



Moving Forward: Next Steps for Student Administration Services

The dust hasn't really settled yet after implementation of Financial Management in July, but there's never a dull moment in the University of Maine System!

This issue of *Employee Update* is devoted to bringing us up to speed on the planning now underway in **Student Administration Services**.

If you have looked at the **THESIS** website (and we recommend that you do; see www.maine.edu/thesis) you may have read the interim reports and be aware of some of the recommendations for changes and improvements in student services that were endorsed last spring by the presidents, the chancellor, and the board of trustees.



The University System was recently awarded a \$300,000 grant from the Davis Foundation to fund the design and development of some specific THESIS recommendations: creation of campus "One-Stop Centers" and "back office" process consolidation.

With the implementation of PeopleSoft®'s Student Administration Services module, we will finally have the technology in place to support these exciting new initiatives. (For more about One-Stops and back office, see page 2.)

But one step at a time. Before all of these recommended changes become reality, before PeopleSoft is implemented, there's lots of work to be done...and **YOU CAN HELP**. See page 3.

THESIS + PeopleSoft = Project Enterprise!



THESIS (Transforming Higher Education Student Integrated Services) was created to "invent and recommend new processes for providing high quality, innovative and efficient services for students throughout the UMS" (its charge) so we can take full advantage of the possibilities provided by **PeopleSoft**, and to help achieve Strategic Direction 7 of the Strategic Plan. **Project Enterprise** was originally focused solely on implementation of the PeopleSoft product, which will provide the technology to support the changes, enhancements, improvements, and/or new processes recommended by the THESIS Core Team and endorsed by the presidents, chancellor and board.

As THESIS and PeopleSoft planners have pursued their goals, it has become clear that **these two projects need to be working hand in hand: they need to become one unified endeavor**. Makes sense when you think about it. THESIS has responsibility for business processes; PeopleSoft is the tool for these processes; we need to plan for both in an integrated fashion. Thus, the previously separate advisory groups for THESIS and Project Enterprise have been unified as a single planning group under the banner of a more broadly conceptualized Project Enterprise (see page 2). (For more history, see www.maine.edu/peoplesoft and www.maine.edu/thesis.)

Project Enterprise Governance

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A Project Glossary: Self-Service, One-Stop and more

The Student Administration Services segments of PeopleSoft will affect everyone in any area of student services, from admissions to registration to financial aid to grade reports to advising students. Students, too, will be users of the PeopleSoft system when they begin to access the new online application forms and Self-Service options. It's time for some new glossary words for all of us.

Self-Service and **One-Stop**, along with “**above the line**” and “**below the line**” services, are terms you're now likely to hear and read about regularly.

Self-Service means, as you can figure, that students will be able to access information and complete transactions themselves, most likely online using PeopleSoft (getting information, registering for courses, checking grades, paying bills, etc.).

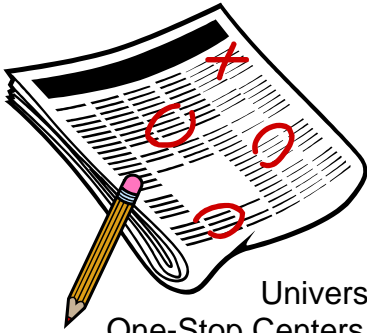
A **One-Stop Center** will be established on each campus (in a physical location), to serve current students. At the One-Stop, students will be able to sign promissory notes, drop or add classes, get or request transcripts, apply for financial aid, pay bills (if they haven't chosen to do so using Self-Service) and more, all at the same location, all at the same time.



“**Above the line**” refers to those services that are best provided to students face-to-face, in person by a person, on the campus (all of the options provided by the One-Stop Center, for example).

“**Below the line**” refers to those services that are considered “back office” and do not necessarily need to be done at the student's home campus (such as billing, loan collection, data entry). Below the line services will be consolidated and centralized to increase efficiency.

HELP WANTED!



**Challenging and rewarding planning opportunities
for motivated individuals!**

University of Maine System seeks help designing and organizing campus One-Stop Centers and “back office” Processing Center as recommended by THESIS report (see www.maine.edu/thesis for details).

Opportunities available include:

- Planning Team members for campus One-Stop Centers •

If interested, please contact your campus representative to the Project Enterprise Steering Committee (see page 2).

- Planning Team members for Processing Center •

To be selected from throughout the University of Maine System; each team member will serve the team as a functional lead for one of the following five areas:

Financial Aid

Student Records

Admissions

Student Loan Processing & Collections

Student Financials

If interested, please contact any of the Project Enterprise Sponsors (see page 2).

Time commitment (applies to both planning teams): Up to 1½ days/week during THESIS/PeopleSoft implementation planning, beginning in late September or early October and continuing through implementation of Admissions & Recruitment and Campus Community in summer 2006.

Potential for ongoing involvement (applies to both planning teams): At this time the Sponsors and Steering Committee are recruiting for participation in planning the future One-Stops and the Processing Center. The Sponsors and Steering Committee recognize that people involved in the planning may become interested in and develop the expertise for new leadership positions that will emerge as business processes are redesigned.

Join the team! • Help to design our future!





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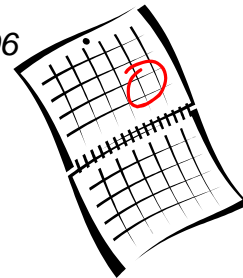
The People Behind the Project



Jon Henry (left) and **Alison Cox** have brought expertise in the areas of admissions and student services administration systems to the efforts of both THESIS and Project Enterprise. Jon is the subject matter expert for admissions, and Alison is the student services implementation integrator. Alison has worked in institutional research, admissions, system-level information technology, and registrar's offices at a number of higher education institutions. Jon came to this project after 20 years in college admissions, most recently serving as a director at several universities. When not at work, Alison often can be found on a stage somewhere or—weather permitting—kayaking or cross-country skiing. Jon is active in the Boy Scouts, church, and school activities with his two sons; he also teaches a graduate course in college admissions counseling at UMaine.

Student Administration Services Implementation Timeline

Admissions & Recruitment and Campus Community: *Summer 2006*
Student Records and Student Financials: *Summer 2007*
Academic Advisement and Contributor Relations: *Summer 2008*
Financial Aid: *January 2009*



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Your comments are welcome.

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