Service Roundtable

Integrated Services Project

January 23, 2009

Redpath Auditorium

McGill

Agenda

- 688 Sherbrooke move - 14th floor to 7th floor
- Integrated Services - brief overview
- Follow-up from previous meeting
- Results! Name That Service Contest
- List of services to be integrated
- Status of space planning
- IT decisions - tools
- What does this mean to me?

McGill

688 Sherbrooke Move

688 Sherbrooke Move

- On December 16th, Laura, Anna, Fiona, Helen and I along with the representatives of the CIO's office, met with the Architect, Project Manager and Brian Karasick from the University Planning office to review the plans and make suggestions.

McGill

Main concerns

- **Placement of work stations**

  - workstations need to be placed so that staff, who work together, can be close to each other.

- **Placement of copying machines**

  - copying machines should be in the same area so that everyone would have access to them. Our plan is to have them in an area where the sound would be buffered so as to not disturb the surrounding staff.

- **Flooring**

  - New carpet will be installed and the mailroom is slated for tiles on the floor.

- **Meeting Room**

  - The meeting room will be able to accommodate 6 people instead of the 10-12 as originally planned.

McGill

Timeline

- **Step 1**

  - The CIO's office is moving to the 7th floor of 688 Sherbrooke. This is planned for February 10th.

- **Step 2**

  - Our move to the 7th floor is planned for sometime between May and June.

McGill

Integrated Services

Integrated Services in brief

- **Functions** – Inform, 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

McGill

Integrated Services in brief

- **Who?** Enrolment Services, Scholarships and Student Aid & International Student Services, Student Accounts, Graduate and Postdoctoral Studies, Student Affairs Office of Arts and Science (Records Functions)

- **Values** – Caring, Diversity, Integrity, Accountability, Equity, Respect, Continuous Improvement, Sustainability, Transparency

Name That Service Contest!

- 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

The winning name was inspired by

Service Connection - Demetra Pavlounis

and

Start Point - Romesh Vadivel

…aided by feedback from our student group

Next Step: Logo

- Invitation to McGill community (students and staff) to submit designs for the new logo

- Details about the contest will appear on the website by February 15th

Service Point
(current students)

List of Services to be integrated

McGill

- Registration services for all students (except Cont Ed)
- All student fee payments and related advising and support
- Distribution of health cards and processing health insurance waivers for international students
- Issuance of student ID cards

- All confirmations of enrolment (including schedule 2 and other similar forms)
- First level advising (Arts and Science) including deferral requests, supplemental exams
- Legal document submission and review
- Determination of fee status
- Commissioner of Oaths (all)

- Assisting with the use of Minerva
- Official transcripts (including on-the-spot)
- Admissions-related queries (after application)
- Name, address, gender, immigration status changes

- All PIN resets
- Questions about sources of funding and when to expect to receive it
- differential tuition fee waivers
- Admission document authentication
- Exams
- Convocation
- Student Exchange

Welcome Centre

Services to be integrated

- Future student advising (about programs, requirements, application etc)
- Info sessions, resource materials
- Tours (menu of options - central and coordinated with others)
- On campus recruitment programs:
  - student for a day
  - support for major events (yield and recruitment)

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

McGill

What do these changes mean to me?

– We will move ahead **with your input**

– There will be meaningful and proactive collaboration among all partners

– We will keep communicating with you about organizational structure, services, space

McGill

Next Steps

- **Feedback groups** will be initiated involving representatives from your teams to identify areas for improvement, shared business practice development, documentation preparation - Feb 10

- **HR Plans** - March 20

- **Web site** will be updated - Jan 30

- **Logo contest** details - Feb 15

Next Service Roundtable

Friday, March 20th

Redpath Museum Auditorium

Have a good weekend!