



Welcome

Integrated Services Project
Faculties of Arts and Science

November 13, 2009
Heidi Emami, Mary Jo McCullogh and
Kathleen Massey



Principal's Task Force on Student Life and Learning

From the first contact of prospective students with the University, interactions among students, faculty, and administrative and support staff are based on mutual trust and respect. McGill strives to make the information needed by students easily accessible to them.



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Goals of Service Point

Build on the tradition of excellence at McGill and supporting the goal of becoming the student-centred University by:

- Creating a single point of contact for many administrative support services, making services and information more accessible to students;
- Transforming the profile of the services from ‘behind the scenes’ and ‘scattered’ to a cohesive and prominent place in the heart of campus;
- Providing intensive professional development to our employees to equip them to provide best in class services to our students;
- Empowering our employees to make decisions and solve problems on the front line.



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Working Group

- Romesh Vadivel, **Project Manager - Integrated Services Project**
- Francois Émond and Véronique Meunier, **EKM Architecture**
- Andrea Emrick, **Graduate and Postdoctoral Studies**
- Danielle Hay, Pauline L'Ecuyer and Judy Stymest, **Scholarships & Student Aid**
- Jocelyne Younan, Heidi Emami, Kathleen Massey, Nadine Lessard and Carol Carlson, **Enrolment Services**
- Mary Jo McCullogh, **Student Accounts**
- Sharon Bezeau, Pete Barry, Nicole Allard, Cheryl Bethelmy and Andre Costopoulos, **Faculties of Arts and Science**
- Jana Luker, **Student Services**
- Robyn Wiltshire, **Deputy Provost's Office – Student Life and Learning**
- Nuha Himmo, **Facilities Operations & Development**
- Radu Juster, **University Architect**



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Areas

- **Welcome Centre** – for prospective students and families to learn about McGill University
- **Service Point** – for current students who require support in the following areas;
- **Specialist Area** – for back-of-house staff seating and call centre





Overview

- **Functions** – Provide support to advising function, Educate, Administer, Refer
- **Processes** – Admissions, some Awards, Fees, some Financial Aid, Registration, Exams, Convocation, Exchange, International Health Card
- **Media** - In Person, Phone, Mail, Fax, Web
- **Space** - McLennan: Welcome Centre and Service Point





Services to be Integrated

Beginning in January 2010 in James 205/301 and continuing in June 2010 in McLennan (Service Point):

- Student Accounts (all)
- Enrolment Services (from James and Annex)
- International health card distribution, forms completion, fee deferrals, US loan distribution
- Front line functions and services for graduate students



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Transferring from Arts and Science Student Affairs

Beginning in late June 2010:

- Special exam approval and processing (deferred, supplemental, placement)
- Course change requests past deadlines
- Timetabling/room booking of courses administered by Arts and Science
- Ranking letters
- Approval and processing of grade submissions as well as grade changes
- Record updates (transfer credits, approved inter/intra-faculty transfer requests, approved readmission requests, etc.)
- Record cleanup (admissions, standings, graduation, etc.)
- Creation of an e-Student Record file





Remaining in Arts and Science Student Affairs

- Advising
- Study Abroad - applications and transfer credits (review/approval)
- Inter/Intra Faculty Transfer applications (review/approval)
- Readmission applications (review/approval)
- Graduation approval
- Outreach





Service Point

Location and Construction



Location

- McLennan building (ground level, corner of Sherbrooke and McTavish)
- Construction began this week
- Planned move-in: Spring 2010









Tools and Support





IT - Example of New Tools

Knowledge base

- Training data base and documentation

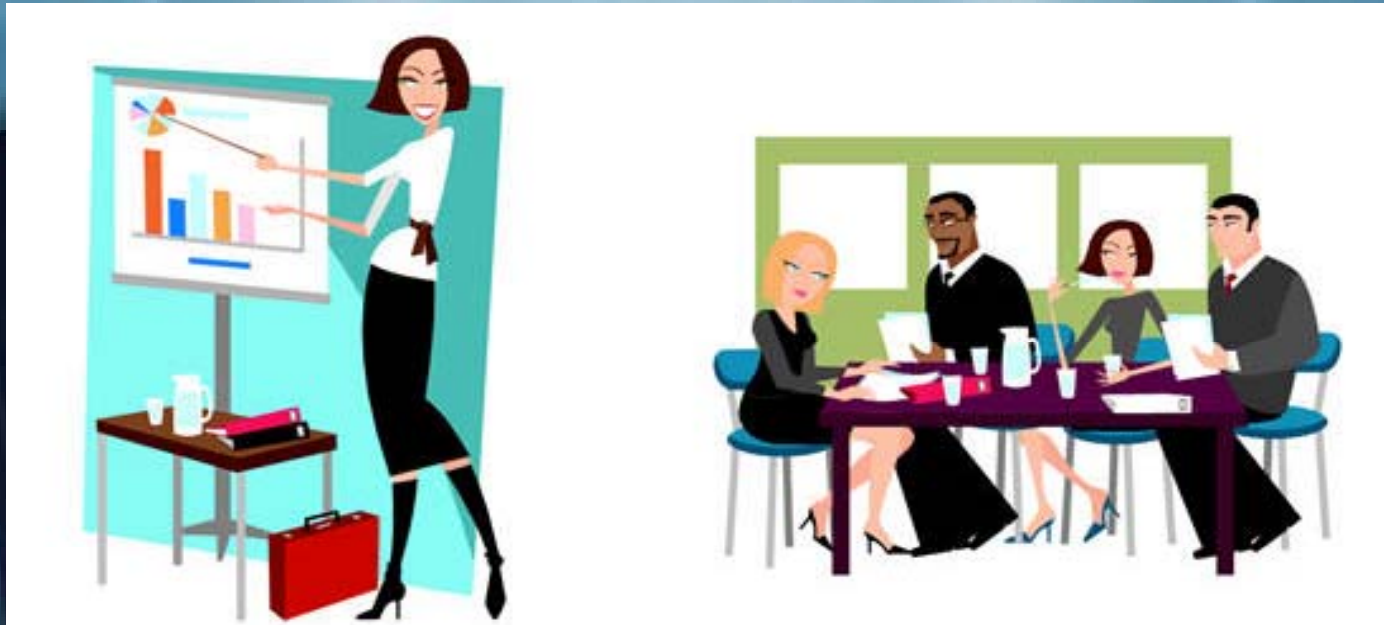
MicroSoft Communicator

- To communicate with colleagues throughout dept and across university

E-records

- Digitization of the hard copy SAO student-record/advising files





Training And Professional Development






Sessions on track:

- Started Sept 29th as scheduled
- 12 weeks total, 3.5 hrs/week
- Exactly mid-way point, just completed 6th week

On target:

- Covering topics such as:
 - General info for prospective students
 - Admissions info for Undergraduate applicants
 - Processes for newly admitted & current students such as ID cards, transcripts etc.
 - Legal documents
 - Student Accounts
 - International Health Card
 - Graduate Studies services



**Soft Launch
January 2010**



Soft Launch – January 2010 In James Admin Bldg

- One-stop Student Accounts and Registration services – ready for implementation Jan. 2010
- Graduate and Postdoctoral Studies front counter moves to 205 and 301 James Jan 2010
- US gov't loan cheques provided in a “one-stop” manner – implemented Sept. 2009
- Merged Records and Admissions call centres – implemented Nov. 2009



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Soft Launch – January 2010 In James Admin Bldg

- Centralized Commissioner for Oaths services – ready for implementation Jan. 2010
- International Health Card distribution – ready for implementation Jan. 2010
- Improved response time on official transcripts issued in person – ready for implementation Jan. 2010
- **No** Arts and Science transfer of functions in Jan 2010



Communication

Communication Website

www.mcgill.ca/integratedservices

Nadine Lessard | [Sign out](#) | [Site management](#)

HOME	PROSPECTIVE STUDENTS	STUDENT INFORMATION	ALUMNI & FRIENDS	FACULTY & STAFF	PUBLIC & MEDIA	RESEARCH & INNOVATION	TEACHING & LEARNING	ADMIN & GOVERNANCE	LIBRARY & COLLECTIONS	FACULTIES & SCHOOLS
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Integrated Services for Students

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Deputy Provost Morton Mendelson and Principal Heather Munroe-Blum meet with the winners of the Red Tape Contest, an initiative to make red tape, like dinosaurs, a thing of the past.
OWEN EGAN

Integrated Services Project

This project will create an integrated area grouping services currently offered in six different locations in four different buildings. We aim to build on the tradition of excellence at McGill through the enhancement of the student experience.

- Services to be integrated:
 - Student Accounts
 - Enrolment Services
 - Some Awards and Financial Aid services
 - Some Graduate Studies services
 - Some Arts and Science student affairs
- The new integrated service area will be located in the MacLennan building at street level in the heart of the McTavish student services corridor.
- Intensive professional development will be offered to employees to equip them to provide best-in-class support to our students.
- Employees will be empowered to make decisions on the front line - the buck stops here!

Enrolment Services [[Unit detail](#)]
James Administration Building, 845 Sherbrooke Street West [[Map](#)]
Montreal, Quebec H3A 2T5
Tel.: 514-398-3910 | Fax: 514-398-5544 | [[Email](#)]





Student and Staff Ideas

Through:

- Student feedback groups
- Service Roundtables
- Individual meetings with units
- Cross-departmental work process teams
- ‘ISP Ideas’ email at website





The image shows a detailed architectural floor plan of a building. A large white rectangular box is centered over the plan, containing the text "Project Plan and Timeline" in a bold, red, sans-serif font. The floor plan itself is divided into several distinct zones, each color-coded: a purple zone at the top left, a green zone at the top right, a yellow zone at the bottom left, a light green zone at the bottom center, a blue zone at the bottom right, and a pink zone at the top center. Red dashed lines with arrows point from various rooms and corridors to red rectangular labels with white text, such as "RECEPTION", "OFFICE", "CONFERENCE", and "LABORATORY". The plan includes numerous rooms, corridors, and structural elements like walls and doors.

Project Plan and Timeline



Project Timeline

- Publish list of services - January 23, 2009 ✓
- Name the service (staff contest) ✓
- Business process mapping and re-thinking - Start: Jan 21, 2009 ✓
- Student focus groups – January/February 2009 ✓
- Org structure, position descriptions and staffing plan – March 2009 ✓
- Logo contest completed ✓
- Positions posted – April 2009 ✓
- Training plan in development- April 2009 ✓
- Tender project (June 2009) ✓
- Complete filling new positions – August 2009 ✓
- Training starts - late September 2009 ✓
- Begin construction – November 2009 ✓

- Targeted (soft) launch of new service – January 2010
- Move into new space in McLennan – May/June 2010
- Integrate Arts/Science Student Affairs functions – June 2010



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**Thanks and have a
great weekend!**