

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" written on it. The student on the right is wearing a dark jacket with a McGill crest on the chest.

Welcome

Integrated Services Project

Service Round Table
Redpath Museum

June 5, 2009



Agenda

- Human Resources Update
- New logo – contest results
- Space update
- Business Process Analysis Update
- Technology tools
 - HEAT
 - Knowledgebase demonstration
- Next Steps

The Student-Centred Research-Intensive University





Principal's 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 respect. McGill strives to make the 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

Build on the tradition of excellence at McGill and support of 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;
- 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.



Human Resources

Position Updates

Director (Assistant Registrar)

Jocelyne Younan

	Posted?	Interviews (projected)	Offer date (projected)	Who?
Associate Director	Yes	Started	June 15	
Communications	Yes	June 8-20	June 25	
Service Improvement	Yes	June 9-20	June 25	
Operations Manager	Yes	June 15-30	July 5	
Senior Service Professionals	Yes	June 22-30	July 5	
Service Professionals	Yes	July 6-20	July 30	



Commencement of hiring process

Associate
Director

June 1st

Communications
Manager

June 8th

Manager
Service
Improvement

June 9th

Manager
Operations

June 15th

Senior Service
Professionals

June 22nd

Service
Professionals

July 6th



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Support Through the Transition Professional Development Update

- Professional Development has been made available to everyone and your manager will provide you with time to attend:
 - Managing Your Career – Next: June 9/09 – **spaces available**
 - 3 sessions held to date, 38 people have attended
 - Service Excellence
- One-on-one meetings with your manager or Kathleen to discuss your ideas and concerns
- Regular updates
 - Website: <http://www.mcgill.ca/integratedservices>
 - Service Round Tables
 - Team meetings



New Logo (Contest Update)



Logo Contest Winner

Cassian Bopp
(undergraduate student)

service ● de service **McGill**



New Logo



McGill

service



de service



McGill



Space

Final design







Storage

- Several spaces for storage
 - Secure storage shared with Libraries (PCs, recruitment materials, archive-ready boxes)
 - At Service Point co-located with service area, plus storage cupboards in area
 - Individual staff lockers – one for each person
 - Welcome Centre – storage area
 - Filing cabinet space
 - Portfolio storage



Safety and Security

- Safety evaluation of design conducted in March 2009
- Additional consultations with Security Services ongoing
- Cameras and alarms will be installed; other recommendations will be needed
- Flat screens will be used to issue **McGill Attention** alerts and other security messaging



Business Process Mapping Update

Business Process Mapping – status update:

- Completed:
 - All SA processes mapped
 - All GPSO process mapped
 - 15 ES processes mapped
 - 3 SSAO processes mapped

- Still to complete:
 - 13 Arts & Science SAO processes
 - 3 ES processes

- Process Improvement sessions to commence shortly



Technology

Decisions:

- Use **HEAT** (a technology already used by IT) to track and record interactions with students
- Use **MS Communicator** to communicate with colleagues anywhere on campus
- Develop and use a **knowledge base** to record procedures and policies to support service delivery

Requested:

- Development of a **dashboard** which captures a number of fields in Banner, but on one screen rather than many GUIs

Demonstration: Knowledge base – Rittu Sehgal and Romesh Vadivel



Knowledge base demonstration



Knowledge base

What is a KB?

- Centralized repository for info
- Docs organized in a meaningful way
- Tool to find info easily

What will the KB be used for?

To document:

- Processes & Procedures
- Training Materials
- Standard Responses
- Etc.

Access to KB

- Secured to authorized individuals



Project 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 ✓
- Org structure, position descriptions and staffing plan – March 2009 ✓
- Logo contest completed ✓
- Positions posted – April 2009 ✓
- Training plan in development- April 2009 ✓

- Tender project (June 2009)
- Complete filling new positions – end of August 2009
- Training starts - June 2009 (note: moved to late September 2009)
- Targeted launch of new service – January 2010
- Integrate Arts/Science Student Affairs functions – June 2010



Next Steps

Action Items

Everyone:

- Talk to us about your ideas and concerns.

Project team:

- Provide an update on the team selection process
- Publish training plan
- Provide update on construction plans



Next Service Roundtable

Thursday, August 13th 2009



**Thanks and have a
great weekend!**