

CONCORDIA



OUR UNIVERSITY SERVICES

WORKING TOGETHER TO HELP
BUILD A BETTER UNIVERSITY FOR
OUR STUDENTS, FACULTY AND STAFF

SERVICES SECTOR
ANNUAL REPORT 2014-15



MESSAGE FROM THE **VICE-PRESIDENT**



This past academic year has been exciting for the university as a whole, with much going on, including the **celebration of Concordia's 40th anniversary**. The university hosted two major external conferences on campus and was chosen to house a new United Nations program for global sustainability called Future Earth!

In January 2015, there was the implementation of the new Student Information System (SIS), which supports virtually all vital student-related services, processes and business functions at the university. Two SIS support groups were created for staff, faculty and students to support the complex transition to the new software: **the student brigade** and **PRESTO** (the Personalized Response for End-user Support and Training Office).

In January 2015, the president launched the Strategic Directions process, which began with a lecture series and continued throughout the summer with community consultations and idea cafés. **Nine directions** have been identified to guide us in becoming a next-generation urban research university. **Phase 2** includes developing cross-institutional strategies to double our research, teach for tomorrow, grow smartly, and embrace the city, embrace the world.

Within the Services Sector, notable achievements include the successful searches for new food and beverage service providers; the signing of four collective agreements; progress on Phase 1 of the Webster Transformation Project; the launch of the IT Service Catalog, which conveniently centralizes all IT services offered; the creation of the Sustainability Hub, which categorizes all things sustainable at the university; a full upgrade of the Integrated Security System; and the opening of the Grey Nuns Reading Room to great acclaim.

Keep reading to find out about all of our 2014-15 accomplishments and to learn more about six of our colleagues who are profiled on pages 20 to 25 for their hard work and dedication.

Roger Côté
Vice-President of Services

MEET OUR LEADERSHIP TEAM



ROGER
CÔTÉ

Vice-President of Services

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MARC
DENONCOURT

Associate Vice-President of Instructional and
Information Technology Services
and Chief Information Officer



MICHEL
NADEAU

Associate Vice-President of
Facilities Management



CAROLINA
WILLSHER

Associate Vice-President
of Human Resources

SABRINA
LAVOIE

Executive Director of Budget Planning
and Business Development



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PIETRO
GASPARRINI

Director of Environmental
Health and Safety

JACQUES
LACHANCE

Director of Security



IMPROVING OUR SERVICES **TO THE UNIVERSITY**



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Providing quality services to the university is our raison d'être. Improving on those services is a tremendous source of pride for the entire team. Here are some examples of such improvements.

Launched last fall, the **IT Service Catalog** has a wealth of resources streamlined into a single, easy-to-use repository. All services are centralized on one web page, divided into subcategories so that information is easily found. Over the first year of its existence, the website garnered nearly one million visits with around 832,000 unique page views! The biggest spikes in web traffic were at the beginning of each term, as one would expect with all the new students and professors coming on campus.

The catalog is the result of a collaboration between Instructional and Information Technology Services (IITS) with IT groups in the Faculties and in other areas.

Over the past fiscal year, IITS has effectively doubled its **budget for classroom technology** to \$400,000 annually to ensure professors can focus on delivering knowledge content without having to worry about the technology at hand. The goal is to standardize all classroom technology to allow for remote diagnostics and servicing, as well as high-definition presentation technology, which enhances the quality of the student experience, with a focus on user-friendly control systems.



Event bookings on campus are now confirmed within two business days of the request, after Hospitality Concordia streamlined the **MyEvents confirmation time**.

Most of us take our safety on campus for granted, but security is an invaluable service that is almost always behind the scenes. The Security department continues to be responsive to the needs of the community with a full **upgrade of the Integrated Security System**.

The Digital Store acquired a new printer that allows for **large-scale printing** at competitive prices. This means students can now print out

massive presentations right on campus, as well as posters for dorm rooms. The possibilities are endless!

Students (or anyone on the go) can now refuel at the **Campus Corner**, a new convenience store at the Mackay entrance to the J.W. McConnell Building. On offer are school supplies, drinks and snacks, technology products, self-serve printing and binding, DPrint support and even passport photos.



THE BIG PICTURE

The opening of the east wing of the **Grey Nuns (GN) Building** has been a real success on many fronts. As a result, the number of GN residents has more than doubled, to 600. Having more students in residence “has noticeably increased the vibrancy of student life in the building,” explained D’Arcy Ryan, director of Residence Life. “**Student artists have painted striking murals** in many of the common areas, and there are more walls to be painted. We’ll keep going until they’re all painted by the students.” The expansive building is a regular venue for many fun student activities, including movie nights and Crafternoons!

The conversion of the chapel into a 350-seat Reading Room was widely acclaimed in local and

national media, as well as on social media. The quiet space is regularly enjoyed by faculty and staff, in addition to students, and is rumoured to be a favourite haunt for professors seeking sanctuary.

The Grey Nuns Dining Hall became the food venue of choice for meal plan holders on the Sir George Williams Campus. The dining hall includes a self-cook station where students can choose to cook their own meal from a fully stocked pantry.

Phase 1 of the **Webster Library Transformation Project** is nearing completion. Once the construction for the ventilation, plumbing, architectural and electrical work is complete, it will result in:

- 3 group study rooms
- a seminar/thesis defense room
- collaborative learning space
- a zero-noise room
- shelving for book collections
- 2 large enclosed reading rooms with:
 - 204 seats at tables
 - 96 seats at tables with desktop computers
 - 154 seats at carrels

In all, this represents more than 450 individual spaces to address the concerns voiced by students for more quality space in the library.

Phase 2 of the project involves the renovation of the entire fifth floor. LB5 East will include the graduate students' rooms and two additional study rooms and space for books. It includes:

- 4 dissertation writers' rooms with lounge, kitchenette for graduate students, designated photocopier/printer/scanner for graduate students, lockers and shelving for books
- 2 group study rooms
- shelving for collections (books)
- 2 photocopier/printer/scanner stations
- (one just for graduate students)
- CLUES Library Catalogue stations
- 3 large, quiet reading rooms (one just for graduate students)

The project is expected to be completed in December 2017. **See the timeline.**

IITS, working with the Office of the Registrar and Enrolment Services, implemented a new **Student Information System (SIS)** that will form the foundation of Concordia's IT roadmap for the next 5-10 years. The implementation of this new system will guide the progression of other Concordia systems, such as a HR, advancement, finance and business intelligence. Not only will the integration of these systems provide greater security, it also improves functionality for the user. The new SIS boasts many user benefits, including allowing students to monitor their academic progress with a degree audit feature, and allowing professors to record students'

marks on each component of the course instead of just final marks. Other much-anticipated features include a single self-service page for students, a new waitlist for courses that are full, and the ability to allow limited access to others (such as parents). Major effort was spent on the implementation of the new platform, which launched January 26, 2015. Efforts continue on implementing new features and improving usability, as well as training for users and the creation of an entire support team, training resources and video tutorials.

A new **web content management system** was implemented by IITS and University Communications Services (UCS). In doing so, 200 disparate websites were consolidated onto one central platform, improving information accuracy, navigation, branding and overall communication. The results? The consistent look, feel and navigation make information easier to find, more accurate and consistent. With content replication and repurposing, information is easier to share across the university, current students are more informed, and the recruitment aspect is better supported, thanks to easier access to information. The new software fulfills the goal for the university's digital presence to contribute to Concordia's selection as a first choice for prospective students, faculty and employees.

Records Management and Archives Department and IITS have implemented an **Electronic Documents and Records Management System (EDRMS)** for approximately 200 users, completing Phase 1. In Phase 2, an additional 800 users will be added to the system. The EDRMS, known affectionately as eDocs, provides a central platform for document collaboration among faculty and staff, and will encourage a high level of discipline in managing the lifecycle of documents, from creation to archiving.

For the first time in 13 years, the university has **new food and beverage service providers**. After thorough community consultations and a fully transparent tendering process, Aramark was selected as the university's food service provider for the next five years. The Request for Proposals focused on the university's commitment to sustainability, nutrition, health and wellness in its campus food operations. Soon after, Coca-Cola was selected as the beverage supplier.

STRENGTHENING STUDENT LIFE

In addition to improving services for the university community, many efforts are also made to support student life so that all our students have an outstanding experience.

The team in Campus Retail Stores (CRS) offers a variety of money-saving options when it comes to acquiring textbooks. Not only can students sell back their textbooks to the Campus Retail Stores, textbooks can also be **rented** and bought **used**.

Coursepacks are also offered as **eCoursepacks**, which are viewed on any device, tablet or computer, and can be marked up in the same way as the hard copy, but cost about half that of the hard copy.

Fine arts students now have more **convenient methods of paying lab fees**: As of January, they can pay them at any CRS location or online!

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SUPPORTING OUR PEERS

The university would not be the same without our dedicated and hard-working employees. Here is how the services sector strengthened the university's operations by supporting our colleagues.

The collective bargaining success from 2013-14 carried over to 2014-15 with the **signing of four collective agreements**: TRAC-TA, TRAC-RA, ACUMAE and CUPFA.

Employees with health benefits were pleased in January to learn that the **health insurance rates remained unchanged**. This is also the case for vision insurance, optional life insurance, basic life insurance and long-term disability.

During the 2014 calendar year, HR offered **29 workshops and courses** via the Learning and Development Calendar and **331 employees** took advantage of the opportunity. A training survey was held to better understand employees' needs and to tailor training offerings to those needs.

In an effort to reduce operating expenses, the university offered administrative, professional and support staff the opportunity to leave the university in exchange for a **Voluntary Departure Program (VDP) Payment**. The effort put into the program's implementation was impressive:

- 18 sessions to provide staff with information about the program
- 5 community sessions where individuals, teams and managers could begin the process of reflecting on the changes resulting from the program
- 1 recognition event to bid participants a fond farewell

Overall, 90 employees took advantage of the VDP.

SECURING OUR CAMPUSES, PROMOTING SAFETY

Part of the university's mandate is to provide a safe environment in which to work and study, and we take that commitment to heart.

Participation in **safety training has increased by an impressive 383%**. The number of registered participants rose to 1,250 from 250, requiring more than four times the number of courses offered in 2013-14. Hazardous material training for laboratory personnel has been offered online via Moodle since April 2014.

Two new safety courses were introduced over the year: A "hands-on" lab safety training session was developed for the Faculty of Engineering and Computer Science, as well as hazardous materials minor spill response training.

A new web application firewall was installed. By customizing the set of rules for any HTTP conversation, IITS is protecting us all from hackers. Additionally, IITS **implemented a security incident and event management system** to monitor for any intrusion to our infrastructure. Should an intrusion be detected, the appropriate IT staff will be notified by the system.

After a comprehensive review of the patrols, the Security Department has created a **third patrol sector** on the downtown campus to include the Grey Nuns Building, as well as the newly acquired Grey Nuns Annex.

Environmental Health and Safety (EHS) **has updated the policy on Injury Prevention and Reporting (VPS-42)**, in addition to creating a new, simplified procedure and a new form to be completed.

The Security department has sponsored a series of **university security webinars** where guests from other areas of the university related to the topic at hand are invited to attend. Topics so far have included "Classroom Safety: Training Adjuncts" and "Kids on Campus: Protect Guests & Your Institution."

A safety exhibition held November 26, 2014, in the lobby of the EV Building allowed members of the university community and the general public to learn more about best safe-work practices in laboratories, studios and workshops. More than 180 Concordians participated.



MORE ENGAGING EVENTS ON CAMPUS

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There is so much to do on campus as the university is a busy place. Here are just a few successful events that drew many new visitors to our campuses.

In June 2014, more than 750 scholars, artists, activists and students from throughout the Americas united to explore political activism through art. This weeklong event called **Encuentro** was facilitated by Hospitality Concordia and organized by the Hemispheric Institute of Performance and Politics. The prestigious event was all the more successful considering it followed on the heels of the Acfas conference in May 2014 that drew 5,500 attendees!

Hospitality also worked closely with Egale Canada Human Rights Trust (ECHRT) on all the logistical details to host the second **LGBTQ Youth Suicide Prevention Summit**, a “hands-on” event guided by facilitators experienced in translating knowledge and ideas into action. “With this event, we’ve been able to get these individuals together to talk about how we can address the key factors,” explains Helen Kennedy, ECHRT’s executive director.

Concordia also hosted and sponsored **EcoHack MTL** on October 18. The urban sustainability design competition unites computer programmers with designers to meet the sustainability challenges of local organizations, institutions or cities. EHS took the lead role in hosting the event, and also created a multidisciplinary team to compete in the event. Approximately 110 people from across the city attended.

FAST FACTS



Fall Back to School rush:

45,000 transactions
at the Bookstores

+75 students
employed by the Bookstores

1,518 events hosted
on campus

14,624 job applications
received

15,587 income tax
statements
produced

6.1% decrease
in security incidents *, **

25.3% increase
in prevention and assistance
interventions by Security agents *

733 hours of chemical
inventory verification

42 respirator qualitative
fit-tests

25 indoor air quality
assessments

51 ergonomic
evaluations

10% more
Wi-Fi access points

* Based on the 2014 calendar year
(not the academic year).

** When compared to a similar campus size
in the previous year (does not account for third
patrol area).

FINANCIAL FIGURES

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<i>Budget by area in \$M</i>	
Facilities Management	31.7
Business operations	21.1
Instructional and Information Technology	12.5
Security	6.9
Human Resources	5.4
Provisions for strategic initiatives	1.0
Environmental Health and Safety	1.6
Residences Expenses	2.8
Office of the Vice-President, Services	1.3
Total	84.3

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REVENUES

Campus Retail Stores	13.3
Commercial leases	5.9
Hospitality Concordia	3.9
Residences	5.5
Space imputation	1.5
Total	30.1
Net expenditures	54.2



SUSTAINABILITY

A remarkable achievement this year is the creation of the **Sustainability Hub**. The online portal that centralizes sustainability initiatives, including operations and academic, is a wonderful example of cross-department collaboration: the creation of the hub included the collaboration of EHS, UCS, with members of the sustainability governance framework. "The final product is a great expression of what we do as a community to forward sustainability," says Web Writer and Editor Andy Murdoch of the new hub. "It's the result of close collaboration between the university and the student body. The website is comprehensive and has influenced the development of new sites."

Another online initiative that supports our sustainability efforts is the Rethink Waste page that was launched in March 2015. It clearly identifies what Concordians can do to reduce the university's contribution to landfill. The current diversion rate is roughly 56%. (This means we are sending about 56% of recoverable materials to composting and recycling instead of landfill.) We hope to achieve a rate of 70%, which would earn the university the highest ranking offered by RecycQuébec.

A pilot **Green Space** was created on the mezzanine of the Henry F. Hall Building with the goal of building on existing momentum by providing a venue for sustainability initiatives. The location experienced modest success with the weekly farmers markets and an Earth Day event where fair trade bananas and coffee were on

offer to passersby, and 50 participants completed surveys that will help further our sustainability efforts. A number of campus groups also held events in the Green Space.

A new contract position was created with a grant from the J.W. McConnell Family Foundation Institutional Food Fund: the **Sustainable Food System Coordinator** is mandated with improving the university's procurement practices and supply chain relationships in order to serve healthy, local and sustainable food in our dining halls and eateries. The coordinator is responsible for identifying local food purchasing needs and opportunities, and developing constructive and collaborative relationships with contracted food service providers, local food suppliers and on-campus food initiatives.

EHS is working in close collaboration with the Facilities Management's Engineering and Building Performance Team on a **fume hood energy conservation program**. The program is reducing the face velocities of chemical fume hoods located in both teaching and research laboratories without affecting the containment ability of the fume hoods.

Even furniture is subject to sustainability! With a little creative thinking, a win-win solution was found for **300 defunct chairs and desks, which were donated to the Commission scolaire de la Pointe-de-l'Île**, reusing 4.2 metric tonnes of material.

BOLSTERING OUR COMMUNITY

Engaging with the general public is part of the university's commitment to be an active community player. And what better way than to raise funds for charitable organizations and to contribute to the well-being of our neighbourhood.

In collaboration with the John Molson School of Business, HR packed **500 shoeboxes** with school supplies, small toys and hygiene items for Operation Christmas Child along with more than **250 toys**. The boxes are then sent to children in developing countries. "We are very grateful to the many sponsors and the Concordia community for always being so generous," explains co-organizer Eva Ferrara. "All it takes is good will and a couple of wonderful Concordia elves for miracles to happen."

Around the holidays, HR staff donated 25 boxes filled with **1,182 non-perishable food items** and hygiene products to help families and individuals facing difficult situations. The donations went to Sun Youth's food drive for emergency services.

For the second time, Hospitality Concordia hosted the Taste of a Good Cause event, where 10 university-approved caterers sold samples of their wares. It was a fun opportunity for Concordians to try out a variety of food. The **\$1,232.90 raised** will go towards the Student Emergency and Food Fund (SEFF), which provides

food vouchers and emergency funds to our students in need. An additional **\$447 was raised** for the SEFF in December with holiday-themed community luncheons on both campuses.

CRS supported a whopping **200 initiatives on campus!** This includes the successful Jansport Backpack program, where clients can get a \$30 discount off a brand new Jansport backpack when they trade in an old backpack.

For the second year, the Stores sponsored the Backpack to School Supplies Program in collaboration with Concordia University Student Parents Centre. In fall 2014, the donated **backpacks replete with school supplies were given to 87 children** of Concordia students. "We are proud to support this initiative that helps alleviate the additional financial burden student-parents face at the beginning of the fall term," says CRS Director Daniel Houde.

At lunchtime on May 14, Concordians and community members gathered in the atrium of the Engineering, Computer Science and Visual Arts Integrated Complex to raise funds for research to prevent Multiple Sclerosis. By the end of the luncheon hosted by Hospitality Concordia, **\$1,417.15** had been collected for the Multiple Sclerosis Society of Canada.





EXCELLENT FEEDBACK

Here are a few examples of positive feedback we've received. Keep up the good work!

Following a client satisfaction survey, 89% of respondents indicated they were satisfied with the level of 'staff friendliness and helpfulness' in our Campus Retail Stores, 90% found that staff was knowledgeable, and more than 80% felt positive about the selection of products, as well as our attractive displays and signage. Great stuff!

"I just wanted to send a big shout out to whichever group or groups are responsible for the wonderful new lighting in the parking area behind the Hall Building. I work evenings and I noticed straight away last night how nicely and brightly lit the area is. Thanks a bunch, it looks great."

Danielle Carter, technician in IITS

"I want to thank you very much for being a great support and help during this difficult period for me."

"Your thoughtfulness, kindness and knowledge have been invaluable in my rehab and most appreciated!! Thank you so much!"

"It was very nice chatting with you over the phone today and I am very grateful that you handled my request that quickly! My sincere thanks to you!"

(Some comments are anonymous for confidentiality reasons.)

STAFF PROFILES



DOMINIQUE DUMONT

Development Manager in Facilities Planning
and Development, Facilities Management

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Those unfamiliar with universities may think there's little or no activity over the summer, but Concordia staff are always hard at work.

For years, Dominique Dumont has been working on a project to expand Concordia's sports complex. This summer, when the government put out a call for proposals for funding, Dumont and her team were quick to react.

"The call for proposals came out on June 9 and we had our proposal turned in on August 14," said Dumont, development manager for the Facilities Planning and Development unit within Facilities Management. "A lot of people are away in the summer, so it was a big challenge [to gather the necessary requirements] but now we're waiting for an answer from the government, which will hopefully come in the fall."

Dumont has been with her department at Concordia for 12 years, and has worked on numerous projects, with no shortage of new proposed projects making their way to the table. "I'm sort of like the conductor," laughed Dumont. "And I like that about my job. I have to work with many other groups and have to understand what they need. I have to get all these people involved, working together."

Quite possibly the most satisfying aspect of the job is watching a well-planned project come to light.

"Right now the library renovation project is being delivered," said Dumont of the project that was in the early planning stage in 2009. "When I see that the ideas and goals were well aligned and that the project is actually achieving those goals; that's very rewarding."

NORMAND LANTHIER

Fire and Public Safety Officer
Security Department

Looking back over the last couple of decades, Normand Lanthier sees huge changes at Concordia.

“Some buildings had minimal fire protection but now all the buildings have the new technology, which has ensured the buildings and the occupants are better protected,” said the Fire and Public Safety Officer. “Almost all of our buildings at Concordia have fire alarm systems installed, all our major buildings have sprinklers, and any time we renovate a new floor in the Hall building, we put in sprinkler systems.”

Communication has been another big change since Lanthier took the job on 23 years ago.

“I used to deal with department administrators who looked after fire safety on their own time because there wasn’t any framework that outlined this responsibility. Now I’m talking to engineers and architects, which shows that code regulations are being taken seriously, and that



they are becoming ever more complex" said Lanthier. “This job was created in 1992. I had to start from zero and build my own files [from scratch] so I’m proud of how far it’s come.”

About a year ago, Lanthier and the fire prevention unit joined forces with Concordia’s Security Department.

“Being with Security helps me, because I’m not only relying on my own legs and eyes but also those of 110 agents who are watching out for me.”

The most challenging part of Lanthier’s job just might be the most rewarding part as well.

“To get my recommendations implemented can be a challenge because it involves money and labour, so when the money comes in from the government, a job on the project list can get done,” he said. “And to see any of my recommendations implemented; that’s the best reward!”

MADALENA VIDAL

Senior Pension Advisor, Pension and Benefits, Human Resources



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In customer service, there's bound to be an unhappy client or two, unless of course you work with Concordia's pension unit.

"We see a lot of the opposite," laughed Senior Pension Advisor for the university, Madalena Vidal. "Here, we see many happy faces."

For Vidal, a daily part of the job is addressing concerns and questions fielded by those who have signed on for the defined benefit pension plan offered by the university.

"We have over 4,000 active members in the plan, over 1,800 retirees; and 400 to 500 inactive members, which means they left the university but didn't transfer their right and will still eventually collect from the pension plan."

Vidal first started working at the university in 1997 but has been in her current position since 2001. There's a lot more to the job than just signing staff and faculty up for retirement benefits. Deciding to retire is a life event and people want to take the time to understand the Pension Plan for the Employees of Concordia University and the options available to them.

With the university's defined benefit plan, however, Vidal can project pension amounts based on four facts; a member's contributory status, their salary, their pensionable years of service, as well as actuarial assumptions.

"People can come to me overwhelmed, tense, saying 'I am not at all good with numbers,'" said the advisor. "They leave saying 'that wasn't so bad,' and that's rewarding for me."

MONIQUE ST-LAURENT

Safety Advisor
Environmental Health and Safety



With no shortage of policies to constantly review and update to ensure all safety legislation is met, Monique St-Laurent is a very busy woman.

"My role basically is to preserve the health and safety of the university community," said St-Laurent, Safety Advisor with the university's Environmental Health and Safety Department since 2013. "My job is to put in place trainings and advisories through newsletters and other types of communication to make sure people might be aware of any possible danger in the workplace or environment."

A latest major project for the safety advisor involved working with a group of collaborators, including the Human Resources, Health Services and Security departments, to review Concordia's policy on injury reporting.

"The Policy on Injury Reporting and Investigation, VPS-42, was implemented April 1 and it is now up to date with the reality of campus life," said St-Laurent of the assignment that took about a year to complete, start to finish. "Now, at the end, I think we have a quality product to offer members

of the community, and a tool that is simple to use. It's designed for workers, students, visitors and volunteers at the university. It really is meant for all members of our university community."

St-Laurent's job is a good mix of challenging and rewarding.

"We react promptly if something does happen," she said. "In this job you're always on your toes ready to help wherever needed."

With a strong focus on being proactive, situations involving health and safety are dealt with swiftly and thoroughly.

"Prevention is our first approach but if and when a situation occurs we make sure to apply corrective measures to prevent a second event from occurring," said St-Laurent. "It's certainly challenging and very rewarding. It's my job to make sure people leave the university as healthy as when they got here."



TARIK ALJ

Manager of IITS Operations
and Voice Services

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When it comes to IITS and Voice Services, a proactive approach is key to maintaining the status of 'all systems go!'

"Our goal here is to step away from firefighting, and to create an environment where fires don't get a chance to start," said Tarik Alj, manager of IITS Operations as well as Voice Services. Alj began his career with Concordia in 2008, and has managed Voice Services since 2011 and IITS operations since this summer.

"We have a duty to make sure the services are always up and running," said Alj, noting that Concordia was at the forefront of IP telephony technology when it came about more than 10 years ago. "At the time it was still very new and there weren't that many people well-versed in that technology. No one was really deploying it at the same level as we were at Concordia."

With his team, Alj must provide the same quality of services that existed prior to internet-based systems. "The challenge is to make this transparent, and to make sure we can address expectations in

a consistent manner. I have great teams where everybody is dedicated and knowledgeable," said Alj. "The IT world is changing all the time so we have to adapt all the time."

Alj is also responsible for the change-management process of the IT Service Management initiative (ITSM), a framework of best practices in delivering information technology services. The process-oriented approach is based on a service perspective rather than a technological system perspective.

"The ITSM initiative is the one I see that most benefits the university: meeting the need of customers in a consistent and reliable fashion, with a focus on quality. It's something that allows us to foster a service culture, and that is something I am very keen on."



NANCY CURRAN

Event coordinator (retired)
Hospitality Concordia

Even as she settles into retirement, Nancy Curran isn't about to part ways completely with Concordia.

"I will always be involved with the university for the fundraisers, such as Centraide, MS, Penny Jar, bake and samosa sales," said the events coordinator who joined the university in the early 90s, retiring this year on August 1. "Coming from an industry environment and into an academic environment was such a realization and understanding, I found it was a privilege to be part of this academic institution and knew this is where I always wanted to be."

Curran has headed into her retirement with the fondest memories from throughout the years she has dedicated her efforts towards helping others.

"I challenged myself to offer the best service to my clients at Concordia, whether it was for the students, academics, staff and external clients, and then contributing my time to volunteering for the university and their sponsors," said Curran. "Each and every one of the events were challenging and rewarding as each client had different needs and requirements, and it was important to me to have the event run smoothly and be a success."

There are many rewards from being an event coordinator for two decades, said Curran, but the best reward is crystal clear.

"My most touching reward is to help a student remain at Concordia University and to enjoy their university."



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