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# THESIS – Transforming Higher Education Student Integrated Services for the University of Maine System

## THESIS Introduction

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March 14, 2005



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- Background & Project Objectives
  - Timeline
  - Communications
  - Next Steps
  - Team Contact Information
  - Questions/Comments
  - Appendix

# The work performed by the THESIS team is supported by University of Maine System's (UMS) Strategic Plan

***Strategic Direction 7 - Centralize the System's business/administrative functions, where appropriate, in order to leverage resources and increase effectiveness of service throughout the System.***

## GOALS

*The Strategy #7 Committee's goals, as outlined in the Strategic Plan, are to:*

- Support and enhance ERP infrastructures that will allow for greater centralization;
- Coordinate information technology operations where appropriate;
- Consolidate the systems for shared services (i.e., business services);
- Create a more coordinated approach to human resources; and
- Directly coordinate some of the admissions and financial aid, bursar, and loan collections processing systems.

## APPROACHES

*In order to achieve these objectives, the Strategy #7 Committee should focus on three major areas:*

- System-wide Services: assessing/centralizing services, where appropriate, in four major areas:
  - ▶ **student administrative**
  - ▶ developing and maximizing the use of integrated technology systems
  - ▶ business services
  - ▶ human resource services
- Workforce Management: retraining and re-deploying employees to higher priority positions within the workforce, attrition management, retirement incentives, and related programs
- Other areas may be identified as work progresses

## OUTCOMES

In order to achieve the goals and objectives of implementation planning, it is necessary to employ an action-oriented and results-focused methodology for committee work. This methodology, called SMART, will lead to coherent, focused, effective outcomes. SMART is an acronym for the common characteristics of obtainable objectives. They are: Specific, Measurable, Aggressive-Achievable-Agreed to, Reasonable, and Time-bound.

***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 experience 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.

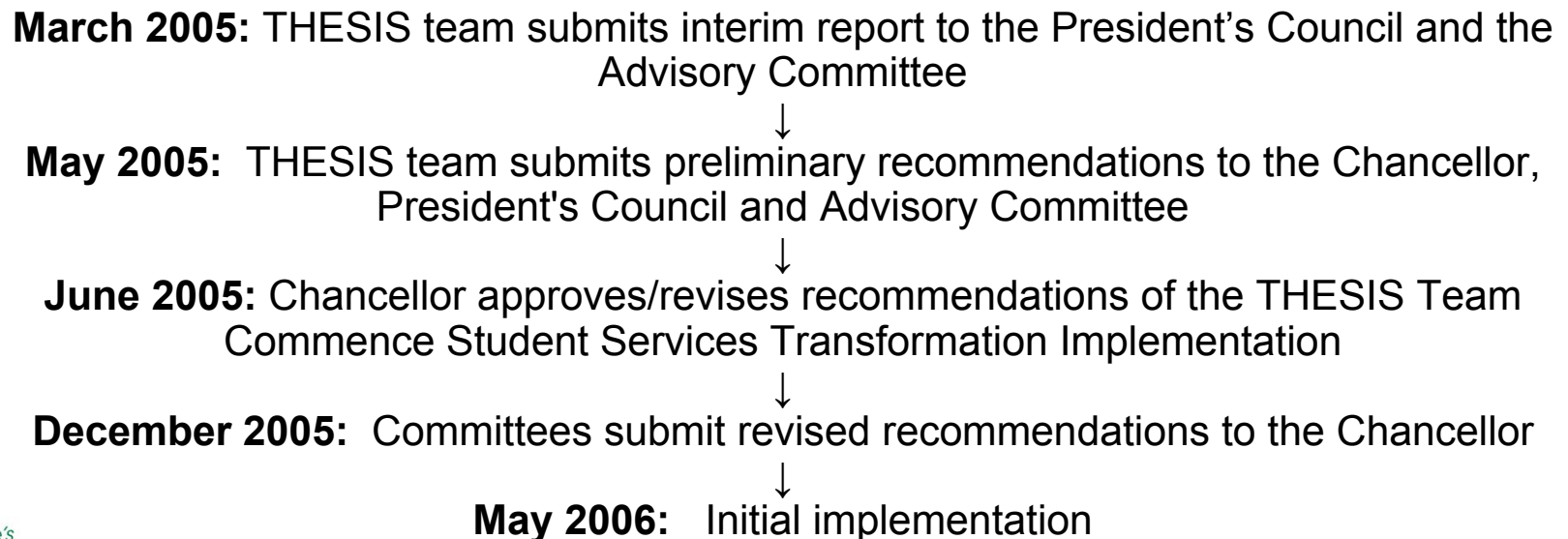
# Estimated Timeline

The estimated time required to complete this project is 16 weeks, this is the proposed timeline.

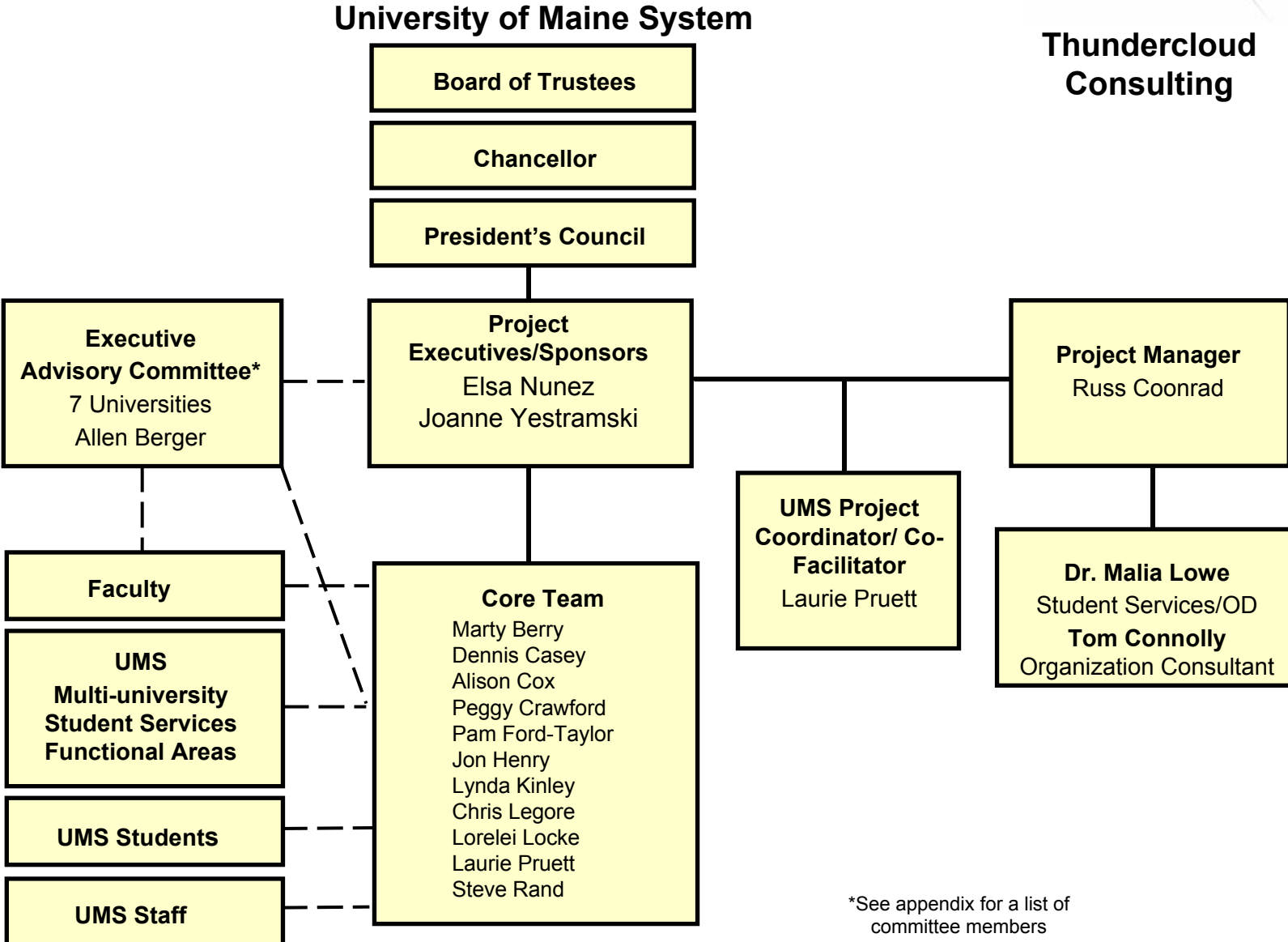
	Week of	Jan 31	Feb 7	Feb 14	Feb 21	Feb 28	Mar 7	Mar 14	Mar 21	Mar 28	Apr 4	Apr 11	Apr 18	Apr 25	May 2	May 9	May 16
1	Initialize Project (2 weeks)	█															
2	Document new UMS student process roles (3 weeks)			█													
2a	Create Student Service Org Vision and Desired Attributes (1 week)						█										
2b	Student and Staff Validation or processes (3 weeks)						█			Interim Report							
3	Reinvent Student Service Organization (4-6 weeks)									█							
4	Create New Student Service Organization Transformation Plan (2 weeks)															█	

# Suggested Timeline for Student Services Transformation Implementation

From now through May, 2005 the THESIS team will be responsible, through their Coordinating Chair and with input and oversight from the Executive Advisory Committee, for submitting recommendations to the Presidents and Chancellor for review. After THESIS recommendations have been revised/accepted by the UMS administration and the universities in June 2005, committees will be formed to work on the next phase of Implementation Planning, with completion of the initial implementation work slated for May, 2006.



# The THESIS team communications channels are in place to ensure timely, effective and accurate communications throughout duration of the project



\*See appendix for a list of committee members

# Next Steps

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**During February the THESIS team will begin redesign work on the following core Student Services processes**

- Admissions
- Advising (touch points with technology only)
- Registration
  - ▶ Transfers
- Bill/Pay
- Financial Aid
- Loan Collections

**The team will hold validation workshops in early March with selected students and staff to obtain input on the proposed processes**



# Questions or Comments?

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- What additional questions can we address ?
- What follow-up should we provide ?
- Any additional next steps ?

**THANK YOU FOR YOUR TIME !**

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# Appendix

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