



Welcome





Service Roundtable

September 26, 2008



Agenda

- Breakfast 9-9:30am
- Purpose of Service Roundtables
- 688 Move (C. Carlson)
- Integrated Services Project (K. Massey)
- Announcements, questions and idea-sharing (Everyone)



Purpose of Service Roundtables

- Updates on major service initiatives
- Share ideas on potential service improvements



688 Sherbrooke Move

14th floor staff moving to 7th floor



Background

- On April 24th 2008, the Planning Office advised us that Industrielle Alliance who occupied the 7th floor of 688 Sherbrooke would be moving out and proposed that Enrolment Services take over these larger quarters.
- Human Resources also needs training space on the 14th floor.



Process

ES Team to manage move:

- Kathleen Massey
- Carol Carlson
- Helen Le Grand
- Laura Lavergne
- Anna Walsh
- Fiona Lees

Meetings with Facilities: May 9th and September 2nd

7th floor Office Visit: May 9th

ES Requirements:

Gathered and written by team members



Space Characteristics

The new area will have:

- 6 closed offices
- one meeting room
- one closed area for the mailroom
- workstations for the rest of the team
- new furniture may purchased
- windows on three sides will allow natural light

Requests:

- new carpet
- storage space
- kitchen with some tables and chairs



Timing

- On September 2nd we met again with the Consultants and McGill Planning staff.
- Target dates are either: December 2008 or after April 1, 2009.
- Completion and move to be determined.
- We will keep you posted as move information becomes available.



Integrated Services Project



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
- Francois Émond, EKM Architecture



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



Space

- Location: MacLennan Library – street level
- Entrance for current students will be separate from prospective students' entrance
- Our space will benefit from another project in place to revitalize the terrace between Redpath and MacLennan



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



Plan to have 3 distinct areas:

- Welcome Centre – for prospective students and families to learn about McGill University
- Specialist area – for specialist staff seating and call centre
- Service Centre – for current students who require support in the following areas:



Services to be Integrated

- Student Accounts (all)
- Enrolment Services (from James and Annex)
- Some awards and financial aid
- Some Graduate Studies
- Some Arts and Science student affairs



Timeline

- January - April 2008: Create project framework; consult with deans; establish project team
- May to August 2008: Begin discussions with partners to determine which services will be integrated; collect space requirements from all participating units; create space requirements document
- July 2008: Architects assigned; Project Manager assigned
- August 7, 2008: Submit space requirements document to project architects
- August –September 2008: Fine-tune space requirements; GPSO retreat



Timeline (con't)

- September 17, 2008: Final space document submitted to architects
- September – October 2008: Finalize decisions on points of integration
- December 2008: Space design complete
- Summer/Fall 2009: Construction
- Move-in date: To be confirmed by architects



Practical considerations

- Group related units in close proximity to each other
- Separate units (such as a call centre) which produce more noise and activity than others from quieter units
- Address storage needs
- Provide meeting space (small and large)
- Maximize shared space opportunities
- Leverage technology when it makes sense
- Maximize daylight for students and staff



Research

- Site visits
- Literature review
- NACUBO, ARUCC resources
- Conference: University of Minnesota
- Canadian best practice sites
- Technology
- Webinars
- Data analysis (volume, complexity)



Site Visits

- Looking for ideas – what works, what doesn't
- Inspiration for design of space – goal is to have positive impact on students and staff
- Ideas regarding organizational structure and services to be integrated
- U of Ottawa, Concordia, UQAM, U of Minnesota
- Discussions with colleagues: U of Calgary, U of Saskatchewan, others...





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



OFFICE USE ONLY
Date: _____
Time: _____
Initials: _____

PLEASE
RETURN
and any kind
of unaccepted
Project or Course
will not be
tolerated
in this office



ADMISSIONS
COUNSELOR
OFFICE

SSC INFORMATION

- Applications
- Program descriptions
- Course schedules
- Individual schedules
- Form / letter / receipt (pick-up only)
- Applications to graduate
- Account balances
- University calendars (Newly admitted students only - with vouchers)

Welcome Centre Service d'accueil

Welcome Centre Service d'accueil

We provide the following student services:

- Health guides & self-guided campus tours
- Coordination of off-campus appointments
- On-line application assistance
- Academic/professional materials
- Information on non-academic student life
- Video presentations of Concordia University and Montreal

Services pour les étudiants:

- Guides santé, de campus pour les étudiants et autres documents
- Coordination des rendez-vous pour les services professionnels
- Aide pour l'inscription en ligne
- Documents d'information sur l'université et Montréal
- Vidéos sur l'université et Montréal



Concordia

Best education for the real world
de nos programmes pour le monde

CAMPUS TOURS
BEGIN HERE

PLEASE USE THIS DOOR
TO
ENTER
THE WELCOME
CENTRE

PLEASE USE THIS DOOR
TO
EXIT





registrariat





1

2

3

4

3

Service
Prestations
et Accompagnement
des Usagers

BOURNOY
DES FACTURES
SERVICES DES COMPTES
ETUDIANTS
1^{er} ETAGE

LIQUID
Service
des
usagers

Service
des
usagers
1^{er} ETAGE

2



U of C service stop

10:00 AM
10:00 AM

1

2

3

4





Next Steps

- Fine tune services to be integrated – Oct 10/08
- Communication updates: Project website to be developed – Oct 30/08
- Review first draft architectural design – Nov 1/08
- Establish organizational design – tbd
- Determine process to revise and fill any new positions – tbd
- Create training program - tbd



Next Service Roundtable

Date: November 28, 2008

Redpath Museum Auditorium