



Welcome

Spotlight on Service

March 24th 2010.
Kathleen Massey





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

service



de service



Goals of Service Point

Build on the tradition of excellence at McGill and supporting 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, as well as working closely with colleagues around campus.



Consultation and Research

- Student feedback groups
- Service Roundtables
- Individual meetings with units
- Cross-departmental work process teams
- ‘ISP Ideas’ email at website
- Service Survey
- Site Visits
- Conferences
- Contests (name contest / logo contest)

Logo Contest Winner
Cassian Bopp





Areas in the new Service Point

- **Welcome Centre** – for prospective students and families to learn about McGill University
- **Service Point** – for current students who require administrative support
- **Specialist Area** – for back-of-house staff seating and call centre





Overview

- **Functions** – Educate, Administer, Refer
- **Population** – Graduate, Undergraduate and Continuing Education (some services)
- **Processes** – Admissions, Fees, Registration, Exams, Convocation, Exchange, International Health Card, Provide support to advising function
- **Media** - In Person, Phone, Mail, Fax, Web



Director
Jocelyne Younan



Associate Director
Romesh Vadivel



**Manager, Services
and Operations**
Janice Johnson



**Welcome Centre
Manager**
Adriana Rachubinski



**Manager,
Communications**
Rittu Sehgal



Senior Service Professionals
Kathy D'Alesio and Jackie Courtney



Service Professionals & Service Representatives



Service Point

Location and Construction



Location

- McLennan building (ground level, corner of Sherbrooke and McTavish)
- Planned move-in: Summer 2010



McTavish Street Service Point Entrance



McGill Service Point - summer / été 2010
info: www.mcgill.ca/integratedservices
© www.ekmarchitecture.com



Service Point Entrance



**Service Point
Waiting Area**



Welcome Centre





Communication


Communication Website

www.mcgill.ca/integratedservices

Sign in | Monday, March 8, 2010

McGill website myMcGill

HOME	FUTURE STUDENTS	STUDENT INFORMATION	ALUMNI & FRIENDS	FACULTY & STAFF	IN THE COMMUNITY	RESEARCH & INNOVATION	TEACHING & LEARNING	ADMIN & GOVERNANCE	LIBRARY & COLLECTIONS	FACULTIES & SCHOOLS
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 **McGill** Integrated Services for Students [Larger](#)

Home > Service Point (Integrated Services for Students) | [Help](#)

- Service Point (Integrated Services for Students)**
- Project Team Members
 - Goals
 - List of Services
 - Presentations, Resources, and Site Visits
 - Space - Draft Plans & Artistic Renditions
 - Staffing
 - Meetings
 - Timeline
 - Contests
 - Survey for Students



The Project:

This project will create an integrated area grouping services currently offered in six different locations in four different buildings. We aim to build on the tradition of excellence at McGill through the enhancement of the student experience.

- To be integrated:

Newsletter

McGill service point de service

Spring 2010
Volume 1, Issue 1

Household TIPS!

Do your children LOOOOOOVE cereal, and do you want to keep them relatively happy in the mornings, but don't want them eating something that is nothing more than junk food? Try following

the 4 CEREAL COMMANDMENTS :

1. Avoid cereals that list sugar as the first ingredient.
2. Seek out cereals that list whole grains first.
3. Try to aim for less than 2 tsp of sugar per serving.
4. Look for at least 2 to 3 g of fibre per serving.

Psst!

Guess where Nathalie's photo was taken and we'll put your name in a hat for the chance to win both a \$10 meal plan gift certificate and a wicked cool McGill Frisbee! (Yes, here at The Point summer always comes early!)

McGill University Service Point Newsletter McGill University



WELCOME TO THE SOFT LAUNCH!

After much anticipation, the date has finally arrived. We here at *The Point* would like to take this opportunity (an opportunity we created for ourselves!) to acknowl-

edge all of the work and dedication the Service Point staff, Steering Committee and Council have been putting in to this ambitious project since this journey began.



MEET THE SERVICE POINT STAFF!

So who exactly are these dedicated **Service Professionals** and **Services Representatives** (17 in all) who will be representing us at the Service Point? We'll try to answer a bit of that question by way of a wee Q & A each issue. And our sacrificial lamb for the very first installment is . . .
Nathalie Michaud!

What are your hobbies/interests?

Definitely singing, my undergrad was in Voice Performance and I was a paid singer in a church choir for 14 years! And I'm a history buff, finding out James McGill has some of the bones of his accountant in his casket along with his, this is the kind of story that tickles my nerd personality.

Aside from any positions at McGill, what's the most interesting job you've ever had?
I worked for a study on premature babies at the MUHC. I was sur-



rounded by pregnant women, I've never been so happy!

What is the perfect weekend for you?

Cleaning the apt while listening to Cindy Lauper, then breakfast at the diner, and then driving to Ste-Agathe for an afternoon swim!

So you sing with a choir. When/where was your last performance?

I'm actually singing with a gospel choir now, we sang for the CTV telethon for Sick Kids back in December, that was a lot of fun. The director's niece sings with us and her 3 year old son sometimes comes, decked in a choir gown, and drives the crowd wild because he's so adorable.

When do you practice?

The voice won't atrophy but the breathing muscles will; so, other than rehearsal with the choir I do

breathing exercises in bed at night! Lulls me to sleep, actually.

How much sleep do you need at night?

If I wasn't addicted to television I'd be asleep by 9pm every night so I could get 10 hours! But I usually get 7-8 hrs.

What advice would you have for people who work full time yet are also trying to pursue outside interests?

Schedule them! You can't think of your activities as options because you'll come up with an excuse not to go.

The annual GDEU audit : can you sum it up in one word?

4 words: Thank God for Assaad!

What is your present state of mind?

Proud! Honestly, as comy as this sounds, I'm really proud to have this job and be working with this team. They're a fantastic bunch who care about what they do and who they're doing it for: the student!

The natural talent I'd like to be gifted with.
A fast metabolism, Hahaha.

And . . . what you appreciate the most in your friends.
That they put up with me!



McGill service le point de service



The image shows a detailed architectural floor plan of a building. A large white rectangular box is centered over the plan, containing the text "Project Plan and Timeline" in a bold, red, sans-serif font. The floor plan itself is divided into numerous rooms and corridors, each color-coded. The top portion of the plan is mostly black and white. Below the white box, the plan is divided into several color-coded zones: a purple zone on the left, a red zone in the center, a blue zone on the right, and a yellow zone on the far right. There are also green areas representing landscaping or outdoor spaces. Several red arrows point from red text boxes to specific rooms or areas within the plan. The red text boxes contain the following labels: "RECEPTION", "OFFICE", "CONFERENCE", "MEETING", "TRAINING", "WORKSHOP", "LABORATORY", "CLASSROOM", "LECTURE HALL", "AUDITORIUM", "THEATRE", "GYMNASIUM", "SPORTS HALL", "RESTAURANT", "CAFETERIA", "CANTINE", "BAR", "CLUB", "DISCO", "DANCE HALL", "GARDEN", "PARK", "TERRACE", "BALCONY", "PATIO", "PORCH", "GALLERY", "ART STUDIO", "MUSEUM", "LIBRARY", "MUSEUM", "GALLERY", "ART STUDIO", "MUSEUM", "LIBRARY".

Project Plan and Timeline



Project Plan and Timeline

PHASE I

- Targeted (soft) launch of new service – January 2010



PHASE II

- Move into new space in McLennan – June 2010

PHASE III

- Integrate Arts/Science Student Affairs functions – June 2010



What does this mean for you?

- You'll be sending students to a different location as of late June (corner of McTavish and Sherbrooke)
- You'll need to know the list of services provided, because that has changed – it can be found at:
www.mcgill.ca/spotlightonservice
- You will need to know who works at Service Point and Welcome Centre – names, contact details have changed
- New public phone number: 514-398-7878
- New email: servicepoint@mcgill.ca

