# Council on Student Services

## Minutes of Meeting – November 23, 2018

2-4:00 pm, Room 313, Koffler Student Services Centre

**ATTENDANCE:**

Start at 2:22 p.m. Do not have quorum, but started meeting with non-voting items.

**Voting Members:**

*Present:*

* Beth Ali, Executive Director, Athletics & Physical Activity, Faculty of Kinesiology & Physical Education
* David Newman, Senior Director, Student Experience
* Heather Kelly, Senior Director, Student Success
* Mark Overton, Dean of Student Affairs, UTM
* Samantha Stead, Graduate Students’ Union
* Branden Rizzuto, Graduate Students’ Union
* John Monahan, Warden, Hart House
* Richie Pyne, Association of Part-Time Undergraduate Students
* Jennifer Coggon, Association of Part-Time Undergraduate Students
* Atif Abdullah, Quality Service to Students
* Yuli Liu, University of Toronto Students’ Union

*Absent:*

* Desmond Pouyat, Dean, Student Affairs, UTSC
* Meredith Strong, Director, Office of the Vice Provost Students
* Qusai Hassan, Council on Student Services
* Anne Boucher, University of Toronto Students’ Union
* Tyler Biswurm, University of Toronto Students’ Union
* Joshua Grondin, University of Toronto Students’ Union

**Non-voting Members**: Julia Smeed (Secretary), Serena Persuad (CAO), David Pereira (SGDO), Jim Webster (KPE), Fran Dobbin (FCO)

**Guests:** Shannon Simpson (FNH), Isabelle Kim (CCP), Punita Lumb (MFC), Richard Chambers (MFC), Sandy Chang (Health & Wellness), Katherine Beaumont (CIE), Mahvish Wesley (CIE), Tony Bowman (SL Comms), Tanya Lewis (Accessibility), Do Anh Vu (SL IT), Brieanne Berry Crossfield (APUS), Mala Kashyap (APUS)

**Chair:** Cameron Davies

**Recording Secretary:** Kimberly Elias

1. Land Acknowledgement

Chair Davies starts meeting with a personalized land acknowledgement.

2. Introductions

Chair Davies welcomed the members and guests and gave a brief overview of the meeting. He will be holding a speakers list, and asks members to signal to him when they would like to be added to the speakers list.

**3. Meeting Called to Order**

Chair Davies acknowledged that we cannot call the meeting to order since we do not have quorum. He invited Newman to proceed with Student Life Presentation.

**4. Student Life Presentation [Moved up on agenda]**

[Note: Slides attached with the meeting minutes.] Newman provided an overview of the Student Life units, and invited the guests who are from those units to introduce themselves. Student Life plans through alignment with strategic initiatives at the university (slide 3). Student involvement and feedback since it is core to the work that we do; there are 26 student advisory committees in the Division.

Over the summer, the Senior Directors met with UTSU, GSU, and APUS about their priorities. Student Life heard those priorities and demonstrated how their priorities align with those of the Student Union.

*2:36 p.m. Quorum met.*

Experiential Learning continues to be an increased interest in Student Life and at the University. Career Exploration & Education provides coordination and support for the Work Study program for the St George campus. We have merged the CCR and CLN to create CLNx. That is the first phase in moving towards a university Experiential Learning management platform. The second will occur in the spring. We have also seen an increase in curricular abd co-curricular community-engaged learning experiences.

This January there will be a Get Experience Fair. This will provide a series of career, volunteer, and campus booths that students can connect with, along with programming to provide a more high-touch and intentional experience. There will be tour guides, panels, presentations, workshops, and one-on-one peer advising.

Student Life is also working with the University to create Experiential Learning modules to help support curricular and co-curricular opportunities, so students feel well-prepared in entering their opportunities. There has also be an expansion in research abroad opportunities, where students can undertake research in another country. MITACS and U of T committed funding to support students $280,000/year (committed for 3 years); there has been a commitment to increase opportunities for social science and humanities students.

Student Life is also working on indigenizing our work. This includes increasing training for staff within the Division, so that we are building meaningful programs for our students. First Nations House is hoping to establish a Career Educator position; this year had two peer career advisors in FNH, and there was an Indigenous career fair. A new Indigenous website will be launching shortly that connects everything indigenous across the university, including all staff/offices and faculty research. The university has struck a committee to identify space options.

Earlier this year, we received new positions on St. George campus for Accessibility Services. Two years ago, there was a program review and a series of recommendations, which led to the Provost supporting this review with 10 new positions. They have been created in a neighbourhood model, embedded across the campus in the colleges and professional faculties. With this, a team lead and a new staff supporting the neurological team have also been hired. This is a new model, which is also new in Canada. They are generalists, supporting students broadly, and with some accessibility needs still being supported by specialists. Accessibility has digitized this process and created an online registration process. A new handbook for undergraduate students has been created, with a graduate book to be launched soon. We need to change the narrative about wait-times as a barrier, since we now have a lot more support.

There has also been a number of initiatives around equity, diversity, and inclusivity. For example, IDERD and Pride Pub. A new initiative supported by a government grant (Access & Inclusion Peer Programs), takes existing support for first generation students and broadens that access to these programs and services to a larger group of students.

Internationalization and student mobility works in three spaces: learning and safety abroad, international student experience, and global campus. Will be launching safety abroad online modules and launched a new Learning Abroad website—will be updated registry in December 2018. Needs-based learning abroad awards have increased from 1 to 3 million. Global U is a framework to figure out how they will engage globally at the University. For international students who are coming here, there are scholarships (Pearson and Laidlaw Scholars), pre-arrival orientations in China, and a new community building series.

In Health and Wellness, we have launched modules “Identify, Assist, Refer” which helps the community better be prepared to support students in distress. New drop-in hours at the Centre, and this year Health and Wellness has increased the extended hours. There is also a same day clinic that students can access and a new online appointment booking system.

For programs and services for Graduate Students, we have a large and robust Community of Practice from Student Life and beyond, where they talk about areas for collaboration. Grad chats, orientation tours, grad writing groups, a graduate specific section in the Student Life app, and English communication communities for grads.

Student Life has worked to enhance and modernize the student experience, from online tools, apps, and modules. On slide 14, there is “Student Life by the Numbers”.

For future plans, we are still in an interim structure in Student Life during a review of the division. The Provost launched an expert panel on the undergraduate student experience, and aligned with that, Student Life will be looking to develop a strategic plan. We are also going to undertake a new redesign for the Student Life website.

Questions?

Pyne asked Newman about Expert Panel on Undergraduate Experience and how students will be selected to join the Panel. Newman responds that it is the Provost’s panel and the membership has been determined and is on the website.

Coggon asked about Safety Abroad online training. There have been some concerns about field placements and harassment--how is the online modules covering these concerns? Beaumont said the modules are broken down into four, and one of them is focused on sexual violence and harassment. There are additional resources and an open invitation to meet with a safety abroad advisor to meet in person about a specific concern. Beaumont noted that her team strives to create a safer experience for U of T students, wherever they are around the world. There is a 24 hour number that students can call at any time about a concern.

Liu asked about pre-arrival orientation, and if CIE is looking to expand in more cities. Beaumont said it is a live question, so potentially more cities, and definitely expanding into more disciplines. They did find that students and families flew into some of the trainings, and while they cannot do it everywhere, they do want to be at representative areas. Liu asked if there are opportunities to work with student groups, and Beaumont indicated that this was possible.

Coggon asked about concerns regarding invigilator training in the Exam Centre. Newman indicated that they are communicating with those who expressed concerns. The training is about de-escalating difficult situations and analogies were used to articulate how people need to understand their biases and attitudes as they impact our interactions with others. Newman added that feedback is always used to make improvements and modifications to workshops.

Newman added that there is a bookmark, and Dobbin will speak to an event with Family Care Office and Library—there is a study room that has work stations and child-friendly equipment, nearby washrooms with comfortable nursing and baby changing facilities. This won a U of T Excellence Through Innovation Award.

Newman added that not everyone is here, so if this presentation would be valuable for Student Life speak to your executive groups, to please let Newman know.

Davies thanked Newman, and acknowledges contact information on screen. Presentation will be sent to the group.

### 5. Meeting Called to Order

Chair sought mover to call meeting to order. Abdullah motioned to call meeting to order, and Ali seconded. All in favour, none opposed. Called to order at 3:17 p.m.

### 5. Approval of Agenda

Chair sought mover to approve agenda. Kelly motioned, Pyne seconded. All in favour, none opposed.

### 6. Approval of Minutes

Chair sought mover to approve last meeting’s minutes. Abdullah motioned, Newman seconded. All in favour, none opposed.

### 7. Other Business

Chair asked if there is any other business.

Monahan noted that next week is the presentation of Hart House, and they will be offering a tour of the building before the meeting begins.

### 8. Adjournment

Chair Davies sought mover to adjourn meeting. Pyne motioned, Abdullah seconded. All in favour, none opposed. Meeting adjourned 3:21 p.m.