

## **Council on Student Services**

### **Minutes of Meeting – January 16, 2018**

2:00-4:00 pm, Cumberland Room, Centre for International Experience

#### **ATTENDANCE:**

##### **Voting Members:**

###### *Present:*

- Beth Ali, Executive Director, Athletics & Physical Activity, Faculty of Kinesiology & Physical Education
- Daman Singh, UTSU
- Mathias Memmel, UTSU
- Adrian Huntelar, UTSU
- Meredith Strong, Director, Office of the Vice-Provost, Students
- Heather Kelly, Senior Director, Student Success, Student Life St. George
- John Monahan, Warden, Hart House
- David Newman, Senior Director, Student Experience, Student Life St. George
- Brie Berry-Crossfield, GSU (by telephone)
- Mala Kashyap, APUS
- Desmond Pouyat, Dean of Student Affairs, UTSC
- Anne Boucher, UTSU

###### *Absent:*

- Jackie Zhao, APUS
- Mark Overton, Dean of Student Affairs and Assistant Principal, Student Services, UTM
- Leonardo Uribe, GSU
- Jose Wilson, QSS
- Kubra Zakir, CSS

**Non-voting Members:** Julia Smeed (Secretary), Serena Persaud (Student Life CAO),

**Guests:** Melissa Fernandes (Health & Wellness), Meghan Thapar (Student/Health & Wellness), Rebecca Hazell (Student/Graduate Conflict Resolution Centre), Nicholas Feinig (Student/Innovation Hub), Michelle Brownrigg (Hart House), Dhvani Ramanujam (Student/Centre for Community Partnerships), Richard Chambers (Multi-Faith Centre), Isabelle Kim (Centre for Community Partnerships), Tony Bowman (Student Life Communications), Shannon Simpson (First Nations House), Heather McGhee Peggs

(Graduate Conflict Resolution Centre), Adam Kuhn (Student & Campus Community Development), Tanya Lewis (Accessibility Services), Kaye Francis (Family Care Office), Arlene Clement (Housing Services/TCard), Allison Burgess (Sexual & Gender Diversity Office).

**Chair:** Richie Pyne

**Recording Secretary:** Kimberly Elias

## **1. Introductions**

Chair Pyne welcomed the members and guests and gave a brief overview of the meeting.

## **2. Meeting Called to Order**

Chair Pyne called the meeting to order at 2:22 pm.

## **3. Approval of Agenda**

Chair Pyne sought mover to approve agenda. Ali motioned to approve agenda, Singh seconded motion. All voted in favour, so approval of agenda passed.

## **4. Approval of Minutes**

Chair Pyne sought mover to approve minutes, and noted that small edits can be made later. Newman motioned to approve minutes, and Monahan seconded motion. All voted in favour, so approval of minutes passed.

## **5. Student Life Presentation**

Student Life presentation, facilitated by Newman, commences at 2:26 p.m. Newman begins with the University of Toronto traditional land of acknowledgement followed by providing an overview of organization, acknowledging Student Life representatives at the meeting.

Areas of Strategic Priority: student development and engagement, internationalization, health and wellness, programs and services for graduate students, academic support, and divisional and university support services. Student Life also plans through alignment, including: student involvement and feedback, Wecheehetowin: Answering the Call to the Truth and Reconciliation Commission of Canada, Policy on Sexual Violence and Sexual Harassment, Mental Health Framework, Experiential Learning White Paper, Presidential Priorities, and Strategic Mandate Agreement. Student Life also aligns its priorities with the 2017-18 Student Unions priorities.

Overview of Innovation Hub: The Innovation Hub was intended to address two questions: who are U of T students, and how is the world changing? Student Life used a student-centred approach to answer those questions. In its first year there was a broad approach to research, and developed five domains which led to 25 innovative ideas. This year, 5 of these ideas were taken to develop big ideas and have also partnered with other units to use the Innovation Hub methodology to understand student-centred problems. The work is for students, with students, with over 150 students to-date that have been engaged in a work or volunteer capacity. Nick (student) was invited to speak about his experiences with the Innovation Hub.

Examples of Experiential Learning Opportunities: Newman highlighted some initiatives that provide students with experiential learning opportunities, including 289 work study opportunities for students to gain work experience, developed a work study toolkit, developed Undergraduate Research Catalogue, and Co-Curricular Record Expansion.

Dhvani (student) connected to Centre for Community Partnerships (CCP) was invited to speak to her CCP experience (volunteering, work study, and now co-chair for CCP Student and Alumni Advisory Council). Students meeting with community partners helps students see communities they can learn from, and helps students learn, grow, and foster stronger relationships.

Indigenous Initiatives: First Nations House is celebrating its 25<sup>th</sup> anniversary, which has led to a number of indigenous initiatives, including a publication, a second Indigenous Education Week, and reception event. A working group in Student Life has also been struck that responds to the University's response to the Truth and Reconciliation Commission Report.

Supporting Students with Disabilities: Kelly shared an overview of a renewed service model at Accessibility Services as a result of an increase in numbers of students having access to postsecondary education across the province. There has been an increase in the needs for service, and a shift in the type of disabilities. This has led to a series of recommendations which focuses on increased collaboration and communication, supporting student transitions, and increasing student support.

Equity, Diversity, and Inclusivity Initiatives: Student Life, working with University partners, has also focused on a number of equity, diversity and inclusivity initiatives, such as Gender Talk (Sexual and Gender Diversity Office), Brown Girls Yoga (MultiFaith Centre), and Trailblazers conference (Student and Campus Community Development, in partnership with UTM and UTSC).

Internationalization: There has been an institutional increased focus on internationalization and student mobility to help support students who wish to learn abroad, and supporting international and visiting students.

Health and Wellness: Examples of some of the initiatives that focus on student health and wellness include the launch of a new and improved electronic record system, resiliency curriculum and training project, increased capacity through the recruitment and hiring of several On-location counsellors, and the community of champions project. Meghan (student) invited to speak about work study position and the learning that she has experienced as a Team Leader in a Peer Health Education Team.

Programs and Services for Graduate Students: Student Life continues to, in partnership with the School of Graduate Studies and the Graduate Students' Union in many cases, focus on programs and services for graduate students, including the Graduate Conflict Resolution Centre, Gradlife, and the Graduate Student Parent Circle (through Family Care Office). G2G Peer Advisor through Grad Conflict Resolution Centre invited to speak (Rebecca) to her experience, where she shared the skills that she developed throughout position and the resources at the University that she learned about.

Divisional and University Supports: Newman briefly highlighted new/renewed university support services, including the launch of an off-campus housing finder, TCard has moved (organizationally and physically) to Student Life in Koffler, launched pilot of an online chat tool in the Student Success Centre, developed a resource referral guide, and a launch of the U of T Student Life mobile app.

Future Plans include the review of the Division of Student Life, and focus on continued priority areas.

## **Questions/Comments**

Questions commenced at 3:23 p.m. and Chair Pyne identifies a speakers list.

Huntelar had two questions. For the Innovation Hub, he has heard a lot about it, but from the perspective of the undergraduate student, the Innovation Hub sounds like another incubator. From what he has heard, it is not the same as an incubator. Question: What is the communications strategy to reach out to students who are focused on different problems, and how to differentiate from other innovative incubators on campus? Smeed noted that the name come from initiatives in the US. There have been a few challenges around the name and also not having a physical location. However, so much of involvement has been grassroots in nature. Moving forward, students who get involved, such as students who were interviewed in the first year became volunteers later on. Kelly thanked for the comments, and adds that the word "Innovation" moving forward can be reviewed and considered. This is an opportunity for co-creation, and the tagline is to

“design with, not just for,” so it is important to invite students into the ideation phase and to build up programs and services with students. Newman added that the naming came from a derivative model in the U.S., but have adapted the concept.

Huntelar also asked Newman about internationalization. In the numbers, 4281 students participated in activities abroad, which is still 10%. Huntelar wants to hear thoughts about Student Life making opportunities more affordable and accessible. Newman notes that Senior Director of CIE has jointly reporting to Vice-Provost, Students and the Vice-Provost, International Student Experiences, which allows us to all share and work together in these goals.. We know students are doing things on their own, so we are building, in relation to experiential learning, is a wrap-around tool to help frame the learning. Funding to increase number of students to go abroad is another area, and the university is looking into many sources of funding.

Memmel asks a question about the Strategic Mandate Agreement. When we talk about High Impact Practices and Experiential Learning, what processes has Student Life gone to define those and how is Student Life striving to do better than achieving status quo? Newman responds that the U of T White Paper helps us understand how we want to focus our work, and helps define Experiential Learning. The Division is starting to develop a Student Life Strategy around this, and will want to consult about what that looks like. Newman notes that Student Life’s ambitions are quite high. Kelly adds that another area that Student Life wants to add is around access—it’s not just about expanding, but who is taking up opportunities. In the first instance, Student Life wants to see the opportunities we have and how we can increase access. Student Life also wants to support our employers and community partners so we are not overwhelming those partners. Memmel has a follow up about access, and was going to ask how Student Life sees those two things intersecting, and suggests that in the visioning of what that looks like, Student Life should make sure that people are consulted in the development of this—yes Student Life can consult with Student Unions, but it does not represent all students, so broader consultation is suggested.

Zakir has a question around Student Life and the Multi-Faith Centre, noting that the space is at St. George campus and not at UTSC. Many UTSC students do not use the Multi-Faith Centre even though they pay a fee. Question: In the future plans, is there a vision in redirecting fees to UTSC campus? Newman clarifies that only the St. George Student Life fee contributes to the operation of the Multi-Faith Centre; the space, Koffler House, was created about 10 years ago through a donation to create a space, but the operation is only covered through the St. George Student Life fee, along with some external booking revenues. Zakir notes that there is a lot happening at St. George, but UTSC also needs that, and feels that students are not getting that there. Newman notes that Student Life St. George can work with UTSC to see how the Multi-Faith can help explore this topic.

Pouyat commented on Zakir's points. UTSC has been having discussions about the needs Zakir mentioned around having appropriate space for Multi-Faith activities in a medium and long-term point of view. Pouyat has a question for Student Life about internationalization as it relates to the shared services and tri-campus intersections. Pouyat requested that future presentations and discussions also address services and programs that are tri-campus in nature. Question: What are the plans in units that have a tri-campus mandate moving forward to intersect in a more meaningful and helpful way for UTSC? We have a richness that is missed in the conversation. Pouyat also wants to acknowledge Hart House and a presentation at Hart House Board of Stewards, and this ended up in a conversation about UTSC needing more bandwidth for the fees that students are paying and they have made progress (such as Global Commons). Newman responds that part of the question is what is Student Life St. George and what is tri-campus. Some units within Student Life have a partial tri-campus mandate, including the Centre for International Experience and the Centre for Community Partnerships and are funded through a combination of central funds and the Student Life fee. Newman acknowledged that Pouyat's suggestion as an opportunity for further discussion.

Kashyap raised that cost to go abroad is a barrier, and this is not meeting students' needs, and suggests that we can also create abroad experiences within Canada. Kashyap asked for verification to see if the Work-Study program concluded at the end of February, and if so, why. Newman responded that the program is will likely be reviewed in the near future. The timelines exist based on the provincial model that was used when the Ministry funded it. Units are allowed to extend to the end of the term, but do not receive the support centrally for this extension. Kashyap also asked for clarification on how mental health support looks differently between Health and Wellness Services and Accessibility Services. Kelly said there are three buckets of support in Accessibility Services: 1) accessibility advisor, so students with disabilities are assigned an advisor to work on accommodation plan and discuss challenges they are encountering, 2) student learning: in the renewed service model, Student Life has created a student learning team, and the peer coordinator role is now full-time, which is important, since it looks at increased transition support and supporting specific populations; want to offer support for graduate students with disabilities, 3) peer to peer support: peer mentoring program. Lewis noted that focus groups are being conducted in the winter to focus on communication strategies and learning opportunities to help better support students. The model was initially one-to-one, but given growth, Lewis noted that there is an increased focus on student learning, and leveraging group format. Kashyap wanted to understand how this is different with Health and Wellness Services and will follow up with Janine Robb, Executive Director of Health and Wellness to help understand this.

Memmel and Singh needed to leave, therefore, lost quorum at 3:57 p.m.

Berry-Crossfield noted that they would like more details on programs and services for graduate student and more statistics, adding that graduate students need more support through Accessibility Services. Newman noted that on first point, Student Life has developed an inventory of graduate facing services and programs that would be helpful for the UTGSU and will share that document. Kelly noted that on the point of better advocacy, the rationale behind targeting materials towards faculty is because we want faculty to understand how to support students and provide better referrals. We want this to help with advocacy and access to service. Kelly acknowledged that professional students who are engaged during 9-5 and access is a challenge, and will go back and talk about it. Accessibility Services has introduced extended hours and an online chat, but will talk how to further engage students around this topic.

## **6. Other Business**

Next meeting on Monday, January 22 from 5-7 p.m. in the Music Room, Hart House.

## **7. Adjournment**

Questions need to be cut off due to time and lack of quorum. Pyne adjourns the meeting at 4:01 p.m.