March 22, 2004

Dear DeVry University Student:

As you already know, DeVry is in the midst of a major new system implementation which we are referring to as ISIS (Integrated Student Information System). This system is designed to better manage all university activities and to better serve your needs as DeVry South Florida students. The foundation of this system is the Oracle Student System (OSS), and many of you have already begun using it. As one of the first universities to implement OSS, we are pioneering the use of this new technology.

As is true with any significant change, there will be startup issues with the new system. **We apologize for any inconvenience you may have recently experienced** and ask that you please bear with us during this period of transition. In the near future, you will benefit from many superior capabilities and features of the new system. In the meantime, we suggest the following:

- **Be patient!** This system is new and complex; however, be assured that everyone on campus is committed to providing the best possible service we can to meet your needs.

- **Be positive!** While some of you had no trouble navigating through your MyDeVry Portal and scheduling your classes for the spring, we know that others have experienced problems. The ISIS team and the local staff are working very hard and making good progress in finding and eliminating the bugs in the system.

- **Share suggestions!** Your input as a user of the system is extremely valuable. Your perspective as a student using the system may lead you to see better ways of doing things, and we want to hear about them. Once spring registration has been finalized (beginning the second week of the next term), feel free to email your Registrar, Center Director, or Academic Staff to share your suggestions.

- **Be prepared for continuing improvements to the entire ISIS package.** You will soon see the latest version of a system called Degree Navigator which allows you to see all the courses required in your plan of study and track your academic progress. This version has many new features, and your campus will provide information to make it very useful for you as you plan for the completion of your degree.

All of us at DeVry University South Florida are committed to providing you the best education and customer service possible. We very much appreciate your patience and ask you to “pardon our dust” as we continue the construction and enhancements to better serve your needs.

Sincerely,

Julio C. Torres
Campus President