What is THESIS?

Why is UMS engaging in process re-design and re-organization?

Our vision is to deliver high quality, innovative and integrated student services throughout the University of Maine System that enhance the student’s total educational experiences and lifelong relationship with the University.

To achieve this vision we will:

• Help students help themselves;
• Deliver consistently high quality – timely, accurate, and courteous – service at all times;
• Remove campus and functional barriers to effectively meet student needs;
• Design cost effective processes that are more efficient for students, staff and faculty;
• Maximize the use of technology to deliver student services; and
• Continually evaluate and improve our services.

What are the effects of process redesign and re-organization on employees?

Process re-design and reorganization often raise complex and difficult questions related to the impact on employees. It is important to acknowledge and address these issues up front and as the project progresses. The work of re-designing processes and implementing change will be hampered if employees are worried about their future and if they perceive that the organization is unaware or unconcerned about the impact on people.

The University of Maine System has a strong interest in retaining skilled, dedicated employees and continuing to benefit from their knowledge and experience. As we improve quality and efficiency of services, we must invest in employees, the human resources that make excellence and efficiency possible.

What are the possible impacts of process re-design on positions?

- There may be fewer positions available in total for the areas affected.
- The re-design may result in new positions, in some cases in different locations.
- Position requirements and responsibilities will change.
- Re-organization will lead to training, growth and new opportunities for employees.
- Improved student service and student satisfaction will result in increased job satisfaction.
**How will the University manage the impact on employees?**

- UMS will make every effort to avoid and minimize any negative impact on individuals by using workforce management initiatives, such as those described below.
- Where possible, we will take advantage of voluntary attrition (resignations, retirements).
- We are committed to providing appropriate training to enable employees to perform new functions.
- Subject to negotiation where required, UMS will provide options such as hiring preferences, transition assistance, and incentives for voluntary attrition to relieve the impact of position changes on affected employees.

This statement was reviewed and approved by the UMS Presidents Council.

If you have questions about the THESIS project, please contact a member of the THESIS Advisory Committee, listed below. You may also contact your university human resources department.

- Allen Berger, UMF
- Tracy Elliott, SWS
- Ginny Gibson, UM
- Dick Kimball, UMPI
- John Murphy, UMFK
- Rosa Redonnet, USM
- Janet Waldron, UM
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