

WASHINGTON STATE UNIVERSITY

# ENTERPRISE SYSTEMS

---

MONTHLY STATUS REPORT



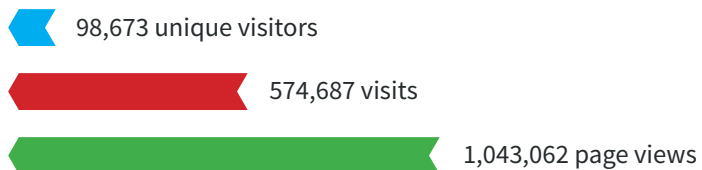
---

**2016**  
FEBRUARY

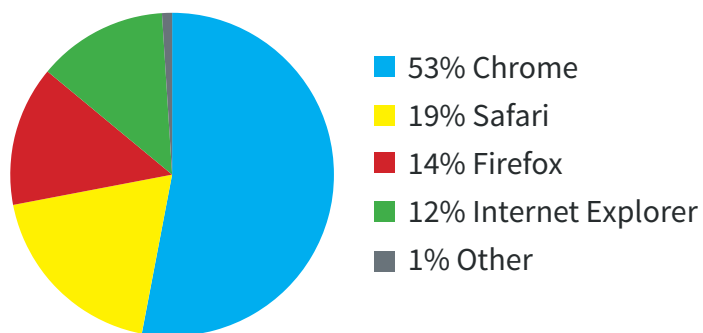
# STUDENT INFORMATION SYSTEM STATS

---

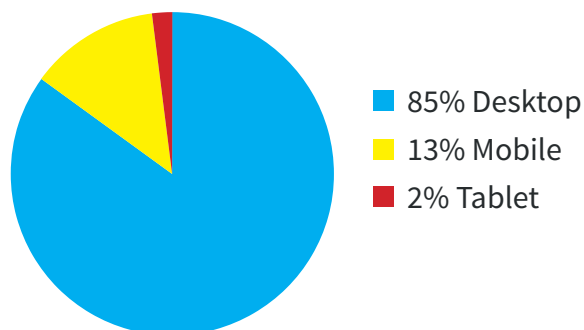
## Student Information System Statistics



## Browser



## Device



# JIRA BUGS

---

## JIRA Bugs Statistics

- 50 new bugs
- 53 bugs closed
- 18 bugs in progress
- 18 bugs ready for test
- 5 bugs ready for production
- 12 bugs have been deferred

# JIRA STATS

---

## JIRA Statistics

- 1259 issues created
- 1220 issues resolved

# JIRA SERVICE DESK

---

## JIRA Service Desk Statistics










- 846 cases submitted
- 810 cases resolved

## Case Breakdown

- Admissions and Recruitment
  - 188 cases submitted
  - 184 cases resolved
- Academic Advisement
  - 32 cases submitted
  - 28 cases resolved
- Business Intelligence
  - 20 cases submitted
  - 13 cases resolved
- Business Objects
  - 5 cases submitted
  - 3 cases resolved
- Campus Community
  - 90 cases submitted
  - 89 cases resolved
- Financial Aid
  - 40 cases submitted
  - 38 cases resolved
- Student Financials
  - 86 cases submitted
  - 79 cases resolved
- Student Records
  - 78 cases submitted
  - 71 cases resolved
- Access Request
  - 192 cases submitted
  - 190 cases resolved
- Enterprise Systems
  - 66 cases submitted
  - 66 cases resolved
- eXplorance Blue
  - 49 cases submitted
  - 49 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:** August 26, 2016

■ In Progress (At Risk)

The Graduate School (Jenny and Daniel) are continuing their review of department handbooks and delivering approved versions to Enterprise Systems (Lisa Devine) to be coded into myWSU. The status is at risk because we missed the mid-February deadline for completing the reports for the College of Arts and Sciences. We expect to be caught up with all of the original deadlines by the end of March.

### **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)

Academic Coordinators throughout the Graduate School are now submitting forms via Service Requests. More than 700 service requests have been created since training was offered in December. Automated Email notifications have been configured for completed Service Requests. Current efforts are focused on enabling myWSU access for non-WSU committee members, including the abbreviated FERPA training and the release of the Service Request Dashboard.

### **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:** TBD

■ In Progress (On Schedule)

This project is still in the planning phase. A project charter has been drafted, reviewed and distributed for final approval. Once all of the necessary approvals have been obtained, work will begin.

## 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)

Development work to add hyperlinks to the pages at the end of the process to accept an offer of admission is complete. The changes are being tested before moving into production. Implementing these links is the only outstanding item from this project.

### **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 (At Risk)**

Technical development continues. The first four pages of the five-page process have been updated to better accommodate WSU's academic structure. However, little has been accomplished to provide visitors a way to log in and use the utility. Discussions are being planned to evaluate the impact of these accounts on the system. Having missed the expedited deadline of January 31, 2016, we are looking to meet the original deadline of July 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 (On Schedule)**

The project is on track. Admissions Recruiters will begin entering application evaluations on March 14, 2016. Follow-up actions will be taken beginning March 28, 2016.

## **Enterprise Wide**

### **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)**

Warehouse:

Enterprise Systems has finished internal testing. Testing revealed some minor issues that will need to be reviewed by the analysts and tech team. Overall the testing results matched the production data.

This week stakeholders will attend training sessions on the new warehouse. The stakeholders are the individuals that we interviewed at the beginning of the project and are functional experts in their areas. They will test the new warehouse and provide us additional feedback on its functionality.

Folders/columns in the new warehouse have been re-named from just the raw table name, to terms that users will be more familiar with. We have added a layer of organization to the folders that we hope will aid users in finding the data they are looking for. There are now 5 main folders (Student Records, Financial Aid, Student Financials, Person Data, Supporting Tables) containing data that is relevant to each of those areas. The names column and orders are very close to the Census subject area in the current warehouse. Hover text has also been added to provide more information on the column being selected.

EPM Query:

187 tables have been added for Query Manager use in EPM Dev. Testing will begin this week and be validated against production Query Manager results.

### **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 (Missed Delivery Date)**

Student Financial Services 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 was created for them. Student Financial Services found that the data was useful in determining what tools students are using and when they are being used. The student Award Activity metric is ready for testing and will be made available once testing is complete. Once the My Communication Center enhancements are complete, Student Financial Services will test the Award Activity metric and Enterprise Systems will look at My Communication Center metrics.

## **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 (FASCC) project. This project's goal is to make enhancements to the My Communication Center.

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

■ In Progress (Missed Delivery Date)

Student Financial Services and Admissions are currently testing the communication center enhancements and expect to be finished by next week. We expect the enhancements to be available in production the week of March 14, 2016 if there are no major changes requested after testing.

## **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 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. We anticipate making the reports available to students prior to the enrollment period beginning April 2016.

## **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:** April 20, 2016

■ In Progress (On Schedule)

The Optional Services modification has been created and is now being integrated into the application. Once this customization is complete additional testing will be performed by our beta testing group. We will be demoing optional services next week at our monthly update meeting.

## **eXplorance Blue**

### **Blue DIG Production**

This project is for tracking work and issues for production DIG in term 2163. DIG is used by college course evaluation coordinators to prepare data for Spring 2016 course evaluations.

**Expected Completion Date:** May 7, 2016

■ In Progress (On Schedule)

- DIG training is scheduled for March 21 and 22
- DIG open to colleges March 23 to April 6

### **Blue Set Up DIG Dataflow**

Some projects will require data to be exported from DIG datasources, modified in BlueSIS, and re-imported into CE

datasources. We need to review and update the procedures we used last semester.

**Expected Completion Date:** March 18, 2016

■ **In Progress (On Schedule)**

Course Evaluation Control data (Courses, Instructors, Students, and pairings) must be exported from Blue, processed through the BlueSIS database, and returned to the conventional datasources in Blue. This project prepares that data flow.

## **Blue Set Up SIS-to-Blue Data Flow**

Enrollment, teacher assignment, and person data flows from myWSU to the BlueSIS database server, is imported and processed in the BlueSIS database, and is exported from there to Blue. These flows need to be updated and enhanced for term 2163.

**Expected Completion Date:** March 18, 2016

■ **In Progress (On Schedule)**

The “Bluebox” process that transfers data from DIG projects to CE projects via BlueSIS has yet to be completed. There are also a few minor items to clean up on this project. We appear to be on track to complete by the project by the new expected completion date of March 18, 2016.

## **Blue Term Reports**

Prepare end of term reports for all college course evaluations.

**Expected Completion Date:** April 26, 2016

■ **In Progress (On Schedule)**

Prepare and produce Blue end of term reports for Fall 2015

Status:

- Instructor Quick Reports for all colleges were completed and released to instructors.
- Enterprise Systems is working with the Office of Assessment of Teaching and Learning (ATL) to define and produce other reports for colleges

## **Blue Test and Implement Term-Scoped Datasources**

Enterprise Systems is currently reloading data from all semesters with every import into Blue. We have determined that we can not do cross-term reporting if the datasources do not include all the data. We would prefer to upload only current data if that will not break cross-term reporting, to improve safety and agility.

**Expected Completion Date:** TBD

■ Deferred - Project has been deferred.

Work on this idea has been deferred until after 2163 Course Evaluations set up is complete (perhaps April 15). Discussions with Explorance indicate that the use of term-scoped datasources might have additional consequences that need testing.

## **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 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 6/1/15 would be best to allow for using and testing Notification Framework. Student Financial Services has provided wording for testing, which has been successful. In addition, adjustments to other aspects in the portal have been made for portlets and award message catalog items. 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 charter was signed off on by all parties and was presented to Associate Directors on 1/28/2016. Kick off meeting was held 2/10/16. Tasks have been outlined and work has begun on various aspects of the project, from adding a new section on the advising report to creating emails using 3Cs for academic advisors.

### **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)**

Testing has continued with the new SAP process, and we would like to have it completed for Fall 2016. However, at this time, the process does not operate as desired, and it may not be possible to modify the behavior. Options are being explored to correct the issue. Work has paused on the new SAP process until a decision is made.

## **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 (Critical)**

Cashnet Implementation has been rescheduled for April 5-9, 2016. Cashnet has rebuilt the Student & Corporate Refund CI's to work with delivered Peoplesoft. They have moved to base the refunds on Payment ID. Initial testing was positive and Cashnet was asked to combine all CI's into a single deliverable. Upon receipt of that, further testing began. Immediately the results were negative. Neither Payment processing nor Credit Card refunds were working. Adjustments were made on CashNet's end to enable payment processing. Testing has also revealed issues with timeout errors for customers who have a large financial history with WSU. Cashnet Engineers have made changes to improve the lookup times, but are adamant that they will not be able to increase their lookups beyond 30 seconds. It is a HigherOne corporate standard. WSU's End to End Integration Testing has begun, albeit hesitantly, since Corporate Refunding is not delivered. The current schedule has testing being completed by Wednesday March 9th.

Pullman, Spokane and Vancouver Parking have all made the decision to move to EDC's AIMS for their cashiering. They will use Cashnet Departmental Deposits for receipting the net receipts into WSU's Accounting System. A refresher cashier training is slated for the week of March 28th.



WSU & Cashnet have begun the ePayments implementation. Weekly Thursday meetings are being devoted to the ePayments implementation. CashNet has agreed to work with WSU on Shibolet authorization without an INCommon Membership. Shibolet is in process with Cashnet. Progress is being made, however it was noted that CashNet has never implemented Shibolet with multiple attributes. WSU is using a student attribute as well as a Parent/Friend attribute. Cashnet expects shibolet to be testable by March 8th or 9th.

Dynamic Billing may cause issues with the existing Customer Lookup, so CashNet is recommending we limit the activity viewable in Dynamic Bill to 15 or 30 days of activity. Cashnet is also recommending that WSU send a daily account activity file. This is to serve as insurance, in case a timeout error is encountered in either cashiering or ePayments.

The ePayments implementation is also in jeopardy with the April 25th go live date.

## Summer Session Accounting Update

Summer session is now operating under WSU Online. This project will update the accounting behind all item types associated with summer session to reflect the changes necessary for the new assignment.

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

■ In Progress (On Schedule)

Project will involve migrating Summer Sessions current tuition, fees, and waiver item type accounting to Global Campus' accounting structure. At this time, the current Summer Session item type accounting is being reviewed. New accounting that will conform to Global Campus' accounting structure is expected to be provided to Enterprise Systems within the next few days. Once the new accounting has been received, we will begin to update the accounting for each of the Summer Session item types.

Project is expected to be concluded in early April, to allow time for testing before Summer Session tuition calculation at the start of May 2016.

## Tri-Cities College in the High School

Build out configuration for the Tri-Cities College in the High School program for Fall 2016.

**Expected Completion Date:** January 22, 2016

■ In Progress (Missed Delivery Date)

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.

Configuration testing has been successful, and we are ready to move into production. We have requested a final list of College in the High School courses from WSU Tri-Cities, and once we have received the document, we will be able to build the tuition charges for the program into production and begin charging students.

## Student Records

### 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 (Missed Delivery Date)


Development work complete and has been reviewed by campus schedulers. Awaiting communication with academic schedulers to be developed and then will move to production.

## Technical

### **RT Role Removal**

This project will remove unnecessary RT roles from users across campus. This will open up the queries that they are able to view and access in Production Query Viewer.

**Expected Completion Date:** April 15, 2016

 **In Progress (On Schedule)**

Project is currently in the initial discussion and planning process.

## 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 Implement Update-Mode Import to Blue**

Enterprise Systems will be upgrading our Blue data imports from “overwrite” mode (replacing all data) with “update” mode (passing only changes), to improve safety and agility.

■ Completed (Early)

### **Include Graduation Requirements on Pre-Certified Advising Reports**

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

■ Completed