

Council on Student Services (COSS)
Minutes of Meeting – November 25, 2019

Room 313 (Koffler Student Centre), 214 College St.
3:00 – 5:00 pm

ATTENDANCE:

Voting Members:

Present:

- Beth Ali, Executive Director, Athletics & Physical Activity, Faculty of Kinesiology & Physical Education
- Heather Kelly, Executive Director, Student Life Programs & Services, Student Life St. George
- John Monahan, Warden, Hart House
- David Newman, Executive Director, Student Experience, Student Life St. George
- Meredith Strong, Director, Office of the Vice-Provost, Students
- Desmond Pouyat, Dean of Student Affairs, UTSC
- Ameera Karim, University of Toronto Students' Union (UTSU)
- Lwanga Musisi, Graduate Students' Union (GSU)
- Sophie McGibbon-Gardner, Graduate Students' Union (GSU)
- Mark Overton, Dean of Student Affairs and Assistant Principal, Student Services, UTM
- Tebat Kadhem, Council on Student Services (CSS)

Absent:

- Kai Ng, Quality Service to Students (QSS)
- Arjun Kaul, University of Toronto Students' Union (UTSU)
- Avani Singh, University of Toronto Students' Union (UTSU)
- Kai Ng, Quality Service to Students (QSS)

Non-voting Members:

- Kim Elias (Acting Secretary)

Guests:

- Tiffany Tiu (Co-Chair of CAR)
- Francesca Dobbin
- Janine Robb
- Mavish Wesley
- Do Anh Vu
- Serena Persaud
- Katherine Beaumont
- Nancy Okada
- Sherry Kulman
- Davina Chan

Chair:

- Hanie Yousefi

Recording Secretary:

- Sarah Matias

AGENDA ITEMS

1. Introductions

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

2. Meeting Called to Order

Chair called the meeting to order at 3:25 pm.

3. Approval of Agenda

Due to not attaining quorum, agenda could not be approved.

4. Approval of Minutes from Meeting #2

Due to not attaining quorum, minutes could not be approved.

5. SL Presentation

Yousefi introduced David Newman who proceeded to show the SL presentation. Newman presented a summary of the vision and mission statement of Student Life (SL), with the support from their partners, including Hart House, UTM, UTSC, and Sport & Rec.. Newman noted that "...through our work and partnerships, every student will have the opportunity to actively participate in university life; find connection, community, and friendship; access support where and when it is needed; and experience leadership, independence and success".

A video was shown to the group that provided a breakdown of what SL is made up of, including resources like First Nation's House, Centre for International Experience and Health & Wellness. All resources and information available via the Student Life App.

Newman shared the new structure within Student Life.

Newman noted the areas of Strategic Priority:

- Student Development and Engagement
- Internationalization
- Health and Wellness
- Programs and Services for Graduate Students
- Academic Support
- Divisional and University Support Services

As well as planning through Alignment – ensuring all work supports students and institutional priorities:

- Student Involvement and Feedback
- Truth and Reconciliation
- Policy on Sexual Violence and Sexual Harassment
- Mental Health Framework

- Experiential Learning
- Institutional Priorities (three institutional priorities: leveraging our urban location, reimagining the undergraduate student experience, and International opportunities, which is connected to the point, international strategic plan).
- Strategic Mandate Agreement (i.e., all institutions in Ontario need to work with the provincial government in creating a strategic mandate agreement)
- International Strategic Plan

Newman noted that a lot of time was spent in the summer of 2019 formalizing the terms of reference for all the SL Student Advisory Committees. There are a total of 14 Student Advisory Committees (all have representation from full time, part time and grad students) and 2 areas where units have identified additional processes for consulting with students. Newman noted a few examples; first, with the Career Exploration Education Guidelines for Student Engagement as they outlined/created a document about how they engage students in all the decision-making, an element that impacts that unit; as well as with the Feedback Loop for EDI education which is through the Student Campus Community and Development unit.

Kadhem requested the Advisory Committees be listed, Newman provided a list and brief note on each:

- Academic Success Advisory Committee
- Career Exploration & Education and Accessibility Services Advisory Committee
- Career Exploration & Education Guidelines for Student Engagement
- CCR Local Evaluation Committee
- Centre for Community Partnerships Advisory Committee
- Committee for the Allocation of Student Activity Space
- Conflict Resolution Centre Advisory Committee
- Feedback Loop for EDI Education
- Gradlife Advisory Committee
- Health and Wellness Advisory Group
- Housing Service Student Advisory Committee
- Indigenous Student Services Advisory Committee
- International Student Experience Advisory Committee
- Multi-Faith Centre Advisory Council
- Student Initiative Fund
- Student Life Budget Committee

Kadhem requested clarification on who sits on the various committees, how they get elected and whether UTSC is a part of the review. Newman noted that all these committees are St. George campus and depending on the committee it determines who sits on them all of these committee positions will be posted online to increase transparency.

Experiential Learning Opportunities:

- Design Thinking Experience program (which was built on the work of the Innovation Hub. Student leaders, through the Innovation Hub, were taken through a curriculum, around design thinking experience. Now partnered with human resources/Centre for Learning,

Leadership and Culture (LLC) where we've designed a design thinking program that both staff and students can join focused around the Student Experience

- Interfaith Leadership Certificate
- Mindfulness Meditation Student Facilitation Certificate Program
- DIY Mentorship online module
- Career Exploration online orientation (Kelly explained that there are a number of Career Exploration programs that help students explore potential careers on campus. Namely our Extern Program, which is a program that allows students to be mentored by someone in an industry or community setting, a job-shadowing program of sorts. Career Exploration also has a program called "In the Field", which takes groups of students to do a group informational interview off-site with a particular organization. For both Extern and our In the Field program, we do have an orientation and we have now moved this orientation online so that students who may not have been able to come and do this in person, or who would prefer to do it after hours, have access to the training module.
- Expand access to community-engaged learning and research initiatives through attention to equity, diversity and inclusion: Center for Community Partnerships supports courses on all three campuses Community Engaged Learning, and it offers community engaged learning opportunities for St George campus. Increased opportunities and support, and also developing some of the learning for faculty who offer these programs on topics related to equity, diversity and inclusion.
- Online Experiential Learning Modules: University wide project in developing an online experiential learning modules -- Student Life played a big role in developing these modules and they are now released and available on the experiential learning website.
- Improvements to Work Study (WS) Program
 - Wage increase
 - 2 hours of professional development
 - Reduced course requirement to increase accessibility
 - Better alignment with Work-integrated learning framework

Work Study training program for students and supervisors to enrich their overall experience. 3500 WS opportunities at UoFT. Career Exploration and Education unit staff work with UTM and UTSC career centers as well as enrollment services in delivering the work study program.

Indigenous Initiatives

- What students want from Indigenous Student Services
- Future development: Indigenous Wellness Opportunities (additional support on campus, funded by H&W, set up out of First Nation's House)
- Continued Indigenization of programs & services
 - Indigenous Career Peers
 - Indigenous Career Fair

Supporting Students with Disabilities

- Improving accessibility at convocation
- Revised service and support animal protocols
- Assistive technology videos

- New Graduate student handbook in development
- New Professional Faculty resource on practicums/placements/labs for faculty members in development

Equity, Diversity & Inclusivity Initiatives

- Access & Inclusion Peer Programs – renewed funding from the government
- EDI breakfast at Career Fair
- Understanding the needs of student parents
- LGBTQ+ Alumni/student career networking event
- Anti-Islamophobia Training (out of the Multi Faith Centre)
- Identification of identity-specific/culturally-responsive mental health resources in the community
- Partnership with student groups on various initiatives

Internationalization & Student Mobility

- Global citizen program
- International Student Connect: revised version of I-Connect, enabling students who may not have any connections made at the University. Allowing students to find places that feel safe and welcoming. Peers are both international and Canadian citizens.
- Doubled immigration advising capacity
 - Future development: Currently 2 additional advisors engaged in training to expand capacity
- Increased supports for international students
- Small-scale renovation in CIE
- Future development: Global Classrooms

Health & Wellness

- My SSP pilot (24/7 immediate, ongoing, multilingual, culturally relevant support for international students). Launched across all 3 campuses.
- Exam Ready – 1500 study kits and resources distributed to students

Kadhem acknowledges that kits are handy but suggested larger print (and brail) for students with visual impairments.

- Same Day counselling – Pilot mode
- Drop-in counselling during exams in Robarts: available in 4 languages, but if a certain language is not available on site, students can call in and access support via SSP.
- Grad Wellness Online Resources
- Process improvements to community support
- Consultations and focus groups to improve services
- Identify, Assist, Refer – online and in-person training
- Campus-wide flu clinics
- Increased social media presence including live sessions for students to interact with Health & Wellness

Academic Support

- Study hubs – peer-facilitated study spaces across 7 locations
- Graduate Writing groups: a space where students can meet and connect
- Delivering workshop material via social media live sessions to increase capacity
- Study Hacks video series

Karim suggested that sponsored ads might be of interest as you can target different age groups/areas.

- Class Ambassadors program

Divisional & University Support Services

- Student Space Enhancement Fund: St. George and UTSC campuses
- TCard – submit your own photo pilot: with hope of making it university wide by 2020 – it will be tri-campus. Pilot was solely at St. George but when it rolls out it will be across all 3 campuses.
- Transforming the Instructional Landscape project: working with Academic + Campus Events in transforming classrooms to be more effective for learning
- Launch of new PortalX system (replaces My Res starting January 2020): Tri campus initiative. Simplifying the residence experience for students – building a new portal so students only need to navigate one system.
- Formation of Student Life Budget Committee

Student Life by the numbers

Newman provided some selected highlights of numbers of students engaged in services and programs:

4275 students, staff & faculty have completed the online Identify, Assist, and Refer training

4686 students registered with Accessibility Services, an 11% increase

1500 Exam Ready kits distributed

14,230 students visited Health & Wellness 72,794 times, a 23.5% increase in visits

2725 work study students hired, a 15% increase

4839 students completed learning abroad activities – a 12% increase

12,408 students recorded 18,004 validations for 7666 opportunities on their CCR

360 student employees in Student Life with a combined salary of \$988,425

13.6% increase in on-campus job postings on CLNx

15% increase in safeTALK course offerings

20 Mindful Moments drop in sessions a week – increased from 14

10,475 appointments or interactions at Student Life on-location services

Future Plans

- Website redesign launching February/March 2020

- Development of new strategic plan
- Implementing recommendations of the Student Task Force on Mental Health
- Implementing recommendations of the Expert Panel on Undergraduate Student Educational Experience (USEE)

6. Other Business

Yousefi inquired if anyone had any other business to discuss, none was brought forth.

7. Adjournment

Meeting adjourned at 4:37 pm.