



Dear Colleagues:

It's now been three weeks since USM's implementation of the Student Records module of MaineStreet Campus Solutions. It's time to share updates, hints, and to clear up misconceptions. It's my hope that this information will be helpful for all of us as we move toward full implementation of this promising new administrative system.

- Background of the Project: The entire University of Maine System is implementing MaineStreet due to outdated legacy systems which were no longer supported by vendors; not integrated; and did not provide the 365/24/7 service that our students and employees expect and that MaineStreet can provide.
- Implementation began with Human Resources in 2003, Financials in 2005 and Admissions/Recruitment in 2006. Student Records is "going live" as we speak; this process will continue throughout this year. Student Financials (billing, bill payment, etc) will be implemented in July of this year. Financial Aid is scheduled to be implemented in 2009.
- Student Records Implementation: When implementing systems like this, it is important that you implement at the start of the academic year cycle. This process began with the schedule building process for Fall which occurred in October and continues with the "go live" of registration. Once academic history is converted to MaineStreet in late May, we will have a fully functional prerequisite checking capability, something we did not have in our old system. This will link into a far more robust degree audit capability which will enable students and advisors to more easily track degree progress and explore options as students consider changing or adding majors. The Student Center not only enables a student to utilize self service for registration and eventually bill payment, but it will also permit students to have access to all of their information from enrollment to billing to financial aid. The Faculty Center will enable faculty to have easier access to class lists, better ability to communicate with students in their classes, and the option of utilizing the grade book capability within MaineStreet. The Advisement portion has some wonderful tools that advisors can use to more easily identify and communicate with their advisees. Many more features will come on line as we become more familiar with this new system.
- Load Concerns at Go Live: Because all seven campuses of the University of Maine System are implementing Campus Solutions at the same time, there was concern at the System level that we not run the risk of the system "crashing" or being unable to handle load. Three decisions were made by all seven campuses to counter this concern:
  - 1) Agreeing to register groups of students in "enrollment windows"; for USM, these windows are very long for each class, and all will open up by April 19. For a complete description of these enrollment periods, please go to: <http://www.usm.maine.edu/reg/Falltabloid/RegistrationScheduleandInformation.html>.

*Note: If a student misses their enrollment window and cannot wait until everything reopens on April 19, please have them contact the Registrar's Office for assistance.*

- 2) Implementing a "time out" period of half an hour – this means that if you open a window in MaineStreet and do not do anything within the system for that time period, you will time out and have to log in again.
  - 3) Disabling access to MaineStreet for non matriculated and potential students until advance registration is complete. Our priority right now is to register our current students. Nonmatriculated students can currently access all information by going to the website mentioned in item 1. Access will be opened to MaineStreet for all students by no later than the end of April.  
*Please note: All of these decisions are only in effect for this first registration cycle due to the newness of the system. As we continue through the next month or so, we will revert back to our normal process.*
- Access to MaineStreet: USM did substantial work "setting up" our faculty and staff to access MaineStreet. If you have problems accessing MaineStreet, please contact Pat Davis at 780-5911 or email [patdavis@usm.maine.edu](mailto:patdavis@usm.maine.edu).

Here is some additional information to help all of us through this process:

- Course Schedule: Due to a combination of budget constraints, declining use by students, and simply inaccurate information at the time of printing, a decision was made to NOT print a course schedule this year. The course search feature within MaineStreet enables students and advisors to look at the schedule from a number of perspectives. We do recognize that some find a printed schedule useful; there is a pdf version of both the schedule and the listing of core course available at:  
<http://www.usm.maine.edu/reg/Falltabloid/RegistrationScheduleandInformation.html> .
- Course Descriptions: A unique feature within MaineStreet is the ability to read course descriptions within the Course Search. Unfortunately, due to some workload issues, some descriptions that were loaded into Course Search are slightly outdated. We anticipate reloading the 2007-2008 course descriptions into MaineStreet within the next week. *In the interim, please advise any students to use the course descriptions found within either the hard copy 2007-2008 catalog or the on line USM catalog:* <http://www.usm.maine.edu/catalogs/>  
The updated 2008-2009 catalog information will be loaded into MaineStreet as soon as it is available (by early July is the expected date).
- Employee Training: Many faculty and staff have attended one or more of the many sessions we have conducted or have utilized the on line UPK training tool available within MaineStreet. We have been focusing our training on those faculty and staff who have typically advised and, in some cases, registered students. These sessions will continue to be scheduled throughout this current semester and the next academic year. We will be scheduling faculty sessions to

review the Faculty Center after advance registration. These faculty sessions will continue throughout the year. Please refer to <http://www.usm.maine.edu/hrs/staffdev/workshops/> for information about these sessions.

- Useful tools: All of us need time to learn this new system. With information, helpful hints and useful links, the USM MaineStreet website is a perfect spot for you to access all that you need to venture down this new road: <http://www.usm.maine.edu/erp/> .
- Suggestions and Questions: If you have any questions or have suggestions about resources or possible enhancements that would make this new system even more beneficial for our students and for you, please do not hesitate to contact Steve Rand, Diane Hoyt or Rosa Redonnett by email or phone.

The implementation of something as complex as an entirely new administrative computer system is daunting. The Student Records component is among the most complex. We have employees who have spent several years working toward getting us to the point of implementation. These people, who in essence worked two full-time jobs and lived away from home for days and weeks at a time, deserve our respect and thanks.

It is inevitable that we will encounter hiccups and glitches along the way. Consequently, we will need to revise certain decisions made along the way. That said, the feedback we are getting from students who have enrolled or experimented with the system thus far have been extremely positive; we hear the same from many faculty and staff who have also had a chance to become more familiar with it.

We appreciate your patience and understanding as we bring our systems into the modern era. Please share this communication with any of your colleagues who may not have easy access to email.

Sincerely,

Rosa Redonnett  
Vice President, Enrollment Management and Chair, USM Core MaineStreet Team