

Service Round Table

April 2012



Guided by the 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



Announcements

- Principal's Award for the Integrated Services, Service Point / Welcome Centre Teams
- Example of Service Excellence – thank you e-mail from a parent



Agenda

- Welcome
- Last Service Round Table Commitments
- GPS Project Update
- Timeline
- Commitments for June Service Round Table



Commitments from Last Roundtable

- Values & Principles of integrated office
- Draft version of new ES Structure
- Job Descriptions
- GPS & ES list: processes to be integrated

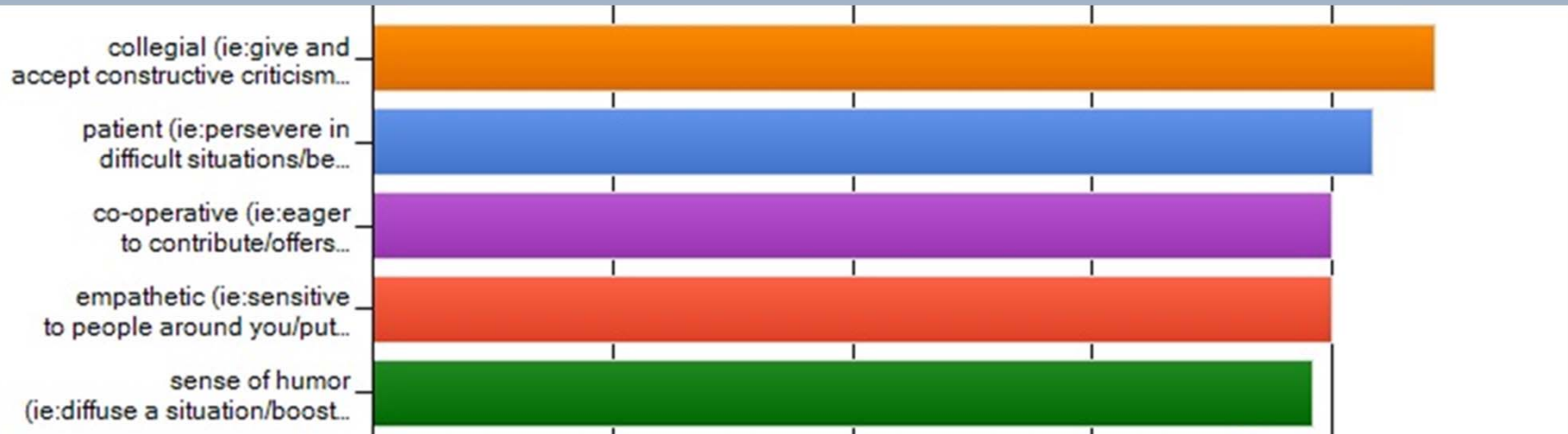


Values and Principles

Goal: to jointly develop a collection of values and behaviours that will guide our new organization and the project



Values and Principles - Results: Top 5



Collegial

→ give and accept constructive criticism and feedback/work well together

Patient

→ persevere in difficult situations/be tolerant of differences

Co-operative

→ eager to contribute/offers assistance

Empathetic

→ sensitive to people around you/put yourself in someone else's shoes

Sense of humor

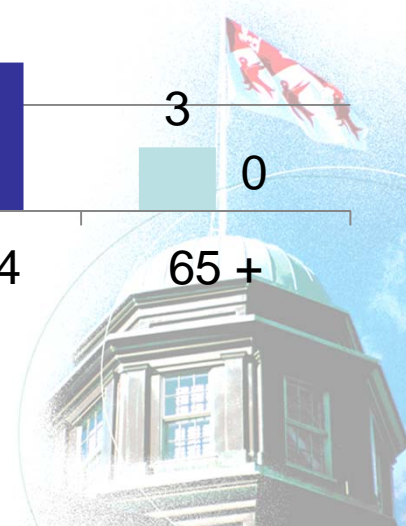
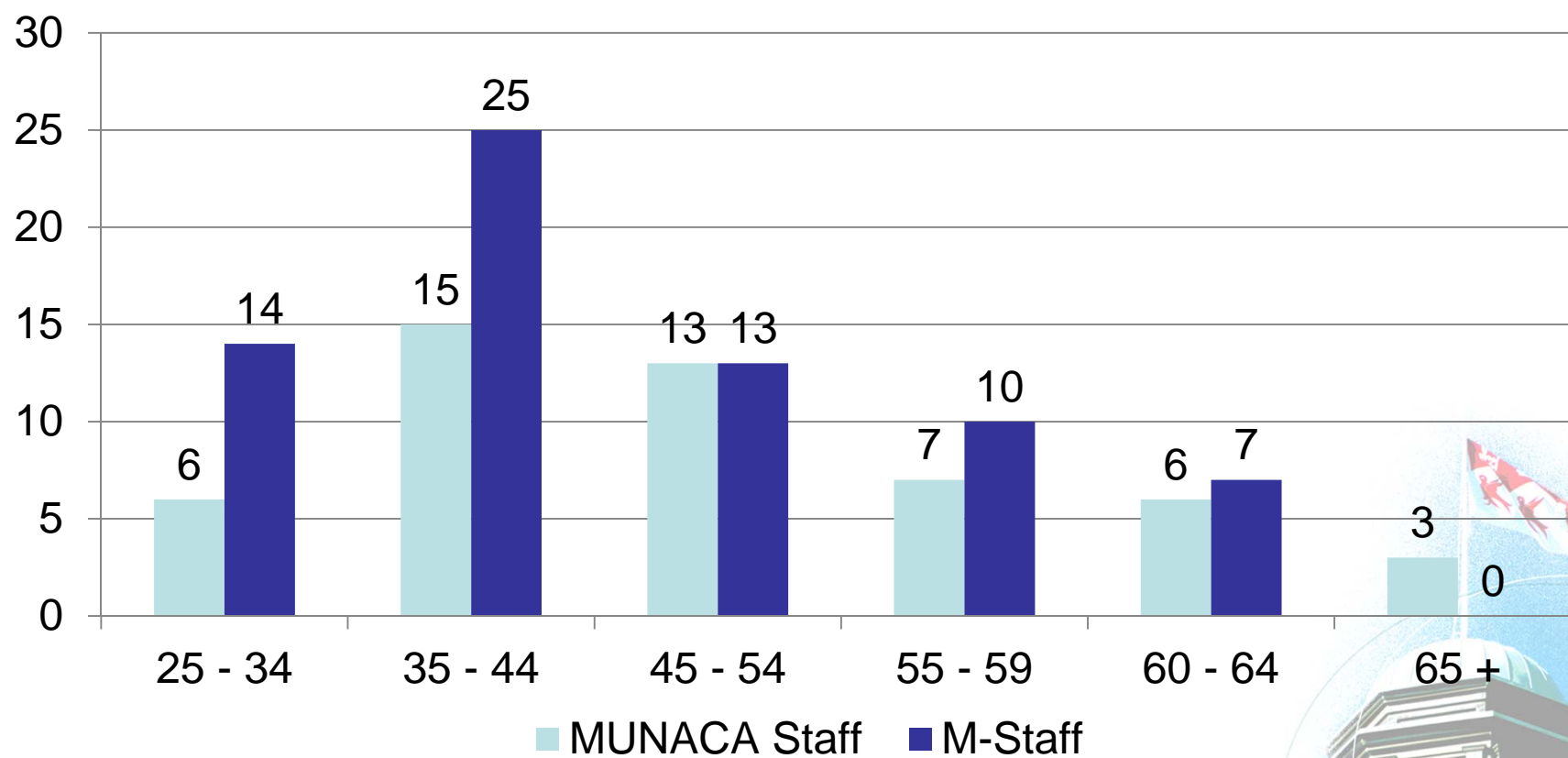
→ diffuse a situation/boost moral/relax

Why a new org structure?

- Ensure a sustainable organization
- Create communities of practice
- Cross training
- Equitable distribution of work
- Opportunities for people to enhance knowledge and expertise
- Succession planning
- Working within the parameters of Bill 100



Demographics



ES Structure – Process – Step 1

- Multiple meetings of the leadership group
 - Why are we changing?
 - Challenges and opportunities
 - What are key elements for the new structure? What do we need?
 - Structured
 - Flexible and integrated
 - Equitable distribution of work
 - Avoid decision-making bottlenecks



ES Structure – Process – Step 2

- Presentation of draft org structure to units
 - Opportunity for feedback, questions, comments, ideas
- New org chart posted in each office for feedback from everyone
- Presentation at April 20 Service Round Table



Questions/Suggestions

- Service Point serves alumni and other offices
- Will I have to apply for my own job?
- How are we determining which jobs will be posted and which will not?
- Vacations must be posted according to MUNACA by May 10th. With the re-org if we approve vacations will they be honored with this new reporting structure?
- Also, flex time is usually approved prior to June 1st. Will the flex time be honored also with this new move?

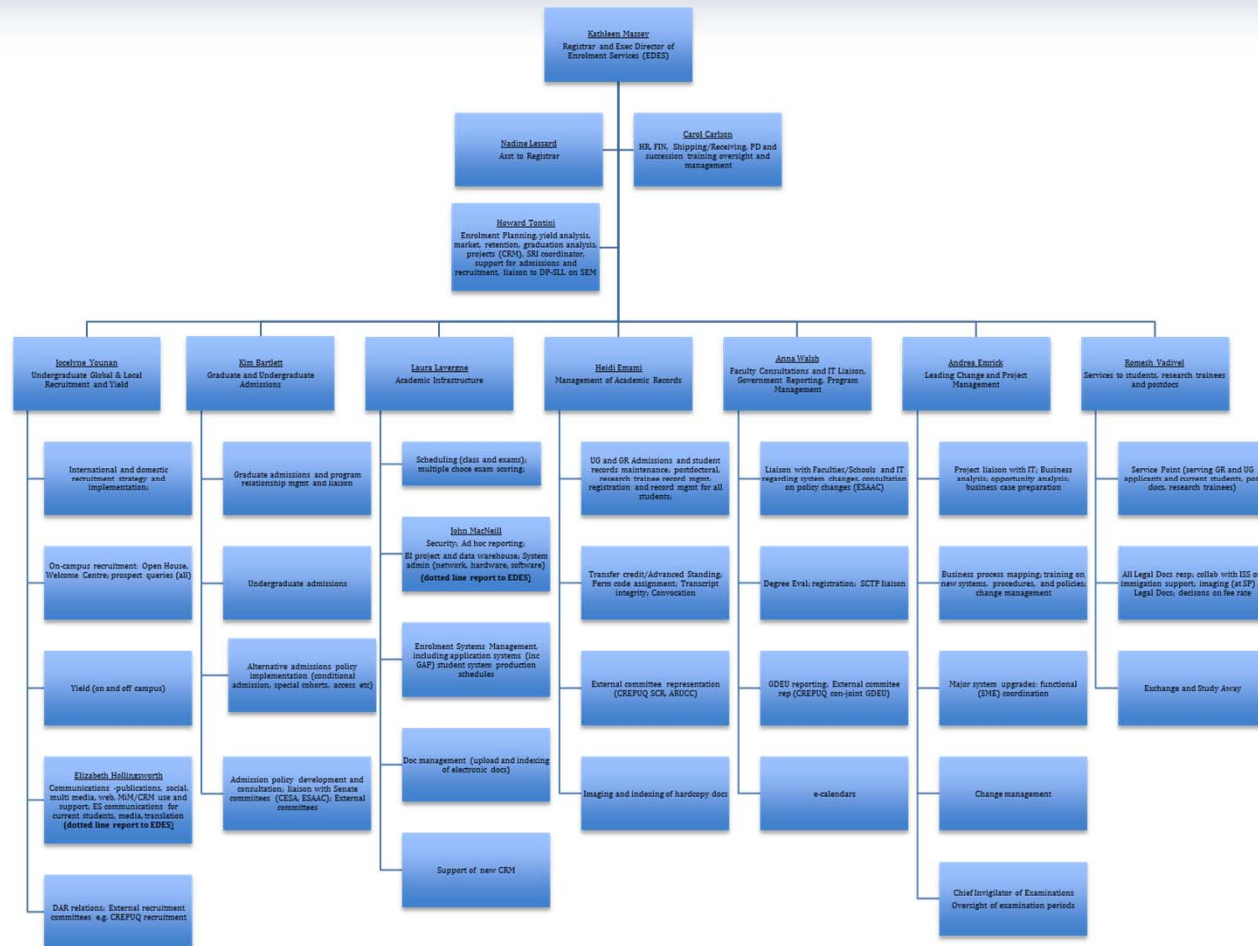


Examples of criteria for the need for new jobs

- The nature of the work has changed:
 - more automated,
 - more complex,
 - increased span of responsibility



ES Organizational Chart



Professional Development Workshops

- Leading Change (for supervisors): May 8th (full day)
- Managing Change (for staff): June 8th (full day)
- CV writing skills: May 14th (1pm – 4:30pm)
- Interviewing: May 18th (9:30am – 12noon)

Workshops will be held at 688 Sherbrooke 14th floor



GPS Processes to be Integrated

- Graduate Admissions processes
 - File review & admissions decision
 - Predetermination (Equivalency / Accreditation – grades, degrees, schools)
 - Conditions of acceptance
 - Graduate Admission Letters
- Graduate Research Trainee processes
 - File review & admissions decision
 - Admission Letter
 - Registration



GPS Processes to be Integrated

- Postdoctoral Fellow & Postdoctoral Research Trainee Processes
 - File review & admissions decision
 - Registration
- Records & Registration Processes
 - Student record updates / changes
 - Transfer credits & Advanced Standings (assessment & processing)
 - Reinstatements, Readmissions, & Withdrawals
 - Double Programs
 - Inter-University Transfers (IUT's)
 - Grade Approvals & Changes
 - Leave Approvals



GPS Processes to be Integrated

- Policy Implementation & Procedure Creation
 - Ex: Service Level Agreements (SLA's)
- Graduate Student & Department Support
 - Documentation & Training
 - Handling & responding to student & department queries



GPS Project Update

Description	Status	Explanation
Scope	Green	<ul style="list-style-type: none">• Processes to be integrated have been defined in broad terms
Process Mapping	Green	<ul style="list-style-type: none">• Refining scope, building process inventory• Identifying Roles and Responsibilities• Identifying important points of communication between offices – documentation of policies and procedures
Digitizing Student Records	Yellow	<ul style="list-style-type: none">• Graduate student records need to be digitized• Working with Trigonix to develop a plan• Short time-frame
Staffing	Green	<ul style="list-style-type: none">• GPS positions to be integrated into ES have been identified and staff have been informed• GPS Records & Registration team is already working with ES-Records team

Timeline

	May	June	July	August
ES Reorganization				
Job Descriptions				
Postings, Interviews, Offers				
Professional Development Courses				
Physical Move				
Digitization of GPS Records				
Phase 2 policy and practice proposals				



Commitments for Tuesday, June 12th Round Table

- Scope of Phase 2 – list of technology and policy/practice projects
- Dates for moving (more details)
- Job descriptions for any transformed positions
- Dates for hiring process
- Status update on digitization project

