

A photograph of three students walking on a campus path, overlaid with a red tint. The student in the middle is wearing a dark hoodie with "McGill" printed on it. The student on the right is wearing a dark jacket with horizontal stripes. They are all smiling and looking towards each other.

Welcome

Integrated Services Project
Management Forum
January 28, 2009
Mary Jo McCulloch and
Kathleen Massey



Integrated Services Project



Goals

- bring together services currently offered in 6 different locations in 4 different buildings
- end the needless run-around that students have described, at best, as frustrating
- transform the profile of the services from ‘behind the scenes’ and ‘scattered’ to a cohesive and prominent place in the heart of campus
- provide intensive professional development to our employees to equip them to provide best in class services to our students
- empower our employees to make decisions on the front line – the buck stops here
- build on the tradition of excellence at McGill through the enhancement of the student experience
- preserve the hand-offs, partnerships and links with our colleagues across the university



SLL Values

- The following values are guiding the development of the services and position descriptions
 - Caring,
 - Diversity,
 - Integrity,
 - Accountability,
 - Equity,
 - Respect,
 - Continuous Improvement,
 - Sustainability,
 - Transparency



Integrated Services in brief

- **Functions** – Advise, Educate, Administer, Refer
- **Processes** – Admissions, Awards, Fees, Financial Aid, Registration, Exams, Convocation, Exchange
- **Media** - In Person, Phone, Mail, Fax, Web
- **Space** - McLennan: Welcome Centre and integrated services centre



Team

- Judy Stymest, SSAO
- Jocelyne Younan, Enrolment Services
- Mary Jo McCullogh, Student Accounts
- Lissa Matyas, Graduate and Postdoctoral Studies
- Jana Luker, Student Services
- Robyn Wiltshire, DP-SLL
- Nadine Lessard, Enrolment Services
- Kathleen Massey, Enrolment Services
- Nuha Himmo, Project Manager
- Radu Juster, University architect
- François Émond, EKM Architecture
- Romesh Vadivel, Project Manager, ISP



Space

- Location: McLennan Library – street level, Sherbrooke and McTavish
- Entrance will be on McTavish
- Our space will benefit from another project in place to revitalize the terrace between Redpath and McLennan



Plan to have 3 distinct areas:

- **Welcome Centre** – for prospective students and families to learn about McGill University
- **Specialist area** – for back-of-house staff seating and call centre
- **Service Centre** – for current students who require support





Space Characteristics

- will inspire a sense of openness, transparency, and warmth;
- will allow for confidential exchanges and preserve the dignity of staff and students, in view of the sometimes very sensitive nature of our conversations;
- will encourage communication amongst staff and students;
- inspire us to think creatively, and
- natural light will be maximized



Services to be Integrated

- Student Accounts (all)
- Enrolment Services (from James, Burnside and Annex)
- International health card distribution, forms completion, fee deferrals (student awards and aid office)
- Front line functions and services for graduate and postdoctoral students
- First level advising Arts and Science student affairs



Work Completed to Date

- Framework and vision established ✓
- Needs assessment ✓
- Consultation with deans ✓
- Research on best practices, including site visits, literature review, conference, bringing colleagues to McGill to share information about their experiences ✓
- Space requirements and plan developed ✓
- Initiation of fundraising activities ✓
- Project manager hired ✓
- Website and Service Roundtables launched ✓



Inspiration



Meeting the Needs of Our Students

- www.youtube.com/watch?v=o9zfrdjX_P0



- “thanks so much!
i love your videos.”

- “Hey, I just wanna say a big thank you. The video McGill tour is a great idea and it's been really helpful! I wasn't sure bout going to McGill next year, but ur videos really helped me make the right decision! Now i cant wait :P”





**Services are
available
at ALL
wickets**

-
- **Transcripts** (official & student copies)
 - **Tuition and other fee payments**
 - **Financial Aid pick-up**
 - **Letters of attestation**
 - **Forms / signatures**
 - **Other registrarial services**
-

Admission Application
and
Supporting Documents
Box



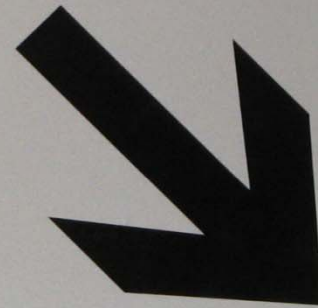
UofC service stop



Paiement

EXPRESS

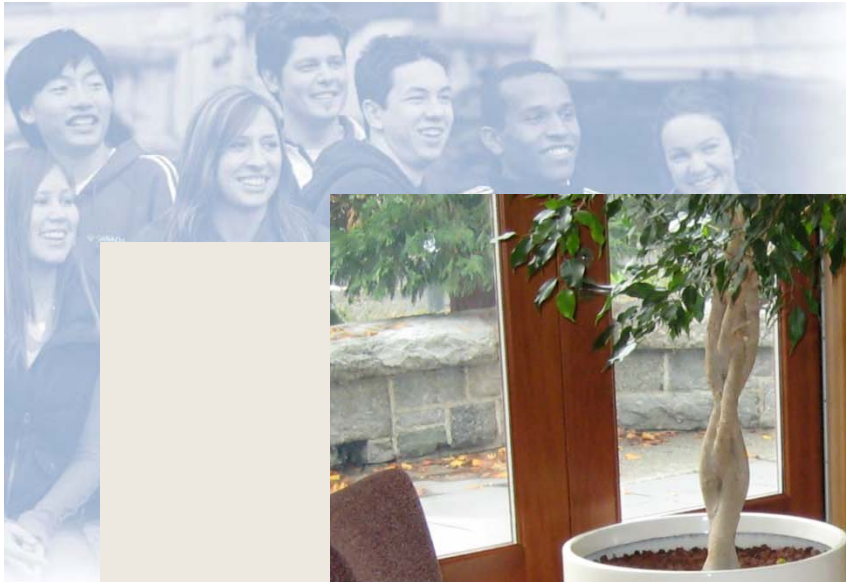
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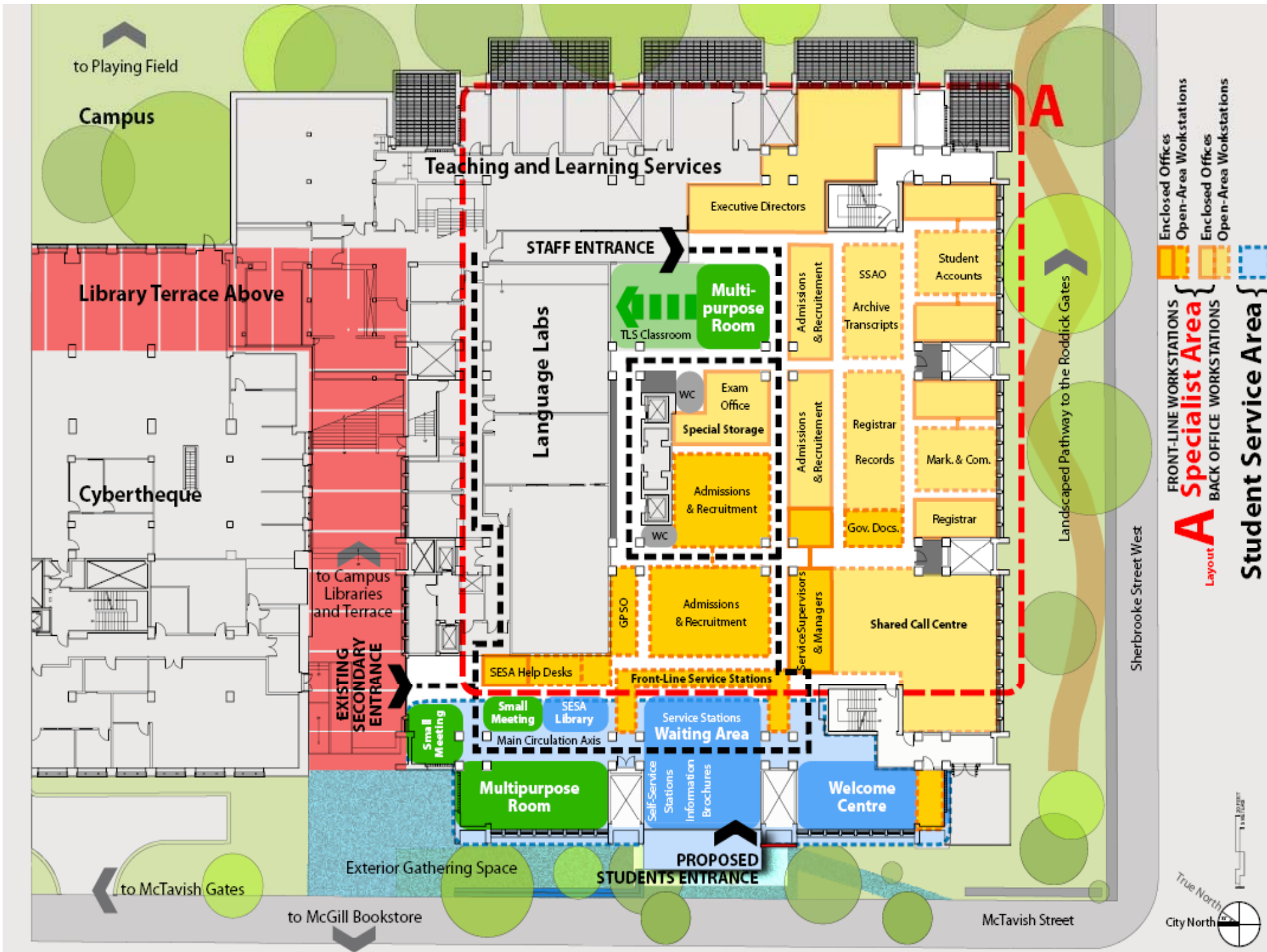














IT Update - Tools

- Decision:
 - Knowledge base - Talisma
 - training data base
- Currently being considered:
 - Heat
 - MicroSoft Communicator
- Banner projects:
 - confirmation of enrolment; e-advising files; e-grade changes by professors; refund project



Branding used by other universities



UofC **service**



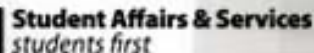
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info**Reply**



ACADEMIC SUPPORT
M
ONE STOP
RESOURCES



OneStop
student services



Student Affairs & Services
students first



Naming the new service centre!

- 31 entries into the competition from staff in all offices involved in the integration
- Initial review by working group in relation to criteria - short list
- Reviewed and ranked by 5 students from a variety of backgrounds
- Final selection by working group



And the winner is....

Service

Point

de service



Seeking ideas and inspiration from you and our students





Student and Staff Ideas

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

Communication: Website

www.mcgill.ca/integratedservices

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

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Integrated Services for Students

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- [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](#)]
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Page last updated:
Nov. 7, 2008 at 3:55 PM



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 ✓

- 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 Steps

- Create a Logo: Watch the website!
 - Details about the contest will appear at the website by February 15th
- Work process teams – finishing the mapping and creation of new, less bureaucratic processes
- Make suggestions online at our feedback email address or by contacting the working group
- <http://www.mcgill.ca/integratedservices/>