

Council on Student Services

February 6, 2012

5:00 – 7:30 pm

214 College Street – Room 313

Summary of Meeting

The Council on Student Services (COSS) met on Monday, Feb. 6th at 5:00 pm in Room 313, Koffler Student Services Centre, with the following present:

Voting members: Evonne Chen, Anita Comella, Lucy Fromowitz, Clara Ho, Bruce Kidd, Barbara McCann, Jeff Peters, Munib Sajjad, Danielle Sandhu, Sean Shepherd, Daniel Vandervoort

Non-voting members: Paul Handley, Rita O'Brien, Jim Webster

Chair: Paul Handley (non-voting) in lieu of Justin Goldenthal (absent)

Recording Secretary: Diana Scattolon

Guests: From Student Life Programs and Services:
Lisa Chambers, Director, Centre for Community Partnerships
Richard Chambers, Director, Multi-Faith Centre
Miranda Cheng, Director, Centre for International Experience
Catherine Drea, Director, Office of Student Life
Justin Fisher, Acting Director, Housing Services
Kaye Francis, Manager, Family Care Office
Tanya Lewis, Director, Academic Success & Accessibility Services
David Newman, Assistant Director, Office of Student Life
Janine Robb, Executive Director, Health and Wellness
Yvonne Rodney, Director, Career Centre
Do Anh Vu, Assistant Director, Information Technology

Calvin McLean, Assistant to Jeff Peters

Anton Neschadim, GSU

Handley opened the meeting by advising the group that the Chair would not be able to attend as he was ill. Handley further stated that we could elect an interim chair but since we did not have quorum this could not be accomplished. Handley advised that we begin the meeting with the Student Life Presentation and hope that some members are simply late and we will be able to achieve quorum once they arrived. No person in the membership objected to this recommendation.

1. Student Life Presentation

Lucy Fromowitz gave a presentation of the Student Life Programs and Services 2012-2013 Operating Plan and Budget, a copy of which was distributed to the group.

A 6.8% increase in student fees is proposed.

Discussion:

Vandervoort asked how user fees are factored into the budget, citing the Graduate Dossier Service fee.

Yvonne Rodney explained that the service is free for up to 2 years from date of graduation. A fee would be assessed for graduates who wish to use the service after the 2 year point.

Fromowitz described improvements that have been implemented to the Graduate Dossier Service. Lucy explained that the Student Life avoids charging user fees.

Sandhu commented that the relevance and outreach of Student Life has improved. Danielle asked what the division sees as its challenges.

Fromowitz replied that a main challenge is getting information to students so that they are aware of and engage more often in the existing programming offered by the division.

Tanya Lewis identified engaging with commuter students and providing them with opportunities to develop a sense of community as a challenge.

Rodney explained that the career centre has the challenge of getting students to think of their career choices earlier on in their studies, as most wait until after they graduate to do so.

Sandhu explained that UTSU also has the challenge of getting information to students.

Fromowitz suggested that SL and the unions partner to address this communication need. Lucy expressed hope that this can be a topic of discussion at the planned COSS summer retreat.

Ho suggested that representatives from SL give presentations at the beginning of each term to each of the faculties.

Fromowitz stated that SL had presented to the Faculty of Pharmacy this year and will be going to other professional faculties in the coming terms.

SL is also looking to be part of orientation for teaching staff and faculty as they can be a source of referral for students.

Ho suggested more social media presence as a mode of increasing communication, stating that students interact with these media on a daily basis and pay attention to messages sent via these platforms.

Neschadim suggested integrating communications at the departmental level within each faculty by including information in the department's websites and printed resources. Students are more closely connected to their departments than at the faculty level. Anton stated that newsletters are generally overlooked.

Sandhu suggested that diversifying modes of delivering communication is important. She supported the idea of co-promoting programs and services that the unions and Student Life offer. Presentations are positive as students appreciate meeting staff in person.

Fromowitz cited the map.ca as an initiative that was prompted by work with UTSU. An opportunity exists in classrooms to communicate information via projected slides before and after class.

Chen supported the idea of partnering with the SL departments in a communication strategy. She asked if the Career Centre has any programming specifically for students with disabilities.

Rodney stated that recent graduates with disabilities are asked to do presentations about how they integrated into the workforce. The career centre partners with Accessibility Services to bring in employers who are interested in hiring students with disabilities.

Lewis stated that Accessibility Services has career counsellors available on site at regularly scheduled hours.

Fromowitz stated that the division recognizes the effectiveness of reaching out to students at locations where they are already spending their time. It is increasing its embedded staff to reach students outside of its own offices. For example, CIE has international advisors throughout the campus.

Neschadim suggested that the Career Centre offer resume clinics that are tailored to graduate students in specific disciplines.

Rodney stated that the Career Centre offers one-on-one critiques of CV's to graduate students. Yvonne stated that she will be speaking to the GSU about services to graduate students in March.

Shepherd agreed that one of the main concerns at the University is communications. Shaun asked how SL and the unions can we work together to consolidate their messaging and make it more effective.

Neschadim stated that the co-curricular record is a good initiative.

During the course of the presentation by Fromowitz quorum was achieved.

Handley advised the group on electing a new chair and called for volunteers or for a member of COSS to nominate someone to act as interim Chair.

Kidd nominated Paul Handley and made a motion to this effect. The motion was seconded by Fromowitz.

Handley asked for any objections to him assuming the role of interim Chair. No member made an objection.

2. Approval of the agenda

Motion by Vandervoort. Seconded by Sandhu. Motion carried.

Motion to amend by Sandhu. Seconded by Vandervoort. Motion carried.

3. Approval of the minutes from meeting of January 16, 2012

Motion by Sandhu. Seconded by Shaun. Motion carried.

4. Approval of the summary of the meeting of January 23, 2012

Motion by Sandhu. Seconded by Delaney. Motion carried.

5. Request for a COSS administrative representative to speak at the GSU Council meeting on Feb 22.

Neschadim explained that the GSU representatives have been mandated by their council to invite COSS representatives from each of the divisions to their Council meeting.

The GSU membership advised they would confirm the date and time of their meeting and communicate this to the administrative members of COSS so they could attend.

6. Substitute COSS GSU representative for the Feb. 27th meeting

Since the GSU member who requested the agenda item was not present and the other GSU representative did not know what this was in reference to this agenda item was dropped and can be added to the next agenda should it still be an issue.

Delaney estimated that the agenda item may be around substitute membership on COSS in the event that a member is unable to attend a meeting. Delaney explained that the process to substitute a representative on the council involves submitting a letter to the Chair that is carbon copied to the Secretary one week in advance of the meeting date.

7. Zoom Media Fund

Fromowitz reminded the council that SL receives funds from Zoom Media each year. SL departments and the student unions have access to these funds. In each of the last two years, \$50 000 was committed to the GSU to make their building accessible. The fund primarily supports accessible student spaces that SL manages. For example, the Sussex Club House now has accessible door openers, Health & Wellness acquired motorized examining beds and more accessible IT technology has been added in computer labs. A form will be distributed to the members to make requests for funding.

An electronic form of the application will be sent to all COSS members.

8. COSS Visioning Statement

Deferred.

9. Other business

- a) Sandhu moved the following motions with regards to the Mississauga Academy of Medicine (MAM) students accessing student services at UTM.

Motions:

BIRT COSS accept the June 29, 2011 correspondence between Vice Provost Students, Jill Matus, and the University Affairs Board of Governing Council concerning campus service fees for Mississauga Academy of Medicine students.

BIFRT COSS endorse the following process for access by undergraduate students in the Mississauga Academy of Medicine registered in the Faculty of

Medicine at the St. George campus to UTM Campus Services as outlined in 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.

1) COSS must consider the affiliation of MAM Students to UTM fees since they are registered at the St. George Campus with the Faculty of Medicine. A resolution that endorses this affiliation must be forwarded to QSS for its consideration and approval.

2) QSS must consider and approve the affiliation and introduction of a UTM campus service fee for MAM students.

BIFRT COSS develop a long-term protocol in consultation with the central students' unions to address the provision of campus service fees to students completing their degree at a campus that differs from the campus at which their faculty is registered.

NOTE: At this point in the meeting, quorum was no longer maintained and so the above motions could not be approved. Handley asked Sandhu if she would like to change the nature of the motion to 'for information/discussion' or rescind the motion to place it on the next meeting agenda. Sandhu decided to change the nature of the motion to for information/discussion.

Delaney offered the following information:

A letter from Jill Matus to UTMSU and QSS is pending. The substance of the response is:

- It is important for COSS to be informed of this type of situation.
- Affiliation is an academic and registrarial decision. COSS cannot have a motion on affiliation. COSS and QSS have terms of reference indicating that COSS deals with St. George based services and QSS with UTM based services. A motion at COSS would not bear weight because the two bodies deal with completely different services.
- Going forward, COSS would be advised of these situations and could choose to make a resolution. However, other bodies would not be bound by this resolution.

Sajjad noted that the MAM students are spending 80% of their time at UTM with no access to student services there. Munib expressed concern that a process to deal with the situation is needed as it will become more common as time goes on.

Sandhu explained that this proposal is to allow current MAM students to access these services in this current term. COSS currently oversees the provision of student services to these students as they are registered at the St. George campus.

The second objective is to develop a process for future instances of bi-campus attendance and access to student services.

Delaney explained that the MAM students do have access to UTM services, while they are currently being charged St. George fees. Jim proposed that COSS and QSS should have a discussion around these situations rather than hold resolutions. Jim stated that the approval of fees for UTM services is at QSS and noted that this Friday QSS will consider if MAM students should be paying fees at UTM.

Sandhu stated that the goal is to ensure that the path taken to have the motion passed at QSS is correct, noting that COSS is the body that currently governs the MAM students' fees.

Delaney agreed that the protocol does delegate authority to QSS for fees to students based at UTM. The process is that these fees go to QSS and that COSS be informed about the decisions made.

Delaney advised that the letter to UTSU, UTMSU, QSS and Medical Society will be sent within next few days.

- b) Sajjad noted that there is a new fee at QSS for the International Centre and asked if UTM students are paying this fee both at COSS and at QSS?

Fromowitz explained that the attribution from UTM was cut once its own International Centre was created. UTM students are now only paying the QSS fee.

- c) Fromowitz reminded the UTSU representatives to recommend a Chair by the end of this COSS cycle in order to have the Chair approved at the May UAB meeting.

10. Call for agenda items for meeting of Feb. 27, 2012.

Motion in item 9 a) will be added to the next meeting's agenda in addition to the vote on the student fees.

11. Adjournment at 7:30 pm.