



2nd
Service
Roundtable
Presentation

November 28, 2008



Agenda

- Update on 688 move (Carol Carlson)
- Aspirational statement, credo and values
- Integrated Services project:
 - Research wrap-up
 - Space update
 - Communication: Website launch; Branding
 - Contest!
 - Project management
 - Timeline/next steps update
- Next meeting: Friday, January 23, 2009.



Goals for Today's Presentation

- Keep you informed of actions and decisions that have occurred since we last met
- Hear your ideas
- Discuss our next steps

688 Sherbrooke

Update on Move



Update: 688 Sherbrooke Move

- On November 21, the architect in charge of the plans for the 7th floor layout at 688 Sherbrooke presented several options.
- Goal: to maximize the space for the staff while keeping as much natural light as possible.
- Plans were reviewed with the architect and we discovered a few problems with regards to work flow and lack of adequate storage.
- Architect will meet with us again (within the next few weeks) in order to present us with a new layout that will combine the best elements of the two drawings.



**Your questions answered re:
688 Sherbrooke...**

1) Will we be able to book the meeting room in 688 via outlook?

- Yes, starting in January 2009

2) How many people will fit in the 688 meeting room?

- 10-12 people

Student Life & Learning - Vision



Student Life & Learning Aspirational Statement

- Students are valued members of the McGill community.
- Students' concerns and interests pervade all aspects of University life.
- We welcome and celebrate the diverse backgrounds, goals, aspirations, needs, talents, and successes of our students. At McGill, students will have the means and opportunities to actively pursue their educational goals, to probe freely, examine, and debate issues and ideas.
- As members of a research-intensive university, students learn about, and are encouraged to participate in, research and scholarship in their field.
- The University helps students, both inside and outside the classroom, to develop the means to succeed, to inquire after truth, and to contribute to society over their lifetimes.



Student Life & Learning Credo

We will, individually, and as a group:

- foster an inclusive environment of mutual respect and dignity; value input from all members of our community and listen and respond respectfully;
- treat all equally and fairly;
- develop and deliver services in a procedurally transparent manner with community input;
- develop and deliver services in a sustainable and fiscally and socially responsible manner;
- continue to develop our knowledge and skills and provide an environment that supports this;
- perform with accountability and integrity;
- provide coherent, timely, accurate guidance and assistance in helping others make informed choices.



Student Life & Learning Values

- Caring
- Diversity
- Equity
- Integrity
- Respect
- Accountability
- Continuous Improvements
- Sustainability
- Transparency

Integrated Services Project



Your questions answered re: Integrated Services Project...

- 1) I think the Faculty of Arts SAO should have more input and perhaps be a part of the Integrated Services Working group.
 - Sharon Bezeau (Associate Director, SAO) is our new addition to the Integrated Services Working Group

- 2) We promised to get back to you regarding 4 other questions:
 - When will staff be trained?
 - When will we move?
 - What about storage space?
 - Where will we sit?

These questions will be addressed throughout the presentation.



Research wrap-up

Site Visits

- University of Ottawa
- University of British Columbia



UNIVERSITY OF OTTAWA SITE VISIT



Tabaret Building



InfoService

EXIT InfoService

InfoService branding painted on walls

InfoService

Votre billet signifie :

Admission	0 - 99
Registraire	200 - 299
Carte d'identité ou autres	400 - 499
Finance	600 - 699
Besoins spéciaux	800 - 899

- Nous vous servirons selon l'ordre de votre arrivée.
- Nous sommes fiers de vous servir dans la langue officielle de votre choix.

Your ticket means:

Admissions	100 - 199
Registrar	300 - 399
ID card or others	500 - 599
Finance	700 - 799
Special Needs	900 - 999

- We will serve you on a first come, first served basis.
- We are proud to serve you in the official language of your choice.



InfoService “triage” desk

Paiement

EXPRESS

Payment





Waiting Area (includes bank machine, snack machine, telephone)

Client/Cliente 106	Agent/Agente 9
Client/Cliente 705	Agent/Agente 6

Q MATIC

Client/Cliente 705	Agent/Agente 6
Client/Cliente 705	Agent/Agente 6

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InfoService

<p><i>Votre billet signifie :</i></p> <p>Admission 0 - 99</p> <p>Registraire 200 - 299</p> <p>Carte d'identité ou autres 400 - 499</p> <p>Finance 600 - 699</p> <p>Besoins spéciaux 800 - 899</p>	<p><i>Your ticket means:</i></p> <p>Admissions 100 - 199</p> <p>Registrar 300 - 399</p> <p>ID card or others 500 - 599</p> <p>Finance 700 - 799</p> <p>Special Needs 900 - 999</p>
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• Nous vous servirons selon l'ordre de votre arrivée.
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Programme d'échanges internationaux / International Exchange Program

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Peru
Ecuador
Costa Rica
Panama
Dominican Republic
Jamaica
Trinidad and Tobago
Barbados
St. Vincent and the Grenadines
Grenada
Dominica
Haiti
Cuba
Mexico

← **1-9** InfoService
10-11 →



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InfoService Kiosks



Entrance to Desmarais Building



Demarais Building Hallway



Computers in Waiting Room of SAO Office



Student Affairs Office



Faculté des sciences sociales
Faculty of Social Sciences

Document posted on the wall, likely a notice or informational sheet.



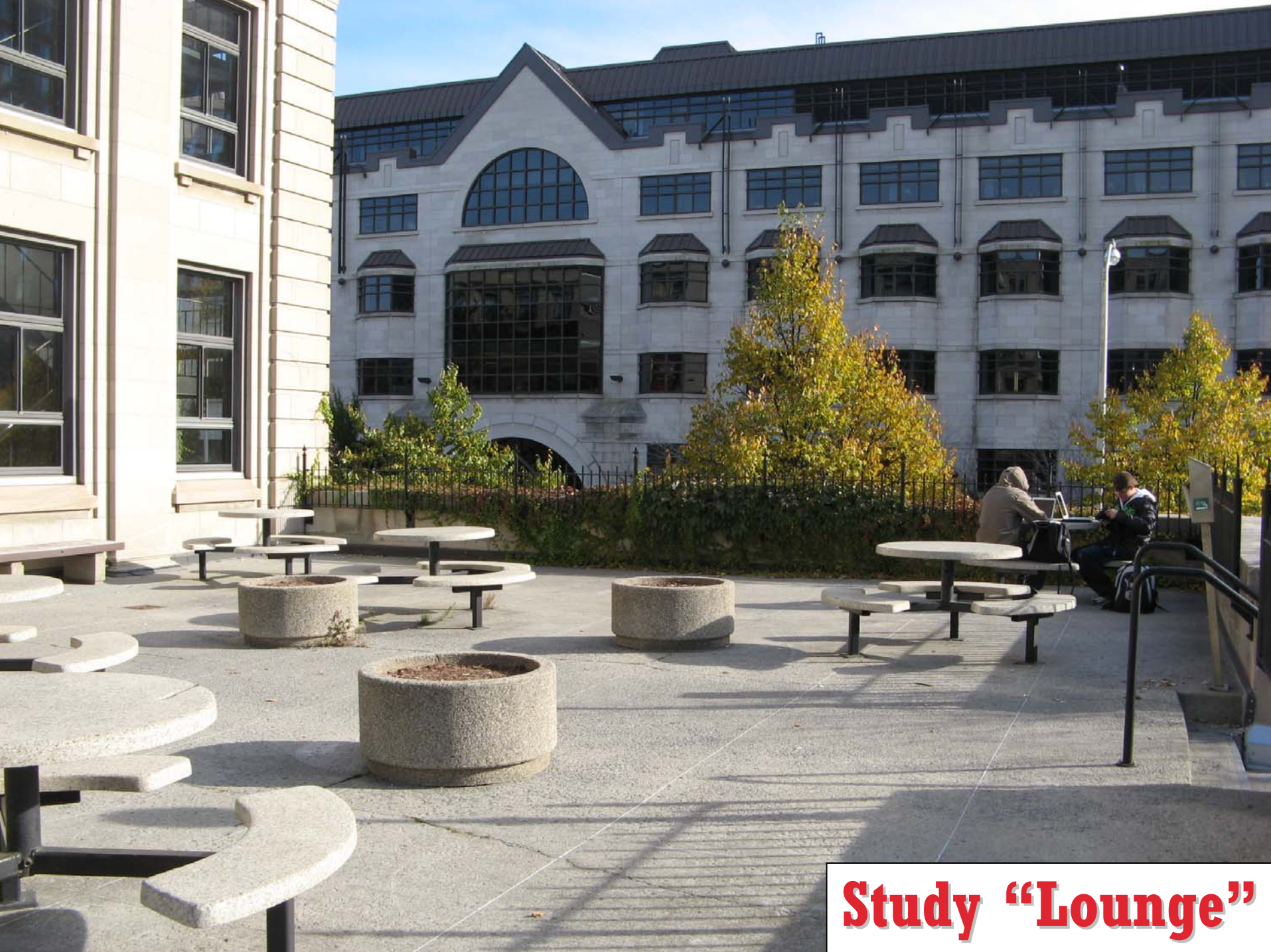
Windows within walls



Glass dividers surrounding study area



Meeting Room



Study “Lounge”



University of British Columbia Site Visit



Moveable desks



Triage



Student Information Services



Space Update

- Architects have completed the analysis of requirements vs space available
- Reviewed proposed space
- Next steps: furniture measurement, artist's vision of interior space, detailed architectural plans
- Space discussions continue



Integrated Student Services



McGill
Welcome Center



McGILL
Welcome Center

Welcome Centre



- Time to plan for a new Welcome Centre
- What would a world class Welcome Centre look like to our visitors from around the world?
- How should they feel when they enter the space?



UBC - Welcome Centre Entrance



Reception Desk



Interview Area



Waiting Area

Communication: Website

www.mcgill.ca/integratedservices

Nadine Lessard | [Sign out](#) | [Site management](#) [McGill website](#) | [myMcGill](#) | [myEmail](#)

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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 **McGill** Integrated Services for Students [Larger](#) | [Print](#)

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Integrated Services for Students

- [Team Members](#)
- [Goals](#)
- [Presentations, Resources, and Site Visits](#)
- [Space - Draft Plans](#)
- [Meetings](#)
- [Timeline](#)



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 | [\[Email\]](#)

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Contest

Name that Service!!

Everyone in GPS, Student Accounts, SSAO, Enrolment Services, Arts and Science Student Affairs is challenged to name the new Integrated Service area for continuing students.

The winning name will:

- ✓ Clearly communicate why people should visit the office or the online services
 - ✓ Be brief, catchy, work in French/English
 - ✓ Appeal to students
-
- Submit entries via email to ISPideas@mcgill.ca by 4pm, December 19, 2008. Entries will be judged by a panel of students.
 - Winning name will be announced at the January Service Roundtable. Prize: \$500 allocation toward a professional development opportunity

Branding used by other universities

UofC **service**





McGill's Service Brand?

Ideas?

Project Manager

Introducing the new Integrated Services Project Manager/E-Calendar Project Manager...

Romesh Vadivel

- Position posting and competition took place November 2008
- Developmental assignment for 1-year

Role

Keeping the balls in the air:

- Welcome Centre and Integrated Services for current students
- Process analysis
- Space details: working with stakeholders
- Fine-tune staffing plan
- Develop and implement training plan
- Work with content stakeholders to ensure a smooth transition to the new models
- Communication, website



Timeline/Next Steps

- Publish list of services to be integrated - January 23, 2009
- Student focus groups – January/February 2009
- Fundraising – planning started September 2008
- Job descriptions and staffing plan – March 2009
- Training plan - April 2009
- Training starts - June 2009
- Targeted launch of new service – January 2010
- Integrate Arts/Science Student Affairs functions – June 2010



Next Service Roundtable:

Friday, January 23rd 2009

Redpath Auditorium