

Quality Service to Students committee

Minutes of meeting 3, Friday, Dec. 2, 2016 (approved Jan. 6, 2017)

The Quality Service to Students (QSS) committee met on Friday, December 2, 2016 in Council Chambers, with the following present:

Voting members: Mark Overton, Dean of Student Affairs; Sonia Borg, Business Services (CAO's designate to QSS); Abraham Lim, UTM Residence Council; Alex Paquette, President, UTMAGS; Trinh Thu Soung, UTM Residence Council; Adil Abraham, UTMAC; Felicity Morgan, Director, Career Centre; Jose Wilson, UTMSU; Prince Dim, President, UTMAC; Dale Mullings, Student Affairs (Principal's designate to QSS); Erin Kraftcheck, Director, Health & Counselling Centre; Nour Alideeb, President, UTMSU; Vanessa Demello, UTMSU; Maleeha Baig, UTMSU; Dave Clancy, Acting Director, Phys. Ed., Athletics & Recreation

Non-voting attendees: Cliona Kelly, Acting QSS Chair; Samantha Mendonca, QSS Secretary; Megan Alekson, Parking and Transportation; Chris Lengyell, Student Housing and Residence Life; Teresa Silva, Early Learning Centre; Rob Messacar, Campus Police; Sangita Agrawal, Business Services; Azeem Yazdani, Business Services; Anne Gaiger, Career Centre; Jose G. Chacon, Career Centre; Fran Dobbin, Family Programs & Services

1. **Seek consent to utilize an acting chair and select acting chair**
Cliona Kelly was selected as the acting chair.
2. **Call to order**
The chairperson called the meeting to order at 12:10 p.m.
3. **Consideration of the meeting agenda**
The proposed agenda was sent by email on Tuesday, Nov. 29 through the QSS listserv. No changes were proposed.
4. **Approval of minutes from the previous meeting**
The draft minutes from the Nov. 11 meeting were sent by email on Tuesday, Nov. 29 through the QSS listserv. No changes were proposed.
5. **Reports/Updates from advisory groups**

Physical Education, Athletics & Recreation (Dave Clancy)

The Athletic Governing Council discussed the 'year in review' including the department's budget, operations, program offerings and highlights. The AGC also selected its Budget Subcommittee which later discussed department initiatives and challenges, including budget items for which the department has limited control, such as space costs and negotiated salary settlements. The next meeting of Budget Subcommittee is Dec. 7 to review the latest budget figures, discuss any proposed revisions to the budget and ultimately, provide a final budget to AGC in time for the department's presentation to QSS in January.

Career Centre (Felicity Morgan)

The advisory group reviewed current services and provided input and feedback on options. The following service recommendations received significant support from participants:

- Continue to follow the strategic directions of 2016-17
- Tailor programming and services and their accompanying marketing to specific years, programs, industries
- Focus on engaging students as early as possible
- Assist students in seeing their possibilities, whether further education or employment, by panels, marketing, materials
- Provide information in locations where students can be reached easily e.g. in class, put written information outside the Career Centre, online information

Child Care Support and Family Care (Francesca Dobbin and Teresa Silva)

Two advisory groups were held in November

- The discussion focused on enrollment challenges for this year. The centre is licensed for 26 children; the budget planned for 15-16 but enrollment is at 10-10.5. Projecting 13.2 for the end of the year. 11 children are using the 10 spaces. Of those 11, 6 are the children of students.
- The ELC can annually request funding based on enrolment from the Peel region through changes in childcare funding in Ontario. Received \$40,000 this year that was used to offset staffing costs and repairs and maintenance costs. Can't predict amount for next year and the date hasn't been scheduled yet.
- Highlights of ELC program this year: continuing to participate in Raising the Bar in Peel program, providing ongoing opportunities for Peel placement students in ELC programs; this year two Sheridan students were placed in the centre, ongoing relationship with Community on Campus and partnership with Community Living Mississauga to have student volunteers in the center, there are two UTM students employed in the centre and a third to be hired in the new year, 16 education minor students were in the centre to document childcare and teacher interactions as part of their coursework, participated in UTM's United Way fundraising campaign for the first time and raised \$259, and collaborated with UTMSU to host the children for an art day in the summer.

Health & Counselling Centre (Erin Kraftcheck)

HCC Advisory Group sessions were held on Nov 24 and Dec 1. Overall, students reported satisfaction with services provided by the HCC. As a result of the consultation process, as well as keeping changing clinic needs in mind, the following are being considered for the 2017/18 year:

- Addition of a Team Lead Counsellor, with trauma counselling expertise and severe mental health as a specialty.
- Addition of a Clinical Co-ordinator to streamline supports and outreach to students, including overseeing intake processes to better triage needs, working with local hospitals to smooth transitions, and supporting communications including social media
- Resources to obtain equipment that assists students with disabilities and enhances accessibility in the clinic.
- Resources to explore the effectiveness of alternate delivery formats for mental health education (e.g., online, peer mentoring), and including services specifically targeted for graduate students.

Shuttle Service (Megan Alekson)

Advisory group met twice

- Main discussion points:
 - Communication – IB stop enhancements and new digital display boards with camera feed, seeking extended building hours to match schedule(s), reminder of app features
 - Schedule Requests – add 2 new trips to reduced service schedule and extend 1 evening trip from Monday – Thursday to Monday – Friday during regular service
 - Service Enhancements – shuttle buses to include comfort air suspension shocks, overhead racks, air conditioning and opportunity for Wi-Fi (4 anticipated for 2017)

International Education Centre (Dale Mullings)

The International Education Centre (IEC) hosted two Advisory Group meetings on November 24 and November 30, 2016, and the IEC solicited feedback from students via survey, and tabling throughout the month of November. The Advisory Committee's saw participation from multiple stakeholder groups (e.g. UTMSU, UTMRC, UTMAGS), and 156 additional unique students (90% undergraduate, 10% graduate students) provided feedback in person or via survey. The key themes that emerged to improve the services:

- Improve access and create efficiencies for increased advising for both undergraduates & UTM affiliated graduate students in the areas of Citizenship & Immigration Canada and Personal Counselling advising;
- Increase programs and workshops through a graduate international student orientation, the introduction of organized co-curricular travel experiences within Canada, more off-campus and international field trips. Additionally, two-thirds of all survey respondents indicated that they would have attended events if they were offered during times they could attend (e.g. offer programs more than once, on different days, and times);
- Inter-cultural learning and skill development, and generally learning more about cultures other than one's own, were identified as the third highest need amongst survey respondents.

Student Life Initiatives (Dale Mullings)

Student Life Initiatives hosted two Advisory Group meetings on November 22 and November 28, 2016, and solicited feedback from students via a student user survey, tabling and web form throughout the month of November. Students engaged in Advisory Group consultations from a variety of stakeholder groups (e.g. UTMSU, UTMRC, UTMAGS, etc.),

and 106 students provided feedback in person or via survey. A supplemental Advisory Group on support for faith based recognized student organizations was held on November 29, 2016, where students provided feedback. The key themes that emerged from the feedback and consultations were:

- Seeking increased student co-curricular programs and services, with a focus on graduate specific initiatives, graduate & undergraduate student mentorship opportunities, and consolidation of activities available to graduate students to be promoted to the professional graduate and research affiliated graduate students;
- Increased presence of student organizations and student organization activity on the Co-Curricular Record, including the introduction of multiple sub-groups to support the increased volume of proposals from student organizations and student staff to directly support proposals;
- Increased support to student organizations engaging with faith leaders in the community, through the introduction of a UTM Chaplain's Association, and an increased focus on facilitating faith, inter-faith, spirituality and mindfulness based co-curricular programs to engage students broadly around spiritual wellbeing.

6. Other business

- a. Reminder of next QSS meetings: Fri., Jan. 6; Fri., Jan. 20 – all noon to 1:30 in Council Chambers; DV3130
- b. Reminder to schedule any fee considerations internal to student governments between Jan. 6 and Jan. 20 QSS meetings
- c. Announcements
- d. Other updates
 1. COSS Update – UAB did not approve the chairperson endorsed by COSS; reasons were not available from UAB's in-camera deliberations
 2. Following up on questions/items raised at the last meeting, Dale Mullings provided:

The Recognized Groups & Co-Curricular Record budget line under the UTM's Student Services Fee (SSF) was renamed Student Life Initiatives during the 2015-16 governance cycle.

Background: UTM proposed support for Recognized Groups and the Co-Curricular Record in the SSF during the 2014-15 governance cycle, in response to requests that co-curricular record support be expanded to cover more student activities, achieved through additional staffing. Although funding was not endorsed by QSS student participants at the time, the expansion of the program was funded within the increase of the Student Services Fee permitted under the terms of U of T's protocol.

Since then, related UTM Student Life Initiatives continue to be funded by the SSF and associated with this budget line. These initiatives represent an expansion of program offerings under this line item rather than new services at UTM

Table booking policy/regulations are available at: <http://www.utm.utoronto.ca/student-life/services/table-booking>

8. Adjournment

It was duly moved and seconded (Nour/Adil) that the meeting be adjourned.

Motion passed.