

Maintenance on MaineStreet



The University of Maine System is now live with all planned Oracle/PeopleSoft modules on MaineStreet.

From here on, we will be updating the MaineStreet system regularly. Each MaineStreet application (Financials, Human Resources, Campus Solutions, the MaineStreet portal, the hardware) has its own schedule for maintenance.

Here's a brief explanation about how maintenance works for Campus Solutions (which includes Admissions, Student Records, Student Financials, Financial Aid, as well as Class Search, Reporting, and Student and Faculty Self-Service).

About five times a year Oracle provides us with "patches and fixes" that include modifications, improvements, enhancements, and updated government regulations—the most important of which are financial aid regulatory releases.

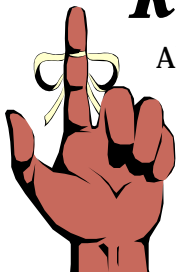
In order for us to apply these updates, we must shut down the Campus Solutions database. This is always done beginning on a Friday evening and continuing into the weekend, usually completed by the end of the day Saturday.

When it is being patched and fixed, the database cannot be accessed by end-users for any Campus Solutions application.

In addition to these scheduled times of patch and fix application, Sunday mornings are also reserved for routine hardware and software maintenance. System unavailability is always possible during the regularly scheduled Sunday morning maintenance window.

For more information about maintenance on MaineStreet, visit <http://www.maine.edu/system/mainstreet/CSmaintenanceFAQ.php>

Reminder!



All mainframe users and their data must be off the old mainframe computer by November 1, 2009 (except Financial Aid offices, which have additional time). For more information about the retirement of the mainframe, see the April 2009 issue of [the MaineStreet News](#) and the *Mainframe: Termination of Services* web page at <http://www.maine.edu/UMSMmainframe>.

Also in this issue:

Top 13 CS priorities for summer; Google Apps for student email; Online tuition and fee payments; Student Message Center; Bits and pieces



Campus Solutions: Top 13 Priorities for Summer 2009

Q: Post-implementation: what comes next?

A: Fine-tuning, fixing bugs, making things more user-friendly in general.

Your colleagues who were charged with implementing MaineStreet in the University of Maine System are now working to improve and tweak some of the screens in Campus Solutions. Before classes resume this fall, 13 high-priority issues that faculty, advising staff, and students have noted will be addressed. These 13 priorities are:

#1. Display the student's EMPLID (MaineStreet ID) prominently in the Student Center.

#2. Add a link to Quick Enroll from the Faculty Center and from the Advisement screen.

#3. Make it easier for faculty and students to find a student's major, requirements, current academic standing, cumulative GPA, earned hours, and any degrees already earned in the Student Center.

#4. Display "Additional Search Criteria" by default on Class Search. Make "Search by General Education Category" option available by default.

#5. Change the words "Proposed Schedule" to "Wish List" and change "Approve Schedule" to "Approve Wish List."

#6. Add "Student's Advisor" to the Academic Information dropdown menu option.

#7. Add "Enrollment PIN" to the Academic Information dropdown menu option.

#8. Change the Wish List to display **all** courses by default.

#9. Change "Weekly Schedule" to show schedule for the current week. Add "Final Exam Schedule."

#10. Fix the "Cancel/Return" buttons in Academic Advisement that do not work correctly; e.g. "Proposed Schedule."

#11. Add instructor's name and meeting days and times to the grade roster.

#12. Add download-to-spreadsheet icon to "View Advisees' Information" list.

#13. Add career, program, plan, and academic level information to "View Advisees' Information" grid.

Google Apps for student email. During this summer, Google Apps, Google's world-renowned web-based email, calendar, and documents software, will begin to host University of Maine System student and retiree email accounts. Current faculty and staff email accounts will not be affected. For more information, visit <http://mail.maine.edu/google/faq.html>.

Update on online tuition and fee payments



As of July 1, students at the **University of Southern Maine, University of Maine Machias, and University of Maine Farmington** who elect to pay their tuition and fees online through the MaineStreet Student Center using a credit or debit card are now assessed a 2.75% (\$3.00 minimum) convenience fee. This fee is applied by TouchNet—the vendor with whom the University System has contracted to provide a secure online payment process through the Student Center—to the total amount the student is paying via credit or debit card. The fee is charged for the convenience of using a credit/debit card to pay **online**.

MasterCard, American Express, and Discover cards may be used to pay tuition and fees online at USM, UMM, and UMF. Visa cards are not accepted.

Why not Visa?

Visa does not allow universities to pass on a percentage convenience fee (one that varies with the amount of the tuition and fee bill) to card users. Visa requires that a flat fee be assessed on each credit card payment, regardless of the amount of payment due.

Since all convenience fees are required to be assessed equally, if UMS accepted Visa, we would be restricted to a flat convenience fee for all cards.

No fee is applied if students pay their bills online using ACH or e-checks (nor, for that matter, if students pay by paper check in person or by U.S. mail).

Students who wish to use credit/debit cards for tuition and fee payments at USM, UMM, UMF, or at University College sites and centers on behalf of those campuses, must do so online. Cards are not accepted in person (at the Bursar/Student Billing/Student Account offices), or by phone.

University of Maine System campuses have always been charged processing fees by the credit card companies when students used credit cards. During the current difficult fiscal environment, the cost to the universities for providing this payment option to students is no longer sustainable. By asking students to pay a reasonable fee, these three campuses can continue to provide the online option while also realizing total savings of about \$350,000 next year.

Students at the University of Maine who opt to use credit/debit cards to pay tuition and fees do so by setting up a payment plan for one or more payments with Sallie Mae (a company that provides this service to colleges and universities), which also charges students a convenience fee.

The Universities of Maine at Augusta, Fort Kent, and Presque Isle are not changing their credit card processes at this time.

Why TouchNet?

TouchNet has expertise in online payment systems for universities that meet all banking and credit card industry privacy, security, and compliance requirements.

PayPath is the name of TouchNet's Convenience Fee Service. It connects to the Student Center and updates student account information in real time.

Why not in person or by phone?

The card holder must accept the terms of the payment agreement online. This can be done only from the Student Center in MaineStreet.

A staff person cannot accept the terms for a student, but can direct a student to a nearby computer kiosk to use Student Self-Service.



Now on MaineStreet: Student Message Center

Most university students prefer to receive and access information electronically. That preference, coupled with rising postage costs and diminishing university budgets, means that a secure, reliable, and cost-effective way to communicate with students is a very welcome feature.

The Student Message Center in MaineStreet is a newly implemented feature that allows campus administrative offices (e.g. Student Records, Student Financials, Financial Aid, Admissions) to post messages for students in a secure environment. Communications with students are frequently confidential (information about a bill or notice of academic suspension are two examples) and should not be sent through email.

The Message Center can be used by administrative offices to send either personalized or generic messages to a large group of students or to a specific subset of students.

The student receives a brief email notice informing her/him that “You have a Message Center Communication.” The student then goes to the Message Center on the front page of Student Self-Service in MaineStreet to open and read the actual message. Students are not able to delete messages they have read, but they can hide them after reading.

Message Center Communications

Your active Message Center communications are listed below. To view a communication just click the Communication description. After viewing it, you may hide a communication by clicking the Window Shade icon.

[Show Hidden Messages](#)

List of Communications		Find	View All	First	1-7 of 7	Last
Institution	Description	Sent Date	Viewed?	Hide?		
University of Maine	Notice from Office of Student Records	06/30/2009	N			
University of Maine	Financial Aid Retraction	06/25/2009	Y			
University of Maine	Please join the Students Records Staff	06/25/2009	Y			
University of Maine	Financial Aid Retraction	06/25/2009	Y			
University of Maine	Please join the Students Records Staff	06/25/2009	N			
University of Maine	Financial Aid Retraction	06/25/2009	N			

Staff in the sending office are able to track the message and know when a student has read or hidden a specific message.

The University of Maine and the University of Maine Machias are currently using the Student Message Center. Other System universities will begin using this feature soon.

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Bits and pieces:

- ✓ The University of Maine System accomplished a very successful upgrade to Financials 9.0 in April.
- ✓ Students at the University of Maine Augusta and the University of Southern Maine are the first to use MaineStreet for Financial Aid. They find their summer 2009 aid information in MaineStreet. All students at all campuses will find financial aid information for academic year 2009-2010 in MaineStreet.
- ✓ The University of Maine Farmington and the University of Southern Maine began using ImageNow to scan Student Financials-related documents on June 1.



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Your comments are welcome.

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