STUDENT INFORMATION SYSTEM STATS

Student Information System Statistics

- 134,248 unique visitors
- 1,067,725 visits
- 2,120,262 page views

Browser

- 52% Chrome
- 24% Safari
- 10% Firefox
- 13% Internet Explorer
- 1% Other

Device

- 78% Desktop
- 20% Mobile
- 2% Tablet

JIRA BUGS

JIRA Bugs Statistics

- 73 new bugs
- 31 bugs closed
- 20 bugs in progress
- 13 bugs ready for test
- 7 bugs ready for production
- 11 bugs have been deferred

JIRA STATS

JIRA Statistics

- 1188 issues created
- 1147 issues resolved
JIRA SERVICE DESK

JIRA Service Desk Statistics
• 812 cases submitted
• 835 cases resolved

Case Breakdown
• Admissions and Recruitment
  • 71 cases submitted
  • 80 cases resolved
• Academic Advisement
  • 42 cases submitted
  • 47 cases resolved
• Business Intelligence
  • 35 cases submitted
  • 32 cases resolved
• Business Objects
  • 9 cases submitted
  • 8 cases resolved
• Campus Community
  • 97 cases submitted
  • 106 cases resolved
• Financial Aid
  • 52 cases submitted
  • 52 cases resolved
• Student Financials
  • 132 cases submitted
  • 132 cases resolved
• Student Records
  • 64 cases submitted
  • 63 cases resolved
• Access Request
  • 193 cases submitted
  • 204 cases resolved
• Enterprise Systems
  • 77 cases submitted
  • 74 cases resolved
• eXplorance Blue
  • 40 cases submitted
  • 37 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**

**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.

**Expected Completion Date:** November 30, 2017  
**In Progress (On Schedule)**
Enterprise Systems met with the College of Education to review the proposed data mapping. The proposal was approved and work is underway to implement the data mapping within a series of work centers in myWSU. Enterprise Systems is currently working through configuration challenges associated with work centers, which has delayed the delivery of the pages to College of Education staff. Enterprise Systems is also investigating the possibility of automating the weekly download of edTPA scores from Pearson.

**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.

**Expected Completion Date:** November 30, 2017  
**In Progress (On Schedule)**
A student’s Four-Year Degree Plan utilizes information from the Washington State University Course Catalog in order to present students and advisors with a 4-year degree plan (schedule of studies). Four-Year Degree Plans have been built for the departments of Agriculture, Education, Design and Construction, Apparel Merchandising and Textiles, Anthropology, Physics and Astronomy, Foreign Languages and Cultures, Biological Sciences, and Asian Studies.

**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.

**Expected Completion Date:** October 28, 2016  
**In Progress (On Schedule)**
Work is underway to build a set of queries that will replace the current process used to extract data from myWSU and provide it to EIT to be loaded into EMAS. The queries will replicate the data provided by the extract and allow end users to make updates as needed. Chris Cordodor (EIT) and Michelle Henley (Recruitment) have reviewed the extract and provided feedback for changes that need to be implemented.

**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:** July 31, 2016
In Progress (Missed Delivery Date)
Enterprise Systems is working with university departments involved in this project to establish a new delivery date.

Implement Undergraduate Admission Application Evaluation
The Undergraduate Admissions Office will begin using the Application Evaluation component to evaluate applications that don’t immediately qualify for admission.
Expected Completion Date: November 18, 2016

In Progress (On Schedule)
The project is on track and nearly complete. Access to application evaluations will be expanded to include all campuses in October. Training sessions will be scheduled with each campus in October.

Mobile Application - Admissions
This project will track the work necessary to implement an admissions section in the mobile application.
Expected Completion Date: August 1, 2016

In Progress (Missed Delivery Date)
Minor changes need to be made to the application to ensure that the information is properly communicated back to myWSU. After these changes have been tested the application will be presented to Admissions and additional testing and validation will occur.

SAT - Accommodate Redesigned SAT
This Project focuses on the work necessary to accommodate the changes introduced with the redesigned SAT.
Expected Completion Date: September 30, 2016

In Progress (On Schedule)
A decision was reached to calculate a super-score for the old and new SAT. The existing BEST score will be modified to reflect the highest of the ACT, old SAT and new SAT. This score will then be used to calculate a QVALUE score. The automated calculation of these scores has been configured. WSU is successfully receiving new SAT scores, however, the new scores are not yet being matched to student records. New scores will be matched and posted to student records once communications have been shared with the WSU community providing detailed information for understanding and using new SAT scores. We have identified objects within myWSU where the old SAT, BEST and QVALUE scores are reported or displayed and are working to update these objects to also include the new versions of these scores.

Business Intelligence

OBIEE Snapshot Proof of Concept
During the Student Information Systems project, OBIEE was put in place as the student data warehouse. Over the course of the last year there has been significant effort to improve and expand the warehouse. One item that has been missing since the implementation of the warehouse is the ability to provide snapshots. Snapshots are particularly useful for tracking admissions data, therefore, this project will work to provide snapshot data for the new admissions subject area in OBIEE. In order to provide this service in the warehouse several different options have been identified. Delta snapshots have been identified as the most promising method due to its ability to snapshot data while consuming minimal additional disk space. Enterprise Systems in conjunction with Institutional Research will develop a proof of concept, utilizing this technology to see if it will meet our unique requirements.
Expected Completion Date: TBD

In Progress (On Schedule)
The project is currently being initiated. The charter has been constructed and should be approved by September 9, 2016.
OBIEE Report Conversion to SDW

The purpose of this project is to first convert as many reports as possible that are built off of Campus Solution Views to be built instead out of the new Student Data Warehouse. After this portion of the project is finished we will go through and begin converting all other warehouse reports that were previously built out of delivered Subject Areas to instead be built out of the new Student Data Warehouse.

**Expected Completion Date:** August 12, 2016

- In Progress (Critical)

Most of the report conversions are complete. We are waiting on a number of reports to be validated and confirmed by report owners. Once we have their approval we will proceed with replacing the CS version of the report with the SDW version on the corporate dashboard list.

There are 8 reports that are either in the process of being converted and 3 reports that we are still looking into. 17 reports are awaiting owners approval.

Unit Record Report

The Unit Record Report (URR) is a report that is required to be delivered to the State of Washington every October. It must provide information on every student enrolled in the University that has received Financial Aid. This report has been done via direct SQL the last 3 years. The current process is slow as the script has to be ran, checked, changes noted, changes made to SQL, and then results uploaded to Sharepoint for validation. This process continues until the results of the report are correct and validated. Last year, there was an attempt to create this report in Query Manager and run it out of that tool instead. The attempt got close, but in the end was never able to accurately produce the results required.

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

- In Progress (On Schedule)

The project charter has been approved and the project plan has been constructed. Exploration of using the OBIEE tool for report is currently happening. A recommendation on how to proceed will be provided to leadership by September 16, 2016.

Campus Community

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.

**Expected Completion Date:** October 14, 2016

- In Progress (At Risk)

This project has been on hold for several months. University Receivables has provided an example of the data file that they receive. The file may include a person’s SSN and Name. This is information that we can use to determine the person’s WSU ID and then add the address to the record. The file also includes an address and home phone number. With the incoming data file available, we are ready to begin work to upload the data into myWSU, define criteria for matching records, and update address and phone data.

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 students progression within the ATLAS program.
Deferred
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.

IALC Expansion
In spring 2015 IALC (Intensive American Language Center) a division of the Department of International Programs (IP) went live in myWSU. They had operated for years outside of WSU in their own FoxPro system without being integrated into the WSU systems. This made it difficult for IP to track international student requirements and understand their English language skill level. Having the students in myWSU meant that they could report and track the information as well as matriculation rates to Undergrad and Grad levels of those students who participated in IALC. The understanding at that time was that there were conversations happening and hope to expand to other WSU campuses. That has happened and Tri-Cities will be opening a center beginning Spring 2017.

Expected Completion Date: December 30, 2016

In Progress (On Schedule)
The IALC admission application has been updated to include the Tri-Cities campus. Work is now starting on a process to generate a data feed from Studio Abroad to Campus Solutions that will trigger the automated creation of applications to special programs. This process is currently complete manually. This process is expected to be in place by the end of the calendar year.

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 Provosts 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.

Expected Completion Date: December 1, 2016

In Progress (On Schedule)
Funds are being disbursed to students to make books and technology purchases. Deposits are being entered into myWSU and reports have been setup for review and reporting purposes. The application process has started for the next cohort and Enterprise Systems will work with INVEST to ensure that the process goes smoothly. A custom page is being built in myWSU to assist with evaluations of the applications. The project has been extended to ensure that the INVEST has all of the processes in place and working in myWSU to be successful, reporting is constructed and in place, an application can be put in place within myWSU, a work center can be completed, and an activity center can be deployed to students.

Enterprise Wide

College in the High School
WSU Tri-Cites 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 transcripted college credit. This project provides SIS support, System integration, automation and procedure in support of the program.

Expected Completion Date: November 30, 2016

In Progress (At Risk)
Behind schedule. Some work has been accomplished with session setup for CiHS classes and some progress has been made on math placement. CiHS classes and enrollment have started for this semester, so the work that needs to happen right now is any additional configuration within PeopleSoft to complete the rest of the workflow (enrollment, grading, etc...) An implementation resource is needed.
**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.

**Expected Completion Date:** October 3, 2016

**In Progress (Critical)**
Oracle’s support team has confirmed that the components for payroll refunding and Payroll for North America are being depreciated and will not be available after we upgrade our Campus Solutions software to version 9.2. As a result, Payroll for North America is no longer a viable option for this project.

As an alternative, we are planning to open up the student direct deposit components – which will remain available after the upgrade – and make them available to everyone with some changes to our security. Currently, we use some of the delivered student direct deposit components along with a custom process to complete any refunds. This custom refund process interfaces with our eCheck server to create ACH files, and it would be ideal to shut off the eCheck server and complete the direct deposit process entirely in myWSU.

We investigated the delivered direct deposit process in myWSU and set it up in our test environment to see how it would behave. Unfortunately, while we can create refund vouchers, ACH files cannot be generated using Campus Solutions. We are planning to build our own process to construct ACH files in myWSU. We are also exploring how to build a prenote process in myWSU, since the delivered student direct deposit workflow does not provide this capability, and prenoting would reduce the number of direct deposit errors at the university.

The project timeline will be extended due to the exploratory nature of the work that is currently being done on this project as well as work that will need to be done to configure new direct deposit components.

**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:** December 31, 2015

**In Progress (Missed Delivery Date)**
Summer degrees were awarded at the end of August. September will see the completion of this project. The requirement terms for all new and continuing students will be updated one last time to be Fall 2016. Once that update is complete, we will activate advising reports for all new and continuing students.

**Notification Center - Texting**
The Provost Office is in the process of implementing a texting policy for campus. This project will track the configuration of text messages in myWSU as well as implementing policy rules within myWSU.

**Expected Completion Date:** November 2, 2016

**In Progress (On Schedule)**
This project will be reworked to ensure that the policy the provost office has implemented is supported by an opt-out process during registration and throughout the semester in myWSU.

**eXplorance Blue**

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

**Expected Completion Date:** TBD
In Progress (On Schedule)
The charter has been approved and functional specifications are being developed.

Financial Aid

Financial Aid Accept Decline Awards Self Service Messaging
Have a page come up after the student hits submit on the Accept/Decline Award that then would provide the information for each of the actions related to the loan item type (i.e. if they accepted the Staffords-MPN/Entrance info, if they declined the PLUS- what to do to have them re-offered in the future, etc.). Since that would be a bolt on page, rather than a mod to the delivered self service page, it would be easier to implement as well as maintain. Also create a page that Student Financial Services would maintain with the messaging, so they can update it whenever they need/want to. Alert a student to next steps after they choose submit on the Accept/Decline Award page in Self Service. Project updated to utilize Notification Framework to provide the notification vs. having a static page come up (which was the original plan as a bolt on to Self Service).

Expected Completion Date: June 1, 2016

In Progress (Missed Delivery Date)
Notifications were turned on for the Student Service, Accept/Decline page on 8/29/2016 and email notifications began sending as students were taking action and the last task was closed for this project. Unfortunately, the actions students were taking caused issues (duplicate emails, clicking submit when they weren’t accepting or declining loans). Therefore a decision to turn off the notifications on 8/30/2016 by ES and SFS, so notifications stopped that day. The team will be having a call to discuss what might need to be tightened down or modified to ensure that the notifications are truly sent only with loan accept/decline actions. Therefore, the project task has been reopened until that solution is defined and put in place.

Financial Aid SAP DOC Intake
Student Financial Services would like to streamline the interaction with Academic Advisors regarding a students Maximum Time Frame for Satisfactory Academic Progress. This project would simplify the process for obtaining the required documentation from Academic Advisors for students.

Expected Completion Date: August 1, 2016

In Progress (Missed Delivery Date)
After the calculation of Summer 2016 SAP on 8/3/16, emails were also generated that evening for advisors informing them of their students that were at a Maximum Time Frame Warning or Denial. Due to some concerns about possible confusion to students, the changes to the Advising Report to include attempted hours is under discussion. A meeting has been scheduled in September to discuss the concerns and possible actions. We will leave this open until those pieces are finalized and then will close this project.

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.

Expected Completion Date: August 26, 2016

In Progress (At Risk)
The Graduate School has completed their review of department handbooks (except for MIT and Nursing) and delivered approved versions to Enterprise Systems to be coded into myWSU. All approved handbooks have been coded in myWSU. Representatives from Enterprise Systems and the Grad School are now meeting together with department staff to review what has been built. We expect these meetings to occur through the end of 2016. As each review is completed, the reports are being made available to students and advisors within myWSU.
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.
**Expected Completion Date:** July 29, 2016

- In Progress (On Schedule)

A new page has been deployed within myWSU that will allow non-WSU employees to read and agree to abide by the FERPA regulations. A security model is being developed that will automatically grant and revoke access for non-WSU users based on their being and external committee member and the status of FERPA training.

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:** February 24, 2017

- In Progress (At Risk)

Work to enable myWSU access for non-WSU committee members is nearly complete. A new abbreviated FERPA training is available for non-WSU committee members. However, we are still experiencing issues with the Service Request Dashboard. We are exploring a work-around that would bypass the issues with the delivered dashboard. Meanwhile, the issues with the dashboard are preventing the release of service request functionality to committee members and departmental staff. The Grad School leadership reviewed the balloting process within myWSU on July 11th and gave the green light to begin using the process.

Student Financials

1098-T Calculation Override Process
The 1098-T Calculation Override Process project is scheduled for delivery by December 31, 2016, in order to be available to Administrators for 1098-T Calculation in January 2017. Enterprise Systems, University Receivables and Student Financial Services have discussed goals and objectives of project, and a Project Charter is in development.
**Expected Completion Date:** December 31, 2016

- In Progress (On Schedule)

Project charter is being constructed.

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 costumers service enhancements.
**Expected Completion Date:** TBD

- In Progress (On Schedule)

A draft charter has been constructed and meetings to review the charter have been scheduled.

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.

**Expected Completion Date:** TBD

**In Progress (On Schedule)**

A draft charter has been constructed and meetings to review the charter have been scheduled.

**Service Indicator To Remove Late Payments**

This project will explore placing a service indicator on an account to remove late payment fees rather than have to remove them manually. A service indicator would prevent any additional late fees from charging in a specific term, valid for late payment fees for the specific term only. All late payment fees for previous terms would continue to be removed manually. A manual process will also be used if some late fees were being removed from the account, for example if the decision is made to waive only the second and third late fee but not the first.

**Expected Completion Date:** TBD

**In Progress (On Schedule)**

A draft charter has been constructed and meetings to review the charter have been scheduled.

**WSU Payment Plan Pilot**

The WSU Payment Plan Pilot is scheduled for delivery by December 31, 2016, in order to be available to Students and Parents for 2017 Spring Semester. Enterprise Systems has started process of working with Stakeholders to develop the Project Charter and baseline, proof of concept for review.

**Expected Completion Date:** December 31, 2016

**In Progress (On Schedule)**

A draft charter has been constructed and meetings to review the charter have been scheduled.

**Student Records**

**No Projects at this Time**

**Technical**

**Mulesoft**

Project will implement Mulesoft as Enterprise Systems integration platform.

**Expected Completion Date:** January 20, 2017

**In Progress (On Schedule)**

Enterprise System continues to build out applications within Mulesoft.

**PeopleTools 8.55 Upgrade**

This project will track the implementation of PeopleTools 8.55 within all of Enterprise Systems Campus Solutions environments.

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

**In Progress (On Schedule)**

The PT 8.55 project is successfully underway with the installation of PT 8.55 into Portal Demo and Portal Dev. The Enterprise Systems team is exploring the new version and working with Oracle to plan the install within Portal Test as a dry run for the timing for the eventual install into Portal Prod. Currently, we are tentatively planning for a go live date for Portal Production on July 9th. The timeline for Campus Solutions and EPM environments are tentatively being planned based on critical university events and will be established in the next few weeks.
PROJECTS COMPLETED THIS MONTH

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.
- Completed

Activity Guide
Users from multiple departments have expressed high interest on the utilization of Activity Guides. Enterprise Systems would like to grant Activity Guides configuration access to users across campus who prove competency through an HR course, allowing departments to create their own Activity Guides.
- Completed

Display Faculty Photos
Per a request from the Provosts Office the photos of faculty are going to be turned on in myWSU. Some faculty had indicated that they do not want their photos to be displayed. Enterprise Systems needs to expand FERPA to have an OPT OUT feature for the photo display, separate from the restrict all of my data indicator.
- Completed

Gathering Race and Ethnicity Information
This project will track the work to reduce the number of applicants for the Summer and Fall 2016 Terms who have not specified race/ethnicity information.
- Completed

MyGradSchool Database Conversion
Graduate School and Enterprise Systems will be converting MyGradSchool MS SQL database to PeopleSoft Campus Solutions.
- Completed

PeopleSoft Testing Framework
Enterprise Systems, through its strategic planning, is looking for an automated process that can effectively produce and validate regression tests before each bundle is implemented. Enterprise Systems would like to eliminate occurrence of human error when conducting testing by automating testing processes. This project will explore utilizing PeopleSoft Testing Framework work as a solution to these issues.
- Completed