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# McGill

November 8: McGill Open House  
November 9: Sneak Peek at Macdonald



# SATURDAY SCIENCE CIRCUS

THE  
"QUARKEST"  
SHOW ON  
EARTH!

Saturday, November 7, 2009  
5 - 4pm  
McGill University  
Wong Building Lobby  
3010 University St.  
Free admission  
Information (514) 398 4094  
<http://www.mcgill.ca/channels/events/>

# McGill

## OPEN HOUSE

SUNDAY, NOVEMBER 8, 2009  
10:00 a.m. - 4:00 p.m.

Corner Sherbrooke and McGill College



A photograph of three students walking on a campus path, overlaid with a red tint. The students are smiling and looking at each other. 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

Service Round Table

November 6, 2009



# Agenda

- Recent accomplishments from all areas
- Service Point and Welcome Centre:
  - Construction
  - Status of early wins for students
  - Training Update
- Next Steps – newsletter, January ‘soft launch’



# 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*



# Recent Accomplishments



McGill

service **le point** de service



## Goals of Service Point

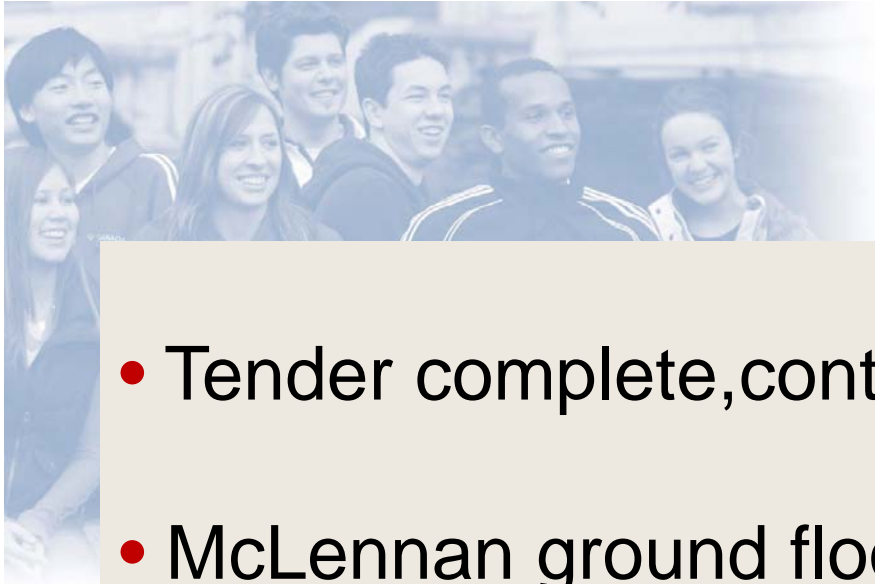
Build on the tradition of excellence at McGill and support of the goal of becoming the student-centred University by:

- 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.



# Construction Update





- Tender complete, contract awarded to Kingston Byers
- McLennan ground floor cleared of “surplus” furniture
- Demolition to start the week of Nov. 9<sup>th</sup>
- Noise abatement: lessening impact on students
- Completion date and move-in: late Spring 2010



# Early Wins for Students



- US gov't loan cheques provided in a “one-stop” manner – implemented Sept. 2009
- Merged Records and Admissions call centres – implemented Nov. 2009
- Centralized Commissioner for Oaths services – ready for implementation Jan. 2010
- One-stop Student Accounts and Registration services – ready for implementation Jan. 2010

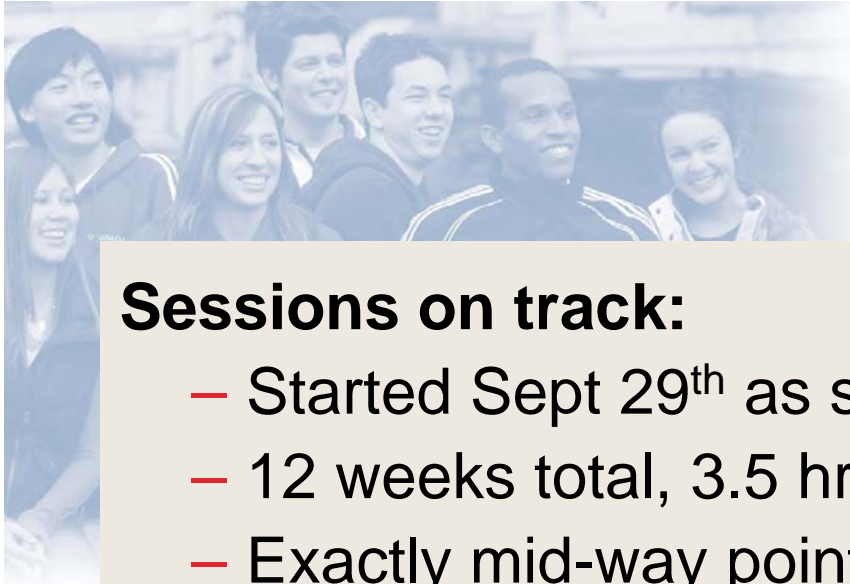




- International Health Card distribution – ready for implementation Jan. 2010
- Improved response time on official transcripts issued in person – ready for implementation Jan. 2010
- STM enrolment confirmations (e-bill or unofficial transcript in lieu of enrolment confirmation letters – awaiting further confirmation from STM)
- Easier access to enrolment confirmation letters/forms (self-services) – anticipated implementation by Spring 2010



# Training Update



## **Sessions on track:**

- Started Sept 29<sup>th</sup> as scheduled
- 12 weeks total, 3.5 hrs/week
- Exactly mid-way point, just completed 6<sup>th</sup> week

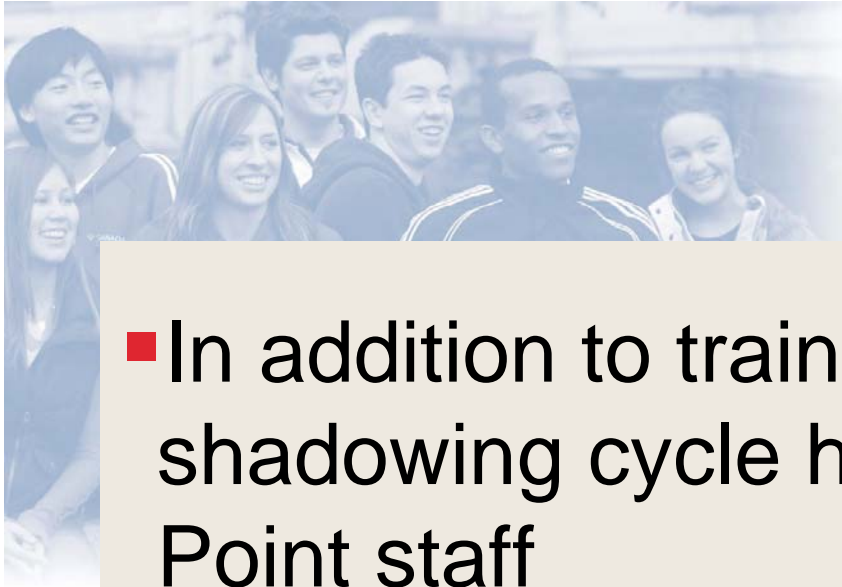
## **On target:**

- Covered topics such as:
  - General info for prospective students
  - Admissions info for Undergraduate applicants
  - Processes for newly admitted & current students such as ID cards, transcripts etc.
  - Legal documents

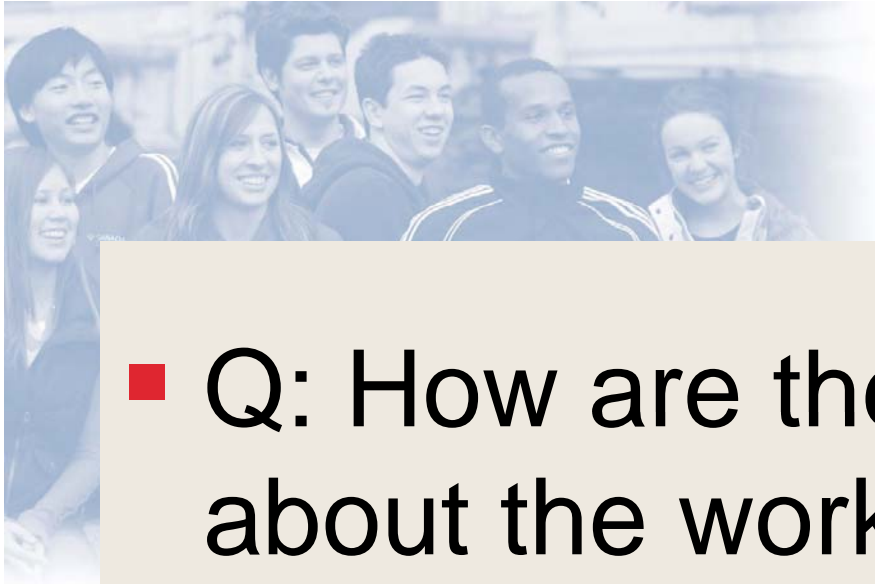


- Remaining sessions will include:
  - Student Accounts with Jessica Lalonde
  - Graduate Applicant & Student Info
  - Scholarships & Student Aid Info
  - International Health Insurance
  
- Working closely with partner units to finalize material
  
- Knowledgebase being updated in sync with training sessions
  
- Staff already finding it useful to refer to in daily work

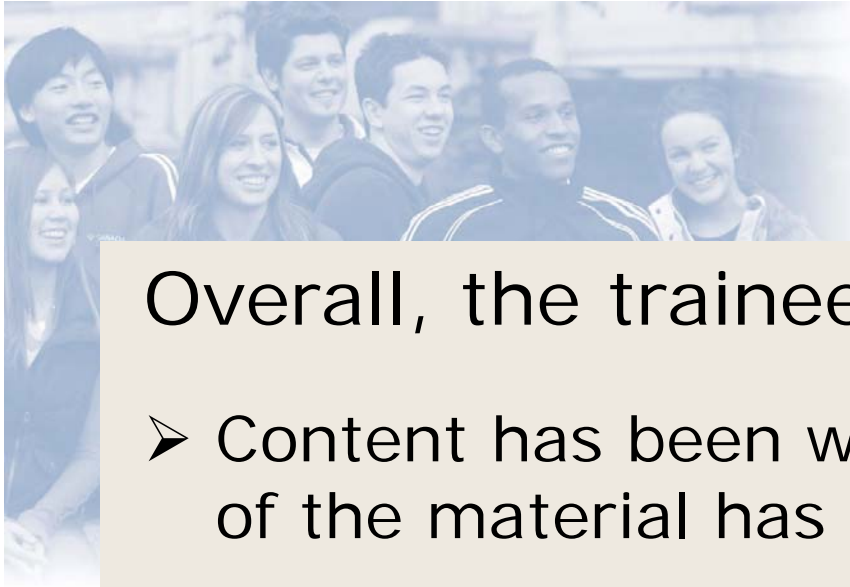




- In addition to training sessions, job-shadowing cycle has started for all Service Point staff
- For Service Professionals, sessions to cover particular tasks as well as general topics like decision-making

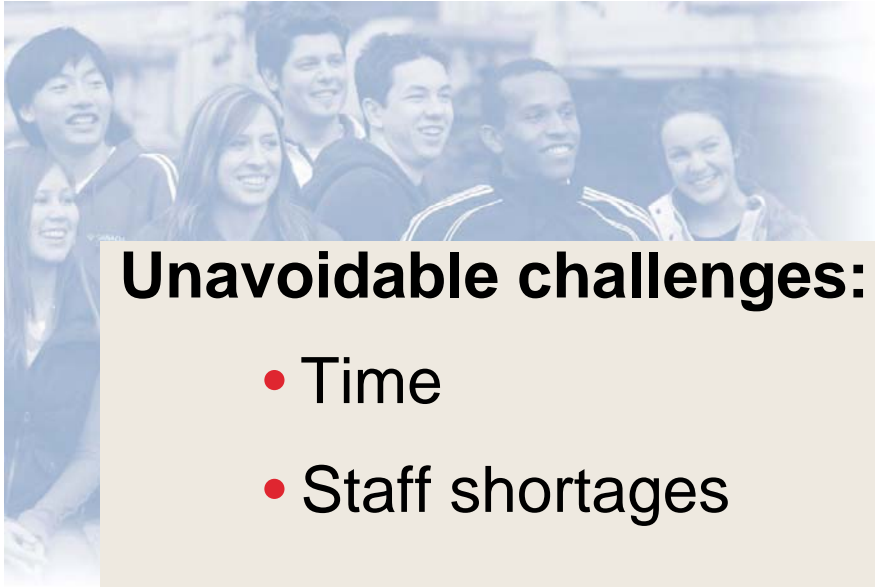


- Q: How are the trainees feeling about the workshops thus far?
- By way of a short survey, we were able to extract some overall themes.



Overall, the trainees have expressed that:

- Content has been well organized, and the delivery of the material has been clear.
- Feedback on the Knowledgebase has been positive.
- Trainees new to the material have communicated that tangible learning is taking place, and the majority of those familiar with the material presented thus far are appreciative of the opportunity to find new ways to tackle formerly routine issues.



## Unavoidable challenges:

- Time
- Staff shortages

## This has lead to feelings of:

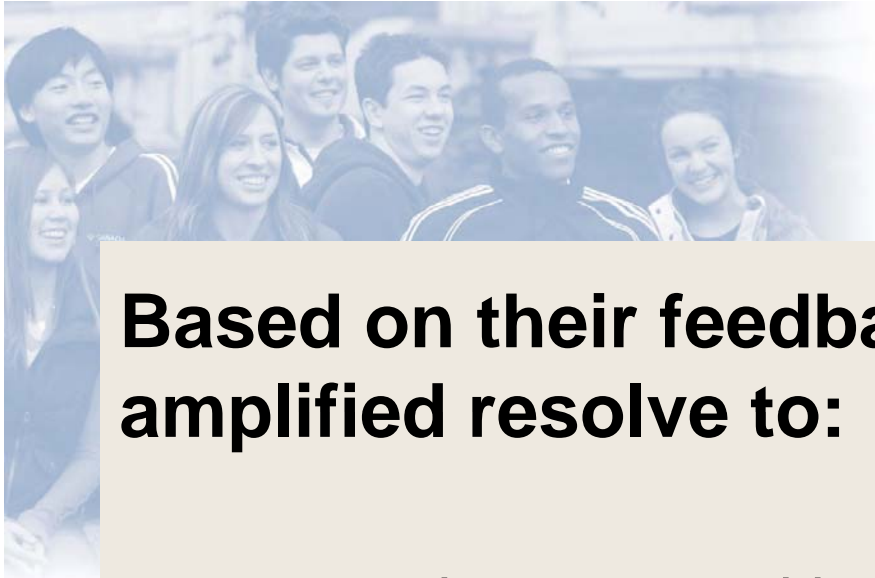
- Stress: Unable to tune out the office environment and focus solely on the training.
- Frustration: Covering a lot of material in a very short time, little time for questions and discussions, no time to delve deeper into the issues once the basics have been established for the group (ex: no time to focus on service excellence/conflict resolution etc).





Despite these challenges...

- Overall the feedback has been positive.
- In particular, the trainees have enjoyed the hands-on training activities, and are most receptive of the training sessions that involve a lot of participation on their part.



## **Based on their feedback we now have an amplified resolve to:**

- Increase the opportunities for the trainees to participate in the training sessions.
- Create more opportunities to gain hands on experience via job shadowing.
- Reinforce the benefits of being resourceful and of using all tools available to them.



# 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 – August 2009 ✓
- Training starts - late September 2009 ✓

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- Begin construction – November 2009
- Targeted (soft) launch of new service – January 2010
- Move into new space in McLennan – May/June 2010
- Integrate Arts/Science Student Affairs functions – June 2010



# Next Steps

- Newsletter - November
- Conclude training - December
- Soft launch of integrated services - January
  
- At future Service Round Table, report on:
  - Construction
  - Soft launch status



# THE POINT

## Service Point Newsletter



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prophecies at so much a thousand words. And Babson it right. This noted prognosticator also believes "these young men of the CCC will become a revolutionary army." Babson makes another bull's-eye forecast. And it is not at all difficult to understand why eminent Prognosticator Babson should be cited about it as to point a fear-quivering finger at camps, while making a clattering speech in New York.

The CCC (not meaning "Citizens' Conservation Statistician Babson was quoted as calling it) is, perhaps the most radical phase of American society today. The CCC ARE "hotbeds" of the most radical step ever taken in the interests of trees and young men. Never, before Roosevelt such a thing been done—even tho the plight of the and young men was known long before he became Roosevelt took these men without jobs off the streets, he bought saws and axes and shovels for them and shipped them out into the country. There was plenty of work to be done there, in forests, long neglected, and on wheat fields where the soil was being washed into the ocean or blown from state to state. He bought clothes for the men, provided food for them, and paid them wages which they could send home to help support and feed their families. Radical? Few governmental programs have been more radical.

**R**OOSEVELT had an idea it would be good business to open up these forests and fields which had been all but closed to the big business of the past. He also thought it might be a benefit to both the men and to society generally to give idle young men work to do. Radical? It hadn't been done before. Big business hewed and slashed thru the forests without thought of the future. Big business closed its factory and mill doors to these men looking for jobs. Someone had to do something about both forests and young men, even at the risk of it being something radical.

Prognosticator Babson prophesies that the CCC will become

### Army to Call 3000 More Reserve Officers to Direct New Companies

#### Sent From East to Western Work Sites

#### Work on Soil Erosion Control Projects

#### Big Pay Provided

#### Expansion to 2916 Camps Scheduled to Be Completed by Aug. 31

There will be 15,000 additional excursions open for the men of the CCC. They will be for men selected to form the 1276 new companies to be organized after June 15. 6000 of these rated jobs are of the \$45 variety.

These companies are to be used to form cadres and key men around which the new companies will be formed. The men will be sent to the camps to receive the new company and direct the organization and work project.

June 15 has been set as the date for the start of the big drive. The massing of CCC forces, 600,000 strong, will begin then, to be completed by Aug. 31, according to plans announced by Director Robert Fechner.

The War Department has been instructed to build 1276 new camps to house these new outfits, bringing the number of CCC companies to 2500. Likewise, the War Department will be called upon to enroll approximately 250,000 new men and about 100,000 replacements in the two and a half months from June 15 to Aug. 31. The present strength of the CCC is 353,000 men.

**AGE LIMIT IS INCREASED**  
Selection of men will be done by the Labor Department and the Veterans Administration, as in the past. The exact date of selection has not been determined, but many selecting agencies in the country report more than enough eligible men on their rolls to fill their quotas.

One major change in regulations governing selection of juniors for CCC work is that of raising the maximum age limit from 25 years to 28.



Of the 698 companies assigned to the Department of the Interior, 433 will work in state parks, 116 in national parks and 99 on Bureau of Reclamation, Division of Grazing Control, and General Land Office projects.

All forest land work will be under the direction of the U. S. Forest Service while all park projects will be directed by the National Park Service.

This will make unnecessary the organization of companies in conditioning camps. The new men will be sent to their work camps as casuals, in numbers sufficient to bring the

(Continued on Page 20)

### Wild Chase Across Border Results



# Next Service Roundtable

December 18<sup>th</sup> 2009

Leacock 232



A photograph of a woman sitting on a green lawn in front of a large, Gothic-style building. The woman is wearing a blue and white dress and is sitting cross-legged. A black bag is on the grass next to her. The building has a prominent Gothic window and a green roof. There are many green trees and bushes around the building. The text "Thanks and have a great weekend!" is overlaid on the image in a large, bold, black font.

**Thanks and have a  
great weekend!**