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

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

Visitor Statistics

Browser

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

### JIRA Service Desk Statistics
- 719 cases submitted
- 704 cases resolved

### Case Breakdown

<table>
<thead>
<tr>
<th>Category</th>
<th>Submitted</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Advisement</strong></td>
<td>23 cases</td>
<td>18 cases</td>
</tr>
<tr>
<td><strong>Access Request</strong></td>
<td>104 cases</td>
<td>106 cases</td>
</tr>
<tr>
<td><strong>Admissions and Recruitment</strong></td>
<td>80 cases</td>
<td>86 cases</td>
</tr>
<tr>
<td><strong>Business Intelligence</strong></td>
<td>17 cases</td>
<td>17 cases</td>
</tr>
<tr>
<td><strong>Business Objects</strong></td>
<td>6 cases</td>
<td>2 cases</td>
</tr>
<tr>
<td><strong>Business Systems</strong></td>
<td>34 cases</td>
<td>25 cases</td>
</tr>
<tr>
<td><strong>Campus Community</strong></td>
<td>53 cases</td>
<td>50 cases</td>
</tr>
<tr>
<td><strong>Database Administration</strong></td>
<td>0 cases</td>
<td>5 cases</td>
</tr>
<tr>
<td><strong>Enterprise Systems</strong></td>
<td>47 cases</td>
<td>43 cases</td>
</tr>
<tr>
<td><strong>eXplorance Blue</strong></td>
<td>41 cases</td>
<td>38 cases</td>
</tr>
<tr>
<td><strong>Financial Aid</strong></td>
<td>37 cases</td>
<td>37 cases</td>
</tr>
<tr>
<td><strong>Graduate School</strong></td>
<td>1 cases</td>
<td>2 cases</td>
</tr>
<tr>
<td><strong>Imagining</strong></td>
<td>74 cases</td>
<td>74 cases</td>
</tr>
<tr>
<td><strong>Production Control</strong></td>
<td>6 cases</td>
<td>7 cases</td>
</tr>
<tr>
<td><strong>Student Financials</strong></td>
<td>161 cases</td>
<td>169 cases</td>
</tr>
<tr>
<td><strong>Student Records</strong></td>
<td>35 cases</td>
<td>25 cases</td>
</tr>
</tbody>
</table>
Enterprise Systems utilizes Atlassian products to manage our projects. JIRA is used to manage projects, technical and functional work within Enterprise Systems.

**JIRA Bugs Statistics**
- 32 new bugs
- 18 bugs closed
- 15 bugs in progress
- 16 bugs ready for test
- 4 bugs ready for production
- 11 bugs have been deferred

**JIRA Issues**

<table>
<thead>
<tr>
<th></th>
<th>Created</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>1,269</td>
<td>1,171</td>
</tr>
<tr>
<td>Feb</td>
<td>1,232</td>
<td>1,214</td>
</tr>
</tbody>
</table>
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
Project Update: There are two phases to the project. Each phase includes the identification of data that needs to be stored in myWSU, the conversion of the data into myWSU, and the establishment of new business processes to begin maintaining data in myWSU. The project deliverables include WorkCenters to facilitate the adoption of new business processes. The project hasn’t progressed much in the past few months because of the inability to deliver Work Centers, but we are beginning again to meet and move forward with the second phase of the project. This month, we expect to make a decision about what to do if we are still unable to deliver Work Centers. Ashima Singh has been leading the project on behalf of the College of Education and is leaving WSU this month. Tariq Akmal from the College of Education will be taking over for Ashima.

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
Project Update: Academic plans continue to be built out in myWSU and validated when they are completed. The additional resources assigned to the project have increased the number of plans that have been completed but Enterprise Systems still has over half of the plans left to build out.

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
Project Update: EIT is still verifying the application. Sent updated version of results to EIT as of last week (3/3/17). Waiting to hear back from Kyle Hirayama to see what changes need to be made. We expect Enterprise Systems to spend 30+ more hours on fine tuning queries and setting up automated processes before project is complete.

Guest Log-in for Evaluate My Transfer Credits
The Office of Student Success and Transition alongside Washington State University’s Transfer Clearinghouse have been working towards a
solution to allow students to be able to evaluate their transfer credits using information from the Student Information System, myWSU. The Enterprise Systems project Evaluate My Transfer Credits was initiated over two years ago to assist with transfer credit evaluations. The Evaluate My Transfer Credit project was able to successfully activate the Evaluate My Transfer Credit component. The Guest Log-in for Evaluate My Transfer Credits project is the result of an effort to transition the previous project to a new Project Lead, Implementation Manager, and Project Manager. This project will allow current students and prospects (without a user account) to visit the transfer credit evaluation page. Additional functionality to make the tool user-friendly is also a project priority. The transfer credit evaluation tool should be simple for students to use. Students should be able to apply the transfer credit model generated in the evaluation process and add those credits to a 4-year plan/what-if report.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** April 1, 2017  
**Project Update:** Testing of the guest login application has begun and an issue was quickly identified. The system is running very slow and at times timing out. Changes are being made to the database to resolve the slowness issues.

**Mobile Application - Admissions**

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

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** August 1, 2016  
**Project Update:** The application was not moved to the application store in February. The developer responsible for the application is out on leave until March. In March we hope to publish and deploy the new application.

**Data Warehouse Admission Snapshot**

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

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** April 1, 2017  
**Project Update:** Enterprise Systems is working on getting the joins correct with some static tables in order to validate our model. Right now we have a number of tables joined in and are testing to make sure the results are what we expect. While we are doing this we are also ensuring that we are not missing any fields that we should have, or have fields that we do not need.

We are also pinning down logic for some tricky fields such as Visa and Test
scores. For example, we do not want to have multiple visa types listed for a student for a single day, even if this is the case in CS. We want to apply some logic to get it down to 1 record per student per day.

Similarly with Test scores, we want to limit the number of records where possible. We do not want to list all tests in the warehouse, only those that are relevant. We have conducted some interviews with different offices about what test scores they need (Max, Latest, etc.). Once we have collected all the feedback we will add logic to limit the results.

After validating what we currently have built, we will add the logic listed above and bring these additional tables in as well. We will add the calendar table to our functional model in Dev by the end of this month.

**Accounts Payable Reporting**

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

**Business Objects Upgrade 3.1 to 4.2**

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

**Windows 2003 Migration**

Design and implement new Windows Server infrastructure, and migrate all Windows applications to a non-deprecated infrastructure.
Address Update Via File Load

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

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: July 3, 2017

Project Update: Enterprise Systems continues to work on the file parser process to load the external address file. University Receivables is working with the collection agencies and ECSI to unify the file layout and ensure that the files include person and organization ID. Currently the file parser process is successfully loading the persons in the files. A known oracle bug has been identified that hard codes persons in the search match process, as a result we are unable to build a process that will identify person ID from organization ID. Enterprise Systems will be working with University Receivables to walk through possible solutions.

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

Expected Completion Date: TBD

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

Bio/Demo Web Service-myWSU to AIMS

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

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: July 31, 2017

Project Update: Charter is almost complete and will be finished as soon as resources have been assigned to the project. If this does not occur soon timelines will need to be adjusted due to the delay in starting the project.

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:** March 1, 2017  
**Project Update:** Enterprise Systems is completing communications within the myWSU for the Invest in Success program. After this is complete the only remaining item is to create the Invest in Success application form so students can apply for the program within myWSU.

**Studio Abroad**

Studio Abroad is a 3rd party vendor program that allows International Programs to track students in Special Programs from WSU who travel to other locations. Studio Abroad will likewise allow the Intensive American Language Center (IALC) to create applications that will somewhat mirror the CollegeNet applications for Special Programs that will only be at WSU for a short period of time. The request is to take application data from Studio Abroad and import it into myWSU through staging for search/match verification and then create records that will allow communication, tracking, and enrollment of the person in the Special Programs at WSU.

**Expected Completion Date:** March 3, 2017  
**Project Update:** Enterprise Systems has completed testing with mock application files. Testing of actual applications will take place in March prior to loading applications in production.

**-5 to PAM**

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

**Expected Completion Date:** March 15, 2017  
**Project Update:** A single database server has been totally converted over to PAM authentication and all -5 objects were converted and tested for two weeks without any issues. Additional servers are scheduled to be converted over the next 2 weeks.

**Services to Database Report**

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

**Expected Completion Date:** April 3, 2017  
**Project Update:** The project is still in the questionnaire phase. Enterprise Systems is still waiting on some of the questionnaires to be returned. The questionnaires are needed to complete the analysis of databases that need
25Live
Washington State University is migrating from a hosted Resource-25 solution to a cloud hosted solution called 25Live. Enterprise Systems will work closely with CollegeNet and the core user groups at Washington State University to ensure a smooth transition.

IN PROGRESS (ON SCHEDULE)
Expected Completion Date: April 15, 2017
Project Update: CollegeNet has been implementing the changes into the 25Live environment. As questions have arisen Washington State and CollegeNet have worked through them. The on-site visit is still scheduled to take place in March after the changes have been implemented.

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

IN PROGRESS (ON SCHEDULE)
Expected Completion Date: June 15, 2017
Project Update: Enterprise Systems is researching and trying to determine where data is housed that is required by the athletic compliance software.

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.

IN PROGRESS (MISSED DELIVERY)
Expected Completion Date: January 1, 2017
Project Update: The project team will be working with the myHSP developers and WSU Tri-Cities to finalize the file layout to ensure that the file produced by myHSP will be able to be used to load in to myWSU file parser process with little to no manual file manipulation. Currently TriCities is working on modifying the file to include student and term information required for the loading process. The work that the campus is doing will simplify the configuration of the file parser process. Testing is expected to take place in the first half of March.

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

IN PROGRESS (AT RISK)
Expected Completion Date: December 1, 2017
Project Update: Jasen Skelton has completed People Tools training and has mapped the first five tabs in the master field template/definition. Through meetings and discussions it has been determined that there will be a new screen used to identify appointments, and that work history will
be used for previous work history before WSU employment. Jasen has been working on a file to generate user accounts and has delivered that file to Greg Neunherz and Institutional research for review. Enterprise Systems is looking at the WORQS application and starting to map that to the tabs, focusing on questionable data that will need to be discussed. Working to generate a data file for the first five tabs.

**Direct Deposit Consolidation**

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

**DEFERRED**

**Expected Completion Date:** TBD

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

**INTO University Partnerships**

Washington State University (WSU) has teamed up with INTO University Partnerships to recruit, enroll and retain International Undergraduate and Graduate students at WSU. INTO is the international study specialist. Each year, INTO assists thousands of students from around the world study at leading and well respected higher education institutions. INTO provides a strong support model, with centers and support teams situated on Campus and dedicated to international study success.

**IN PROGRESS (ON SCHEDULE)**

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

**Project Update:** Enterprise System has setup the INTO Student Group in our Test Environment as a placeholder as we continue to configure and unit test the INTO Configuration in myWSU. We are ready to move forward in myWSU Production, once International Programs reaches a final decision on the Student Group Code.

**Mainframe Upgrade**

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

**IN PROGRESS (ON SCHEDULE)**

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

**Project Update:** IBM was on campus this month evaluating our mainframe and have provided recommendations based on our current mainframe state. A draft report was submitted for review and a more detailed final report is expected in early March. CICS has been upgraded on Bootstrap from 3.1 to 3.2. We are exploring just upgrading directly to the latest version and skipping the incremental upgrades. Control-D has been upgraded on Delenn and the upgrade will be completed on the other LPARS in early March.
PeopleSoft Campus Solutions 9.2 Upgrade
Upgrade PeopleSoft Campus Solutions from 9.0 release to 9.2 release.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: TBD

Project Update: Enterprise Systems has completed a draft of the project charter and will be meeting with the steering committee to review and finalize in March. Oracle on Demand is in the process of provisioning servers for 9.2.

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

IN PROGRESS (MISS DELIVERY)

Expected Completion Date: February 28, 2017

Project Update: Continuing students for Fall 2177 will be term activated, placed into student groups, and given validation appointments on March 5, 2017. Term activation and validation appointments will be applied at this time as well for 2183. Students do not need to be placed into a separate student group for 2183 as they will get the same appointment time as 2177. Once these process have run, Lydia stated that she receives an email from the Registrar’s office letting her know she can run the assignment of the appointments. Enterprise Systems will coordinate with Lydia to run the assignments for both terms. New students for 2183 won’t be addressed at this time as their appointments will not be open until the standard time frame of October/November.

Washington State University College of Medicine
The Washington State University School of Medicine was established by the WSU board of regents in 2015, after the state legislature amended a 1917 statute that gave the University of Washington in Seattle the exclusive right to grant degrees in medicine in the state. The Washington State University School of Medicine is preparing to admit students for the first time. In order to accomplish this the student information system (myWSU) needs the different modules to be configured. This includes but is not limited to academic structure, admissions, student records, financial aid and student financials. The Washington State University School of Medicine will also be using Entrada as their learning management system. myWSU will need to provide information to Entrada.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date:

Project Update: The College of Medicine began admitting students last month. An issue arose with the student tanks that prevented the students from logging into myWSU. The tanks that were sent to the students where refreshed in the system so the information did not match and the students could not create a NID to login. The issue was quickly resolved and students have begun to confirm their admissions. Enterprise Systems will begin focusing on the college of medicines finical configurations within myWSU this will include configuring financial aid. Decisions need to be made about how often tuition will be charged and the amounts that will be charged. Discussions around finical aid disbursements need to occur.
Blue Tooling
Project to track the creation of tooling in myWSU to support course evaluations delivered via the Blue course evaluation system.

DEFERRED
Expected Completion Date: TBD
Project Update: The project has been deferred.

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

DEFERRED
Expected Completion Date: TBD
Project Update: Waiting

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

IN PROGRESS (ON SCHEDULE)
Expected Completion Date: August 1, 2017
Project Update: Enterprise Systems continues to meet with the Grad School and the departments to verify the accuracy of the AA reports. After making the updates to the AA reports, Enterprise Systems will be opening up the self-service reports for the students. Enterprise Systems is still on track to have all of the reports fully functional for the full Fall 2017 roll out.

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

IN PROGRESS (MISSED DELIVERY)
Expected Completion Date: July 29, 2016
Project Update: Oracle on Demand was able to restore access during the last week of February. Enterprise Systems will work to make and test the changes in Production.

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

IN PROGRESS (ON SCHEDULE)
Expected Completion Date: June 30, 2017
Project Update: Enterprise Systems continues to work on additional Menu, Components and Pages for Research and Teaching Assistantship Data in myWSU. Feedback has been provided and adjustments are being made to the application at this time.
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

**Project Update:** Enterprise Systems continues to work with Oracle to resolve the issue related to the Service Request Dashboard. By the end of February Enterprise Systems should know what it will take to get WorkCenters stood up in our environments and this will determine the next steps on this project.

Imaging System Implementation Project

Oracle Middleware WebCenter Content, Enterprise Capture and client licenses will be procured and delivered to support the initial Enterprise Content Management needs of the University as it pertains to upgrading the existing Oracle IPM and Kofax Capture systems currently in place supporting Admissions, Financial Aid and Student Enrollment document management.

**Expected Completion Date:** TBD

**Project Update:** Project is on hold as we resolve the proof of concept and set up a 12c test environment.

Imaging System Proof of Concept

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

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

**Project Update:** The Imaging Proof of Concept server (POC) was established with two running versions of the Oracle imaging stack, version 11g and 12c. The POC was established with three goals: Demonstrate the migration path of content from 10g through 11g and on to 12c, provide a source of exploration for the Imaging team to use with the newer versions, and provide a demonstration area that would allow the team to conduct “show and tell” with the imaging user base at WSU. The POC installation of the 11g version of imaging doesn’t meet the criteria for persistent operation that Enterprise System will need for managing customer migrations long term, so Enterprise System is building a new, separate installation of 11g that we expect to have operational by the end of March. Proxy URLs have been requested from the VSA team to sit in front of our 12c POC installation so that we can begin demonstrating the new system to our customers. The delivery date has been altered since we no longer have support from external consultants.
External Agency Collection Fees

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

Expected Completion Date: July 1, 2017
Project Update: The project still has not been transitioned to a new implementation lead. The request has been made but no one has been assigned. The project has lost a full month of productivity and this will most likely affect Enterprise Systems ability to deliver the project.

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: March 1, 2017
Project Update: The project lead is waiting on Enterprise Systems technical team to complete the new run control page. Once this is completed testing will begin.

Payroll Overpayment Dunning Letters

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

Expected Completion Date: May 1, 2017
Project Update: The new communication configuration has been established. University Receivables will begin testing during the first week of March.

Graduation Verification Activity Guide

The Registrar’s Office requested an online verification process for graduating students in August. This project has been transitioned to a new Implementation and Project Management team. The request is for a
Student Activity Guide (SAG) to be created to guide students through the graduation verification process.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** March 8, 2017  
**Project Update:** The Graduation Verification Activity Guide and its processes will be assigned to students starting March 8th. Currently the project team is working to deliver the knowledge transfer documentation and training to support teams (Customer Service & Operations) as well as Registrars Graduation office. The Graduation Verification Activity Guide will be the first Activity Guide of its kind available in production. A bug has been created to allow batch update the status of Activity Guide, this bug will not interfere with the delivery of the Activity Guide to students.

**MuleSoft**  
Project will implement Mulesoft as Enterprise Systems integration platform.

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

**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).