FROM THE CHANCELLOR

Dear Colleagues:

Thanks to you, the implementation of PeopleSoft continues to progress. The software is bringing much-needed improvements to our administrative systems, and you are a key part of that solution.

Our ability to serve the people of Maine depends on the use of sound business practices, efficiency, and cost containment. PeopleSoft technology is an important tool in achieving those goals.

While we have all felt the growing pains associated with a software change of this magnitude, many milestones have been met since the launch of PeopleSoft Human Resources in July.

Implementation will continue as outlined in this newsletter, with a priority placed on communication and training throughout the process.

It is important to remember that the benefits to be gained by PeopleSoft will be fully realized when the software is integrated across all applications.

Thank you for your continued support and cooperation. Please know that you are making a difference.

Joseph W. Westphal
Chancellor

STAY INFORMED

A reminder to all faculty, staff, and student employees: All news pertaining to PeopleSoft will be directed to your username@maine.edu e-mail account.

If you read e-mail at another address (i.e. userid@umin.maine.edu), you have two options:

1. Begin checking your maine.edu account:
   - Log onto http://mail.maine.edu
   - Click on “Web browser access to mail”
   - Enter your UMS username and password

2. Have your maine.edu messages permanently forwarded to your preferred e-mail account:
   - Log onto http://mail.maine.edu
   - Click on “Change your UNET account mail forwarding”
   - Enter your UMS username and password
   - Select the “Forward to the following address(es)” option and enter your preferred e-mail in the space provided
   - Click on the “Change Forwarding” tab

Please contact the UNET Help Desk at 561-3587 with any questions or problems.

WHAT’S AHEAD

2004  Begin design of PeopleSoft Student Services modules

IN THIS ISSUE

From the Chancellor ................................................. 1
What’s Ahead......................................................... 1
Stay Informed ........................................................ 1
SSTP Overview ...................................................... 2
PeopleSoft Progress Report ....................................... 3
Common Time-Entry and Approval Errors.............. 4
**SSTP AND IMPLEMENTATION OF THE PEOPLESOFT STUDENT SERVICES MODULE**

Chances are that SSTP has already been added to your PeopleSoft vocabulary -- four simple letters with powerful potential to spark positive changes in the Student Administration processes used by our universities. For those unfamiliar with SSTP, below is a brief outline of the project and a look at what’s to come.

**What is SSTP?**
The Student Services Transformation Project, under the direction of the SSTP Core Team (see list below) is laying the groundwork for implementation of the Student Services module of PeopleSoft, scheduled to begin in spring 2004. In reviewing and recommending changes, the Core Team has sought to strive for consistency, develop a concrete plan, establish processes that improve information flow and enable administration to make informed decisions, and respect the integrity of the missions of the universities in all phases of its work.

**Why now?**
The upcoming change to PeopleSoft provided a prime opportunity to examine the best practices of other universities and improve our current Student Administration processes before switching to the new software.

**What’s happened so far?**
The SSTP Core Team has worked with the SSTP Advisory Committee to examine current processes and determine Improvement Opportunities (IOs) that can be utilized. The process has included extensive input of individuals and departments from each of the universities, with emphasis placed on evaluation by campus leadership as the process has evolved.

**Activities to Date**
- **April-June**: SSTP Core Team begins review of processes and identifies Improvement Opportunities
- **June**: Establishment of SSTP Advisory Committee and review of IOs
- **July**: Presidents and Chief Academic Officers review IOs and recommend refinements
- **July-Aug**: Core Team and Advisory Committee refine/revise IOs and determine recommendations
- **September**: Recommendations presented to Presidents for feedback
- **October**: Begin design and development of Student Services delivery, with input from appropriate functional groups, based on recommendations

**What’s ahead?**
Student Administration processes will continue to be revised and reviewed, with regular updates provided to staff. Final decisions regarding policies and permanent changes will be made by the Presidents and Chancellor.

For more information on the progress and timeline for SSTP, please log onto [http://www.maine.edu/peoplesoft/ssstpsummaries.html](http://www.maine.edu/peoplesoft/ssstpsummaries.html).

**SSTP Core Team**
- **Marty Berry**: Dir of Student Financial Info Systems (USM)
- **Lisa Bongiovanni**: Dir of Financial Aid (UMA)
- **Dennis Casey**: Bursar (UM)
- **Alison Cox**: Student Administration Systems Implementation Integrator (UMS)
- **Peggy Crawford**: Dir of Student Financial Aid (UM)
- **Tracy Elliott**: Dir of Internal Audit (UMS)
- **Gary LaGasse**: Mgr of Student Systems & Tech Support for Admin Systems (UMS)
- **Christine LeGore**: Dir of Education Services (UC)
- **John Murphy**: VP for Administration (UMFK)
- **Sharon Oliver**: Dir of Admission (UMF)
- **Steve Rand**: Registrar (USM)
- **Mary Stover**: Registrar (UMM)
- **Woodrow Stroble**: Dir of Institutional Planning & Technology (UMPI)
There has been much progress made since the July implementation of PeopleSoft Human Resources through the hard work of staff across the University System. Below is a status report on a variety of key issues:

Are comp and leave balances being printed correctly on pay stubs now?
We believe that any issues regarding incorrect balances appearing on pay stubs for leave and sick time (monthly and bi-weekly employees) and comp time (bi-weekly) have been resolved, with correct totals printed on pay stubs as of the end of November. If you have any doubts about your leave balances, please contact your university Payroll Office for verification.

Please Note: The Annual Leave Maximum Carry Forward Date is Dec. 31, 2003. Employees should plan to use their leave before Dec. 31 to avoid forfeiting any excess amount.

Why have paycheck errors occurred?
Data-entry mistakes and unfamiliarity with PeopleSoft created the potential for errors in paycheck amounts. The University System is working to improve management reports, internal controls, and error warnings to protect against any future errors. If you have been underpaid, corrective measures will be taken immediately. Under Maine law, you are obligated to return any monies paid in error.

What is the status of student payroll?
There have been individual students affected by data-entry and program errors. Checks have been issued to those students as quickly as problems were identified. If you are a student employee and are experiencing problems entering your hours or receiving your paycheck, please talk to your Supervisor or Student Payroll Office and a paper time sheet may be submitted. The System continues to work with student employment and financial aid personnel to improve and monitor student payroll processes.

Are all Benefits issues resolved within PeopleSoft?
Due to data conversion problems during implementation, a small number of employee records did not correctly pass the interface to the Anthem health insurance database. The University System has worked to restore coverage to employees and dependents as quickly as possible. If you have any concerns about your coverage, please contact your university Benefits Office.

Is PeopleSoft secure?
As previously reported, encryption security has been installed in PeopleSoft Human Resources. All employee information, including data maintained on the self-service pages, is secure.

Is there a faster process for correcting time-entry mistakes?
If time has not been approved: Time can be deleted, saved, and re-entered in one session; the time will be recalculated when nightly Time Administration runs.
If time has already been approved: Call your university HR Office to have the information corrected.

Will there be updated training materials provided?
Yes, employees should stay tuned for information regarding:
1. Additional training for Time Approvers
2. Helpful guidelines for calculating and entering comp time for bi-weekly employees
3. Links to updated time-reporting codes for bi-weekly employees

End-of-Year Reminder
To prepare for important mailings, including the distribution of W-2 forms, please be sure to update your home address through the “Maintain Personal Information” section of PeopleSoft Self-Service.
COMMON ERRORS MADE DURING TIME ENTRY AND APPROVAL

Improving time-entry and approval techniques will help alleviate many of the problems encountered with PeopleSoft. Please remember the following:

TIME APPROVERS SHOULD:
1. Approve time every Monday before 10 a.m.
2. Review the number of hours you are approving
3. Always use Sunday as the starting date when viewing hours to approve

STUDENTS ENTERING PUNCH TIME SHOULD:
1. Use a.m. and p.m. correctly: 12 a.m. = midnight / 12 p.m. = noon
2. Pay attention to warning messages, which are most frequently caused by having two consecutive INs or two consecutive OUTs. (This occurs when a.m. and p.m. are used incorrectly or the wrong date is used.) Please review the data entered and contact Student Payroll if you cannot determine the source of the warning.

EXCEPTION MANAGERS SHOULD:
1. Monitor the exceptions identified in Time Administration daily