



Student Administrative Services: *Extreme Makeover Edition*



What are the plans for implementation of Student Administrative Services? Come late July of 2006, PeopleSoft/Oracle®'s **Campus Community** and **Admissions and Recruitment** modules will be implemented in the University of Maine System.

What is **Campus Community** and what does this mean for employees? On July 31 we will begin using PeopleSoft's (PS for short) **Campus Community** screens. All biodemographic data (name, address, birth date, residency, etc.) currently maintained in ISIS will be converted into PeopleSoft on cut-over day. This means that seven universities' worth of

current students' data will be converted and matched against existing similar data for all UMS employees to create a new combined database in which everyone involved with the UMS—faculty, students and staff—exists only once. We will no longer use ISIS to input or update this information for current students. (See the next page for a glimpse of the new address screen in PS Campus Community.)

Will my PeopleSoft screens look different? If your job responsibilities do not include dealing with students and you don't now use ISIS, you will see very little change on your self-service menus after you log in to PeopleSoft. If you do deal with students, you will see a whole new set of menu options and navigations, depending on your specific job responsibilities.

What about **Admissions and Recruitment**? On July 31 we will also begin using PeopleSoft's **Admissions and Recruitment** module, but we will phase it in. Here's how that will work: Admissions staff will continue to use ISIS to admit new students entering in the fall of 2006. The technical team will be doing some magic behind the scenes to ensure that the bio/demo data for the new admits is kept in sync between PS and ISIS until all fall 2006 admissions processing is complete.

Admissions and Recruiting data for new students entering in both spring and fall of 2007 (and beyond) will be entered directly into PeopleSoft. (Some existing prospect information will also be converted from ISIS for 2007 and beyond, but all further work for those terms will be done in PeopleSoft.) By using the PS system with the—smaller—incoming spring class, admissions staff will be able to familiarize themselves with the new process before facing the much larger group of admitted students for the fall semester.

What does this mean for students? Students will be able to use the self-service features of PeopleSoft to enter much of their own data, and new students applying for admission in the spring and fall of 2007 (and beyond) will be able to complete the entire application process online.

Why the change from ISIS to PeopleSoft? ISIS is an ancient software system that is no longer maintained by its vendor. The hardware that it runs on is also out of date, and costs quite a bit in annual maintenance. ISIS is not integrated with our Financial Aid, Human Resources, or Financial Management systems. PeopleSoft will bring us additional functional capability, improved student self-service, system integration, vendor-supported software, and freedom from the old mainframe.

Will the new system be hard to learn? This will vary for people, and will depend a bit on your experience. The more exposure you have had to Human Resources (HR) or General Ledger (GL), or the Accounts Payable/Purchase Order process (AP/PO), the easier you will find it to learn Student Administration Services processes. Usually the hardest part of learning PS is not PS itself—it is letting go of (or “unlearning”) the old system (ISIS). Generally, there are few codes to learn in PS because choices are spelled out in English in drop-down menus or lookup lists. Plus, there are shortcuts that you will want to learn to make your life easier.

When will I be trained? You’ll be trained a month or two before we go live. There will be classes, web instructions, FAQs and HELP. We are currently identifying a training team and trainers on the campuses. You **will** get the training you need.

How does all of this relate to the campus one-stops and the processing center? We’re using this upgrade in technology as an opportunity to make some changes in how business is done in student services. Rather than asking our students to run from office to office for assistance with various “above the line” (see “A Project Glossary” online or *Employee Update Issue 14* for definition) needs, each campus will offer **one-stop** service.

Many self-service options will be available to current students. Transactions that they cannot or choose not to complete using self-service online can be conducted in one location at one time at each university. Check with your campus representative to the Project Enterprise Steering Committee (see *Issue 14* for a list) for the latest developments at your university.

Some business processes in student services are considered “below the line” and do not necessarily need to be conducted face-to-face with a student on a campus (billing and data entry are two examples). These tasks can be consolidated and centralized at a **processing center** for more efficiency.

Addresses

Paul Bunyan

0066880

Current Addresses				
Address Type	Address	Effective Date	Status	Edit/View Address Detail
Home	6 Main Street Bangor, ME 04401 Penobscot	10/25/2004	Active	Edit/View Address Detail
Mailing	c/o Babe the Blue Ox 123 Any Street St. Paul, MN	10/25/2005	Active	Edit/View Address Detail

Add Address	Add Address Types
<p>Effective Date: <input type="text" value="10/25/2005"/> Status: <input type="text" value="Active"/></p> <p>Country: <input type="text" value="USA"/> United States</p> <p>Address: Edit Address Address Linkage</p> <p><input type="button" value="Submit"/> <input type="button" value="Reset"/></p>	<p><input type="checkbox"/> * Home</p> <p><input type="checkbox"/> * Mailing</p> <p><input type="checkbox"/> Business</p> <p><input type="checkbox"/> Check</p> <p><input type="checkbox"/> Campus</p> <p><input type="checkbox"/> Billing</p> <p><input type="checkbox"/> Permanent</p>

* Active address exists
[Explain](#)

Address Screen, at left, as employees will see it for student addresses in the new PeopleSoft Campus Community module. Campus Community comprises about 12 screens (names, addresses, ethnicity, etc.); this is but one that you will frequently see.

Stress Alert!



System-wide, all campus offices that deal with student records, student financials, and student admissions are deeply involved this academic year in initiatives on several fronts: IDP (new term replacing fit/gap; see **A Project Glossary** on page 4) for PeopleSoft's Student Administration Services, implementation of the recommendations of the THESIS report, including planning for campus one-stop centers, and implementation of a new document imaging system (to be used, among other things, to turn hard copies of admissions applications into online versions).

This, of course, is in addition to the regular day-to-day duties required to keep the offices up to date on normal business activities. Staff members from these offices at all UMS universities are working very hard to provide all the services—in a timely manner—that their campus communities are accustomed to. However, we need to be aware that sometimes, a timely response may not be possible, or a service may have to be curtailed for a time.

Let's face it: this is a challenging year for the student services offices. Changes are not always easy (as we know from learning our new Financial Management system), and we're all under additional stress

when we're developing and learning new ways of doing business. We need to remember, as always, that patience is definitely a virtue.

Keep in mind also that the end products of all of these efforts are better student services and an improved administrative infrastructure that will benefit the entire University of Maine System community. For each of us, personally, this is an opportunity to learn vital skills that will enhance our job performance in the University System or elsewhere.

The New Portal

On November 21, when you log on to PeopleSoft Employee Access, you will be greeted by a page with a new look. The new Project Enterprise Portal will appear very different from the "PeopleSoft" screen you've been seeing for the past few years. Don't be concerned. This new portal will get you into our UMS Enterprise computing systems, just as the old one did. But beyond that, the new portal provides:

- Access to more information.
- Customization, so you can personalize both layout and content.

The first time you visit the new portal page, you'll find a welcome message with a link to a quick guide that explains how to personalize your page.

The screenshot displays the Project Enterprise Portal interface. At the top, it says "Hello McLean!" and includes navigation links like "Home", "Add to My Links", and "Sign Out". Below the navigation is a "Personalize" section with "Content", "Layout", and "Tue, Oct 25, 05 3:42 PM". The main content area is divided into several sections: "Enterprise Menu" with links for "University of Maine System", "Employee Self-Service", "Enterprise Applications", and "My Personalizations"; "The University of Maine System" with logos for various campuses; "Project Enterprise News" with a "Welcome to the new Project Enterprise Portal" message; "View Checks and History" with links for "View Paychecks", "View Compensation History", and "View Request W2"; and "Weather Magnet" for "Yppoon, Australia" showing a "73 °F" forecast.



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The People Behind the Project

McLean (Mac) Poulin, right, is Project Enterprise's Change Management Specialist. He moves changes, fixes, and patches safely from one database to the other. Mac also is responsible for security in the Financial Management system. In his off-duty hours, Mac serves as a volunteer basketball coach at John Bapst High School in Bangor and as a volunteer baseball coach at Hampden High School.



A PROJECT GLOSSARY

Interactive Design Prototype: The new, improved "fit/gap process." In our previous PeopleSoft implementations in Human Resources and in Financials, the fit/gap process meant that a team of specialists determined how PeopleSoft "fit" with the way we do business, and where the "gaps" were between how we do business and how PeopleSoft works.

Work on the Campus Community and Academic Structure modules of Student Administration Services takes a different tack. Rather than just looking for fits and gaps, the specialists (representatives from each university in specific subject areas) are actually designing and populating data tables and setting up the programs as they go, resulting in a prototype of the final system. Thus the new, more accurate term—Interactive Design Prototype, or IDP for short—has entered the Project Glossary.

Turns of Phrase



"[Financials] implementation did not end July 5. It is a process that will continue for some time to come. The ongoing hard work and dedication of staff throughout the University of Maine System will make it successful." *Cindy Quinn, Executive Director, Financial Resources, University of Southern Maine*

"One of the intangible, non-quantitative benefits of PeopleSoft has been the collaboration among all employees, system-wide, toward a common goal." *June Baldacci, Director of Purchasing, University of Maine*

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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