

**Administrative Systems Development & Support  
Steering Committee  
June 7, 2007  
via Polycom**

**Present:** Allen Berger, Charlie Bonin, Jim Breece, Tony Brinkley, Dick Campbell, Ralph Caruso, Tracy Elliott, Jon Henry, Sue Hunter, Dick Kimball, Chris Legore, Cindy Mitchell, John Murphy, Laurie Pruett, Rosa Redonnett, Mary Stover, Janet Waldron, Joanne Yestramski. Guest: Robin Sherman. Recorder: Eddie Meisner.

**Shared Processing Center.** Ralph and Jon presented the draft Year One Review of the Shared Processing Center. This document will be presented to the Presidents Council on June 14. Steering Committee members will discuss this with their presidents prior to June 14. Following that, the report will be shared with Admissions Directors and posted on the MaineStreet website.

Ralph and Jon highlighted the challenges of the past year (including not having enough temporary staff to meet demand in November and December, not having a good handle on how much time is needed to open and sort mail; slow turnaround times at both the SPC and some campuses) and the fixes implemented to smooth the operation in the future (including hiring temporary staff much sooner, hiring staff for second and third shifts, hiring student workers, changing the workflow, increasing the amount of data captured).

Ralph encouraged the campuses to consider their challenges also: look at ImageNow workflow design; look at the technology in their offices; and work with auto-admit. He also said that Janet Boucouvalas and a data processor from the SPC will be visiting each campus this summer to help with knowledge transfer and training.

A consultant engaged by the University of Maine is also finalizing a report and some recommendations about the SPC that will soon be available.

Allen suggested that the presidents would be interested in knowing that appropriate testing of all changes would be completed prior to peak load times; that turnaround times will be acceptable; and that managerial changes will not negatively impact performance at the Center.

Ralph said that Janet and Jolynn will be reporting directly to him through July, at which time the situation will be assessed and plans set for the longer term. He expressed confidence in the changes that are being made and noted that there is plenty of time for testing. Jon added that he has met with Admissions Directors and all are comfortable with a 4-5 day turnaround at peak times. Service level agreements are now being finalized with the campuses, Ralph said, and priority programs, peak and non-peak turnaround times, and unique needs of each institution are being identified.

The report concluded with a recommendation that the Shared Processing Center should continue for the next cycle, with periodic status reports and review by Presidents Council.

If the Center should be discontinued, campuses would be faced with learning and taking over the processes, likely without the critical mass of support and personnel necessary to be successful.

Allen asked whether Steering Committee members were comfortable endorsing the report's recommendations. Everyone was either ready to endorse the recommendation now or pending the final development of service level agreements with the individual campuses. Ralph indicated that he was already working on a format for these SLA's.

Joanne noted that we may soon have more information to share from other institutions with similar processing centers. She also said that Katharin Brink from CedarCrestone is preparing the final report on the Davis Foundation grant (which made the SPC possible).

**Communications and training for upcoming 2008 implementations (Financial Aid in January; Student Records in April; Student Financials in July).** Allen urged Steering Committee members to think now about how to proceed with communications and training at the campuses; if we wait until September, it will be too late to provide information at the beginning-of-year meetings, orientation sessions, etc. It is important to realize that a significant portion of these implementations is campus-specific, and not one-size-fits-all. Ralph, Cindy, and their staffs can provide help, but these go-lives will also require substantial campus-level planning.

Janet agreed that everyone needs to take this effort seriously from the get-go; pulling the faculty in will take intensive effort. Jim said that he has called a special July meeting of the Chief Academic Officers at which this subject will be discussed. Tony suggested that a top priority is to determine the most effective ways to offer training to faculty, and Dick C. urged that staff work out as many bugs as possible before faculty experience the system.

Joanne noted that milestone reports will be forthcoming as the implementations near and that pre-go-live assessments will be prepared by the auditors (Price Waterhouse Coopers). It was agreed that while technical aspects are easily audited, it is much more difficult to audit the human readiness aspect.

Cindy and her staff plan to visit each campus this summer. It was also agreed that as individual universities develop their plans, there are opportunities for peer support and sharing documents and plans with other campuses. In addition, it was agreed that a meeting in late July or early August with the campus training coordinators should be planned, at which milestones, timelines, and oversight could be discussed. The meeting should be scheduled as in-person, probably for a full day.

The meeting was adjourned.

Respectfully submitted,  
Eddie Meisner, Recorder