



MEMORANDUM

DATE: March 18, 2002

TO: **Members of the University Affairs Board**

ITEM IDENTIFICATION: **Operating Plans for the St. George Campus Student Services and the Office of Student Affairs for 2002-2003**

SPONSOR: Ian Orchard, Vice-Provost, Students  
Phone (416) 978-3870/ Email <ian.orchard@utoronto.ca>

Jurisdictional Information:

- ◆ The Terms of Reference of the University Affairs Board provide that the Board is responsible for policy concerning student services and for overseeing their operations. Changes to the level of service offered, fees charged for the services and categories of users require the Board's approval.
- ◆ Beginning in 1994, the administration has brought annual operating plans for student services funded from the proceeds of the Student Services Fee to the Board for approval, along with annual reports from its assessors and from the senior student services directors.
- ◆ The Board receives annually from its assessors reports on matters within its areas of responsibility, including statements of current issues, opportunities and problems, along with recommendations for changes in policies, plans or priorities that would address such issues.
- ◆ According to the terms of the Long-term Fees Protocol, approved by Governing Council on October 24, 1996, the Council on Student Services on each campus reviews in detail the annual operating plans, including budgets, for the Student Services, identifying subsidies from the Student Services Fee revenues for other services, and offers its advice to Governing Council on these plans.
- ◆ According to the terms of the Protocol, Governing Council may approve permanent increases in existing fees by a percentage less than or equal to the lesser of the Consumer Price Index (CPI) or the University of Toronto Index (UTI).
- ◆ According to the terms of the Long-term Fees Protocol, the Governing Council retains jurisdiction over decisions relating to services offered by the University of Toronto and fees charged for these services.

Previous Action Taken:

- ◆ Operating Plans for the Student Services and for Student Affairs for 2001-2002 were approved by the University Affairs Board on April 18, 2001.
- ◆ The Council on Student Services approved the plans for the Student Services at its meeting on March 12, 2002.
- ◆ The Council on Student Services, at the same meeting, declined to offer advice on the operating plans and budget for the Office of Student Affairs.

Action Sought:

- ◆ Approval of the operating plans and budgets and operational direction of the Student Services and for the Office of Student Affairs, as described in the attached documents, and summarized in my attached memorandum. The Office of Student Affairs is seeking a permanent fee increase equivalent to its calculated UTI (University of Toronto Index), which is 1.3% or an increase of \$0.57 for a full-time student. The Student Services are seeking a fee increase of \$1.55 for a full-time student, equivalent to 1.5%. Operating Budgets are found in Schedule A. Proposed fees are indicated in Schedule D.

Highlights:

- ◆ Highlights from the Student Services and from Student Affairs are set out in my memorandum. Some enhancements to Student Services are described, and some new initiatives are planned. The Student Service fee will increase from \$145.30 to \$147.42.

Financial Implications:

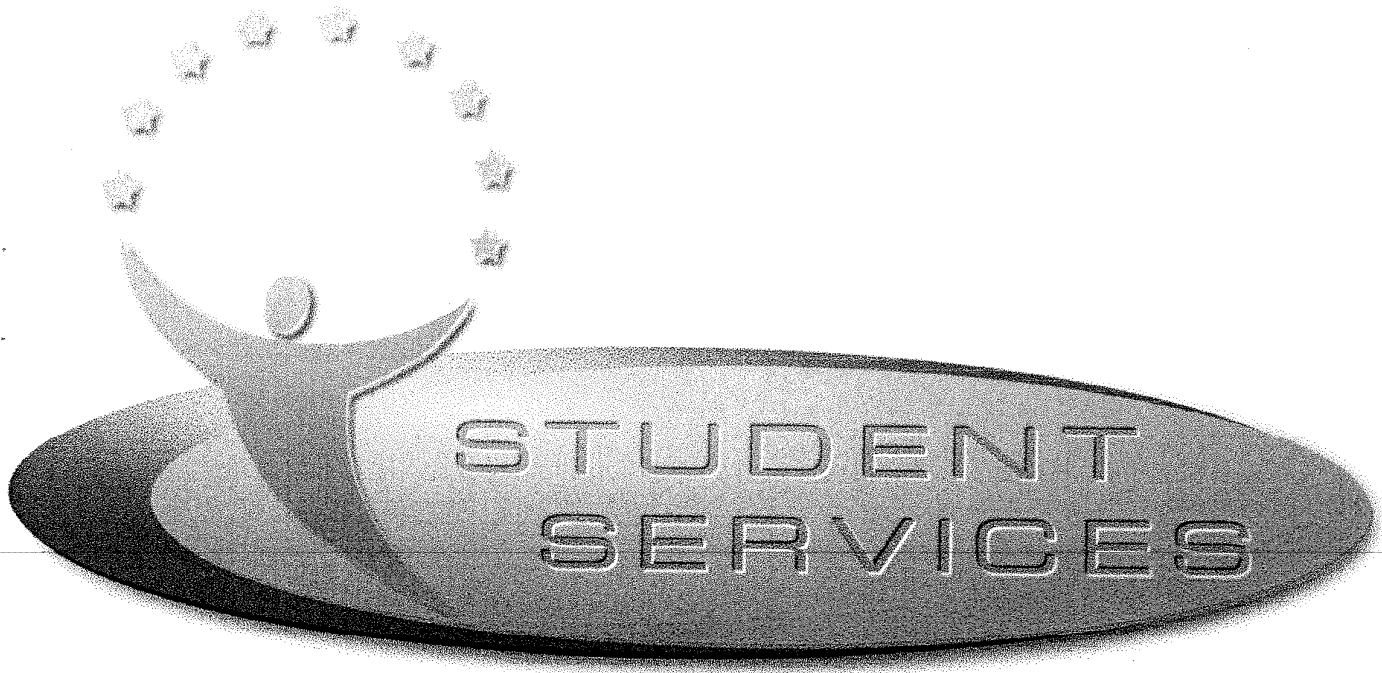
- ◆ The Services will operate without drawing substantially on the University's operating income, as assumed in the Long-term Budget Guidelines.



University of Toronto

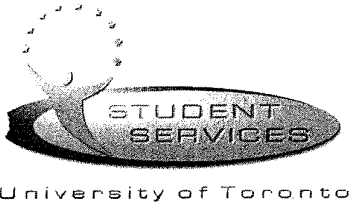
*University of Toronto*  
*St. George Student Services*  
*Operating Plan*  
*2002-03*

March 13, 2002



University of Toronto

**OPERATING PLANS  
2002–2003**



# Operating Plans for Student Services 2002-2003

## Student Services Operating Plans

The attached Operating Plans were developed by the heads of the various Student Services departments, in consultation with the Director of Student Services and the Career Centre and the Student Services Advisory Committee.

## Student Services Mission Statement

Student Services at the University of Toronto assists student learning while promoting the academic mission of the University. Services are provided appropriate to and developed in partnership with the diverse student communities. Our services and programs aim to build the confidence and skills necessary for students to succeed in their personal, academic and professional lives. Our mission is to offer all student at the University of Toronto support and counseling in the areas of career development, family concerns and support for Aboriginal and international students.

## Review of Effectiveness of Mission and Outline of Programs and Services

The position of Coordinator, Promotions/Events was created to promote our mission of offering all students at the University of Toronto support and counselling in the areas of career development, housing, learning skills, health, personal/emotional development, family concerns and support for Aboriginal and international students. The Coordinator is responsible for the following:

- Promoting programs and services to students and staff
- On-going assessment of student needs through holding of focus groups, conducting surveys, collecting feedback from service coordinators and the Student Services Advisory Committee
- Establishing events/promotions targets based on identified student and service needs
- Maintaining and updating the Students Services' website
- Compiling and distributing a monthly list of events to students and staff



## **Review of Student Services Goals for 2001 - 2002**

### **Promote Student Services to Students**

- Student Services bulletin boards were established at departments around campus. Service brochures are available at departments where display space is limited.
- 26 events were attended by the Promotions/Events Coordinator including College Orientations, SAC Carnival, U of T Discovery Day and various other high profile events around campus. The Coordinator spoke with approximately 2,000+ students through these events.
- A Student Services display was rotated throughout the year in high student traffic areas including the Koffler Student Services Building and for special events at Sid Smith, Department of Physical and Health Education and Hart House
- Over 1,200 students attended the Student Services Open House
- Student Services' events and programs were featured on 24 Homepage radio shows on CIUT
- Over 40 student leaders attended an Open House for student leaders

### **Promote Student Services to staff that are in a position to make referrals**

- Information sessions outlining programs and services were offered for Registrars at Colleges and Professional Faculties and for Undergraduate and Graduate Secretaries
- Weekly events announcements are sent to Registrars, Undergraduate and Graduate Secretaries, Campus Media, Dons, Housing Network, Library staff and Deans, Directors and Chairs
- Student Services tours were conducted for 33 front line staff members from various faculties, departments and colleges
- Department heads are invited as special guests to Student Services Management meetings to share the needs of their constituencies and to learn more about Student Services

### **Assess student needs**

- Student Services conducted a survey to gauge students' needs and satisfaction levels as they relate to the Services; 2,200+ students responded
- On-going input and feedback from departmental Users Committees and the Student Services Advisory Committee
- On-going liaison with student groups and student leaders

### **Categories of Users**

- All University of Toronto students

## **Hours of Operation**

- All Student Services are open from 9:00am to 5:00pm and at least one late evening per week.

## **Initiatives for 2002-2003**

- Raise awareness of services through targeted advertising and increasing the number of tours offered to students and staff
- Develop a more user friendly website
- Increase Student Services profile on the main U of T website
- Develop a Student Services look for all Student Services publications, materials and advertising to better promote all Services
- Publish an annual Student Services Supplement in the Varsity student newspaper
- Plan a conference for undergraduates in partnership with SAC and APUS
- Respond to the need for increased resources for the International Student Centre, First Nations House, and the Family Care Office.
- Incorporate increased salaries resulting from negotiated changes to the classification system and contract with USWA

**The initiatives for the individual departments are included in their attached Operating Plans.**

Student Services: Schedule 1

Student Services Fee 2002-2003

Summary - St George	Net Direct Expenditure	Building Occupancy Costs	Net Direct and Indirect Expenditures	Attribution To UTS	Attribution To UTM	Net Cost For Fee Purposes	Percent of Total Cost	Portion of Total Fee
Student Services Central	301,054	0	301,054			301,054	7.5%	\$7.84
Career Centre	1,958,851	114,269	2,073,120	102,619	106,351	1,864,150	46.5%	\$48.57
Counselling and Learning Skills Service	684,883	21,722	706,605	12,222	12,222	682,161	17.0%	\$17.77
Family Care	74,645	5,219	79,864			79,864	2.0%	\$2.08
First Nations' House	333,547	29,342	362,889	7,258	7,258	348,373	8.7%	\$9.08
Housing Service	195,337	21,823	217,160	4,343	6,515	206,302	5.1%	\$5.37
International Student Centre	487,275	65,809	553,084	9,956	12,168	530,961	13.2%	\$13.83
<b>Total Student Services</b>	<b>4,038,892</b>	<b>258,184</b>	<b>4,293,776</b>	<b>136,398</b>	<b>144,513</b>	<b>4,012,865</b>	<b>100.0%</b>	<b>\$104.55</b>

Full-Time Enrolment	32,925	Full-Time Fee	\$104.55	Total Revenue	\$4,012,865
Part-Time Enrolment	9,174	Part-Time Fee	\$31.36	Revenue Variance - Surplus/(Shortfall)	0
Summer Session Enrolment	9,154	Summer Session Fee	\$30.90		

March 2003  
 Please note that the attributions for CALSS to UTS and UTM are calculated on \$678,977 as per the original budget. No other attributions are affected.



St. George Campus Student Services

Student Services: Schedule A

Budget 2002/2003 - Gross Direct Expenditures and Income

Revenue	Counselling										Total Student Services	Health Service	Psychiatric Services	Total Health Services
	Student Services Central	Career Centre	Skills Services	Family Care	First Nations' House	Housing Service	International Student Centre	Student Services	Health Service	Psychiatric Services				

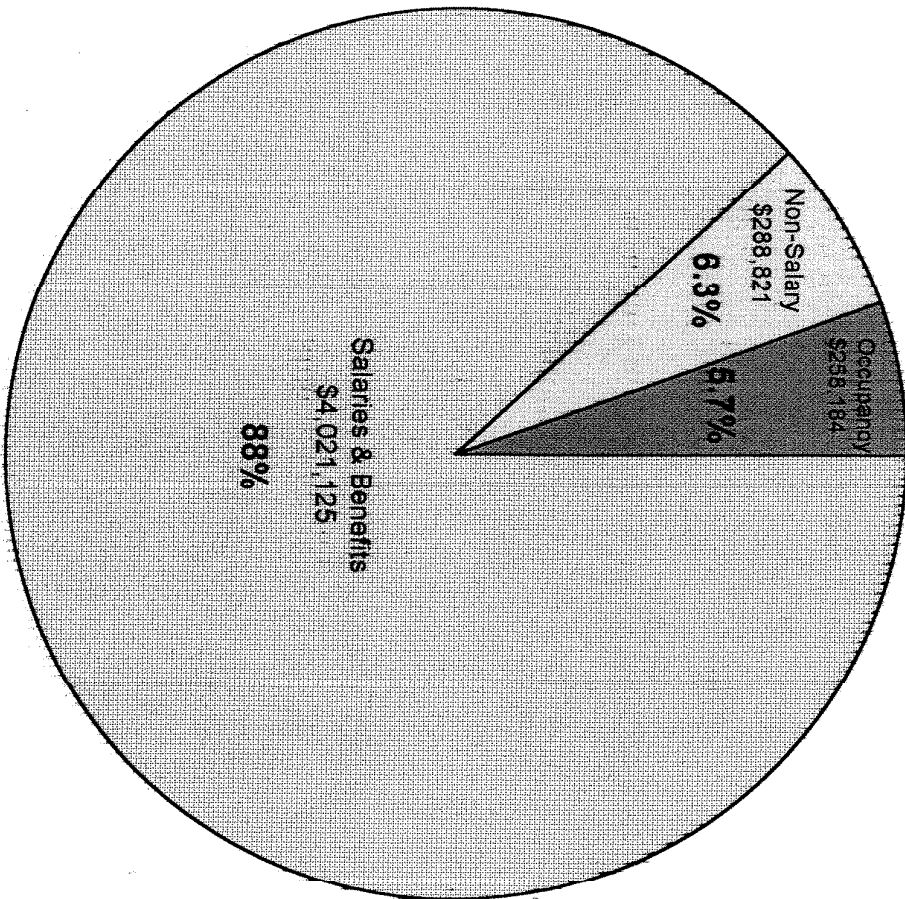
Student Services Fee	301,054	1,864,150	682,161	79,864	348,373	206,302	530,961	4,012,865	0	0	0	0	0	0	0
Health Services Fee	0	0	0	0	0	0	0	0	657,994	657,994	0	0	0	0	0
Divisional Revenue	0	0	0	0	0	273,018	56,589	329,607	1,001,400	750,000	0	0	0	0	0
Transfer from UTM/mississauga	0	106,351	12,222	0	7,258	6,515	12,168	144,514	546	440	0	0	0	0	0
Transfer from UTScarborough	0	102,619	12,222	0	7,258	4,343	9,956	136,388	446	415	0	0	0	0	0
<b>Total Revenue</b>	<b>301,054</b>	<b>2,073,120</b>	<b>706,605</b>	<b>79,864</b>	<b>362,889</b>	<b>490,178</b>	<b>609,674</b>	<b>4,623,384</b>	<b>1,660,386</b>	<b>1,408,849</b>	<b>3,069,235</b>	<b>1,660,386</b>	<b>1,408,849</b>	<b>3,069,235</b>	<b>861</b>

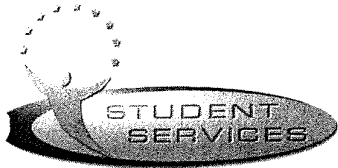
Expenses

Salaries and Benefits	94,925	1,888,565	632,765	66,645	306,354	404,260	482,991	3,876,505	891,225	776,750	1,667,975	891,225	776,750	1,667,975	0
Compensation Adjustment	144,620	0	0	0	0	0	0	144,620	0	0	0	0	0	0	0
Non-salary Expenses	61,509	70,286	52,118	8,000	27,193	64,095	60,874	344,075	719,551	607,804	1,327,355	719,551	607,804	1,327,355	0
Occupancy Costs	0	114,289	21,722	5,219	29,342	21,823	65,808	256,184	49,310	24,295	73,905	49,310	24,295	73,905	0
<b>Total Expenses</b>	<b>301,054</b>	<b>2,073,120</b>	<b>706,605</b>	<b>79,864</b>	<b>362,889</b>	<b>490,178</b>	<b>609,674</b>	<b>4,623,384</b>	<b>1,660,386</b>	<b>1,408,849</b>	<b>3,069,235</b>	<b>1,660,386</b>	<b>1,408,849</b>	<b>3,069,235</b>	<b>0</b>

Revi: ch 11/02 to include increases of \$27,627 each in Student Services and CALSS

**Student Services Budget: 2002-2003**





University of Toronto

## Operating Plans - Career Centre 2002/2003

**The Career Centre's Mission is to provide innovative student centered career and employment services to students, recent graduates and employers in an approachable and receptive environment. Through bridging the worlds of academia and employment, the Career Centre assists students in the development and implementation of their career goals.<sup>1</sup>**

The skills developed at the Career Centre, whether they be discovering skills and options, identifying work opportunities, self marketing for today's workplace, resume and covering letter writing, interview, or managing careers after graduation, are skills which will serve the students throughout their careers. The Career Centre is committed to ensuring that University of Toronto students have access to a cutting edge career education.

### Review of Effectiveness of Mission and Outline of Programs and Services

The Career Centre, in its 53<sup>rd</sup> year of operation, implemented an innovative and brave new structure from which services are delivered through the Self Managed Career Development Model. Three work teams – Career Development, Career Resources and Marketing/Employer Relations were established, along with an Information Systems Services and a Career Management Consultant position. The new structure from all accounts is working extremely well and has reduced the hierarchy of the Centre considerably.

The Career Centre continued to be fully challenged especially by increased usage of **Career Centre Online**. There were a staggering **29,440,785 hits** this year with visits up 30% to 626,442. In September 2000, we further refined our web site by introducing new features to the new online registration system. This move has allowed us to have a more accurate picture of our users, what programs and services they're interested in, and a more effective way of keeping in touch with them. New registrants are given temporary online access to the Centre after which they are required to visit the Centre so that a staff member can get them started on a **career management program**. We also do a "check-in" of previous registrants once they come in to update their user cards. Students are able to use the 24 hour on-line sign-up for booking interviews with employers, or attendance at workshops and seminars, as well as booking resume clinic appointments. Last year saw **21,353 students registered** with the Career Centre.

The Career Centre has concentrated much of its outreach efforts over the past several years on reaching students in their first year so that they can be oriented to the importance of establishing a career management program early in their university tenure. Additionally, an emphasis has

---

<sup>1</sup> Mission Statement and 2000-2001 Annual Report available by calling 978-8003



been put on ensuring that all University of Toronto students have the opportunity of attaining a quality career education.

A Career Management Program Resource Guide has been developed and a Career Management Consultant position created. The consultant will be meeting with Associate Deans and Chairs to arrange tailor made seminars for students by faculty or discipline.

### ***Employment Opportunities***

Despite a slump in the economy in the latter part of the year, there was a moderate increase in employer participation at the Career Centre in 2000/01. 63,235 positions (55,519 last year) were listed by 4,197 unique organizations. The **Graduating Student Employment Service** saw 214 organizations listing opportunities, which represented 11,339 positions. 67 Information Sessions and 29 Briefing Sessions were held. 1,628 students registered with the program. The number of unique organizations posting orders with the **Recent Graduate Employment Service** decreased from 1,904 in 1999/00 to 1,748 this year. However, the number of positions increased from 9,031 last year to 11,150 this year. 3,487 recent graduates registered with the service. Typically when full time positions increase, part-time and temporary positions decrease. A total of 28,622 positions were advertised in the Summer Employment Service in 2000/01 compared to 34,257 in 1999/00. Interestingly there was a 22% increase in the number of part-time positions listed in 2000/01 – 12,124 compared to 9,957 in 1999/00.

In addition to paid work experience listings, the **Career Centre** listed **7,973 individual volunteer positions**. Students, although certainly wanting to serve the community, also understand the importance of developing new skills and gaining valuable experience while volunteering. Social Service, Health and Education organizations continue to post the majority of positions.

### ***Counselling & Career Development Workshops***

**3,099** students attended 222 **workshops**, while 3,254 **Resume Critiques** were conducted and 1,261 students were seen in **individual career counselling** appointments.

The Extern Program, in its 14th year of operation placed 326 students. The **Graduate Dossier Service** designed to assist Ph.D. students looking for academic positions saw 413 students actively registered. Outreach and promotion activities reached a total of 14,734 students in 2000/01. The Ontario Work Study Program jointly administered by the Career Centre and the Office of Admissions and Awards approved 675 academic and career related proposals creating 1,342 opportunities. Job Creation funding (SEP & SCP) grants totaled \$101,672 and provided 67 positions for students.

### ***Categories of Users***

All services and programs in the Centre are restricted to University of Toronto students and recent graduates (up to 2 years after graduation) with the one exception being the Career Resource Library, which allows access to anyone wishing to use it. The rationale for this is the fact that it is currently impossible due to the physical set-up, to restrict its use.

The Centre is heavily used by both undergraduate and graduate students, full-time and part-time, from all three campuses. In 1998/99, 77.53% of the users were full-time students, 8.19% part-time and 9.9% recent graduates. 70.1% of the registrants are undergraduates, 11.39% graduate (this number does not include Ph.D. students using the Dossier Service) and, as mentioned 9.9% recent graduates. Slightly over 10% of the users of the St. George Career Centre are Scarborough and Erindale students.

## Hours of Operation

The Career Centre is open to students from 9:45am - 6:00pm on Monday, 9:45am - 8:00pm Tuesday, and 9:45am - 4:00 p.m. Wednesday - Friday. The Career Centre is open to staff from 8am to 5pm everyday, except for Monday when it is open until 6pm and Tuesday, when it is open until 8pm. The rationale for the 9:45am opening every day and the 4pm closing on Wednesday, Thursday and Friday, is to allow staff time to complete the administrative work which supports direct service to students, as well as to develop new services, programs, workshops, and materials. It should be noted that counselling appointments and on-campus interviews take place from 8:00am - 5:00pm in order to accommodate special needs of students and employers.

### Review of Goals for 2001 - 2002

**1. Continue to Develop Career Centre On-Line**

Work is still underway on the development of interactive features of the Student Web Site. The Employer site is also being examined for refinement.

**2. Inform underrepresented groups of Career Management Programs**

The Career Centre usage statistics have been evaluated and under-represented groups identified. A new position of Career Management Consultant has been created and visits are being scheduled with department and faculties.

**2. Renovations**

Minor renovations were carried out in the summer to enlarge the Information Desk and remove the side counters, thereby making the Information Desk more effective. Plans are underway for summer 2002 to move the Career Resource Library to join the other direct services to students on the main floor. Career Counsellors offices will be moved to the Interview floor near the student waiting area. All renovations are intended to enhance services to students and are being funded through a grant.

**3. Ensure that each registrant and re-registrant receives a check-n once during the year.**

All students who are registered with the Career Centre have had the opportunity to meet with our front line staff to ensure that they are aware of all services and programs of relevance to them.

**4. Targeted Marketing to Potential Employers of Arts and Science Students and Graduates**

We are entering the third and final year of a special grant, which allowed a targeted marketing effort to potential employers of Arts and Science graduates. Efforts to date have been successful.

**5. Staff Training and Development**

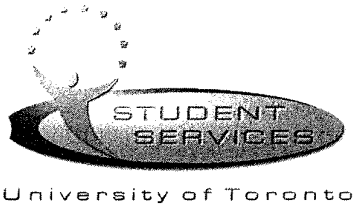
Staff training and development continues to be a high priority for the Career Centre.

### **Current Issues Facing the Career Centre**

1. Balancing the use of High Technology with the human touch in meeting the Career Development Needs of Students, Recent Graduates and Employers
2. Managing the effects of the downturn in the economy
3. Continuously exploring innovative ways of providing students with exposure to various career areas
4. Targeted marketing of Arts & Science students and recent graduates to prospective employers
5. Launching a strategic marketing initiative for all University of Toronto students and recent graduates

### **Initiatives for 2002 /2003**

- ◆ Ongoing development of Career Centre Online to most effectively meet the career development needs of students.
- ◆ Renovate the Career Centre to make it more student-friendly and to reflect the career development process.
- ◆ Continuously evaluate the new structure to ensure its effectiveness.
- ◆ Expand the targeted career management program



---

# COUNSELLING & LEARNING SKILLS SERVICE

---

## Operating Plan 2002-03

Annual Report 1999/00 - *available by calling*  
(416) 987-7970

### REVIEW OF EFFECTIVENESS OF MISSION & OUTLINE OF PROGRAMS AND SERVICES

All students at the University of Toronto who pay Student Services fees are eligible for service at the CALSS. The majority of students presenting at the CALSS are self-referred while others are referred by student services workers, faculty, and administrative personnel. Students present with a wide variety of personal problems, some of which are situational and transient in nature while others, are long standing and entrenched.

The CALSS service philosophy aims at encouraging the development of student's own resources and supporting their personal growth and intellectual development. This includes promoting a developmental and preventative model for the individual needs of students.

The Counselling and Learning Skills Service continues to fulfill its mission vigorously and effectively as evidenced by the consistently positive evaluations from the students using the Service. The latest quality assurance survey indicates that 96% of users rated the overall quality of our service very good to excellent; 96% acknowledged being helped with their issues and concerns through their contact with the CALSS staff; and 98% indicated that if they were to seek help again, they would come back to the CALSS.

The CALSS offers three integrated services: **personal counselling and psychotherapy, assault counselling and education, and learning skills counselling and education.** Change and innovation designed to maintain or improve our service to students are always undertaken within the context of these integrated functions.



### **1. Counselling/Psychotherapy:**

The primary function of the CALSS is to provide counselling/psychotherapy to students that request it. Students registered for service at the CALSS last year were **1998** (an increase of 21% over the previous year). **197** assessments and letters were written on behalf of students for academic petitions and extensions of deadlines.

### **2. Learning Skills Counselling and Education:**

Last year this program provided learning skills counselling to **395** students who are frequently in emotional and/or academic crisis. In addition, **3,489** students attended specialized lectures on various aspects of learning and learning skills, short-term summer mini-courses on academic skills improvement for students entering the U of T, and workshops for students with academic and performance anxiety. **377** students were seen in the Learning Skills Drop-In Centre operating during the academic year.

### **3. Sexual Assault Counselling and Education:**

During the previous year, **104** students sought help for problems arising from sexual and other forms of abuse. The Assault Counsellor/Educator's work included being responsive to crises, proactive in doing psycho-educational work and acting as a consultant to the university community. She also continued to coordinate the Interim Room for students needing emergency shelter to escape from abusive situations.

### **4. Professional Training:**

The CALSS offers internships and practica for advanced training in counselling and psychotherapy for graduate students in counselling psychology, social work, and other mental health professions. Interns participate in seminars, case conferences, and individual supervision with experienced counsellor/therapists. Typically, four post-graduate students are enrolled in the training program.

## **REVIEW OF 2001/02 GOALS**

The initiatives for 2001/02 were primarily directed at maintaining the CALSS's high level of responsive, caring, and effective professional counselling service to students at a time of strongly increasing demand.

1. The administrative structure of the CALSS front office was reviewed and restructured. As a result, here is a 60% client service representative and a full-time business officer who shares some of her duties to improve service to our student clientele. The B.O. also provides the professional staff with administrative support and is responsible for efficient office management.
2. The CALSS is now using its website to make available pamphlets on a broad range of topics relevant to students and the CALSS Newsletter to the university community. In addition, these were distributed electronically by using available university list-servers targeting students, faculty, and administrative staff.
3. Learning strategies appropriate to students deemed at risk (on academic probation, etc.) were developed into workshops including sessions on Dealing with Procrastination and Writing Essays Under Pressure. Additional workshops were offered for students returning to university after a hiatus and international students.



4. Training and support materials on working with Learning Disabled and ESL students were provided to Learning Skills Counsellors enabling them to work more effectively with these populations.
5. Particular attention was paid to using resources such as the University's OTS WebCT in order to make learning strategies, online workshops, etc. easily accessible to all Uof T students. Work was also done on updating and improving the Learning Skills link on the CALSS homepage (new links to online resources were added and learning skills online pamphlets were updated).

## **CATEGORIES OF USERS**

All services and programs at the CALSS are available only to students registered at the University of Toronto and paying the Student Services fee. Students using the CALSS are undergraduates (63%), in professional studies (12%), and graduate students (25%), both full-time (84%) and part-time (16%).

## **HOURS OF OPERATION**

The Counselling and Learning Skills Service continues to be open to students:

Monday	9:00 - 5:00
Tuesday	9:00 - 8:00*
Wednesday	9:00 - 5:00
Thursday	9:00 - 5:00
Friday	9:00 - 5:00

The Learning Skills Drop-In and Resource Centre has expanded (by 20%) its hours of operation:

Monday	12:00 - 5:00
Tuesday	12:00 - 8:00*
Wednesday	9:00 - 5:00
Thursday	9:00 - 5:00
Friday	Closed

\*In order to accommodate the many full and part-time students who have classes, labs or are otherwise unavailable during normal service hours, the CALSS and the LS Drop-In Centre are open Tuesdays until 8:00PM. Some groups and workshops are also scheduled outside these hours and on weekends.

## **INITIATIVES FOR 2002-2003**

The CALSS initiatives for 2002-2003 are designed to maintain the existing level of service to students in areas that had been identified as working well, while enhancing service where we could maximize our effectiveness.

The statistical descriptions of the UofT student body indicate that approximately 50% identify themselves as “visible minorities”. It is important that the CALSS be seen as open and inviting by all segments of the student body that may need counselling or psychotherapy.

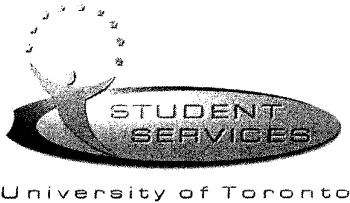
- 1. To assess this, students registered with the CALSS will be surveyed to find what proportion identify themselves as visible minorities; how this group rates its experience at the CALSS; and if visible minority groups are under-represented as users of CALSS.**
- 2. If visible minority groups are identified as under-represented then the CALSS will consult with student groups, other experts in this area and develop appropriate outreach programs.**

The **Learning Skills Program** has had to create ways to serve a substantially increased number of students while working within the constraints of a limited annual budget. Part of the response for the next year, is to strategically target students known to need learning skills support and find cost-effective means to enhance the delivery of learning skills.

- 3. To work cooperatively with other Student Services (First Nations House, Family Care Office, International Student Centre, and Accessibility Services.) to develop and deliver learning skills to students identified as needing assistance.**
- 4. To enhance the current delivery of learning skills and strategies to students via the internet (the CALSS website gets approximately 2,000 hits per week and the LS section is the most popular with visitors) by developing an interactive LS website and a LS ‘Kit’ enabling students to acquire learning skills at their convenience.**
- 5. To assist students in establishing study groups by offering meeting space within the Learning Skills Drop-In Centre and by providing LS Counsellors to facilitate these sessions as needed.**

The **Assault Counselling and Education Program** provides crisis and short-term individual and group counselling for students who have been assaulted or are in abusive relationships. This includes physical, sexual, and emotional abuse. Often these students need additional assistance from community agencies.

- 6. To provide students with information and referrals to extramural community agencies such as those dealing with the criminal justice system, the criminal injuries compensation board, family law issues, as well as agencies working directly with children.**
- 7. To organize and train students to provide a peer court support service. Their role will be to accompany and provide support to students having to go to court as a result of an assault.**



## **2002 - 2003 OPERATING PLAN FAMILY CARE OFFICE**

**ANNUAL REPORT and MISSION Statement  
available by calling 416-978-0951**

### **REVIEW OF EFFECTIVENESS OF MISSION AND OUTLINE OF PROGRAMS & SERVICES**

The Family Care Office is funded jointly by students (through the Student Services Fee) and by the University's operating budget (through the Office of the Vice President and Provost and the Office of the Vice President Administration and Human Resources). On an ongoing basis, the Family Care Office reviews existing university policy, procedures and publications for their impact on students with family responsibilities and makes recommendations to deans, registrars and other administrators. The Office advocates on behalf of student families with government and community agencies, University departments and student groups. The staff consults regularly with student governments and student organizations to ensure that the office is meeting students' needs and that a high quality of service is being maintained.

The Family Care Office is comprised of a director, an office manager, and a resource and program consultant and temporary staff who provide expertise for specific projects. The Family Care Resource Centre contains practical material on topics ranging from pregnancy and infant care to lesbian and gay parenting issues, bereavement and caring for elderly family members. The services provided by the Office include information, referral and counselling; educational programming and training; and policy development and consultation. The Office provides several unique work/study, practicum and volunteer opportunities for students interested in undertaking research or career-related projects in family care or community services.

Although it is impossible to conduct an exact count of the number of student parents at the University of Toronto, the Family Care Office and the Student Affairs Office estimate that approximately five thousand students bear responsibility for children or other family members. Contrary to the popular misconception that only graduate or part-time students are likely to have children, a large proportion of students with family



responsibilities are full-time undergraduates. Many students provide care or supervision for siblings, parents, grandparents or other family members.

From May 1, 2000 to April 30, 2001, the Family Care Office handled 1258 cases: 442 students (44 part-time undergraduates, 190 full-time undergraduates and 208 graduate students), 46 post-doctoral fellows, 629 employees (287 staff and 342 faculty members) and 141 others, including University departments, visiting faculty, journalists, other institutions, alumni and members of the community. Hundreds more attended group presentations, panel discussions and displays in which the Office took part. Over 600 people attended the workshops sponsored or cosponsored by the Office. It should be noted that case load is not the only indicator of the impact of the Family Care Office's activities. In terms of service to students, the impact of the education and training programs and of the website is as significant as that of individual casework.

### **REVIEW OF 2001/2002 GOALS**

The Family Care Office and the Student Family Housing Office work together to ensure that student families are well served and that their needs are expressed to the senior administration of the University. This year, the Family Care Office contributed regularly to the Family Housing newsletter. Three workshops were conducted by Family Care Office staff in Student Family Housing: A Parent's Guide to the Internet, Choosing Child Care and Family Cooking on a Budget. Staff also collaborated on a health fair at Student Family Housing.

The Family Care Office worked closely with the Office of Student Affairs and the Student Family Housing Office on several new childcare initiatives and on long-term childcare planning. The Family Care Office provided support to the campus childcare centres, as requested, and produced an updated childcare brochure to market the centres to the University population. Childcare workshops and individual consultations with Family Care staff helped students to choose the type of care that was most appropriate for their families. We have continued to work closely with the Office of Admissions and Awards and some of the colleges to find ways of providing student parents with much-needed funding. The Office played a key role in the administration of the SAC Dollars for Daycare program.

In 2001/2002, as per our three year plan, the Office expanded the resources available through the Family Care Resource Centre and through our website. Web features on topics of interest to students with family responsibilities were developed, including our first interactive virtual workshop. A new version of the website will be available in mid-2002.

The Family Care Office continued its collaboration with the Community Health Coordinator on an initiative designed to offer more effective support to pregnant students. This fall, materials were distributed for the first time through the Residence Don Training Program. Early awareness of the services offered by the Family Care

Office and the Health Services has helped pregnant students to build networks of financial and personal support that will enable them to continue their studies.

In September 2001, the Family Care Office hosted a well-attended open house for student families. Books collected in last year's book drive were distributed to children and parents. Additional books were donated to the Student Family Drop-In Centre.

The Family Care Office worked with the Athletic Centre on initiatives designed to improve access and services for students with families, including camp staff training, policy consultations and two family outreach events scheduled for January and February 2002.

The Fathers' Discussion and Support Group conducted by the Family Care Office enjoyed a very successful year. The format was expanded to include parenting videos, guest speakers and joint programming with other groups.

The Family Care Office is one of the collaborators on the development of the Family Interim Room. In an effort to ensure that the various needs of families in crisis could be met, we were involved in reviewing the intake protocol, as well as in assisting with the compilation of campus and community resources necessary for families making use of the Interim Room.

The Family Care Office was supportive of Hart House's Community Kitchen endeavors and helped to promote the sessions to student families. The Father's Group will be collaborating with the Community Kitchen on a joint session in the spring.

Throughout its history, the Family Care Office has offered workshops and resources of specific interest to lesbian, gay and bisexual members of the University community, as well as incorporating relevant content into our other workshops. This spring, we will be cosponsoring a workshop with the Office of Lesbian, Gay, Bisexual, Transgendered and Queer Issues and Programs entitled Who Says Gay Men Can't Have Children: A Workshop for Gay Men Thinking About Becoming Fathers.

Student parent groups, student services and student governments have cosponsored or provided suggestions for the content of many of our sessions. In January, the Graduate Students' Union, the Family Care Office, the Status of Women Office and other University departments will be cosponsoring the fourth annual seminar for women graduate students considering academic careers. Financial Survival for Student Families will be offered in early 2002, along with new parenting workshops, including one on building self-esteem in children. In collaboration with the Student Crisis Response Coordinator, our program for front-line staff on resources for students in need or in crisis was offered in a new format in the fall of 2001.

The Family Care Office has continued to monitor the policies of the Toronto District School Board with respect to the children of international students. We have advocated on behalf of these students to ensure that foreign student fees were not charged.

The Family Care Office is continuing to expand outreach and advocacy efforts through staff training, presentations and meetings with student governments and organizations and individual academic and departmental administrators. An interesting benefit of the Family Care Office's mandate to provide service to faculty members is that many students now receive referrals to the Office from faculty.

## **CATEGORIES OF USERS**

Most student concerns centered on issues such as child care (availability, access, subsidies and quality), children's programs and schools, family financial planning, parenting, legal assistance, emergency housing, prenatal health, maternity leave and providing care for other family members. Other cases involved referrals for counselling for family members and a general introduction to services in Toronto. Emphasis was placed on providing options that were sensitive to the diverse backgrounds of students and their families.

Some examples of cases were:

A prospective graduate student concerned about balancing studies, work and family was connected with graduate student parents currently enrolled in the program to share experiences and advice.

A pregnant graduate student consulted with the Office concerning the impact of her leave on funding from a government granting council.

An international student who is a single parent with joint custody needed assistance with arranging emergency financial support in order to bring her children to Canada.

A part-time undergraduate student required help in finding resources to assist with care giving responsibilities for an aging parent.

The partner of a full-time undergraduate student was in crisis and needed a referral to a counselor outside of the University.

An international student needed advice on enrolling her daughter in public school and obtaining a fee waiver for public school visa student fees.

An undergraduate student separating from her partner received assistance in locating legal advice and applying for legal aid.

A single parent contacted the Office when her childcare arrangement fell through on the day of her final examination. The Office connected her with a respite care provider and financial support from her department.

A student living in an abusive relationship was assisted with housing and financial resources as well as obtaining deferrals for assignments and examinations due to the crisis.

## **HOURS OF OPERATION**

As is the case for comparable information and referral services, the Family Care Office delivers much of its direct service via telephone. Email is a significant avenue of communication but many clients are better served through telephone contact because it is more highly interactive. Calls are returned outside of normal business hours if requested. This enables users to receive assistance at a time and place that is convenient for them. Calls are normally returned within 24 - 48 hours, depending on the volume of cases and the expertise required. The staff also meet with students in person, if that is the option that the student prefers.

Currently, the Family Care Resource Centre is open Monday to Friday 9 am - 5 pm and Tuesday evening from 5 pm - 7 pm.

## **INITIATIVES FOR 2002/2003**

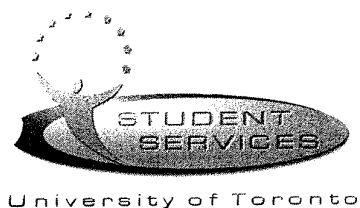
In 2002/2003, the Family Care Office will launch a babysitting registry. This service will bring together students willing to offer short-term informal childcare with student parents and other members of the University community who might require such care.

In keeping with our three-year plan, the Family Care Office will introduce a lunch hour video series on topics of interest to those students who are trying to balance family responsibilities with their studies. The purchase of TV/video equipment will enable students to view videos, in our Resource Centre, at times appropriate to their schedules.

To provide another means of evaluating and enhancing our services to students, the Family Care Office will conduct focus groups of student parents.

The Family Care Office will continue its review of University policies and practices around maternity, parental and other forms of dependent care leave for students and promote best practices for meeting the needs of students with dependent care responsibilities.

The Family Care Office currently receives \$6,000 per year from the Student Services Fee for non-salary operating expenses. This has remained constant for several years. We have funded new initiatives through carry-forward money. We would like to request an increase to \$8,000 in 2002/2003 in recognition of increased costs, purchase of audio-visual equipment to be used in programming and some assistance with website design.



## **2002-2003 OPERATING PLANS FIRST NATIONS HOUSE**

### **Review of Effectiveness of Mission Statement and Outline of Programs and Services**

Housed at the Office of Aboriginal Student Services and Programs, First Nations House is mandated to create a cultural "comfort zone" and a welcoming space that is representative of the diverse Native communities across Canada, to help retain and graduate Aboriginal students at the University of Toronto. On an ongoing basis First Nations House strives to recruit Aboriginal students, assist potential students through the application process, and provide counselling and support once in the University through a variety of academic and cultural services. Specializing in Aboriginal student services, the office also advises on the design of academic programs, research initiatives in all disciplines, and takes a leadership role in furthering a positive and productive relationship between the University of Toronto and the Aboriginal community. To facilitate a culturally and academically supportive environment, the Coordinator acts as an advocate on behalf of both Native and non-Native students with University faculties and departments, community agencies, government departments, and other student groups to help promote cooperation between the Native and non-Native student body.

In addition to the Coordinator, the office includes counsellors who specialize in the following areas: academic/financial aid, cultural/community events, recruitment, and Elders who provide traditional/cultural support. Two Elders are available to all U of T students and offer services in the areas of personal counselling, community referrals, consultation, and lectures. First Nations House also provides space for the Native Students Association and houses a library/resource centre containing Aboriginal specific resources, government documents and other materials on Aboriginal issues in areas such as education, health, self-government, treaty rights, and Aboriginal identification. The office provides a number of work/study positions and volunteer opportunities. Volunteer positions are available for Native and non-Native students interested in community involvement or career opportunities with Aboriginal communities and include positions such as tutors, library assistant and mentors. Although the reliance on self identification to track Aboriginal students makes it difficult to conduct an exact count of Native





students in attendance at the University, we know of 367 Aboriginal students who have self identified and believe there are at an additional 200 Status, non-Status, and Metis students at the University. Both graduate studies and the professional programs have witnessed an increase in the number of Native students over the past year. To date, we are aware of 52 Native students in the professional programs and 43 graduate students. Recruitment efforts are an ongoing concern of First Nations House. The House has established a Recruitment Office through private funding and will continue to work with the U of T and Aboriginal communities with the goal of significantly increasing new admissions of Native students.

Since the inception of First Nations House our services and programs have included: socials and teaching circles sponsored by the Native Students Association; Aboriginal Awareness Week; a forum for Native speakers and traditional teachers, provision of space for Aboriginal Studies Program courses; and space for community events. The tutors at FNH assist Aboriginal and non-Aboriginal students with academic and personal issues and research projects, provide academic skills workshops, and organize conferences and social events. The Native Students Association continues to be active in bringing traditional teachers to hold workshops on culture and traditional ceremonies. These sessions help the students gain a foundation in Aboriginal knowledge and history that is so essential in identity development and strengthening of culture.

### **CURRENT USAGE BY STUDENTS**

First Nations House is used on a regular basis by approximately 160 students each week. Approximately 20% of those coming to FNH on a regular basis are non-Native students who visit the House to use the library, consult with the Elders, tutors or the Counsellors. The majority of students using the library/ resource centre are from the Faculty of Arts and Science, in the Humanities or Social Sciences. Students in the sciences and professional programs access the Financial Aid Counsellor on a regular basis and participate in Native Students Association events hosted by FNH.

**Classroom Use:** The lounge and seminar rooms are used on a regular basis for courses in the Aboriginal Studies program. These courses bring in approximately 65 students per week to FNH.

**Community Use:** Part of the FNH mandate is to reach out to the Native community. The lounge is booked approximately four times a month for use by an Aboriginal group for workshops and discussion sessions.

## **REVIEW OF 2001-2002 GOALS**

### **1. First Nations House will continue to seek contributions to the Aboriginal Education Fund in conjunction with the Development Office:**

This past year the Coordinator of FNH has met twice each month with a committee of various faculty and departmental representatives from the development office (such as medicine, law, information science etc.) to develop fund raising strategies and proposals for potential donors. The committee was successful in raising three endowed scholarships this past year: the *June Callwood Programme in Aboriginal Law*, for Native Law students, the *Information Studies Aboriginal Scholarship*, and the *Beland Honderich Awards for Aboriginal Students*. These incentive scholarships will assist First Nations House in efforts to recruit competitive Native students at the high school, undergraduate and graduate levels and to retain them throughout their academic careers at the University. We will continue to seek donations to support the Aboriginal Education Fund.

### **2. Develop and implement an Aboriginal access program for Management at Scarborough Campus and the Rotman School of Management:**

The Coordinator of FNH has consulted this year with Native counsellors and instructors from Laurentian, Nippissing and Lakehead University regarding their access programs; and with Aboriginal counsellors at Ontario Colleges with large concentrations of Native students. Both Mohawk College and the Polytechnic Institute at Six Nations have expressed interest in collaborating with First Nations House on the access program. Our office will continue to pursue development of a program with Scarborough Campus and the Rotman School of Management by informing both about community interest in such a program.

### **3. Secure ongoing funding sources for the First Nations House Library/Resource Centre for a full-time librarian:**

The Coordinator and FNH Recruitment Counsellor have established contact with the Dean of Information Science to explore volunteer library positions at FNH for graduate students interested in working within Aboriginal communities. A scholarship has also been secured through the development office to encourage Aboriginal students to pursue library science. Through this connection, First Nations House will strengthen the relationship with the Faculty in the areas of recruitment and potential practicum students. The office will seek volunteer graduate students to assist with the library and continue efforts through the development office to secure funding for a full-time librarian.

### **4. Continue to work with the Aboriginal Studies Committee to develop the Aboriginal Studies Program:**

Through the efforts of the English Department and the Coordinators of Aboriginal Studies and FNH Professor Simon Ortiz, a highly respected Aboriginal Scholar, has been

-4-

co-appointed to the English Department and Aboriginal Studies. In consultation with the FNH Coordinator, Professor Ortiz has contributed to the initiation of an Indigenous Speakers Series designed to profile Aboriginal scholars in the Americas to the U of T academic community. Through the series we hope to highlight the Aboriginal Studies Program throughout the Native academic community in the Americas and attract Native scholars to potential teaching positions.

**5. Develop work with the Chiefs of Ontario and other Native organizations to create a resource list of potential speakers and traditional teachers available for U of T students and faculty interested in Aboriginal guest speakers:**

A relationship with the Chiefs of Ontario office was established this year through FNH when a representative from the Chiefs agreed to speak at First Nations House about current political issues affecting the community and Canadian society. Aboriginal Counsellors from the Ontario Native Education Counselling Association have also been contacted regarding potential speakers during Aboriginal Awareness Week and upcoming events. The FNH Elder, Lillian McGregor, has also initiated a visiting Elders program at FNH through the Elders programs at the Native Canadian Center of Toronto, Anishnabwe Health, and the Department of Indian Affairs. We now have a greater pool of contacts to draw from for events at the University. Aboriginal speakers and traditional teachers are helping students address questions of identity and cultural values.

**6. Continue to seek funds from student services fee for full-time appointment of the Financial Aid Counsellor.**

Admissions and Awards provided 50% of the Counsellors salary and the additional amount has been secured through base budget funding.

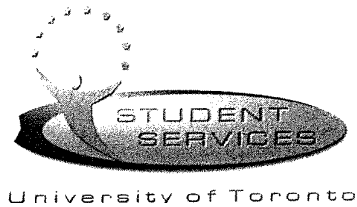
### **HOURS OF OPERATION**

First Nations House provides access for students seven days a week throughout the year. The Native Students Association is housed on the 4<sup>th</sup> floor of the House and has access to First Nations House for use of computers and study areas 24 hours, seven days per week. Tutors provide services outside of the regular office hours by appointment, email or telephone. Calls are returned within 24 hours.

Regular office hours are 8:45 a.m. to 5:00 p.m. weekdays. Counsellors are available after hours by appointment.

### **INITIATIVES FOR 2002-2003**

1. First Nations House will continue to seek contributions to the Aboriginal Education Fund in conjunction with the Development Office to augment existing scholarships and bursaries.
2. In coordination with the Family Care office, First Nations House will address the need for intergenerational contact through the establishment of intergenerational child care for Aboriginal student families.
3. In conjunction with the Native Students Association FNH will further develop the visiting Elders program to provide workshops on First Nations culture, language and tradition on a regular basis. The contacts will be directed toward incorporating a mini Elders conference at the University of Toronto.
4. Collaborative programming with targeted Ontario Colleges, such as Mohawk College where there are large numbers of Aboriginal students, will be pursued to coordinate recruitment efforts and access programs, such as in Management.
5. The office will continue to expand resources for the FNH library through the acquisition of resource materials, connection to Robarts library, and funding for a full-time librarian.
6. Continue to work with the Aboriginal Studies Program Coordinator in the development of an appropriate and culturally sensitive ABS Program.
7. The Counsellors will develop outreach strategies with the appropriate U of T departments and programs to raise awareness of and sensitivity to Aboriginal student needs and issues. Links will also be formed with appropriate offices on all three campuses to ensure that Aboriginal students have access to First Nations House services.



# HEALTH SERVICES

## 2002-2003 OPERATING PLAN

### MISSION STATEMENT

The Health Service's purpose is to provide primary health care to students of the University of Toronto and their partners, to improve their wellbeing and to promote healthy lifestyles.

### PHILOSOPHY OF HEALTH CARE

Our philosophy of health care assumes the patient is autonomous and the professional is a therapeutic partner. Minimal intervention with drugs and non-invasive techniques are preferred. We treat symptoms but also search for patterns and causes of disease. We consider the influence of factors such as proper diet, rest, exercise and immunization as well as the patient's relationships and their goals for body-mind-spirit. For this reason we adopt interactive and proactive health strategies such as dialogue with colleagues, research and vigorous health promotion, including the training of students for peer health promotion.

### ACCESSIBILITY

The Health Service is open on Tuesday and Wednesday from 9:00 a.m. - 7:00 p.m. and on Monday, Thursday and Friday from 9:00 a.m. – 5:00 p.m. Same day drop in service is available. Our web page and email address promote awareness. After office hours, a recorded message directs patients to a hospital emergency room, an evening walk-in clinic or a house call service (the latter may involve a charge to the student).



## REVIEW OF OUR EXPERIENCE IN 2001-2002

### Current Usage

Our recent Annual Report catalogues our key statistics: 30,000 visits to doctors (an increase of 2000 over last year), nursing services such as immunization, counselling and telephone advice re: referrals, prescriptions; dispensing 17,400 packages of birth control pills (increase of 1000). During the fall of 2001 we organized 14 flu clinics on site, serving 1,433 patients. We continue to operate as a Yellow Fever Centre and to provide travel advice to students (1932 travel injections were administered). Our travel medicine charges are competitive. On November 15<sup>th</sup>, 2001 the Health Service collaborated with the VACESS Corporation to offer meningococcal vaccination to first year students at U of T. Approximated 800 students were vaccinated. Dozens more have come to the Health Service seeking to be vaccinated.

We offer a bimonthly colposcopy clinic to investigate abnormal Pap tests. 67 patients were seen at the Colposcopy Clinic for initial assessments and then followed up at 3,4 or 6 month intervals.

We continue to monitor and follow patients with irregular pap tests and positive TB tests with computerized databases.

The following contraceptive products are for sale at our cashier window at cost. Alesse, Brevicon, Cyclen, Demulen, Marvelon, Ortho, Select, Synphasic, TriCyclen, Triphasil and Triquilar. Emergency Contraceptives available are Ovral and Plan B. We also stock Vaginal Contraceptive Film, Depo Provera and Diane 35. Condoms and female condoms are available free of charge.

### Current Staffing

There are 24 physicians on staff, with five or six physicians in the clinic daily seeing patients during the academic year. At least one is available to see students dropping in without an appointment.

Nursing and clerical staff of the Health Service chose to be represented by the Steelworkers Local 1998 effective Jan. 25, 2000. This required some extra training costs and administrative work.

### Physical Space

We are continuing to upgrade our physical space. This year the focus was on painting the offices and replacing old office equipment.

The peer counselling program (S.H.O.P.) has relocated to 21 Sussex Ave., a building that houses many student clubs and groups.

We continue to work with the builders of the new Bahen Centre for Information Technology, which abuts our north medical offices and has temporarily redirected our deliveries. Privacy window coverings are being investigated for our north facing offices.

## Patient Feedback

600 students responded to questionnaires handed out to patients attending our clinic in 2001. Their feedback is summarized in an accompanying report.

## Health Promotion

Our Health Promotion unit, through its Nurse and S.H.O.P. (peer) counsellors led workshops and mounted displays. The annual health fair was held in Sidney Smith Hall with 17 exhibits. Awareness weeks are mounted during the academic year.

The Community Health Coordinator facilitated the Health Service's collaboration with the Family Care Office, the Psychiatric Department and the International Student Centre to address the needs of special groups of students. The Coordinator moved on in September and we are currently searching for a new person for a similar role but with a modified job description.

Dr. Taman regularly meets with the Health Service Advisory Committee

Leave the Pack Behind, a peer program initiated by a group of Ontario College and University Health Services, has been established and the clinical process has begun.

## **PLANS FOR 2002-2003**

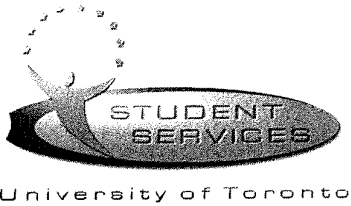
We are continuing to investigate the availability of more space as we have outgrown our current footage. We may explore an option of dual use of the seminar room to expand our waiting room space.

We will continue to investigate electronic medical record systems for the future especially in the light of the requirements of Primary Health Care Reform.

We anticipate that the arrival of younger students, in the double cohort, will make new demands on our service. Health education and the advocacy of healthy lifestyle practices will be even more important.

We will be seeking to hire a new Community Health Coordinator to continue our initiatives in community health.

Our Annual Report for 2001-2002 is available by calling (416) 978-8034.



## 2002-2003 OPERATING PLANS International Student Centre

### Review of Effectiveness of Mission & Outline of Programs and Services

*Annual Report and Mission Statement available by calling 416-978-5646*

The International Student Centre promotes and supports international education and offers services, programs, and facilities for international students, students with international and/or intercultural interests, and students looking for education/work abroad opportunities. The ISC also provides valuable meeting and office space to student groups. The Vegetarium at ISC provides a unique food service to meet diverse dietary needs on campus.

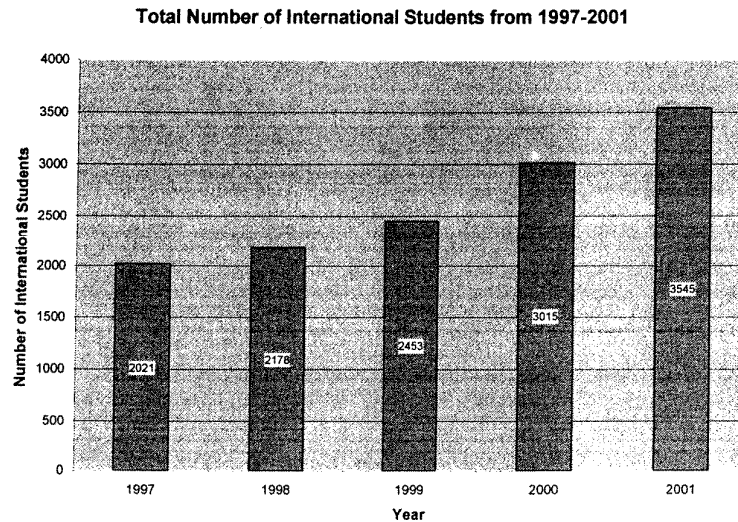
As of November 2001, preliminary figures show that there are 3545 international students from 130 countries enrolled at U of T, compared to 3,015 students in 2000-01. This is an 18% increase from last year. International students make up 6.0% of the total student population, up from 5.4% the previous year. Below is a list of the 10 countries with the most international students. (Last year's numbers are in brackets.)

USA	520 (494)
China (Mainland)	486 (340)
South Korea	299 (239)
United Kingdom	176 (149)
India	140 (125)
Japan	108 (88)
Taiwan	104 (85)
Pakistan	100 (75)
Hong Kong (China)	95 (87)
Singapore	76 (70)





Over the last 5 years there has been a 75% increase in the total number of international students attending the University of Toronto.



## Services

### Providing Information

One of the primary functions of the Centre is to provide accurate and complete information (to both Canadian and international students) in order to prevent and resolve problems. Providing information begins when prospective international students express interest in attending U of T. Individual contacts, workshops, publications, the ISC web site and listserv, orientation and reception programs all contribute to this. ISC information booklets are sent to all international students who are offered admission. The ISC website continues to be a very valuable source of information for prospective and admitted students. In September 2001, staff and volunteers at the ISC Reception Service helped 630 new students from 89 countries which is an increase of 17.3% from last year. The ISC Reception Service included 16 different events and activities attended by 774 new and returning international students.

### UHIP

The University Health Insurance Plan is a compulsory health insurance plan for all international students, exchange students, new landed immigrants and returning Canadian students who are not covered by OHIP. During the orientation period, ISC offered three sessions to help new international students understand how to access the health care system in Ontario. These sessions were well received and attended by approximately 145 students. ISC not only provides UHIP service to students and dependants, but also plays a leadership role in staff training, distributing education materials and trouble shooting among different departments related to UHIP administration on campus.

### Cross-cultural Counselling

The cross-cultural counselling program is a campus-wide service and serves international students, Canadian citizens and permanent residents. In 2001, the counsellor took a leading role in providing drop-in and counselling support to students affected by the events of September 11<sup>th</sup>. In 2000-01, 83 workshops and groups sessions were offered and 735 students and family members used the ISC counselling service. The counsellor also served on five campus-wide committees: Food Bank Steering Committee, Sexual Assault Support Group, Interim Refugee Room Project, Crisis Response Committee, and the Working Group for Women from Under-represented & Marginalized Groups.

### **English Conversation Classes**

The ISC English Conversation Program's (ECP) inaugural year was a success. The ECP program satisfied ISC's objective to assist international students with cross-cultural communication skills. The total participation was 215 students for a Fall, Winter and Summer session. A total of 27 classes were held and each had duration of 10 weeks. Voluntary course evaluations received were very positive and the majority of evaluations ranked course satisfaction as "very high". These classes are open to all students and their spouses, as well as to Post Doctoral Fellows and Visiting Scholars who buy an ISC membership.

### **Work/Study Abroad**

The Work/Study Abroad Resource Centre provides students information on working, studying and travelling abroad through library materials, workshops, information fairs and tip sheets. It has been a good year for the Work and Study Abroad component of the ISC's services. The new outreach display booth was set up weekly at Sidney Smith and many students received advice and information. In addition to the better display, the web site for the Work and Study Abroad library was updated and re-designed. As a result, ISC has had strong attendance for our events and workshops, and over 500 students have used the library. The goglobal listserv increased by 23%, and more students, staff and faculty have begun to recognize ISC's expertise in the field of international education.

### **US Visa**

ISC offers assistance to U of T students wishing to apply for US Visitor visas. This has been a popular service that provides much needed convenience to students. Instead of waiting in a long line-up at the US Consulate, full-time students and their dependants can submit their application through ISC. In the past years, ISC has developed an excellent working relationship with staff at the US Consulate and over 170 students and dependants have used the service.

## **Programs**

### **Events**

ISC offers a wide range of cultural and social activities for international students that contribute to the internationalization of the campus by celebrating the diversity of the community. Social and cultural programs offered by the Centre are designed to a) introduce new students to Canada (geography, culture, and customs) and/or b) facilitate interaction amongst individuals and groups. All students, international and Canadian, are welcome to participate. The events included orientation activities, Cultural Exchanges (which saw a 50% increase in attendance), a Coffee House, International Day and Holydays in cooperation with student organizations. Day trips included visits to Sainte Marie Among the Hurons and Ouendat Village, Niagara Falls, Stratford Festival, Toronto Blue Jays and Toronto Raptors games. Theatre visits included the ballet – The Nutcracker, and the musical – Mamma Mia. Longer trips included the Orillia Rotary weekend, and canoeing in Mississippi Valley, ON. All of our trips sold out and whenever possible we bought additional tickets.

### **Buddy Program**

Coming to a new country and a new education system without knowing many people may be overwhelming. The Buddy Program offers students an opportunity to link up with a current U of T student who can answer their questions and help them adjust to the new environment. This program not

only assists international students, but also provides an excellent opportunity for domestic students to develop cross-cultural skills. The Buddy Program for 2000-01 made 82 matches between new international students and current U of T students for a total of 164 participants. In addition, to the volunteers we also recruited for 7 Buddy Group Leaders. These student leaders were responsible for 10-12 buddy pairs for the year, and organized group social activities. The result was a much more cohesive and better-informed group of students, both volunteers and international students.

### **Letter-Link**

The Letter-Link Program matches newly admitted students with Canadian students and other international students from their home country. In the past year, 78 students have registered with the Letter-Link Program and most of them share information through e-mail.

## **Facilities**

ISC has 10 meeting rooms (approximately 10,000 square feet) that offer a relaxed and informal atmosphere to students and other users. Students and recognised campus groups can use many facilities at ISC such as the ping-pong tables, microwave oven, piano, TV and VCR, overhead projector, kitchen and mailbox. A wheelchair ramp is connected with ISC and a wheelchair accessible washroom is located on the main floor. All meeting rooms on the main floor are wheelchair accessible. There is no central air-conditioning in the building.

The wiring in the building is very old, and so it cannot carry a heavy current load such as experienced when using a coffee urn and overhead projector at same time. The wires are not insulated and run across exposed, dry wood so that if they overheat, fire is a distinct possibility. ISC must be vigilant of all power usage in the building.

As a stand-alone building opened to late hours, ISC had suffered repeated burglaries in the past few years. In September 1998, ISC installed an alarm system that has successfully prevented burglars from stealing any valuables after they have broken into the ISC building. To increase the safety for staff and students, a safety audit was performed in the fall 2000 with the Community Safety Officer at U of T. Several safety initiatives such as installing safety mirrors were completed.

## **Hours of Operation**

The Centre is open seven days a week during the academic year (six during the summer). Office hours are 9 a.m. to 5 p.m. but the house is open daily until 10 p.m. and on weekends from 2 p.m. to 10 p.m.

## **Categories of Users**

All registered students are automatically entitled to use ISC. The majority of users, both individual students and student groups, are Canadian citizens or landed immigrants, despite the mistaken perception that it is more a place for international students. However, the nature of the centre attracts users and activities with a multicultural or international focus. For example, ISC currently accommodates nine student group offices and each of them represents a cultural or ethnic group. For students on the

Mississauga and Scarborough campuses, our listserv and website have enabled staff to keep these students informed and updated.

ISC is one of the few facilities on campus that opens seven days a week and offers late evening hours. In 2001, ISC received an average of 585 visits per day and approximately 80 student groups held over 2,000 events (over 31,000 persons) at the Centre. Casual users visit the Centre daily to have lunch, study, attend prayers, meet friends, play table tennis, etc. Since the popular Vegetarium opened in mid-September, 1999, the daily traffic at ISC has increased, and many staff members and students who did not normally come to the ISC have now become regular visitors over lunch hours.

ISC services, programs and facilities have continued to be in demand by international visitors who are not students (post-doctoral fellows, visiting scholars, etc.) because of the absence of corresponding services elsewhere on-campus. An optional membership program was developed and made available for an annual fee of \$30. This entitles members to all of the normal services and programs except counselling. They are admitted to the English Conversation Program for an additional fee. In 2000-2001, there were 10 non-student members and ISC has helped a much larger number of post-doctoral fellows and visiting scholars with general questions.

## **Review of 2001/2002 Goals**

- 1. International student population at U of T has experienced over 30% increase in the past two years. Carefully evaluate the impact of the significant increase on resources and ensure ISC programs and services are of excellent quality and are adequate to meet students needs.**

With the increase in the international student population, we have re-evaluated how some programs are offered. For example we are now offering group orientations for our US Visa Service and have posted office hours. For services such as UHIP that have extremely busy periods at peak service times, we shifted hiring to two part time assistants to ensure better coverage. As many trips and events have sold out early, whenever possible we are ordering more tickets and organizing additional trips. Finally, we have initiated a student volunteer reception service between 12noon-2pm to help during our busy lunch hours with general inquiries.

- 2. Maintain optimum balance between regular office hour services and after hour programs at ISC by improving allocation of flexible staff working hours and overtime work.**

This fall we have developed a more consistent system for staff to record overtime and flexible hours. Staff have also been encouraged to use their "flex hours" as soon as possible following an after hour event.

- 3. Complete two facility improvement projects: (1) install dry wall, new flooring and computer drops in student office spaces; (2) upgrade existing 100amp/120/20s volt main service to 200amp/120/20s volt as "the existing electrical service is loaded to almost full capacity".**

Once quotes were received for the student office spaces, it became apparent the ISC could not afford to implement all of the improvements. As a result, one office received new dry wall, paint and ceiling tiles, and the other was re-painted and received new carpet. The student groups were pleased with the improvements.

ISC received a quote for the upgrade to the electrical service, and it was prohibitive. ISC keeps a vigilant eye on all uses of power to ensure we do not exceed capacity. It is an ongoing concern, as this fall due to a blown fuse, two computer monitors were damaged and had to be replaced.

- 4. Continue outreach efforts to U of T retired professors and recruit more volunteer facilitators from this community for ISC English Conversation Program.**

Recruitment efforts were made to retired professors through the Retired Faculty Association, but in the end this did not prove to be fruitful. Efforts were later concentrated on graduate students from OISE. These students proved to be more dedicated and brought a high quality of teaching experience.

- 5. Establish a year-long volunteer program to provide extensive training and more work opportunities at ISC for a group of core student volunteers.**

This program was initiated after the Reception Period and we used the Work/Study Program to hire a Volunteer Coordinator to organize the program. We have recruited international and Canadian students to staff a desk in the front foyer from 12noon-2pm. This program has provided these students with volunteer experience and assisted with our heavier student traffic flow over the lunch period.

**6. Computerise ISC room booking system for better service to recognised campus student groups and better record keeping.**

A simplified computerized room-booking system has been developed for ISC. It will provide for better record keeping, and will hopefully be the first step for an on-line system in future.

**7. Maintain high standards of safety and security for ISC users and staff members through on-going education and training, working close with campus police and improving facilities.**

To increase the safety for staff and students a safety audit was performed in the fall 2000 with the Community Safety Officer at U of T. The results of the audit were as follows: safety mirrors were installed throughout the building; a portable phone was purchased for the Student Assistants who work in the building in the evening; and arrangements were made with Facilities and Services for Caretaking to start cleaning the building at 9:30 p.m. so that during the week the Student Assistant is not alone when closing the building. For those Student Assistants working on the weekends, at closing time they were encouraged to call Campus Walksafe during the academic year or Campus Police if the Walksafe program was not operating. The ISC also posted room regulations in each room to increase safety awareness for all student users, and student groups were encouraged to check in and out with the student assistant on duty. Finally, the alarm system was re-programmed so that the side door entrances of the ISC could not be opened in the evenings.

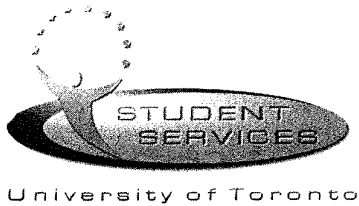
## **Initiatives for 2002-03**

- Over the past five years, the number of international students attending U of T has increased significantly returning us to the level of attendance of the early 1990's. However, over these years we have increased our programming and outreach to students so that the number of students making use of our services has reached the capacity of our staffing level. As a result, we have been heavily relying on volunteer assistance in such areas as Reception Services, Buddy Program, ECP Program and Income Tax assistance. These volunteers have made ISC a better service as we receive direct student input in the delivery of our programs, but ISC is conscious that these volunteers need more attention. To be effective, volunteers need ongoing training and guidance. With the numbers of volunteers (over 140) we use, it is becoming apparent that we need a staff member responsible for the overall coordination of the volunteers, which would include recruiting, selection, training, and supervision.

With the increased numbers of students, we are also finding more social and cultural programming is required. In addition, if we are aiming to have more student-directed programming, this still necessitates having a staff member providing guidance and assistance to the students' efforts.

The hiring of a Volunteer Co-ordinator who also assists with programming would greatly enhance the work of ISC. With a stronger, central coordination of volunteers we would also ensure these University of Toronto volunteers are receiving excellent training to assist with our service delivery as they develop skills that they will be able to use in future work.

- Build partnerships with other U of T offices working with international students concerns, outside of academic issues, to ensure the students are receiving optimum service from the point of admissions until graduation.
- Track the use of all of the different ISC services and programs by UTM and UTSC students so that we have a more accurate reflection of the usage of our services by the students at these two campuses.
- Increase outreach to faculty and departments so that a better understanding of ISC's services and international students' concerns is acquired.
- To enhance our services and program and to cultivate a strong community environment:
  - Increase the use of international students and domestic students in organizing ISC activities and events so that more of our programming is student-directed
  - Promote and expand ISC's English conversation and cross-cultural training program.
  - Continue to expand the Work and Study Abroad's library collection to include materials on women's issues, sexual orientation, and disability issues.
  - Design a web friendly template for the ISC newsletter to provide an alternative to the hard copy newsletter sent through the mail. Investigate if a web-based newsletter is a preference for students.
- As the Cumberland House is an old building, maintaining the facilities is a challenge each year. The electrical wiring of the building still needs to be monitored and the galvanised steel water pipes for the building must be replaced when funding is available. Discussions with Facilities and Services need to continue to ensure that the maintenance of ISC remains a priority.
- Assess the computers (hardware and software) used by staff and students to ensure security and that all computers are running at optimum levels. An overall office assessment will allow for upgrades on a timely basis. A review has not occurred since 1999.



**2002-2003 OPERATING PLANS  
PSYCHIATRIC SERVICE  
*A member of Student Services***

A copy of the Annual Report 2000/2001 is available by calling (416) 978-8070

**MISSION STATEMENT**

At the Psychiatric Service we are aware that, at some time during the course of their university career, students may experience emotional or psychological difficulties that could hinder both day-to-day functioning and academic performance. To best enable students to gain the most from their University of Toronto experience our clinicians provide a full spectrum of care, including: consultation, assessment, and treatment with various types and modalities of psychotherapy; medication where appropriate; and, referral to other resources within the campus community and beyond. As part of this spectrum of care we work with, and consult to, colleagues in other Student Services and among the general university community. All of our care respects the full diversity of the student body.

**EFFECTIVENESS OF MISSION AND OUTLINE OF PROGRAMMES AND SERVICES**

The Psychiatric Service offers consultation and assessment as well as treatment. The Service continues to fulfil its mission effectively as evidenced by the number of students who make use of the Service – there were 1,439 students seen – and the high percentage of those who, on our quality assurance survey, indicated that they were “somewhat” to “extremely” satisfied (77%) and who would come back (98%) or refer a friend (97%) to the Service.

**Consultation and Assessment**

The Psychiatric Service provides the students with an opportunity to obtain a consultation as to the nature of their problems and the treatment options available. Colleagues from the other Student Services and the University community also are provided with recommendations regarding working with students with emotional and/or psychological difficulties.





## **Treatment**

In order to address the very wide range of presenting problems, the Psychiatric Service offers the full spectrum of interventions - from general psychiatric care to specialized individual and group therapies. The students may receive individual, couple or group therapy on a short or long term basis: the therapies are of the cognitive-behavioural, integrative and psychodynamic type. Of the 1,439 students seen (and who generated 9,697 visits), 216 received service from the Cognitive-Behavioural Therapy Programme. The Group Programme offered two ongoing groups: interpersonal and bulimia. The Service also provided couple therapy.

## **Consultation to other Services and the University community**

The Psychiatric Service works particularly closely with the Health Service, Accessibility Services and the Office of the Campus Personal Safety Coordinator providing consultations and management support. Consultations are also made readily available to individual academic and administrative staff as well as departments regarding the best way of helping students with emotional difficulties.

## **Outreach**

The Service provides, via the Community Health Coordinator and the Social Worker, a number of educational talks and workshops at the various Colleges and Residences on topics dealing with eating disorders, depression and accessing mental health care in Ontario.

## **Professional Training**

The Psychiatric Service offers training in the form of electives to Residents in the Department of Psychiatry and placements for Faculty of Social Work and Ontario Institute for Studies in Education (OISE) Masters and PhD level candidates. The postgraduates participate in case conferences and seminars and receive supervision from experienced clinicians. During the 2001/2002 year, one elective psychiatric resident received training in the Group Programme and one in the Couple Programme.

## **Categories of Users**

All services and programmes at the Psychiatric Service are available only to students registered at the University of Toronto and paying the Incidental Fees. Of the 1,439 total number, 61% were (full-time and part-time) undergraduates in the Faculty of Arts and Science, 14% in professional faculties, and 21% in the School of Graduate Studies and 4% from OISE. For a more detailed description, please see the Psychiatric Service Annual Report 2000/2001.

The students who are seen exhibit the full spectrum of emotional and psychological concerns ranging from disturbances related to the transitional age group (issues of identity, separation from family, forming of intimate relationships) to character and anxiety disorders, substance abuse, and major psychiatric illnesses such as affective disorders and psychosis.

### **Hours of Operation**

The Psychiatric Service is open:

Monday	8:45am - 5:00pm
Tuesday	8:45am - 5:00pm
Wednesday	8:45am - 5:00pm and 5:00pm - 7:00pm*
Thursday	8:45am - 5:00pm
Friday	8:45am - 5:00pm

\*evening hours are conducted at the Health Service location

### **REVIEW OF 2001/2002 INITIATIVES TO DATE:**

Many of the students who come to the Service suffer from anxiety and/or depression. CBT has been shown to be particularly effective in the treatment of these disorders and accordingly the CBT Programme continues to be developed.

#### **1. Treatment Programmes**

- a) **Cognitive Behavioural Therapy (CBT) Programme** continues to expand and develop. Two new clinicians are being trained and consequently more patients are receiving this therapy at the Service. As well, the bi-weekly seminar continues to be an important source for the further development of all the CBT practitioners.
- b) **Interpersonal Therapy (IPT) Programme** has also been shown to be highly effective in the treatment of depression. With the new Head of the IPT Programme now in place at CAMH, arrangements are being made for at least one clinician to attend the course and receive supervision to develop this modality of treatment for depression.
- c) Plans were made for an integrated **Eating Disorders Programme**, involving Health Service, CALSS and Psychiatric Service. Its implementation awaits the hiring of a new Community Health Coordinator.

## 2. Rounds Presentations

The Service provides weekly Rounds whose aim is to help keep the clinicians' practices current and to promote peer consultation on difficult cases.

- a) A Programme Committee was formed to guide and monitor these presentations, so that they not only met the Maintenance of Certification for the Royal College of Physicians and Surgeons criteria, but also addressed topics that were of particular relevance to the Service.
- b) The Service continued to monitor and evaluate the provision of care to LGBTQ students and to educate the clinicians through case presentations and by inviting guest speakers.

## 3. Outreach Programme

The Service Social Worker in conjunction with the Community Health Coordinator organized a number of workshops for the Deans and Dons around eating disorders; they also continued to make presentations at ISC with an emphasis on accessing health/mental health care in Ontario.

## 4. Web Page

In order to reach out to and provide for students more information, the website was further developed through the addition of (i) a more detailed description of the therapies offered at the Service, (ii) a Bill of Rights and Responsibilities for the students and (iii) several links to other sites. A new set of graphics was used to make the site more welcoming.

## 5. Quality Control

In addition to the CBT Programme, a **Medication Clinic** was developed and a new system implemented to optimize the referral of students to these two programmes. As well, a new system for dealing with patients on the waiting list for treatment was successfully implemented further decreasing the average wait time on the list.

## 6. Other

In order to meet the demand for female clinicians, two female clinicians were recruited. As well, to better meet the needs of the LGBTQ community, several staff participated on a Committee, chaired by the LGBTQ Coordinator, resulting in changes in the Rounds programming, a number of outreach initiatives and the identification of a group of clinicians who have special expertise in dealing with members of the LGBTQ community.

### **INITIATIVES FOR 2002/2003**

Students presenting with depression, anxiety and eating disorders continue to stimulate the need for further development of the CBT and IPT Programmes, as well as the establishment of an Eating Disorders Programme.

#### **1. Specialized Treatment Programmes**

The Service is planning:

- a) to increase the number of clinicians who have the skills to practice CBT and implement measures of outcome for this programme.
- b) to promote the training of at least one staff member in Interpersonal Therapy (IPT).
- c) to develop a group of clinicians who work in close cooperation with Health Service in the treatment of patients with eating disorders.

#### **2. Outreach Programmes**

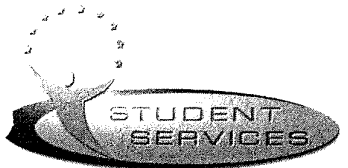
In order to promote education concerning the various disorders, the Service plans to increase the number and variety of presentations implemented at Colleges and Residences focusing on eating disorders, depression and anxiety. This relies on hiring a new Community Health Coordinator.

#### **3. Web Page**

In order to stay in touch with the student body and its current needs, the Service plans to introduce an interactive component to the web page where students can make comments and ask questions. This also relies on hiring a new Community Health Coordinator.

#### **4. Computers**

The Service plans to introduce new OHIP billing software, which will promote the integration of the several databases currently in use. This integration will facilitate a more efficient method of tracking the types of presenting problems, the length of treatment for each and eventually other measures of outcome. The overall result will be to improve the quality of care through a more effective use of interventions.



University of Toronto

# OPERATING PLANS

## STUDENT HOUSING SERVICE

### 2002-2003

*Annual Report and Mission Statement available by calling (416) 978-8048*

#### Review of Effectiveness of Mission & Outline of Programs & Services

Overall, the Student Housing Service received in excess of 235,000 contacts (incl. web hits, e-mail, etc.) for the services it provides in the area of off-campus student housing, single student residence and student family housing.

#### 1. Off-Campus Student Housing:

- Supply: Just into the third quarter of the 2001-02 fiscal year, with a busy summer sublet period yet to come in the fourth quarter, the registry has already surpassed the total supply of housing listed in 1998-99 and will very likely surpass levels of 1999-2000 and 2000-2001. If at the end of the current fiscal year, supply does exceed the previous fiscal year, this increase will be particularly noteworthy, as listings in 2000-01 had already increased by 31% over the previous two years.

Gains in the off-campus student housing supply are particularly impressive as the vacancy rate in downtown Toronto currently stands at just 0.5%, according to Canada Mortgage and Housing Corporation (CMHC).

#### Off-Campus Student Housing Supply

<b>May – November, 2001</b>	<b>3,118</b>
2000-01	3,716
1999-00	3,504
1998-99	2,866

- Cost: The cost of renting off-campus housing continues to increase, as has been the trend each year since the introduction of the Tenant Protection Act implemented in June 1997. Rent ranges for accommodation listed in the registry have increased significantly on private accommodation since even March of 2001, particularly for two-bedroom apartments.



- Sharing accommodation with a family, or other students, is now the only affordable option for many students. Rents in the registry of off-campus student housing, in many cases, have reached the rents in the general rental market. The other advantages of using the registry still remain in that landlords who advertise with our service are far less discriminatory when considering a rental application from a student than landlords who advertise elsewhere. Many landlords who advertise with the registry do not advertise elsewhere and so students generally do not face the competition they would if they were using search methods open to the public.

According to CMHC rents generally increased by 4.5% in the city, down from 7% the previous year, but higher than the 2.9% guideline in place for 2001. The provincial rent review guideline for 2002 has been increased to 3.9%.

#### Rent Ranges

	Nov. 2001	March, 2001	March, 1999
Bachelor Apartment	\$600-750	\$600-700	\$500-750
One-Bdrm. Apartment	\$750-1000	\$700-950	\$550-950
Two-Bdrm Apartment	\$1000-1400	\$950-1200	\$900-1100
Shared Accommodation	\$400-600	\$400-600	\$350-600

#### 2. Residence:

- The Service participated in the planning involved in housing an additional 300 first year students guaranteed student housing.

#### Residence Supply & First Year Beds

	2001			2000	
	Total Spaces	First Yr.	% 1 <sup>st</sup> Yr.	Total Spaces	First Yr.
Innis	327	200	61	327	197
Loretto	169	81	48	166	70
New	650	395	61	650	372
St. Joseph's	153	70	46	150	70
St. Michael's	430	254	59	231	115
Tartu	456	102	22	456	68
Trinity/St. Hilda's	443	215	48	439	203
UC	445	274	62	428	249
UC ( Luker)	99	97	98	70	52
Victoria	784	430	55	737	412
Woodsworth (Primrose/321 Bloor)	254	224	88	289	229
<b>Total</b>	<b>4210</b>	<b>2342</b>	<b>56</b>	<b>3943</b>	<b>2037</b>

- The Service continued to process residence applications and manage the placement of first year students entering professional faculties. Residence requests and placements continue to increase each year, soon to be followed by residence construction.

#### First Year Professional Faculty Residence Applications

	2001	2000	1999	1998
Residence Requests	797	693	603	549

- The Service was unable to offer as many professional faculty students one of their top 3 residence preferences this year compared with the past. Forty-three percent of first year professional faculty students guaranteed student housing were unable to receive an offer from one of their top three residence preferences, compared with only 19% unable to receive an offer from one of their top three choices last year. This problem occurred largely due to an increase in enrollment, the late booking of additional space at the Primrose Hotel for which professional faculty students had no opportunity to indicate a preference on their forms. Also, a disproportionate number of students indicating preferences for residences, which do not have the space to meet demand continued to be a problem.
- The Service has expanded the number of residence life activities underway at Tartu this year. Such activities include:
  - ✓ a "Survivor" lottery (a group of students get together to watch the weekly Survivor show and guess who will be voted off the series.)
  - ✓ the introduction of a house council, under the supervision of 3 dons
  - ✓ U of T bulletin boards were installed in the lobby of Tartu
  - ✓ Halloween treats were handed out to first year students
  - ✓ a buffet dinner was held in December. Seventy first year students attended.
  - ✓ treats will be handed out during exam time
  - ✓ tickets have been reserved for students to purchase for the opening of Lord of the Rings
  - ✓ an Open Mike evening will be experimented with next term
  - ✓ a learning skills session will be tried again next term
  - ✓ a squash team will be tried
  - ✓ study group lists will be experimented with

### 3. Student Family Housing:

- The University purchased the two hi-rises in September 2001, which house 713 student families.
- The waiting period for an apartment in student family housing increased sharply again this year due to an increasing number of applicants and fewer students moving out. There is a critical need for more student family housing to be built/purchased.

### Student Family Housing Waiting List

	Waiting Period	Number of Student Families
2001	12-16 months	850
2000	8-12 months	565
1999	4-6 months	N/A

- Rents increased 3% this year, but rents for these units remain considerably below other student housing in the downtown area.

### Student Family Housing Monthly Rent

Charles St. Apartments	Monthly Rent
Bachelor Apartment	\$512
One-Bdrm. Apartment	\$633-687
Two-Bdrm. Apartment	\$838

- The community development program in place at Student Family Housing continued to flourish and expand. Activities included:
  - ✓ Drop-in Centre for student parents/spouses & their children – (75 registered users not all attend daily)
  - ✓ Reception in the spring for community development volunteer instructors
  - ✓ Sewing class
  - ✓ Welcome Baskets (blue recycling bags used this year instead of baskets) with card made by children of the Drop-in Center
  - ✓ Fitness class for women - twice a week (40 registered)
  - ✓ Yoga class (30 registered)
  - ✓ Tae Kwon Do for children (15 registered)
  - ✓ Tae Kwon Do for adults - may expand to two classes for adults (10 registered)
  - ✓ ESL classes (a beginners, intermediate, and advanced level 4 volunteer instructors) (25 registered)
  - ✓ Haunted Halloween House event for children (well over 200 children attended)
  - ✓ ESL Bible Study
  - ✓ Workshop on Choosing Child Care (provided by the Family Care Office)
  - ✓ Holiday Potluck lunch for Drop-in Center users
  - ✓ Weekly Coffee Morning
  - ✓ Cooking demonstrations (adding the theme of decorating the room in the ethnic background of the food being prepared)
  - ✓ A pizza & pop evening for teenagers in the buildings to facilitate a discussion of activities, which would interest them

#### **Review of 2001-02 Goals:**

The Student Housing Service has accomplished much of its goal of placing more of its resources on the web. The quarterly Student Family Housing Newsletter has now been added to the web, as has the Tenants' Handbook. Students will be able to register on-line for community development activities in the



describe their situation as an emergency, while others describe their situation as an emergency and it may not be so. Users who visit the Service expect to be able to/want to discuss their particular situation in more depth now than ever before, hence staff are becoming more active in counseling students rather than acting merely as the providers of information. Given the promotional efforts of Student Services and more information on the web, students who contact us tend to have more specific questions, which tend to take more time to answer.

- < In response to student complaints that accommodation advertised in the registry is often rented when they call, the Service will shorten the advertising period from 6 weeks to 4 weeks. It was lengthened to 6 weeks when landlords had difficulty renting. As this is not the case currently, and landlords and students do not always inform us when something has been rented and we do not have the resources to do call-backs to check on availability, it is believed that shortening the listing period will help alleviate the problem of the registry becoming dated.

#### Residence:

- < The residence terminals on-site will be revamped. The University's tours will be promoted. In response to students coming to the Service and expecting that the Student Housing Service is a central office for residence information and application, we will obtain a stock of residence applications from residences agreeable to our disseminating such material.
- < The Service will explore with Tartu, the possibility of implementing a points system for re-admission into their residence. The Student Housing Service will also seek to make the offers of Tartu directly to students itself.
- < The Service will hire the Manager of Residence Life extra assistance next year to coordinate residence life activities at Tartu. A work-study student could not be found this year.

#### Student Family Housing

- < The Manager of Student Family Housing will co-chair, along with the Campus Police, a Safety Audit of the family housing complex.
- < The Family Housing Ancillary will move forward in implementing some of the improvements requested by tenants and recommended by consultants hired by the University.
- < The Service will hire Mothercraft, an organization, which can provide training to tenants residing at Student Family Housing who may desire to provide in-home child-care. The Service will cover the cost of this training. This initiative is being undertaken in response to demand for affordable, quality childcare for children of all ages who reside in student family housing.
- < The Service is grateful to the Family Care Office for providing assistance to our office and to tenants through the past year and looks forward to more workshops provided at Charles St. by the Family Care Office. One such workshop, which has been discussed, is one on child safety in the home. The Service will assist the Family Care Office in obtaining bulletin board space for improved promotion of its programs.