

SIS: Project Hot Topics for Staff

This document represents a synthesis of issues and questions raised by staff on campus at the SIS Town Hall on Sept. 1 and follow up Triage Events. This information including links to resources and more detailed information is available at <http://sis-project.berkeley.edu/updates>.

What we heard

At the first SIS Triage Session and the SIS Town Hall, we heard these critical pain points from you:

- **Enrollment:** Waitlists wrangling, time conflicts, permissions and other enrollment processes are onerous and causing a range of issues, preventing students from enrollment
- **Concurrent Enrollment:** Requests initially had to be managed individually, and the processes are not clear
- **Graduate Awards and Fee Remission:** Delays in setting up new Item Types and getting access to CS; some awards not posted; some remissions missing despite valid appointment in HCM
- **Fall Program for Freshman:** Students had past FPF information listed under “major” that was leading to some being dropped from classes

What we are doing about these issues

The SIS team is working with our campus partners to conduct more detailed follow up and to document answers to these issues. Here is a brief update on some of these critical areas:

- Waitlist, time conflicts, permissions, and other enrollment processes
 - The team is using your input to develop more information on best practices in class setup and waitlist management to help alleviate major pain points for the spring semester.
 - SIS and OR continue to update the [Enrollment Management FAQ](#), a living document with information on many issues relating to enrollment, including waitlists and time conflicts.
 - New SIS reports are available to help staff with enrollment processes via the [SIS Reports website](#) - see the [How-to for New Enrollment Reports](#).
 - For help on specific issues with enrollment such as waitlists, time conflicts please contact the SIS Help Desk at sishelp@berkeley.edu.
- Concurrent Enrollment
 - Note: The deadline for finalizing Concurrent Enrollment for Fall 2016 is Friday, Sept. 23.
 - Action Center and Work Center went into production on September 7, 2016. This allowed for viewing list of applications and batch processing of approvals. See [FAQ on Action Center & Work Center](#) for more info.
 - Bugs continue to be addressed, tools and reports refined, and enhancement requests being evaluated for potential future delivery.

- For help on specific issues related to Concurrent Enrollment, please contact UCB Extension at concurrent@berkeley.edu.
- Grad Awards
 - As of Monday, September 19, the automated Create Item Type functionality is available in Campus Solutions. The temporary New Item Type request form was removed on Friday, September 16.
 - The backlog of new Item Type requests has been processed. Requests that were entered while the New Item Type form was still available are now being processed.
 - Going forward, Award Entry security access requests will be processed from the on-line SIS Security Access Request form, which the user may submit after they have completed the online training
- Fee remission
 - Fee remissions for LBL and many other departments that experienced delays began to post to students' accounts on Sept. 8.
 - Many remission-issues raised at the triage session last week have been resolved. A technical issue related to the passing of data from HCM is affecting some remissions, and the SIS team is working on a fix. Please continue to report remission concerns or issues by emailing SIShelp@berkeley.edu or using the [new case webform](#).
- Miscoded "Fall Program For Freshman" student majors
 - A fix for the issue of past Fall Program for Freshman students showing up with outdated FPF information listed under "major" in Cal Central was released in early September that reduced the number of these issues. The bug fix for the remaining cases was released in Go-Live 7 on September 18. If you come across regularly enrolled Berkeley students who show a major that includes the term Fall Program for Freshman or FPF, please contact the SIS Help Desk SIShelp@berkeley.edu immediately.