



Quality Service to Students committee Minutes of meeting 1, Friday, Oct. 28, 2016 (approved Nov. 11, 2016)

The Quality Service to Students (QSS) committee met on Friday, October 28, 2016 in DV3214, with the following present:

Voting members: Sonia Borg, Business Services (CAO's designate to QSS); Felicity Morgan, Director, Career Centre; Andrea Carter, Acting Director, Health & Counselling Centre (until Director's arrival later in meeting), Dave Clancy, Acting Director, Phys. Ed., Athletics & Recreation; Marise Hopkins, UTMSU; Pu Qi Jackie Zhao, UTMSU; Adil Abraham, UTMAC; Alex Paquette, President, UTMAGS; Nour Alideeb, President, UTMSU; Jose Wilson, UTMSU; Mark Overton, Dean of Student Affairs; Maleeha Baig, UTMSU; Erin Kraftcheck, Director, Health & Counselling Centre; Prince Dim, President, UTMAC; Dale Mullings, Student Affairs (Principal's designate to QSS)

Non-voting attendees: Andrew Petersen, QSS Chair; Kristen Wantuchowicz, QSS Secretary; Menna Elnaka, The Medium; Munib Sajjad, UTMSU

1. Call to order

Andrew Petersen, the chair of the last QSS meeting in 2014-15, called the current meeting to order at 12:10 p.m.

2. Approval of the agenda

The chair requested any amendments to the proposed agenda. With consent, the item "Orientation to QSS" was moved to the end of the agenda.

3. Open nominations for 2016-17 QSS chairperson

It was duly moved and seconded (Nour/Marise):

That the nomination period for a 2016-17 QSS chairperson, a non-voting role, be open until Wednesday, November 9 at 5 p.m., welcoming nominations of current UTM students, faculty, staff and alumni supported by an endorsement of at least one current student voting member of QSS and a written statement from each nominee noting experience chairing meetings, using rules of order, and maintaining effectiveness and impartiality, and her/his resume or c.v., for distribution to and election by QSS voting members at the next QSS meeting.

Motion passed.

4. Selection of UTM student representative to COSS

Nominations were opened for UTM's student delegate to U of T's Council on Student Services, with initial meetings on Monday, Oct. 31 and Wednesday, Nov. 30 from 5 to 7 p.m. in the Koeffler Student Services building. It was noted that administrative voters typically abstain from this vote so that the student delegate is chosen by student voters.

The sole nominee, Jackie Zhao, was acclaimed.

5. Set next QSS meeting dates

Based on the timeline for QSS's advice on fees to enter the campus governance cycle, and on members' availability for today's meeting time and day of the week, the following QSS meeting schedule was proposed through January 2017:

- Friday, Nov. 11, noon to 1:30 p.m.
- Friday, Dec. 2, noon to 1:30 p.m.
- Friday, Jan. 6, noon to 1:30 p.m.
- Friday, Jan. 20, noon to 1:30 p.m.

It was duly moved and seconded (Alex/Nour):

That QSS 2016-17 meetings be scheduled as indicated and that the relevant advisory groups launch consultations.

Motion passed.

6. Other business

- A. A QSS-appointed student-at-large member is sought for UTM's Athletic Governing Council

It was duly moved and seconded (Mark/Alex):

That the nomination period for a 2016-17 student-at-large to UTM's Athletic Governing Council be open until Wednesday, November 9 at 5 p.m., welcoming nominations of current UTM students, for election at the next QSS meeting.

Motion passed.

7. **Orientation to QSS**
[Powerpoint presentation attached]

8. **Establishment of QSS Terms of Reference working group**
QSS had, in late 2014-15, committed to review its terms of reference to refresh items that were out of date and to assure compatibility and compliance with the protocol which governs it (the U of T's *Long-Term Protocol on the Increase or Introduction of Compulsory Non-tuition Related Fees*). Each student organization is asked to identify one representative who will, along with a representative of the administration, form a working group to draft a revised QSS terms of reference.

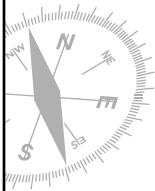
It was duly moved and seconded (Alex/Marise):

That a working group to review and revise QSS's terms of reference be established.

Motion passed.

9. **Adjournment**
Motion passed.

Quality Service to Students (QSS) Council



QSS Background

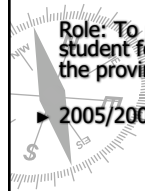
- 1991: QSS established at Erindale College (now UTM)

Role: A forum for students and service administrators to explore and improve the quality of student services.

- 1996: UT Governing council recognition of QSS

Role: To provide advice to the university in the area of student fees supporting campus services, as mandated by the provincial government.

- 2005/2008: Most recent revision of terms of reference



QSS Voting Membership

- UTM Students Union (UTMSU) President and 4 other UTM undergraduate students or student members of the UTMSU executive appointed by UTMSU (5)
- UTMSU Vice President Part-Time Affairs (1)
- UTM Association of Graduate Students President (1)
- UTM Residence Council President and 1 other undergrad residence student appointed by Residence Council (2)
- UTM Athletics Council President and 1 other UTM student appointed by UTMAC (2)
- Dean of Student Affairs, Director of UTM Career Centre, Director of UTM Physical Education, Athletics & Recreation, Director of UTM Health & Counselling Centre; Vice President & Principal or designate; Chief Administrative Officer or designate (6)



QSS Non-Voting Contributors

- UTM Library
- Office of the Registrar
- Advancement Office
- AccessAbility Resource Centre
- Business Services
- Student Housing & Residence Life
- Early Learning Centre
- Parking & Transportation Services
- Equity & Diversity
- Police Services
- Other UTM students, staff and faculty



Examples of QSS Achievements

- ▶ Supported transition to fare-free shuttle service
- ▶ Expanded facilities and extended hours and offerings of the Physical Education, Athletics & Recreation Department
- ▶ Implemented new childcare support options for UTM student-families
- ▶ Maintained free and 'clinic priced' common medications and added dietician through the Health & Counselling Centre
- ▶ Improved public transit access
- ▶ Provided for campus-based career workshops & events, including customization to UTM-specific opportunities, through the Career Centre

The Role of QSS

- ▶ To make recommendations ... regarding the operation of UTM and centralized student services, and the fees collected and other funding for those services
- ▶ To develop, maintain, and execute a long-term vision of quality service to UTM students, both at UTM and beyond, where the interests and priorities of students are broadly represented
- ▶ To provide a forum for on-going discussion on the UTM student experience

Quotes from QSS Terms of Reference, Section 1.

QSS and Governance

- ▶ QSS is structured to be comparable to the UT-wide Council On Student Services (COSS) and the UT Scarborough Council on Student Services (CSS).
- ▶ COSS, CSS and QSS are guided by the "Memorandum of Agreement between The University of Toronto, The Students' Administrative Council, The Graduate Students' Union and The Association of Part-time Undergraduate Students for a Long-Term Protocol on the Increase or Introduction of Compulsory Non-tuition Related Fees" (a.k.a. 'the protocol').

QSS and Governance

- ▶ COSS provides advice to University governance on incidental fees supporting St. George and UT-wide/tri-campus services. QSS and CSS send student delegates to COSS.
- ▶ QSS provides advice to UTM governance on incidental fees supporting UTM campus services, through its Campus Affairs Committee (CAC) and Campus Council (CC).
- ▶ CSS provides advice to UTSC governance on incidental fees supporting UTSC campus services.

Fees Considered by QSS

- ▶ UTM Physical Education, Athletics & Recreation
- ▶ UTM Health & Counselling Centre
- ▶ UTM Student Services
 - UTM Career Centre
 - UTM Shuttle Service
 - UTM International Centre
 - UTM Child care support
 - UT Family Care at UTM
 - Student group space costs (UTM groups + UTM's portion of UTSU, APUS, GSU, Varsity...)
 - Student handbooks & communications
 - Alcohol education, safety & server training
 - Adjustments for UTM-affiliated grad students (for U-Pass and summer services)

Details about Fee Advice

- ▶ QSS officially considers only three fees, but discusses elements of the Student Services Fee separately.
- ▶ QSS's advice is carefully considered by the appropriate Governance bodies (in our case, CAC and CC).
- ▶ If QSS rejects a fee, CAC and CC may still "approve an increase in existing fees not greater than the greater of the UTI increase or the CPI increase."
- ▶ Such an increase is temporary for three years, unless it is approved in that period.

Quote from the Protocol, Section E.4.

Proposed 2016-17 Process

- ▶ Fee-based services host *advisory groups* on operations Nov. – Dec., shaping service recommendations to QSS by mid-Dec.
 - These meetings are your opportunity to shape the strategic direction of student services at UTM.
- ▶ QSS as a whole considers proposed fees in early January.

Advisory Groups

- ▶ Each group will meet 2 or 3 times, with earlier meetings focusing on ideas and recommendations and later meetings focusing on projects and, when available, costs.
- ▶ Advisory groups are open, but members should attend all scheduled meetings.
 - This will ensure that everyone participating is informed and will prevent rehashing of previous discussions.
- ▶ Each student government/union is asked to assign an executive as a participant in each advisory group.

Governance Timeline for 2016-17

► QSS's advice considered at UTM CAC then CC.

- Materials are due for agenda planning ~2.5 weeks prior to meeting

Sun	Mon	Tue	Wed	Thu	Fri	Sat
January 22	23	24	25	26	27	28
29	30	31	February 1	2	3	4
5	6	7	8	9 CAC	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	March 1	2 CC	3	4

Implications of the Timeline

- In the past, we have required two meetings in January to discuss the "total picture".
 - These meetings must be efficient and productive.
 - If we do not provide advice two weeks before the CAC meeting, our advice may not be regarded.
- The budgets of individual departments are discussed in December, so you will have fee proposal information to relay to your constituencies before the break.
- *Societies requiring board guidance should seek it no later than the second week of January.*

Proposed Calendar of Business 2016-17

Mtg	Details	Main item(s)
Sept		
Oct	10/31	Orientation to QSS, open chair nomination period, choose COSS delegate, consider meeting schedule, launch Terms of Reference review
Nov	11/11, noon to 1:30, location TBD	Orientation to fee-supported depts; updates from advisory groups; update from ToR working group
Dec	12/2	Presentation of draft operating plans and budgets/fees; report back from ToR working group

Proposed Calendar of Business 2016-17

Mtg	Details	Main item(s)
Jan	1/6, noon to 1:30, location TBD	Q&A on final operating plans and budgets/fees; update from ToR advisory group
Jan II	1/20, noon to 1:30, location TBD	Voting on final operating plans and budgets/fees; Q&A on ToR
Feb	TBD	Final report with recommendations on ToR
Mar	TBD	?
Apr	TBD	Elect chair

Agenda Considerations

► Proposed agenda will typically include:

- Call to order
- Consideration of agenda
- Consideration of minutes of previous meeting
- Main items of business (per Calendar of Business)
- Other items from members, with 7 days of advance notice (to chairperson and secretary) requested for substantive items
- Brief promo's of upcoming events of interest to fellow QSS members and constituents, noting that these can be submitted in advance for QSS listserv distribution to aid in informing others
- Updates from QSS delegates to COSS
- Reminder of next meeting's date, time, location
- Adjournment

The secretary and chair will provide a proposed agenda and draft minutes 3-5 days in advance of each meeting.