

Council on Student Services (COSS)

Minutes of Meeting #3

Tuesday, January 12, 2021

1:00-2:00 p.m.

Teams Meeting

AGENDA

Voting Members

Present

- David Newman, Executive Director, Student Experience, Student Life St. George
- Beth Ali, Executive Director, Athletics & Physical Activity, Faculty of Kinesiology & Physical Education
- John Monahan, Warden, Hart House
- Melinda Scott, Director of the Office of the Vice Provost students
- Heather Kelly, Executive Director, Student Life Programs & Services, Student Life St. George
- Desmond Pouyat, Dean of Student Affairs, UTSC
- Lily Pan (VP External) Quality Service to Students (QSS)
- Eesha Chaudhry Council on Student Services (CSS)
- Dianna Acuna, Association of Part-Time Undergraduate Students (APUS)
- Jaime Kearns, Association of Part-Time Undergraduate Students (APUS)
- Dermot O'Halloran, University of Toronto Students' Union (UTSU)
- Tyler Riches, University of Toronto Students' Union (UTSU)
- Paul Kaita, University of Toronto Students' Union (UTSU)
- Muntaka Ahmed, University of Toronto Students' Union (UTSU)

Absent

- Lwanga Musisi, Graduate Students' Union (GSU)
- Dhanela Sivaparanr, Graduate Students' Union (GSU)
- Mark Overton, Dean of Student Affairs and Assistant Principal, Student Services, UTM

Nonvoting Members

- Jim Webster, Director of Finance, Faculty of Physical Education and Health
- Serena Persaud, CAO, Office of Student Life
- Sherry Kulman, Chief Administrative Officer at Hart House
- Michelle Brownrigg, Hart House Senior Director, Co-Curricular Education & Chief Program Officer

- Davina Chan, Senior Director of Marketing Communications and Information Services, Hart House

Guests

- Tiffany Tiu (PHE)
- Grant Shantz, (PHE)
- Carol Tan (HH)
- Amy Intrator, Executive Assistant to the Warden
- Zoe Dille (HH)
- Tom Jaffe Moss (HH)
- Jimmy Cheung (HH)
- Suzanne Macintyre (HH)
- Duc Pho (HH)
- Carol Tan (HH)

Chair

- Susan Froom

Secretary

- Kim Elias-Cartwright

Recording Secretary

- Kristin Radley-Jenkins

AGENDA ITEMS

1. Introductions

Chair welcomed the members and guests, and everyone introduced themselves.

2. Meeting Called to Order

Chair called the meeting to order at 1:05. The chair began the meeting with the Land Acknowledgement. Froom invites UTSU to read their land acknowledgement.

3. Approval of Agenda

Chair sought mover to approve agenda. Monahan motioned, Kearns seconded. All in favor, none opposed, no abstentions. The motion passed.

4. Approval of Minutes from Meeting #2, November 26, 2020

Chair sought mover to approve minutes. Riches motioned, Chaudhry seconded. All approved, none opposed, no abstentions. The motion passed.

5. Overview of “The Protocol”

Melinda Scott provides a PowerPoint presentation on the Protocol. This review is to ensure that everyone at the COSS table understands the Protocol and the process by which decisions can be made to increase student services fees and governance.

6. Hart House Presentation

Froom invites John Monahan to show the Hart House presentation. John welcomes everyone and notes that he is joined by his colleague Sherry Kulman, the Chief Administrative Officer for Hart House, who will present the portion of the presentation focused on the budget. Monahan continues with thanking everyone for the opportunity and looking forward to better things in 2021. Monahan moves on to talk about how Hart House has adapted during the difficulties of this COVID year.

Hart House is true to its brand “Hart House For You”. Their 2016-2020 Strategic Plan has continued to guide the House while it adapts to meet student needs during the pandemic, virtual and in-person.

The four pillars of Hart House are arts, wellness, dialogue and community. All of those come together in opportunities that either stand alone or that cross more than one of those thematic areas. These engagement opportunities have continued throughout the pandemic.

Since the beginning of the pandemic, more than 90 per cent of Hart House’s programming has been delivered virtually. Hart House has offered students an average between 140 and 180 hours per month of original programming through the Virtual Hart House since the beginning of the pandemic. In addition, whenever and wherever permitted by government regulations and University policies, Hart House has also offered modified in-person programming, including both indoor and outdoor fitness classes and training, dedicated study and “wifi” spaces, weekly Jumu’ah prayers, and a small number of meetings and events in support of student clubs. The physical spaces of Hart House have met or exceeded the already very stringent health and safety requirements of the university. Hart House has also created innovative ways to offer some of its traditional revenue-generating services to paying clients using virtual platforms, including Virtual Event Planning Services.

Hart House’s commitment to the students of the University include the following:

- **Student Leadership:** Hart House encourages students to take on leadership positions. An example of Hart House’s commitment to student leadership is the Board of Stewards, Hart House’s internal oversight body. The majority of the members of the Board of Stewards are students, including representatives from the student-led Hart House Standing Committees, and representatives from five student unions spanning all three campuses.
- **Tri-Campus Engagement:** Hart House is committed to creating programming with, and for, students on all three University of Toronto campuses. Hart House has staff located on all three campuses, and students from all of the campuses are equally engaged in its most significant programming initiatives, such as the Hart House Global Commons.
- **Partnered Programming:** Hart House works with various partners across the

University and the broader community. Partners include Sports and Recreation; Waakebiness-Bryce Institute for Indigenous Health at the Dalla Lana School of Public Health; the Faculty of Information, and many more.

- **Wellness & Mental Health Focus:** Hart House prioritizes mental health and wellness initiatives. Hart House has various programs focused on wellness, including the Well Being Collective, which works with partners to support wellness while centering the experiences and practices of Indigenous, Black, and Racialized students and community members.
- **Access & Accessibility:** Hart House dedicates significant attention to community programming to support youth within the local community through partnering with organizations such as the City of Toronto and Native Child and Family Services. Hart House also dedicates significant resources to making the physical spaces in the building more accessible for everyone.
- **Indigenous, Black & Racialized Student Engagement:** Hart House has several programs designed with and for Indigenous, Black and Racialized students. One key example is the Hart House Black Futures programming.
- **Multifaceted Outreach:** Hart House makes great effort to engage students in residence, graduate students, international students, and students in a range of different situations.
- **Community Connection:** Hart House's outreach extends beyond campus and it continually grows partnerships off campus and across the world

Hart House has a number of initiatives related the accessibility and renewal. To name a few, the Arbor Room renovation is near completion, construction of a universal washroom will begin in June 2021, and the Hart House Farm's Ignatieff House renovation was completed in summer 2020. The House is moving onto Infrastructure Renewal, which is a high priority. They are currently in the schematic design phase.

In 2021-2022, Hart House hopes to rebuild its non-student. Examples of adapting and evolving their services:

- virtual events services
- meeting space rentals
- Creative LifeSchool
- full services "micro-wedding package"
- wedding receptions
- virtual & on-site fitness classes
- virtual and on-site personal fitness training

Monahan invited colleague Sherry Kulman, Chief Administrative Officer at Hart House, to discuss the budget. Kulman began the meeting by stating that Hart House has taken several

steps already to engage students in the development, review and approval of its 2021-2022 budget. Hart House's student-majority Finance Committee reviewed and analyzed the budget before recommending it for approval to the Hart House Board of Stewards on January 5. The Board of Stewards then reviewed and voted to approve the budget on January 7.

Kulman noted the key operating assumptions for the 2021-2022 Operating Plan included the following:

- General inflation forecast of 2%;
- Enrollment increase forecast of 0.03%;
- Student fee increases of 1.95%, (less than the cost of inflation);
- Investment yield forecast of 1.65%;
- Senior member fees rate forecast of 2% (CPI); and
- General increases in salaries, wages, benefits of 3.5%.

Other assumptions and intentions interwoven into the 2021-2022 budget being proposed include:

- Gradually increasing hospitality and membership business lines with a complete return anticipated by January 2022;
- Re-building Hart House's operating reserve fund – largely depleted during 2020-2021 due to the pandemic – by setting aside 12% of its annual revenues; and
- Decreasing annual capital expenditures in order to enable increases to the long-term capital reserve fund (aka "Deferred and Major Maintenance") to be used for Infrastructure Renewal.

Kulman reviewed the student fee increases requested by Hart House over the past number of years. She discussed Hart House's track record of requesting lower fee increases than are permitted under "The Protocol" whenever possible, including, most recently, in 2018-2019.

In summary, Kulman noted three key takeaways:

- Hart House continues to and will always prioritize students first and foremost;
- 2021-2022 will be a year of recovery and rebuilding; and
- Hart House is requesting COSS' approval of a fee increase of 1.95%.

Froom thanks Sherry and John, and notes we will need to forego questions in interest of time to the February 3rd meeting. Froom also suggests for questions to be sent to Kimberly.elias@utoronto.ca or sherry.kulman@utoronto.ca

7. Other Business

As a follow up to a question at the last meeting, information about how Accessibility Services has adapted to support students with disabilities in an online environment will be sent following this meeting.

8. Adjournment

Meeting was adjourned at 2:04 pm.