STUDENT INFORMATION SYSTEM STATS

Student Information System Statistics

- 98,566 unique visitors
- 623,110 visits
- 1,158,496 page views

Browser

- 49% Chrome
- 23% Safari
- 14% Firefox
- 13% Internet Explorer
- 1% Other

Device

- 84% Desktop
- 13% Mobile
- 3% Tablet

JIRA BUGS

JIRA Bugs Statistics

- 49 new bugs
- 30 bugs closed
- 17 bugs in progress
- 27 bugs ready for test
- 4 bugs ready for production
- 14 bugs have been deferred

JIRA STATS

JIRA Statistics

- 946 issues created
- 1043 issues resolved
JIRA SERVICE DESK

JIRA Service Desk Statistics
• 682 cases submitted
• 593 cases resolved

Case Breakdown
• Admissions and Recruitment
  • 138 cases submitted
  • 127 cases resolved
• Academic Advisement
  • 38 cases submitted
  • 38 cases resolved
• Business Intelligence
  • 12 cases submitted
  • 8 cases resolved
• Business Objects
  • 6 cases submitted
  • 3 cases resolved
• Campus Community
  • 88 cases submitted
  • 73 cases resolved
• Financial Aid
  • 23 cases submitted
  • 20 cases resolved
• Student Financials
  • 69 cases submitted
  • 60 cases resolved
• Student Records
  • 71 cases submitted
  • 63 cases resolved
• Access Request
  • 186 cases submitted
  • 153 cases resolved
• Enterprise Systems
  • 32 cases submitted
  • 30 cases resolved
• eXplorance Blue
  • 19 cases submitted
  • 18 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:** July 29, 2015

In Progress (On Schedule)
Enterprise Systems has built the requirements for Anthropology and the Department of Anthropology is performing user acceptance testing. While user acceptance testing is being performed Enterprise Systems is working on building the requirements for Biology.

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)
Enterprise Systems continues to work towards enabling electronic Service Requests for the entire Graduate School by the end of the Fall 2016 term. Emails are being generated as the Service Requests are created and re-assigned. The Rules Engine configuration that we will use to manage the Service Request workflow has been completed. December will be primarily devoted to training department staff on the use of Service Requests. After a review of the project with the Graduate School a new due date was set because it was determined that the project could not be completed in the initial time-frame.

Include Graduation Requirements on Pre-Certified Advising Reports
This project will update Advising Reports for pre-certified students to include complete graduation requirements.

**Expected Completion Date:** January 29, 2016

In Progress (On Schedule)
Working together with the Registrar's Office and Department Coordinators, Enterprise Systems has defined relationships between Academic Interests and Majors/Options. All agreed upon relationships have been entered in myWSU and advising reports have been updated to reflect this information, but are not yet active. The changes will be activated during the week prior to the Spring 2016 term.

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 (On Schedule)
Technical Development continues. There are two outstanding tasks. The top priority is to reduce the number of steps students go through to accept an offer of admission. The other task involves the addition of hyper-links to the pages at the end of the process to accept an offer of admission. This work will be completed by December 2015.

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.
Technical development continues. The first page has been updated to better accommodate WSU's academic structure. We continue working to meet a new deadline of January 31, 2016.

Implement Undergraduate Admission Application Evaluation
The Undergraduate Admissions Office will begin using the Application Evaluation component to evaluate applications that don’t immediately qualify for admission.

Expected Completion Date: May 1, 2016

Enterprise Systems anticipates assigning admissions applications to Regional Counselors for evaluation in December. The automated assignment requires the population (and maintenance) of school location information. We anticipate receiving a final breakdown of the Washington schools (high schools and colleges) in January. Once that information is received and entered, Enterprise Systems will be able to automatically assign applications to Admissions Recruiters, whereas this is currently only being done for schools outside of Washington. Enterprise Systems will begin training the Admissions Recruiters in January.

Enterprise Wide

1098-T
This project will ensure all necessary knowledge of the 1098-T process is transferred to Enterprise Systems. It will also include a discussion to migrate waivers handled by to the appropriate reporting box.

Expected Completion Date: January 31, 2016

Enterprise Systems is currently going through the 1098-T process in our test environment. Payroll and accounts receivables have been extremely responsive placing the project ahead of schedule.

Data Warehouse Buildout
This project will bring essential Student Financials, Student Records, and Financial Aid data into the Data Warehouse. The data will be validated and ready for reporting in OBIEE. (Formerly Student Financials Data Warehouse Buildout, Financial Aid Data Warehouse and OBIEE Student Records Subject Validation).

Expected Completion Date: March 31, 2016

Work on the data dictionary has begun. Enterprise Systems is currently working with Institutional Research to define the required information, policies and procedures around the warehouse.

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

An enhancement to include department in the Self Service Communication Center will be implemented in January. This enhancement needs to go into place prior to the metrics being created. This will allow the metrics to be
tracked at the department level making the information more relevant to the departments who use the tool. The expected completion date was moved to reflect this change.

**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.

*Expected Completion Date: January 29, 2016*

- **In Progress (On Schedule)**

  The work on the department’s modification has begun. A discussion about placement of the Self Service Communication Center will occur with the Students on December 9, 2015. After which the students will be able to provide feedback online through Qualtrics on their preference. Once this information is received the modification can be completed. The expected delivery date was changed to allow time to gather student feedback.

**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 (Critical)**

  The Advisement Report Go-Live date has been extended until end of Fall 2015 semester. The College of Business and Registrar’s Office agreed to activate the reports prior to Degree Clearance for Fall 2015.

Enterprise Systems met with Carson College of Business and Registrar’s Office to complete the Curriculum comparison. There are a few final updates to make before activating the reports.

**Notification Framework**
The Notification Framework Project is a pilot project in which Enterprise Systems will partner with Student Financial Services. This framework will allow us to leverage multiple notification channels such as email, text messaging, and announcements to provide a new means of communication.

*Expected Completion Date: December 18, 2015*

- **In Progress (At Risk)**

  Enterprise Systems is working on UPKs for all notification framework channels. The UPKs should be ready for the pilot group by December 14, 2015. The technical team has figured out how to make a notification Channel work on a component button for parent plus and accept/decline awards (both Student Financial Services projects). The technical team is also working on SMS Text settings to test a text message channel.

**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: January 29, 2016*

- **In Progress (At Risk)**

  Two modifications to the application remain. Only the comments modification is required before go live. A meeting has been scheduled with ASWSU for December 9, 2015 to begin the pilot and discuss when they would like to role the application out to all of campus. Training materials have been distributed to offices across campus to help support the application when it goes live.
Blue AHNS College of Agricultural, Human, and Natural Resource Sciences
This project is to measure progress for the semester Blue project setup for this college course evaluations. 
**Expected Completion Date:** December 31, 2015

- In Progress (On Schedule)
This project is to measure progress for the semester Blue project setup for this college course evaluations. 
Status:
- Evaluations to be launched on Dec 1 to students
- Currently we are working on producing instructor reports for end of term

Blue Carson College of Business
On-boarding of the new BUSN questionnaire for Fall 2015 and all subsequent deliveries of Course Evaluations by term.
**Expected Completion Date:** December 31, 2016

- In Progress (On Schedule)
The Carson College of Business Blue evaluations are on track with a challenging timeline. 
Status:
- Course Evaluation is in progress with data being collected from students
- Most evaluations close December 18th

Blue College of Arts and Sciences Department On-board
This project is to track the on-boarding of the College of Arts and Sciences. ARSC will be piloting a new questionnaire with college questions and departmental questions with 5 departments in Fall 2015. Previously in Blue we have had Chemistry and Roots (history program). These two departments will be integrated in the new questionnaire with Fine Arts, Psychology, and Math. All previous implementations will need to be redone as a “new” project.
**Expected Completion Date:** December 31, 2015

- In Progress (On Schedule)
The college is on track to onboard the college course evaluations into Blue with now 6 pilot departments and online college courses.

The departments within the college participating this Fall will be
- Chemistry
- Fine Arts
- Foreign Languages
- History
- Math
- Psychology

In addition all online courses within the college will move to be evaluated in the college pilot questionnaire in the Fall. Even if the online course is not in one of the departments above it will get all the common college questions, plus the online ones.

Status:
- Evaluations are open to students with data collection continuing until December 18th
- Over 32,000 evaluations are active

Blue College of Medical Sciences Onboard
The purpose of this project is to implement eXplorance Blue for College of Medical Sciences. 
**Expected Completion Date:** December 31, 2015

- In Progress (On Schedule)
Speech and Hearing Sciences (SHS) will be the department starting into Blue this term. Evaluations are open for data collection to students. Pending resolution and discussion within Enterprise Systems of issues unique to this department within WSU and Eastern Washington University.

**Blue HONR Honors College Fall 2015 Course Evaluations**

This project is to measure progress for the semester Blue project setup for this college course evaluations.

**Expected Completion Date:** December 31, 2015

- In Progress (On Schedule)

Evaluations are currently in data collection and open to students.

**Blue Murrow College On-board**

Murrow college has not been in Blue or Skylight. We are on-boarding the college into Blue from paper. The questionnaire needs to be developed, project policies and parameters defined and data cleaned and entered via the DIG tool for Fall 2015.

**Expected Completion Date:** December 31, 2015

- In Progress (On Schedule)

Murrow College is on track to onboard Blue for Fall 2015 course evaluations.

**Status:**

- Evaluations are currently in data collection and open to students

**Blue NURS College of Nursing**

Project will track and plan the orientation to Blue for new CEC’s and DIG training for all Blue CEC’s.

**Expected Completion Date:** December 31, 2015

- In Progress (On Schedule)

This project is to measure progress for the semester Blue project setup for this college course evaluations.

**Status:**

- Nursing evaluations are currently running and collecting data from students for all courses

**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.

**Expected Completion Date:** June 1, 2016

- In Progress (On Schedule)

The project has started, Student Financial Services wants to create a page that comes 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.). Also create a page that Student Financial Services would maintain with the messaging, so they can update it whenever they need/want to. The first planning meeting was 9/22/15. A BUG was created within the project for the tech team to begin work on developing the page and functionality. Enterprise Systems technical team and Enterprise Systems Financial Aid have met and are looking at whether Notification Framework can be used instead of a static page. At 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 the new technology for a more targeted pop up. 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 (On Schedule)**

Project is beginning with a meeting involving Student Financial Services, Enterprise Systems Financial Aid and Enterprise Systems Advising to discuss data available in Advising module in hopes that we will have a direction we can go for getting what is needed by Student Financial Services on SAP appeals. Currently there is a lot of manual intervention with Student Financial Services, academic advisors and students to obtain the information needed by Student Financial Services for students who are appealing their SAP denial due to MTF. Based on meeting with Advisors there are a couple of pieces that we will be implementing as part of this project. Advisees will be notified with a list of all their advisees who are MTF warnings or deficient to review and then put a note in Advising notes for Student Financial Services to review. Since multiple items will be addressed during this project, it was decided in meeting to develop charter on 11/13/15 that a new due date of 4/1/16 is needed. Still in the initial planning stage and meeting to discuss with the Registrar and go over draft Charter is scheduled for early December. Project is on track.

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

**Expected Completion Date:** January 8, 2016

- **In Progress (At Risk)**

Work has officially begun on the new SAP process. A bug for this project was submitted to the tech team, and the new version of the process is being constructed and tested. On 11/4/2015, it was discovered that the version of the process that had been under construction up until that point could not be used because a database record was added in incorrectly. A new version of the SAP process with the record added in correctly was built and was ready to undergo testing as of 11/18/2015. Unfortunately, the amount of time that it took to create the corrected version of the process, along with scheduling difficulties and unsuccessful initial testing, has caused the project to miss several deadlines. Progress is being made on the project, but it is running behind schedule.

**Student Financials**

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

**Expected Completion Date:** April 8, 2016

- **In Progress (At Risk)**

Cashnet Implementation has been rescheduled for February 16th, 2016. Cashnet was unable to finish the Student and Refund CI’s in time to allow for proper integration testing. Cashnet will deliver the Refund CI’s to WSU by 12/31/15. Cashnet has a system freeze during the Month of January, which precludes WSU from going live in January. Integration testing will take place in January.

AIMS implementation has progressed. Voids and Refunds are not feasible, as CashNet does not store the receipt number from AIMS. This is a considerable gap in their service. Parking is exploring other options.
Cashnet has agreed to begin ePayments & Payment Plan implementation December 7th.

Student Records

**Campus Solutions Class Scheduler**
Create roles and components necessary to give access to department and college schedulers to class section update in the SIS. Will allow direct update of class schedule information while providing mechanisms to control what data is updated as well as when it is open for update. The project will allow schedulers to perform their work within one system, and allow the legacy ROOMS system to be retired.

*Expected Completion Date:* December 15, 2015
*Status:* In Progress (On Schedule)

All processes are in production. Two customizations remain and are in process of design. Web services for update from ROOMS will be retired. Project should conclude on schedule.

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

*Expected Completion Date:* January 29, 2016
*Status:* In Progress (On Schedule)

Project on track and continues in discussion and planning phase.

**eXplorance Blue Check Box**
Project to create a check box on the first row of Instructor Assignment information for each class section that indicates whether the assigned instructor should be evaluated in eXplorance Blue course evaluation system.

*Expected Completion Date:* January 1, 2016
*Status:* In Progress (On Schedule)

Project is on track and is currently in process design phase.

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

*Expected Completion Date:* January 11, 2016
*Status:* In Progress (At Risk)

Training was canceled by Credentials. We will resume training on 12/10/15 and 12/11/15. The delivery date has been updated to January 11 to allow for training and final testing to take place.

Technical

**Robo Registrar**
This project will facilitate the installation, configuration and implementation of Robo Registrar in a production environment. Robo Registrar provides official transcripts to students utilizing information provided by Washington State University’s Student Information System. This will automate the request and generation of the transcripts and eliminate the manual process currently used.

*Expected Completion Date:* January 11, 2016
*Status:* In Progress (At Risk)

Training was canceled by Credentials. We will resume training on 12/10/15 and 12/11/15. The delivery date has been updated to January 11 to allow for training and final testing to take place.
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
Audit Tables for Student Financial Services project is being deferred at this time. There is already an initiative underway to develop an audit process for Checklists in PeopleSoft Campus Solutions.

BN Bookie Charges on Student Accounts
Asst VP Johnston has requested that the SIS post up to $600 in Books and education related expenses from the Student Book Corporation onto the Student Account. Project will be coordinated and implemented in conjunction with Barnes & Noble Corporate Staff.
Expected Completion Date: TBD
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
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.

Tri-Cities College in the High School
Build out configuration for the Tri-Cities College in the High School program for Fall 2015
Expected Completion Date: January 22, 2016
Details for this new program have not been provided to Enterprise Systems at this time. We are waiting for information from Nancy Roe and Jessica Dempsey. We have tried to contact them multiple times, but we have not received a response.
High school in the Tri-Cities has been delayed due to certifying instructors. Program may resume in Spring ‘16 or Fall ‘16. As a consequence, the project completion due date has been moved to January 22, 2016.
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

Blue BlueSIS 2157 Data Setup and Configuration
This project is for BlueSIS 2157 term data setup, configuration of data feeds, data rules and views used to populate Blue data sources for Fall 2015.
Completed

Blue DIG Tool Installation, Configuration and Training
The vendor eXplorance Blue has released a new component for Blue called the Data Integrity Gateway (DIG). This project will track all aspects of the installation, configuration, conversion, training and use of the DIG for Fall 2015 production. DIG will be used to clean and prepare the course and course-instructor pairings data for Fall 2015 evaluations.
Completed

Final Grade Roster F Grades - Last Date Attended
Provide records and interface changes to require faculty to assign a Last Date of Attendance for non-earned F grades.
Completed
Grad Memo/FA Flex Waiver
Graduate School in conjunction with Financial Aid & University Receivables has created an automated workflow to create and route a department initiated graduate memo for funding Graduate positions. Enterprise Systems is creating a series of guarantees that will be group posted as well as new FA flex waivers that will be posted by University Receivables personnel. These waivers will allow for tuition payment swapping.
☑ Completed (Late)

SAT to PDL
Prospect/Admissions Data Load (PDL) enables data loads to Campus Solutions from external sources, including, but not limited to, test scores. Deployment of this new data load feature will allow the system to respond to layout changes announced by various test agencies.
☑ Completed (Late)