research Assistantship and Teaching Assistantship process to PeopleSoft Campus Solutions myWSU.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** June 30, 2017

**Project Update:** Enterprise Systems has been working to more clearly define the processes with the Graduate School. Work has begun on the project again and menus, components and pages are being built in myWSU.

## 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.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** February 24, 2017

**Project Update:** The workcenters issue has been resolved and a dashboard has been provided to the Graduate School. Enterprise Systems is working with Graduate School to define the next steps of the project.



# Imaging

## Imaging System Implementation Project

Oracle Middleware WebCenter Content, Enterprise Capture and client licenses will be procured and delivered to support the initial Enterprise Content Management needs of the University as it pertains to upgrading the existing Oracle IPM and Kofax Capture systems currently in place

supporting Admissions, Financial Aid and Student Enrollment document management.

**DEFERRED**

**Expected Completion Date:** TBD

**Project Update:** Project is on hold in order to move all available technical resources to completing the

### Imaging System Proof of Concept

Enterprise Systems will build a prototype of the next state architecture for the WSU Imaging System on a virtual environment using Red Hat Linux and the current generation 12c Oracle Webcenter Content platform. The prototype will be used for Proof of Concept activities, exploratory analysis, and training that will all feed into a separate project to implement a next state architecture Enterprise imaging System for WSU. The preferred architecture for the prototype will be VM based and will rely on our existing enterprise licensing using Redhat Enterprise Linux (RHEL) and our current licensed version of Oracle DB.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** January 1, 2018

**Project Update:** Enterprise Systems has the proof of concept environment fully stood up and has been able to configure it to meet the defined requirements. Enterprise Systems is working to stabilize the environment and work out any remaining issues.

### External Agency Collection Fees

Integrated information in SIS from collection agencies will allow the generation of accurate account statements when agencies request proof of debt from WSU. Proof of debts are submitted to the courts when suits are authorized on students' accounts. WSU will have the ability to deliver accurate statements of accounts with collection agencies without having to contact each agency directly. Once charges on students' accounts are accurate in SIS, a query would provide the data needed in order to submit accounts to collection agencies. Above all, an integrated system will save staff time and eliminate data and coding errors that occur when this information is entered manually in SIS. The reduction of workload as a result of this project is in parallel with the University Receivables Office strategic goals of efficiency and customers service enhancements.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** July 1, 2017

**Project Update:** Enterprise Systems is working on the development of the queries that will be used in several different areas in the new process. University Receivables has been able to test/validate the data as it is made available. The project is a week behind schedule. Enterprise Systems is working to identify additional resources, if needed, to prevent the project from falling further behind.

### Interest Charges On Robinson/Regents Loans

Students who are granted the Robinson/Regents emergency loan by the Dean of Students office have to sign a Master Promissory note. All the Promissory Notes completed to date state that if the loan is not paid in full by the due date, interest would start to accrue at 12% per annum (1% per month). Because the configuration for the interest fee never occurred in the Student Information System, students have not been charged with the accrued 12% per annum (1% per month) interest fee on past due Robinson/Regents emergency loans.

# \$ Student Financials



# Student Records

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** May 10, 2017

**Project Update:** Enterprise Systems has yet to complete the new run control page. Once this has been completed then testing and verification of the process will take place.

## Payroll Overpayment Dunning Letters

Students who are granted the Robinson/Regents emergency loan by the Dean of Students office have to sign a Master Promissory note. All the Promissory Notes completed to date state that if the loan is not paid in full by the due date, interest would start to accrue at 12% per annum (1% per month). Because the configuration for the interest fee never occurred in the Student Information System, students have not been charged with the accrued 12% per annum (1% per month) interest fee on past due Robinson/Regents emergency loans.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** May 1, 2017

**Project Update:** The project team and stakeholders met to help clarify the information/fields displayed on the dunning letters. The letters must include sum totals on only the item types applicable to the accounts mention in the dunning letters. As is, the dunning letters sum past due charges on all account types selected as 'eligible to age'. Building a new account type would allow the grouping of all payroll over payment item types. This would allow past due charges to be their own subtotal and can be excluded from the past due charges sum found in the general dunning letters.

## Graduate School Application for Graduation Checklist Activity Guide

The Graduate School Application for Graduation Checklist Activity Guide is intended to help graduate students who are eligible to apply for graduation. When a student is set to 'eligible to apply' on their record, the guide would be applied to their record, and a notification would be sent via 3Cs. The guide would have information on what is needed to successfully apply, including how to change their name if they so desire, how to set their diploma address, and finally provide instructions on how to complete the application process and produce a link to the actual application in myWSU. No service indicators will be set by this guide, and students are not required to complete it. The hope is that students will complete the guide as this should reduce the number of emails, phone calls, and walk-in questions about applying to graduate.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** May 5, 2017

**Project Update:** The Graduate School extended the delivery date of the Activity Guide to May 5, 2017 so the Graduate School could update graduate students' records in myWSU. On May 5, 2017 a batch process will update student plan stacks to reflect an inactive status if the student meets the inactive criteria defined by the Graduate School. The Graduate School Application for Graduation Checklist activity guide is designed for active graduate students with an 'eligible to graduate' status. By postponing the release of the activity guide, the Graduate School is ensuring that the activity guide is assigned to only true activate students. The extended delivery date has also allowed the team the ability to extend testing.

# Technical

## Projects Completed This Month

### MuleSoft

Project will implement Mulesoft as Enterprise Systems integration platform.

DEFERRED

**Expected Completion Date:** TBD

**Project Update:** Due to technical demands of other projects the Mulesoft project has been deferred until resources come available.

### Tri-Cities Fall/Spring Simultaneous Enrollment

The purpose of this project is to setup the Tri-Cities campus so that students can enroll for the fall and spring semesters at the same time effective with the Fall 2017 and Spring 2018 semesters. Allowing students to enroll for the entire academic year at the same time is a proven retention strategy. It will also create some efficiencies for the campus in terms of scheduling and better forecasting of anticipated instructional needs for the spring semester.