# Council on Student Services

## Minutes of Meeting – November 30, 2018

2-4:00 pm, Reading Room, Hart House

**ATTENDANCE:**

**Voting Members:**

*Present:*

* David Newman, Senior Director, Student Experience
* Desmond Pouyat, Dean, Student Affairs, UTSC
* 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
* Anne Boucher, University of Toronto Students’ Union
* Tyler Biswurm, University of Toronto Students’ Union
* Joshua Grondin, University of Toronto Students’ Union

*Absent:*

* Meredith Strong, Director, Office of the Vice Provost Students
* Heather Kelly, Senior Director, Student Success
* Mark Overton, Dean of Student Affairs, UTM
* Qusai Hassan, Council on Student Services
* Beth Ali, Executive Director, Athletics & Physical Activity, Faculty of Kinesiology & Physical Education

**Non-voting Members**: Julia Smeed (Secretary),

**Guests:** Michelle Brownrigg (HH), Suzanne Macintyre (HH), Aron Mohr (HH), Peter Wambera (HH), Sherry Kulman (HH), Jimmy Cheung (HH) Brieanne Berry Crossfield (APUS), Mala Kashyap (APUS), Virginia Ise (HH), Amanda Greener (HH), Lynsay Henderson (HH), Jessica Rayne (HH), Amal Absiye (HH), Heera Rikhraj (HH), and Marukh Ahmed (HH).

**Chair:** Cameron Davies

**Recording Secretary:** Kimberly Elias

Meeting begins at 2:08 p.m.

1. Land Acknowledgement

Chair Davies starts meeting with a personalized land acknowledgement.

2. Introductions

Chair Davies introduces himself, as does Secretary of COSS.

**3. Meeting Called to Order**

Chair Davies sought mover to call meeting to order. Grondin motioned, Boucher seconded. All in favour, none opposed. Meeting called to order at 2:11 p.m.

### 4. Approval of Agenda

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

### 5. Approval of Minutes

Chair sought mover to approve last meeting’s minutes. Newman motioned, Pyne seconded. All approved, none opposed.

### 6. Hart House Presentation

Monahan begins presentation with new Hart House branding: Hart House For You (slides attached). Hart House is student-focused, but also for staff, faculty, community members, alumni, and everybody. Hart House has an operating budget of $18.9 million, and has a dual report to COSS and Special Ancillary Review Group (SARG), since it is also revenue generating. Hart House’s governance body, the Board of Stewards, has a majority of students. Currently, there are 10 standing committees in its governance structure, and 9 of them are chaired by students.

Hart House has a tri-campus mandate, and acts as a hub for all campuses. More recently, staff have been embedded at UTM and UTSC to expand programming to further engage students across all three campuses (e.g. Human Library Project).

Hart House by the numbers (see slide). There are metrics tracked under three categories: experiential excellence, operational excellence, and reputational excellence. Some highlights include: over 1 million visits per year and around 400 highly engaged students (students involved in committees, clubs, etc.).

There is shared leadership with committees. For example, a sub-committee of Board of Stewards is the Committee on Budgets, which has student co-chairs. There is also a number of committees, including the Finance Committee, which looks at the budget in detail, and they provide a general oversight of the budget that goes to the Board of Stewards and then COSS. All of Hart House committees and clubs submit detailed plans and budgets. They should be tri-campus in nature, and apply to one of the key areas (i.e. arts, dialogue or wellness). There is also a component of community engagement that is in the Terms of Reference of each of these committees and clubs.

The program of Hart House in the new branding campaign is: Hart House for your inner artist, for an open dialogue, for what moves you.

In outreach, there are Hart House Ambassadors to reach out and help people understand what Hart House has to offer. With that, Monahan invites two of their Ambassadors (Marukh Ahmed & Heerea Rikhraj) to talk about what they do. As student ambassadors, they “get paid to have fun”. It is an amazing opportunity, since they get to connect with students and let them know about recreation, wellness, and taking time for yourself. For example, there is coffee connections at 10:30 a.m. every day, where they let people know about other opportunities they can get involved with at Hart House. Students have an opportunity to take time for themselves, which is nice to have, since U of T is a very academically based institution. On top of that, there are things like Board Games café, Get Crafty, etc. Each program is also assessed. Hart House helps build a sense of community, and there are spaces for lots of different interests.

Now looking at the three buckets. Under arts, Hart House has a number of committees that does a ton of programming. There are also a number of creative classes and workshops, Get Crafty sessions, musical groups, clubs, Hart House Theatre, and the Art Museum and Justina M. Barnicke Gallery. They have struck the Centennial Art Commission to celebrate Hart House being around for 100 years. They will be commissioning a piece of art from an Indigenous artist, which will hang in the Great Hall. There is a silence of indigenous presence, and Hart House wants this to change. There will be an announcement of the winner in the coming weeks.

In terms of wellness, Hart House’s fitness centre is among one of the best to get involved. This is one of the first ways students find out about and get connected to Hart House. There is an amazing array of activities, from committees, to classes and training, mindfulness programming, clubs, board game café and family Sundays. There is a great fitness mentorship program, which supports 4 students each year to receive their Ontario Fitness Council (OFC) certification.

Under dialogue, Hart House is a place for conversation. Sometimes under debate, and sometimes under a calm rational conversation about all sorts of issues. For example, the Global Commons, Hancock Lecture, and Community Conversations. A group of students are involved in developing the Global Commons program, which, encourages and fosters conversations about international issues. There are also committees, clubs, talking walls, podcasts, and broadcasts. The Good Ideas Fund provides an opportunity for students to develop their own programming where they see a gap in the university. They are considered and judged by an all student jury. Last year, Hart House’s Debates & Dialogue Committee had a number of events, such as an event with Marie Henein and a Hancock Lecture with Chizoba Imoka and Kofi Hope.

In terms of specific outreach to graduate and part-time undergraduate students, Hart House received input from GSU and APUS to create the Hart House Mentorship Program. It is about matching the whole student to the whole mentor. In its second year, it doubled in size from 40 to 80 participants. Hart House also hosts family Sundays monthly, hosts Graduate student writing workshops every Tuesday, sponsors graduate placements, and various events.

Hart House also has a lot of partnerships in the community—being active in and integrated into the university. Hart House has active partnerships with over a dozen academic programs involving faculty members and students, along with a number of co-curricular and community-engaged integrated learning opportunities that are local and global. Monahan introduces Amal Absiye to come up and talk about her involvement with Youth Community Recreation Project. She first was connected with Hart House in grade 11, where her soccer coach in high school brought them to Hart House bi-weekly, and this program inspired her to come to U of T. U of T is intimidating and having initiatives like this help break down some of those barriers.

Now, looking at the space. Hart House is a space and place, and it is going to be 100 years old. Old buildings have charm, are warm and expensive. For example, the ramp off Tower Road looks accessible, but it is on a grade that is not AODA accessible. That is one of the things Hart House is trying to deal with and find solutions. In the meantime, there are a number of capital improvements (see chart in powerpoint). Arbor Room will be open in early 2019—it has been a complicated renovation. There will also be a fully accessible ramp into the Arbor Room.

Coming up, for a big project called Critical Facility Renewal, there is a Project Planning Committee. This will launch a multi-year project that will focus on infrastructure and accessibility. Using a tree analogy, up until now, Hart House has focused a twig or branch, but has never systematically looked at the trunk—the infrastructure of the building (e.g. plumbing, HVAC, electrical). There is a strong need to look at a comprehensive plan. It is a long process that started in 2008, and are now at the BBR 2018, with next steps looking at approvals before construction. In a few years, over 60% of the infrastructure would have exceeding its expected life span. Hart House is trying to put a plan together moving forward.

Social enterprise is where revenue-generating business lines at Hart House help support student programs and services. For example, Gallery Grill, Fitness Memberships for non-students, and Hospitality Services including over 5,000 weddings, conferences, meetings and events. This allows the opportunity to give discounts to student clubs and committees.

Hart House is one of the largest student employers on campus, with an average of over 200 students (61 work study in 2017-18).

In aligning Hart House branding with its strategic plan, they looked for stories that represent Hart House. They gathered these stories to put them together in a way that tells the story of Hart House.

In terms of digital presence, there is a new AODA compliant website in development, and a new class and event registration method. Hart House 100th anniversary in 2019. There will be a number of events over the year, for example, Indigenous Storyweaving by Professor Jill Carter.

**Questions:**

Pyne asks if there will be an implementation of free menstrual products and change tables in the washrooms. Monahan and Hart House representative said there are free menstrual products in the fitness centre, but can check elsewhere.

Pyne asks about gender-neutral washrooms. Monahan said that they are looking at accessibility broadly, and this includes making this easy and welcoming for all identities to feel at home. So, gender neutral washrooms will be one of the requirements for the fitness centre in the renewal project. There are currently two universal washrooms (across from Great Hall and in the Theatre).

Pyne asks about the Good Ideas Fund at UTM, and how it’s going. Brownrigg said it has always been tri-campus, but not well understood as tri-campus. Having staff the last two years situated there and working closely with work study students has helped a lot. They have seen an increase in about 30% of submissions overall. They have seen a bit more uptake at UTSC than UTM, but both have seen increases.

Pyne asks what does outreach look like for part-time students specifically. Monahan has no reason to believe that part-time students do not use Hart House extensively. Monahan said Hart House is happy to work with APUS to find those conduits for information to part-time student community so they know it is available to them.

Pyne asks how much students are being paid, are they getting $15 minimum wage? Director of Finance responds, casual staff is part of collective wage, which has them making at or above minimum wage. Because it is a collective agreement, they will keep at the minimum wage if that decreases in the next year.

Boucher said that UTSU is moving into Student Commons, and is wondering how do you reconcile revenue-generating with student needs. Monahan said it is a constant balance. You want to maximize profit for good reason, but also want to provide physical access to the space. It is a constant balancing act. The CAO said it is well thought-out, and look at how to bring in pockets of funding with what student needs are. Aron from events notes that there are reservation policies as well that help with this balance, e.g. weddings want weekends versus conferences, and therefore weekdays still have availability for students. It is constantly looking at where we are at, and having a commitment to keeping space available for students. Monahan said Hart House is happy to meet with UTSU and to talk and share tips about how to try to balance these needs. Brownrigg notes that in relation to all the programming, much of it can take place in lots of locations. If there are things that you see of value from a UTSU perspective or you want to bring forth, these are conversations UTSU and Hart House can have. Hart House can put programming in that space, since they are trying to separate the community/programming with the space.

Pouyat comments that with the development of the Pan-Am Centre at UTSC and moving the athletic centre, they have had similar issues where people associate programming with space. So, they are trying to move the activity across the campus so they can connect in a meaningful way.

Biswurm asks about infrastructure renewal timelines, and what will happen with programming during the construction. Monahan said these sorts of projects can last a decade, but the intention is to have a phased approach unless engineers say it is not safe. The intention is that Hart House portions will remain open during the lifespan of the project. They are not anticipating shutting down completely. Looking at the smartest way to phase, while maximizing ability to use the space. Jimmy Cheung from Hart House says that phasing is the solution; for example, the CN Tower gutted an entire floor, and they closed off parts of the floor at a time. Also, Hart House will need to factor in cost in different levels of a phased approach. Throughout the process, there will be check-ins with COSS and other tables.

Rizzuto asks if there are any concerns about asbestos during renovations, and how to ensure guests are not exposed. Monahan notes that there is investigation and a lot of care being looked at with capital project and facilitates, environmental hazards, etc. They are engaging all the experts in this process.

Biswurm asks about plans for financing. Monahan said that is part of the work that is ongoing. It is a bit of a chicken and egg—hard to price it without really knowing how much it will cost. Trying to find out what needs to be in recommendation to go forward and not. External consultant mocks up a design, and then they do a cost estimate. It is going to be expensive. This is a facility enjoyed by the university, so every stakeholder in the house will need to contribute, including from central university, going to alumni donors, leveraging Hart House’s reserve fund, etc.

Abdullah asks about Good Ideas Fund, and notes that many UTM students do not know they pay into Hart House and it is for them. What are plans to expand communication to students? Monahan notes that it would be great if QSS was more engaged in Board of Stewards, since that is where a lot of decisions are made. There is also the staff member who is there every week and work study students. Hart House said they can certainly figure out more and better ways to improve this messaging. Brownrigg notes that they can meet to talk. She goes out to each campus, and is happy to meet to discuss steps. She also notes that Hart House is always learning, since structures are different across the campuses.

### 7. Other Business

Chair asked if there is any other business. Chair mentions for next COSS meeting (Friday, January 11), it says meeting is from 3-5 p.m., so they are looking to change the time to 1-3 p.m. There are 4 COSS members that could not make 1-3 p.m. because there is a Infrastructure Renewal project meeting. Pyne suggests meeting the week after (18th) from 3-5 p.m. It seems that works for people, but will need to connect with Beth Ali and KPE since it is their presentation.

### 8. Adjournment

Chair Davies sought mover to adjourn meeting. Grondin motioned, Pyne seconded. All in favour, none opposed. Meeting adjourned 3:47 p.m.