

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' 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"

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
 - UTM Students Union 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)

*Recognizing a significant period of inactivity by the Erindale Part-time Undergraduate Students (EPUS), the QSS chair proposed at its Feb. 11, 2009 meeting, "Desiring to have representation of UTM part-time student interests," but lacking an active and functioning EPUS board and president, it is proposed that QSS recognize UTMSU's Vice President for Part-time Affairs as a representative of these interests." QSS accepted this recommendation, which has been observed 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 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

- ▶ Non-voting participants/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

Fees consideration at QSS

- ▶ UTM Health & Counselling Centre
- ▶ UTM Career Centre
- ▶ UTM Physical Education, Athletics & Recreation
- ▶ UTM Shuttle Service
- ▶ UTM International Centre
- ▶ Child care support for UTM students, including rate subsidies & ELC operating support
- ▶ Adjustments for UTM-affiliated grad students
- ▶ Attributions & fees for other services*

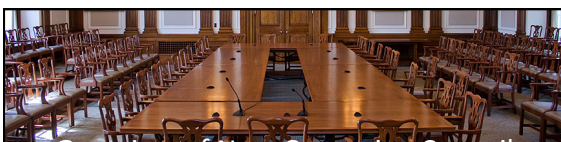
Fees consideration at QSS

- *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
 - ▶ Family care

Proposed Process 2013-14

- ▶ Fee-based services will host user/advisory groups* 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
- ▶ QSS as a whole will deliberate on operating plans and budgets, rather than delegating to user/advisory groups then rehashing discussions

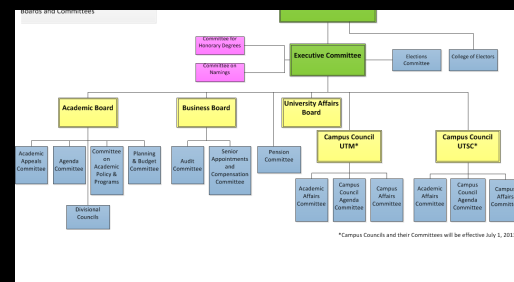
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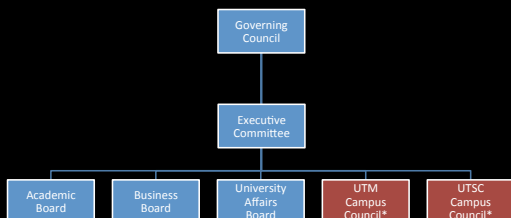
Overview of New Governing Council Structures and Approval Processes for QSS

Louis Charpentier
July 12, 2013

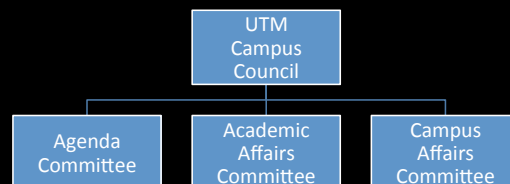
The Governing Council



The New Basic Structure of the Governing Council



The UTM Campus Council and the Standing Committees



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	– the Vice-Principal, Academic and Dean
– 4 administrative staff	– the Chief Administrative Officer
– 9 teaching staff	– the Dean of Student Affairs
– 4 community members	– 6 <i>ex officio</i> members
– 1 librarian	

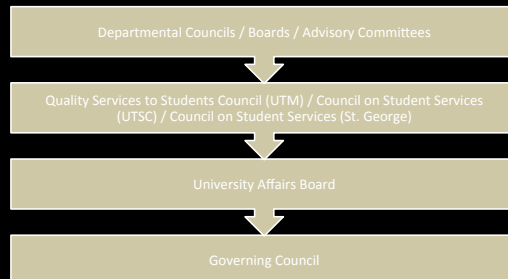
Decision-Making

- 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 non-academic incidental fees to the UTM Campus Council. The Council approves the plans and the fees which fund the services.

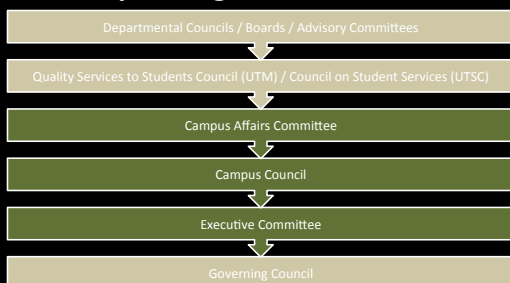
Decision-Making

- 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, co-curricular programs and facilities.

Approval Process for Operating Plans and Fees Prior to Campus Councils



New Process for UTM and UTSC Operating Plans and Fees



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Governance consideration dates:
Operating plans for
student services with
compulsory non-academic
incidental fees

Submitted to QSS, July 12, 2013



Important Dates for 2013-14

QSS	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

*Documentation regarding items should be submitted to the Secretary in the Office of the Campus Council 7 to 10 days prior to agenda planning meetings

**Agenda planning meetings typically take place 10 days prior to the relevant Committee meeting

CAC = Campus Affairs Committee

GC EX = Executive Committee of the Governing Council



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