

WASHINGTON STATE UNIVERSITY
ENTERPRISE SYSTEMS

MONTHLY STATUS REPORT



2017
MAY

Focus

Teamwork

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

Integrity

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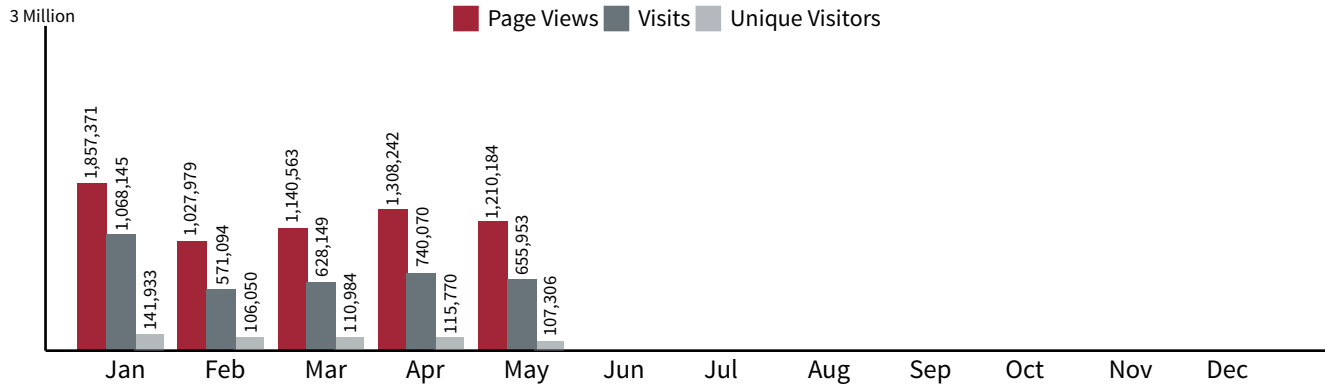
18 COMPLETED PROJECTS

18
Projects Completed
This Month

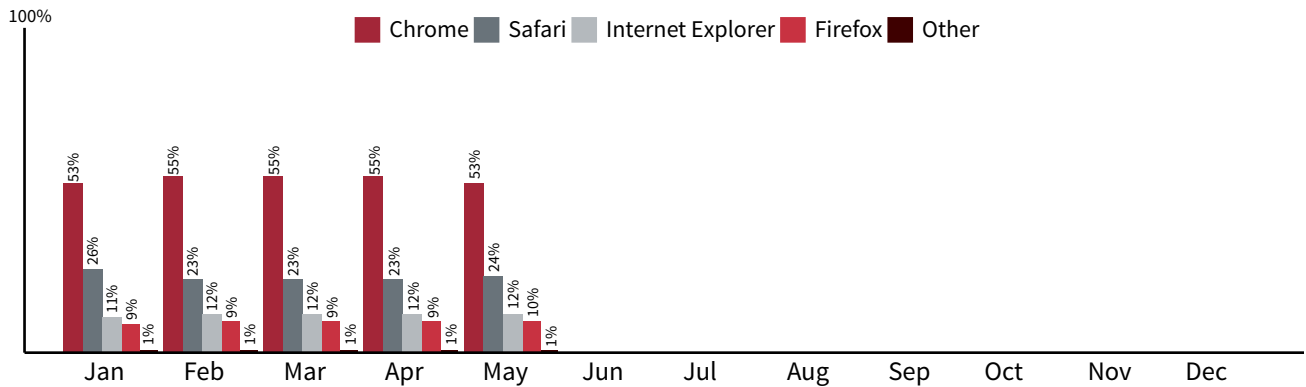
Student Information System

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

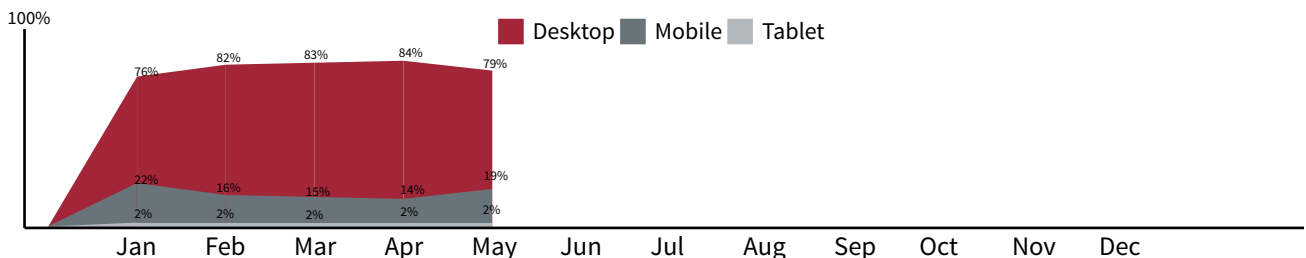
Visitor Statistics



Browser



Device



Service Desk

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

- 1052 cases submitted
- 1070 cases resolved

Case Breakdown

Academic Advisement 40 cases submitted 46 cases resolved	Access Request 103 cases submitted 108 cases resolved	Admissions and Recruitment 60 cases submitted 61 cases resolved	Business Intelligence 24 cases submitted 22 cases resolved
Business Objects 5 cases submitted 2 cases resolved	Business Systems 90 cases submitted 93 cases resolved	Campus Community 75 cases submitted 77 cases resolved	Database Administration 5 cases submitted 9 cases resolved
Enterprise Systems 64 cases submitted 58 cases resolved	eXplorance Blue 102 cases submitted 105 cases resolved	Financial Aid 45 cases submitted 42 cases resolved	Graduate School 18 cases submitted 18 cases resolved
Imaging 78 cases submitted 77 cases resolved	Production Control 57 cases submitted 58 cases resolved	Student Financials 235 cases submitted 233 cases resolved	Student Records 51 cases submitted 61 cases resolved

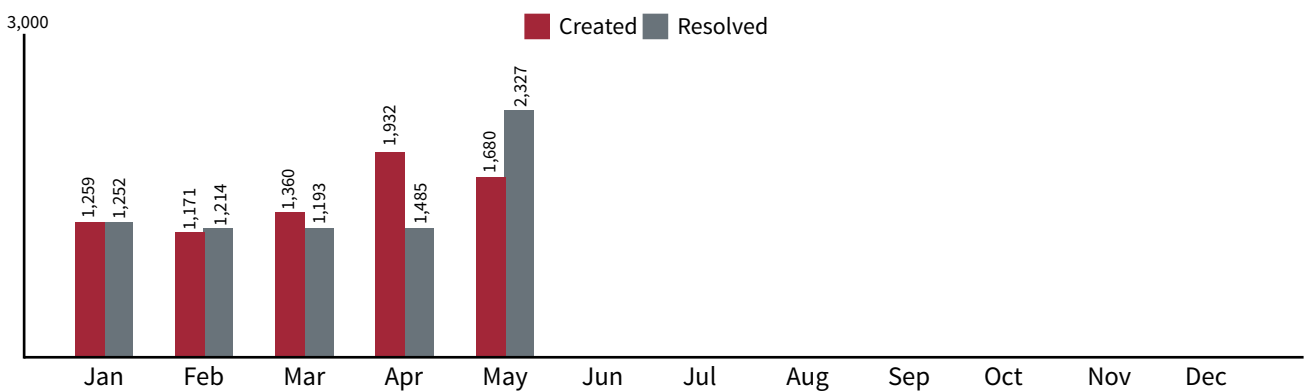
JIRA

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

- 17 new bugs
- 9 bugs closed
- 9 bugs in progress
- 8 bugs ready for test
- 2 bugs ready for production
- 19 bugs have been deferred

JIRA Issues





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.

IN PROGRESS (CRITICAL)

Expected Completion Date: November 30, 2017

Project Update: The College of Education and Registrars Office have identified a method to handling endorsements. The project plan is being updated to ensure it includes project transition tasks. The majority of the tasks on the project appear to be overdue, the team needs to evaluate the due date of the tasks in order to ensure a November delivery date.

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.

IN PROGRESS (AT RISK)

Expected Completion Date: November 30, 2017

Project Update: Four year degree plans are quietly going live June 1, 2017. It will take about 28 hours to generate reports for all 20,000 students who are in a plan/subplan for which a schedule of studies has been defined. New students will be introduced to the reports during ALIVE! beginning in June.



Admission & Recruitment

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.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: October 28, 2016

Project Update: The student query is complete and six additional queries need to be completed. The project will continue forward without a delivery date and will be completed when the additional six queries have been created and validated.

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



Business Intelligence

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: June 15, 2017

Project Update: The delivery date has been updated per meeting with stakeholder/ sponsor. The project scope has consistently changed delaying delivery. Working to marketing changes to text and field displays. Attempting to include 9.2 testing in project.

Managing Admission Offer Acceptance

Design a configuration table in myWSU that will allow users options and flexibility for managing acceptance of admission offers using the following values: Academic Career, Campus, Admit Type, Admit Term, Student Type (Domestic or International).

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: TBD

Project Update: The charter is waiting for approval.

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.

IN PROGRESS (AT RISK)

Expected Completion Date: June 15, 2017

Project Update: Enterprise Systems is working on getting the data from the Financial Warehouse loaded into OBIEE. Data transfer speeds from Pullman to OBIEE continue to be the number one issue at this time. Incremental data loads could help resolve the transfer issue and is being explored at this time.


Automate EAB Data Extract

EAB/WSU have just about finalized the review of HR/FI data that we did last. EAB would now like to take the data extracts and have them produced on a monthly basis. There are no code changes required to extracts built last year. In order to accomplish this, the BI team will build reports that product the desired data, and schedule them to run on a monthly basis and to be delivered to EAB.

IN PROGRESS (CRITICAL)

Expected Completion Date: June 15, 2017

Project Update: IR has some concerns with accuracy of the data that is being exported. IR and ESG met in mid May to address their questions about the data extract with regard to the logic and how EAB plans to use the data. IR has requested that we pause and progress on this until we discuss the details with EAB to make sure that the correct logic is being applied and to let them know caveats for of the data.



Business Systems



Campus Community

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.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: September 22, 2017

Project Update: The new project plan is in place. The team is working on InfoBurst set up and testing. In total there are 16 tasks that are coming due in the next two weeks, four of which are “in progress”. The project is currently focused on the bringing InfoBurst up, as well as testing.

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 phase 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 (AT RISK)

Expected Completion Date: July 21, 2017

Project Update: The project delivery date has been rescheduled to July in order to provide sufficient time for testing and validating. Architecting the new admission subject area has provided unique challenges that have required additional time to overcome. Enterprise Systems is expecting to complete the subject area and have everything in place for the Admissions Department to begin testing and validating the data by the end of the month.

Windows 2003 Migration

Design and implement new Windows Server infrastructure, and migrate all Windows applications to a non-deprecated infrastructure.

IN PROGRESS (AT RISK)

Expected Completion Date: June 23, 2016

Project Update: In the last 30 days the team has resolved 45 items. Only 15 items are currently sitting in backlog. Due dates have been added to multiple task items, although a multitude of the task items appear to be overdue, the team has a total of 79 items that are actively being worked on or are assigned out to team members.

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.

Database Administration

IN PROGRESS (AT RISK)

Expected Completion Date: July 3, 2017

Project Update: The project lead was able to provide an App Class that would complete the file parser process and is working on moving the project forward. User acceptance testing is expected to be completed this week. University Receivables will be granted access to DASH server to allow this update process to be scheduled.

Bio/Demo Web Service-myWSU to AIMS

Biographic and Demographic Web Service from myWSU to AIMS. Transportation Services would like AIMS to communicate with ZZUis 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: The project is out for approval.

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.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: December 15, 2017

Project Update: Project delivery date was updated to December in order to review new functionality coming in PeopleSoft 9.2. Only a few minor tasks remain minus the application.

-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.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: August 9, 2017

Project Update: There was some confusion on the scope of the project that required some discussion within ITS to resolve before the project could move forward. The project is back on track and the delivery date has been pushed out to August. Work has begun on removing -5 accounts from the SQL databases.

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



Enterprise Wide

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).

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: August 8, 2017

Project Update: Enterprise Systems is in the process of getting additional information from departments. We are currently focusing on Skype and ADFS to move that portion of the project forward. After he completes these applications he will work on Internal Audit.

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: July 1, 2017

Project Update: Academic training is set to complete in the second week of June. There have been a number of configuration issues identified as individuals have been using the test system. Some configuration changes will need additional approval. The project is still on track to be delivered in July.

Academic Works Student Data Feed

Academics Works Software was purchased by the College of Nursing and needs to have a data feed configured from myWSU.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: August 1, 2017

Project Update: Header data was provided to Academic Works last month and Enterprise Systems is working on putting together the data feed.

ADABAS & VSAM Conversion

Currently Washington State University (WSU) has an Adaptable Database (ADABAS) management system and VSAM (Virtual Storage Access Method) to support HR, Payroll, and business needs. WSU is in the process of evaluating new HR, Payroll and business systems through a new ERP offering. As part of the ERP project information stored in ADABAS and VSAM will need to be converted into the new ERP system. In order to prepare for the new ERP conversions that will take place Enterprise Systems will put together a relational DB environment and convert the data from ADABAS and VSAM into it. The data will be validated and a process will be put in place to load data to the new file structure.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: September 29, 2017

Project Update: Charter has been completed and plan is being built out.

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 (AT RISK)

Expected Completion Date: June 15, 2017

Project Update: The extraction of the financial data for the Athletic Compliance Software is much more complex than originally predicted. Enterprise Systems is currently exploring multiple reporting layouts and formats to present to ACS. The project team must meet again to evaluate the delivery date.

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.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: January 1, 2017

Project Update: In production, pending scheduling with Production Control. Tri-Cities has a new registrar. Per Chris, the new registrar will decide who in Tri-Cities will have access to dash to drop the file and who will correct loading errors in myWSU. The new registrar starts June. The plan is to wrap up documentation and gain access for the people who will be managing the file load process.

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 Measures 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 (ON SCHEDULE)

Expected Completion Date: December 1, 2017

Project Update: Enterprise Systems is preparing the data load for July. WORQS was converted to read only.

ExLibris CampusM

Enterprise Systems will be implementing the new CampusM mobile application by ExLibris.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: TBD

Project Update: Project kickoff meeting occurred with ExLibris. ExLibris will be providing a project plan in BaseCamp and we will be given access to view that plan. We will record key milestones and tasks in this project.

First Day Digital Course Material Charges

Washington State University has approved a pilot program titled First Day. The pilot program will start charging digital course material charges to students to help reduce the costs of books. The focus will be only on students enrolled in Chem 101, Chem 105, Chem 106, Chem 116, Chem 345, and Chem 348 courses. This is a collaborative effort between University Receivables and The Bookie.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: July 17, 2017

Project Update: Project charter is out for approval.

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 (AT RISK)

Expected Completion Date: August 15, 2017

Project Update: The first phase of the project is complete. To date, we have received and processed 80 applications from INTO. The second phase of the project is just getting underway. This phase focuses on document integration and cascade integration.

ITS Service Desk Implementation

Currently ITS uses multiple tools to manage service requests and incidents, e.g. OTRS is used by AFS, Security, and the Infrastructure areas, while Jira Service Desk is used by ESG. Neither product has a dedicated administration resource assigned and both operate from on premise server infrastructures. In an effort to centralize products, as well as be able to offer a Ticketing System Service, ITS has decided to move to one product. The product chosen by ITS Leadership for this is Jira Service Desk.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: December 29, 2017

Project Update: Project is moving forward. Project Charter completed and signed. Project team meeting dates have been established with individuals that will be involved in the project. The project plan has been completed listing the tasks for the project.

MainFrame Modernization

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: Contract has been signed with IBM and a kickoff meeting will take place in June.

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: August 15, 2018

Project Update: Enterprise Systems completed basic validation on PWSU1J as well as regression testing. Integration testing and UAT testing have also taken place. Issues that have been discovered during testing are being resolved and tested again leading up to our July go live.

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: August 10, 2018

Project Update: The admission of the inaugural class is all but complete. Financial Aid Awards, including scholarships, have been posted. Attention is now being given to the class schedule, integration with Entrada, and student enrollment. Students will begin enrolling July 15, 2017.

 eXplorance
Blue

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.

 Financial
Aid

Pell & Direct Loan Reconciliation

Enterprise Systems will produce seven queries that Student Financial Services will use to perform their reconciliation. Once the queries are created, Student Financial Services will test them and confirm they are working.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: August 1, 2017

Project Update: All of the queries have been created and are waiting to be tested by Student Financial Services.

PLUS Loan Parent Refunds

Washington State University's financial aid office, Student Financial Services (SFS), is required by federal regulations to allow parents the ability

to request and receive excess Parent PLUS loan funds. To date SFS has not made this option available to parents who are Parent PLUS loan recipients. All excess funds are currently delivered to the students. Now that SFS has a working Parent PLUS Loan application with in myWSU, the office would like to improve the application's functionality to include a space to allow parents to request excess funds to be release directly to them.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: December 15, 2017

Project Update: Charter is out for approval.

SAIG Automated MailBox

Enterprise Systems (ES) is exploring the possibility of applying a plug & play bolt-on to assist in automating a part of the FA-Module file import/export process that is currently ran manually multiple times daily. The import/export files are important student and institution information transmitted to the Department of Education processing centers for multiple financial aid processing needs. In addition to the bolt-on ES will also have to install a TD Client provided by the Department of Education to aid in the automated transmission of these import/export files through the Student Integrated Gateway (SAIG).

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: December 29, 2017

Project Update: Waiting on test mailbox to be setup. This will allow Enterprise Systems to begin configuring the test environment.

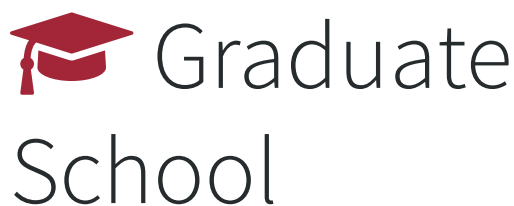
Student Financial Services Request

Student Financial Services (SFS) is looking to improve service delivery to WSU students who contact SFS due to problems, issues, and/or questions about their financial aid that need correction or research. Provide the SFS staff and operation a more robust, dependable, easy-to-use system while supporting clear workflows (for tracking, monitoring, and adjusting), reporting, student communications, and two-way interaction between student and staff.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: August 1, 2017

Project Update: Waiting for the query results to be loaded to the FTP server so they can be consumed and emailed to the service desk. The service desk is setup and ready to begin receiving requests.



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: The Graduate School has been scheduling meetings between the project team and departments to ensure that the AA reports are validated by end users. Almost all AA reports have been built and are being scheduled for user acceptance testing. Only two programs still need AA reports built, MIT and Nursing. The Graduate School did not have handbooks from MIT and Nursing. These two programs will have to work on handbooks that outline their program requirements, in order for AA

reports to be built.

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: All technical development is complete. There are a few remaining tasks that deal with the configuration of communications to new committee members and those who need to renew their FERPA training.

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 (CRITICAL)

Expected Completion Date: June 30, 2017

Project Update: Enterprise Systems has been working to more clearly define the processes with the Graduate School. Work has begun on the project again and menus, components and pages are being built in myWSU.

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.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: February 24, 2017

Project Update: Adoption of the delivered Service Request Work Center continues. Enterprise Systems is troubleshooting an issue potentially related to the dashboard, where the reassignment of a service request does not trigger an automated email to the new assignee. We anticipate deploying the Service Request Work Center for the entire Grad School beginning Fall 2017.

Imaging

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.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: January 19, 2018

Project Update: Project plan is in place and work has begun on setting up the environment.

\$ Student Financials

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.

IN PROGRESS (AT RISK)

Expected Completion Date: July 1, 2017

Project Update: The Receivables office has a working placement query. The next step on the project is to configure a process that will allow the batch posting of the external collection fees after they have been evaluated by collectors. The team will work on outlining a plan to load and test this data.

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.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: May 10, 2017

Project Update: Technical team has delivered a run control that is ready for testing. User Acceptance testing will occur in June.

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.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: May 1, 2017

Project Update: Testing by University Receivables revealed a loop hole in the current standard dunning letter processes that would be inherited by the payroll dunning letters as well. In a meeting with collections manager on Thurs the team was able to identify a simple solution that would not require too much additional work. A query will be created to identify new charges on accounts that are currently in collections, the final notice dunning letter will be modified to allow collector to manually assign the communication with a manually entered charge value. The new charge value on the communication will be calculated by collectors based on their

review of the accounts.

Student Records

No projects at this time.

Technical

MuleSoft

Project will implement Mulesoft as Enterprise Systems integration platform.

DEFERRED

Expected Completion Date: TBD

Project Update: This project is expected to resume in July.

Projects Completed This Month

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. **(This project has been canceled after discussion with the sponsor)**

Graduate School Application for Graduation Checklist Activity Guide

The Graduate School Application for Graduation Checklist Activity Guide is intended to help graduate students who are eligible to apply for graduation. When a student is set to 'eligible to apply' on their record, the guide would be applied to their record, and a notification would be sent via 3Cs. The guide would have information on what is needed to successfully apply, including how to change their name if they so desire, how to set their diploma address, and finally provide instructions on how to complete the application process and produce a link to the actual application in myWSU. No service indicators will be set by this guide, and students are not required to complete it. The hope is that students will complete the guide as this should reduce the number of emails, phone calls, and walk-in questions about applying to graduate.

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.

Mobile Application - Admissions

This project will track the work necessary to implement an admissions section in the mobile application. **(This project has been canceled after discussion with the sponsor)**