

SONISWEB® Express: Features

SONISWEB® Express is a completely web-based student and academic administrative system in use at colleges and universities today.

- ✓ Many of the features and functionalities in SONISWEB® Express provide institutions with the ability to handle all aspects of a school's administrative tasks – online.
- ✓ SONISWEB® Express allows access for many different types of users:
 - ✓ Students
 - ✓ Prospects
 - ✓ Applicants
 - ✓ Faculty/Advisors
 - ✓ Administrative Departments:
 - Upper Management
 - Recruiting and Admissions
 - Registrar and Records Management
 - Billing and Financial Aid
- ✓ SONISWEB® Express provides colleges with a fully featured student information system that allows institutions to share information between departments.

Below is a limited summary of the SONISWEB® Express functions:

- ✓ Recruiting and Admissions Office: Tracking prospective student through the process inquiry to application to acceptance.
- ✓ Registrar Office: course and scheduling management, grade management, registration, transcripts and much more.
- ✓ Record Management: Maintaining records for Prospective Students, Applicants, Students, Alumni, Faculty and Staff.
- ✓ Business Office: Managing student bills, applying payments and charges, post financial transactions to accounting system, placing financial holds, etc.
- ✓ Financial Aid Office: Managing student financial aid awards, sending out award letters, and integration with EDExpress or PowerFaids to bring in Financial Aid Award packages.

Through the **“Faculty Portal”** the Faculty will have access to their information:

- ✓ View and Update Biographic Information
- ✓ Course Schedules
- ✓ Class Rosters
- ✓ Manage their courses:
 - Enter in Grades
 - Take Attendance
 - Create Online Forums
 - Upload Course Materials and Syllabus
 - Email the class or individual students
 - Send Reminders and Announcements

Advisors log in through the “Faculty Portal where they will be able to view:

- ✓ List of all of their Advisees
- ✓ Information on their Advisees such as:
 - Course History
 - Grades
 - Student’s schedule
 - Registration
- ✓ Advisors can place students on online registration hold
- ✓ Print unofficial Transcripts
- ✓ Take Notes on Meetings with Advisees
- ✓ “Faculty Advisee Mass Email” where advisors can send an email to all of their advisees.

Through the **“Student Portal”**, students will have access to their information:

- ✓ View and Update Biographic Information
- ✓ View 1098T’s online when made available
- ✓ View “Unofficial” Transcripts online
- ✓ Update Emergency Contact Information

- ✓ View Attendance Record Online
- ✓ Have Access to Campus Calendar, Bulletin Board, and Online Directory.
- ✓ Bills and Ledgers
- ✓ Make Payments Online (PayPal)
- ✓ Accept or Reject Financial Aid Awards
- ✓ See Payment Plans
- ✓ Schedules and Grades
- ✓ Participate in Online Forums
- ✓ Download Class Syllabus and Course Materials
- ✓ Register for Courses Online
- ✓ Fill Out Course Evaluations
- ✓ “Pro Bono Records” students can record online. Many institutions require, or give extra credit for, pro bono or community service work. Students can record the extracurricular activity.
- ✓ “Student Access to Transcripts”, administration can make transcripts available through the “Student Online Access”, students could be given authority to view and print their transcripts.

Through the **“Alumni Portal”**, students will have access to their information:

- ✓ View and Update Biographic Information
- ✓ View Course History and Grade Information
- ✓ Make Requests for Transcripts, Class list, etc.
- ✓ Bulletin Board, Reminders, Online Directory, Access to an Events Calendar, etc.

Prospects and Applicants:

- ✓ Prospects will have access to a “Prospect Inquiry Card” to request more information.
- ✓ The information entered onto the Inquiry Card will update the SONISWEB® Express system, without administration having to re-key in the information.
- ✓ Applicants can fill out an Online Application.
- ✓ Information is updated in SONISWEB® Express instantly.

- ✓ Applicants can log in to the “Applicant Portal” to view the status of their application being processed and see checklist items.

Features for Recruiting and Admissions Office:

- ✓ Statistical Reports:
 - “Application Comparison Report” is a new report for the admissions office that compares applications from year to year and you can view the incremental growth as well as overall growth.
- ✓ SONISWEB® Express allows the Recruiting Office to build recruitment plans based on the programs being offered at the college.
- ✓ When a prospective student inquires about a program, a list of activities will be generated automatically to follow-up with that student.
- ✓ Timed letters and timed e-mails are triggered by the generation of a recruiting plan. They can be marked to stop once an application is received.
- ✓ There is a “call list” report to contact prospective students.
- ✓ The inquiry records capture information useful for reporting and statistical analysis:
 - Recruiter
 - Category
 - College Prerequisite
 - Completed Prerequisite
 - Date of Inquiry
 - Enroll Status
 - Enrolled in Prerequisite
 - High School Prerequisite
 - Highest Level of Education
 - Inquiry Type Code
 - Level of Interest
 - Programs of Interest
 - Referred by
 - Term Of Interest
- ✓ Students can fill out an Online Application or administration can enter the application in the system.
- ✓ Activities as tasks for staff are automatically created by recruiting plans.
- ✓ Activity reports track staff completion of assigned tasks.
- ✓ Application Checklist is generated once an application is received.

- ✓ The Application Checklist allows the Admissions office to keep track of the required documentation needed to complete an application.
- ✓ The “Missing Check List Items” can be appended to all letters and emails.
- ✓ Dispositions allow the Admissions office to classify an applicant during the application process.
- ✓ Timed letters and e-mail notes, individualized to each applicant, can optionally include a list of incomplete checklist items.

Features for Registrar and Course Management

- ✓ The student’s online schedule shows completed courses and those in progress.
- ✓ Statistical Reports:
 - “Enrollment Comparison Report” is a new report for the enrollment office to report FTE from year to year, incremental growth and overall growth.
- ✓ Registering for courses can take place by the students, advisors or administration (Registrar’s Office).
- ✓ SONISWEB® Express will check for registration conflicts (Pre-Requisites, Co-Requisites, Time, Authorizations, etc).
- ✓ Transcripts
- ✓ Types of Holds: Registration, Course Roster, Transcript, etc.
- ✓ Transfer Registration to record transfer courses on the students record.
- ✓ Record withdrawal from courses or leaves of absences.
- ✓ High level functions such as: Bulk Registration, Section Copy (to copy course schedules from one semester to the next), Bulk Official Grades, Incomplete to Failing Grades, Registration Comparison Report (to view students who may have attended one semester and never come back for the next semester), etc.
- ✓ Attendance tracking at the classroom level.
- ✓ Course definition includes:
 - Affiliations (fees)
 - Audit Cost (fees)
 - Authorization Memo
 - Campus
 - CE Credits
 - CE Per Credit (fees)
 - CIP Code
 - Class Hrs

- Conflict Exclude
 - Co-req(s): (list if any)
 - Co-requisite
 - Course Authorization Code
 - Course Memo
 - Credits
 - Department.
 - Description
 - Division
 - Fee Codes
 - Inactive checkbox
 - Inactive Date
 - Include in GPA
 - Institute (school) where taught
 - Level
 - Message
 - No Repeating checkbox
 - Non-Resident Per Credit (fees)
 - Online course checkbox
 - Pass-Fail checkbox
 - Practice
 - Pre-requisite(s)
 - Co-requisite(s)
 - Remedial checkbox
 - Schedule Memo
 - Type
-
- ✓ Courses can have duplicate names and SONISWEB® Express keeps track of which is used for a section, for student enrollments, and for the records.
 - ✓ Courses marked inactive have their records maintained but cannot be used for establishing course sections.
 - ✓ Course sections use the course definition and permit a variety of meeting patterns and instructors.
 - ✓ Sessions are an alternative to Semesters when setting up a course section.
 - ✓ Course section copy simplifies setting up new semesters.
 - ✓ Special fees by course, course section, and program of study are a simple option.
 - ✓ Transfer courses can be entered, matched to equivalent courses and grades assigned that match the receiving institution's standards. They count as co- or pre-requisites during registration.

- ✓ Grades can be entered by staff, directly by faculty, or both.
- ✓ Making grades official is a security-controlled process. Changes after grades have been official are shown on the Course record and reside in an audit database.
- ✓ Registration options permit segregating courses by level as in undergraduate, graduate-only, etc.
- ✓ Registration is checked for conflicts in:
 - Meeting times
 - Lack of space (Waitlist can begin once all of the seat assignments have been taken)
 - Lack of a pre-requisite
 - Lack of a co-requisite
 - Same Semester and, if used, Session
 - Limits by Program of study
 - Limits by level, class-year
- ✓ Courses marked as requiring approval by the instructor or a dean result in an advisory message during registration.
- ✓ Special registration security privileges control overriding conflict limits and warnings.
- ✓ Dropping courses and withdrawal with a grade are both supported.
- ✓ Holds of several kinds control registration, issuing of transcripts, etc.
- ✓ Promotion and graduation processes are built-in with safeguards for credit hours, levels, etc.
- ✓ Direct student registration is controlled by system settings such as:
 - Registration start and end dates
 - Maximum credit hours
 - Maximum waitlist credits
 - Eligible class-year (level)
 - Eligible programs
 - Repeated courses
 - Names by alphabet

Features for Record Management:

- ✓ A person can have more than one status. A person can simultaneously be a faculty member, take courses as a student, be an alumnus or alumna and be a prospective student (prospect) or an applicant for a new course of study.
- ✓ A person has one set of records no matter how any statuses he or she has at the institution.

- ✓ Searches for people by ID number-code, by partial or full name, by Social Security number, maiden name, an “other name” field. Status, division, campus, department, and level (class-year) are available for the search. This is for authorized administrators only.
- ✓ A new status is automatically added as a person’s status changes from prospective student (Prospect) to Applicant to Student and to Alumni/ae.
- ✓ Privacy is enhanced by checkboxes that control what address data are shown in the on-line search directory.
- ✓ Visa records for international students may be recorded.
- ✓ Query Builder permits authorized users to find people in the records using a simple query. These queries can also be saved and used again. Besides creating reports with the Query Builder, staff can export the information out to Excel, create “Activities” (such as letters or follow-up phone calls) to be posted to the individual records queried or send out an email to all of the individuals found on the Query.
- ✓ This is a partial list of records. Not every record is applicable to every status of person. In most cases a person can have more than one record, such as 3 addresses or 150 courses.
 - Activities
 - Addresses
 - Advisors
 - Application
 - Balances
 - Biographic (names, date of birth, social security number, visa, Military Veteran, etc.)
 - Checklist
 - Courses
 - Disposition
 - Education
 - Employment
 - Essay Memo
 - Financial Aid
 - Health
 - Holds
 - Interests
 - Leave Status
 - Licenses
 - Majors
 - Payment History
 - Payment Plans
 - Programs

- Prospect Inquiry
 - Prospect Inquiry Details
 - Prospect Inquiry Extra
 - References
 - Relationships
 - Salary, Faculty
 - Special Needs
 - Tenure Activities
 - Tenure Admin. Assignments
 - Tenure Awards
 - Tenure Committees
 - Tenure Grants
 - Tenure Publications
 - Tests: ACT / SAT
 - Tests: Additional
 - User Security
 - Volunteer
- ✓ Only the records appropriate to the status of a person are shown.
- ✓ Enrolled course records that follow a person's records through graduation or withdrawal contain:
- Check Grade Details (shows scores if the instructor used them)
 - Class Hours
 - Clinical Grade
 - Course ID
 - Course Type Code
 - Credits
 - Date Completed
 - Description
 - Enroll Code
 - Enrollment Date
 - Grade
 - Include in GPA checkbox
 - Memo
 - Mid-Term Grade
 - No Repeating checkbox
 - Official checkbox
 - Pass-Fail checkbox
 - Posted to billing checkbox
 - Practice hours
 - Quality Points (computed by SONISWEB® Express)

- Repeat Year
 - Repeated
 - Replaced
 - Replaced With
 - School Year
 - Section
 - Semester
 - Session (a period within, but shorter than, a semester)
- ✓ A standard SQL (Structured Query Language) database houses the records.

Features for the Financial Aid Office:

- ✓ Financial Aid Officers can package financial aid for students in SONISWEB® Express. ISIR Data can be imported into SONISWEB® Express for the student's record, budgets can be created and Need Assessment can be determined. Also, financial aid data are directly imported from either the U S Department of Education's EDEExpress or the College Board® PowerFAIDS® financial aid systems. By bringing in the "packaged award" into SONISWEB® Express for the student's record, when financial aid money is received the system can check to the enrollment status of the student to see if they still qualify for the aid.
- ✓ Loans can be established and maintained.
- ✓ A Financial Aid record records student budgetary estimates.
- ✓ Student EDEExpress records can be imported and viewed in SONISWEB® Express.
- ✓ Awards are posted as estimates in the student's financial records.
- ✓ Students can accept or reject financial aid awards online through the student portal.
- ✓ Aid funds received become payments and are recorded in each person's financial records.
- ✓ ISIR data can be directly imported into the student's financial aid record within SONISWEB® Express.
- ✓ "ISIR File Import" and "ISIR Verification Checklist" for importing ISIR data onto the student's financial aid record.
- ✓ The Pell tables are built into SONISWEB® Express to calculate the appropriate amount of Pell that should be awarded based on the students course load (full-time, part-time, etc.).
- ✓ Financial Aid Reports: "Loan Entrance and Exit Report" and "Financial Aid Transcripts Report".

Features for the Business Office:

- ✓ Fees associated with registration are recorded and placed in student records. Fees include:
 - Per credit hour for residents
 - Per credit hour for non-residents
 - Per CE (Continuing Education) credit
 - Audit
 - Course specific fee
 - Course section specific fee
 - Program of study fee per credit hour
 - Semester fee
- ✓ Flat fees substitute for credit hour fees. They are defined within minimum and maximum credit hours, by year, by department, etc.
- ✓ Affiliations go beyond the normal fees for resident and non-resident students. They permit different course fees based on relationships such as having different rates for employees of the college or senior citizens. The affiliation rates are controlled by the college. The college can create an unlimited amount of affiliation rates to capture many different billing schemes.
- ✓ Additional Fees: Application Fee, Program Fees, Course Section Fees or Additional Course Fees.
- ✓ Bill timing can be at registration or delayed until the add-drop period ends.
- ✓ Immediate payment receipt printing is an option for seminars, evening classes, etc.
- ✓ Anticipated bills can be generated from registration so students can plan their finances.
- ✓ Bills, including anticipated charges, can be printed and mailed.
- ✓ Bills and ledgers appear on the student's direct access Web display if you permit it.
- ✓ Payments can be made by credit or debit cards through an arrangement with a supporting financial agency.
- ✓ Payments are applied and credited to the person's financial account.
- ✓ Payments can be imported from files provided by Sallie Mae, ELM and PayPal.
- ✓ Financial transactions are batched and exported as journal entries to an external accounting system either on paper or electronically.
- ✓ Financial transactions can be voided until batched.

- ✓ IRS 1098-T “forms” are generated and transmitted to the IRS electronically. Optionally they can be printed as well.
- ✓ Canadian Tax Forms T2202a and T4a forms are generated from SONISWEB® Express.
- ✓ Financial transaction codes are defined and then mapped to the accounting system chart of accounts so the institution’s standards are followed.
- ✓ Financial reports, including bills, a charges and credits report, transaction register report for all students, Aged Trail Balance, Accounts Payables report and Accounts Receivables report.

Features for the Alumni:

- ✓ Statistical Reports:
 - “Graduation Rate Report” shows graduated students by “program, gender, ethnicity, cohort total, graduation within time period and graduation rate.
- ✓ Other Alumni Reports: Alumni Alpha Listing and Alumni Profile.
- ✓ Alumni can log into the Alumni portal to stay connected to the school, view their transcript, make request, etc.

Executive Dashboard:

- ✓ The Dashboard is a summary used by upper management to view the financial well being of the college.
- ✓ Current Enrollment for the Semester
- ✓ Applicants by Program
- ✓ Applicants by Program who have enrolled
- ✓ Applicants by Program who have become students
- ✓ Current Financial Information such as charges, credits and Financial Aid Awards for the semester.

Classrooms and Buildings:

- ✓ Rooms can be reserved for classes and for events, the system allows for conflict checking during the reservation process.
- ✓ Room Finder functions search for rooms based on criteria you set such as unoccupied, attributes, etc.
- ✓ Building attributes are defined in a table and offered when setting up buildings and in selecting buildings for room set up.

- ✓ Buildings are defined with:
 - Address
 - Building Attributes (examples: elevator, escalator, wheelchair ramp)
 - Building Code
 - Building Type
 - Capacity
 - City
 - Contact
 - Country
 - County
 - Disability Access
 - Disability Facilities
 - Disability Seats
 - Memo
 - Phone
 - Rooms
 - State
 - Zip

- ✓ Rooms are defined with:
 - Building (implies campus)
 - Disability Facilities
 - Disability Seats
 - Memo
 - Room
 - Room Attributes (such as Carpeted , Ethernet Connection, LCD Projector, Sink)
 - Room Code
 - Room name
 - Seats

- ✓ Room attributes are defined in a table and offered during room set up.
- ✓ Room schedule reports related to course sections and events assigned are provided.

Query Builder:

- ✓ Query Builder is an extension that finds records via a query interface. Output can be:
 - A list of people and/or records found.
 - An Excel file with the results that is downloaded to the user's computer.
 - An e-mail message sent to all the people found.

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- The creation of a group activity for those found with the query.
- Queries can be saved and re-used again in the future.

Additional Key Features in SONISWEB® Express:

- ✓ SONISWEB® Express is a secured database using current technology.
- ✓ Data entered into the database is more accurate.
- ✓ Administration can have access to the system from anywhere in the world.
- ✓ Text Message Alerts can be sent to students, faculty and staff's cell phone numbers and emails for emergency or urgent matters.
- ✓ Ability to store multiple statuses for Prospects, Applicants, Students, Alum, and Faculty.
- ✓ Enhanced Reporting: SONISWEB® Express is delivered with more than 150 standard reports. Colleges can create and add their own reports to SONISWEB® Express by using the "Report Builder" tool and add them to the system.
- ✓ SONISWEB® Express has the flexibility where colleges can re-label many of the headings in the system to match the college's terminology.
- ✓ Colors and fonts can be changed on many of the pages.
- ✓ Improved navigation – 2 clicks to get anywhere in the system.
- ✓ Secure Microsoft SQL database.
- ✓ Ability to access administrative system from home, office or anywhere there is an internet connection.
- ✓ "Custom Icons": the college can add additional icons to the "Student, Faculty/Advisor, and Alumni" portals. By adding additional icons, the college can allow students, faculty (the end user, etc.) the capability to link off to other web pages (public websites such as "Google") or a custom websites designed by the college to provide additional information to the end user.
- ✓ "Data Dictionary Real Time Creation".
- ✓ "Email Address Utility".
- ✓ "Pin and Password Expiration Utility".
- ✓ "Event Calendar" made available in the "Student, Faculty, Alumni Online Access".
- ✓ "Multiple Attachments" can be added to emails.
- ✓ "Pop-Up Calendars" for ease of date entry throughout the system.
- ✓ "Spell Check" on letters and emails.

- ✓ “PayPal” credit card interface for students making payments and applicants paying for their application fee online.
- ✓ “Attendance Entry by Administration” now made available if Faculty doesn’t enter attendance records online (in the past Faculty were only able to enter in attendance records).
- ✓ Enhanced “Room Finder” functionality.
- ✓ “Course Section Minimum Enrollment” option on course sections and “Course Section Minimum Enrollment Report”.
- ✓ Data Conversion Services.
- ✓ Online Videos available on how to use certain parts of the system.
- ✓ Active SONISWEB® Express User group that share ideas and suggestions.

Role Based Profiles and Security:

- ✓ Security is layered and depends on customer’s proper installation, setup, and updating of basic layers provided by network device and server software vendors.
 - Network devices such as Network Address Translation (NAT) routers and firewalls.
 - Standard operating system security controls over access to the server.
 - Database security controls for access to the data.
 - Application and page-level using role-based user profiles is provided by SONISWEB® Express as an adjunct to the basic layers of security described above.
- ✓ Standard profiles are built-in for students, faculty, alumni/ae, and applicants.
- ✓ Links in the Master Profile make changing other profiles simpler where a security change affects many profiles.
- ✓ An existing profile can be copied to create a new profile and so reduce the effort of establishing the new one.
- ✓ Optional extensions for the built-in profiles:
 - Allow Advisors to view all records
 - Faculty Audit Registration
 - Faculty Continuing Ed. Registration
 - Faculty Multi-Semester Registration
 - Student and Faculty Waitlist
 - Student Audit Registration
 - Student Continuing Ed. Registration
 - Student Multi-Semester Registration

- ✓ Role-based user profiles for administrators include:
 - Typical staff roles and access.
 - Access limited to only the functions and the access privileges appropriate to that group of people such as financial staff, registrar's staff, deans, and department administrators.
 - Record and function limits of no-access (disabled), display only, or full access by record type and function.

- ✓ Extended privileges give individuals greater latitude within a profile:
 - Birth date (named DOB) in each person's Biographic record.
 - Awards: establish or change loan or scholarship awards.
 - Charges: post debit or credit charge transactions.
 - Credits: post credit transactions.
 - Disable Login: puts a checkbox in the "Disabled" field of the Biographic records. Without that checkbox, users see a Y or N but cannot change it.
 - Enroll From Waitlist: usually restricted to very few on the Registrar's staff.
 - Make Grades Official: mark the course grades as final and official whether entered by the instructors or by administrators. You can also withdraw official grades so they can be changed.
 - Multi-Pell: means that the administrator can give Pell grants more than once a semester.
 - Overbook Courses: if a course section is full, you can still add students after receiving the warning message.
 - Override Co-requisite: where a course requires a co-requisite the warning message can be overridden.
 - Override Level Restriction: where a course section requires a student to be at a certain level (year of matriculation) the warning message can be overridden.
 - Override Program Restriction: for a course section restricted to a specified program, override and enroll a student not in that program.
 - Override Time Conflict: enroll the person even though you got a warning that a time conflict exists between two course sections.
 - Override Waitlist: enroll the person even though you got a warning that the course section had a wait list.
 - Pass/Fail: specify that the student only qualifies for a Pass or Fail grade even if the course includes a broader set of grades. You set this in the student's course record after registration.
 - Pre-requisite Override: during registration, if a course prerequisite has not been met, you get a warning message that you can override.

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- Vary Registration Credits: during registration, assign greater or fewer credits than the course default, enroll students for Audit, CE or regular Credit hours.
 - View Password: permits the person to view and change user passwords.
 - View Exam IDs: schools that use exam IDs usually keep them secret. The person with this privilege can view them in the Biographic records.
 - View/Modify PINs: although a person may be authorized to view a Biographic record that contains PINs, that person may not see or change a person's PIN unless given this privilege.
 - Withdraw Courses: allows the administrator to withdraw students from course sections.
 - Text Message Capabilities
- ✓ Limits on what holds a person can place.
 - ✓ Limits on what information a person can see using Query Builder.
 - ✓ Constraints limit individuals within a profile:
 - Division, for example, access evening division records only.
 - Department limit, especially appropriate to departmental administrators.
 - **Campus, for example, the medical campus would only have access to related records.**
 - Status so that the alumni/ae staff can only work with alumni and alumnae records.
 - The level of courses available for registration.
 - ✓ Individuals are assigned to a profile and are issued an ID and a password.
 - ✓ Provides tracking of operator transactions and the ability to export the transaction summary to a spreadsheet for analysis.

Integration with other systems used on campus:

- ✓ SONISWEB® Express is ODBC compliant which allows the system to integrate with other systems that the college may already be using. Below is a limited summary of systems SONISWEB® Express has integrated with.
- ✓ SONISWEB® Express keeps track of all of the financial transactions for students and produces the "Student Bills". SONISWEB® Express does not have a general ledger built into the system, so we have provided integration with the college's accounting system such as:
 - Microsoft Dynamics
 - QuickBooks
 - MIP
 - ACCPA

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- Other accounting systems
 - National Student Loan Clearinghouse
 - IRS 1098T, Canadian Tax Forms T2202a and T4a
 - On-line credit card processing- PayPal
 - Import payments from Sallie Mae and Elm
- ✓ Besides being able to package for Financial Aid for students in SONISWEB® Express, the system integrates with other Financial Aid systems that colleges may already be using or thinking about implementing such as:
- College Boards Powerfaids
 - Edexpress
 - EdConnect for the ISIR data
- ✓ Integration with learning management tools:
- Edvance360 (Scholar360)
 - Scantron and LX-R
 - Moodle
 - Web CT
 - Web Mentor
 - Blackboard

SONISWEB® Express is a “Software Solution” that will grow with your Institution:

- Completely web-based, leading edge technology.
- Allowing administrators access from any location.
- Open architecture approach.
- Allowing you to direct functional growth of SONISWEB® Express.
- Mainstream tools (HTML, SQL Server).
- ODBC Compliant.
- Open source reporting.
- Allowing you to develop the reports you need.
- 150+ Standard Reports.
- Role based security.

SAAS Hosting and Managed Services (RJM Systems to Host SONISWEB® Express System):

RJM Hosting Services

RJM provides hosting services for schools that want a web based system but don't have the technical staff or desire to host it on campus.

SONISWEB® Express Hosting Services include:

- Installation of SONISWEB® Express at our hosting facility;
- Install of necessary operating software for SONISWEB® Express (RJM Systems will be providing the SQL and ColdFusion Licenses for colleges with FTE less than 350, if school's FTE is greater than 350 they will need to purchase the SQL and ColdFusion licenses);
- Provides up to 2 gigs of storage. Additional gigs can be purchased for \$25 per gig monthly;
- Maintain SONISWEB® Express by applying patches, running scripts and performing Upgrades;
- Provide Multiple Daily Backups of database and software;
- Provide off-site storage of Backups;
- Provide high speed access via bandwidth typical of a college of your size;
- Provide Industry Standard Firewall and Internet Security;
- Provide 24/7 technical web support for internet access related issues;
- Provide a domain name to access your hosted SONISWEB® Express system.

Network Infrastructure

World Class Facilities Strategically located in the Waterbury, CT.

The data center has highly trained, experienced support engineers available 24 x 7. All facilities follow a well-defined security policy. This policy is regularly audited and modified, as needed, in order to maintain the highest standards. The facilities we use are HIPAA compliant.

Physical Security

The facilities are monitored with 24/7 security. Badge/Photo ID access screenings as well as biometric access screening are employed for an added level of security. All visitors are required to pass through multiple levels of security and are required to be escorted at all times. Sensitive security areas within the centers are protected by motion sensors and security breach alarms. Video cameras installed throughout the centers are continuously monitored by security personnel.

Network Security

All of the systems are designed to maintain a quality of service throughout the network by prioritizing packets to maintain an order of precedence of services. Each network device is equipped to filter out DOS attacks. They also offer intelligent, multilayer access control that can be utilized to protect the network from the impact of attacks while reducing the risk of inadvertently discarding legitimate traffic.

Backup Power

Dual power availability to each rack unit from independent power distribution units (PDUs), removing PDU loss as a single point of failure. To ensure stable connectivity, the Data Center operators provide a redundant Need+1 (N+1) design of uninterruptible power supplies utilizing two separate commercial power feeds from two separate power grids to provide power to the center.

Disaster Control

The world-class facilities feature seismically braced racks and are designed to withstand disastrous conditions, ensuring that your systems and equipment continue to run even under extreme conditions. A second point of presence is always available to clients seeking fail-safe redundancy.

Fire Protection

Fire detection and suppression systems ensure 24/7 protection of your critical systems. Dual fire detection (photo electronic/ionization and sniffer) systems and VESDA® fire alarm systems are in place to constantly monitor for any potential areas of concern. A multi-zone pre-action dry pipe suppression system allows any suppression necessary to be contained to the affected area; conditions elsewhere will not be disrupted.

Servers and Other Data Center Equipment

We use best of breed equipment like Dell™ PowerEdge and Cisco™ Firewalls and Routers and premium bandwidth through our partnership with our Data Center provider. The world-class quality Tier 1 Internet Data Center is optimized to provide an industry-leading web, data, and applications hosting environment. These centers are designed to stay up and running, protected from power failure, physical intrusion and network outages by extensive back-up power and cooling systems, multi-layered security, and network redundancy and diversity. The Data Centers are connected to the Internet using the highest performing OC48/OC192 IP backbone available.

All servers are on at least a Raid 5 or Raid 10 configuration so if any drives fail the Raid technology will provide uninterrupted access for our customers. The servers are kept up to date with the latest security patches and tested for security holes.

Server Backups

Each server is backed up every 4 hours, which includes all the files and the SQL databases located on the server to Iron Mountain secure remote repositories via the internet using Live Vault agent. All data is encrypted with only RJM possessing the decryption key. Files and databases can be restored at any time either to their original or alternate location.

Test Database (highly recommended)

RJM Systems recommends that colleges who host with RJM Systems should have a “test database” on campus. Colleges that have RJM host SONISWEB® Express will at times want to have a copy of the system onsite at the college for testing purposes. The College should have a suitable server for SONISWEB® Express “Test Database”. The college can then decide to create their own reports and then add them to the system at the hosting facility. For data entry purposes, you want to make sure the college is using the SONISWEB® Express system at the hosting facility and not the test server. The test server should only be available to the college’s Project Manager/System Administrator and upper level managers who may have the capability of writing reports.

The software required to create an onsite SONISWEB® Express test system is available in the form of free downloads from Adobe (ColdFusion Developer Edition) and Microsoft (SQL Server Express Edition).

For More Information:

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