

WASHINGTON STATE UNIVERSITY

ENTERPRISE SYSTEMS

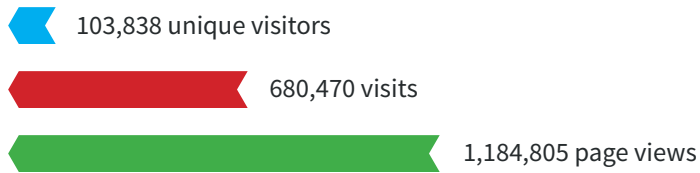
MONTHLY STATUS REPORT



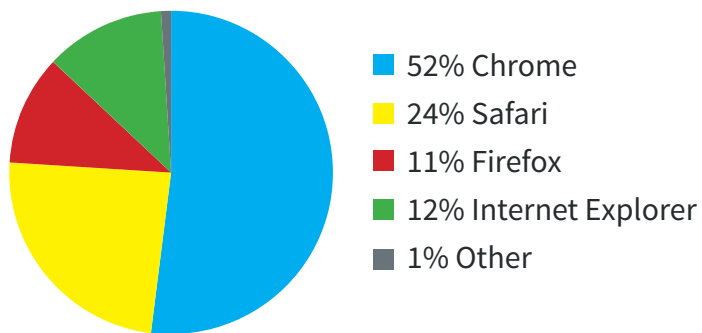
2016
SEPTEMBER

STUDENT INFORMATION SYSTEM STATS

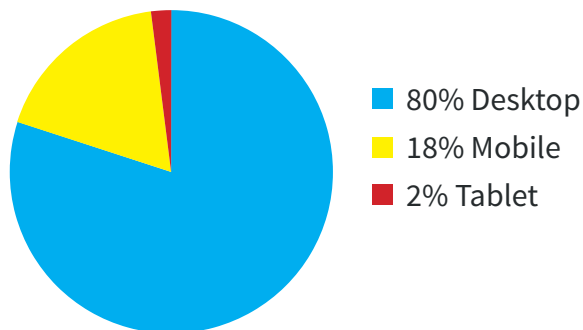
Student Information System Statistics



Browser



Device



JIRA BUGS

JIRA Bugs Statistics

- 58 new bugs
- 48 bugs closed
- 20 bugs in progress
- 15 bugs ready for test
- 11 bugs ready for production
- 11 bugs have been deferred

JIRA STATS

JIRA Statistics

- 1098 issues created
- 983 issues resolved

JIRA SERVICE DESK










JIRA Service Desk Statistics

- 727 cases submitted
- 801 cases resolved

Case Breakdown

- Academic Advisement
 - 38 cases submitted
 - 40 cases resolved
- Access Request
 - 110 cases submitted
 - 139 cases resolved
- Admissions and Recruitment
 - 137 cases submitted
 - 137 cases resolved
- Business Intelligence
 - 32 cases submitted
 - 34 cases resolved
- Business Objects
 - 3 cases submitted
 - 3 cases resolved
- Business Systems
 - 75 cases submitted
 - 80 cases resolved
- Campus Community
 - 50 cases submitted
 - 47 cases resolved
- DBA
 - 1 cases submitted
 - 1 cases resolved\
- Enterprise Systems
 - 65 cases submitted
 - 70 cases resolved
- eXplorance Blue
 - 26 cases submitted
 - 27 cases resolved
- Financial Aid
 - 35 cases submitted
 - 36 cases resolved
- Graduate School
 - 18 cases submitted
 - 25 cases resolved
- Production Control
 - 0 cases submitted
 - 0 cases resolved
- Student Financials
 - 71 cases submitted
 - 91 cases resolved
- Student Records
 - 66 cases submitted
 - 71 cases resolved

PROJECT STATUS KEY

-  In Progress (On Schedule) - Project is progressing as planned and on schedule.
-  In Progress (At Risk) - Project is progressing as planned but has had some minor delays or setbacks. If the delays or setbacks are not addressed the project will not be completed on-time.
-  In Progress (Critical) - Project is not progressing as planned and has had significant delays or setbacks. If the delays or setbacks are not addressed immediately the project will not be completed on-time.
-  In Progress (Missed Delivery Date) - Project is still moving forward but has missed its delivery date.
-  Completed (Early) - Project was successfully completed ahead of schedule.
-  Completed (On Time) - Project was successfully completed on time.
-  Completed (Late) - Project was completed behind schedule.
-  Not Started - Project has not begun.
-  Deferred - Project has been deferred.

PROJECT STATUS

Academic Advisement

College of Education - Field Placements

The College of Education will create a responsive, centralized data system in order to systematically and comprehensively gather evidence on candidate learning, program operations, placement rates, clinical experiences, and candidate characteristics.

Expected Completion Date: November 30, 2017

In Progress (At Risk)

Enterprise Systems continues to work with Oracle Support to resolve the issue that WSU is experiencing with Work Centers in Campus Solutions that are referenced in PeopleSoft Portal. A meeting has been scheduled for October 6, 2016 to review a work around to the Work Center issue. Queries will need to be built for College of Education to pull data for reporting purposes through query viewer. Some training may be needed for College of Education to complete the reports.

My Academic Planner Four Year Degree Plans

My Academic Planner is a project designed to utilize information from the Washington State University Course Catalog in order to create 4-year degree plans accessible to students and advisors as the student progresses towards earning their degree. My Academic planner tracks their progress and serves as a guide for them to complete all necessary courses for their degree in a timely manner. My Academic Planner will not only track progress within the student's major requirements and university requirements, which include UCORE and Honors curriculum, but will also be capable of tracking the student's GPA and writing portfolio as well as any minors, secondary majors, or certificates the student has expressed their intention to complete. The target date for this project is Fall 2017 and all programs should be configured and tested by April 2017.

Expected Completion Date: November 30, 2017

In Progress (On Schedule)

The project continues to move forward and plans our being built out within myWSU. Next month we will begin validating completed plans.

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.

Expected Completion Date: October 28, 2016

■ **In Progress (On Schedule)**

Queries that will replace the current process used to extract data from myWSU and provide it to EIT are still being constructed. The queries will replicate the data provided by the extract and allow end users to make updates as needed. Chris Cordodor (EIT) and Michelle Henley (Recruitment) have reviewed the extract and provided feedback for changes that need to be implemented.

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 (Missed Delivery Date)**

Enterprise Systems is working with university departments involved in this project to establish a new delivery date. Several meetings have occurred and Enterprise systems is working on redefining the project scope and delivery dates.

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: November 18, 2016

■ **In Progress (On Schedule)**

The project is on track and nearly complete. Access to application evaluations will be expanded to include all campuses in October. Training sessions will be scheduled with each campus in October.

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 (Missed Delivery Date)**

The mobile application is ready for testing. Enterprise Systems plans on performing testing in the first week of October. After testing has been completed the application will be reviewed a final time by the admissions office and if it is approved will be deployed to users.

SAT - Accommodate Redesigned SAT

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

Expected Completion Date: September 30, 2016

■ **In Progress (On Schedule)**

Technical modifications have been made SQL to include the desired information. Once the SQL changes have been validated work will begin on updating pages and processes.

Business Intelligence

OBIEE Snapshot Proof of Concept

During the Student Information Systems project, OBIEE was put in place as the student data warehouse. Over the course of the last year there has been significant effort to improve and expand the warehouse. One item that has been missing since the implementation of the warehouse is the ability to provide snapshots. Snapshots are particularly useful for tracking admissions data, therefore, this project will work to provide snapshot data for the new admissions subject area in OBIEE. In order to provide this service in the warehouse several different options have been identified. Delta snapshots have been identified as the most promising method due to its ability to snapshot data while consuming minimal additional disk space. Enterprise Systems in conjunction with

Institutional Research will develop a proof of concept, utilizing this technology to see if it will meet our unique requirements.

Expected Completion Date: November 14, 2016

■ **In Progress (On Schedule)**

The snapshotting database has been setup and configured on campus. An initial snapshot of adm_appl_data, adm_appl_prog, adm_appl_dep, adm_appl_plan, and adm_appl_sub_plan are being constructed in OBIEE-DEV.

OBIEE Report Conversion to SDW

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

Expected Completion Date: August 12, 2016

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

All of the reports have been converted in OBIEE. Enterprise Systems is working with the dashboard owners to validate the reports and ensure that they are ready for production.

Unit Record Report

The Unit Record Report (URR) is a report that is required to be delivered to the State of Washington every October. It must provide information on every student enrolled in the University that has received Financial Aid. This report has been done via direct SQL the last 3 years. The current process is slow as the script has to be ran, checked, changes noted, changes made to SQL, and then results uploaded to Sharepoint for validation. This process continues until the results of the report are correct and validated. Last year, there was an attempt to create this report in Query Manager and run it out of that tool instead. The attempt got close, but in the end was never able to accurately produce the results required.

Expected Completion Date: October 1, 2016

■ **In Progress (On Schedule)**

The unit record report has been successfully constructed in OBIEE. Permissions to the report were provided to the necessary individuals on campus who will submit the report. The report was submitted and Enterprise Systems is working through validation issues at this time.

Business Systems

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.

Expected Completion Date: December 16, 2016

■ **In Progress (At Risk)**


The project is slowly moving forward. There are a number of configuration, migration and validation tasks that need to be completed in order to place a focus on user training and testing in the end of October and the beginning of November.

Deferred Compensation

Washington State Legislature passed legislation that all new full-time employees hired January 1, 2017 or later are to be enrolled in the Deferred Compensation Plan at a 3% contribution rate unless they opt out, or elect a different percentage. WSU will partner with DRS/Empower to inform them of new full-time employees (need to be clearly defined), and DRS/Empower will contact new employee about the 30-day opt out period. The benefit will start at the end of the 30-day period, and not be retro back to the date of hire. Empower will allow a 90-day period for employees to say they do not want to participate, and the employee will be refunded. WSU would submit a pay cycle submission of new hires. Payroll systems will need to be modified to allow percentages. With this change,

existing participants will be able to elect a percentage as a contribution vs. a dollar amount, which is what they have elected to date.

Expected Completion Date: January 6, 2016


 **In Progress (On Schedule)**

The project charter is out for approval and the project plan is being drafted.

MetLife Life Insurance

Health Care Authority has contracted the Life Insurance PEBB benefits to MetLife as of January 1, 2017. MetLife will function as the plan administrator, and WSU will be working with them directly vs. through HCA. This project will include: providing a list of our current employees' insurance coverage to propagate current enrollments; modifying payroll deductions with new fields; setting up billing, remittance and payment files and schedules; and testing. Existing employees will be allowed to make changes during Open Enrollment, so much of the work will need to be completed by mid-October, 2016.

Expected Completion Date: January 6, 2017

 **In Progress (On Schedule)**

Use cases are being developed and additional information is being collected. Payroll is working on creating new GTNs.

Campus Community

Address Update Via File Load

University Receivables collectors receive address updates from the collection agencies they work with. These files can be in .CSV or .XLS formats. Receivables would like to be able to take those files and automate an update process in lieu of entering them manually one by one.

Expected Completion Date: TBD

 **Deferred**

This project has been on hold for several months. Enterprise Systems is working with University Receivables to determine the next steps of this project. The data that has been provided so far has not been useful.

ATLAS - Aspiring Teachers

The Aspiring Teacher Leadership and Success (ATLAS) program at Washington State University is a federally-funded TRIO Student Support Services grant. It serves students seeking their first bachelor's degree in the field of teacher preparation. ATLAS provides exclusive opportunities for future teaching professionals to participate in success advising, exemplary utilization of resources, and institutional activities designed to prepare them for excellence in college and career. Students eligible for ATLAS are first-generation or low-income students, or students with a disability. The program will require resources within myWSU to allow students and ATLAS Advisors the ability to view a students progression within the ATLAS program.

Expected Completion Date: TBD

 **Deferred**

The project has been placed on hold and deferred until the INVEST In Success project has completed all of the major processes required for the program to run successfully.

IALC Expansion

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

Expected Completion Date: December 30, 2016

■ **In Progress (On Schedule)**

Enterprise Systems is working with Tri-Cities to setup scheduling and establish tuition charges and fees in myWSU.

Invest in Success

Invest in Success is a grant program that aids qualifying Washington residents and low income students by teaching them financial responsibility. It also provides a 1:4 match of institutional and federal grant funds with 1 part student/family contributions. Monies are held at Washington Trust Bank and tracked by Provosts Office. The students do not have direct access to the funds but can request fund distributions. The funds can be used for books, tuition, computers, etc. myWSU will be used to track communications, allow application filing, provide agreement tracking, provide reporting and possibly account balance and transaction tracking.

Expected Completion Date: December 1, 2016

■ **In Progress (On Schedule)**

Enterprise Systems is working with INVEST to process student applications for the first time in myWSU. Once this cohort has been processed we will begin focusing on reporting and any additional forms that need to reside in myWSU.

Database Administration

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 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).

Expected Completion Date: TBD

■ **In Progress (On Schedule)**

The project charter is out for approval and the project plan is being drafted.

Enterprise Wide

College in the High School

WSU Tri-Cities operates the College in the High School program, which provides a way for high school students to take WSU classes from their WSU Certified and WSU supervised high school instructors and earn WSU transcribed college credit. This project provides SIS support, System integration, automation and procedure in support of the program.

Expected Completion Date: November 30, 2016

■ **In Progress (At Risk)**

A meeting has been scheduled for October 4, 2016 to review the project plan, deliverables and timeline. A new project manager has been assigned to the project.

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

■ **Deferred**

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. Work on the project will resume in November.

Graduate Business Academic Career

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

Expected Completion Date: December 31, 2015

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

Summer degrees were awarded at the end of the August. September will see the completion of this project. The requirement terms for all new and continuing students will be updated one last time to be Fall 2016. Once that update is complete, we will activate advising reports for all new and continuing students.

Texting Opt-in/Out

The Provost would like to have a way for students to opt-in/out of text messages that are being sent out from WSU systems. Several systems receive student information from myWSU. By providing a method for students to self-serve in myWSU, students will be able to control if they get text messages from the systems fed by myWSU. The Provost Office would also like to provide the students with a way to review their information and the policy every semester. This process will be added to the optional purchases page that students pass through every semester.

Expected Completion Date: November 4, 2016

■ **In Progress (On Schedule)**

Technical work has begun to include the opt-in/out feature within optional services. Once this has been configured testing will need to occur and third party integrations will need to be updated.

Washington State University School 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.

Expected Completion Date: November 4, 2016

■ **In Progress (On Schedule)**

This project will consist of multiple phase. The initial phase will need to be completed by November 4. This phase will require that myWSU be configured to accept admitted students into the School of Medicine. The admissions and academic structure portions of myWSU will need to be completely configured to ensure that this can successfully occur. Meetings are occurring to define academic structure and admissions requirements.

eXplorance Blue

Blue Tooling

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

Expected Completion Date: TBD

■ **Deferred**

The project has been deferred.

Financial Aid

Financial Aid Accept Decline Awards Self Service Messaging

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

Expected Completion Date: June 1, 2016

■ In Progress (Missed Delivery Date)

Notifications were turned on for the Student Service, Accept/Decline page on 8/29/2016 and email notifications began sending as student were taking action and the last task was closed for this project. Unfortunately, the actions students were taking caused issues (duplicate emails, clicking submit when they weren't accepting or declining loans). Therefore a decision to turn off the notifications on 8/30/2016 by Enterprise Systems and Student Financial Services, so notifications stopped that day. After discussion with the team, the technical work to modify some settings was done and is now being tested. The project task has been reopened until that solution is defined and put into production.

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: August 1, 2016

■ In Progress (Missed Delivery Date)

After the calculation of Summer 2016 SAP on 8/3/16, emails were also generated that evening for advisors informing them of their students that were at a Maximum Time Frame Warning or Denial. Due to some concerns about possible confusion to students, the changes to the Advising Report to include attempted hours is under discussion. Due to a request to add some key players to the meeting, the meeting was rescheduled and will take place 10/17 to discuss the concerns and possible actions. We will leave this open until those pieces are finalized and then will close this project.

Graduate School

Build Academic Advising Reports for the Graduate School

An Academic Advising report will be built for all graduate certificates, masters and doctoral degrees in the graduate career.

Expected Completion Date: August 26, 2016

■ In Progress (Missed Delivery Date)

Enterprise Systems is waiting for materials from MIT and Nursing. Once these materials have been provided Enterprise Systems will be able to move forward and complete the remaining advising reports.

FERPA for non-WSU individuals

With plans to grant myWSU access to external committee members, the Graduate School has requested a process that will allow non-WSU employees, particularly those serving on graduate research committees, to review FERPA guidelines and provide an electronic signature to agree to comply with the terms and conditions without being required to take the FERPA test that all WSU employees must take.

Expected Completion Date: July 29, 2016

■ In Progress (Missed Delivery Date)

The security model is in place and testing just needs to be completed. If everything goes well the project should be completed in October.

Graduate Research Management

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

Expected Completion Date: February 24, 2017

■ In Progress (At Risk)

Work to enable myWSU access for non-WSU committee members is nearly complete. A new abbreviated FERPA training is available for non-WSU committee members. However, we are still experiencing issues with the Service Request Dashboard. We are exploring a work-around that would bypass the issues with the delivered dashboard. Meanwhile, the issues with the dashboard are preventing the release of service request functionality to committee members and departmental staff. The Grad School leadership reviewed the balloting process within myWSU on July 11th and gave the green light to begin using the process.

Student Financials

1098-T Calculation Override Process

The 1098-T Calculation Override Process project is scheduled for delivery by December 31, 2016, in order to be available to Administrators for 1098-T Calculation in January 2017. Enterprise Systems, University Receivables and Student Financial Services have discussed goals and objectives of project, and a Project Charter is in development.

Expected Completion Date: December 31, 2016

■ In Progress (On Schedule)

The project charter has been approved and the project is moving forward. University Receivables and Student Financial Services have identified the item types that will be used to recalculate the 1098T boxes 2 and 5. The run control page is being constructed that will run the 1098T recalculation. The focus this month will be getting this page in place and everything configured so University Receivables and Student Financial Services can begin testing in November.

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.

Expected Completion Date: July 1, 2017

■ In Progress (On Schedule)

Enterprise Systems and the University Receivables Office are both coordinating effort to clarify the project goals and direction.

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.

Expected Completion Date: December 30, 2016

■ **In Progress (On Schedule)**

The Interest Charges on Robinson/Regents Loans project has been recently approved. Enterprise Systems has initiated the project and communication planning phase, the project will enter the execution phase on 10/5/2016. The approval of the charter is only 2 weeks past the estimated completion date.

Service Indicator To Remove Late Payments

This project will explore placing a service indicator on an account to remove late payment fees rather than have to remove them manually. A service indicator would prevent any additional late fees from charging in a specific term, valid for late payment fees for the specific term only. All late payment fees for previous terms would continue to be removed manually. A manual process will also be used if some late fees were being removed from the account, for example if the decision is made to waive only the second and third late fee but not the first.

Expected Completion Date: December 30, 2016

■ **In Progress (On Schedule)**

The Service Indicator to Remove Late Payment Fee project has been recently approved. Enterprise Systems has initiated the project and communication planning phase, the project will enter the execution phase on 10/5/2016. The approval of the charter is only 2 weeks past the estimated completion date.

WSU Payment Plan Pilot

The WSU Payment Plan Pilot is scheduled for delivery by December 31, 2016, in order to be available to Students and Parents for 2017 Spring Semester. Enterprise Systems has started process of working with Stakeholders to develop the Project Charter and baseline, proof of concept for review.

Expected Completion Date: December 31, 2016

■ **In Progress (On Schedule)**

Enterprise Systems is currently waiting for Project Sponsor Approval.

Student Records

No Projects at this Time

Technical

Mulesoft

Project will implement Mulesoft as Enterprise Systems integration platform.

Expected Completion Date: January 20, 2017

■ **In Progress (On Schedule)**

The project was placed on hold last month to deal with some critical issues. Adjustments have been made to the project plan and work will begin again in October.

PeopleTools 8.55 Upgrade

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

Expected Completion Date: November 1, 2016

■ **In Progress (On Schedule)**

The PT 8.55 upgrade project has continued with our on-time progress with the installation of PT 8.55 into the myWSU Portal Production environment over the weekend of September 23rd - 25th and the install into our EPM Production environment on the weekend of September 30th - October 2nd.

The Enterprise Systems team has scheduled the install of PeopleTools 8.55 into our remaining production environment, the myWSU Campus Solutions Production environment during the weekend of October 14th - 16th. Upon the completion of the install of PT 8.55 into this remaining environment, Enterprise Systems will be closing out the PT 8.55 project and transition the work into conducting end user focus groups to explore the PT 8.55 enhancements and identify possible options for integrating those enhancements fully into myWSU.

PROJECTS COMPLETED THIS MONTH

None