

# Service Roundtable



June 12<sup>th</sup> 2012.



# Agenda

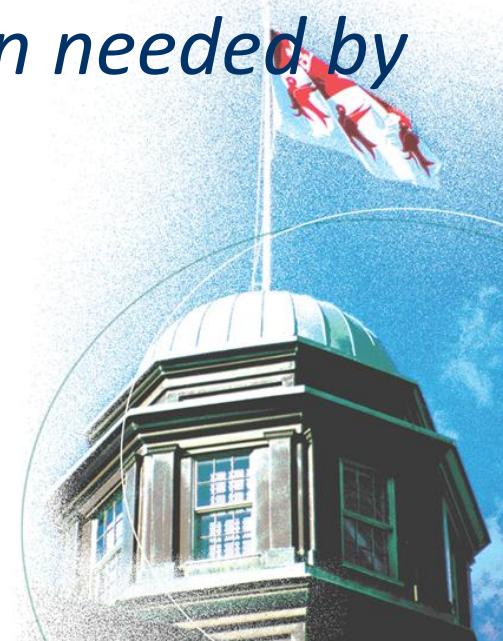
- 1) **Vision Committee**
- 2) **Job Descriptions, Postings and Succession Planning**
- 3) **The Re-org**
  - 1) Staffing Plan
  - 2) Space Plan
- 4) **GPS Transition Update**
- 5) **Graduate Record Digitization**
  - 1) Update
  - 2) Timeline
- 6) **Visual Schedule Builder Demo**
- 7) **Commitments for next month**



# Aspirations

*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.*



# Why a “Vision Committee?”

- Came out of the leading change workshop





# Vision Committee Members

On May 9<sup>th</sup>, an email was sent to all ES staff inviting them to participate.

**Participants (Volunteers):**

- Anik Vrancken (Systems)
- Anna Cianci (GPS)
- Dave D'Oyen (Student)
- Giovina Rogers (student)
- Heidi Emami (Academic Records)
- Jenne Peterman (Recruitment)
- Julie Asselin (Service Point)
- Karen J'bari (Admissions)
- Kim Bartlett (Admissions)
- Lindsay Wilmot (Recruitment)
- Mark Campbell (Service Point)
- Melanie Element (Service Point)
- Nadine Lessard (Assistant to University Registrar)
- Rittu Sehgal (Service Point)
- Vanessa Hansen (Academic Records)



# Outcome

- ❖ 3 meetings in total
- ❖ Diverse group = interesting and lively discussion
- ❖ Considered positive outcomes: sustainability, evolution of processes and enhancement of skill sets etc.
- ❖ Re-org would mean different things to different people
- ❖ Key questions = roadblocks in creating a clear vision statement



# Question #1

**What are the reasons for the re-org?  
Is it only about budget constraints?**



# Reasons for the re-organization

- 1) Ensure a sustainable organization
- 2) Create communities of practice
- 3) Cross training
- 4) Equitable distribution of work
- 5) Ensure that we optimally match people's interests, experience and talent with the opportunities and work that we do
- 6) Succession planning
- 7) Working within the parameters of Bill 100





# Question #2

**What are the short term wins for staff and students?**



# Short term wins for staff/students

## March 1<sup>st</sup>

- ES Records staff now formally permitted to enroll in credit courses

## March 15<sup>th</sup>

- Exchange & Study Away – course approvals are now online with continuing enhancements ongoing
- Study Away now have online application

## April 1<sup>st</sup>

- ES to commence holding larger cohort-based Organizational Development courses on-site, for all ES staff.



# Short term wins for staff/students (con't)

## June 8<sup>th</sup>

- Minerva “Visual Schedule Builder” functionality launched

## June 15<sup>th</sup>

- University-wide Advisor contact list (for course approvals) and website updates for the international education transfer credit webpage
- McGill IT courses offered by ICS – specifically Microsoft Office online training to be made available to ES staff



# Short term wins for staff/students (con't)

**July 16<sup>th</sup>**

- eStudent Records go-live for registered Graduate students, Postdocs, Graduate Research Trainees, and Postdoc Research Trainee

**August 31<sup>st</sup>**

- Minerva PIN resets process to be fully automated, no longer necessitating manual requests from the student/staff/applicant/guest/alumni



# Question #3

**Why the week of July 9th for the start/move date? Why so soon?**





# Reasons to move week of July 9th

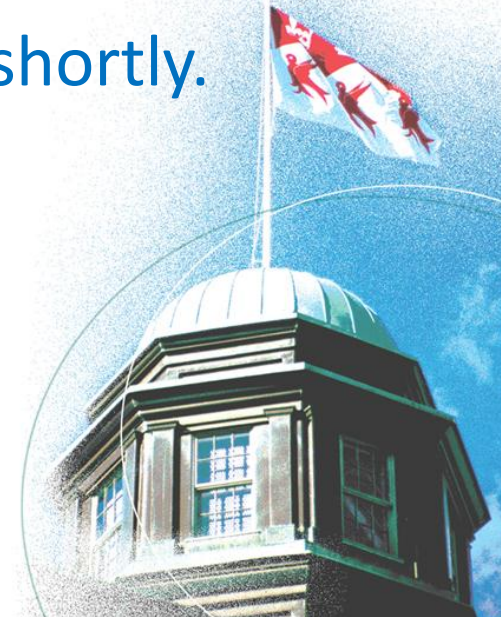
- Best option given all constraints
- Slow period
- People on vacation – easier because less disruption
- Fewer students on campus – less disruption for
- New fiscal
- After peak periods (registration, convocation, admissions, etc)
- Why not later? It becomes too busy.





# Job Descriptions

- ✓ The updated job descriptions for many of the positions have been sent to Human Resources for approval.
- ✓ Any other positions requiring updating will be drafted and sent to Human Resources shortly.
- ✓ The timeline for completion of the job descriptions is the end of July.



# Job postings

- ✓ Possible areas requiring new positions have been identified and work has started to create these positions.
- ✓ Timeline for completion of the posting process is by the end of August.





# Succession Planning

- During the summer we will continue to invite 8 – 10 staff to have breakfast with Kathleen to discuss their career plans.
- The invitees are selected at random, but should you wish to be invited earlier, please don't hesitate to contact Nadine Lessard or Carol Carlson and we will be sure to put you on the list for the next breakfast.
- Many people have asked for additional staff development for courses such as word, excel, access etc. Here is the link to training offered by McGill IT Services:

<http://kb.mcgill.ca/default.aspx?cid=2&c=12&cpc=I3H05yWX424VSt3TyBXR15N#tab:homeTab:crumb:7:artId:1964>







# ES Staffing – the Reorg

The new ES organization chart:

[https://secureweb.mcgill.ca/integratedservices/sites/mcgill.ca/integratedservices/files/es\\_new\\_org\\_chart\\_final\\_version\\_4.pdf](https://secureweb.mcgill.ca/integratedservices/sites/mcgill.ca/integratedservices/files/es_new_org_chart_final_version_4.pdf)



## Staffing – Kathleen’s team

- Kathleen Massey
  - Howard Tontini
  - Nadine Lessard

## Staffing – Administration & Finance (Carol’s team)

- Carol Carlson
  - Helen LeGrand
  - Anabela Viaes
  - Louise Lefebvre
  - Mike Laverty



## Staffing – Undergraduate Global & Local Recruitment and Yield (Jocelyne's team)

### ■ Jocelyne Younan

- Emily Kingsland (vice: Adriana)
- Bilquis Khatoon
- Chrissy Karropoulos
- Darleen Maselli
- Deborah Dimitruk
- Debra Blanch
- Elizabeth Hollingsworth
- Jenne Peterman
- Jonathan Sullivan
- Lindsay Wilmot
- Patty Tarica
- Sophie Marcoux
- Tania Raggo
- TBA (vice Sarah)





## Staffing – Undergraduate & Graduate Admissions (Kim's team)

### ■ Kim Bartlett

- Allison Duff
- Anna Cianci
- Debbie Eperjesi
- Debra Wilde
- Frank Babics
- Hélène Forsyth
- Joan Nachaty
- Karen J'bari
- Karen Sciortino
- Kathy Mayhew
- Laurens Verkade
- Lucie Moreau
- Marina Swoboda
- Michael Mitchell
- Rona Schwartz
- Zorica Jeremic





## Staffing – Academic Infrastructure (Laura’s team)

- Laura Lavergne
  - Brian Haughton
  - Danuta Klis
  - Elenitsa Kotoulas
  - Elvie Chiappetta
  - John MacNeill
  - Kathryn Strong (vice Laurie)
  - Ling Wu
  - Saeed Farahdel
  - Stanley Whyte



## Staffing – Management of Academic Records (Heidi's team)

### ■ Heidi Emami

- Alby Fough
- Brian Rodrigues
- Carol Lashington
- Carolyn Tokai
- Clara Spadafora
- Derek Williams
- Fiorella Lisi
- Franca Iacampo
- Jane Chan
- Janis Hendrick
- Joanne Kaplo
- Ken Duke
- Lize Coutu
- Lorraine Griffin
- Louise Moore
- Margaret Janukavicius
- Margaret Tsang
- Martine Eggeman
- Min Xiong
- Mohinder Massand
- Paula Philipowsky
- Rafael Lopes
- Rodica Vascan
- Ross White
- Sera Ciarcello
- Shalisha Abdullah
- Shelley Jardine
- Shirin Pendar
- Suzanne Camacho
- Vanessa Hansen



## Staffing – Faculty Consultation & IT liaison, Gov’t Reporting, Program Management (Anna’s team)

### ■ Anna Walsh

- Assaad Zakka
- Beri Lainjo (vice Nasim)
- Cindy Smith
- Fiona Lees
- Ida Lemme
- Janet Martone
- Jennifer Minnich
- Katie Shafley
- Kristina Kotoulas
- Lai Yard Lee
- Leslie Chalmers
- Maria Pietraroia
- Paula Pombo
- Vanessa Fabris



## Staffing – Leading Change & Project Mgmt (Andrea's team)

- Andrea Emrick
  - Anik Vrancken
  - Lynne Chalmers
  - Nermein Gamal
  - Rittu Sehgal



## Staffing – Services (Romesh’s team)

### ■ Romesh Vadivel

- Archchun Arirajah (vice Allison)
- Brenda Stewart
- Curtis Sharman
- Danielle Bissonnette
- Demetra Pavlounis
- Fernina Yau
- Grazia Foschi
- James D’Elia
- Janice Johnson
- Julie Asselin
- Kathy D’Alesio
- Linda Anderson
- Linda Ortuso
- Luke Walker (vice Catherine)
- Marcella Casella
- Marijana Ivanisevic
- Melanie Element
- Nadiene Barralet
- Nathalie Michaud
- Nicole de Verteuil
- Sarah Baxter
- Sonia Vaccaro
- Tiffany Canto
- Victoria Villalba





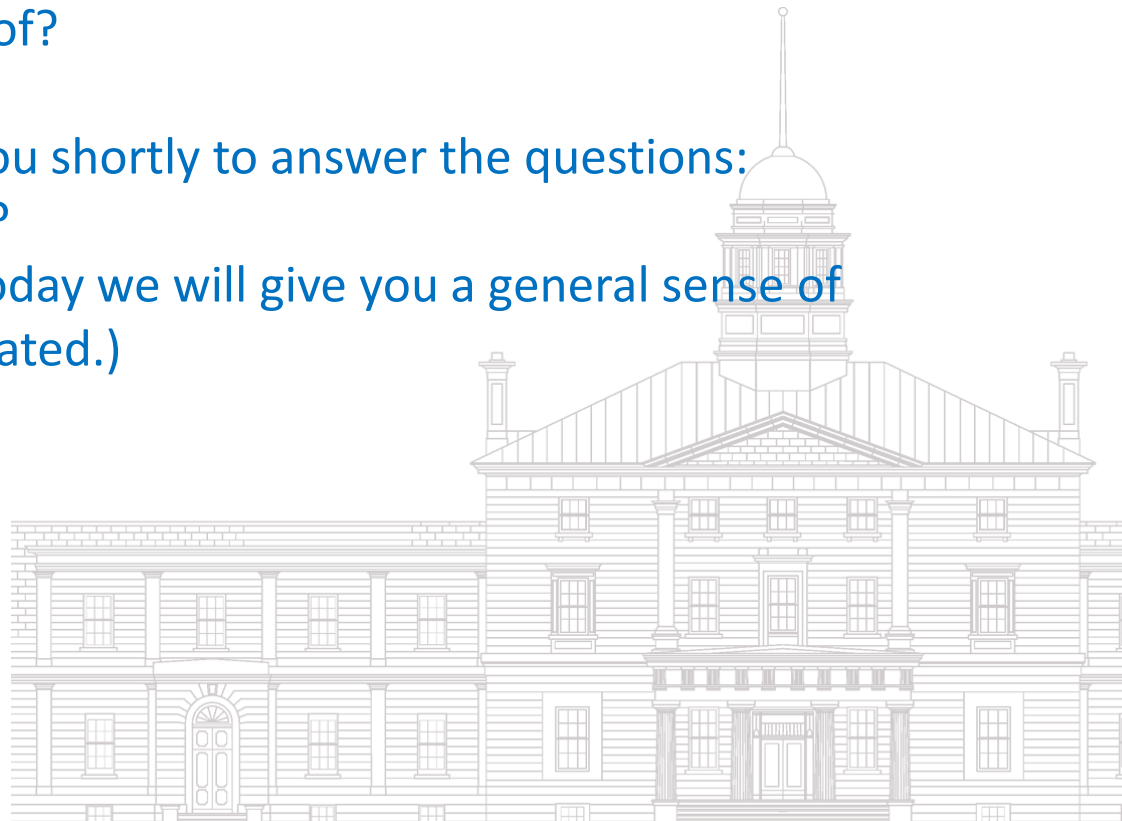
# Staffing – further information

Your Unit Head will have already met with you to answer the following question:

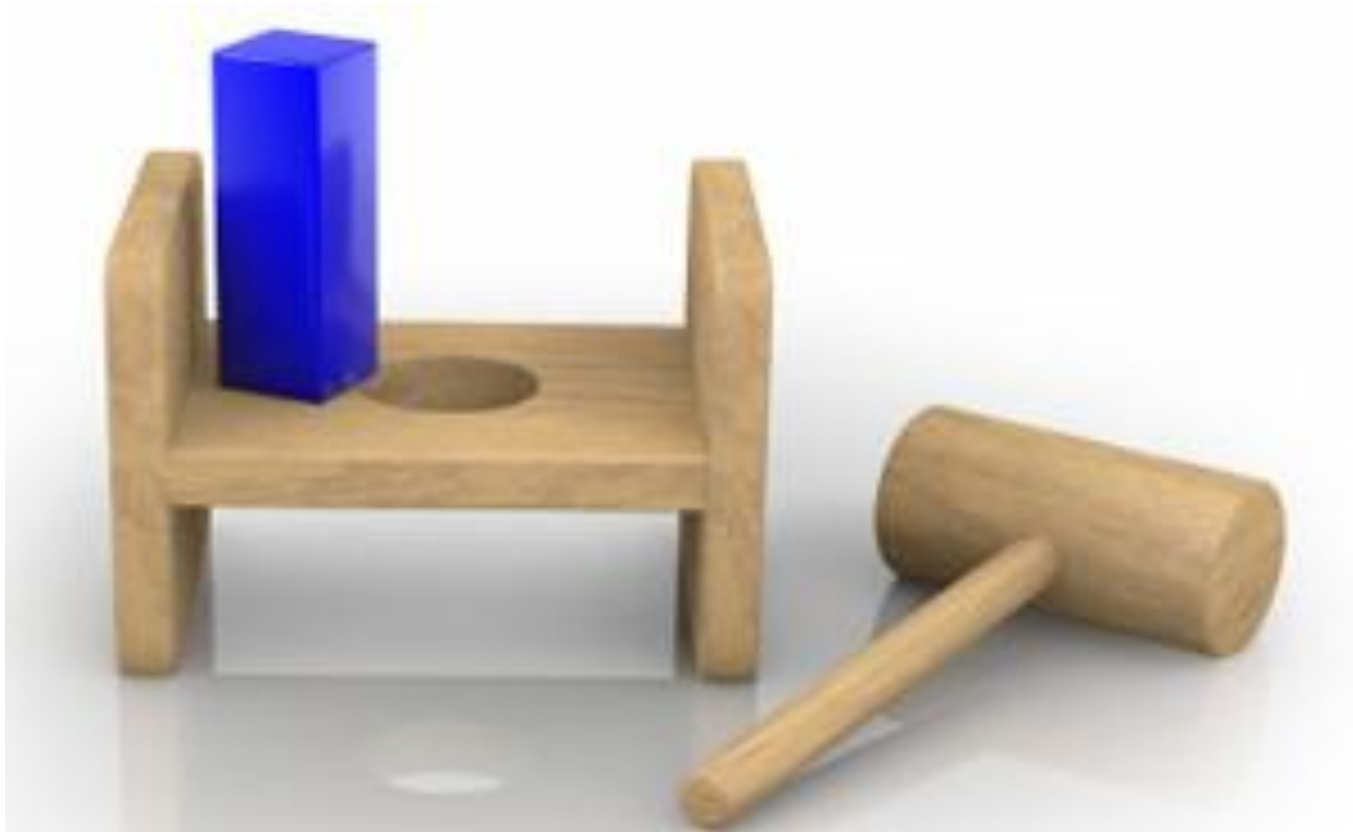
- Which team will I be part of?

Your Unit Head will meet with you shortly to answer the questions:

- What work will I be doing?
- Where will I be sitting? (Today we will give you a general sense of where your team will be located.)



# Space Plan



# Space Plan (con't)

## Process involved:

- Consultation
- Feedback
- Logic
- Developing an understanding of your teams' needs
- Magic 8-ball / Miss Cleo



# Space Plan – where teams will be located

## ■ McLennan:

- Exec Director & Registrar (Kathleen's team)
- Admin & Finance (Carol's team)
- Undergrad Recruitment & Yield (Jocelyne's team)
- Undergraduate & Graduate Admissions (Kim's team)
- Management of Academic Records (Heidi's team)
- Frontline Services (Romesh's team)
- Academic Infrastructure - Exams (Laura's team)

## ■ 688 Sherbrooke:

- Faculty Consultation, IT liaison, Gov't Reporting, and Program Management (Anna's team)
- Leading Change & Project Management (Andrea's team)
- Academic Infrastructure (Laura's team)

## ■ 3430 McTavish:

- Undergraduate Recruitment & Yield (Jocelyne's team)









# GPS Transition Update

Description	Status	Explanation
Scope	Green	<ul style="list-style-type: none"><li>• Processes to be integrated have been defined in broad terms</li><li>• Executive meeting this week</li></ul>
Process Mapping	Yellow	<ul style="list-style-type: none"><li>• Refining scope, building process inventory</li><li>• Identifying Roles and Responsibilities</li><li>• Identifying important points of communication between offices – documentation of policies and procedures</li></ul>
Digitizing Student Records	Yellow	<ul style="list-style-type: none"><li>• Graduate student records being digitized</li><li>• Planning for training</li><li>• Determining taxonomy and security needs</li><li>• To determine on-going scanning and indexing processes</li></ul>
Staffing	Green	<ul style="list-style-type: none"><li>• Position descriptions being revised in conjunction with the ES reorganization</li></ul>

# Graduate Record Digitization - Update

## Total files sent May 25<sup>th</sup>

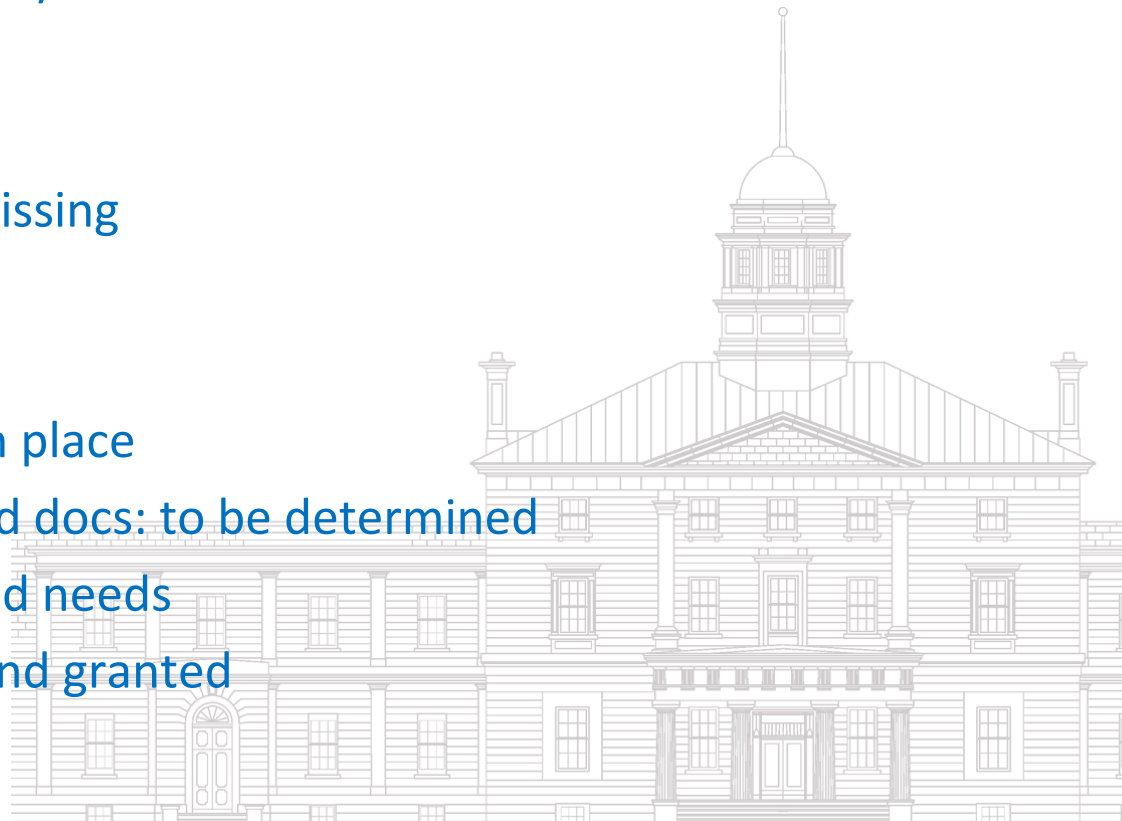
- Postdocs: 12 boxes / 747 files
- Research Trainees: 2 boxes / 162 files
- Graduate students: 117 boxes / 7005 files

## 'Missing' files – 275

- Determining if all are truly missing

## Processes, etc:

- Requesting files in interim: in place
- Process for incoming files and docs: to be determined
- Training: identifying users and needs
- Security: to be determined and granted



# Graduate Record Digitization - Timeline

## June 26:

- Trigonix to provide digital files to McGill

## June 26 – July 6:

- CCS to upload & test files
- Security to be granted

## July 3 – July 13:

- Training to be delivered to users

## July 16th:

- Go live





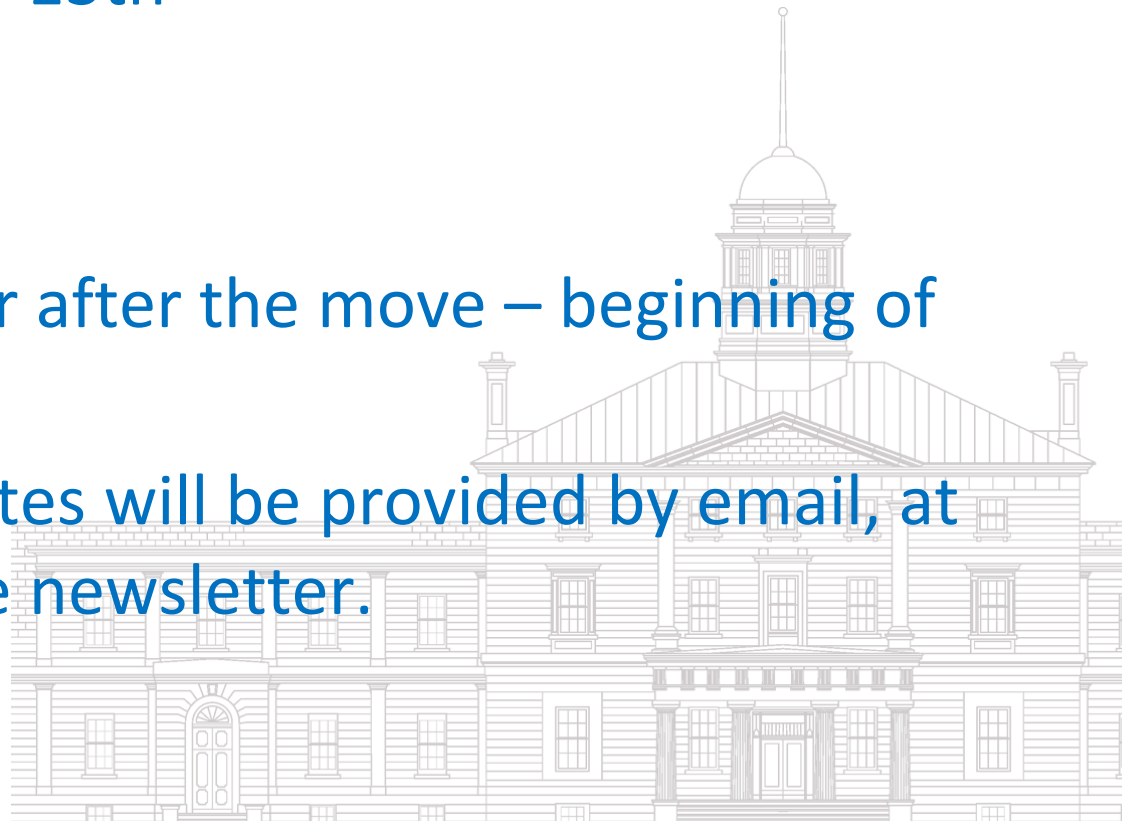






# Commitments for next month

- Move plan and packing instructions - preparing for the move (before next meeting)
- Complete move on July 13th
- New postings
- Short term wins?
- Next meeting will occur after the move – beginning of August
- In the meantime, updates will be provided by email, at the website and via the newsletter.



# Have a good week!

