Service Round Table

March 2012

Agenda

- Welcome
- Announcements
- Phase 1, 2 and GPS/ES Project Goals
- Values (activity)
- Communication and Consultation
- Timelines
- Commitments: Staffing Principles
- Next Steps

Announcements

- Integrated Services Project – Phase II:

  - Romesh Vadivel to be the Project Manager

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

Integrated Services Phase 1: Goals

Here's what was accomplished:

✓ Brought together services offered in 6 different locations in 4 different buildings.

✓ Reduced student run-around

✓ Transformed the profile of services from 'behind the scenes' and 'scattered' to a cohesive and prominent place in the heart of campus.

✓ Provided intensive professional development to our employees

✓ Empowered our employees to make decisions on the front line.

✓ Built on the tradition of excellence at McGill through the enhancement of the student experience.

Integrated Services Phase 2: Goals

Here's what is next:

- Enhance the student experience by:
  - further reducing "run-around"
  - enhancing the quality of administrative services in partnership with other service units across McGill
  - increasing the breadth of services offered by Service Point to students and postdoctoral fellows
  - increasing efficiencies by sharing technology, knowledge and expertise through the integration of student records management and admissions functions
  - Revising policies and practices to be student-friendly and effective

Integrated Services Phase 2: Goals

- Support and empower our employees by:

  - providing intensive professional development
  - implementing improved technology-based solutions, such as a CRM and new web functionality for Q-Nomy
  - refining the service model to establish more sophisticated, timely, and efficient ways to share information and support students in partnership with subject matter experts, associate deans and others

GPS / ES Integration Project: Goals

- Integrate behind-the-scenes graduate and postdoctoral student records and admission functions within Enrolment Services

- Harmonize and streamline policies and processes.

- Introduce new technologies and systems to enhance self-service options for students

- Introduce new technologies and refine existing tools to support staff across the university in the delivery of services to students and the management of student records

Values and Principles – your ideas?

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

Activity

Step 1:

Take 3 minutes to discuss with 3 people:

- What one or two words describe the values that are important to me?

Share verbally with the whole group

Step 2:

Take 3 minutes to discuss with 3 people:

- Choose 1 value that is important to you and describe 1 behaviour that would demonstrate that value at work.
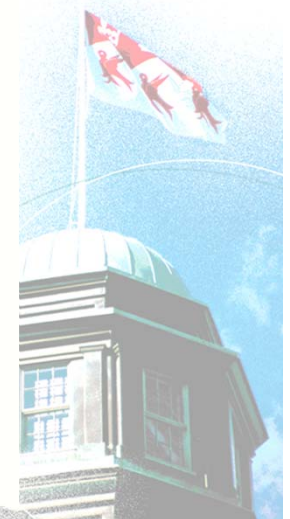
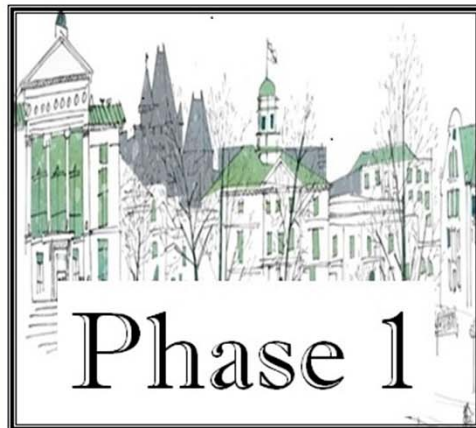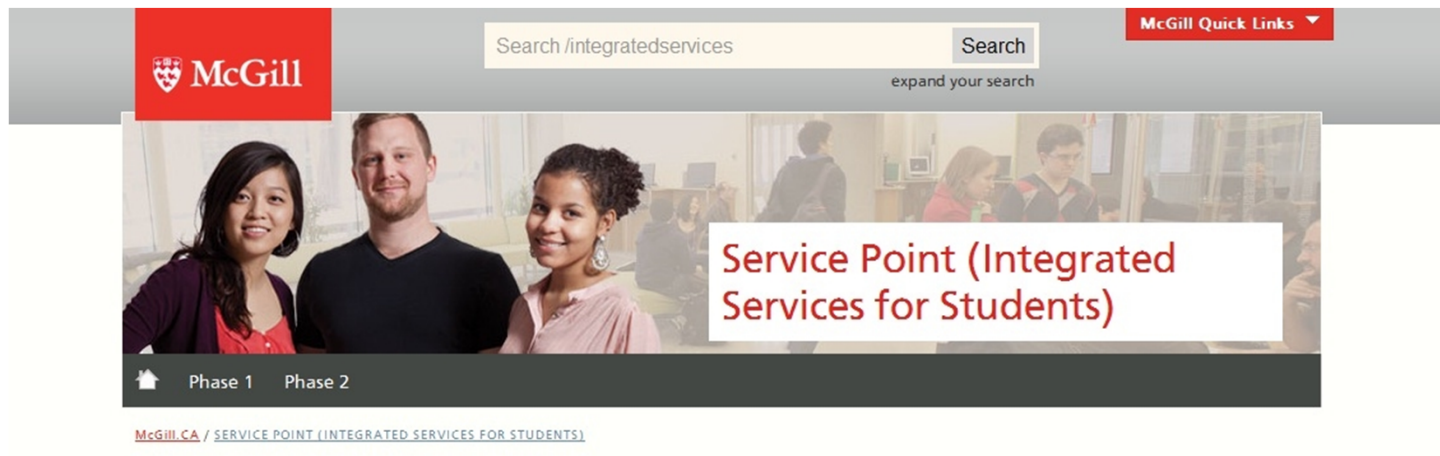Share verbally with the whole group

How will we communicate and consult?

- How will we communicate and consult?
  - Service Round Tables: bi-monthly
  - Stakeholder Consultation Sessions
  - Regular Working Group Meetings
  - Process mapping sessions
  - One-on-one meetings
  - Project website

How will we communicate and consult?

- Project Website: http://www.mcgill.ca/integratedservices/

Committee & Consultation Group Roles & Responsibilities

Committee	Role & Responsibilities
Executive committee	• To lead the direction of the project • To make high level decisions • Manage cost of transition
Working Group	• To perform daily activities of the project • To produce quality deliverables on time & on budget • To identify opportunities and provide recommendations and/or make decisions about changes • To escalate high level issues to Executive
Subject matter experts	• To map processes • To identify business needs & gaps • To propose improvements for service
Consultation Groups	• Identify needs • Provide feedback about models and proposals for service delivery

Committee Structure | Consultation Groups

Executive
Martin Kreiswirth - GPS
Morton Mendelson – DPSLL
Kathleen Massey – ES

Working Groups
Andrea Emrick – PM
Kim Bartlett – ES Admissions
Debbie Eperjesi - ES Admissions
Laura Lavergne – ES Admission Systems
Laurens Verkade – GPS Admissions
Heidi Emami – ES Records
Clara Spadafora - ES Records
Vanessa Hansen – ES Records
Anna Walsh – ES Degree Eval, GDEU, Sched.
Fiona Lees – ES Programs & Degree
Evaluation
Fiorella Lisi – GPS Records
Jocelyne Younan – ES Service Point
Romesh Vadivel – PM Integrated Services
Phase II
Meyer Nahon – Associate Dean, GPS
Carol Carlson – ES, Administration
Marisa Albanese – DPSLL
HR Org Dev representative

Subject Matter Experts
GPS & ES staff – Functional experts in records, registration,
degree evaluation, admissions, & front line services
Graduate Program Coordinators (GPC's)
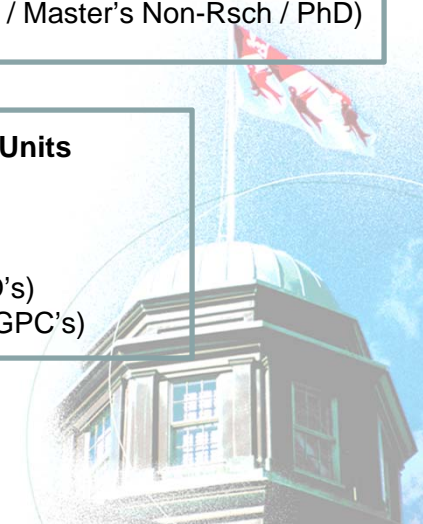Graduate Program Directors (GPD's)

GPS Consultation Group
Martin Kreiswirth – GPS, Dean
Lisa de Mena Travis – GPS, Associate Dean
Meyer Nahon – GPS, Associate Dean
Shari Baum – GPS, Associate Dean
Lissa Matyas – GPS, Director
Muriel Auberger – GPS, Assistant to Dean

Student Consultation Groups
Postdoctoral Scholars / Postdoctoral Fellows
Postdoctoral Research Trainees
Graduate Research Trainees
Graduate students (Master's Rsch / Master's Non-Rsch / PhD)

Faculties and Academic Units
Deans
Associate Deans
Unit Chairs
Graduate Program Directors (GPD's)
Graduate Program Coordinators (GPC's)

Timeline: People

- In cases where new positions are created, the following timeline will apply:

March — Staffing Principles

April — * Revise ES Org / * Job descriptions / * Workshops

May — Postings

June / July — Interviews

August — * Offers / * Teams announced

Timeline: Processes & Communication

Feb
ES responsible for GPS Records & Registration operations

March
* Project Team kick-off
* Round Table
* Website Launch
* Identify & finalize processes to be integrated
* Begin student record digitization

April
* Map & document processes
* Continue student record digitization
* Round Table

May
* Map & document processes
* Continue student record digitization

June / July
* Map & document processes
* Create cut-over plan for new & rev processes
* Continue student record digitization
* Round Table

August
* Integrate processes
* Continue student record digitization
* Round Table

Commitments – 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.

- Throughout this process, 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 qualifying skills and abilities and qualifying skills and abilities and in accordance with the provision of the collective agreement and University policies.

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

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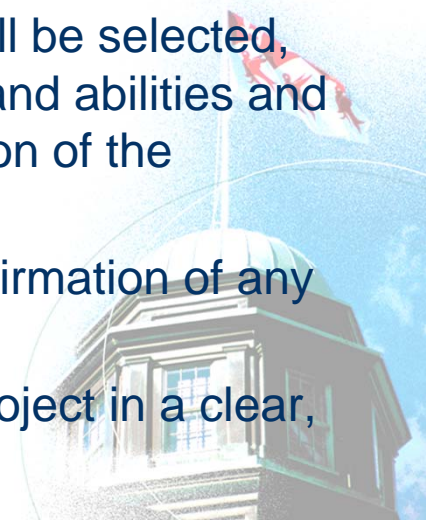
Next Steps

- Next Round Table: April 20th, 2012
- Commitments for next Round Table:

  - Summarized values and principles of integrated office
  - Draft version of new ES structure for your feedback
  - List of GPS & ES processes to be integrated