

WASHINGTON STATE UNIVERSITY

ENTERPRISE SYSTEMS

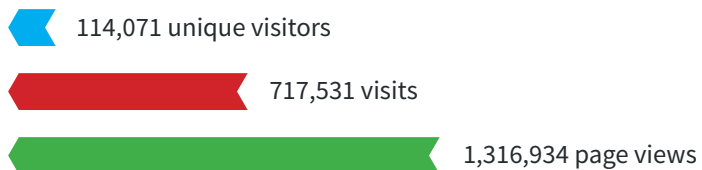
MONTHLY STATUS REPORT



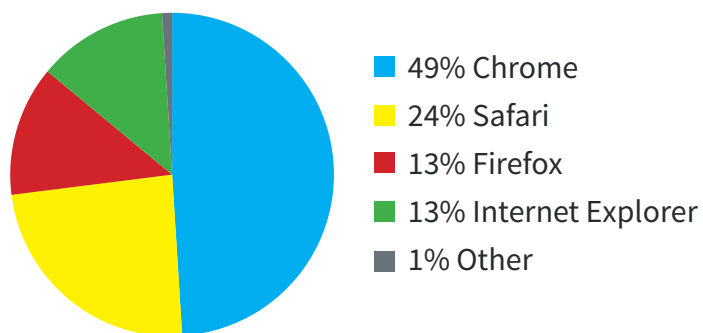
2015
DECEMBER

STUDENT INFORMATION SYSTEM STATS

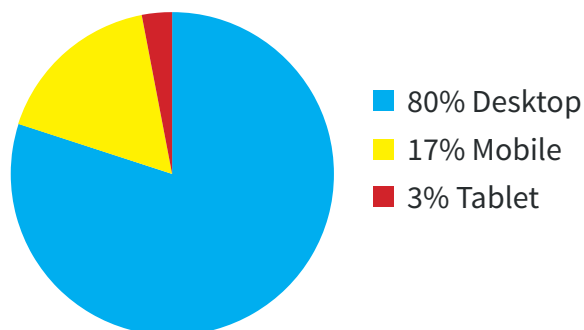
Student Information System Statistics



Browser



Device



JIRA BUGS

JIRA Bugs Statistics

- 45 new bugs
- 33 bugs closed
- 18 bugs in progress
- 19 bugs ready for test
- 9 bugs ready for production
- 14 bugs have been deferred

JIRA STATS

JIRA Statistics

- 1789 issues created
- 1896 issues resolved

JIRA SERVICE DESK










JIRA Service Desk Statistics

- 751 cases submitted
- 666 cases resolved

Case Breakdown

- Admissions and Recruitment
 - 111 cases submitted
 - 100 cases resolved
- Academic Advisement
 - 38 cases submitted
 - 34 cases resolved
- Business Intelligence
 - 19 cases submitted
 - 13 cases resolved
- Business Objects
 - 6 cases submitted
 - 4 cases resolved
- Campus Community
 - 71 cases submitted
 - 66 cases resolved
- Financial Aid
 - 37 cases submitted
 - 35 cases resolved
- Student Financials
 - 56 cases submitted
 - 48 cases resolved
- Student Records
 - 108 cases submitted
 - 95 cases resolved
- Access Request
 - 134 cases submitted
 - 106 cases resolved
- Enterprise Systems
 - 46 cases submitted
 - 48 cases resolved
- eXplorance Blue
 - 125 cases submitted
 - 117 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

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: July 29, 2015

■ In Progress (On Schedule)

Advisement Reports have been built for Anthropology and Biology. Enterprise Systems is working on the report for Chemistry.

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)

The implementation of Service Requests was broken into three phases. The first phase was completed immediately following the new year. Academic Coordinators have been trained on the submission of Service Requests in myWSU and are now submitting Service Requests on behalf of students to the Graduate School. Phase Two is scheduled to go live at the end of February and will expand involvement to students and committee members. Phase Three is scheduled to go live this Summer.

Include Graduation Requirements on Pre-Certified Advising Reports

This project will update Advising Reports for pre-certified students to include complete graduation requirements.

Expected Completion Date: January 29, 2016

■ In Progress (On Schedule)

Working together with the Registrar's Office and Department Coordinators, Enterprise Systems has defined relationships between Academic Interests and Majors/Options. All agreed upon relationships have been entered in myWSU and advising reports have been updated to reflect this information, but are not yet active. The changes will be activated during the week prior to the Spring 2016 term.

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: December 31, 2015

■ In Progress (Missed Delivery Date)

The latest round of testing was only partially successful, so Technical Development continues. There are two outstanding tasks. The top priority is to reduce the number of steps students go through to accept an offer of admission. The other task involves the addition of hyper-links to the pages at the end of the process to accept an offer of admission.

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: January 31, 2016

■ In Progress (At Risk)

Technical development continues. The first page of the five-page process has been updated to better accommodate Washington State University's academic structure. However, little has been accomplished to provide visitors a way to log in and use the utility. While we may be able to offer the new tool to current applicants and students, it is unlikely that we will be able to expand the offering to visitors by the anticipated deadline of January 31, 2016.

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: May 1, 2016

■ In Progress (At Risk)

Enterprise Systems completed the population of the Region Tree, which maps applicants from over 3,000 high schools, colleges and universities to the appropriate Recruiting Region. Training of the Admissions Recruiters will begin in January.

Enterprise Wide

1098-T

This project will ensure all necessary knowledge of the 1098-T process is transferred to Enterprise Systems. It will also include a discussion to migrate waivers handled by to the appropriate reporting box.

Expected Completion Date: January 31, 2016

■ In Progress (On Schedule)

1098-T process was completed in our test environment. The process will begin in production the week of January 4, 2016.

Data Warehouse Buildout

This project will bring essential Student Financials, Student Records, and Financial Aid data into the Data Warehouse. The data will be validated and ready for reporting in OBIEE. (Formerly Student Financials Data Warehouse Buildout, Financial Aid Data Warehouse and OBIEE Student Records Subject Validation).

Expected Completion Date: March 31, 2016

■ In Progress (On Schedule)

EP Tables are beginning to be tested in EP Query manager. Only five tables have been completed and configured but more will be brought in over the week of January 8, 2016, as we can validate that the process is working as expected. EP Query Manager will be compared to other valid queries that are currently being used in Production Query Manager.

Initial testing of the 'Census' style Student Financials Subject area has been done, but further in depth testing will continue this month. Testing of the Financial Aid subject areas in Dev will also begin this week. These subject areas are not yet complete, but as tables are brought in testing and validation will be performed.

Financial Aid Enhancement Metrics

Student Financial Services would like to be able to track whether students are using the enhancements we have worked with them on. We have already put a permanent counter on the Award Letter Print button and have provided them with a page for viewing. They would like to be able to have similar tracking on the Student Award Activity Link and My Communication Center.

Expected Completion Date: February 12, 2016

■ In Progress (On Schedule)

Student Financial Services has requested the ability to track the usage of the Student Award Activity link and My Communication Center. Enterprise Systems has previously provided them the ability to track the usage of the Award Letter Print option that we worked with them to create. They found this data useful to have and it helps

them in determining what tools students are using and when they are using them. Work has been started on creating the ability to track the Student Award Activity link usage. Testing the enhancement will take place next week.

Financial Aid Self Service Communication Center Enhancements

The Financial Aid Self-Service Communications Center Enhancements (FASSCCE) project is an extension of the Financial Aid Self-Service Communication Center (FASSCC) project. This project's goal is to make enhancements to the My Communication Center.

Expected Completion Date: January 29, 2016

■ In Progress (On Schedule)

The requested enhancements for My Communication Center have been broken up into multiple pieces. There has been a separate BUG filed to put the department column in place so that other departments can begin using My Communication Center. This is currently in progress with a deadline at the end of January. We are also working with ASWSU to get feedback from the student population regarding the location of My Communication Center. The deadline to provide feedback is January 8, 2016. The feedback will be used to make a decision on the location and begin working on this portion of the project.

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)

The Advisement Reports for the Business Career were activated at the end of Fall 2015 semester. The reports were used to perform Degree Clearance for the Fall 2015 graduating class. The College of Business has started entering external degrees and transfer credit information into myWSU. This information will be used to satisfy the Foundation Course Requirements within the report. A second round of updates to the Report are in progress. When the updates are complete, the College of Business will meet again with the Registrar's Office to validate the reports. Once validated, the reports will be activated for students.

Notification Framework

The Notification Framework Project is a pilot project in which Enterprise Systems will partner with Student Financial Services. This framework will allow us to leverage multiple notification channels such as email, text messaging, and announcements to provide a new means of communication.

Expected Completion Date: December 18, 2015

■ In Progress (Missed Delivery Date)

Enterprise Systems dedicated one individual to work on each of the following notification channels; email, SMS, and alert/announcement. Enterprise Systems has successfully been able to configure an email notification and have sent emails out in batch or from a component page. Lots of progress has been made triggering an email notification from a save/submit action. An Alert has been configured and sent out via the batch process. Exploration of Announcements has also taken place. Announcements are automatically triggered once published. SMS notifications have been configured and have been sent out via the batch process. These notifications are visible in the notification center but we do not have a vendor for text messaging so messages have not been sent to a mobile phone. Enterprise Systems has been working on setting up SMS with a free trial from a vendor to test the ability to send out a text message. UPK's have been created and we are working on completing documentation for end users.

Oracle Mobile

Oracle released a mobile application for Campus Solutions (myWSU). 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: February 22, 2016

■ In Progress (At Risk)

The Android application was deployed to our beta user group in December and testing has begun by that group. Apple has asked us to provide user credentials in the production environment to have the production application approved. Apple was not performing any approvals at the end of December and individuals were out during that time as well at Washington State University. Once Apple approves the production application we will begin distributing the application to the beta test users. Load testing and one more round of validation will take place this month. The launch date was moved from January 29th to February 22nd to allow ample time to beta test and expand the test group.

eXplorance Blue

Blue Term Reports

Prepare end of term reports for all college course evaluations.

Expected Completion Date: January 29, 2016

■ In Progress (On Schedule)

Instructor Quick Reports for most colleges were completed and released to instructors on December 23rd.

For two new to Blue colleges, COMM and ARSC, the reports were asked to be held for review by ATL with the college and will be released January 8th.

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 (On Schedule)

The project has started and Enterprise Systems has been able to test utilizing the Notification Framework to send a notification when a student takes action on the Accept/Decline page in Self Service. At a meeting with Student Financial Services on 11/19/15, it was determined that moving the due date of the project to 6/1/16 would be best to allow for using and testing Notification Framework. Student Financial Services is providing wording to test with. This project is currently on track.

Financial Aid SAP DOC Intake

Student Financial Services would like to streamline the interaction with Academic Advisors regarding a student's 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: April 1, 2016

■ In Progress (On Schedule)

Project began with meeting Student Financial Services and Enterprise Systems to discuss data available in Advising module in hopes that we will have a direction we can go for getting what is needed by Student Financial Services on SAP appeals. Currently there is a lot of manual intervention with Student Financial Services, academic advisors and students to obtain the information needed by Student Financial Services for students who are appealing their

SAP denial due to MTF. Based on meeting with Advisors there are a couple of pieces that we will be implementing as part of this project. Advisors will be notified with a list of all their advisees who are MTF warnings or deficient to review and then put a note in Advising notes for Student Financial Services to review. Since multiple items will be addressed during this project, it was decided in meeting on 11/13/15 that a new due date of April 1, 2016 is needed. Further meeting with Registrar on 12/9/16 helped determine adjustments needed to the project charter, which was finalized on 12/21/15. Request for sign-off on charter by all interested parties was requested to be completed by 1/8/16. Project is on track.

Satisfactory Academic Progress Bolt-On

This project will use the existing process for Satisfactory Academic Progress and create a new version that will point to financial aid data in order to more accurately report progress for students that drop classes between the 10th and 30th days of a semester.

Expected Completion Date: May 20, 2016

■ **In Progress (At Risk)**

A bug for this project has been submitted and the process is being constructed and tested as of 11/18/2015. Unfortunately, the amount of time that it took to create the process, along with scheduling difficulties and unsuccessful initial testing, has caused the project to miss several deadlines. Progress is being made on the project, but it is running behind schedule. The original goal was to have the new SAP process finished for Spring 2016. We were unable to meet this delivery date and as of 12/11/2015 all of the project due dates have been moved out. Our new goal is to have the process completed by Fall 2016.

Student Financials

HigherOne CashNet Implementation

Implement New Cashiering and 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: April 8, 2016

■ **In Progress (At Risk)**

Cashnet point of sale implementation has been rescheduled for February 16th, 2016. Cashnet has delivered the Student & Corporate Refund CI's to WSU, but has not released the Corporate Refunds into the test environment yet. Integration testing is expected to begin January 11th. This is a 7 day delay past the original agreed upon date. Cashnet has a system freeze during the Month of January, which precludes WSU from going live in January. Integration testing will take place in January.

AIMS implementation has progressed. Voids and Refunds are not feasible, as CashNet does not store the receipt number from AIMS. This is a considerable gap in their service. Parking is continuing to explore using AIMS as their cash receipting system.

WSU & Cashnet have begun the ePayments & Payment Plan implementation, but the Technical Kick-off meeting that was to take place on 1/6/16 was delayed because of changes CashNet is making to their Shibboleth authorization system. Meeting is expected to take place on January 8th or the week of January 11th.

Tri-Cities College in the High School

Build out configuration for the Tri-Cities College in the High School program for Fall 2015

Expected Completion Date: January 22, 2016

■ **In Progress (At Risk)**

Tri-Cities College in the High School will be going live for Spring 2016, with classes starting in February 2016. The program will only feature a small set of high schools and courses during this first semester; more will be added in the future.

Details for the program are still coming in to Enterprise Systems and will likely continue to do so until mid to late January.

Student Records

Education Test Score Conversion

Convert new and existing Education Test scores from loading via customization to using File Parser.

Expected Completion Date: January 29, 2016


 **In Progress (At Risk)**

Testing in progress. On track for edTPA scores, but other tests may be converted after deadline.

eXplorance Blue Check Box

Project to create a check box on the first row of Instructor Assignment information for each class section that indicates whether the assigned instructor should be evaluated in eXplorance Blue course evaluation system.

Expected Completion Date: February 5, 2016

 **In Progress (On Schedule)**

Development work scheduled and project is on track.

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: January 11, 2016

 **In Progress (At Risk)**

Credentials sent several emails to Enterprise Systems over the holiday closure period but did not receive a response until after the closure was over. Hard coding the template code into the official transcript failed as a solution to the issue Credentials is having generating an official transcript. The EIT web service is done and is working. A meeting scheduled for January 7, 2016 to review remaining issues with PDFs and create a plan to resolve them.

Technical

Robo Registrar

This project will facilitate the installation, configuration and implementation of Robo Registrar in a production environment. Robo Registrar provides official transcripts to students utilizing information provided by Washington State University's Student Information System. This will automate the request and generation of the transcripts and eliminate the manual process currently used.

Expected Completion Date: January 11, 2016

 **In Progress (At Risk)**

Hard coding the template code into the official transcript failed as a solution. A meeting is scheduled for January 7, 2016 to review remaining issues with PDFs and create a plan to resolve them.

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.

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: TBD

 **Deferred**

BN Bookie Charges on Student Accounts has been deferred at this time. Enterprise Systems is waiting for clarification on whether or not this project will move forward for Fall 2015. Concerns have been raised about the process and how it will interface with FERPA requirements and standards. A decision is needed as soon as possible if we plan to implement for Fall 2015.

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: TBD

 **Deferred**

Project was placed on the “Deferred” list while Washington State was in extended biennial legislative sessions. Now that all changes for 15/16 are implemented with tuition reduction impacts and fall semester has begun, we will be moving this project back to an active status to start work on it. This project will need to have multiple iterations due to each report needing to report statuses differently based on the time of year.

Future

Blue College of Education On-board

Expected Completion Date: TBD

 **Not Started**

Project is currently in the initial discussion and planning phase.

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.

PROJECTS COMPLETED THIS MONTH

Blue AHNS College of Agricultural, Human, and Natural Resource Sciences

This project is to measure progress for the semester Blue project setup for this college course evaluations.

■ Completed

Blue Carson College of Business

On-boarding of the new BUSN questionnaire for Fall 2015 and all subsequent deliveries of Course Evaluations by term.

■ Completed

Blue College of Arts and Sciences Department On-board

This project is to track the on-boarding of the College of Arts and Sciences. ARSC will be piloting a new questionnaire with college questions and departmental questions with 5 departments in Fall 2015. Previously in Blue we have had Chemistry and Roots (history program). These two departments will be integrated in the new questionnaire with Fine Arts, Psychology, and Math. All previous implementations will need to be redone as a “new” project.

■ Completed

Blue AHNS College of Agricultural, Human, and Natural Resource Sciences

This project is to measure progress for the semester Blue project setup for this college course evaluations.

■ Completed

Blue Carson College of Business

On-boarding of the new BUSN questionnaire for Fall 2015 and all subsequent deliveries of Course Evaluations by term.

■ Completed

Blue College of Medical Sciences Onboard

The purpose of this project is to implement eXplorance Blue for College of Medical Sciences.

■ Completed

Blue HONR Honors College Fall 2015 Course Evaluations

This project is to measure progress for the semester Blue project setup for this college course evaluations.

■ Completed

Blue Murrow College On-board

Murrow college has not been in Blue or Skylight. We are on-boarding the college into Blue from paper. The questionnaire needs to be developed, project policies and parameters defined and data cleaned and entered via the DIG tool for Fall 2015.

■ Completed

Blue NURS College of Nursing

Project will track and plan the orientation to Blue for new CEC's and DIG training for all Blue CEC's.

■ Completed

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.

■ Completed