

WASHINGTON STATE UNIVERSITY

ENTERPRISE SYSTEMS

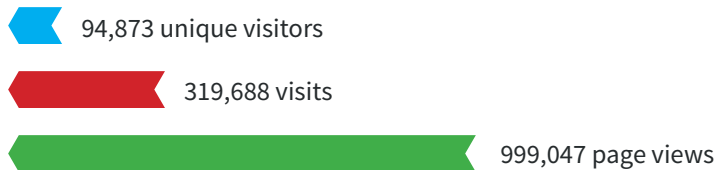
MONTHLY STATUS REPORT



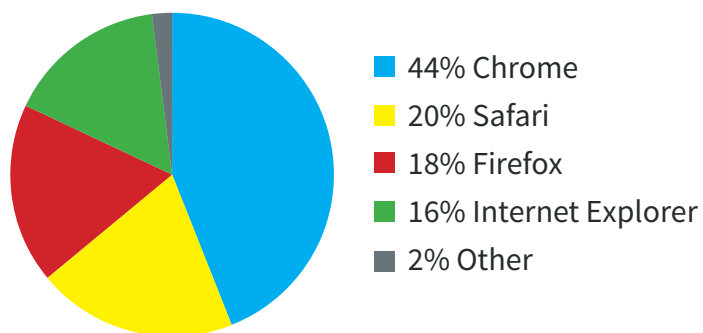
2015
FEBRUARY

STUDENT INFORMATION SYSTEM STATS

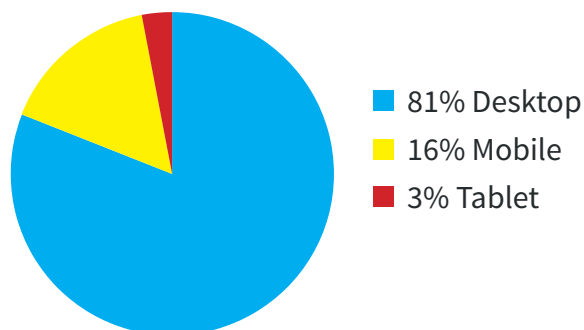
Student Information System Statistics (February 1, 2015 – February 28, 2015)



Browser



Device



BUGZILLA

Bugzilla Statistics (February 1, 2015 – February 28, 2015)

- 78 new bugs
- 81 bugs closed
- 15 bugs remain open
- 18 bugs in progress
- 11 bugs ready for test
- 5 bugs have been deferred

JIRA STATS

JIRA Statistics (February 1, 2015 – February 28, 2015)

- 365 issues created
- 359 issues resolved

DESK STATS










Desk Statistics (February 1, 2015 – February 28, 2015)

- 755 cases submitted
- 988 cases resolved

Case Breakdown

- Admissions and Recruitment
 - 70 cases submitted
 - 102 cases resolved
- Academic Advisement
 - 47 cases submitted
 - 61 cases resolved
- Business Intelligence
 - 16 cases submitted
 - 27 cases resolved
- Campus Community
 - 71 cases submitted
 - 78 cases resolved
- Financial Aid
 - 60 cases submitted
 - 81 cases resolved
- Student Financials
 - 119 cases submitted
 - 154 cases resolved
- Student Records
 - 57 cases submitted
 - 95 cases resolved
- Access Request
 - 255 cases submitted
 - 313 cases resolved
- Technical Enhancements
 - 2 cases submitted
 - 2 cases resolved

PROJECT STATUS KEY

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

PROJECT STATUS

Academic Advisement

Graduate Program of Study

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

Expected Completion Date: December 31, 2015

In Progress (At Risk)

With the majority of configuration complete for the graduate research management project, the focus is turning to the implementation of the electronic program of study form. Enterprise Systems will review the utility of delivered components to achieve this, including the academic planner, the plan by my requirements report, academic requirements, and student exceptions.

Graduate Research Management

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

Expected Completion Date: December 31, 2015

In Progress (At Risk)

The project is not progressing as quickly as the Graduate School and Enterprise Systems had hoped, due to additional discussion and review of the set up configuration. Some of the departments have configured self service options, which offers students the first opportunity to begin uploading their forms through the SIS. Students have been added to the research management tables, research committee members have been configured, research committees have been defined, and begin and end dates are being maintained for students within the pilot departments.

Phase-Out UCORE Student Group

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

Expected Completion Date: October 12, 2015

In Progress (On Schedule)

Work has commenced to identify the areas that will be impacted by a change in the way GER and UCORE Student Group assignments are made. The majority of work will be to update the processes and components to accommodate the new business practice. That work is scheduled to occur during Summer 2015.

Admission & Recruitment

Accept/Decline Admission

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

Expected Completion Date: July 31, 2015

In Progress (On Schedule)

Work on this has been deferred the past couple of months to address other higher priorities jointly agreed upon with the Admissions Office. Work has recently started again on this project. The next issue to be addressed is the reduction of clicks required for students who want to accept admission. Enterprise Systems is hopeful to have this in place prior to the May 1 Confirmation Deadline.

International Programs - Transfer Credit Enhancements

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

Expected Completion Date: August 31, 2015

■ **In Progress (At Risk)**

Enterprise Systems is automatically adding courses to the external course catalogs. The next advancements will include term-based unit conversions and school-based grade conversions. Enterprise Systems will also investigate the ability to receive and load electronic A-Level scores.

PDL Implementation

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

Expected Completion Date: March 27, 2015

■ **In Progress (On Schedule)**

Work to move test load functionality to PDL is in progress. The TOEFL exam is targeted to be the first test score processed using PDL.

Enterprise Wide

Graduate Business Academic Career

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

Expected Completion Date: July 31, 2015

■ **In Progress (On Schedule)**

Project is on track to meet scheduled completion date. Continuing student conversion was completed on February 19, 2015. Students are now active in BUSN Career Programs as of August 15, 2015 and Term Activated for Fall 2015. Graduate Career Programs have been discontinued as of August 15, 2015. Registration will begin in April 2015.

IALC Integration into the SIS

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

Expected Completion Date: May 31, 2015

■ **In Progress (On Schedule)**

Project is on track to meet scheduled completion date. IALC went live in Spring 2015, session 1. Students have been enrolled and charged tuition and fees. Third party sponsor contracts have been defined and students have been associated with sponsored organizations. Mid-Term grade rosters have been generated and posted for Spring 2015, session 1. Preparation for Spring 2015, session 2 has begun in production.

North Puget Sound Everett

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

■ **In Progress (At Risk)**

Expected Completion Date: July 31, 2015

Campus, programs, plans, courses, class schedule have all been defined for Fall 2015 in production. New students are applying to Everett Campus. The registration process will begin in April for Fall 2015. There are some outstanding items that need to be finalized to support registration and financial aid processing in the next few weeks.

Oracle Mobile

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

Expected Completion Date: August 28, 2015

In Progress (At Risk)

Project is progressing forward but there are a number of items that need to be completed to get it back on track. Repackaging and deployment of application, configuring proxy, active directory authentication integration, and device testing are all behind at this time.

Financial Aid

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: April 17, 2015

In Progress (On Schedule)

Project was recently added to Financial Aid active projects (February 25, 2015), and is currently in initial planning and business requirements gathering phase.

External Awards Business Process Re-engineering

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

Expected Completion Date: April 30, 2015

In Progress (Critical)

Project is in initial planning stages.

Financial Aid Self Service Improvements

The intent of this project is to review and edit content of Financial Aid related Self Service pages to improve readability and general understanding for students.

Expected Completion Date: April 17, 2015

In Progress (On Schedule)

Project was recently added to Financial Aid active projects (February 25, 2015), and is currently in initial planning and business requirements gathering phase.

Financial Aid Award Letter Print

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

Expected Completion Date: April 1, 2015

In Progress (On Schedule)

The Financial Aid Award Letter Print project is currently in the initial planning and business requirements gathering phases.

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: April 24, 2015

In Progress (On Schedule)

Project is in initial planning stages.

Plus Loan Application Improvements

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

Expected Completion Date: April 18, 2015

■ In Progress (On Schedule)

Project is in initial planning stages. Meeting is scheduled for 3/11/15 from 11:00am-noon.

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: March 20, 2015

■ In Progress (On Schedule)

This project is currently in initial planning and business requirements gathering phases.

Revalidation (Repackaging)

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

Expected Completion Date: April 18, 2015

■ In Progress (On Schedule)

Newly added project that will begin with a meeting to get business process and design elements. Meeting is scheduled for 3/10/15 from 1:00pm-2:30pm.

SAP Contracts in SNG Variables

This project was requested 1/5/15 as Desk Item 9292. It will allow for the SAP Committee members in Student Financial Services to load SAP Contract data in as variables (most likely using the SNG Variables page) so that at SAP processing time (after the end of a term) the data can be extracted in a query and compared to actual grade information. This will allow the SAP committee to more easily determine if the terms of the SAP contract were met.

Expected Completion Date: May 8, 2015

■ In Progress (On Schedule)

Project is on track to meet scheduled completion date. Enterprise Systems met with SFS to discuss scope and desired outcomes, decided on a path and provided SFS with the file format that they will need to supply the data in. They are currently working on reviewing and will be getting the data in that format for us to test an upload.

Single Sign On Student Financial Services Documents

Expected Completion Date: April 17, 2015

■ In Progress (On Schedule)

Project is currently in planning and business requirements gathering phases.

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 SFS staff have the edits to review and fix sooner than the current 8 days prior to the report due date.

Expected Completion Date: July 1, 2015

■ In Progress (On Schedule)

Project is on track, however we may decide that it is delayed as SFS prioritized projects take precedence and have deadlines that come first. Will adjust as needed.

Student Financials

BN Bookie Charges on Student Accounts

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

Expected Completion Date: July 24, 2015

■ **In Progress (On Schedule)**

Project currently on schedule.

Financial Aid Waivers

Project is to move institutional waivers from Student Financial Services to University Receivables. The administration and the back-end item-type processing will move from a Financial Aid category to a Waiver Category. This will alleviate issues with 1098-T reporting.

Expected Completion Date: August 14, 2015

■ **In Progress (On Schedule)**

HigherOne Cashnet Implementation

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

Expected Completion Date: August 2, 2015

■ **In Progress (On Schedule)**

Project SOW Meeting is 3/5/15.

Housing Payment Plan Billing

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

Expected Completion Date: March 30, 2015

■ **In Progress (At Risk)**

Next step involves meetings to discuss a separate billing or an intermediary report to move student from enrolled to non-enrolled status.

University Receivables-Collections

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

Expected Completion Date: April 17, 2015

■ **In Progress (At Risk)**

Project may be at risk if issues are not addressed. Attention required.

Project has been lingering over the past three months; with Project Milestones and Deadlines being missed for a variety of reasons. There are three distinct and sequential phases of the project; with phase 2 being dependent on phase 1 completion; and phase 3 dependent on completion of phase 2. Project has been stalled on completing phase 1 since November.

However, Production transition activity has resumed the week of February 23, 2015. Dunning Communication Letters have been assigned to students and printed. University Receivables Collection staff will be reviewing letters; with intent to mail no later than Tuesday, March 03, 2015. Once Letters have been mailed; we will begin efforts toward planning and completing phase 2 of project; which involves cleaning up Collection Records that have not been worked in over two years.

SPS Improvements

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

Expected Completion Date: October 17, 2014

■ **In Progress (Missed Delivery Date)**

Project is behind. Time and resource issues exist.

Student Records

Campus Solutions Class Scheduler

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

Expected Completion Date: October 1, 2015

■ **In Progress (On Schedule)**

Project is on track having provided access to academic schedulers to SIS for Pilot groups: Spokane, Everett and MBA program. Also is on track for full-scale implementation in late March, early April, for the other campuses: Pullman, Global, Tri-Cities and Vancouver.

Cancellation of Enrollment System

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

Expected Completion Date: TBD

■ **Not Started - Project has not begun.**

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

Class Search Class Fees

The Schedule of Classes search needs to display any course/class fees associated with a class section. This will be visible to the student before and during the enrollment process.

Expected Completion Date: March 6, 2015

■ **In Progress (On Schedule)**

Project is on track and should be completed this week, prior to project deadline of March 6.

Final Grade Roster F Grades - Last Date Attended

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

Expected Completion Date: November 13, 2015

■ **Not Started - Project has not begun.**

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

Official Transcript External Interface

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

Expected Completion Date: August 14, 2015

■ **In Progress (On Schedule)**

Project to integrate a third-party software vendor into the SIS for transcript production is feasible and is on track for completion in 2015.

Waitlist Communication to Students

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

Expected Completion Date: May 4, 2015

■ In Progress (On Schedule)

The project to create a Communication for students who are enrolled off the waitlist is on track to begin running on a scheduled basis beginning in April 2015.

Technical

JIRA and Confluence Migration

Enterprise Systems is in the process of combining multiple systems into one. Desk, Bugzilla and JIRA will all be pushed into a single instance of JIRA. Since JIRA will be adopted as Enterprise Systems software of choice a proper support infrastructure needs to be put in place. This project will ensure that all data is migrated properly, development and production environments are setup and a smooth transition to the new product can take place.

Expected Completion Date: May 11, 2015

■ In Progress (At Risk)

Project is moving along well. Just got the test server Confluence and JIRA back-ups restored.

FLIR Testing

Resolve FLIR issues by running testing to ensure all test cases have been met.

Expected Completion Date: March 13, 2015

■ In Progress (On Schedule)

PROJECTS COMPLETED IN FEBRUARY

DARS Retirement

The Registrars office will be retiring the DARS system on February 28, 2015. This project tracks Enterprise Systems efforts to extract, preserve and publish data from DARS to serve as a reference for staff and advisors who interact with students, especially with Former Students Returning.

Expected Completion Date: February 27, 2015

■ Completed (On Time)

ON GOING MAINTENANCE PERFORMED IN FEBRUARY

Admissions

End of Cycle Processing - 22 Tasks Completed

Student Finance

End of Cycle Processing - 22 Tasks Completed

Financial Aid

AY Simulations in The Spring - 20 Tasks Completed

Bundle Testing - 149 Tasks Completed

Financial Aid Rollover - 7 Tasks Completed

Rolling Loan Cancellation Process - 2 Tasks Completed

Summer 2015 Packaging - 27 Tasks Completed

Student Records

Fall 2015 Term Scheduling - 57 Tasks Completed

Summer 2015 Term Scheduling - 33 Tasks Completed