

WASHINGTON STATE UNIVERSITY

ENTERPRISE SYSTEMS

MONTHLY STATUS REPORT



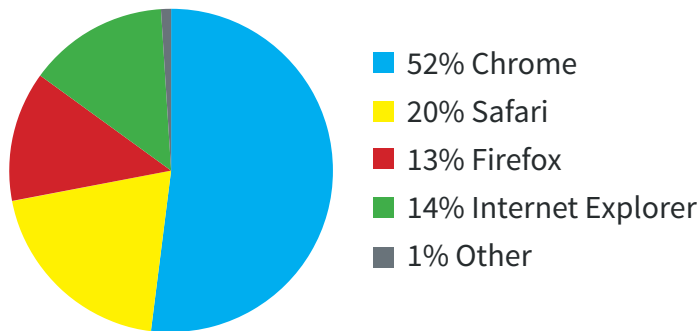
2016
JULY

STUDENT INFORMATION SYSTEM STATS

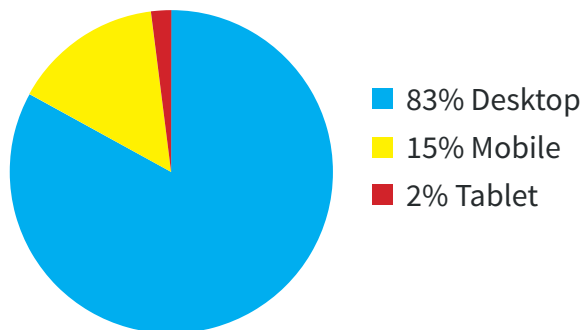
Student Information System Statistics



Browser



Device



JIRA BUGS

JIRA Bugs Statistics

- 28 new bugs
- 39 bugs closed
- 15 bugs in progress
- 13 bugs ready for test
- 10 bugs ready for production
- 11 bugs have been deferred

JIRA STATS

JIRA Statistics

- 904 issues created
- 942 issues resolved

JIRA SERVICE DESK










JIRA Service Desk Statistics

- 445 cases submitted
- 440 cases resolved

Case Breakdown

- Admissions and Recruitment
 - 85 cases submitted
 - 85 cases resolved
- Academic Advisement
 - 28 cases submitted
 - 28 cases resolved
- Business Intelligence
 - 8 cases submitted
 - 8 cases resolved
- Business Objects
 - 6 cases submitted
 - 6 cases resolved
- Campus Community
 - 67 cases submitted
 - 65 cases resolved
- Financial Aid
 - 22 cases submitted
 - 22 cases resolved
- Student Financials
 - 42 cases submitted
 - 42 cases resolved
- Student Records
 - 32 cases submitted
 - 31 cases resolved
- Access Request
 - 111 cases submitted
 - 109 cases resolved
- Enterprise Systems
 - 17 cases submitted
 - 17 cases resolved
- eXplorance Blue
 - 27 cases submitted
 - 27 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

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

■ In Progress (On Schedule)

This project is in progress and on track. Data Mapping is now in progress. Enterprise Systems met with the College of Education to review the proposed data mapping with the College of Education. The proposal was approved and work is underway to implement the data mapping within a series of work centers in myWSU. Enterprise Systems is also starting to investigate the possibility of automating the weekly download of edTPA scores from Pearson.

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

■ In Progress (On Schedule)

A student's Four-Year Degree Plan utilizes information from the Washington State University Course Catalog in order to present students and advisors with a 4-year degree plan (schedule of studies). Four-Year Degree Plans have been built for the departments of Agriculture, Education, Design and Construction, Apparel Merchandising and Textiles, Anthropology, Physics and Astronomy, Foreign Languages and Cultures, Biological Sciences, and Asian Studies.

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: September 30, 2016

■ In Progress (At Risk)

The process to accept/decline an offer of admission has been streamlined, reducing the number of steps involved from five down to two. The issue related to multiple applications has also been resolved. One issue remains: work to add hyperlinks to the pages at the end of the process (for the MBA, only) will resume this month now that the academic structure changes are in place.

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

■ In Progress (On Schedule)

Work is underway to build a set of queries that will replace the current process used to extract data from myWSU and provide it to EIT to be loaded into EMAS.

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 (Critical)**

Technical development continues. Enterprise Systems is currently focused on the What-if portion of the process. We are working to resolve two significant issues within the component: 1) self-reported transfer credit information does not consistently display on the report and 2) there is an issue with the display of some fields within the component.

Gathering Race and Ethnicity Information

This project will track the work to reduce the number of applicants for the Summer and Fall 2016 Terms who have not specified race/ethnicity information.

Expected Completion Date: September 30, 2016


 **In Progress (On Schedule)**

On June 29, we activated a new pop-up page within myWSU that prompts students for ethnicity information. This pop-up page has been configured so that it only appears for a specific student population, currently new incoming students who do not have ethnicity information on file. Of the 579 students in the target population, about 400 have logged into myWSU and encountered the pop-up and about 350 have updated their ethnicity information, this is a 90% response rate. The page will be in-place through the tenth day of the term in an effort to gather as much information as possible prior to tenth-day reporting.

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: August 31, 2016


 **In Progress (On Schedule)**

The project is on track and nearly complete. Access to application evaluations will be expanded to include all campuses later this month. The work implemented so far is saving a significant amount of manual data manipulation by staff in the office.

Mobile Application - Admissions

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

Expected Completion Date: August 1, 2016


 **In Progress (On Schedule)**

Screen shots have been presented to the Admissions Office while connection of a web service is integrated into the mobile app. After successful communication through the web service testing will commence to find any fit gaps.

SAT - Accommodate Redesigned SAT

This Project focuses on the work necessary to accommodate the changes introduced with the redesigned SAT.

Expected Completion Date: September 30, 2016

 **In Progress (On Schedule)**

A decision was reached to calculate new BEST and QVALUE scores based on the new SAT scores. The automated calculation of these scores has been configured. WSU is successfully receiving new SAT scores, however, the new scores are not yet being matched to student records. New scores will be matched and posted to student records once communications have been shared with the WSU community providing detailed information for understanding and using new SAT scores. We have identified objects within myWSU where the old SAT, BEST and

QVALUE scores are reported or displayed and are working to update these objects to also include the new versions of these scores.

Business Intelligence

OBIEE Report Conversion to SDW

The purpose of this project is to first convert as many reports as possible that are built off of Campus Solution Views to be built instead out of the new Student Data Warehouse. After this portion of the project is finished we will go through and begin converting all other warehouse reports that were previously built out of delivered Subject Areas to instead be built out of the new Student Data Warehouse.

Expected Completion Date: August 12, 2016

■ In Progress (Critical)

Athletics reports have been re-built in SDW and are awaiting approval/change requests from athletics.

Campus Community

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.

Expected Completion Date: October 14, 2016

■ In Progress (At Risk)

This project has been placed on hold. We have the file and formatting now but there are some issues with the file delivery. The agency is sending multiple lines of addresses and they are providing business and person addresses in the same file. The project will resume in early August.

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.

Expected Completion Date: August 1, 2016

■ In Progress (Critical)

This project will not be delivered on-time. Currently Enterprise Systems is focusing on Invest in Success to ensure that it meets its delivery date. Many of the configuration changes and additions to the system that will be used on the Invest in Success project will translate to the ATLAS project.

Display Faculty Photos

Per a request from the Provosts Office the photos of faculty are going to be turned on in myWSU. Some faculty had indicated that they do not want their photos to be displayed. Enterprise Systems needs to expand FERPA to have an OPT OUT feature for the photo display, separate from the restrict all of my data indicator.

Expected Completion Date: August 1, 2016

■ In Progress (On Schedule)

The project work has been completed. Enterprise Systems is working with the Provost Office to send out an announcement to all faculty prior to the changes being moved into production.

IALC Expansion

In spring 2015 IALC (Intensive American Language Center) a division of the Department of International Programs (IP) went live in myWSU. They had operated for years outside of WSU in their own FoxPro system without being integrated into the WSU systems. This made it difficult for IP to track international student requirements and understand their English language skill level. Having the students in myWSU meant that they could report and track the information as well of matriculation rates to Undergrad and Grad levels of those students who participated in IALC. The understanding at that time was that there were conversations happening and hope to expand to other WSU campuses. That has happened and Tri-Cities will be opening a center beginning Spring 2017.

Expected Completion Date: December 30, 2016

■ In Progress (On Schedule)

Enterprise Systems has met with IALC 3 or 4 times just this past month to review updates to the career - program/ plans, the updates have been made and look great. The CollegeNet application is undergoing just a few adjustments as well to add the TC campus and to also add a couple of questions regarding matriculation to UGRD or GRAD. We still have some pending issues with financials, but all in all it's looking great.

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: August 1, 2016

■ In Progress (Critical)

There has been a lot of hard work on this project and Enterprise Systems is working to deliver Phase 1 by the August 18th deadline. The following issues still remain: update prior student information, get item types from the financial areas and get the tracking updated, advisor categories need to be defined and added, and training of provost staff once everything is in place.

Enterprise Wide

Activity Guide

Users from multiple departments have expressed high interest on the utilization of Activity Guides. Enterprise Systems would like to grant Activity Guides configuration access to users across campus who prove competency through an HR course, allowing departments to create their own Activity Guides.

Expected Completion Date: May 7, 2016

■ In Progress (Missed Delivery Date)

The Activity Guide governance committee plans to review all requests for Activity Guides and Activity Guide training, to help guide how WSU as an institution adopts the use of Activity Guides.

College in the High School

WSU Tri-Cities 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 transcribed college credit. This project provides SIS support, System integration, automation and procedure in support of the program.

Expected Completion Date: November 30, 2016

■ In Progress (On Schedule)

Initiation is complete, with a signed project charter. Planning is nearly complete. The basic plan has been approved. A communication plan is under construction and is later than planned, but this has not prevented the launch of the first three work streams in the project plan. Over all, the project is on track.

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.

Expected Completion Date: October 3, 2016

■ In Progress (Critical)

Over the last two weeks, discoveries have been made that could alter the project timeline. It appears that the components for Payroll for North America – which we have been configuring for direct deposit in myWSU up to this point – will not be available after we upgrade our Campus Solutions software to version 9.2. As a result, Payroll for North America is no longer a viable option for this project, so we have had to look for alternatives.

At this point, it looks like we can open up the student direct deposit components – which will remain available after the upgrade – and make them available to everyone with some changes to our security. Currently, we use some of the delivered student direct deposit components along with a custom process to complete any refunds. This custom refund process interfaces with our eCheck server to create ACH files, and it would be ideal to shut off the eCheck server and complete the direct deposit process entirely in myWSU.

Last week, we investigated the delivered direct deposit process in myWSU and set it up in our test environment to see how it would behave. Unfortunately, while it looks like we can create refund vouchers, we may not have the software necessary to generate ACH files. We are looking for a possible workaround that would let us generate ACH files with the software that we currently have, but we also may end up using myWSU only to store direct deposit bank account information while keeping the eCheck server to generate files.

The timeline may be extended due to the exploratory nature of the work that is currently being done on this project as well as work that will need to be done to configure new direct deposit components.

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)

Summer degrees will be awarded at the end of the month. Once the degrees are awarded, the latest set of graduation requirements will be activated and advising reports will be activated for new and continuing students and this project will be complete.

Notifications - Notices Replacement - Deferred

After recent testing of the Notification Framework, Enterprise Systems would like to explore the possibility of replacing portal notices with notification alerts. Notification alerts are messages sent via the notification framework to a specific population.

Expected Completion Date: November 30, 2016

■ In Progress (On Schedule)

Project is currently on hold.

Notification Center - Texting

The Provost Office is in the process of implementing a texting policy for campus. This project will track the configuration of text messages in myWSU as well as implementing policy rules within myWSU.

Expected Completion Date: September 2, 2016

■ In Progress (On Schedule)

The provost's office recently developed a policy around text messaging that Enterprise Systems is responsible

for implementing via the Notification Framework. Currently, there are two BUGS submitted to the tech team to explore the security roles and SMS setup with the desired vendor. The project timeline has been adjusted to September so we can incorporate a customization in myWSU that will support the Provosts Office requirement of opt-in/opt-out in optional services.

PeopleSoft Testing Framework

Enterprise Systems, through its strategic planning, is looking for an automated process that can effectively produce and validate regression tests before each bundle is implemented. Enterprise Systems would like to eliminate occurrence of human error when conducting testing by automating testing processes. This project will explore utilizing PeopleSoft Testing Framework as a solution to these issues.

Expected Completion Date: August 1, 2016

In Progress (At Risk)

There are currently six open tasks with each specific area (student records, student finance, etc.) to cover the use of the software during regression testing this week and next week. The project can be closed at any point but I thought it would be better to leave this open until the end of regression testing. All documentation has been recorded in UPK's for the software as well as throughout the duration of the project.

eXplorance Blue

Blue Tooling

Project to track the creation of tooling in myWSU to support course evaluations delivered via the Blue course evaluation system.

Expected Completion Date: TBD

In Progress (On Schedule)

Project charter is being created.

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 (Missed Delivery Date)

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 provided wording for testing, which has been successful. In addition, adjustments to other aspects in the portal have been made for pagelets and award message catalog items. Enterprise Systems has security to the notifications template and is working to create a new Student Financial Services role that will allow users to see the notifications students get when taking action on accept/decline page. Updates for the notification template were received and the process is being tested again with real student users. There was a slight delay for a couple weeks as the test environment was being worked on and refreshed for PeopleTools work. This project is in the final phase of going live, but has been moved

to red as it is not in production yet. After discussing this with Student Financial Services, it has been decided to move forward without the image for now, so they will be moving onto putting pieces into prod in early August and then turning all the pieces on.

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: August 1, 2016

■ In Progress (At Risk)

After the calculation of Summer 2016 SAP on 8/3/16, emails were also generated later in the evening for advisors informing them of their students that were at a Maximum Time Frame Warning or Denial. At this time, as advisors are working through the process outlined for them in the training video, we are on hold to push the next type of email to the advisor until action items on advising notes have been entered by Student Financial Services. In addition, the changes to the Advising Report to include attempted hours is under discussion for potential changes for who will have the attempted hours section displayed. We will leave this open until those pieces are finalized and then will close this project.

Graduate School

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 has completed their review of department handbooks and delivered approved versions to Enterprise Systems to be coded into myWSU. With two exceptions, MIT and Nursing, we expect all advising reports to be coded in myWSU prior to the project due date. As each report is completed, representatives from Enterprise Systems, the Grad School and the Department are meeting together to review what has been built. As each review is completed, the reports are being made available to students and advisors within myWSU.

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.

Expected Completion Date: July 29, 2016

■ In Progress (On Schedule)

A new page has been deployed within myWSU that will allow non-WSU employees to read and agree to abide by the FERPA regulations. Enterprise Systems worked the Grad School to define policies regarding the expiration and renewal of these agreements. A security model is being developed that will automatically grant and revoke access for non-WSU users based on their being an external committee member and the status of FERPA training.

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)

Work to enable myWSU access for non-WSU committee members is nearly complete. A new abbreviated FERPA

training is available for non-WSU committee members. However, we are still experiencing issues with the Service Request Dashboard. These issues are preventing the release of service request functionality to committee members and departmental staff. The Grad School leadership reviewed the balloting process within myWSU on July 11th and gave the green light to begin using the process.

MyGradSchool Database Conversion

Graduate School and Enterprise Systems will be converting MyGradSchool MS SQL database to PeopleSoft Campus Solutions.

Expected Completion Date: August 1, 2016

In Progress (At Risk)

The Graduate Support Memo component has been developed and initially tested by Enterprise Systems. Integrations between AIS Balances and myWSU have been established. The projected transition to Production has been extended to August 08, 2016. Enterprise Systems and Graduate School have scheduled integrated system testing for the week of August 01, 2016, and user based training to directly follow. The intention is to use the new Support Memo in myWSU for Fall 2016.

Student Financials

HigherOne CashNet Implementation

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

Expected Completion Date: Unknown

In Progress (Critical)

WSU integration testing was placed on hold after customer account lookup times varied from 11 seconds to 64 seconds. Discussions are underway to determine next steps. HigherOne has cancelled the last 4 weekly update meetings.

HigherOne has communicated they will have updates on what they may be able to do to improve lookup speeds on Thursday August 11th, 2016. Their Shibboleth beta implementation project has completed and they have several schools using InCommon's Shibboleth for authentication. An internal resource has been requested to begin working on WSU's shibboleth for Students and FIDs.

Student Records

No Projects at this Time

Technical

Mulesoft

Project will implement Mulesoft as Enterprise Systems integration platform.

Expected Completion Date: January 20, 2017

In Progress (On Schedule)

Enterprise System continues to build out applications within Mulesoft.

PeopleTools 8.55 Upgrade

This project will track the implementation of PeopleTools 8.55 within all of Enterprise Systems Campus Solutions environments.

Expected Completion Date: November 1, 2016

■ In Progress (On Schedule)

The PT 8.55 upgrade project has made significant progress with the installation of PT 8.55 into the Portal Demo, Portal Dev, Portal Test, EPM Demo, EPM Dev and EPM Test environments. The planned install of PT 8.55 into the myWSU Portal Production environment, which was scheduled for August 5th-7th, needed to be postponed due to some issues that were discovered by the Enterprise Systems Tech team during their pre-install health checks. ESG is working with Oracle to reschedule the install into the myWSU Portal and anticipate the new install date to be September 17th-19th.

To accommodate this new date for the Portal, WSU events and the start of the fall semester, the EPM production environment will be scheduled for late September. Enterprise Systems will look to schedule the Campus Solutions Demo and Dev environments during the middle of August, complete the Campus Solutions Test environment in early September and schedule the install into Campus Solutions Prod in early October. Actual dates will be determined in collaboration with our business office stakeholders based on critical university events.

PROJECTS COMPLETED THIS MONTH

Azure Proof of Concept

The Azure proof of concept project will explore the services offered in the Azure cloud. By implementing different services currently utilized by UISS, Global Campus, and Enterprise Systems within Azure we hope to answer the following questions. Is Azure a valid service provider? Can we host some or all of the services tested? What issues and risks were identified with Azure? What the next steps should be in regards to using Azure?

■ Completed

Blue 2165 Data Setup Task Plan

Recommended plan for course instructor selection for 2165 and tasks associated with data setup.

■ Completed .

eXplorance Blue Summer Questionnaires and Projects

This project tracks the rollover from Spring 2016 (2163), editing, testing, data population and publishing of Summer 2016 (2165) term evaluation projects delivered via the eXplorance Blue course evaluation system.

■ Completed

Related Content Training

This project will develop training materials to educate end users on the configuration of related content in myWSU.

■ Completed

Student Data Warehouse Phase 2

This project will focus on adding additional data and functionality to the student data warehouse that were deferred during the initial project. Items include adding fields such as Financial Aid indicators and different descriptions as well as more complicated fields and tables.

■ Completed

Tracking Education Abroad Student Experiences

Enterprise Systems is partnering with the Office of International Programs to identify policies and practices to better track and advise students who are participating in Education Abroad experiences.

■ Completed