

Council on Student Services

Minutes of Meeting – November 10, 2015

The Council on Student Services (COSS) met November 10, 2015, at 5:30 pm in Suite 313 of Koffler Student Services Centre, with the following present:

Voting members: Ben Coleman, Lucy Fromowitz, David Newman, Beth Ali, Vere-Marie Khan, John Monahan, Nickie Van Lier, Mala Kashyap, Meredith Strong, Jasmine Denike, Kavita Siewrattan

Absent Voting members: Desmond Pouyat, Ryan Gomes, Nicole Dionisio, Maina Rambali, Mark Overton, Ebi Agbeyegby

Non-voting Members: Adam Kuhn (Secretary)

Non-Voting Attendees: Serena Persaud, Jim Webster, Ryan Schwenger, Heather Kelly, David Lowe, Pamela Simmons, Sandy Chang, Richard Chambers, Tanya Lewis, Holly Luffman, Janine Robb, Nancy Okada, Tony Bowman, Danielle Sandhu, Fran Kaye, Jacquie Beaulieu

Absent Non-voting Members: Rita O'Brien

Chair: Eric Schwenger

Recording Secretary: Andrea Dell'Anno

1) Meeting Called to Order

Chair Schwenger called the meeting to order at 5:45pm.

2) Confirmation of Quorum

Chair Schwenger declared confirmation of quorum.

3) Introductions

Chair Schwenger welcomed all members. Each member then introduced themselves.

4) Approval of Minutes

On a motion made by Mala Kashyap, seconded by Assistant Dean, Faculty of Physical Education & Health (KPE), Beth Ali, and carried unanimously by all voting members of the Council, it was resolved:

THAT the minutes from the COSS Meeting #4 (2014-15) of February 27, 2015, be approved as presented.

THAT the minutes from the COSS Meeting #1 (2015-16) of September 21, 2015 be approved as presented.

5) Student Union Presentation: Graduate Students' Union (GSU)

Nickie Van Lier and Kavita Siewrattan presented an overview of GSU, which advocates on behalf of graduate students and offers a number of services to its members. The GSU is composed of five staff members and eight executives, who report to the GSU General Council and Board of Directors. The GSU has a number of standing committees for priority issues identified by the membership. There are also two active ad-hoc committees: Grad Minds and EDS.

Chair Schwenger asked for questions, receiving none.

6) Student Life Presentation

Student Life AVP, Lucy Fromowitz, asked Chair Schwenger if Student Life (SL) could take questions and answers and not go into formal discussion and Chair Schwenger asked Council for any objections to this, receiving none.

Fromowitz delivered an overview of the Division of SL to the Council, highlighting the history of SL as well as the wide variety of services and programs offered to students.

Fromowitz opened the floor to questions for any of the information that was presented or to any of the departments represented.

Siewrattan asked how SL tracks students through the various services from start to finish and Fromowitz responded that SL does not track each student, due to confidentiality and FIPA. SL does track, at a very high level, the percentage of students registered with accessibility and the services they use. With regards to students with complex needs who must interact with multiple offices, there are the academic progress and crisis counsellors. When a student is identified as becoming overwhelmed by the number of services they have to interact with, an academic counsellor is introduced to them. The counsellor will help the student navigate the system. SL has about 700 students that are assisted in this way.

In relation to international students, Ben Coleman asked if SL feels that when departments increase the enrolment, that SL correspondingly receive the resources needed to serve those international students and where does SL regard the breakdown of responsibility between SL and the Faculty/Divisions in terms of orienting students and giving them support services for their

needs, which may be different than domestic student's needs. Fromowitz responded that SL will be conducting a review of the Centre of International Experience (CIE), looking at all the services they provide and how decisions are made to scale. Fromowitz also mentioned that SL prefers the embedded model, in which three transition advisors were given to SL and situated in the Registrar's office. SL will review whether there should be a ratio, and if so, how far off SL is.

Fromowitz further added orientation is now partnered with Arts & Science and SL holds a one week pre-orientation orientation for those international students coming over. She added SL would love to scale this up, and although students pay enough tuition, it is very expensive to deliver this kind of programming. Therefore, SL will look at if there should be ratio. SL is gathering information, along with all the Faculties, on the types of resources. SL knows within their own services, a high proportion of service usage is from international students, which is expected. SL feels strongly that SL requires more support from the central into the Registrar's office, specifically more transition support.

This will be reviewed in early 2016 and there will be a call out to the community for submissions on the type of work that people believe the CIE should do, does well, should not do or the gaps of what is just not being done.

Danielle Sandhu inquired about students using multiple services, and those students accessing services, as a result of the vulnerability that brings them in in the first place, they may not be able to access these services that they may have been eligible for. As an example, a student may book an appointment with Health & Wellness and because of the issue they are pursuing an appointment with Health & Wellness gets in their way of making it to their appointment and the student does not cancel their appointment. Thus the result being the student is charged a fee for a missed appointment. Sandhu asked if there is a way to review the various services and analyze some of the policies/procedures that make it harder for the students with the greatest needs to be able to follow through in order to use the service and further asked what can she do when she has a student who finds themselves in this type of situation and feels penalized for having the condition they have.

Fromowitz responded that SL does review the services for barriers or protocols creating barriers and Accessibility has done an extensive review of their processes. Subsequently Accessibility has moved more processes online. In terms of the fee, SL has done a review of its clinics and found that there is high demand, with up to 10% no-shows, particularly with psychiatrists. The issue with this is costly and there is also a large waiting list for students to have access to the services. Thus, the fee was put in place as an incentive to show up or to cancel in order to address these issues. In

terms of the very reason a student is not showing up, SL is about leveling the playing field for students but not about hand holding beyond empowerment. SL's job is to empower students, providing students with tools in order to be autonomous. Fromowitz further added that the Executive Director of Health & Wellness, Janine Robb, has meetings regarding recourse with those students who need assistance. SL would rather work with the students to develop the tools and skillset so that they are able to make and keep their own appointments.

Robb added that those students who are engaged with Health & Wellness, will work with Health & Wellness until their needs are in place.

Fromowitz thanked everyone for listening to the presentation and reminded the Council if there is ever an issue, question, or good idea, it does not need to be saved for this table but can always be brought to SL.

Chair Schwenger thanked Fromowitz and the administration for attending COSS and presenting on SL.

Chair Schwenger asked for additional comments, questions or debate, receiving none.

7) Scheduling

Chair Schwenger requested Council provide availability for next semester following the last presentation by KPE on December 8, before the Governing Council and UAB meetings.

Chair Schwenger advised reviewing the possibility of scheduling the budget presentations meeting the last week of January or first week of February, followed by the approval meeting to have the budgets sent forward around the last week of February. These meetings must happen in succession.

Chair Schwenger opened the floor to Council for feedback on availability for these meetings.

Adam Kuhn inquired with KPE and Hart House (HH) as to when their budget meetings are scheduled. Ali responded that KPE currently has their budget meeting scheduled on January 13, possibly January 20 if need be. HH will not look at their budget until January 21.

Kuhn asked Council if there are any available times that work for most members. Council confirmed that Tuesday nights work for most, with Van Lier mentioning she has class Tuesday nights next semester.

Given this, Kuhn advised these possible dates can be taken away and a doodle poll will be circulated to the members to determine the budget

presentations and approval meetings.

Chair Schwenger advised Council the week of January 25 will be reviewed for the budget presentations, with the members taking their budgets back to their constituents, and then Council will reconvene the beginning of the last week of February. Meredith Strong advised the agenda planning for UAB is March 3, therefore the information must be submitted prior to that, at the end of February.

Kashyap asked Chair Schwenger if members could vote by proxy for these meetings and Schwenger responded that proxy voting is not permitted, however, a member can attend the meetings remotely. Kuhn added that in order to attend remotely, a request must be submitted and approved by the Chair in advance, with a maximum of 3 remote participants.

Coleman asked about attendance for the next meeting on November 24, advising there will be two UTSU members in person and if possible, it would be helpful for electronic participation to meet quorum.

Fromowitz inquired, since the last meeting for KPE is December 8 and classes end on December 3, if we are holding a meeting during exams and if so, does this present a problem. Jasmine Denike replied that exams start on December 11.

8) Other Business

Chair Schwenger confirmed that HH has graciously offered to host the next COSS meeting. This would include a tour by HH. The next meeting is also the meeting that Scott Mabury is to give a presentation, in terms of this, Chair Schwenger is considering moving the tour to the end of the meeting.

John Monahan advised that HH can work with Chair Schwenger, with the idea being that the tour will be a walking presentation and Mabury's presentation will fit in with the walking tour.

Chair Schwenger asked Council if there is any objection to holding the next meeting on November 24 at HH at the same time, with none received.

Chair Schwenger announced that the meeting will be at HH. Kuhn added that KPE has offered to hold their presentation on December 8 at the Goldring Centre, to which Ali agreed.

Chair Schwenger opened the floor to any other business, receiving none.

Chair Schwenger thanked all for attending and reminded Council the next two meetings will be at their respective divisions, Tuesday, November 24 at

HH and Tuesday, December 8 at Goldring Centre.

9) Adjournment

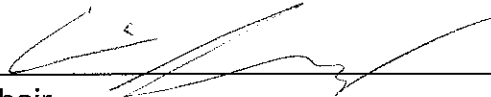
With the last agenda item concluded and on a motion made by Denike, seconded by Coleman, and carried unanimously by all voting members of the Council, it was resolved:

THAT the COSS Meeting of November 10, 2015, be adjourned.

This Meeting adjourned at 6:42 pm

These minutes were approved at the subsequent COSS meeting of 25/01/2016 and are now the record.

Chair



Secretary Kuhn

