

Division of Student Life

Presentation to Council on Student Services
January 26, 2021



UNIVERSITY OF
TORONTO

STUDENT
LIFE

WHO WE ARE

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**
- **experience leadership, independence and success**

All of our programs and services work to support the whole student experience and the development of a supportive campus environment.



STUDENT ADVISORY COMMITTEES

- 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
- Feedback Loop for EDI Education
- Gradlife Advisory Committee
- Health and Wellness Advisory Group
- Housing Services 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

DIVISION OF STUDENT LIFE

STUDENT EXPERIENCE	↔	STUDENT LIFE PROGRAMS & SERVICES	HEALTH & WELLNESS	GLOBAL LEARNING AND INTERNATIONAL STUDENT EXPERIENCE
<ul style="list-style-type: none"> • Student Crisis Response, Progress & Support • Office of Chief Administrative Officer • Student Life Communications • Student Life IT • Assessment & Analysis • Project Management • Innovation Hub 		<ul style="list-style-type: none"> • Academic Success • Accessibility Services • Career Exploration & Education • Centre for Community Partnerships • Housing & TCard <ul style="list-style-type: none"> • Housing • TCard • Indigenous Student Services • Student Engagement <ul style="list-style-type: none"> • Student & Campus Community Development (Orientation, Transition & Engagement, Clubs & leadership Development, Mentorship & Peer Programs) • Multi-faith Centre • Student Success • On-Location Student Life Programs & Services 	<ul style="list-style-type: none"> • Health & Wellness Centre • Health Promotions • On-Location Health & Wellness Services 	<ul style="list-style-type: none"> • Global Learning on Campus • International Student and Scholar Experience • Learning and Safety Abroad • On-Location International Experience Services

BY THE NUMBERS

- **2100+** students supported for entry into Canada through the Quarantine Program
- **830+** online study hubs run during COVID-19, a **348%** increase
- **35%** increase in number of unique students reached with Academic Success programming
- **200%** increase in demand for career appointments during COVID-19
- **59,164** visits by **12,615** students to the health clinic for primary care and mental health
- **3938** students participated in **53** community engaged learning courses
- **55,003** positions posted on the off-campus job board, a **35%** increase
- **21,307** TCard photos submitted through the new MyPhoto tool
- **115.7K** views on 24 Facebook Lives since March
- **24.8K** Instagram followers, a **50%** increase
- **35%** increase in Facebook followers
- **14,745** interactions on the new Navi mental health virtual agent
- **172** students participated in virtual learning abroad programs
- **750+** students assisted in return to home from activity abroad
- **2000+** students accessed one on one immigration advising appointments during COVID-19
- **3700+** students registered for immigration advising workshops during COVID-19



UNIVERSITY OF
TORONTO

STUDENT
LIFE

Supporting Student Mental Health

Navi: Your Mental Health Wayfinder

- Student Mental Health Virtual Agent to help students navigate mental health supports.
- Uses IBM's Watson Assistant, a virtual agent that uses natural language processing to understand questions and provide accurate and relevant responses through a simple, anonymous chat function.



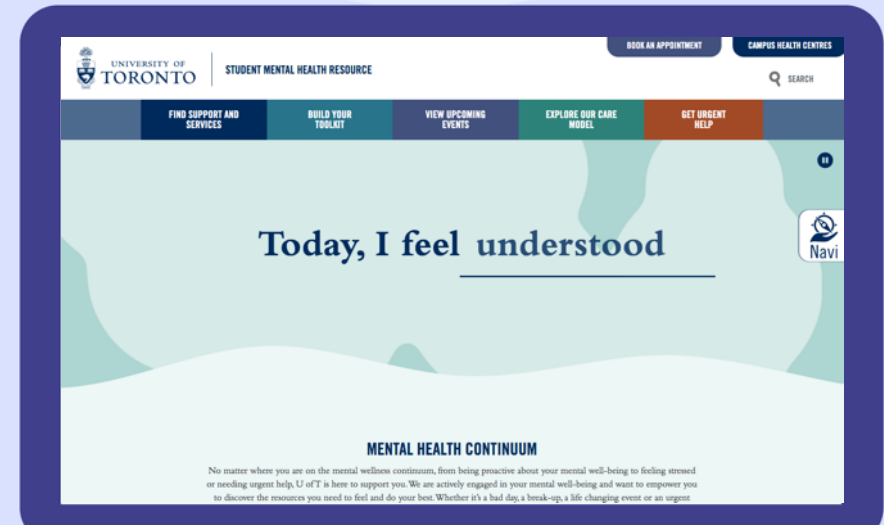
Hi! My name is Navi.
How can I help you today?

I am stressed about exams.

Supporting Student Mental Health

Student Mental Health Web Portal

- Help students find mental health supports.
- Built around the stepped model of care for youth.
- Robust search and filter function that allows students to match their needs with the many types of supports available.



Supporting Student Mental Health U of T MySSP

- Expanded to all students.
- Real-time and/or appointment-based confidential, 24-hour support for any school, health, or general life concern.
- Available by chat or phone in multiple languages.



Download the
My SSP app
or call
1-844-451-9700.

uoft.me/myssp

Supporting Student Mental Health

Tri-Campus Accessibility Letter of Accommodation

- Streamlined and simplified tri-campus Transfer of Accommodation form for students taking classes across the campuses.

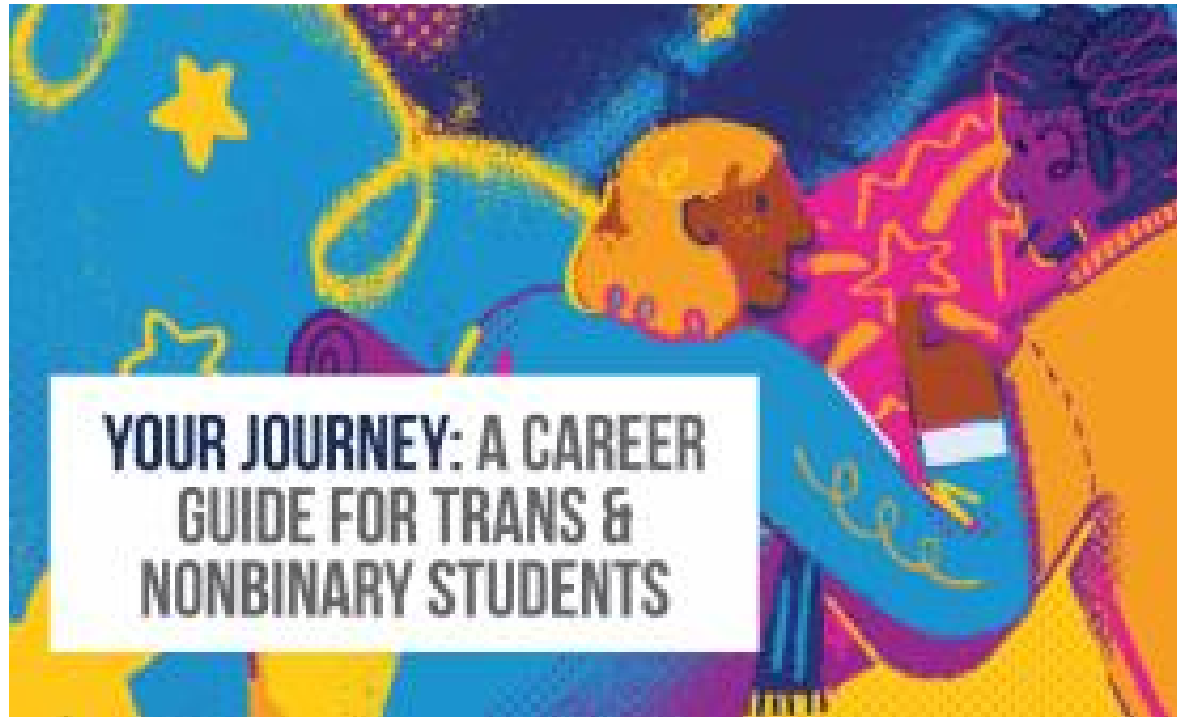


Supporting Student Mental Health Peer Support Program

- Partnership with Factor-Inwentash Faculty of Social Work.
- Peer support offered in a one-on-one, drop-in, non-judgmental, confidential and accessible virtual space.

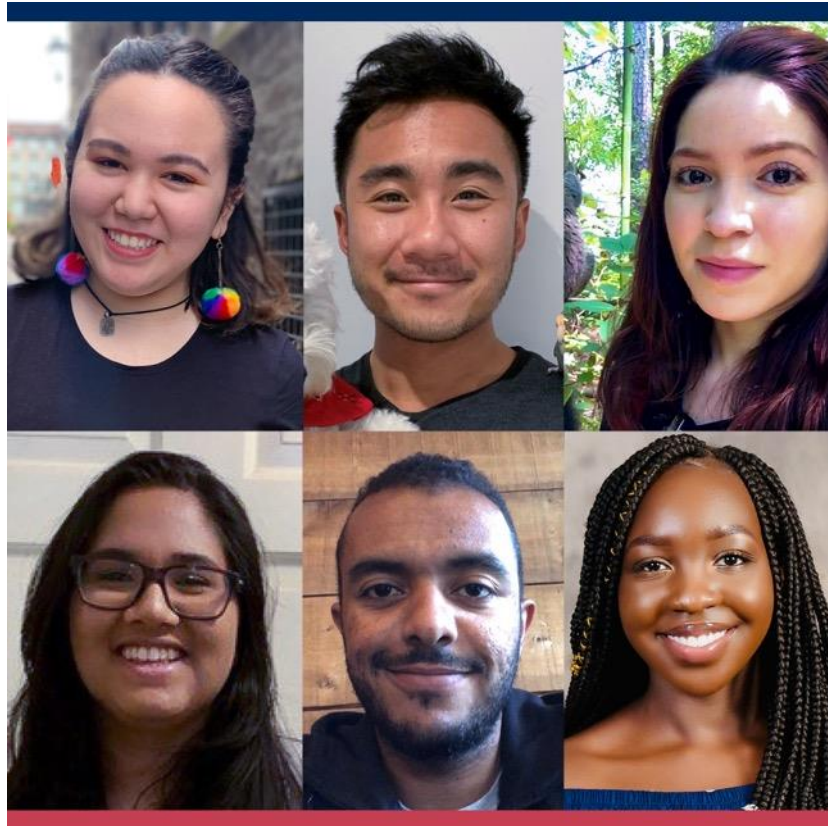


EDIA Initiatives



- EDIA committee
- Equity Census
- Trans Career Guide "Your Journey: A Career Guide for Trans and Nonbinary Students"
- Accessibility Student Survey-with inclusion of identity based questions
- Accessibility/Career Monthly Newsletter
- Women-Identified Social Autism Association
- BIPOC Wellness Counsellor

EDIA Initiatives



- **Black Students Welcome & Clubs Fair**
- **EDIA-A Workshops for Students** (e.g. Accessibility and Language; Understanding & Responding to Microaggressions; Creating Inclusive Environments; Equity 101; Self Awareness as Foundational Work in Equity; Introduction to Anti-Oppressive Practices; Allyship; Disclosure and Accommodation in the Job Search; Networking & Privilege Group Chat)
- **Mentor Navigators (1:1s and drop ins)** for First Generation, South East Asian, LatinX and Black, African and Caribbean students
- **Interfaith Leadership Certificate**
- **Religious Literacy Training for Staff**

Indigenous Initiatives



- Indigenous Community-Engaged Learning Coordinator
- Indigenous Wellness Counsellor
- Indigenous Career Intern
- Indigenous Career Peer Advisor
- Indigenous Student Liaison to assist students registering for accessibility accommodations



Academic Resilience Program:

- Hiring for the program completed in summer/fall 2020.
- Broad consultation phase begun in October 2020 and is ongoing (will include student groups).
- Development of an emerging curriculum framework established November 2020.
- Early feedback sessions with students began fall 2020.

Photography by Daria Perevezentsev
(Faculty of Applied Science & Engineering)



Academic Resilience Program:

Guiding Pedagogy & Program Content

- emphasizes process and community and driven by student need.
- focus is on **learner development** - will not *teach* resilience, but rather build self-awareness to explore strengths and challenges with academic resilience as an **outcome**.

Academic Resilience Program: Pilot Programs for Winter 2021

Workshop series & themed discussions	Second-year learning cohort	Experimental programming
proactive	responsive	emergent
<ul style="list-style-type: none"> All students and some targeted populations Multiple 3-part workshop series (Learn, Plan & Support Your Learning) Themed discussions (<i>various</i>) 	<ul style="list-style-type: none"> Second-year first-entry undergraduate students (completed 4.0 credits) Students who have experienced academic setbacks 6+ weeks Not a clinical intervention 	<ul style="list-style-type: none"> All students and some targeted populations Working with iHub for “I wish I had known” reflective exercises for outgoing first-year students Themed discussions (<i>various; conversations about failure, writing resilience</i>)

International Experience

- Secured \$100K in International Education Strategy funding to develop innovation and inclusion in learning abroad programming.
- Worked with program areas to support pivot to remote learning experiences.
- Launch of the Global Classroom Initiative.
- Secured ongoing funding to increase Immigration Advising team from 1 to 4.
- Supporting impact of pandemic on all international students' legal status in Canada



Photography by Diana Tyszko



COVID-19 Response (quarantine program)

- 2,100+ students supported for entry into Canada since August.
- Program involves:
 - daily check-in with nurses
 - monitoring of physical and mental health
 - referrals for assessment
 - COVID testing (since October)
 - Transportation & accommodation

Photography by Nick Iwanyshyn



COVID-19 Response (programming examples)

- Launched seven new workshops addressing COVID-related career strategies.
- More than 1,100 students registered for our Graduate and Professional Schools Virtual Showcase.
- Over the summer months there were more than 20,000 TCard appointments.
- Seven new videos to orient students with disabilities, including strategies for online tests/exams.
- Developed six new resources to support online learning.
- Virtual learning abroad opportunities

Future Plans

- Student Life strategic plan
- Development of a broader student advisory committee for Student Life
- Expansion of peer programming initiatives in several areas
- Resilience program
- Continue to build support around student mental health and EDIA initiatives
- Continued work in supporting student groups under the revised policy



Photography by Diana Tyszko

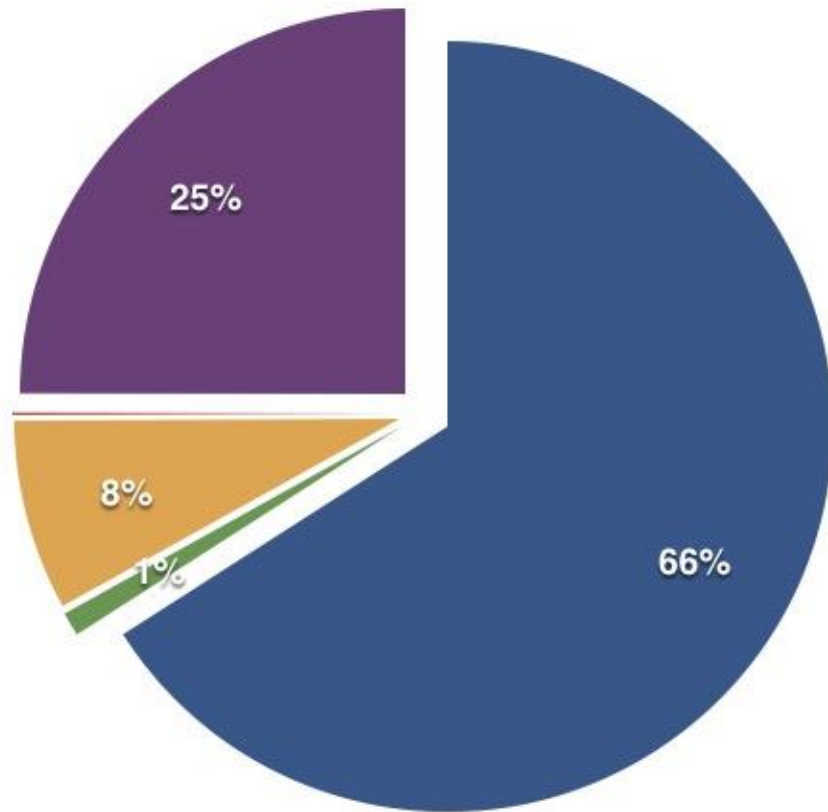
Student Life Programs and Services - St. George Campus

	2020-2021	2021 - 2022				
		A	B	C	D	A + B - C + D
	Net Operating Expense	Compensation	Non Salary Expenses	Revenue	Occupancy Cost	Net Operating Expense
Student Fee Funded						
<i>Division of Student Life</i>						
Divisional Services and Support	\$ 4,072,931	\$ 3,655,790	\$ 540,727	\$ -	\$ -	\$ 4,196,517
Centre for International Experience	\$ 1,092,888	\$ 729,269	\$ 238,722	\$ 9,400	\$ 119,518	\$ 1,078,109
Health and Wellness	\$ 5,988,076	\$ 6,577,821	\$ 3,474,436	\$ 3,200,000	\$ 224,103	\$ 7,076,360
Student Experience	\$ 1,254,072	\$ 1,078,142	\$ 170,954	\$ 94,222	\$ 168,664	\$ 1,323,538
Student Life Programs and Services						
O-SLP&S	\$ 1,112,393	\$ 906,112	\$ 144,682	\$ -	\$ 52,763	\$ 1,103,557
Academic Success Centre	\$ 1,031,059	\$ 1,771,263	\$ 48,756	\$ -	\$ 15,981	\$ 1,836,000
Career Centre	\$ 2,257,475	\$ 1,920,674	\$ 147,977	\$ 18,000	\$ 66,937	\$ 2,117,588
First Nations House	\$ 603,603	\$ 517,937	\$ 49,623	\$ -	\$ 47,397	\$ 614,957
Housing Service	\$ 504,303	\$ 468,969	\$ 38,564	\$ 12,000	\$ 9,521	\$ 505,054
Centre for Community Partnerships	\$ 461,146	\$ 310,893	\$ 113,772	\$ -	\$ 28,379	\$ 453,044
Multifaith Centre	\$ 698,000	\$ 359,808	\$ 133,299	\$ 3,000	\$ 145,732	\$ 635,839
Student and Campus Community Development	\$ 1,422,715	\$ 1,288,255	\$ 122,455	\$ -	\$ 40,378	\$ 1,451,088
Work Study	\$ 275,000	\$ 325,000	\$ -	\$ -	\$ -	\$ 325,000
<i>VP, Human Resources & Equity</i>						
Early Learning Centre/Campus Co-Op	\$ 240,643	\$ -	\$ 176,999	\$ -	\$ 68,470	\$ 245,469
Family Care Office	\$ 220,919	\$ 215,612	\$ 16,031	\$ -	\$ -	\$ 231,643
Sexual and Gender Diversity Office	\$ 134,728	\$ 135,044	\$ 6,000	\$ -	\$ -	\$ 141,044
Student Space	\$ 1,029,900	\$ -	\$ -	\$ -	\$ 1,176,597	\$ 1,176,597
Total Student Fee Funded	\$ 22,399,851	\$ 20,260,591	\$ 5,422,997	\$ 3,336,622	\$ 2,164,440	\$ 24,511,406
Non Student-Fee Funded						
University Support Grant	\$ 8,505,344	\$ 10,292,694	\$ 1,117,146	\$ -	\$ 314,003	\$ 11,723,843
Self Funded	\$ 2,670,544	\$ 1,781,865	\$ 586,466	\$ -	\$ -	\$ 2,368,331
Other Funding	\$ 432,332	\$ 543,095	\$ 110,938	\$ -	\$ -	\$ 654,033
Other Funding	\$ 125,000	\$ 134,564	\$ -	\$ -	\$ -	\$ 134,564
Total Non Student-Fee Funded	\$ 11,733,221	\$ 12,752,218	\$ 1,814,550	\$ -	\$ 314,003	\$ 14,880,771
Divisional Total	\$ 34,133,072					\$ 39,392,176
	FUNDING	FUNDING				
\$	22,399,851	Student Fees				\$ 24,511,406
\$	11,733,221	Non Student-Fee Budget Support				\$ 14,880,771
\$	34,133,072	Total Funding				\$ 39,392,176
\$	-	DEFICIT/SURPLUS				\$ -

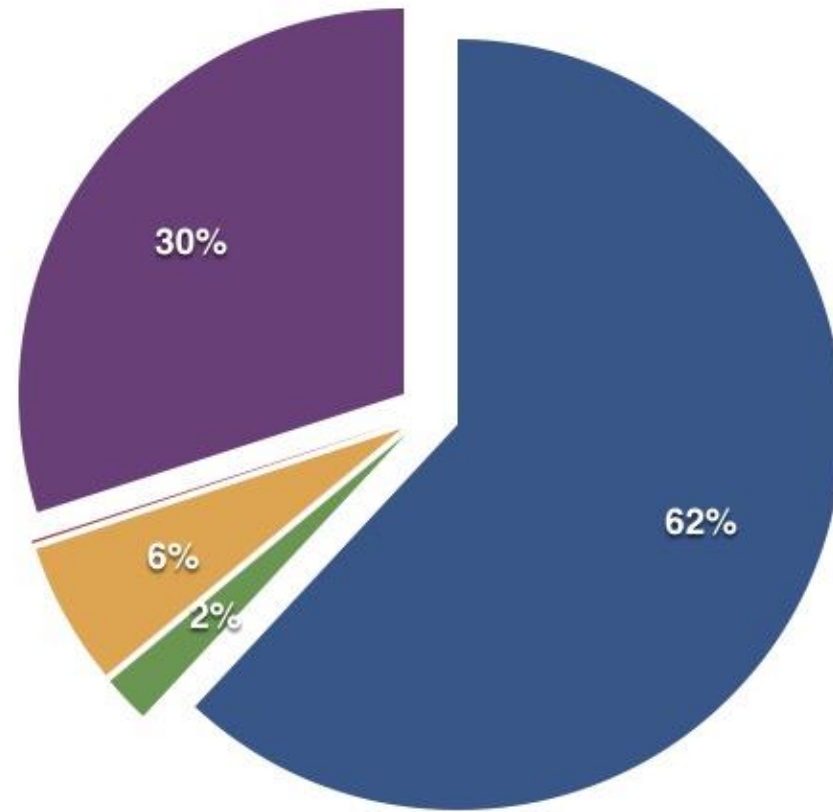


Sources of Funding for Student Life

2020 – 2021

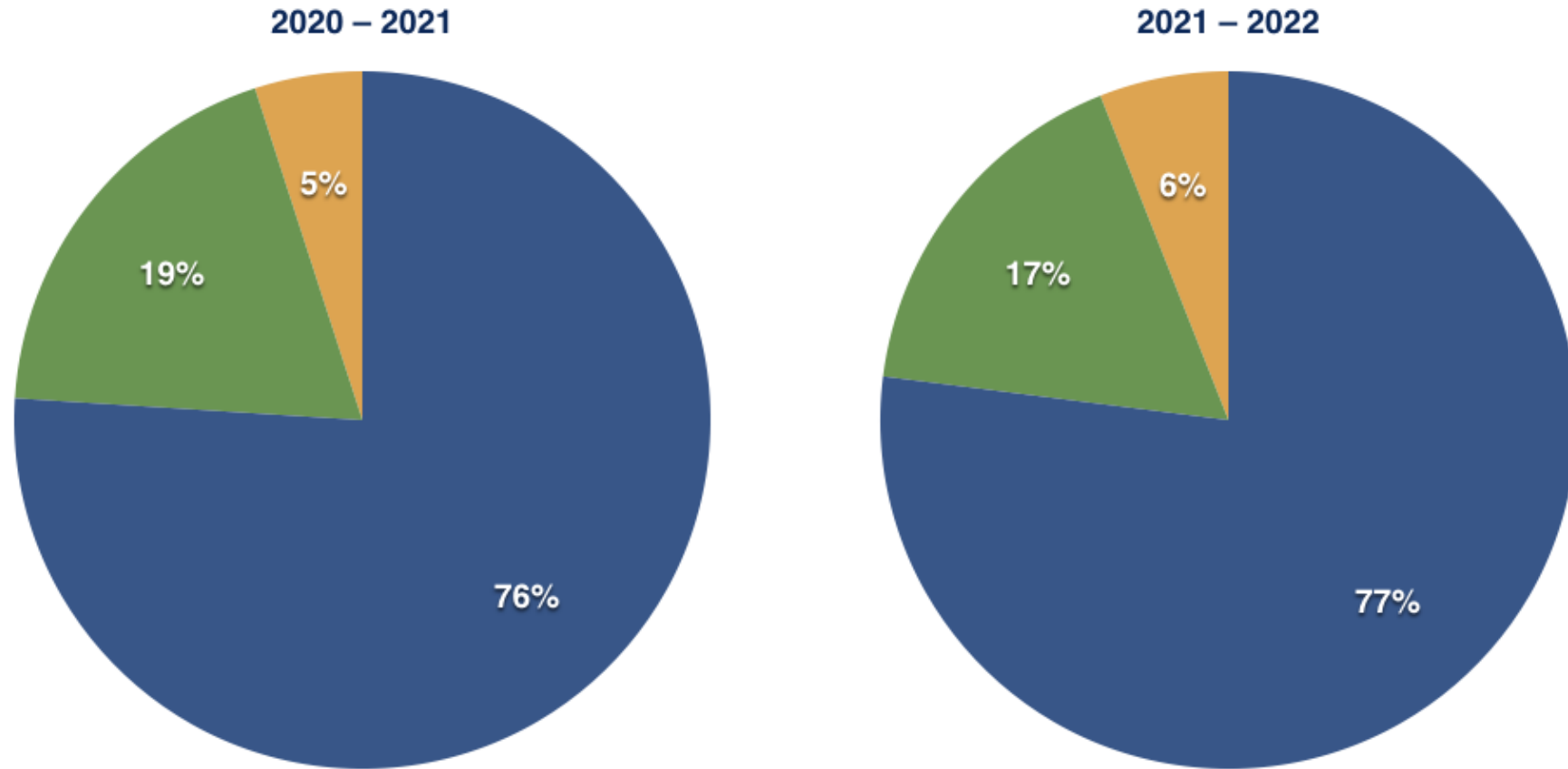


2021 – 2022



● Student Fees ● Self-Funded ● Grant Funded ● Other Funding ● University Support

Student Life Operating Expenses





Health and Counselling Fee 2021-2022

Student Fee CPI/UTI Calculation			
Adjusted Fee Base			
Fee per Session (previous year)		\$	81.47
Less removal of temporary fee 2018-2019	-	\$	2.34
Adjusted Fee Base		\$	79.13
Consumer Price Index			
CPI Index Percent	2%	Adjusted Fee	\$ 80.71
Adjusted Fee	-		-\$ 79.13
\$ Amount of CPI based increase		\$	1.58
UTI Index			
Appointed Salary Expenditure Base (previous year budget)		\$	7,758,608
Average merit/step/ATB increase/decrease for appointed staff			3.00%
Indexed salaries	\$	7,991,366	
Standard Benefit Rate		23.50%	
Indexed Appointed Salary Expenditure Base		\$	9,869,337
Casual Salary Expenditure Base (previous year budget)	\$	285,284	
Average ATB increase/decrease for casual staff		1.00%	
Indexed salaries	\$	288,137	
Standard Benefit Rate		10.00%	
Indexed Casual Expenditure Base		\$	316,951
Total Indexed Salary and Benefits Expenditure Costs		\$	10,186,288
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$	3,824,054
Add the Non-Salary Expenditure Base (previous year)		\$	3,391,436
Add the Occupancy Cost (previous year)		\$	201,638
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		\$	-
Cost for UTI purposes		\$	9,955,308
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions			120,910
UTI Indexed Fee - per term		\$	82.34
Adjusted fee Base		\$	79.13
\$ Amount of UTI Based Increase		\$	3.21
Combined Fee Increase			
Adjusted Fee		\$	79.13
CPI Based Fee increase	+	\$	1.58
UTI Based Fee increase	+	\$	3.21
Indexed Full Time Fee per Term		\$	83.92
Indexed Part Time Fee per Term		\$	16.78

Student Services Fee 2021-2022

Student Fee CPI/UTI Calculation			
Adjusted Fee Base			
Fee per Session (previous year)		\$	98.89
Less removal of temporary fee 2018-2019	-	\$	2.84
Adjusted Fee Base		\$	96.05
Consumer Price Index			
CPI Index Percent	2%	Adjusted Fee	\$ 97.97
Adjusted Fee	-		-\$ 96.05
\$ Amount of CPI based increase		\$	1.92
UTI Index			
Appointed Salary Expenditure Base (previous year budget)		\$	7,670,573
Average merit/step/ATB increase/decrease for appointed staff			3.00%
Indexed salaries	\$	7,900,690	
Standard Benefit Rate		23.50%	
Indexed Appointed Salary Expenditure Base		\$	9,757,352
Casual Salary Expenditure Base (previous year budget)	\$	285,284	
Average ATB increase/decrease for casual staff		1.00%	
Indexed salaries	\$	288,137	
Standard Benefit Rate		10.00%	
Indexed Casual Expenditure Base		\$	316,951
Total Indexed Salary and Benefits Expenditure Costs		\$	10,074,303
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$	1,897,152
Add the Non-Salary Expenditure Base (previous year)		\$	2,261,111
Add the Occupancy Cost (previous year)		\$	1,733,829
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		-\$	215,929
Cost for UTI purposes		\$	11,956,162
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions			120,910
UTI Indexed Fee - per term		\$	98.88
Adjusted fee Base		\$	96.05
\$ Amount of UTI Based Increase		\$	2.83
Combined Fee Increase			
Adjusted Fee		\$	96.05
CPI Based Fee increase	+	\$	1.92
UTI Based Fee increase	+	\$	2.83
Indexed Full Time Fee per Term		\$	100.79
Indexed Part Time Fee per Term		\$	20.16

Student Fees 2021 - 2022

Salary and Benefits Expenditure	Non Salary Expenditure	Building Occupancy Costs	Gross Direct and Indirect Expenditure	Total Income	Net Expenditure	Fee Based on UTI/CPI
---------------------------------	------------------------	--------------------------	---------------------------------------	--------------	-----------------	----------------------

Health & Counselling Services Fee								
Health & Counselling	\$	10,186,288	4,356,063	313,878	14,856,229	3,200,000	11,656,229	83.92
Total Health & Counselling Services		10,186,288	4,356,063	313,878	14,856,229	3,200,000	11,656,229	
							Full Time Fee	\$83.92
							Part Time Fee	\$16.78

Student Services Fee Bundle								
Career Services	\$	4,763,027	389,241	234,725	5,386,993	109,140	5,277,853	41.39
Academic Support	\$	3,517,124	219,800	234,986	3,971,910	27,482	3,944,428	30.93
Safety	\$	158,651	18,161	3,398	180,210	-	180,210	1.41
Student Buildings	\$	132,851	21,548	1,176,597	1,330,996	-	1,330,996	10.44
Student Life Clubs and Funds	\$	-	112,000	-	112,000	-	112,000	0.88
Housing	\$	138,192	9,645	9,521	157,358	-	157,358	1.23
Leadership Development	\$	345,751	69,303	3,347	418,401	-	418,401	3.28
Early Learning Centre	\$	-	176,999	68,470	245,469	-	245,469	1.92
Family Care Office	\$	215,612	16,031	-	231,643	-	231,643	1.82
International Student Support	\$	803,095	34,206	119,518	956,819	-	956,819	7.50
Total Student Services Bundle	\$	10,074,303	1,066,934	1,850,562	12,991,799	136,622	12,855,177	
							Full Time Fee	\$100.81
							Part Time Fee	\$20.16
							Total FT Fee	\$184.73
							Total PT Fee	\$36.94



Proposed Fee Increase

	2020-2021	Fee Drop Off	CPI Increase	UTI Increase	2021-2022	\$ change	% change
ST GEORGE							
Health and Counselling Fee FT	\$ 81.47	\$ 2.34	\$ 1.58	\$ 3.21	\$ 83.92	\$ 2.45	3.01%
Health and Counselling Fee PT	\$ 16.29	\$ 0.47	\$ 0.32	\$ 0.64	\$ 16.78	\$ 0.49	3.01%
Student Services Fee FT	\$ 98.89	\$ 2.84	\$ 1.92	\$ 2.83	\$ 100.79	\$ 1.92	1.92%
Student Services Fee PT	\$ 19.78	\$ 0.57	\$ 0.38	\$ 0.57	\$ 20.16	\$ 0.38	1.92%
UTM	\$ -				\$ -		
UTSC	\$ -				\$ -		

For 2021-2022, the fee calculates at \$100.81 but has been reduced to \$100.79 to permit percent increases to be equal at 1.92% otherwise rounding would cause a difference. All other numbers shown are as calculated.

QUESTIONS



FOR INFORMATION PLEASE CONTACT

- **David Newman**, Executive Director, Student Experience
david.newman@utoronto.ca
- **Heather Kelly**, Executive Director, Student Life Programs & Services
heather.kelly@utoronto.ca
- **Janine Robb**, Executive Director, Health & Wellness
janine.robb@utoronto.ca
- **Katherine Beaumont**, Senior Director, Global Learning Opportunities & International Student Success
katherine.beaumont@utoronto.ca

