

News from



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www.maine.edu/system/mainestreet/

Financial aid arrives on MaineStreet

In early February 2009, financial aid information for academic year 2009-2010 will be available for students in Student Self-Service in MaineStreet. With the move of financial aid to the new (overall, not so new anymore) system, all major components of the University of Maine System's administrative computing structure will have been migrated to MaineStreet.

Then what?

After all functions are live, we must take a few breaths while we continue to educate ourselves about the features and byways of MaineStreet. And of course we'll be busy from now until forever with regular upgrades to the existing software—an upgrade to Financials is scheduled for April 2009.

WHERE WE'VE BEEN

March 2002
PeopleSoft selected
July 2003
Human Resources
July 2005
Financial Management
July 2006
Admissions and Campus Community
March 2007
Human Resources upgrade
March 2008
Student Records
July 2008
Student Financials



WHERE WE'RE GOING

February 2009
Financial Aid
April 2009
Financials upgrade

And Beyond
Financials Phase II
Upgrades as determined
necessary

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Campus Solutions: what, when, who

Go to MaineStreet for:	When?	Affects:
✓ Begin building fall 2008 class schedule	September 2007 and beyond	Student Records IDP Team; all academic departments (depending on campus)
✓ Application fees and payments	October 1, 2007 and beyond	Admissions Offices; Business Offices; Shared Processing Center
✓ Fall 2008 enrollment deposit processing	October 1, 2007 and beyond	Admissions Offices; Business Offices
✓ Convert ISIS schedule of classes for fall 2008 to new system	September/October 2007	Student Records IDP Team; Student Records Offices
✓ Begin transfer credit evaluation for fall 2008 new admits	January 2008 and beyond	Admissions Offices; Transfer Offices; Student Records Offices; Financial Aid Offices; academic departments (depending on campus); incoming transfer students
✓ Academic Advisement (available for fall 2008 and beyond)	September 2007 and beyond	All academic departments, depending on campus; Academic Advisement IDP Team; Student Records Offices; students
✓ Fall 2008 registration (including student self-service)	March/April 2008 and beyond	All academic departments; all students; Student Records Offices
✓ Conversion of spring 2008 grades from ISIS to PeopleSoft	June 2008	Student Records IDP Team
✓ Calculating tuition and fees for fall 2008; printing and mailing bills	July 2008 and beyond	Student Financials IDP Team; Business Offices
✓ Spring 2009 registration, including student self-service	November 2008 and beyond	All academic departments; all students; Student Records Offices
✓ Fall 2008 final grades	December 2008 and beyond	All academic departments; Student Records Offices
✓ Disburse Student Financial Aid	February 2009	Financial Aid Offices; Business Offices

COMPLETED

✓ means milestone has been successfully met.

A lot of work in Campus Solutions on MaineStreet has been accomplished since the inception of this chart. With the go-live of student financial aid in February, we've come to the end of the "new stuff" for the time being.

The chart doesn't even begin to portray the enormity of work that all of the people on all these

teams and in all of these offices have accomplished in the past few years.

Thank you to those who made these green checkmarks possible. Your many efforts and sacrifices are greatly appreciated.

Implementation: the back story

The implementation of MaineStreet in the University of Maine System over the past 5 ½ years has touched everyone associated with UMS: staff who maintain our financial and human resources systems, faculty and staff who advise and teach students, and of course our students and their parents, who register for classes and pay bills.

It goes without saying (but we'll say it anyway) that it's not likely that every one of these people will immediately embrace the MaineStreet system. Change is always hard. There were features that we liked in WebDSIS that are not exactly replicated in MaineStreet. On the other hand, there are new and improved features in MaineStreet that weren't available in our legacy systems.

This is a complex, complicated, interconnected, and sometimes cumbersome system, but as we get more and more familiar with it over time we will become fluent in navigating around MaineStreet to do our work. This applies to end-users as well as to the Information Technology Services staff who maintain the hardware and software and keep everything running.

The implementation process is also complex, complicated, interconnected, and often confusing to end-users. What follows is an attempt to describe the shared responsibilities of the campus users and the ITS team during planning and implementation.

No one locally—at the System Office or on the campus—has written the code behind the MaineStreet applications. Campus staff are led through each step of each process in the delivered product, which has been installed on a database by ITS staff. The campus staff members then define how each step-by-step process should work on their campuses, trying to come to consensus with their System-wide colleagues to establish common practices whenever possible. The system is then set up to closely “fit” individual campus processes and procedures. Sometimes campus procedures are modified to take advantage of options provided in the software.

Modifications to the delivered product are very scary business.

Once these processes are clearly defined, the campus folks work with ITS staff to populate about a gazillion tables (each table is critical to the processes) with individual campus data. Campus reps also define what modifications are absolutely essential in the system to accomplish campus goals. Modifications to the delivered product are very scary business, because in such a complex system, a great

deal of data are interconnected. If one process is altered in any way, that change can have negative consequences for other processes.

After this initial setup is complete and tables are populated, they are moved to another, “test” database by ITS staff, so users can test the processes to see if they work as planned. **It's important to realize that only campus end-users can adequately test their own processes.**

It is the responsibility of each campus to test every scenario possible to make sure the setup works as expected. However, it is unreasonable to believe that end-users will be able to test all possible scenarios of a new process never before used, on a new system never before used. Perfection in this endeavor is always a goal, but rarely achieved.

It is the responsibility of each campus to test every scenario possible...however it is unreasonable to believe that ... all possible scenarios of a new process never before used, on a new system never before used [can be tested].

After the rigorous testing, campuses sign off on what they believe to be a setup that works as designed and anticipated. A copy of this setup is then moved to the “production” database, and we are ready to go live. However, this is not a static setup: throughout its “live” lifecycle it will continue to undergo alteration to accommodate policy changes or to fix setup errors.



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Financials upgrade
Target date is April 14, 2009.

Retirement of mainframe
Target date is December 31, 2009.

FYI: Oracle customer satisfaction

A recent three-question survey conducted by the Higher Education Users' Group (approximately 16,000 members on nearly 800 campuses who use Oracle/PeopleSoft products) elicited the following responses. On a scale of one to ten, ten is high; one is low.

How satisfied are you with Oracle as a provider?

10 = 3.83% 9 = 5% 8 = 22.33% 7 = 29.17% 6 = 18% 5 = 10.5%
4 = 4.33% 3 = 4.67% 2 = 1.5% 1 = 0.67%

How likely are you to recommend Oracle products and services to others?

10 = 5.83% 9 = 9% 8 = 23.17% 7 = 24.17% 6 = 16.67% 5 = 8.67%
4 = 4.67% 3 = 4.83% 2 = 2% 1 = 1%

If future...software needs develop, how likely are you to continue to purchase Oracle products and services?

10 = 8.83% 9 = 8.83% 8 = 23.83% 7 = 23% 6 = 11.83% 5 = 13.17%
4 = 4.83% 3 = 3% 2 = 1.83% 1 = 0.83%



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News from MaineStreet is published by Administrative Systems Development & Support in the University of Maine System. Eddie Meisner, Communications Coordinator 207-973-3290 or meisner@maine.edu Your comments are welcome. In complying with the letter and spirit of applicable laws and in pursuing its own goals of diversity, the University of Maine System shall not discriminate on the grounds of race, color, religion, sex, sexual orientation, transgender status or gender identity, national origin or citizenship status, age, disability, or veterans status in employment, education, and all other areas of the University System. The University provides reasonable accommodations to qualified individuals with disabilities upon request. Questions and complaints about discrimination in any area of the University should be directed to Sally Dobres, Director of Equity and Diversity, 207-973-3372 (voice) or 207-973-3300 (TDD/TDY), 16 Central Street, Bangor, Maine 04401.