

# Student Records Training

IBM Cognos Analytics

# Objectives

Upon completion of this training, you will know:

- University policies on data security
- What is an Institutional Data Warehouse (IDW)
- What information is available in Cognos
- How to use Cognos to:
  - Run reports
  - Schedule reports
  - View dashboards
- How to request access and additional assistance



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*

# Introduce Yourself

- Name
- Position
- Department
- Have you used Cognos before?



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# New Employees Tech Orientation

To get familiar with things such as ULID accounts, connecting to the Internet, major apps like Microsoft 365 and Zoom, how to get tech support, and more, please take the self-paced tech orientation course designed by Tech Solutions for employees.

This course can be completed in about an hour and may be useful for current employees as well. Here is the link:

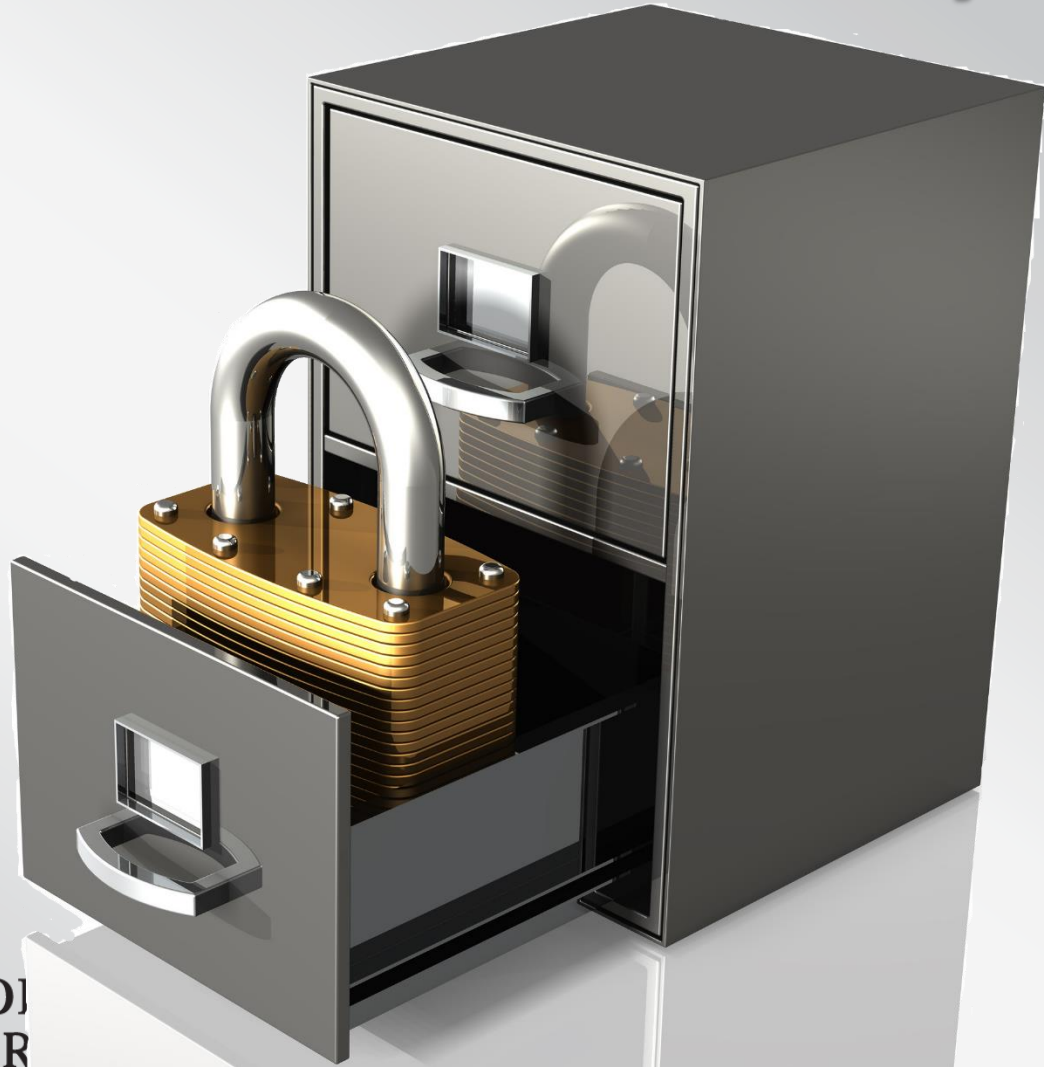
<https://launch.comevo.com/ilstu/3830/-/pub/Intake>



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Data Security



ILLINOIS  
UNIVERSITY

*Illinois' first public university*





*Data security means protecting data, such as a database, from destructive forces and from the unwanted actions of unauthorized users.*



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



# Data Security

## 9.8 Policy – Security of Information Technology Resources and Systems

*The purpose of this policy is to establish a University-wide framework for the protection of Illinois State University's information technology resources, computers, networking systems, and data.*

<http://policy.illinoisstate.edu/technology/>



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



# Data Security

**Confidentiality:** Safeguards information from being accessed by individuals without the proper clearance, access level, and need to know.

**Integrity:** Results from the protection of unauthorized modification or destruction of information.

**Availability:** Information services are accessible when they are needed.

**Authentication:** A security measure that establishes the validity of a transmission, message, or originator, or a means of verifying an individual's authorization to receive specific categories of information.



ILLINOIS STATE  
UNIVERSITY  
*Illinois' first public university*





# Data Security

## Data classifications



### Unrestricted Data

- Examples include: name, major, class level, home mailing address, enrollment status



### Restricted Data

- Examples include: grades, student schedules, university ID



### Highly Restricted Data

- Examples include: Social Security Number, financial information, medical information
- No highly restricted data is in the Student Records package

For more details see:

<https://policy.illinoisstate.edu/technology/9.8.1.php>



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



# Data Security Best Practices

- Store information on a secure ISU computer
- Do not share information with others
- Options for transferring information:
  - OneDrive
  - SharePoint
  - Encrypted Device
  - SendTo.IllinoisState.edu
  - Secure Network Shares



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*



# Data Security

## State and Federal Laws

- Illinois Personal Information Protection Act (PIPA)
- The Federal Information Security Management Act (FISMA)
- Gramm-Leach-Bliley Act (GLBA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Payment Card Industry Data Security Standard (PCI DSS)
- General Data Protection Regulation (GDPR)



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*





The FERPA act of 1974, is a federal law governing the privacy of education records.

University policy 2.1.1 -

<http://policy.illinoisstate.edu/students/2-1-1.shtml>



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*



# What is FERPA?

- Grants specific rights to students and sets restrictions on how schools may handle education records.
- FERPA protects the education records of any currently or formerly enrolled student regardless of their age or parental dependency status.



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*





# What does FERPA protect?

Student's name	Grade level (freshman, sophomore, etc.)
Address (local and home)	Enrollment status (full-time, undergraduate, etc.)
Telephone listing (local and home)	Participation in officially recognized sports and/or activities
Electronic email address	Weight and height of athletic team members
Date and place of birth	Target graduation date
Major field of study	Degrees, honors, and awards received
Dates of attendance	Most recent educational agency or institution attended



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



# How does FERPA apply to me?

- Need to determine why the data is needed and who it can be shared with
- FERPA/Data restriction - applies if student selects option to protect directory information

<http://registrar.illinoisstate.edu/ferpa/>



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Questions?



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



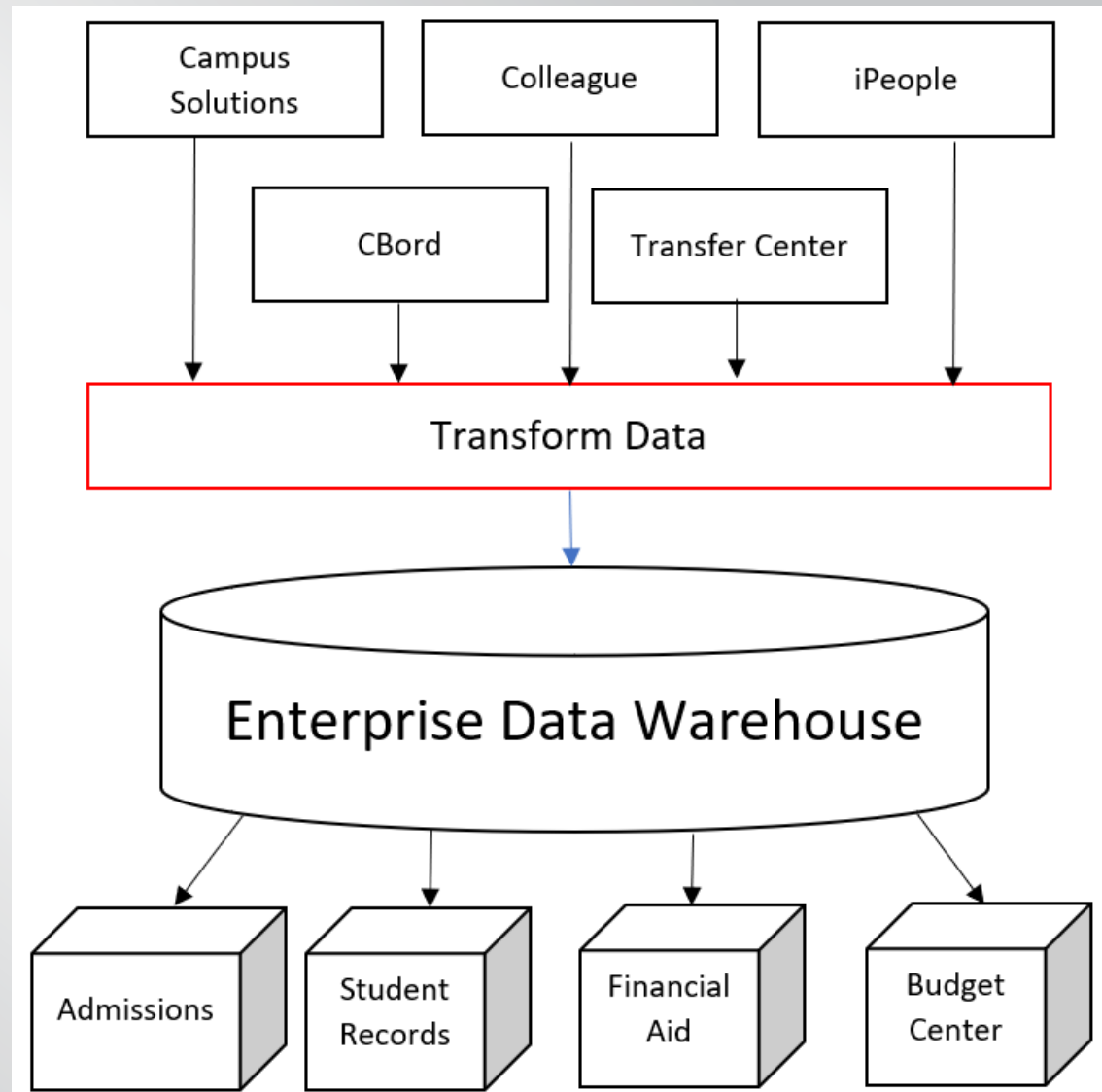
**Data Reporting Enterprise Tool** that takes raw data and turns it into useful insights!

- Logically categorizes data from multiple sources
- Queries data
- Manages reports and dashboards for daily use



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



**ILLINOIS STATE  
UNIVERSITY**  
*Illinois' first public university*



# Some Current Packages

- Admissions
- Budget Center
- Cayuse
- Census Day (PRPA)
- Financial Aid
- Student Records
- Student Accounts
- Student Registration



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Student Records Data



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# What's in the Student Records Package?

- Student data since 1987
  - Information is updated overnight
  - Information includes:
    - Plan Rosters
    - Course Data
    - Class Data and Rosters
    - Detailed Lists of Student Data
    - Role Specific Reports
  - Ad hoc package access is available\*
- \*Create or edit an existing report



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*



# What's in Student Records?



## Student bio/demo details

- Emplid/UID/ULID
- FERPA indicator
- Full name
- Addresses (mail and electronic)

## Student group details

- ACTIVE students only

## Student cumulative statistics

- GPA (term and cumulative)
- Enrollment status
- Total earned hours
- Transfer credit
- Academic load
- Academic standing
- Academic level (beginning of term)



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



# What else is in Student Records?

## Course/Class details

- Title
- Instructor details
- Units
- Owning group/organization
- Subject/catalog number
- Class number
- Contact meeting minutes

## Student program/plan details

- Current plan/sub plan information
- Primary plan logic
- Multiple program details (if they exist)

## Graduation data

- Application Info
- Degree Awarded
- Degree Honors (departmental & university)



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



# Questions??



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Interactive Activity



Let's Take a Look at Cognos!



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Interactive Activity



Working from Home:  
Use AnyConnect



Use Google Web  
Browser only!



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Today's Training

For today's training use:

[Insight-Test.IllinoisState.edu](https://Insight-Test.IllinoisState.edu)

After you have been given  
access use:

[Insight.IllinoisState.edu](https://Insight.IllinoisState.edu)




Remember Google Chrome only!






ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*




# Cognos Home Page










 Cognos - Illinois State University

Search content

Recent

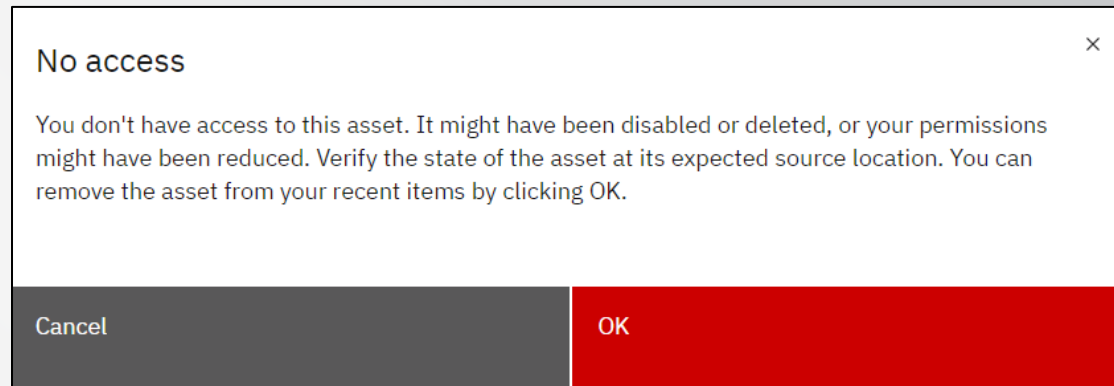
<div>Dean's List</div> <div>Last Accessed 5/8/2023, 8:36 AM</div> 	<div>Advisor Caseload</div> <div>Click title to run this report</div> <div>Last Accessed 5/8/2023, 8:26 AM</div> 	<div>Unit Dashboard</div> <div>Last Accessed 5/4/2023, 2:20 PM</div> 
<div>Current Week YTD Admission Summary</div> <div>Last Accessed 5/3/2023, 4:00 PM</div> 	<div>Department Registration Dashboard</div> <div>Last Accessed 5/3/2023, 3:57 PM</div> 	<div>Student Enrollment Gen Ed - Completed</div> <div>Last Accessed 5/3/2023, 3:56 PM</div> 
<div>Departmental Grade Distribution Dashboard</div> <div>Last Accessed 5/3/2023, 3:56 PM</div> 	<div>Advisor Dashboard</div> <div>Last Accessed 5/3/2023, 3:56 PM</div> 	<div>Grade Distribution - Course Totals</div> <div>Last Accessed 5/3/2023, 3:40 PM</div> 



ILLINOIS STATE  
UNIVERSITY  
*Illinois' first public university*



# If you get this error message...



1. Click OK to close the error message.
2. Click the refresh icon. Re-log into Cognos if directed.
3. Click on the report title again to see if it will run.
4. If it still will not run, use the Cognos file directory to find and run the report. The link on the Home page is broken.



# Let's login to Cognos

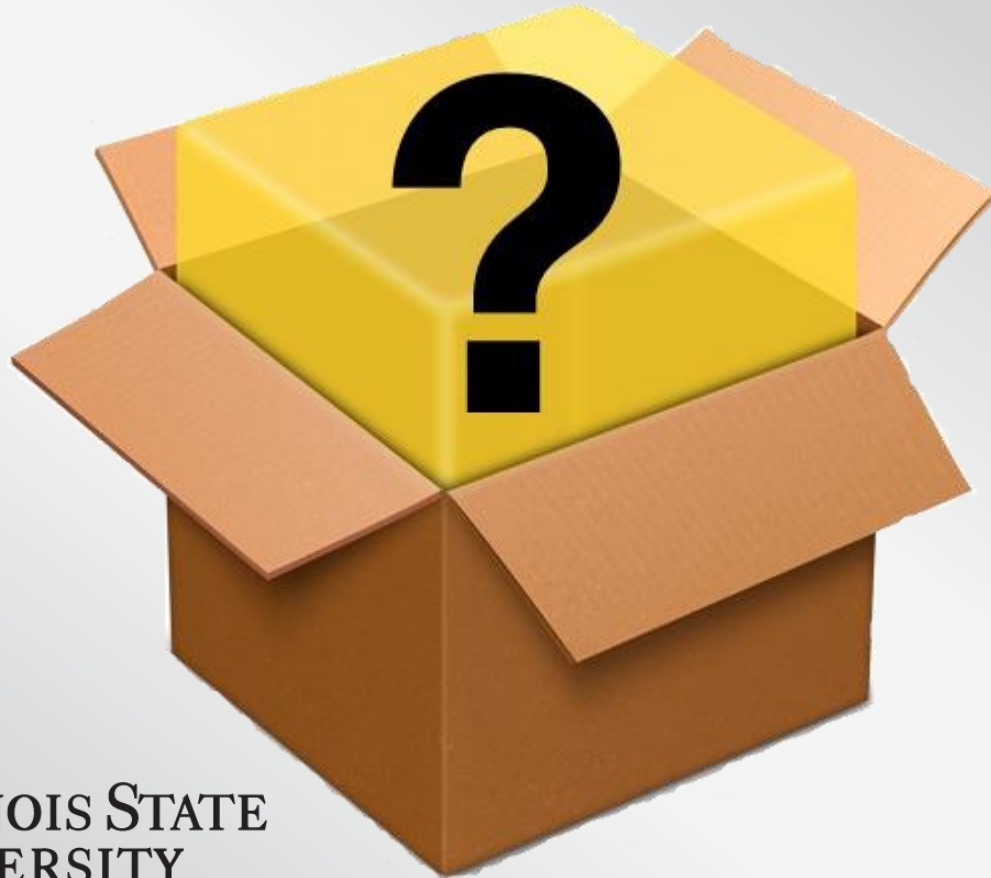


Follow along as we explore Cognos!



**ILLINOIS STATE  
UNIVERSITY**  
*Illinois' first public university*

# What's in other Packages?



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# What's in Admissions?

- Admission Data since Fall 2015  
(Since Campus Solutions was implemented)
- Information Updated Overnight
- Detailed Lists of Student Information and Summary Reports
- Reports Broke Down By:
  - Applied Students
  - Admitted Students
- Ad Hoc Package Access



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# What Reports are in the Admissions Package?

	Undergrad Detailed Student Information	Graduate Detailed Student Information	Summary information
<b>Applied</b>	Applied Undergraduate Students by College	Applied Graduate Students by College	Summary of Applied Students by College and Student Type
<b>Admitted</b>	Admitted Undergraduate Students by College	Admitted Graduate Students by College	Summary of Admitted Students by College and Student Type
<b>Other</b>	New Transfer Student Details	Graduate Admission Test Score Detail Report	
		Unsubmitted Graduate Application Details	



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



# What's in Student Registration?

- Current/Upcoming Term Information (No Historical)
- Real Time Registration Information
- Used to Track Students that have Registered for Classes
- Interactive Dashboard Report
  - Department
  - Plan
  - Sub Plan
- Report Drilldowns with Detailed Student Lists
- Ad Hoc Access Not Available



ILLINOIS STATE  
UNIVERSITY  
*Illinois' first public university*



# What's in Census Day (PRPA)?

- Census Data since Fall 2015 (Since Campus Solutions was implemented)
- Updated Once Per Term (Snapshot data)
  - As of 10th day of term – official reporting date
- Used for internal and external reporting – (compliance reporting, accreditation, program review, budget reporting, surveys)
- Ad Hoc Access Not Available

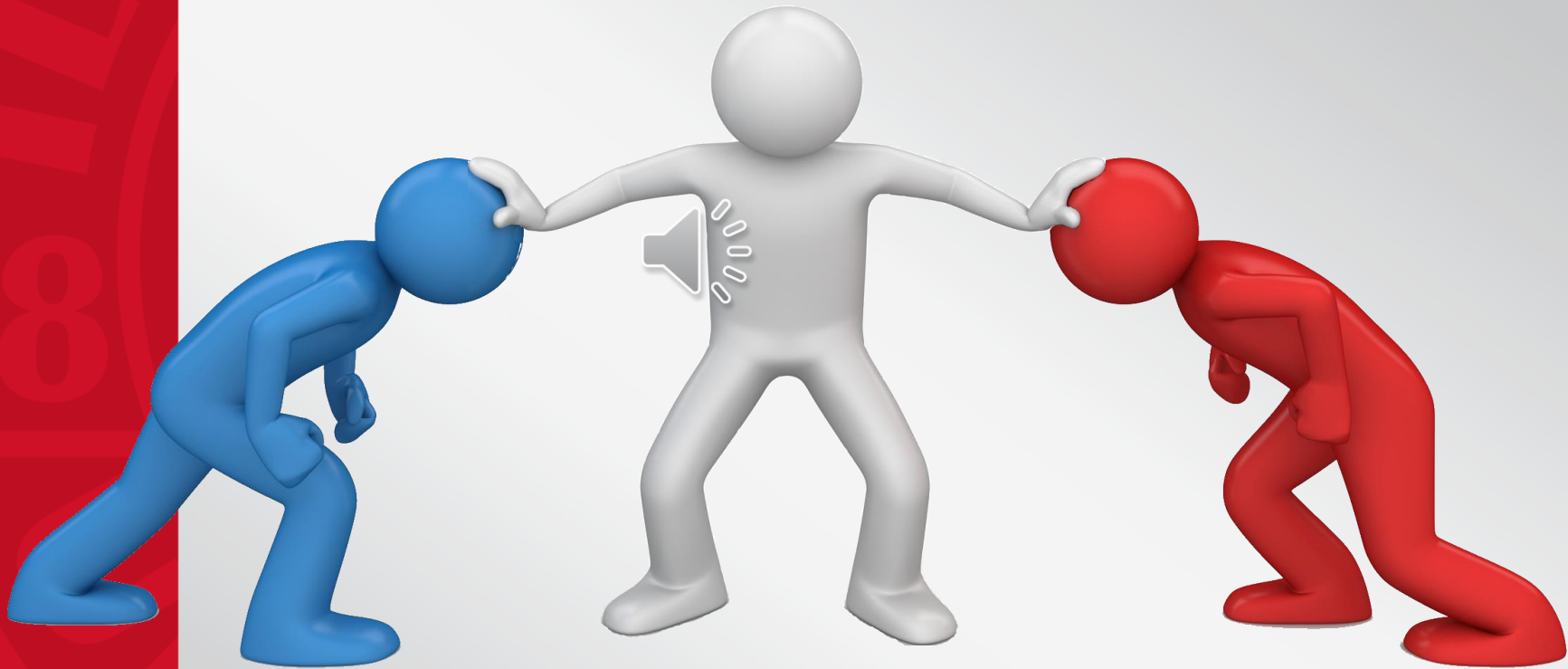


ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*



# Census Day VS. Student Records



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*

# Census Day VS. Student Records

## Census Day

- Snapshot data
- As of 10th day of term
- Trend analyses
- Used for internal and external reporting
  - Compliance reporting
  - Accreditation
  - Program review
  - Budget reporting
  - surveys

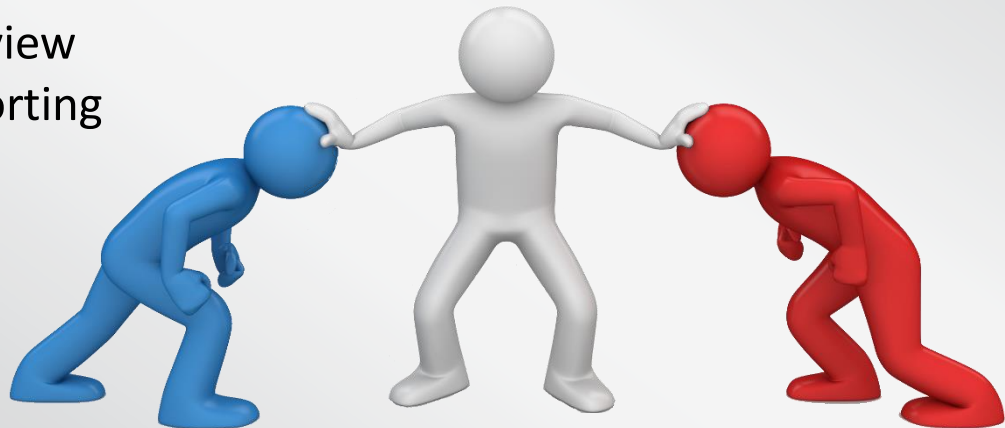
## Student Records

- Current data  
(as of midnight, the night before)
- Dynamic data



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



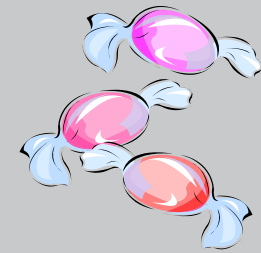
# Questions?



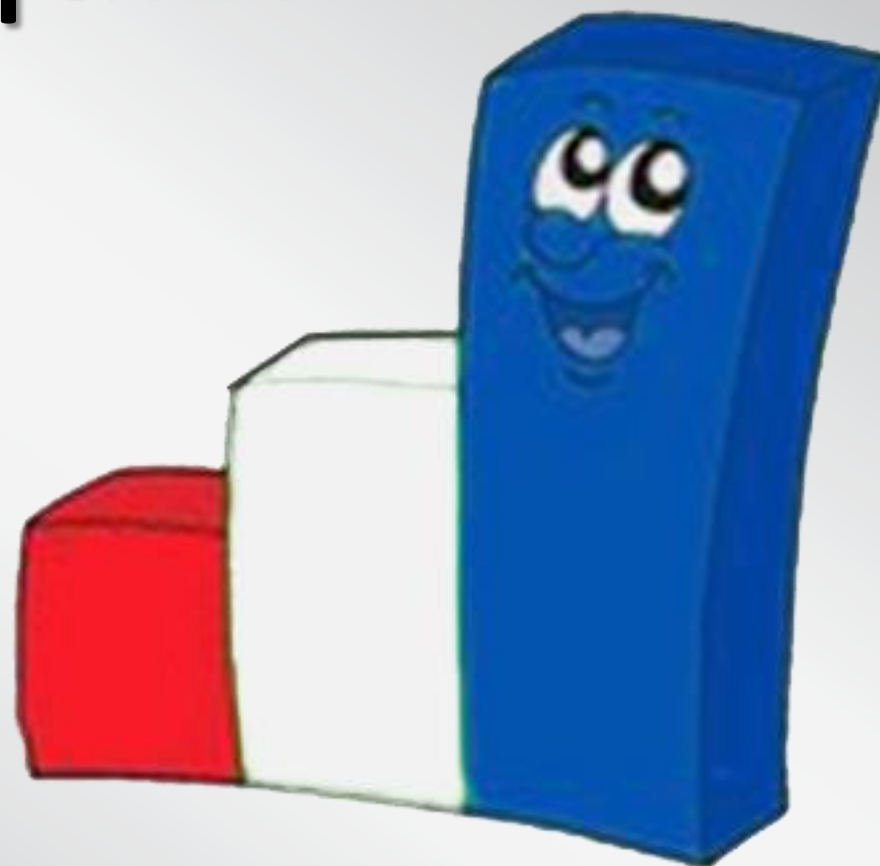
ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

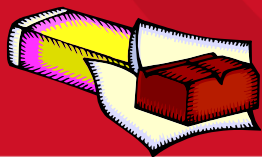




# It is time for... a pop quiz!



**ILLINOIS STATE  
UNIVERSITY**  
*Illinois' first public university*



Question:

How do you view recently viewed reports?



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Question: How do you view recently viewed reports?

The screenshot shows the Cognos Illinois State University dashboard. The top navigation bar includes the Cognos logo, a search bar, and user profile icons. The main content area is titled 'Recent' and displays a grid of reports. The 'Advisor Caseload' report is highlighted with a red box and an arrow pointing to its title, with a red text label 'Click title to run this report'.

Report Title	Last Accessed
Dean's List	5/8/2023, 8:36 AM
Advisor Caseload	5/8/2023, 8:26 AM
Unit Dashboard	5/4/2023, 2:20 PM
Current Week YTD Admission Summary	5/3/2023, 4:00 PM
Department Registration Dashboard	5/3/2023, 3:57 PM
Student Enrollment Gen Ed - Completed	5/3/2023, 3:56 PM
Departmental Grade Distribution Dashboard	5/3/2023, 3:56 PM
Advisor Dashboard	5/3/2023, 3:56 PM
Grade Distribution - Course Totals	5/3/2023, 3:40 PM



Question:

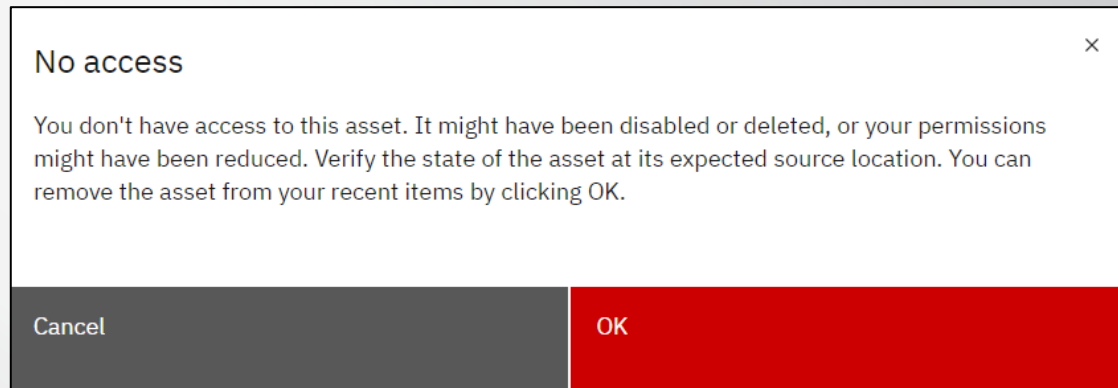
What do you do if a report will not open from the Home page?



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Question: What do you do if a report will not open from the Home page?



1. Click OK to close the error message.
2. Click the refresh icon. Re-log into Cognos if directed.
3. Click on the report title again to see if it will run.
4. If it still will not run, use the Cognos file directory to find and run the report. The link on the Home page is broken.



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



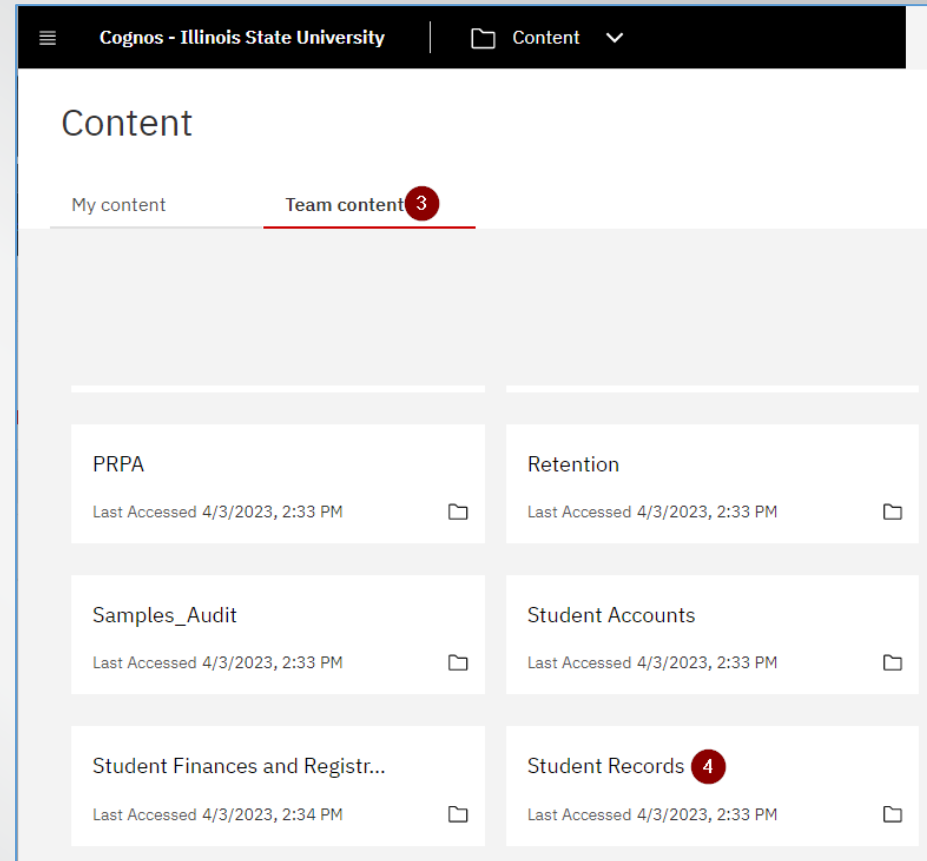
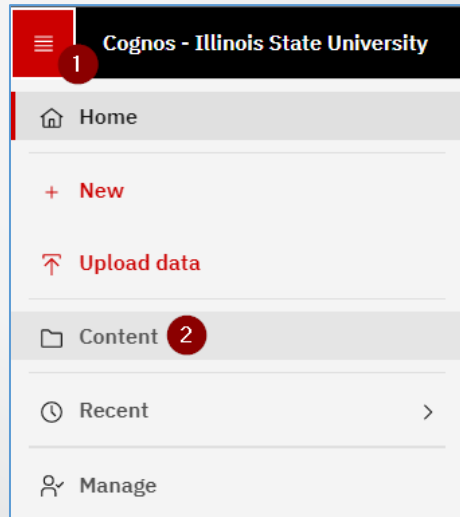
Question:

How can you see what  
Student Records reports  
exist?

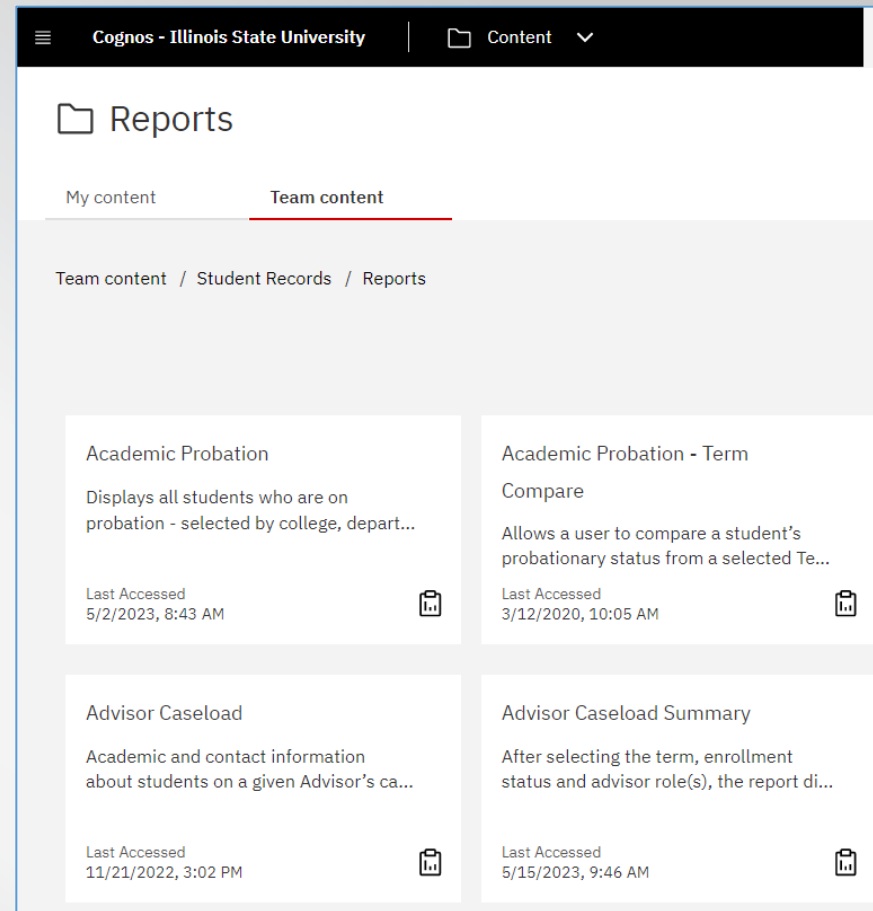
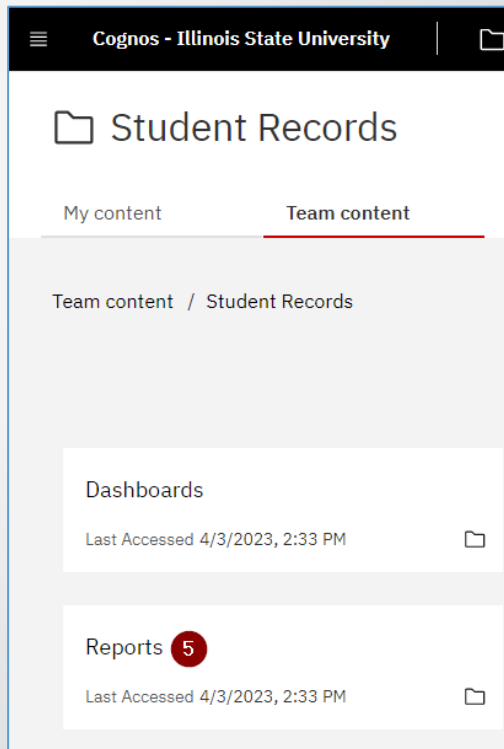


ILLINOIS STATE  
UNIVERSITY  
*Illinois' first public university*

# Question: How can you see what Student Records reports exist?



**ILLINOIS STATE  
UNIVERSITY**  
*Illinois' first public university*



**ILLINOIS STATE  
UNIVERSITY**  
*Illinois' first public university*

Question:

If Cognos is not working the way you expect, what should you do?



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Question: If Cognos is not working the way you expect, what should you do?

1. Check to see if anyone else in your office is having an issue with Cognos.
2. Check Outlook for any updates:

**To:** Cognos Users <CognosUsers@ilstu.edu>

**Cc:** AT EDA All Staff <ATEDAAll@ilstu.edu>

**Subject:** RE: Cognos Budget Center Data as of 07/06/22

Cognos Users,

Please be aware that Cognos Budget Center data is now up-to-date with data from yesterday, 07/07/22. We apologize for any inconvenience.



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*



Question: If Cognos is not working the way you expect, what should you do?

Submit a ticket to the Technology Support Center.

Phone - 438-HELP (4357)

Email - [supportcenter@ilstu.edu](mailto:supportcenter@ilstu.edu)



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

True or False:

When creating a subscription (scheduling a report), you can edit your prompts.



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# True or False:

When creating a subscription, you can edit your prompts.

False

The selections made to run the report will be used as the prompts.

When modifying the subscription, you can edit prompts.



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Match the Export

Exported data  
with all  
formatting  
stripped



Run HTML

Default view of  
a report in  
Cognos

?



Run Excel

Exported data  
in the same  
format as the  
report in  
Cognos



Run Excel Data



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*



Question:

How can you safely handle  
Cognos report data?



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*



# Question: How can you safely handle Cognos report data?

Store info on a secure ISU computer

Do not share info with others

Options for transferring info:

- OneDrive
- SharePoint
- Encrypted Device

No Outlook  
email or  
Flash drives!



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

Question:

How can you see if a student has elected FERPA?



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Question: How can you see if a student has elected FERPA?

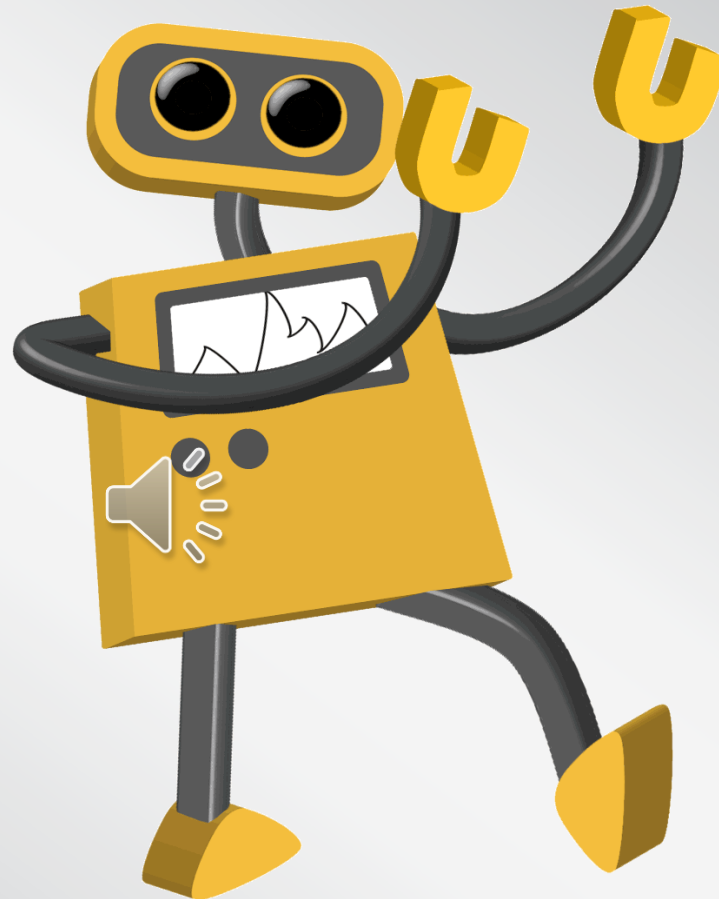
FERPA Restricted Indicator
N
N
N
N

Some reports have a FERPA Restricted Indicator column.



**ILLINOIS STATE  
UNIVERSITY**  
*Illinois' first public university*

# Great job!



**ILLINOIS STATE  
UNIVERSITY**  
*Illinois' first public university*

# Package Access



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*

# Request Access to Cognos

1. Go to [ITHelp.IllinoisState.edu](http://ITHelp.IllinoisState.edu) and click on Get IT Help.
2. Click [Submit Detailed Request](#) link. (lower right of page)
3. Login to Cherwell.
4. Click on the [Request or Change Access](#) link and fill out the form selecting the Cognos Business Intelligence service.
5. Each package requested will require you to enter a business need. This is a one sentence explanation of why you need the reports from the requested package to perform your job duties.



**ILLINOIS STATE  
UNIVERSITY**  
*Illinois' first public university*





# Having Trouble Requesting Access?

Request by:

Phone - 438-HELP (4357)

Email - [supportcenter@ilstu.edu](mailto:supportcenter@ilstu.edu)

You will need:

- ULID
- Department
- Package Name(s)
- Each package requested will require you to provide a business need. This is a one sentence explanation of why you need the reports from the requested package to perform your job duties.



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*

# Thank you!



## Questions?

[EDA@ilstu.edu](mailto:EDA@ilstu.edu)



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*