

WASHINGTON STATE UNIVERSITY

ENTERPRISE SYSTEMS

MONTHLY STATUS REPORT



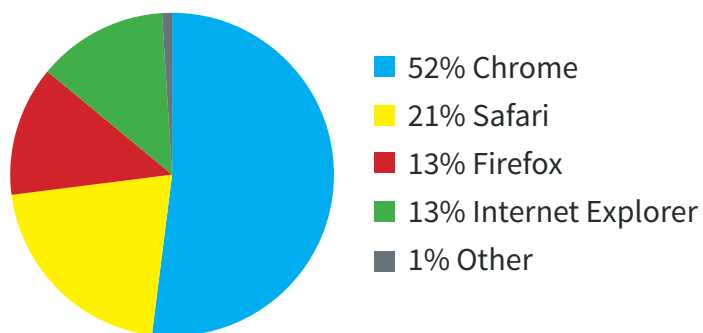
2016
JANUARY

STUDENT INFORMATION SYSTEM STATS

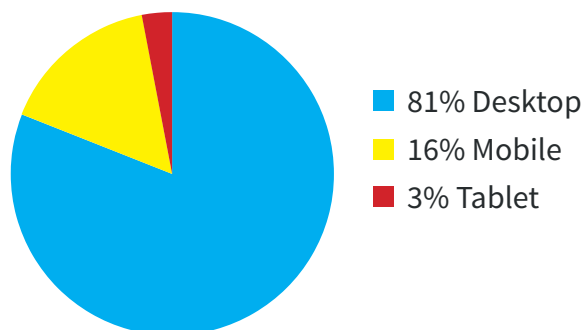
Student Information System Statistics



Browser



Device



JIRA BUGS

JIRA Bugs Statistics

- 49 new bugs
- 50 bugs closed
- 20 bugs in progress
- 19 bugs ready for test
- 8 bugs ready for production
- 14 bugs have been deferred

JIRA STATS

JIRA Statistics

- 1916 issues created
- 1764 issues resolved

JIRA SERVICE DESK










JIRA Service Desk Statistics

- 814 cases submitted
- 770 cases resolved

Case Breakdown

- Admissions and Recruitment
 - 151 cases submitted
 - 148 cases resolved
- Academic Advisement
 - 41 cases submitted
 - 40 cases resolved
- Business Intelligence
 - 17 cases submitted
 - 12 cases resolved
- Business Objects
 - 8 cases submitted
 - 5 cases resolved
- Campus Community
 - 80 cases submitted
 - 78 cases resolved
- Financial Aid
 - 47 cases submitted
 - 44 cases resolved
- Student Financials
 - 106 cases submitted
 - 94 cases resolved
- Student Records
 - 80 cases submitted
 - 76 cases resolved
- Access Request
 - 149 cases submitted
 - 141 cases resolved
- Enterprise Systems
 - 62 cases submitted
 - 59 cases resolved
- eXplorance Blue
 - 73 cases submitted
 - 73 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 is continuing their review of department handbooks and delivering approved version to Enterprise Systems to be coded into myWSU. The status is yellow because it is anticipated that we will miss the mid-February deadline for completing the reports for the College of Arts and Sciences, but that we will catch up with 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 through 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.

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, we have defined relationships between Academic Interests and Majors/Options. All agreed upon relationships have been entered in myWSU and updates to the advising reports to reflect this information are complete. The changes were activated February 8, 2016.

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)

After reviewing the impact of the changes required to streamline the process of accepting an admission offer, the decision was made to forgo that enhancement. Work is still continuing to add hyperlinks 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: July 31, 2016

■ In Progress (At Risk)

Technical development continues. The first three 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 creating accounts on the system so users can login. 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 February 29, 2016 and continuing through March 11, 2016. Follow-up actions will be taken beginning March 14, 2016 and continuing through the end of the month.

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)**

The Financial Aid, Student Records, and Student Financial data has been combined into in a single subject area in OBIEE-Dev. Analysts are testing/validating the data. Enterprise Systems is in the process of re-creating the reports in the Requirements Document that was gathered earlier in this project. Testing is scheduled to be finished by February 12, 2016. Stakeholders will have the opportunity to test and to provide feedback this month.

Work on the data dictionary continues and as well as building out EPM Query. At this time there is not a process in place to help us migrate existing queries in CS prod to EP Query. We are currently looking for a solution to this.

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. The student Award Activity metric is ready for testing and should be available once testing is complete.

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)**

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 ready for testing. We encountered a few obstacles which required extra time to work through. Testing will be done this week and should be available to be migrated once this is complete. We received feedback from ASWSU on the location of My Communication Center and have begun working on putting this solution in place.

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. A second round of updates to the Report are in progress. When the updates are complete, the CoB 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 mobile application has been in beta testing for the past month. Users have enjoyed using it and the feedback has been positive. All modifications minus optional services have been implemented. All load testing has been completed. The launch date was moved from the end February to April 20, 2016. The change in the delivery date was due to optional services missing from the application. Enterprise Systems was originally going to hide the portions of the application that required optional services. After discussion about the time of release of the application it was determined that leaving out registration and class search would negatively affect adoption rates since students would be focused on this at the time of release. Enterprise Systems will continue to expand the number of students testing the application.

eXplorance Blue

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.

Expected Completion Date: March 16, 2018

■ In Progress (On Schedule)

There are four data flows that need to be updated:

- DIG Pilot (BUSN)
 - DIG General (all except BUSN for DIG)
 - Early Non-BUSN (non-DIG)
 - BlueBox (Return of post-processed DIG data to conventional datasources)
- Flows 1 and 3 have deleted flags in place. Flows 2 and 4 still need to be updated.

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)**

Planning continues as we uncover and resolve issues in the other projects. We are on track for completion.

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: February 26, 2016

■ **In Progress (On Schedule)**

Enterprise Systems has completed all currently-identified requirements for the “XBlue” feeds from myWSU to the BlueSIS database. We are updating the procedures which prepare the feed data to be passed to Blue. We intend to automate this data flow before closing the project. We are on track for our completion date.

Blue Term Reports

Prepare end of term reports for all college course evaluations.

Expected Completion Date: February 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 as well as response rate analysis for ATL.

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: February 5, 2016

■ **In Progress (On Schedule)**

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. 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 with 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. Project charter was signed off on by all parties and was presented to Associate Directors on 1/28. Kick off meeting has been scheduled for 2/10/16. 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)

Construction of the new SAP process is in progress. The original plan was to have the process completed and ready for use during Spring 2016. Unfortunately, the amount of time that it took to create the process, along with scheduling difficulties means that the project is running behind schedule, and our new goal is to have the process complete by Fall 2016. At this time, we have not been able to integrate the new SAP process with our testing environment, but once that is accomplished, testing of the process will resume.

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 Implementation has been rescheduled for March 29th, 2016. After considerable testing and discussion, Cashnet determined their current methodology for Student & Corporate Refund CI's would not work at WSU. They are in the process of rebuilding the CI's to use Payment ID to track the payment and facilitate a refund. WSU's End to End Integration Testing is scheduled for February 11th through the 25th. HigherOne will then need two weeks to stage and deploy the Cashiering Servlets.


Refresher Cashier Training will take place in Mid to Late March.

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. WSU Leadership has determined to postpone the Payment Plan project until 2017 to ensure a solid successful project.

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)**

The project is in the planning stages and will involve migrating Summer Sessions current Tuition, Fee's and Waiver Item Type Accounting to Global Campus' Accounting Structure. Project is in the initial definition stages. 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.

Details for the program are still coming into Enterprise Systems and will likely continue to do so until mid February. We have begun testing configuration for the program fees, but have had difficulty charging the correct amounts to students who are enrolled in both College in the High School and Tri-Cities Running Start. We are working to resolve the issue and will get the program fees into production as soon as possible.

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 (At Risk)**

Development work continues. Project is late but still on track.

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

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.

■ Completed

Education Test Score Conversion

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

■ Completed

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.

■ Completed (Late)

Official Transcript External Interface

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

■ Completed

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.

■ Completed