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Welcome

Integrated Services Project

Service Round Table
Redpath Museum
March 20, 2009

Agenda

- Goals of the Integrated Services Project

- The New Organization (Service Point):
  - Structure
  - Position descriptions
  - Process to fill the roles
  - Timeline

- Support during the transition:

- Partnerships, handoffs, linkages
  - Space update
  - Update on logo contest
  - Next Steps

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The Student-Centred, Research-Intensive University

Principal's Task Force on Student Life and Learning

The Principal's Task Force on Student Life and Learning at McGill encourages the University to ensure that decision-making at all levels is informed by principles and goals appropriate to a student-centred, research-intensive University.

- *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.*

- *The University provides students with a wide variety of academic and support services, striving to make them easy to access...Students' best interests are a principal focus of academic, administrative, and support staff.*

McGill University, *Final Report: Principal's Task Force on Student Life and Learning at McGill,* 2006
http://www.mcgill.ca/files/principal/Executive-Summary.pdf

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Goals

- Build on the tradition of excellence at McGill and support of the goal of becoming a more 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.

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SLL Values

The development of the project, services, new organizational structure, and position descriptions has been guided by our values:

❖ Integrity

❖ Accountability

❖ Equity

❖ Caring

❖ Diversity

❖ Respect

❖ Continuous Improvement

❖ Sustainability

❖ Transparency

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Staffing Principles

- Every permanent employee will have a position in the new organization.

- We value the contributions and commitment of our colleagues and will continue to consult and communicate with staff throughout the implementation of our new organization.

- We recognize that our new organization represents significant change in our current working practices and encourage everyone to consider how they can contribute to this new organization.

- We are committed to treating staff respectfully, reasonably, fairly and equitably throughout our change process.

- For any new positions created, the best qualified candidates will be selected, based on education, relevant experience, and other qualifying skills and abilities

- The applicable policies and the collective agreement will be respected.

- We will ensure that every staff member will receive written confirmation of any change that affects them.

- We will continue to provide to our staff information about the project in a clear, forthright and transparent manner.
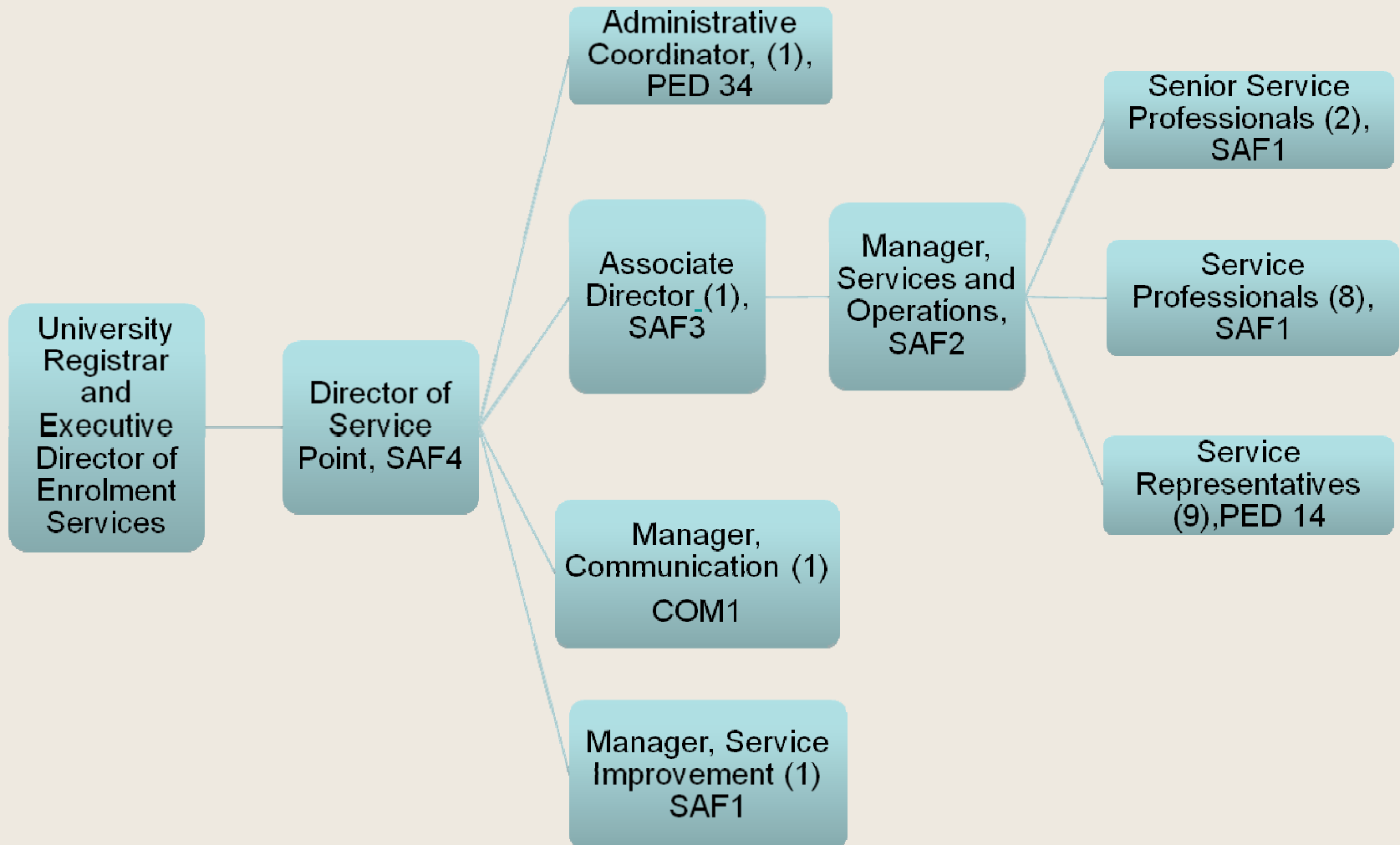
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New Organization

Service *Point* de service

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New Organization – Plan for Structure

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University                    Administrative
Registrar          ┌─────────  Coordinator, (1),
and                │            PED 34                          Senior Service
Executive          │                                   ┌─────── Professionals (2),
Director of ──── Director of ─── Associate ──── Manager,│        SAF1
Enrolment        Service         Director (1),  Services and
Services         Point, SAF4     SAF3           Operations, ──── Service
                   │                            SAF2   │         Professionals (8),
                   │                                   │         SAF1
                   ├─────────  Manager,                │
                   │           Communication (1)       └─────── Service
                   │           COM1                             Representatives
                   │                                             (9), PED 14
                   └─────────  Manager, Service
                               Improvement (1)
                               SAF1
```

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Choices and Commitments

McGill - *The Student-Centred, Research-Intensive University*

➢ Take the opportunity to be part of a new team that will lead the way in advancing this vision.

➢ Apply for new, enriching positions that provide excellent avenues for career development.

➢ Our goal is not to reduce the size of our team; every permanent employee will have a position in the new organization.

➢ Our teams and services will look different when the transition is complete.

➢ We will support each other through the transition.

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Process

- Service Point positions will be filled/transitioned in this order:

  - ➤ Director (starting in late April/early May 2009)
  - ➤ Associate Director
  - ➤ Manager of Services and Operations, Manager (Communications), Manager (Training and Process Improvement)
  - ➤ Senior service professionals, Service professionals
  - ➤ Service Representatives (PED 14, level 9)

- The timing is subject to change and we'll keep you informed.

Process (cont'd)

- Selection processes (during which managerial candidates will be selected based on skills and qualifications) will be held between April and August.

- We anticipate that those who are hired during this selection process will be appointed to their new positions by the end of August 2009. The transition timeline is under discussion.

- Every permanent employee will have a position in the new organization.

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Process (cont'd)

The following positions (and related responsibilities) are not expected to change substantially. They will transfer from Arts and Science Student Affairs to report to Enrolment Services:

➢ 3 records positions to Records

➢ 1 scheduling position to Scheduling

➢ 1 filing position to Documentation Centre, imaging unit

Projected Timelines
Positions will be filled in this order

March 20, 2009 → New organization and position descriptions communicated to everyone

April 2009 → Director position

April -May 2009 → Associate Director position

May/June 2009 → Manager (Services and Operations), Manager (Communications), and Manager (Service Improvement)

May/June 2009 → Service Professional positions

Late September 2009 → Training of new team will begin

September to January → Transition period – continue to provide services to students and then move to the new space in time for January 2010 – *important details to be fine-tuned*

April to June 1, 2010 → Transition of Arts and Science SAO staff

Support through the transition

- Professional Development will be made available to everyone. Your manager will provide you with time to attend.
  - ➤ Managing your career
  - ➤ Service Excellence
  - ➤ Resume writing and interview skills workshop

- One-on-one meetings with your manager or Kathleen to discuss your ideas and concerns.

- Regular updates:
  - ➤ http://mcgill.ca/integratedservices
  - ➤ Service Round Tables
  - ➤ Team meetings

- Human Resources is working closely with us on this transition and will be available to speak with you or your team, as requested.

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Partnerships, Identity, Linkages, Hand-offs

• Ever-essential hand-offs, linkages and partnerships between Service Point and our partners will be clarified through the business mapping process, which is happening with the support of McGill 2000+ and our cross-functional team of colleagues.

• Some other activities are concurrently underway that will have an impact on our service and linkages:

  ➢ Scheduling team ➔ moving to 688 Sherbrooke
  ➢ Renovations ➔ Enrolment Services moves from 14th to 7th floor, 688 Sherbrooke
  ➢ On schedule for June 2009; design is finalized and will be communicated to staff shortly

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▪ 2 positions in the Service Point will have explicit accountability for liaising with partner offices to share and receive information on a timely basis and refine business processes

▪ A cross-divisional service council will be created to share information about new policies, service innovations and resolve problems.

➤ The Council will meet monthly and members will be appointed to represent each partner

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Space

3 Distinct Areas

- **Service Point** – for current students who require support

- **Welcome Centre** – for future students and families to learn about McGill University

- **Specialist area** – for back-of-house staff work environment and call centre

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student service stations

Service Point

- 12 individual service desks (8 perm. + 4 temp)

- Permanent photo-ID and express area (up to 3 spots, standing interactions)

- Triage desk (up to 2 spots, standing interactions) in entrance area

- 3 private meeting offices in Service Point (for meetings with students)

- Large waiting area; wireless, windows, seating, Q-Nomy

- Self-serve computers for students, printer

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Welcome Centre

- Area for communicating with future students and families about McGill options; departure point for tours

- Two self-serve computers

- Storage for luggage and back packs

- LCD flat screen technology for showing videos

- Washrooms for guests

- Reception desk

- Contained access to area (including: building entrance, multipurpose room and Welcome Centre) for weekend and evening events

- Presentation facilities for up to 50 people

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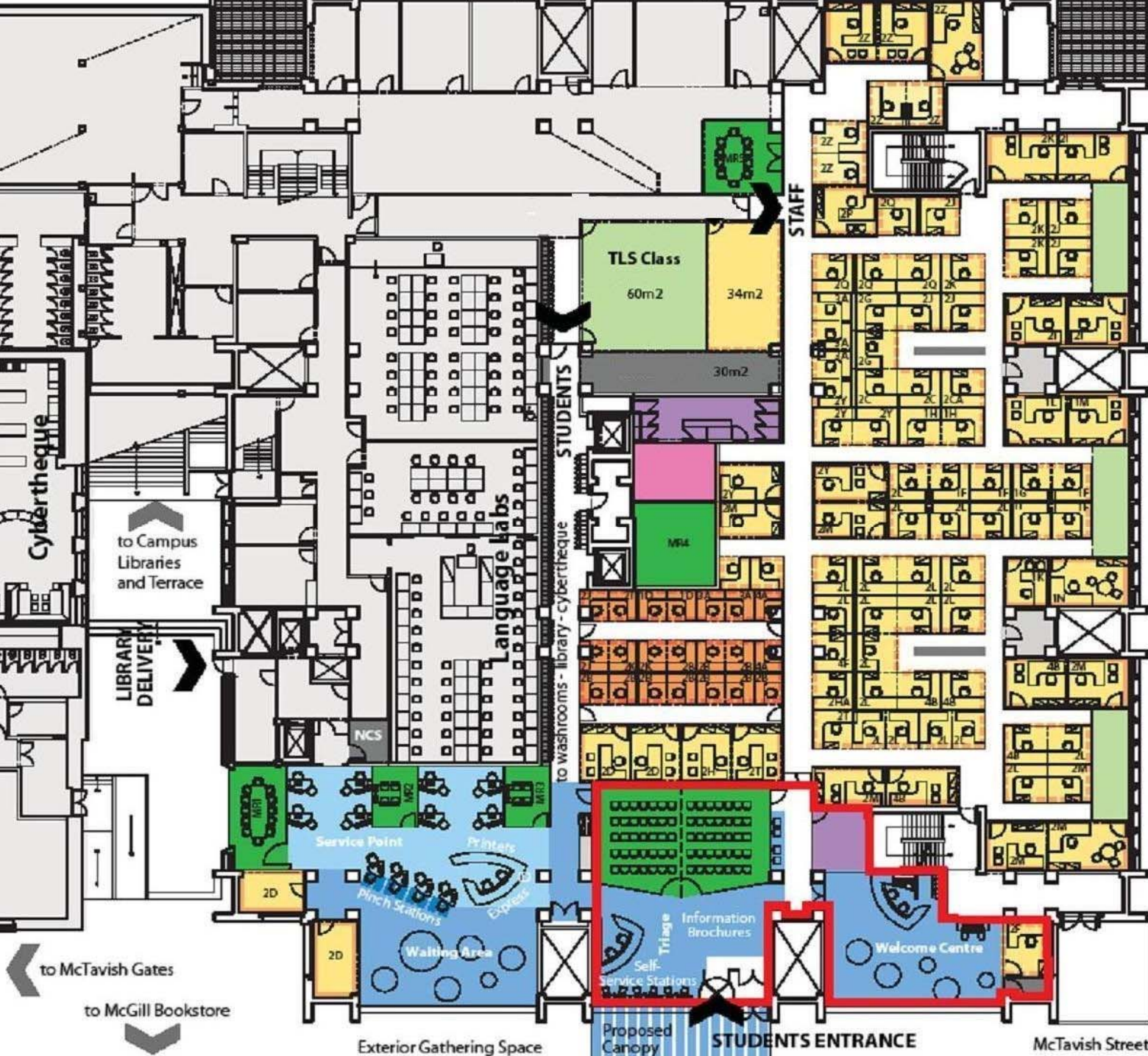
LEGEND

- Off-Hours Usage Area
- Enclosed Offices / Open-Area Workstations
- Call Centre
- Multipurpose Room / Multipurpose Area
- Kitchen
- Storage
- Business Machines
- Washrooms
- Service Stations
- Gathering Space

TLS Class 60m2

34m2

30m2

MR4

STAFF

STUDENTS

to washrooms - library - cybertheque

Cybertheque
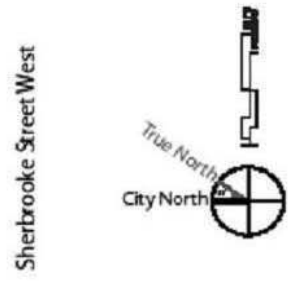
to Campus Libraries and Terrace

LIBRARY DELIVERY

Language Labs

NCS

Service Point

Printers

Pinch Stations

Express

Waiting Area

2D

2D

to McTavish Gates

to McGill Bookstore

Exterior Gathering Space

Proposed Canopy

STUDENTS ENTRANCE

Triage

Information Brochures

Self-Service Stations

Welcome Centre

Sherbrooke Street West

McTavish Street

True North

City North

Meeting and event space

- Large (55-seat) presentation centre/multi-purpose room (which is dividable into two sections, for smaller groups)

- 3 meeting rooms in service area (2 for 3-4 people; 1 for 4-6 people) which are primarily for student interactions

- Dividable meeting area next to lunch room

- Shared meeting space with Teaching and Learning

- Centre (well-equipped with technology) – up to 40 people

- One small meeting room for 6-8 people

- Areas near windows for informal meetings and breaks

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Logo Contest

- Deadline for submissions: March 31, 2009.

- Open to McGill students, alumni and staff (excluding project team-members). Group submissions will be considered (only one prize will be awarded).

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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 launched ✔

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- Professional development plan being created - April 2009
- Begin posting positions – April 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

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Next Steps

ACTION ITEMS

For Everyone:

- Enrol in workshops! Watch the website for details.
- Talk with us about your ideas and concerns

For Project team:

- Announce results of logo contest - details about the contest can be found at www.mcgill.ca/integratedservices
- Report from business process team – regarding the mapping and creation of new processes
- Demonstration of the new Knowledge Base (for training and information support)
- Provide an update on the team selection process

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Have a good weekend!

Enjoy the first day of spring!