



Service Roundtable

Update on moving and other transitions

April 23, 2010

service **le point** de service

Welcome Centre
Accueil McGill

AGENDA

- Welcome
- Welcome Centre – Jocelyne and Adriana
- Report on the ‘soft launch’ of integrated services – Janice and Marcella
- Move-in plans – Romesh
- The next stage of integration (Arts and Science)
 - ✓ Timing and other considerations
 - ✓ e-student record project – Heidi
- How these meetings will change
- Announcements



McGill Service Point - summer / été 2010
info: www.mcgill.ca/integratedservices
© www.ekmarchitecture.com

Guided by the 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 support staff are based on mutual trust and respect.

McGill strives to make the information needed by students easily information needed by students easily accessible to them.

McGill University, Final Report: Principal's Task Force on Student Life and Learning at McGill, 2006



Goals of Integrated Services

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; 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, as well as by working closely with colleagues around campus.



Welcome Centre Update

- **Advisory Board**

- Membership is comprised of a wide spectrum of stakeholder groups:

DAR, Residences, GPS, Recruitment, First Year Office, Faculty of Music, Alumni, Students, and McGill Parents

- **Welcome Centre in 2010 and Beyond**

- Feedback from Surveys:
 - **Continue our partnership with Residences**
 - **Saturday Tours**
 - **Virtual Campus Tour**
 - **Empower Service Point staff members to book tours through MiM**





Report on the Soft Launch

By:

Janice Johnson

And

Marcella Casella

Move-in Plan

Two moving weekends: June 11-12 and June 18-19

Date	Who	Activities
Friday, June 11	Service Point, Communications, Marketing & Planning, Admin & Finance, SESA, Welcome Centre	<ol style="list-style-type: none">1. 9am: prep, power-down for all PCs2. Techs start bundling equipment3. Staff a.m. training sessions4. Meet and greet in Dawson in p.m.
Saturday, June 12	As above	<ol style="list-style-type: none">1. Movers transport items to McLennan2. Tech set up on-site3. You may come by after 2pm to login, unpack

Move-in Plan: Part B

Date	Who	Activities
Friday, June 18	Records, Admissions, Recruitment, Student Accounts, Exams Systems team: TBD (stay tuned!)	<ol style="list-style-type: none">1. 9am: prep, power-down for all PCs2. Techs start bundling equipment3. Staff will be scheduled for training sessions/meetings off-site
Actual move date to be confirmed	As above	<ol style="list-style-type: none">1. Movers transport items to McLennan2. Tech set up on-site3. Users may come by after 2pm to login, unpack

Other Information

Boxes:

- ✓ to be provided to you no later than mid-May
- ✓ boxes will be labeled by you, per convention circulated by Romesh/Helen

Archiving:

- ✓ to be coordinated with Louise/Helen
- ✓ you are urged to archive/shred as much as possible!

Furniture:

- ✓ items are being tagged by Romesh/Helen
- ✓ Please do not remove tags. Speak with your director or Romesh/Helen if you have questions.



McGill

Have you seen the new space yet?

Would you like to go on a tour of the space now?

- Contact Romesh in advance to make arrangements for up to 5 people per tour, every morning of the week.



Next Stage of Integration

Arts and Science records activities and front line services will be integrated next:

- May: Training of Service Point team
- June 1: transfer of positions to Service Point
- July 5: transfer of responsibilities to Service Point
- July onward: Arts and Science provide on site support during transition, peak periods and beyond as necessary

E-student Record Project

- Arts and Science student files are being imaged using an improved imaging software
- ES and A/S will have access to the files from a single source (no more paper files)
- Two phases to the project:
 - Historical files
 - New documents coming in to Service Point after go-live in July

Format of the Roundtables will change

YOU will have the opportunity to present your ideas, new practices and policies at upcoming meetings.

YOU will help to create the agenda.

What would ***YOU*** like to see at the next meeting?



Newsletter – “Photo location” Contest Winner!

I'm in front of the McLennan Library doors that lead off the terrace.



McGill service point de service

Spring 2010
Volume 1, Issue 1

McGill University Service Point Newsletter McGill University

The Point

McTavish Sherbrooke

WELCOME TO THE SOFT LAUNCH!

After much anticipation, the date has finally arrived. We here at *The Point* would like to take this opportunity (an opportunity we created for ourselves!) to acknowledge all of the work and dedication the Service Point staff, Steering Committee and Council have been putting in to this ambitious project since this journey began.

MEET THE SERVICE POINT STAFF!

So who exactly are these dedicated **Service Professionals** and **Services Representatives** (17 in all) who will be representing us at the Service Point? We'll try to answer a bit of that question by way of a wee Q & A each issue. And our sacrificial lamb for the very first installment is . . .
Nathalie Michaud!

What are your hobbies/interests?
Definitely singing, my undergrad was in Voice Performance and I was a paid singer in a choral choir for 14 years! And I'm a history buff, finding out James McGill has some of the bones of his accountant in his casket along with his, this is the kind of story that tickles my nerd personality.

Aside from any positions at McGill, what's the most interesting job you've ever had?
I worked for a study on premature babies at the MUHC. I was surrounded by pregnant women, I've never been so happy!

What is the perfect weekend for you?
Cleaning the apt while listening to Cindy Lauper, then breakfast at the diner, and then driving to Ste-Agathe for an afternoon swim!

So you sing with a choir. When/where was your last performance?
I'm actually singing with a gospel choir now, we sang for the CTV telethon for Sick Kids back in December, that was a lot of fun. The director's niece sings with us and her 3 year old son sometimes comes, decked in a chair gown, and drives the crowd wild because he's so adorable.

When do you practice?
The voice won't atrophy but the breathing muscles will, so, other than rehearsal with the choir I do breathing exercises in bed at night! Lulls me to sleep, actually.

What advice would you have for people who work full time yet are also trying to pursue outside interests?
Schedule them! You can't think of your activities as options because you'll come up with an excuse not to go.

The annual GDEU audit : can you sum it up in one word?
4 words: Thank God for Assaad!

What is your present state of mind?
Proud! Honestly, as comy as this sounds, I'm really proud to have this job and be working with this team. They're a fantastic bunch who care about what they do and who they're doing it for: the student!

The natural talent I'd like to be gifted with.
A fast metabolism, Hahaha.

And . . . what you appreciate the most in your friends.
That they put up with me!

Household TIPS!

Do your children LOOOOOOVE cereal, and do you want to keep them relatively happy in the mornings, but don't want them eating something that is nothing more than junk food? Try following

the 4 CEREAL COMMANDMENTS :

1. Avoid cereals that list sugar as the first ingredient.
2. Seek out cereals that list whole grains first.
3. Try to aim for less than 2 tsp of sugar per serving.
4. Look for at least 2 to 3 g of fibre per serving.

was the name in a hat win both a gift certificate, and a wicked cool McGill Priebeel (Yes, here at The Point summer always comes early!)

The Campus Community Committee is throwing YOU a party!



Wine
Hors d'oeuvres
Live Concert



(made up of McGill staff members)

Date/Time: Tuesday, May 4, 2010 4:30 PM to 6:30 PM

Location: New Residence Hall, 3625 Avenue du Parc

Cost: Free

RSVP/Pre-Register: April 7, 2010 to May 4, 2010

Website: www.mcgill.ca/campuscommunity

Show us your McGill!!

Flaunt your McGill pride for a chance to win an elegant meal on us.

- 1) Take a photo of you and your team at work
- 2) Send it to campuscommunity@mcgill.ca
- 3) Deadline: Today!!
- 4) Prize: \$300 gift certificate to the McGill Faculty Club.

Creativity and imagination are highly encouraged, so grab your camera and take your best shot!!



**Have a great
weekend!**

