ISYS is a project to coordinate and streamline undergraduate academic services in the College of Letters & Science. For L&S students and the staff & faculty who serve them, ISYS will deliver a suite of configurable web applications that provide timely and comprehensive information, improve access to guidance, and ease processing of special requests.

**Improved Student Service**

**Personalized Information**
ISYS will know who a student user is and automatically display information pertinent especially to her, such as a list of recent requests, upcoming advising appointments, and applicable deadlines. Staff users will find a student by SID or name and immediately see a snapshot of her academic status, as well as links to all relevant activity.

**Seamless Request Processing**
Students will see prompts to make on-line requests and display request status, e.g.:
- For undeclared juniors, “click to declare a major;”
- For seniors (110+ units): “click to add to the degree list”
- Based on a request: “your request to drop Econ 1 has been denied – click to make an advising appointment to discuss your options.”

Advisers who have more time to advise
- Fewer phone calls
- Automatic email or text notifications
- No paperwork
- No need to double-check student-supplied data
- No need to open several screens to process a petition

**Streamlined Shared Processes**
Currently, students act as the “network” when making a request such as declaring a major. They have physically to walk a paper petition between several units for review and signatures, then wait days for processing.

ISYS will become the new network. The request will be reviewed, authorized, and recorded by the necessary parties, all on-line without further effort by the student. Automated email messages will inform all involved parties when the request has been processed.

**Increased Data Utility**

The L&S Office of Undergraduate Advising regularly accesses data for:
- Analyzing policy effectiveness
- Assessing operational efficiency
- Continuous improving service
- Ad hoc reporting

Examples include:
- Do students who are denied late drops later withdraw?
- Have students’ grades changed over the last five years?
- How long do students spend with advisers during drop-in advising sessions?
- Do students who attend academic probation workshops succeed at a great rate than those who don’t?

Currently, these data live in eleven separate databases, including distinct systems used to track appointments, workshop attendance, and petitions. ISYS will consolidate this information into easily-accessible reports, not only improving internal operations but also providing valuable information to our campus partners.

**Integration with Campus Systems**
ISYS has adopted campus technical standards from its very beginning, ensuring easy integration as new central systems come on-line and easy reuse & support by other interested units across campus. In fact, integration and reuse of its modules by other campus units is a foundation of its design.

ISYS is an enthusiast partner with Student Systems 2012, local Kuali implementation efforts, and the myBerkeley project. It’s pushing forward into the realms of web services, configurable workflow, and mobile/portal access in anticipation of the improvements sought by Operational Excellence initiatives.

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