### Quality Service to Students (QSS) council

### QSS background

- QSS was established at Erindale College (now UTM) in 1991 as a forum for students and service administrators to explore and improve the quality of student services
- In 1996, UT Governing Council recognized QSS as the UTM body to consider operating plans & budgets of UTM student services supported by specific kinds of incidental fees
- QSS's guiding documents are the protocol\* establishing the Council On Student Services and the QSS Terms of Reference

## formally, the "Memorandum of Agreement between The University of Toronto, The Students' diministrative Council, The Graduate Students Union and The Association of Part-time indergraduate Students for a Long-Term Protocol on the Increase or Introduction of Compulsory on-tution Related Fees"

### QSS & other governance

- In its formal role under the protocol, QSS
   considers the operating plans and budgets of UTM services funded by non-academic mandatory incidental fees, and
   makes recommendations to University governance through the Campus Affairs Committee and Campus Council.
- QSS is structured to be comparable to the UT-wide Council On Student Services (COSS) and to the UT Scarborough campus Council on Student Services (CSS)
- COSS meets similarly, considers the operating plans and budgets of St. George and UT-wide/tri-campus services, and makes recommendations to University governance. (QSS sends a student delegate to COSS)

### Past examples of QSS topics & achievements

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

### QSS membership

#### Voting members

- time Mian's as a representative of these interests. QSS accepted bits recommendation, with has been observed since that period. UTM ASGS of the second term of the second second since that period. UTM Association of Graduate Students (UTMAGS) President (1) UTM Residence Council President and 1 other UTM undergraduate residence student, appointed by Residence Council (2) UTM Athletics Council President and 1 other UTM student, appointed by UTMAC (2) Dean of Council Mission and 1 other UTM student, appointed by Dean of Council Mission and 1 other UTM student, appointed by Dean of Council Mission and 1 other UTM student, appointed by Dean of Council Mission and Mi

- 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 membership

- - UTM Library Office of the Registrar

  - Office of the kegistrar
     Advancement Office
     AccessAbility Resource Centre
     Business Services
     Student Housing & Residence Life
     Each Lementary Constraints

  - Parking & Transportation Services
    Equity & Diversity

  - Police Services
    Other UTM students, staff and faculty

### Fees consideration at QSS

- UTM Health & Counselling Centre
- UTM Career Centre
- UTM Physical Education, Athletics & Recreation
- UTM Shuttle Service

- Child care support for UTM students, including rate subsidies & ELC operating support
- > Adjustments for UTM-affiliated grad students Attributions & fees for other services\*

# \*Attributions and fees for other services, including UT-wide/tri-campus services and resources University Athletics (supporting varsity sports, interfaculty competition) Career Centre shared services (such as on-line job postings)

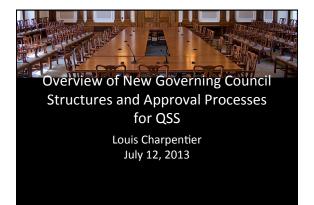
- Hart House First Nations House Student group space (UTM groups + UTSU, APUS, GSU, Varsity...) Student handbooks/guides Alcohol education, safety & server training

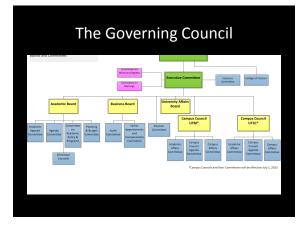
Fees consideration at QSS

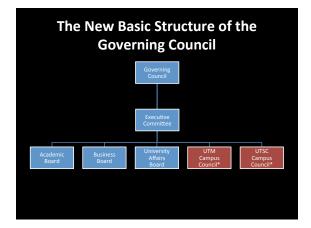
### Proposed Process 2013-14

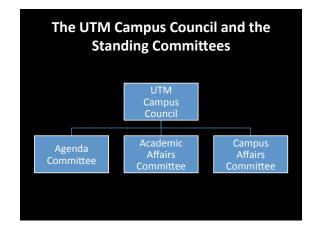
- Fee-based services will host <u>user/advisory groups</u>\* on operations in the fall term, reporting service recommendations to QSS as a whole
  - User groups will be open, with expectation that each service's user/advisory group participants should attend all meetings of that user group (i.e. no new participants once process is under way, to prevent rehashing)
  - Each student government/union is asked to assign an executive as a participant in each user/advisory group
- > OSS as a whole will deliberate on operating plans and budgets, rather than delegating to user/ advisory groups then rehashing discussions

### Quality Service to Students (QSS) council









### The UTM Campus Council

- Oversight of campus-specific matters
- Concerned with matters affecting the Campus' objectives and priorities
- Development of long-term and short-term plans
- Effective use of resources in the course of these pursuits
- 28 members
- 2 administrative staff - 11 community members
- 6 teaching staff
- 4 students
- 5 ex officio members

#### Agenda Committee

- Directs the flow of business within the Council
- 13 members, representative of the Council

### Academic Affairs Committee

- Concerned with matters affecting the teaching, learning and research functions of the Campus. •
- 63 members (including 35 teaching staff and 9 students)

### **Campus Affairs Committee**

- Concerned with matters that directly concern the quality of student and campus life. Responsible for monitoring, reviewing and making recommendations concerning a broad range of planning issues and priorities and for the use of campus resources. Areas of responsibility include (but are not limited to): budget; campus and student services; campus security; capital plans, projects and space; child care; co-curricular programs, services, and facilities; compulsory non-academic incidental fees; relations with the campus' external community; student societies and campus organizations.
  - 34 members
  - 7 students
    4 administrative staff
    9 teaching staff
    4 community members
- the Chief Administrative Officer
   the Dean of Student Affairs
   6 ex officio members

- the Vice-Principal, Academic and Dean

1 librarian

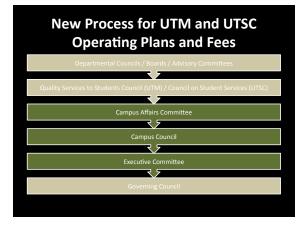
# **Decision-Making**

- Authority of QSS is founded within the Terms of the Protocol on Non-Tuition Fees. QSS is the entry point for UTM Student Affairs and Services operating plans and fees
- The Governing Council has delegated authority with respect to compulsory nonacademic incidental fees to the UTM Campus Council. The Council approves the plans and the fees which fund the services.

### **Decision-Making**

• The Campus Council's responsibility is executed in the first instance by the Campus Affairs Committee which annually makes recommendations to the Council for the approval of operating plans and compulsory fees for the campus' student services, cocurricular programs and facilities.

# Approval Process for Operating Plans and Fees Prior to Campus Councils Departmental Councils / Boards / Advisory Committees Council on Student Services (St. George) University Affairs Board Coverning Council



# Quality Service to Students (QSS) council



QSS	Important Dates for 2013-14												
	Documentation to Office of the Campus Council*	CAC Agenda Planning meeting**	CAC meeting	Agenda Committee	Campus Council	GC EX							
To be set	January 23, 2014	January 30, 2014	February 10, 2014	February 20, 2014	March 5, 2014	March 27 2014							
Campu	mentation regarding is Council 7 to 10 d nda planning meetin g	ays prior to ag	enda planning r	neetings									
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