



### COUNCIL ON STUDENT SERVICES PRESENTATION NOVEMBER 30, 2018



#### Welcome To Hart House



# HART HOUSE FOR YOU

HartHouse

Hart House is for everyone. For moments of connection. For a pause in your busy schedule. For workouts that inspire progress not perfection. For fresh ideas and new skills. For the courageous conversations you didn't expect. For broader perspectives that inspire social change. For navigating difference. For arts, community and dialogue. For food, spaces and wellness. For so much more.



# **TRI-CAMPUS MANDATE**

Staff embedded at UTM and UTSC to expand programming to further engage students across all three campuses.

#### E.g.,

- Board Game Café
- Talking Walls
- Get Crafty
- Hart House Global Commons
- Human Library Project



#### Hart House is for All U of T Students



### **TRI-CAMPUS MANDATE**

Human Library UTSC



# HART HOUSE 2017-18

93.3%

Satisfaction rate across all visitors to Hart House

### 41,933

Participants in Recreation & Wellness drop-in and registered programs combined

### 218

Events organized by staff and students

Experiential Excellence **1,093,264** Visits to Hart House

### 4 87%

of students value opportunities to contribute to their community as a result of their Hart House experience

# **80%** of students believe that Hart House is an inclusive space

Operational Excellence 3,778

Student room/event bookings free rental and AV

64%

of non-appointed staff are students

**19,556** Hart House related Facebook page likes (4,246 without including the Art Museum) **\$1.5M** spent on capital projects and facilities improvements

**15,297** Hart House related Twitter followers (3,053 without including the Art Museum)

Reputational Excellence **33,110** Quarterly Newsletter Subscribers

- HartHouse

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### SHARED LEADERSHIP WITH STUDENTS



Jasper Chen Finance Committee

#### **Committee on Budgets Student Co-chairs**



Library

## THE PROGRAM

EQUITY - INCLUSION - SOCIAL JUSTICE - COMMUNITY ENGAGEMENT



#### **Experiential Excellence**







#### Hart House Ambassadors

Marukh Ahmed & Heerea Rikhraj



#### 2018-2019

- Art, Theatre, Literary & Library and Music Standing Committees
- Creative Classes and Workshops
- Get Crafty Drop-in
- Seven Musical Groups
- Film Board and Camera Club
- Hart House Theatre
- Art Museum | Justina M.
   Barnicke Gallery at Hart House



#### **Experiential Excellence**



HartHouse

FOR YOUR



#### **Centennial Art Commission**



#### 2018-2019

- Recreation & Wellness and Farm Standing Committees
- Fitness Classes, Aquatics, Personal and Specialized Small Group Training
- Learn to Run
- Mindfulness Programming
- Archery & Underwater Club Programming
- Chess Club Programming & Competitions
- Dance and Martial Arts Programming
- Board Game Café Drop-In Programming
- Family Sundays



#### **Experiential Excellence**



#### **Fitness Mentorship**

- Our Group Fitness Mentorship Program supports four students each year to receive their Ontario Fitness Council (OFC) certification.
- The intention of this program is to create a welcoming space for traditionally underrepresented students at Hart House by broadening and diversifying Hart House's instructional base.
- Hart House sponsors students for the cost of a textbook, 40 apprenticeship hours needed to complete two exams, and the 2-year OFC membership. 2017-2018 was the pilot year with three students participating and one going on to write exams.

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## - HartHouse

FOR AN OPEN

DIALOGUE

#### **2018-2019**:

- Social Justice, Debates & Dialogue and Senior Members Standing Committees
- Community Conversations
- Hart House Global Commons
- Hart House Hancock Lecture
- Classes in communication
- Debating Club programs and competitions
- Hart House Talking Walls, Podcasts and Broadcasts
- Good Ideas Fund

#### **Experiential Excellence**



#### Marie Henein



#### Chizoba Imoka and Kofi Hope



#### Debates & Dialogue



#### OUTREACH TO GRADUATE AND PART-TIME UNDERGRADUATE STUDENTS

Examples include:

- The Hart House Mentorship Program, which its second year and has doubled in size to ov pairs (80 participants).
- Family Sundays programming is developed ir consultation with graduate students in partic and takes place at Hart House monthly.
- In partnership with Academic Success, Hart H hosts Graduate student writing workshops er Tuesday.
- Hart House offers Graduate student placeme
- Hart House sponsors various Graduate stude events such as Grad Step Up in August, a full-day orientation event for new Graduate students.





### PARTNERSHIPS: CAMPUS & COMMUNITY

- Active partnerships with over a dozen academic programs involving faculty members and students
- Initiatives stretching across disciplines: STEM, Health, Art, Music
- Initiatives directly linked to course curricula and research
- Co-curricular and community-engaged integrated learning opportunities that are local and global
- Opportunities for undergraduate and graduate students



#### **Experiential Excellence**



#### Youth Community Recreation Project

Amal Absiye







#### **Operational Excellence**



# **CAPITAL IMPROVEMENTS**

2018-19	In progress	Complete
<ul> <li>Accessible Parking Pad near east side entrance</li> </ul>		$\checkmark$
<ul> <li>Wayfinding System installed</li> </ul>		$\checkmark$
<ul> <li>Theatre lobby washrooms upgraded and accessible washroom added.</li> </ul>		$\checkmark$
<ul> <li>Electrical upgrade for theatre.</li> </ul>	$\checkmark$	
<ul> <li>Accessible seating in the theatre.</li> </ul>		$\checkmark$
<ul> <li>Gallery Grill Acoustic Treatment</li> </ul>	$\checkmark$	
<ul> <li>Three new offices and a meeting room on third floor of Hart House.</li> </ul>		✓
<ul> <li>Arbor Room Exterior Ramp and Interior Renovation</li> </ul>	$\checkmark$	
<ul> <li>IT Wiring Phase 2</li> </ul>	$\checkmark$	
<ul> <li>Accessible North Lane</li> </ul>		$\checkmark$
<ul> <li>Pool Skylight</li> </ul>	$\checkmark$	
<ul> <li>Elevator accessibility upgrade.</li> </ul>		$\checkmark$



# WAYFINDING

Completed in 2018:

- Standardized naming conventions
- Cohesive visual guidance system designed to AODA standards
- New exterior entrance signage
- Improved interior navigation





# **CRITICAL FACILITY RENEWAL**

2018-2019:

- Establishment of Project Planning Committee (PPC)
- Report anticipated in early 2019 (PPR)
- Multi-year project will focus on infrastructure and accessibility





# **CRITICAL FACILITY RENEWAL**



#### **Operational Excellence**



# WHERE ARE WE NOW

Reports Driving to Three Key Objectives: 1) consensus, 2) design and 3) money



### GETTING TO 'HERE' (CONSENSUS, DESIGN, MONEY)

- 2008: "60-Year Capital Plan" by Halsall Associates
- 2014: "HH Green Heritage Renewal Study" by BSN
- 2015: "HH Green Heritage Renewal PPR" by U of T
- 2016: "HH 5-Year Strategic Plan" by Hart House
- 2016: "HH Creating a Culture of Belonging" by Hart House
- 2017: "HH Infrastructure Renewal Order-of-Magnitude Costing" by BSN
- 2018: "Risk Model" report by VFA
- 2018: CaPS Exec Cover Letter and Terms of Reference for PPC, by U of T
- 2017-2019: VP+ level Discussions, Approvals





# **SOCIAL ENTERPRISE**

Revenue-generating business lines at Hart House help support student programs and services

Examples include:

- Gallery Grill
- Fitness Memberships for non-students
- Hospitality Services including over 5,000 weddings, conferences, meetings and events

Value of discounts to student clubs, committees in 2017/2018:

- AV \$168,260.00
- Catering \$43,020.29
- Room \$293,928.23

### **Operational Excellence**



# **STUDENT EMPLOYMENT**

Hart House is one of the largest student employers on campus. On average, over 200 students are employed at Hart House each year. This includes 61 work study students in 2017–2018.

In 2017 - 2018:

- 64% of our non-appointed staff were students
- Estimated total salary and benefits paid to students was > \$1.5 million

For example, students can work in:

- Hospitality
- Information Services
- Program Development and Delivery
- Art Gallery Docents
- Maintenance

**artHouse** 

Theatre backstage and onstage roles



### **THE STORIES**



#### **Reputational Excellence**



# **BRANDING STRATEGY**





# **DIGITAL PRESENCE**

- New AODA compliant website in development
- Hart House events on Student Life App
- Class and event registration method improved with U of T wide switch to FUSION software.
- 4M+ Facebook impressions.
   1.4M webpage views. 780K+ Twitter impressions.



#### **Reputational Excellence**



### HART HOUSE 100<sup>TH</sup> ANNIVERSARY

harthouse100@harthouse.ca

**On November 11, 2019**, Hart House will reach a historic milestone; our 100<sup>th</sup> anniversary. We are proud to **remember our past, celebrate our present,** and **envision our future**. Throughout the year, a series of exciting and innovative events will bring together alumni, students, staff, and the community to showcase the impact of Hart House's contribution to the University of Toronto and beyond.

- Spring 2019: Spring Reunion events for returning alumni
- Fall 2019: "Open-House" opportunity for visitors to explore all we have to offer.
- **Close of 2019:** a significant gathering of Hart House supporters will join us in celebration at our Gala, which will feature the unveiling of the Centennial Art Commission in the Great Hall.





### HART HOUSE 100<sup>TH</sup> ANNIVERSARY

harthouse100@harthouse.ca

- Professor Jill Clark from the Centre for Drama and Performance leading a the development of curtain opening theatre performance for Hart House Theatre in the fall of 2019.
- Based on her academic work that explores the *Storyweaving* methodology, developed by Muriel Miguel, Co-Founder and Artistic Director of New York's *Spiderwoman Theater*, which combines storytelling and performance to bridge the gaps between the epic, the personal, the everyday and the ritual.

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"Hart House acts like a hub for community life. It is a recreation centre of sorts, and everyone can find something they love at Hart House.

It provides activities that can come as stressrelievers for many students. For myself, Get Crafty on Thursdays was the activity that I could go to, and momentarily forget about my universityrelated stressors.

Concerning life after graduation, it also provides a great opportunity to network with staff and other students – such connections can definitely prove to be beneficial in the future!"



-Christeen Salik, Social Justice Committee

# **QUESTIONS?**

