

Council on Student Services

Minutes of Meeting – January 22, 2018

5:00-7:00 pm, Music Room, Hart House

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
- 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
- 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
- Meredith Strong, Director, Office of the Vice-Provost, Students

Non-voting Members: Julia Smeed (Secretary), Sherry Kulman (Hart House)

Guests: Caitlin Campisi (APUS), Amanda Greener (Hart House), Doug Floyd (Hart House), Rebecca Gimmi (Hart House), Virginia Ise (Hart House), Suzanne Macintyre (Hart House), Michelle Brownrigg (Hart House)

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 5:15 pm.

3. Approval of Agenda

Chair sought mover to approve agenda. Newman motioned to approve agenda, Kashyap seconded motion. All voted in favour, so approval of agenda passed.

4. Approval of Minutes

Chair sought mover to approve minutes, noting that small edits can be made later. Ali motioned to approve minutes, and Kashyap seconded motion. All voted in favour, so approval of minutes passed.

5. Hart House Presentation

Monahan opened the Hart House presentation beginning with a video highlighting students sharing what Hart House means to them and the value of connecting to communities and opportunities. The presentation divided into four sections: the backdrop, the programs of Hart House, space, and Hart House story.

The Backdrop: Hart House is a hub for the arts, dialogue, wellness, and community engagement. It is a student-focused centre with multiple stakeholders serving a tri-campus mandate. For budget approval, it reports to both COSS and Service Ancillary Review Group (SARG), leading to an operating budget of \$18.9 million proposed for 2018-19. Using a social enterprise model focused on increasing revenue stream and make profit, Hart House has a goal to use any profit to benefit students and programming of the house. The strategic plan has aspirational goals related to experiential excellence, operational excellence, and reputation excellence.

Shared Leadership with Students: Coco Lee (student) shared her experience as a student leader, where she is the Chair & Steward of the Theatre Committee and Co-Chair of Committee on Budgets. She overviewed that students across 9 committees all participate in the Committee on Budgets process, where they review and approve group budgets. This is a student-led initiative, supported by staff, to assess the ways in which to spend money in different activities. The Committees, such as Theatre Committee, play an advisory and programming role. For example, the Theatre Committee supports

the Drama Coalition and Drama Festival in Hart House, which brings together theatre groups and students from across the three campuses.

The Program: Michelle Brownrigg (speaker) shared the prioritized themes of the UTSU, APUS, and GSU strategic plans—that is equity, inclusion, social justice, and community engagement. Programming falls under three areas: arts & culture, debates & dialogue, and recreation & wellness, with significant overlap across these areas. Modele Kuforiji (student - Hart House Ambassador) highlighted the role of the ambassador, including directly engaging students, outreach across all three campuses, weekly events, and creating connections between student groups and unions. Brownrigg then highlighted some of the other new and ongoing programming initiatives. These include:

- Arts & Culture: standing committees, creative classes and workshops, musical groups, film and camera programs, theatre productions and programs, museum exhibitions and program, get crafty drop in, and family Sunday programming.
- Recreation & Wellness: standing committees, classes and training, mindfulness, archery, underwater, chess, women only strength training and swim, specialized small group training, dance and martial arts, board game café, fitness instructor mentorship program, and family Sunday programming with ongoing partnerships with KPE. Mofetoluwa Adeosun (student - research) & Jennifer Sylvester (student - placement coordinator) overviewed the Youth Recreation Project, a program rooted to use sport and recreation to engage youth and instil leadership values. Hart House is focused on creating a new community of leaders and to fight oppression in the community. Information from research projects can suggest program changes within and beyond the University, and is used to create and disseminate knowledge that can impact policy and bring a change in practice. The initiative supports students from low income, disadvantaged areas, and by having youth engage with the University, it helps them see themselves here. U of T student placements are rooted in community-based learning, and these students help youth see themselves as potential U of T/university students.
- Debates & Dialogue: standing committees, classes, debating club, international student café, podcast and broadcast programming, Global Commons, and Hancock Lecture. Monahan described Global Commons—a series of conversations in real time, where students can have a global experience without leaving U of T.
- Partnerships: Campus & Community: Brownrigg highlighted that Hart House has started to map out the active current partnerships linked to academic programs, which stem across disciplines and are curricular/co-curricular in nature.

The Space: A number of capital improvements are being made this year and next including a number of barrier-free enhancements, such as accessible entrance to the east side of Hart House, hearing-assist technology to the theatre, enhancements to elevator, renovating seats to accommodate accessible seating, Arbor Room renovations, lift to ensure theatre stage is accessible, and wayfinding. For wayfinding,

standardizing naming conventions and adhering to AODA standards. There is also Infrastructure Renewal, which is a multi-year program to replace all mechanical systems, enhance physical accessibility, and updated building roof and window. Accessibility and Inclusion Review provided a set of recommendations, and at the end of December, 17% of recommendations were completed, and overall progress rate of 27%.

Kashyap left room. Quorum lost at 6:13 pm.

The Space [cont'd]: The profit helps offset student fees and enable discounts. Goal to have no more than 50% of budget come from student fees. Hart House is 2nd largest student employer on campus. On average, 300-400 non-appointed staff are employed in any given year, of which ~50+% are current students.

The Story: Branding strategy is focused on purpose and function, including who Hart House serves and what it offers. A website re-design is underway, and partnering with i-School students to advise Hart House on User Experience design and mapping of new site. Hart House is also celebrating Hart House's 100th Anniversary in 2018-19. There will be three well delineated events: soft launch (reunion weekend) in spring 2019, launch (celebration opener) in fall 2019, gala event/ceremony/concert/great hall art reveal in Nov 2019.

Tri-Campus: Hart House has increasingly been following an embedded model where, one day/week at UTM and UTSC (respectively), a staff member provides programming at each campus. Efforts have been focused on connecting with different departments and students to connect more meaningfully to existing activities at each campus. Successful initiatives include the Human Library Project at UTSC, and hiring two UTM students as Hart House facilitators/ambassadors. Future goals include creating a dedicated Good Ideas Fund at UTM, and deepening relationships and providing ways to help each other out that is mutually-beneficial so students can benefit.

Questions/Comments

Huntelar comments that Hart House is one of the places that has the most activities going on on-campus. From a students' perspective, most of the time, students are looking for a specific thing (e.g. looking for a class or club). What is the strategy for getting students into Hart House early on? In re-designing the website, there is a lot of information to navigate, have you thought about the idea of an online helpdesk with a live chat response—UTSU has done this recently and it has increased engagement. Brownrigg acknowledges the head of communications in the room, but notes that Modele is part of a 7-person team, and that is one way we try to be out across campus, including programs such as orientation. They go to a number of events outside of Hart House. Brownrigg noted that activities done in isolation aren't done as well as they could be. The importance of listening and partnership is important, and so staff and students try to listen to and connect with different communities on campus. Sometimes

it means not doing things in this space, but seeing what we can do in their space first, that then might encourage students to enter the Hart House space later. Hart House has partnered with groups, such as Black Students' Association, to see what gaps exist and how Hart House can meet their needs. For the website, Virginia (Head of Communications at Hart House) addressed the first question noting that during orientation, Hart House does a big campaign to have students connect to the newsletter and give some passes early on to have them introduced to Hart House. For the website, Hart House is in the early stages and consulting with students, and exploring new technologies. Hart House has looked into live chat, and since Hub staff is there 7-midnight, HH is looking into a live chat method but need to work it out.

Pyne noted that it was great to have many students who helped present at COSS.

6. Other Business

Next meeting on Monday, January 29 from 3-5 p.m. in room 313, Koffler Student Services Centre.

7. Adjournment

Pyne adjourns the meeting at 6:37 p.m.