

WASHINGTON STATE UNIVERSITY

ENTERPRISE SYSTEMS

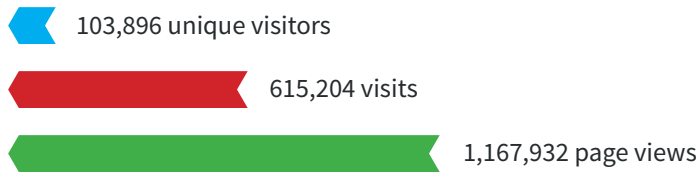
MONTHLY STATUS REPORT



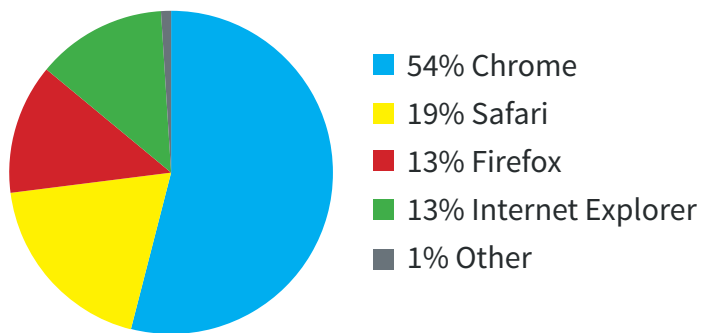
2016
MARCH

STUDENT INFORMATION SYSTEM STATS

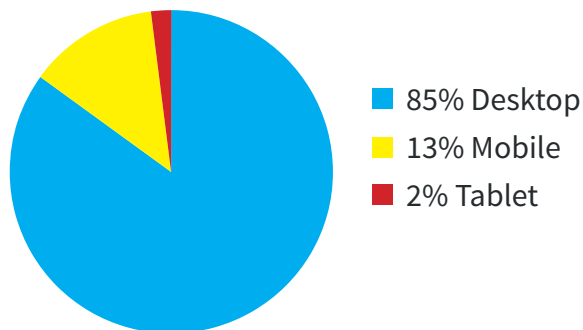
Student Information System Statistics



Browser



Device



JIRA BUGS

JIRA Bugs Statistics

- 44 new bugs
- 48 bugs closed
- 20 bugs in progress
- 16 bugs ready for test
- 2 bugs ready for production
- 12 bugs have been deferred

JIRA STATS

JIRA Statistics

- 990 issues created
- 1004 issues resolved

JIRA SERVICE DESK










JIRA Service Desk Statistics

- 659 cases submitted
- 635 cases resolved

Case Breakdown

- Admissions and Recruitment
 - 68 cases submitted
 - 67 cases resolved
- Academic Advisement
 - 45 cases submitted
 - 40 cases resolved
- Business Intelligence
 - 15 cases submitted
 - 13 cases resolved
- Business Objects
 - 3 cases submitted
 - 3 cases resolved
- Campus Community
 - 107 cases submitted
 - 106 cases resolved
- Financial Aid
 - 39 cases submitted
 - 34 cases resolved
- Student Financials
 - 72 cases submitted
 - 67 cases resolved
- Student Records
 - 115 cases submitted
 - 111 cases resolved
- Access Request
 - 145 cases submitted
 - 145 cases resolved
- Enterprise Systems
 - 29 cases submitted
 - 29 cases resolved
- eXplorance Blue
 - 21 cases submitted
 - 21 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 versions to Enterprise Systems to be coded into myWSU. As anticipated, we missed the mid-February deadline for completing the reports for the College of Arts and Sciences. The reports for College of Arts and Sciences reports were finished at the end of March. Unfortunately we are not caught up with the reports for CAHNRS. The project is currently a couple of weeks behind schedule.

Graduate Research Management

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

Expected Completion Date: February 24, 2017

■ **In Progress (At Risk)**

Academic Coordinators throughout the Graduate School are now submitting forms via Service Requests. More than 700 service requests have been created since training was offered in December. Automated Email notifications have been configured for completed Service Requests. Work is progressing to enable myWSU access for non-WSU committee members, including the abbreviated FERPA agreement and the release of the Service Request Dashboard. This month we began reviewing the processes related to Thesis Submission, Final Exam Scheduling and Balloting, all within myWSU.

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 still in the planning phase. A project charter has been drafted, reviewed and approved by the Project Stakeholders. Work is in progress developing a Project Plan. The plan will be complete and approved by April 8th with work commencing the following week.

Admission & Recruitment

Accept/Decline Admission

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

Expected Completion Date: December 31, 2015

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

Development has resumed to streamline the steps involved to accept an admission offer. Additional work to add hyperlinks to the pages at the end of the process is on hold to accommodate academic structure changes that will take effect in August. Work on the links will resume after the changes are active.

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. The first four pages of the five-page process have been updated to better accommodate WSU's academic structure. No progress has been made to provide visitors a way log in and use the utility. Enterprise Systems is evaluating the impact of the creation of these accounts on the system before continuing.

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)

Extracting race and ethnicity information from a number of sources, we were able to reduce the percentage of students with no race or ethnicity information from 15% down to 5%. Work is continuing on the development of a page that will allow us to prompt the remaining 5% for their race and ethnicity information when they log into myWSU.

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)

Admissions Recruiters began entering application evaluations in March. Admissions Officers will begin entering final decisions in April. Enterprise Systems automated the follow-up activities for denials. The follow-up activities includes the completion of checklists, the denial of the application, and the assignment of a communication. These same activities will be configured for applicants approved for admission or offered a place on the waitlist. These automated activities will be in place in early April.

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)


This project is still in the planning phase.

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 (On Schedule)

Currently working with Enterprise Systems technical team to gain full access to creating activity guides in testing environment. Will be presenting a WorkCenters demo on April 20, 2016 to Enterprise Systems Leadership and Advisory Group.

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: TBD

■ In Progress (On Schedule)

The charter for this project was submitted to stakeholders for review on March 21, 2016. A meeting with the stakeholders has been scheduled for April 7, 2016 to answer any questions and finalize the charter.

Enterprise Systems has begun to work on the project and is in the process of identifying and configuring components in PeopleSoft that will allow for the collection and storage of direct deposit information in myWSU. Once configured, the components will be tested over the next few weeks.

Financial Aid Enhancement Metrics

Student Financial Services would like to be able to track whether students are using the enhancements we have worked with them on. We have already put a permanent counter on the Award Letter Print button and have provided them with a page for viewing. They would like to be able to have similar tracking on the Student Award Activity Link and My Communication Center.

Expected Completion Date: February 12, 2016

■ In Progress (Missed Delivery Date)

The student Award Activity metric is ready for testing and should be by Student Financial Services, however, they would like to wait until the My Communication Center metric is available. Now that My Communication Center enhancements are complete, we will look at My Communication Center metrics. The My Communication Center metric would allow Student Financial Services the ability to see if students are utilizing this tool. This metric has not been built, but the requirements have been discussed and work will begin this week.

Graduate Business Academic Career

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

Expected Completion Date: December 31, 2015

■ In Progress (Missed Delivery Date)

The second round of updates to the Report are complete. The new reports will be used to clear the Spring 2016 graduating class. Once the class has been cleared and any issues resolved, the reports will be activated for students.

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 (Critical)

The optional services modification is almost complete. An issue was found during our initial testing and technical staff are working to resolve it. Justin is in the process of merging the updated files into the Apple build. This should be completed on 4/5/2016. Once the merge is complete Justin will only have to merge individual files as they are updated. Once the issue has been fixed we will create an Android and Apple build for internal testing. The testing should take one to two days. Once the testing is complete Justin will push the application to the Apple and Android App Stores and invite the beta testing group to test again. We will also ask CougTech to test the mobile application so their students will have an idea of what they will be supporting. We would like this testing to run for one week if everything goes well then we will publish the application and begin asking our beta testers to download the application.

Related Content Training

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

Expected Completion Date: May 6, 2016


 **In Progress (On Schedule)**

The initial stages of this project are complete, and we are in the process of creating UPKs and other materials for training sessions. Once most of the materials are completed, we will be able to schedule the training sessions with Human Resource Services.

WorkCenters

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

Expected Completion Date: May 20, 2016

 **In Progress (On Schedule)**

Enterprise Systems will be presenting a WorkCenters demo on April 20, 2016 to Enterprise Systems Leadership and Advisory Group.

UPKs on how to create WorkCenters is complete. UPK includes how to create a new structure content, navigation collection, pagelet, and finally shows the user how to combine all of these tools in a WorkCenter. There are 4 different types of WorkCenter functionalities that are the focus on these UPKs:

- WorkCenter with navigation
- WorkCenter with query
- WorkCenter with query feeding data to a component
- WorkCenter with query displayed as a chart


Will be building out a bug with the tech team to request work on developing access/security for 2 types of WorkCenter users. Type1 users are the individuals that set up WorkCenters, they gain eligibility for access after attending WorkCenters training. Type2 users are all other people who should have access to view a WorkCenter (staff/faculty/student, depending on business need).

eXplorance Blue

Blue DIG Production

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

Expected Completion Date: May 7, 2016

 **In Progress (On Schedule)**

DIG is being used by college course evaluation coordinators to prepare data for Spring 2016 course evaluations.


- DIG open to colleges March 23 to April 6

Work in ongoing for Spring 2016 term.

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: April 18, 2016

 **In Progress (On Schedule)**


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

We are in the final configuration and coding stages for DIG and Bluebox data flows. This project due date was mistakenly set for March 18 when it should have been April 18, the launch day for Blue end of term evaluations.

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: April 18, 2016


 **In Progress (On Schedule)**

SIS to Blue data flow is on track for completion by the start of end of term course evaluations. This project due date was mistakenly set for March 18 when it should have been April 18, the launch day for Blue end of term evaluations.

Blue Term Reports

Prepare end of term reports for all college course evaluations.

Expected Completion Date: May 6, 2016

 **In Progress (On Schedule)**


Prepare end of term reports for all college course evaluations. Specialized reporting will be complete by end of Spring term. The project completion date has been updated to reflect the end of term delivery date.

Financial Aid

Financial Aid Accept Decline Awards Self Service Messaging

Have a page come up after the student hits submit on the Accept/Decline Award that then would provide the information for each of the actions related to the loan item type (i.e. if they accepted the Staffords-MPN/Entrance info, if they declined the PLUS- what to do to have them re-offered in the future, etc.). Since that would be a bolt on page, rather than a mod to the delivered self service page, it would be easier to implement as well as maintain. Also create a page that Student Financial Services would maintain with the messaging, so they can update it whenever they need/want to. Alert a student to next steps after they choose submit on the Accept/Decline Award page in Self Service. Project updated to utilize Notification Framework to provide the notification vs. having a static page come up (which was the original plan as a bolt on to Self Service).

Expected Completion Date: June 1, 2016

 **In Progress (On Schedule)**

The project has started and Enterprise Systems has been able to test utilizing Notification Framework to send a notification when a student takes action on the Accept/Decline page in Self Service. At a meeting with Student Financial Services on 11/19/15, it was determined that moving the due date of the project to 6/1/15 would be best to allow for using and testing Notification Framework. Student Financial Services has provided wording for testing, which has been successful. In addition, adjustments to other aspects in the portal have been made for portlets and award message catalog items. This project is currently on track.

Financial Aid SAP DOC Intake

Student Financial Services would like to streamline the interaction with Academic Advisors regarding a students 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 (Critical)**

Project charter was signed off on by all parties and was presented to Associate Directors on 1/28. Kick off meeting was held 2/10/16. Tasks have been outlined and work has begun on various aspects of the project, from adding a new section on the advising report to creating emails using 3Cs for academic advisors. Student Financial Services has provided users for security setup to view Advising notes. Project team is scheduled to touch base 4/5/16 to detail out remaining items and identify the remaining issues. Team discussed the need to actually extend the

project longer as nothing can go live until mid-May and then it will be used throughout the summer for evaluating and contracts. The project team requested an 8/1/2016 due date. Project is currently marked as red as the initial deadline of 4/1/2016 will be missed.

Satisfactory Academic Progress Bolt-On

This project will use the existing process for Satisfactory Academic Progress and create a new version that will point to financial aid data in order to more accurately report progress for students that drop classes between the 10th and 30th days of a semester.

Expected Completion Date: May 20, 2016

■ In Progress (At Risk)

Testing has continued with the new SAP process, and we would like to have it completed for Fall 2016. However, at this time, the process does not operate as desired, and it may not be possible to modify the behavior. Multiple options have been explored and tested to correct the issue. A meeting will be scheduled to bring Enterprise Systems, Student Financial Services and Student Records together to discuss the options. Work has paused on the new SAP process until a decision is made.

Student Financials

HigherOne CashNet Implementation

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

Expected Completion Date: August 22, 2016

■ In Progress (Critical)

Cashnet Implementation has been postponed. Go-Live has not been rescheduled as of 4/5/16. Cashnet had rebuilt the Student & Corporate Refund CI's to work with delivered Peoplesoft. They have moved to base the refunds on Payment ID. Initial testing was positive and Cashnet was asked to combine all CI's into a single deliverable. Testing uncovered multiple issues including:

- Account Balances being returned incorrectly
- Debit Financial Aid Refunds Item Types were missing from the activity
- Lookups are taking longer, including some time-outs. Log Details contained large amount of irrelevant data
- Specific Student payments no longer work

WSU is waiting to hear back on a status of the cashiering module. Cashnet is working to make specific student payments post correctly.

The refresher cashier training that was slated for the week of March 28th will be rescheduled once a go-live date has been re-established.

WSU has decided to remove the eRefund module (Direct Deposits) from the portfolio of Cashnet functionality. Finance & Administration staff have requested that Enterprise Systems & UISS work to create a single point of service for any and all direct deposit services at WSU.

Other ePayment modules have begun, but the April 25 Go-Live date is no longer achievable. During March, HigherOne communicated that they would be unable to use vanilla Shibboleth to authenticate WSU Friend IDs (FIDS). Without that, WSU students will be required to re-authenticate their parents to grant access to their WSU Financial information. HigherOne is working to complete their inCOMMON membership. They are hopeful that they will be able to authenticate WSU's FIDS once inCommon Shibboleth is in use. They are estimating that we may be able to test starting the 3rd week of April. ePayments go live is unlikely until the Shibboleth authentication issue is resolved.

HigherOne is requesting that WSU limit student account activity to 15 days for Dynamic Bill (real-time lookup of account activity) unless we choose to build the CI ourselves. Enterprise Systems technical staff are planning to build the component interface, so Debbie Stellyes and Stacy Combs are currently working to design an account activity screen. Design work should be done by April 8th.

WSU is in-process of building a static daily account activity file. The file will serve as insurance, in case a timeout error is encountered in either cashiering or ePayments.

WSU estimates the earliest Cashiering Go-Live date to be Monday May 23rd. A firm date will depend on the specific customer payment working, and successful end to end integration testing..

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 (At Risk)

The item type accounting for Summer Session has been updated to conform to Global Campus' accounting structure. Testing of the new accounting was initially delayed due to changes in the summer course configurations for 2016, but we are in the process of verifying the new accounting.

Student Records

No Projects at this Time

Technical

RT Role Removal

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

Expected Completion Date: April 15, 2016

■ In Progress (At Risk)

Project is behind schedule but should get back on track once the following tasks are taken care of (RRR-8 and RRR-7). When these are complete the project should move quickly. Enterprise Systems should still meet our target date of April 15.

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.

Blue Test and Implement Term-Scoped Datasources

Enterprise Systems is currently reloading data from all semesters with every import into Blue. We have determined that we can not do cross-term reporting if the datasources do not include all the data. We would prefer to upload

only current data if that will not break cross-term reporting, to improve safety and agility.

Expected Completion Date: TBD

■ Deferred - Project has been deferred.

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

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

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).

■ Completed

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.

■ Completed (Late)

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

■ Completed (Late)

Tri-Cities College in the High School

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

■ Completed (Late)