

**Communication Plan for iSIS Upgrade
September 21, 2010**

Audience	Delivery Channel	Communicator	Message	Date
Administrators	Dean's Council presentation	Ken Stafford	Purpose Dates Why Nov	Sept 27
	PROD-L listserv	Ken Stafford	Purpose, dates	Sept 28
	iSIS Task Force	David Delker	Dates, new features	Oct 13/Nov 10
	iSIS Steering Committee	All	Review communication plan	Sept 8
	CAPP	David Delker	Dates, new features	Oct 13
Faculty/Staff/Advisors	ProFacStaff listserv	Ken Stafford	Purpose, dates, new features ----- reminder about dates	Oct 4 Nov 9
	Faculty Senate Executive Committee & Faculty Senate	Betsy Cauble, Dave Rintoul	Purpose, dates, why Nov, new features	Sept Oct 12
	Faculty Affairs	Rebecca Gould	Purpose, dates, new features	Oct 5
	Academic Affairs	Dan Mosier	Purpose, dates	Oct 5
	Faculty Senate Committee on Technology	Dave Rintoul	Reminder to faculty/staff	Sept 14, Oct 12, Nov 9
	Reminder sent to functional offices	Diana Blake and Loren Wilson	Reminder of dates and available functions	Nov 16
	Advisor listserv	Mike Lynch	Purpose, dates, new features	Nov 16
	Registrar-listserv	Monty Nielsen	Dates and available functions	Nov 9
	Graduate Council	Carol Shanklin	Dates, new features, available functions	Oct 5 and Nov 2 @ 3:30 pm
	Classified Senate listserv	Becki Bohlenblust	Purpose, dates, new features	Nov 9

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	Arts & Sciences Dept Head meeting	Dave Rintoul	Purpose, dates, new features	Oct 7
Students	Student Governing Association	Annie Oliver	New features, iSIS home page, usability studies	Oct 7
	Booth in Student Union and Library	iTAC	Demo new features, iSIS home page	Wed, late Oct, early Nov
	e-mail sent to all students	Danny Unruh, Annie Oliver	Downtime, iSIS home page, new features	Nov 16
	Graduate Student Council	Carol Shanklin, Kevin Lease	Dates, new features, iSIS home page screen capture	Nov 1, noon
All	K-State ITS Status Page	ITS staff	Dates for upgrade, functions impacted	Nov 15 - 24
	iSIS Help/tutorials	Brian Arthad-Day	Updated help	Nov 24
	K-State Collegian	Provost, Annie Oliver, Ken Stafford	Purpose, why Nov, features, timeframe	Oct 19
	InfoTech Tuesday	The editors	Purpose, dates, new features, screen captures	Oct 12 Oct 26 Nov 16
	K-State Website	Webmaster	iSIS is being upgraded Nov 19-Nov 24	Nov 19
	K-State Calendar on Registrar's web page	Registrar	Dates for upgrade, posted http://www.k-state.edu/registrar/deadlines/	Done
	iSIS Login message box	Janelle	Dates for upgrade, link to Help Desk for assistance	Oct 25
	iSIS Help & sidebar	Brian Arthad-Day	Dates for upgrade, dates for new features, add tutorials and new look of iSIS home page	Oct 25
	iSIS Home Page (after upgrade)	TBD	Dates for new features, links to documentation /videos	Nov 25
Other	Help Desk Training	Fred	New features, iSIS Help, FAQs	Nov
	Training sessions	Brian	New features	Nov

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Talking points for Administrators/Faculty Staff/Students

Purpose of the iSIS Upgrade

- Provides improve features that faculty, staff and administrators have been requesting including the improved navigation
- Keep all financial aid components up to date with federal requirements (which change every year)
- Upgrade to version 9
- This will be the last time that an upgrade of this magnitude occurs to the iSIS system for several years, subsequent upgrades will occur in smaller bundles (and/or as new features are made available)

What new features will be available to K-Staters?

- A new iSIS home page
- Improved navigational capabilities
- Improved access to advising information

Why is this occurring in November?

- Classes will not be in session during Thanksgiving week
- Lower demand on business operations for business offices, e.g., Admissions, Financial Assistance, Registrar, etc.
- Higher demand for business operations occurs at the end of the fall and beginning of the spring semesters
- Provides foundation for future enhancements to iSIS soon after the upgrade.

What is the impact of the November timeframe upgrade?

- Students will enroll in the current iSIS up to the Friday before Thanksgiving (Nov. 19). Enrollment will not be available again until after the upgrade.
- Advisors will use the current advising process in the current iSIS up to the Friday before Thanksgiving (Nov. 19). iSIS will not be available again until after the upgrade. Advisors can take advantage of the improved Advisor Center after the upgrade.
- Faculty will perform all grading for classes after Nov. 24 in the upgraded iSIS.

What is the proposed timeframe? Friday, Nov 19 at 5 pm through Wednesday, Nov 24.

- If the upgrade is completed earlier than Wednesday, iSIS will be brought up sooner.

Who/where can students/faculty/staff go for help during the upgrade?

- Call the IT Help Desk at 785-532-7722.
- Check the <http://www.k-state.edu/its/status/> page.
- Check the <http://www.k-state.edu/iSIShelp>

How will we notify when the upgrade is complete:

- iSIS Help page
- ProFacStaff

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- PROD-L
- Notice on the home page
- iSIS login page

Other

- Inform about the "Type Ahead" option in search and entry screens (This options is going to be disabled, by default. There will be an opportunity for individuals to enable it, should they desire and information on how to do this will be included in the training). Users under personalizations will have the option to turn that back on.
- Most processes within iSIS will remain unchanged. Significant process changes will be documented and communicated through the functional offices responsible for those changes.

Faculty/Staff/Academic Support

What will be available/unavailable, etc during the upgrade period

1. Available

- Access academic information contained in other systems, e.g., K-State Online, Online Course Catalog (Acalog), etc.
- Re-run a previous degree audit/DARS report from K-State Online.

2. Unavailable

- View student information, e.g., admissions, milestone information, student account information, service indicators, etc.
- View course information, e.g., class rosters, schedules, etc.
- Run a degree audit/DARS report from iSIS
- View or post grades

3. Other pertinent information

- Posting of academic information in iSIS, e.g., admissions, milestone information, student account information, will be held in a queue and processed immediately after the upgrade is complete.

Students

What will be available/unavailable, etc during the upgrade period?

1. Available

- Apply for admissions, scholarships, and financial aid via the web.
- Mail or fax items to the offices of Admissions, Registrar, Financial Assistance, Division of Financial Affairs, and Graduate School.
- Make payment(s) to their student account through the CASHNet website and in person at the Cashier's Office.
- View open versus closed status of classes through course listing

2. Unavailable

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- Access Student Center/Self-Service.
- Enroll or access their class schedule.
- Accept or reject financial aid.
- Make payment(s) to their student account within Isis.
- Run a degree audit/DARS report from iSIS.

3. Other pertinent information that will be processed after the upgrade

- Applications for admissions, scholarships, and financial aid
- Entry of transcript information and test scores in iSIS Processing of transcript requests, updating of academic records, and production of related reports will be addressed
- Financial aid disbursements
- Any payments made during the upgrade will be posted to student accounts in iSIS

Changes/New Features

- Swap classes during enrollment
- Review Majors/Minors
- Review entire Course History at K-State

Business Offices

While iSIS is being upgraded and not available, the following tasks can/will be performed during the upgrade:

- Receive applications for admissions, scholarships, and financial aid submitted via the web, mail, or fax.
- Access current student account balances in CASHNet, and student account balances in iSIS as of 5 pm. Friday, November 19th.
- Receive requests for transcripts, updates, and reports.
- Project Team members will have access to a copy of iSIS data as of Friday, November 19th should it be needed for emergency or other purposes.

While iSIS is being upgraded and not available, the following tasks cannot/will not be performed until after the upgrade is finished:

- Process admissions, scholarship, and financial aid applications.
- Award, disburse, or make adjustments to students' financial aid and loans.
- Post payments to student accounts in iSIS.
- Issue I-20 visa documents for international students.
- Enter high school or transfer credit transcript information and test scores.
- Generate transcripts.
- Update or correct student information in iSIS.
- Post student programs of study, and doctoral preliminary and final examination information.
- Produce reports, e.g., admissions status, milestone information, student account information, service indicator information, etc.
- Correct enrollments with Enrollment Services, e.g., undergraduate and graduate level credits.

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**Production system will be cloned on Friday, November 19. Only designated personnel will have access to a read only view of iSIS. There will be no ability to edit or change aspects of the cloned system. The need for access needs to closely manage so the team can perform the upgrade.

There will be no read only access for students during the upgrade.

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