



## The Scoop

# on Campus One-Stop Centers and the Processing Center

Here's a scenario: you are a student who needs to withdraw from a class in October, and you wonder how this will affect your financial aid package and your student bill. You've done what you could online, but haven't got the answers you need. How nice it would be if you could go to just one office on campus and complete all of your business transactions, get answers to your questions, and be on your way.

This coming fall (2006), University of Maine System students should be able to do just that. Each UMS institution created its own one-stop planning team last fall, and those campus teams are now working toward implementation of some version of one-stop service at each university during our upcoming fall semester.

All of the one-stop centers share a mission that comes directly from the THESIS vision developed in response to Strategic Direction #7 of the UMS Strategic Plan:

- help students to help themselves
- minimize the number of transactions students have to conduct
- provide timely, accurate, and courteous service to students
- maximize the use of available technology
- provide cost-effective service
- continually evaluate and improve the services we provide to students.

Employees who staff the one-stops will have an opportunity to do some cross-training so they are qualified to answer students' basic questions in three specific areas, to begin with: registration or student records, bursar or business office, and financial aid. Perhaps it goes without saying (but we'll say it anyway) that the employees who work in one-stop centers will be student service-oriented; they will be expected to provide timely, accurate, and courteous service (see above list).

Backing up those front-line employees will be the subject matter experts in each area. If, for example, a one-stop staff person is pitched a question she just can't answer, her backup will be a quick phone call or instant message or office away. If a private consultation is needed, it will be set up right away.

**What's in a name?** Although we refer to "campus one-stop center" or "one-stops" here, each university is free to name its own center appropriately. Some may use the term one-stop; some may choose a different name entirely.

At the outset, the one-stop centers will be prepared to answer questions that are asked at the registrar's (student records), bursar's (business), and financial aid offices, but the one-stops are not limited to just those areas. Campuses may choose to expand the one-stop concept to include other student services areas, like housing, advising, admissions, one-cards, parking permits, ticket sales, etc. The possibilities are exciting!

**A quick refresher:** When you read Employee Update back in September (Issue No. 14), you learned about the THESIS project and its charge to "invent and recommend new processes for providing high quality, innovative and efficient services for students throughout the UMS." You know that the University of Maine System received a grant from the Davis Foundation to fund the design and development of some specific THESIS recommendations, namely: creation of campus "one-stop centers" and a "processing center" for consolidating back-office functions. Here's an update on current developments.

university will dictate the design of its center. In some instances, at least in the beginning, there may not be one physical facility available for use as the one-stop center. There might, however, be one or two individuals who are able to serve in that capacity until an actual “place” is identified. An ideal one-stop setup might feature a room (or an entire building) devoted entirely to one-stop services, offering a pleasant atmosphere, a comfortable waiting area, comfy chairs, nice lighting, and most importantly, helpful staff members. The ideal one-stop will soon earn its reputation as the place to go for answers.

Meanwhile...planning for the back-office Processing Center is also underway, and its charge comes from Strategic Direction #7 as well:

- centralize the System’s business/administrative functions, where appropriate, in order to leverage resources and increase effectiveness of service throughout the System.

There are a number of processes and transactions in student services areas that don’t have to be done in any particular place, and certainly not face-to-face with a student. These “below-the-line” tasks can be efficiently consolidated at a processing center. Some examples of such functions include: receiving and processing of admission applications, handling loan collections and receivables, verifying immunization, processing student billing, etc. The Processing Center Planning Team is currently identifying “MVPs” (most viable processes) for centralization and studying in greater depth the potential upfront costs and eventual savings of centralization.

#### Back-Office Processing Center Planning Team Members

Laurie Pruett, Chair (UMS THESIS Project)	
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Alison Cox (UMS)	Cindy Mitchell (UMS)
Jolynn Campbell (UMaine)	Sharon Nadeau (UMS)
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Lorelei Locke (UMPI)	Toni Passerman (USM Adjunct)

Current plans call for a small center to open in fall 2006. It will grow both physically and virtually

over time as additional below-the-line processes are added. One possible location for this center is the former UNET offices in Neville Hall on The University of Maine campus. It is also possible that some eventual center functions will be performed in a distributed way—that is, staff members might be working on some of these

centralized tasks while remaining physically scattered throughout the System. Since planning is in the early stages, there are lots of details yet to be worked out. Both the One-Stop and the Center Planning Teams will be providing frequent updates and communications about their progress this spring and summer. Stay tuned.

Clearly, it’s a time of change for student services administration in the University of Maine System. With the establishment of these centers we will be able to provide more efficient service to our students. But know that we are not breaking new ground nationally with our concepts for the campus one-stop centers and the centralized processing center. Many universities and colleges already use these models with great success. If you are interested in learning more about such centers and the benefits they provide to students, you might like to visit these websites:

<http://onestop.umn.edu/> (University of Minnesota)

<http://www.onestop.uc.edu/> (University of Cincinnati)

<http://www.studentservices.uconn.edu/> (University of Connecticut)

<http://www.umb.edu/students/onestop/> (UMass Boston)

[http://www.gsu.edu/one\\_stop\\_shop.html](http://www.gsu.edu/one_stop_shop.html) (Georgia State)

<http://www.sfsu.edu/~puboff/onestop.htm> (San Francisco State)

#### One-Stop Center Planning Team Leaders

##### The University of Maine

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Robin Toderian  
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##### University of Maine at Presque Isle

Lorelei Locke

##### University of Southern Maine

Judy Ryan



## ***Dear Project Enterprise: What happened with the new portal that was written up in the last issue? It came and went pretty quickly.***

*Signed, Keeping Track*

Dear KT,

Well, that's a good question. We thought we had the portal ready for production, but no. When everyone System-wide tried to use it at the same time back in November, it couldn't handle the stress.

The technical team at Project Enterprise has since been troubleshooting and fine-tuning the portal in preparation for a re-launch in early February. There will be stress testing done in advance so we can be certain that the portal will function properly when everyone accesses it.

A notice will be posted to the UMS employees listserv in advance of the new startup date so you'll know when to expect to see it again.

Thanks for writing. Keep in touch.



### ***your personal information!***

**Did you know?** You can see the personal information that Human Resources has on record for you by looking at your self-service screens in PeopleSoft. Use this navigation from the PeopleSoft portal:

- >Employee Self-Service
  - >Maintain personal information
  - >Personal information

If you have not done so recently, please take a few minutes to review your HR information for correctness. It is especially important for you to confirm that the following are accurate:

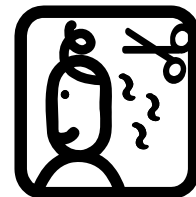
- Name
- Gender
- Birthdate
- Social Security Number
- Ethnic Group

If any of your information is incorrect, please contact your Human Resources Department to have it corrected. These are particular areas of concern that relate to the upcoming conversion of ISIS data to the PeopleSoft system.

If you happen to have an existing student record in ISIS at any UMS campus, and the name in your student record is different from your current HR name, the HR name will rule in the conversion and become your student name. Thus, you want to be sure that your HR name and associated data are correct.

A little bit of effort now will help to ensure that we have good information in our database as we move forward toward implementation of PeopleSoft's Student Administration Services this summer. *Thank you!*

## **Shortcuts**



Have you discovered a particular screen in PeopleSoft's Financials that helps you to track your purchase orders?

Do you have a technique for getting to your most-used screens that eliminates some keystrokes?

Have you experienced an "aha" moment or found a time-saving tip you'd like to share with other end-users?

Is there a specific question you'd like answered?

Here's one good way to share your knowledge or to get answers to life's persistent PeopleSoft questions.

Send your tips, tricks, or questions to [meisner@maine.edu](mailto:meisner@maine.edu). If we publish your suggestion, you'll receive a handy Project Enterprise sticky notepad. The roving photographer might come knocking to take your picture for publication, too.

## **...and listservs**

Here's another place where you can share ideas and ask questions. If you are not on one of these listservs but would like to be, contact Eloise Kleban ([eloise@maine.edu](mailto:eloise@maine.edu) or 973-3284) and she will add you to the list(s) of your choice (assuming you meet criteria for membership as described here).

**UMS-AP** All end-users who have had the accounts payable class.

**UMSGLUSERS** Everyone who uses General Ledger-related systems (journal entry, GL Inquiry, GL Reports, Query).

**UMSVENDORCREATOR** End-users with vendor create or vendor maintenance roles.

**UMS\_REQUISITIONERS** End-users with requisitioner/receiver roles.

**UMSFINADMINS** Staff who have either the campus administrator or super approver roles in AP/PO.



Maine's  
Public  
Universities

UNIVERSITY OF MAINE SYSTEM

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## The People Behind the Project



**Matt Byther**, above, is Production Support Lead at Project Enterprise/ Administrative Systems Development & Support in Bangor. His duties include caring for everything PeopleSoft once it has gone live (into production from development). This includes day-to-day maintenance, troubleshooting, problem-solving, and dealing with enhancements to the software.

Matt also keeps busy with his eight-month-old son and the family camp near Millinocket. As a former competitive swimmer and long-time high school swim coach, Matt wishes he had more time in the water (but not the hot variety).



## Human Resources Management System: upgrade to PeopleSoft 8.9

In the “never a dull moment” category: Human Resources Offices are now digging in to business process review sessions in preparation for the eagerly anticipated upgrade from PeopleSoft 8.0 to 8.9. First steps in the HRMS upgrade procedure include analysis, inventory, design, and development of an upgrade strategy, leading to technical and functional upgrades, then testing and training, and ultimately cutover to the new version. As of press time, a cutover date had not yet been determined, but will be announced soon. Watch this space.

This upgrade will take advantage of additional functional capability in version 8.9, allowing us to improve our business processes in student employment and in time and labor.

An important result of the upgrade will be this: Human Resources information will reside on the same database version as will Admissions and Recruitment data (after that piece of Student Administration Services is implemented in July). This means that we will (finally) have only one database and therefore only one biographic/demographic record for everyone in the University of Maine System, even if an individual is both a student and an employee.

(See “*Check your personal information!*” on page 3 for more about what the single record could mean for you.)

**Employee Update** is published by Project Enterprise in the University of Maine System.  
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Your comments are welcome.

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