



TO: University Affairs Board

SPONSOR: David Farrar, Deputy Provost & Vice-Provost, Students
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DATE: March 8, 2006 for March 21, 2006

AGENDA ITEM: 6 (b)

ITEM IDENTIFICATION:

Operating Plans for the Student Services (St. George Campus); and the Health Service and Psychiatric Service.

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. 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.

Pursuant to the terms of the *Memorandum of Agreement between The University of Toronto, The Students' Administrative Council, The Graduate Students' Union and The Association of Part-time Undergraduate Students for a Long-Term Protocol on the Increase or Introduction of Compulsory Non-tuition Related Fees* (the "Protocol"), approved by Governing Council on October 24, 1996, the Council on Student Services (or the relevant body within a division of the University) reviews in detail the annual operating plans, including budgets and proposed compulsory non-academic incidental fees, and offers its advice to University Affairs Board on these plans.

PREVIOUS ACTION TAKEN:

The Operating Plans for the Student Services (St. George Campus) and the Health Service and Psychiatric Service for the current fiscal year were approved by the University Affairs Board on March 29, 2005.

See separate memorandum concerning consideration of the proposed plans for 2006-07 by the Council on Student Services (COSS).



March 7, 2006

To: UAB Members
From: Marilyn Van Norman
Re: 2006 – 2007 Student Services Operating Plans

Attached please find the Operating Plans for the nine departments that make up Student Services. Although all of the Student Services departments are holding the line in terms of expanding their services, rising salary and benefits and occupancy costs necessitate our asking for a total of a 3.5% increase (UTI calculation is 4.8%). A 2% permanent CPI increase and a temporary 1.5% increase for three years in the Student Services Fee and a permanent 3.5% increase in the Health Services Fee in order to balance the budget for 2006/07. This would mean a \$1.90 increase per session for full-time students and a \$0.38 increase per session for part-time students in the Student Services Fee and a \$0.60 increase for full-time students and a \$0.12 for part-time students in the Health Services Fee.

It is hoped that the University Affairs Board's members will support the increase being requested and accept the 2006 – 2007 Student Services' Operating Plans as presented.

Sincerely,

Marilyn Van Norman
Director, Student Services
University of Toronto

The proposed fee increases are within the limits provided by the Protocol for consideration by the Board.

HIGHLIGHTS:

The experience of this past year and plans for the coming year are summarized in the attached material from Marilyn Van Norman, Director, Student Services,.

FINANCIAL AND/OR PLANNING IMPLICATIONS:

The Student Services, the Health Service and Psychiatric Service operate without drawing substantially on the University's operating income.

RECOMMENDATION:

It is recommended that the University Affairs Board approve:

That the 2006-07 operating plans and budget for the Student Services, as presented in the attached documentation from Marilyn Van Norman, Director, be approved; and

That the sessional Student Services fee for a full-time student on the St. George campus be increased to \$56.29 (\$11.26 for a part-time student), which represents a year over year permanent increase of 2.0% and a temporary three year increase of 1.5%; and

That the 2006-07 operating plans and budget for the Health Service and the Psychiatric Service, as presented in the attached documentation from Marilyn Van Norman, Director, be approved; and

That the sessional Health Services fee for a full-time student on the St. George campus be increased to \$17.73 (\$3.55 for a part-time student), which represents a year over year permanent increase of 3.5%.



University of Toronto



OPERATING PLANS

2006 - 2007



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STUDENT SERVICES 2006 – 2007 Operating Plans

Student Services Operating Plans

The attached Operating Plans were developed by the Directors of the nine Student Services departments, in consultation with the Director of Student Services and the Student Services Advisory Committee. Individual department's 2005 Annual Reports are available upon request.

Student Services Mission Statement

Student Services at the University of Toronto assists students learning while promoting the academic mission of the University of Toronto. 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 students at the University of Toronto support and counseling in the areas of career development, housing, learning skills, health, personal/emotional development, family concerns and support for Aboriginal and international students.

Review Effectiveness of Mission and Outline of Programs and Services

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 is promoted by the Coordinator, Promotions/Events. On going assessment of student needs through holding focus groups, conducting surveys, input from service coordinators and the Student Services Advisory Committee allows all departments to offer programs and services that are relevant to students and responsive to their changing needs. Feedback collected also assists Student Services in establishing

outreach and promotional strategies aimed at student groups or constituencies that may be underutilizing the services or have a very specific need.

Student evaluations of all Student Services departments indicated a high level of satisfaction with services provided. A very informative Awareness Survey was conducted in 2005 – results will form the promotion strategy for Student Services in the future.

Review of the Office of Student Services Goals for 2005-2006

In consultation with GSU, evaluate the GSI Program and make appropriate changes – met with members of GSU Executive to discuss GSI and determine what if any changes should be made. Agreed to work together to increase the opportunities for graduate students to get together.

Continue to increase the numbers of first year students participating in FYI events – promotion of the FYI Program was greatly enhanced this year, Do Not Disturb Signs were distributed to all residences, Metro Pass holders with the Student Services website on them were provided to students buying passes, the FYI Membership Card was placed in every first year students' T card holder, a post card with the summer schedule was distributed through the Registrars offices and the FYI Binder Insert was distributed at College Days and through Registrars Offices

In partnership with SAC organize a Conference for full-time undergraduate students – a two day conference is being planned for early February. The Deans of Arts and Science, Graduate Studies, the President and Vice Provost, Students will be participating.

Develop dynamic new Student Services brochure – using feedback from the Awareness Survey, as well as focus groups of students, a new brochure has been developed.

Host Open House for Staff and Faculty

Conduct satisfaction survey in each department – being done

Offer Discourse on Depression in Students Panel for Staff – successfully done in December

Category of Users

All University of Toronto Students

Hours of Operation

All Student Services departments are open daily and until 7 or 8 pm several evenings per week

Initiatives of the Office of Student Services for 2006 – 2007

In consultation with GSU, continue to evaluate the GSI Program and make appropriate changes to reflect student need and increase participation of Ph.D. students

Conduct a satisfaction survey of the FYI and GSI Programs

Increase the number of first year students participating in FYI events to 50%

In partnership with APUS organize a Conference for part-time undergraduate students

Host round table discussions with Registrars on issues of mutual concern

Develop proposals for the Quality Enhancement Fund

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



CAREER CENTRE 2006 – 2007 Operating Plans

Career Centre Mission Statement

The Career Centre's mission is to ensure that each University of Toronto student has the opportunity for a quality career education. To this end, innovative career and employment services are provided to students, recent graduates and employers in an approachable and receptive environment. Bridging the worlds of academia and employment, the Career Centre assists students in the development and implementation of their career goals.¹

Review Effectiveness of Mission

The Career Centre, in its 58th year of operation, continues to work toward fulfilling its career development mandate. The online service has remained a key component of fully accessible service provision for both employers and students. A new employer website was rolled out in September 2005 that will make it significantly easier for employers to be aware of services at each of our 3 campuses. Recognizing that many of our student users first look to the website for information, an online career management e-learning certificate program was launched to better educate students about what's involved in making career decisions.

¹ Mission Statement and 2004-5 Annual Report available by calling 946-3254

Highlights of Programs and Services 2004-5 (St. George)

- 3,632 ²(4,021) students attended in-house **workshops**, 1,919 (683) students attended GSES orientation workshops, and 4,204 (4,368) students were seen in department specific tailored workshops
- 4,527 (4,817) **resumes** were critiqued
- A total of 19,195 (20,022) students were registered with the St. George Career Centre in 2004/5 of which 10,909 (12,998) were **new users**. Of the new users, 85% were undergraduates and 15% were graduate students.
- The **student website** had a total of 1,072,183 (1,121,990) visits in 2004/5 which was a monthly average of 89,349 visits/month.
- A new **marketing** strategy which included a survey of 2080 current employers, simplification of the registration/job posting process, attendance at the HRPAO Trade Show, reminder campaigns to 2,050 existing customers, execution of new business initiatives and partnerships was developed and launched.
- 529 students were placed through the **Extern** (Job Shadowing) Program - a 16% increase over the previous year
- 37,747 (32,836) **employment opportunities** were advertised to students during 2004/5 representing a 15% increase for the second year in a row. 12,226 **volunteer positions** were listed.
- **Career Fairs**, including CID, Volunteer, Summer, Internship, Arts & Science Job Fairs, resulted in 200 organizations visiting the campus to promote opportunities to more than 5,300 students.
- **Two Symposiums** - Exploring Careers Symposium (January) and Looking for Work Symposium (March) introduced 18 new panels/workshops/events to students over a four week period, including the **Great Career Speaker Series** with Sean Cullen and George Stombolopoulos.

Overview of Tri-campus Services

Student Registrants (St George, UTSC, UTM)

This year 31,280 students registered with Career Centre Online compared to 29,903 last year, a 4.6% growth. Of the active registrants, ³72.8% (73.2) were from the St. George campus, 14% (13.7) from UTM and 13.2% (13.2) were from the Scarborough campus.

² Figures in brackets indicate last year's totals.

³ Figures in brackets indicate last year's percentages or totals.

84.7% (82.2) indicated that they were undergraduates and 15.3% (17.8) graduate students. 84.1% (80.7) of undergraduate users were full-time students and 15.9% (19.3) part-time. The average breakdown of full-time undergraduate registrants across all three campuses by year of study indicated that 21.6% (22.6) were in 1st year, 29.7% (27) in 2nd year, 23.8% (22.5) in 3rd year, 23.1% (21.6) in 4th year, and 1.8% (6.2) in 'Other'. The **student website** saw a monthly average of 89,349 visits which is a 4.4% decrease over last year.

Recent Graduates

5,153 (3,662) recent graduates, from all three campuses, are currently registered with the Career Centre.

Employer Registrants

Employer contacts registering with the Career Centre in 2004/5 remained relatively similar with 4,949 registrants compared to 4,955 in 2003/4⁴. The majority of employer registrants use Employers On-line to post their work opportunities at 86% (77).

Work Opportunities

Employer participation at the Career Centre in 2004/5 resulted in 37,747 employment opportunities for students compared to 32,836 in the previous year, a 15% increase for the second year in a row. The number of unique organizations listing positions this past year was 3,479 in comparison to 3,153 in 2003/4, a 10% increase. The number of Volunteer positions dropped 12% to 12,226.

Extern Program

The Extern program received 728 applications in 2004/5 which was a substantial increase compared to 2003/4 where 613 applications were submitted. The applicant breakdown was as follows: 62% St. George campus, 23% UTM, and 15% UTSC. As part of the Extern marketing campaign, 2,301 industry professionals were contacted, resulting in 632 students matched with sponsors and 529 of the students attending the placements.

Marketing

Marketing activities during 2004/5 continued to focus on maintaining relationships with current employers as well as seeking new business. A marketing strategy was developed and rolled out throughout the year, focusing on understanding employer needs and increasing awareness of Career Centres services.

New employer registrants were asked to identify how they heard about our services; of the 3,109 respondents, 30% indicated the U of T website, 25% referral, 8% were contacted by the Career Centre, 17% Other and 17% were U of T Alumni.

⁴ This reflects stats for the period of February 17 of each year to February 17 of the following year.

Hours of Operation

The Career Centre is open to students from 9:45 a.m. - 7:00 p.m. on Mondays and Tuesdays, and 9:45 a.m. - 4:00 p.m. Wednesday - Friday. The rationale for the 9:45 a.m. opening every day and the 4:00 p.m. closing on Wednesday, Thursday and Friday, is to allow staff time to complete administrative work which support direct services and to develop new services, programs, workshops and resources.

Review of the Initiatives for 2004 – 2005

1. Provide targeted career services to graduate students; including preparing PhD students for increase in academic opportunities; sourcing non-academic opportunities for MA's & PhD's

Special events and workshops directed to graduate students resulted in over 1460 students seen. Programs included outreach events for Mathematical Finance Program, Master of Financial economics, Museum studies, New women graduate students symposium, women graduate students academic symposium. In addition to regular career counselling appointments and workshops attended by graduate students, counsellors and the Graduate Dossier staff offered sessions on The Academic Interview, Preparing the Dossier, CV & Cover letter Workshop, Putting your Master's Degree to work, Non-academic Work Search panel and Career Choices & Your Personality.

2. Appoint new Director for Career Centre and managing the transition to a new Career Centre director.

Yvonne Rodney, former Associate Director was named Director in April 2004 and an Associate Director Lynn Brownlie was hired in June 2004.

3. Increase 1st yr registration with Career Centre by 20% over the previous year

The number of first year students registered with the Career Centre in 2002/3 was 2741, in 2003/4- 3005 and in 2004/5 - 2955. With 2003/4 being the double cohort year, it is expected that there would be more first year student registrants. To get a more realistic figure based on 2 years of consistent intake of first year students, registration figures from 2002/3 were compared with those of 2004/5. The goal of increasing registration by 20% was not met. It increased by only 8%. What has not been factored in this registration figure is the over 25 subject post sessions in which the Career Centre participated that were delivered to close to 1000 students. Career Centre registration was not a pre-requisite for these outreach activities.

4. Marketing U of T students in a soft economy; developing supports for recent graduates having difficulty finding work

An employer survey was conducted in the Fall of 2004 resulted in very positive feedback on employers' perception of U of T and its students. To attract new business to the Career Centre, new partnerships were developed with Boards of Trades and Associations. The Career Centre also exhibited at the Human Resources Professional Trade Show and implemented an email marketing campaign to Greater Toronto HR Professionals. 319 new employer contacts were made and 75 jobs resulted directly from this effort.

5. Work with Director of the Commerce Program on enhanced career services for commerce students

The Career Centre provided assistance in the appointment of a new director for the Commerce Career Development Centre. Regular meetings have been held to minimize duplication of effort and confusion for both employer and student clients.

6. Ensure Career Centre presence in all U of T calendars and handbooks on the St. George Campus

Links from selected campus websites (U of T Library, Life Sciences) to the Career Centre were established.

7. Enhancements to employer website to minimize administrative processing time

The employer website was improved to add internship information for students, one-step job posting for employers, and the streamlining of jobs into casual and career-related for more efficient processing.

Current Issues Facing the Career Centre

1. Working with the various campus career service offices to ensure that U of T is marketed to employers in a consistent manner
2. Determining services that lend themselves to online learning.
3. Competing for student time especially when they already have so many academic demands and part-time work obligations
4. Finding ways to minimize no-show rates for events
5. Sourcing professional career counseling staff with the qualifications required to provide quality services to students

Initiatives 2006 – 2007

1. Review employer marketing strategy and set new targets based on analysis of the market and student needs.
2. Assess career development outreach initiatives to Arts & Science students from previous year and develop a plan to expand number of disciplines participating.
3. Continue to work toward increasing profile of the Career Centre within and without the U of T community by:
 - Increasing our visibility on employer related websites, events, trade shows;
 - Hosting a yearly career development learning institute;
 - Partnering with colleges/faculties to increase students' access to tailored career development workshops.
4. Following up on the recommendations from the 2005-6 Programs & Services Working Group, deliver enhanced programming for 2006-7 including focus on students with special needs.
5. Using data gained from focus groups, roll out a plan to effectively promote to students the career development services offered by the Career Centre.



COUNSELLING & LEARNING SKILLS 2006 – 2007 Operating Plans *

Review of Effectiveness of Mission & Outline of Programs & Services

The majority of students presenting at the Counselling and Learning Skills Service are self-referred while faculty, administrative, and student services staff refer others. Students present with a wide variety of personal and emotional problems, some of which are situational and transient in nature while others, are long standing and entrenched.

The CALSS 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 94% of users rated the overall quality of our service very good to excellent; 98% 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 who request it. The number of students registered for service at the CALSS last year was 2,701 for total hours of direct student contact of 6,693. Counsellors wrote 244 assessments on behalf of students for academic petitions and extensions of deadlines.

2. Learning Skills Counselling and Education:

* Mission Statement and Annual Report available by calling (416) 978-7970

Last year this program provided learning skills counselling to 321 students who are frequently in emotional and/or academic crisis. In addition, 4,941 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. There were 686 students seen in the Learning Skills Drop-In Centre during the academic year.

3. Assault Counselling and Education:

During the previous year, 85 students sought individual counselling and 691 came to groups and workshops for help with 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 be a member of the Interim Room team providing students needing emergency shelter a place 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 receive individual supervision with experienced counsellor/therapists. Last year, 5 post-graduate students were enrolled in the training program.

Review of 2005-2006 Initiatives

- Increasing the number of counsellors available at that Brief Initial Consultation (BIC) time during the busiest times reduced the length of time students waited to speak with a counsellor at the BIC.
- Students who have seen a counsellor for a BIC but require further counselling had to wait for counselling time to be available. To keep the waiting period for counseling to a minimum the counselling staff learned to employ "brief counselling" approaches and thereby seeing more students for briefer time periods.
- The LSC/E worked closely with the First Year Seminars Program Office and the TATP in coordination with the FYI program to encourage the use of LS programming by first year students. In addition, the LSP participated in the ARC lecture series, a joint project with St. George campus writing centres.
- The LSP worked with the Teaching Assistants' Training Program Coordinator to provide TAs with relevant information about learning skills programming inviting them to inform and when necessary directly refer students to these workshops. These included such topics as, "Get Reading!!!," "Balancing School and Life," Tap Into Your Learning Potential," and "Surviving & Thriving at U of T."
- Working in partnership with the GSI Coordinator, the LSP will continued to

develop programming to serve the unique needs of graduate students at U of T. These included, "Getting Through Grad School", "Making the Most of Your Supervision", etc.

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 (65%), in professional studies (10%), and graduate students (23%), both full-time (89%) and part-time (10%) and from all three campuses.

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

*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 7:45PM. Some groups and workshops are also scheduled outside these hours and on weekends.

The Learning Skills Drop-In and Resource Centre is open to students*:

Monday	1:00 – 4:45
Tuesday	1:00 – 5:00 & 6:00 – 7:45
Wednesday	10:00 – 4:45
Thursday	1:00 – 4:45
Friday	1:00 – 3:45

*During exam times these hours are expanded to meet the increased demand and decreased during the summer months.

Initiatives for 2006 -2007

The CALSS initiatives for 2006-07 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 can maximize our effectiveness.

1. With the shift to brief counselling strategies, students who are dealing with more

- complex and entrenched issues and require longer term therapy and support must be helped to find these services in the greater Toronto community. A comprehensive list of these services has already been developed. However, for counsellors to make these referrals effectively they need to more fully understand the nature of the services offered and the population of clients for whom they are intended. Representatives of the most relevant services for our students will be invited to CALSS for informational meetings.
2. The LS and Personal counsellors bring different orientations to understanding and assisting students with their learning difficulties. With this in mind, they will partner to develop and present lectures and workshops that engage both students' LS skill sets and their psychological blocks. These will include such workshops as Succeeding With Exam Anxiety and Managing Performance Anxiety where both workshops will be codeveloped and facilitated by a LS and Personal Counsellor.
 3. The LSP offers service to students by individual appointment, the LS Drop-In-Centre, and workshops. Maintaining all three services at equally effective levels, especially at peak demand time, has resulted in increased wait times for students. A review will be done of what services are in greatest demand at different times of the academic year and the availability of these services will be apportioned accordingly.
 4. The anticipated implementation of the "Student Portal Project" and the Institution-wide Learning Management System (LMS), this will involve more web-based learning for students. Capitalizing on these developments the CALSS LSP will provide links to its existing interactive grammar quizzes, time management self-evaluations, etc. to create a virtual Learning Skills Drop-In Centre.
 5. Learning from the work undertaken in 2005-06 in regards to how to reach students with information, it became evident that these approaches need to be multi-pronged (and need to include student-to-student contact). This will influence the future delivery of the Ask First Campaign, as well as the partnership with METRAC and University College. In addition to the usual programs, a pilot student-to-student initiative will be undertaken at University College. The outcome of this program will inform us in the expansion of this program to involve a greater number of students at other colleges as anti-violence educators.
 6. The Assault Program will enhance the Healthy Relationships initiative by creating a Healthy Relationship Week on campus in collaboration with other services for students. A workshop on Emotional Abuse and a group for women who have experienced abuse in relationships will also be offered.



FAMILY CARE OFFICE 2006 – 2007 Operating Plans*

Review of Effectiveness of Mission and Outline of Programs & Services

The Family Care Office is funded jointly by the University's operating budget (through the Office of the Vice President Human Resources and Equity and the Office of the Vice President and Provost) and by St. George campus students (through the Student Services fee). The Office reports directly to the Director of Student Services and to the Director of Organizational and Staff Development.

The Family Care Office (FCO) is a service that provides guidance, information, referrals, educational programming and advocacy for the University of Toronto community. Through all its functions, the FCO aims to raise awareness of family care issues and of quality of life issues central to the achievement of educational equity and employment equity at the University of Toronto.

The FCO adopts a highly collaborative approach to educational programming and works with partners across the University on joint initiatives. It maintains a resource centre comprised of practical material on topics ranging from pregnancy and infant care to lesbian and gay parenting issues, bereavement and caring for elderly family members. The Office acts as an advocate on behalf of University families with University departments, student organizations and government and community agencies. The staff consults regularly with student unions and student organizations to ensure that it is meeting students' needs and that a high quality of service is being maintained. The office provides recommendations to the Director, Student Services, as it works with existing university policy, procedures and publications for their impact on students with family responsibilities.

The Family Care Office has a staff of four with a Director, Education and Resource Coordinator, an Information and Outreach Coordinator and an Information Officer (a 9-month sessional appointment). The Office provides several unique work/study and

* *Mission Statement and Annual Report available by calling 416-978-0951*

volunteer opportunities for students interested in undertaking research or career-related projects in family care, human resources or community services.

From May 1, 2004 to April 30, 2005, the Family Care Office handled 1705 cases: 640 students (13 part-time undergraduates, 357 full-time undergraduates and 270 graduate students), 881 employees (350 staff and 531 faculty members), 18 post-doctoral fellows and 166 other which includes University departments, visiting faculty, other institutions, alumni and members of the community. Over 1500 people attended the 69 workshops/events and 3 support groups sponsored or co-sponsored by the Office. It should be noted that caseload 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. In addition, contrary to the popular misconception that only graduate or part-time students are likely to have children, a large number of students with family responsibilities are full-time undergraduates. Many students may also provide care or supervision for siblings, parents, grandparents or other family members.

Review of 2005/2006 Goals

Student Family Housing

Last year, our survey of the students in family housing provided us with information on the workshop topics the residents would be most interested in attending and also when would be most convenient. As a result, we are holding three workshops on the weekends and late evening in Student Family Housing that address the most requested topics. In addition, the office set up a display booth in the lobby of the building and in the Drop-In Centre. From the time we spent in the building and from a comment received on the survey, we discovered that some LGBTQ families were experiencing intolerance. Students told us they appreciated our posters, which indicated our workshops were LGBTQ positive, and that we held a workshop to address queer parenting. We brought this concern to the attention of Student Family Housing and the Office of LGBTQ Resources and Programs and these two offices are working on ways to further address this issue.

As the Charles St. bursary was no longer available through Student Affairs this year, the Family Care Office looked for funding through Admissions and Awards and this was provided. Our office along with Student Family Housing has advertised the availability of this bursary money, which is intended primarily for international students who live in Student Family Housing and have a child in the Charles St. daycare.

A concern for some international students is the inability of their partners to adapt to Canadian culture. In Student Family Housing, there are many international students and new immigrants and so a partner's adaptation difficulties can be an issue for many families in these buildings. This year, Family Care is co-facilitating an international student's spouse/partner discussion group with the International Student Centre (ISC) Counsellor and has held some of these meetings at Student Family Housing.

Babysitting Bulletin Board

The office discussed the Babysitting Bulletin Board with the Coordinator of the Family Resource Centre to see if they could assist us to partner with community caregivers. While that was not feasible, they did agree to help provide information on the service to their clients and were provided the password so that they could direct U of T students, staff and faculty to the Babysitting Bulletin Board. We are also strongly advertising the childminding hours provided by the Family Resource Centre and this service coupled with the Babysitting Bulletin Board has been able to provide a good source of casual babysitting without having to use community caregivers.

Student Parent Mentorship Program

A mentorship program for new student parents was developed this August/September. We gave new student parents the opportunity to connect with a more experienced student parent. While we did not have a match for all of the student parents who volunteered to help a new student, we believe this is a valuable service to offer to those students who require this assistance. The office will also re-advertise the availability of the program at the start of the winter term.

Student Parent Conference

A one-day conference for student parents is being organized for May. Topics that will be covered will include parenting, time management, a panel of student parent alumni and school options.

Family Care Advisory Group and Evaluation of Service Survey

The Family Care Student Advisory Group was formed again this year and has continued to be successful as a method of gaining first hand feedback, comment and suggestions about our service. In addition, we have conducted a survey to assess the service provided by our office. Preliminary results have shown that those students, staff and faculty who have used our service are happy with the information and assistance received and find the staff to be helpful and friendly.

Outreach

A meeting has been arranged with students and staff from the St. George Campus who work with student parents or on student parent issues. This will be a good opportunity to share resources and information and to discuss ways to make all of our work more effective. The office will likely organize this discussion meeting again and will look at the summer months for the next meeting date.

The Information and Outreach Officer has continued to ensure that the college registrar offices and other relevant faculty offices are well informed of our service so that the staff members on this campus are able to make referrals. The Information and Outreach Coordinator connected with the Graduate Students Union (GSU), Students' Administrative Council (SAC), and the Association of Part Time Undergraduate Students (APUS) to ensure they understood the value of our service for their students and to offer our assistance. The office also attended an APUS orientation and the first general meeting.

The office has connected with the Woodsworth College Student Association and has offered its support as this group outreaches to its mature students. We attended a luncheon they hosted in the fall and hope to co-sponsor a future event they are planning to hold in the Spring 2006.

The Family Care Office is in discussion with the International Student Centre to work on improving how our posters are displayed in the building and to outreach directly to students who register themselves and their families on ISC trips and activities.

Workshops and Events

The Family Care Office continues to offer a wide variety of workshops on topics covering elder care, child care, parenting, legal concerns on separation and divorce and other family-related concerns. New workshops offered this year include Elder Care: Finding Joy in Caregiving; It's never too early- or too late -to Start the Conversation: Talking to your Parents about their Changing Needs; and Advocacy Guide to Improving Care in Long Term Care Facilities. We also offered workshops such as Money Management for Families; Developing your Child's Social Skills; and Learning to Play with Your Child. We offered a series of three one-hour seminars dealing with legal concerns such as custody, property and child support. For the first time, we hosted a private school fair in December and for the second time had a baby food drive in November/December. All items collected for the baby food drive were donated to the U of T Food and Clothing Bank.

Last May in partnership with the LGBT Parenting Network and with the Office of Lesbian, Gay, Bisexual, Transgender and Queer Resources & Programs, we offered the session 'Queer Parenting: The Conversations We Rarely Have' and are planning next spring to offer another workshop for LGBTQ individuals and families.

The Family Care Office has begun working on a committee with the Graduate Students' Union, the Status of Women Office, Career Centre and other University departments to co-sponsor the eighth annual seminar for women graduate students considering academic careers. As well, 'Financial Survival for Student Families' will be offered in February 2006 and will be organized with the assistance of student governments, Admissions and Awards, New College and Woodsworth College.

The office also hopes to organize a series of three workshops dealing with planning for pregnancy, prenatal care and postnatal care.

Discussion groups we offered this year include Student Parent Discussion Group, International Student's Spouse/Partner Group, Father's Group, Caregiver Discussion Group, and a Separation and Divorce Group.

The Family Care Office coordinates several family events on-campus. We worked with the Athletic Centre to offer tickets to Varsity games as well as pizza and other refreshments to the family before the games. We organized with the student group CINSSU a movie day in November. During our Open House this year, we offered face painting and storytelling. This year we invited discussion group participants from our Student Parent Discussion Group, the Woodsworth Single Parent Group, the New

College's Moms and Dads Group and members of our Student Mentorship program to a family get-to-together in the Family Resource Centre. This party was held at the end of the fall term and we provided the catering for lunch.

A staff member has been a member of the Food and Clothing Bank Committee, the Women's Safety Network and the Interim Room Steering Committee.

Categories of Users

Most student concerns centred on issues such as child care (availability, access, subsidies and quality), children's programs and schools, family financial planning, parenting, legal assistance, 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 student requested help in locating a service that would conduct an educational assessment of her child who she thought was gifted.

A pregnant graduate student contacted the office to find out how she could successfully complete her degree, apply for E.I. and defer her scholarship funding.

An undergraduate student needed a counselling referral and advice around community support services as she was trying to assist her mother who had a mental health problem.

A male single parent student was concerned with using a day care centre. A staff member discussed with him how a day care centre operates, the training of day care staff and the possible benefits for a child's development. He was also given information on locating a parent support group and family resource programs.

An undergraduate student needed assistance with her financial situation, legal assistance and new child care arrangements as a result of leaving her partner.

A student parent required assistance in locating a parent support group and family resource programs. He also needed help with alternative child care options as he was feeling very stressed trying to balance his studies and caring for his newborn baby.

An undergraduate student needed assistance when appealing her child care subsidy, as she was a part time student and her subsidy was going to be cut.

A prospective international student needed advice on enrolling his daughter in public school and obtaining a fee waiver.

A single parent contacted the Office when she realized she would not have child care available for one of her final exams. She needed advice on finding alternative child care arrangements and possible funding resources through U of T.

A pregnant student, who was new to the country and on her own, needed help with understanding what resources would be available to her while she was pregnant and once the baby was born. Referrals were also made to resources within her ethno-cultural community.

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 and email. Email is a significant avenue of communication but many clients are better served through telephone contact because it is more 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 meets with students in person, if that is the option that the student prefers.

Currently, the Family Care Office is open Monday to Friday 9a.m. - 5p.m. and Tuesday evening from 5p.m. - 7p.m.

Initiatives for 2006/2007

Explore if new technology can be used to assist with our educational programming, for example, can workshops and registration be placed on-line.

Review and update the Family Care Office web site. Investigate developing more interactive resources on our web site. As this initiative will require web-programming skills beyond our current staff capabilities, the office will likely hire a person on contract using carry-forward funds from last year.

Develop an on-line survey to gain a better understanding of students' family needs and the resources that they would find most useful. This survey will also ask questions about peer support and whether student parents would find peer support programs to be of value.

Develop an e-forum discussion group for the participants of our Elder Care Discussion Group.

Investigate if the office can outreach to tenants of Charles St. who are expecting a baby by offering support, community resources and other pregnancy related material in a basket that can be delivered to the apartment at the time of birth. This outreach will

ensure all families with new babies are aware of our office and have access to information that is important for all new mothers and fathers. This initiative will need the support of Student Family Housing.



FIRST NATIONS HOUSE 2006 – 2007 OPERATING PLANS

Mission Statement

First Nations House, home of the Office of Aboriginal Student Services and Programs and the Native Students Association, ensures the provision of a culturally supportive environment, in which leadership, spiritual growth and academic excellence can flourish.

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

First Nations House is mandated to create a welcoming and safe environment that represents the diverse Aboriginal student population from across Canada and the United States; and to retain and graduate Aboriginal students attending the University of Toronto. On an ongoing basis, First Nations House strives to promote the programs and services of the university to the Aboriginal community across Canada, provide support to potential students during through the application process and provide counselling and other supports (academic, cultural and social) that aid Aboriginal students to succeed in their studies. Specializing in providing Aboriginal student services, the office also advises on the design of academic programs/curriculum, research initiatives in all disciplines, and takes a leadership role in fostering positive and productive relations between the University of Toronto and the Aboriginal community in Toronto, provincially and nationally. To facilitate a culturally and academically supportive environment, the staff of First Nations House provides support to both Aboriginal and non-Aboriginal students with University faculties and departments, community organizations, government departments and other student groups to promote cooperation between the Aboriginal and non-Aboriginal student populations.

The Office of Aboriginal Student Services and Programs specializes in the following areas: academic and financial aid, cultural/community events, outreach and traditional and cultural support, provided through the Elders. Two Elders are available to all of the U of T community members and offer services in the areas of personal counselling,

community referrals, consultation, traditional teaching and lectures. As well, space is provided for the Native Students Association and the Library/Resource Centre comprising of Aboriginal specific resources, government documents and other materials on Aboriginal issues (i.e. education, health, treaty rights, and self-government). Students can participate in the work-study program and there are volunteer opportunities which are available.

Since the beginning of First Nations House, services and programs have included Native Students Association sponsored events (socials and teaching circles); Aboriginal Awareness Week; guest speakers and visiting Elders; provision of space for Aboriginal Studies Program courses; and space for community events. As well, a Writer-in-Residence and tutors are available to assist with academic essays and research projects, provide information on writing skills, and refer to additional resources. There is the student computer lab that allows access to a workstation so that students can write/edit essays; use the Internet for research or access their emails.

The exact number of Aboriginal students attending the University of Toronto is difficult to determine as First Nations House heavily relies on self-identification. Approximately 300 students have self-identified and/or utilized the service and it is believed there to be, at a minimum, an additional 200 Aboriginal students throughout the university. The majority of students are within undergraduate studies (Arts and Science); however there are a growing number of students entering professional and graduate studies. The faculties with the largest number of Aboriginal students are Law, Social Work and OISE/UT. The Recruitment Officer works closely with the Visitor's Centre, other university departments and faculties to develop and implement outreach strategies to increase Aboriginal enrolment in post-secondary education.

Current Usage by Students

Approximately 175 students, staff, faculty and community members use first Nations House on a weekly basis (of these numbers, an estimated 40% are non-Aboriginal). Those who come to First Nations House utilize the Resource Centre; have appointments with the Elders, tutors or counsellors; use the computer lab; or attend classes in the Aboriginal Studies Program (see note below). The majority of library users are students from the Faculty of Arts and Science. The Financial Aid Office works with many of these students, but also counsels students from the Transitional Year Program and graduate/professional programs. Many of these students also attend the various social/cultural/academic events hosted by First Nations House and/or the Native Students Association.

Aboriginal Studies Program (ABS): This program utilizes the lounge and seminar room on a daily basis. Additional classes have been added this year. This partnership allows all ABS students to become aware of the services, and also the Aboriginal community. Some of the instructors are also sharing office space.

Community Use: First Nations House is an active member in Toronto's Aboriginal community. There have been many partnerships with Aboriginal agencies to address the educational needs of the community. As well, Aboriginal groups have requested for meeting space, to hold workshops or discussion sessions. As well, many U of T groups (i.e. Graduate Student Union, OPIRG and the Women's Centre) use the various rooms for meetings.

Hours of Operation

Regular office hours are from 8:45 a.m. to 5:00 p.m., Monday to Friday, however the office remains open for after hour functions such as ABS classes, yoga classes or events either hosted by First Nations House and/or the Native Students Association. The library also remains open in the evening during Aboriginal Studies classes. The counsellors and tutors are available after hours by appointment.

The Native Students Association has access to First Nations House outside of regular hours, on the approval by the Director (except for staff/instructor offices, the Resource Centre and the supply room).

Review of 2005-2006 Initiatives

- ◆ **Assist in the enhancement of the Aboriginal Studies Program to become one of the largest in Canada (increase the number of courses and expand to provide specialist and graduate studies).**

The Aboriginal Studies Program started to offer a specialist program for the 2005-2006 school year. The Aboriginal Studies Program has been approved for funding through the Academic Initiatives Fund, which will allow the creation of the Centre of Aboriginal Initiatives and also a relocation of the program into the Borden Building (2nd floor). The development of a graduate program is being explored.

- ◆ **Assist in the recruitment of more Aboriginal professors and staff in all university programming.**

First Nations House advertises all related postings through its networks in the Aboriginal community. As well, the Director is working with the Diversity Officer within Human Resources to explore different strategies in providing outreach to the Aboriginal community. First Nations House has also been invited to sit on a number of faculty search committees. The Director will continue to explore the development of other positions with the Provost's Office.

- ◆ **Creation of housing space for Aboriginal students on and off campus.**

Over the past year, a number of options were explored; however no space has been allocated. First Nations House will continue to explore other possibilities through the Student Housing Service and Aboriginal Housing agencies.

- ◆ **Expansion of the website (on-line applications for financial aid, advocacy, etc.).**

The new website has been in operation over the past few months, First Nations House staff is currently being trained to maintain and update the site. The site will have a link to FNH's registration database and also will be linked to Admissions and Awards so that on-line applications can be accessed. The staff will be exploring other features that will enhance the site for students and potential applicants.

- ◆ **Create a mechanism that will allow Aboriginal students to self-identify (optional) on the OUAC and U of T application form.**

The Ontario Universities Application Centre has agreed to have an option for Aboriginal students from Canada to self-identify. Having this mechanism on the U of T application has yet to be explored.

- ◆ **Continue working with faculties to foster relationships with Aboriginal communities and community-based institutions (i.e. First Nations Technical Institute, Six Nations Polytechnic) so that off-site programming can be offered.**

The partnership between the Faculty of Social Work, Ryerson University, Native Child and Family Services of Toronto and First Nations House has entered its second year. It is anticipated that the Aboriginal Advanced Practitioners Initiative will be expanded to other social service agencies. The Summer Mentorship Program continues to grow with new communities sending students to the program. First Nations House is exploring the possibility of creating a "STEPS to University" Program with a First Nations community, which will allow high school students to take a university course for high school and university credit. A Mentoring/Tutoring initiative is also being developed for Aboriginal students in an elementary school in Toronto, which will focus on literacy and mathematics.

- ◆ **Creation of "Aboriginal Sensitivity Training" that is available to the university.**

There has been some work on this initiative over the summer. It is expected that this work will be further developed.

Initiatives for 2006-2007

- ◆ Continue exploring the creation of housing space for Aboriginal students (on or off campus).
- ◆ Obtain wireless internet access at First Nations House.
- ◆ Work with Human Resources in order to secure a staff position within that department to develop and implement Aboriginal Staffing Initiatives for the university.
- ◆ Assist faculties and departments with the development of on-line programming for Aboriginal communities.
- ◆ Develop a comprehensive strategy that will identify the number of Aboriginal students throughout the university.

- ◆ Creation of a magazine that will highlight the people and the work of the aboriginal community within the University of Toronto.
- ◆ Continue working with faculties and departments to strengthen relationships with Aboriginal communities and community-based education institutions for the development of programming for all learners (elementary to adult learners).



HEALTH SERVICE 2006-2007 Operating Plan*

Health Services Mission Statement

The Health Service is committed to improving the health and well-being of University of Toronto students through the provision of high-quality health care, education, counselling and outreach, thereby supporting students in achieving their academic as well as personal goals. As a member of Student Services, Health Service collaborates with partners on campus and in the community in support of the Student Services mission as well as the overall mission of the university.

Accessibility

The Health Service is open on Tuesday and Wednesday from 9:00 a.m. - 7:00 p.m.; on Monday, Thursday and Friday from 9:00 a.m. – 5:00 p.m and on Saturday during the school year for four hours. Same day drop in service is available. Our webpage and email address promote awareness. After office hours, a recorded message directs patients to alternatives: a hospital emergency room, an evening walk-in clinic, the Telehealth call center and a house call service. The Health Promotion section of the Health Service is now more accessible because of its relocation to the entrance to the service. Health Promotion peers will be available to answer health related questions of students.

Ongoing Services

- Medical clinic – including physician and nursing services, minor surgical procedures, dietician referrals, laboratory technologists and facilities in conjunction with Canadian Medical Laboratories

* Mission Statement and Annual Report available by calling (416) 978-8034

- Travel clinic – World Health Organization approved Yellow Fever Centre with specially trained nurse and physician staff
- Colposcopy clinic- staffed by Gynecologist to investigate pre-cancerous lesions for young women
- Health promotion programs with health promotion nurse and community health co-ordinator including Leave the Pack Behind an anti- smoking program and CFRT, a program to provide first aid on campus

Review of our experience in 2005:

The most exciting aspect of the 2004-2005 year at the Health Service was the installation and implementation of an electronic medical record in the clinic. After a lengthy (2-3 year) investigation and planning process, we selected the Medifile system from Jonoke and it was installed in June 2004. It replaced our previous scheduling and billing systems and gave us the ability to have all patient health care records computerized. This was a major change to the way our medical staff does their jobs but they have coped with it admirably.

Reception and billing staff were on board quickly as they were used to a computerized system. It was much harder and slower for physician and nursing staff. Both groups have made impressive progress and we plan to have all medical visits in the computer beginning January 2006.

Unfortunately, in spite of all the planning, we were unable to see the same number of patients this year. The change slowed our health care providers down. We did increase physician hours but space restraints meant that we could not increase service to better levels. This was particularly true for our drop-in patients and we regret having to send more of these patients to other clinics for care.

We did update the Treatment and Waiting Rooms this year. New furniture, counter space and storage has helped nurses do their work more effectively and improved the comfort of waiting patients.

Other very positive highlights of the 2004- 2005 year include our new dietician services that began January 2005; our new updated web site; the University Health Insurance Plan (UHIP) being accepted at the University Health Network hospitals.

Medical Visits

- We had 31,184 visits to our 29 part-time doctors in the 2004-05 year, and registered between 5,000 and 6,000 new patients.
- Our 4 nurses performed over six thousand nursing procedures such as immunizations , dressings and other injections, as well as counselling and telephone advice re: referrals, prescriptions
- The travel clinic was also busy and administered over 2,000 travel injections.
- There were several vaccination clinics offering influenza vaccines (throughout the end of October and November) and meningococcal vaccines (October and

January). Unfortunately the turn-out for the meningococcal clinics was poor and we will not likely offer them again.

- The colposcopy clinic had 109 visits for abnormal Pap tests this year.

Birth Control Dispensing:

More than 25,000 packages of Oral Contraceptive Pills were again dispensed in 2004-05. The following contraceptive products are for sale at our cashier window at reduced cost: Alesse, Brevicon, Cyclen, Demulen, Marvelon, Ortho, Select, Synphasic, TriCyclen, Triphasil Triquilar and Yasmin. Plan B is available for emergency contraception. We also dispense the NuvaRing, Vaginal Contraceptive Film, Depo Provera and Diane 35. More than 11,000 free condoms were distributed in our Waiting Room. Regular condoms and female condoms are supplied free of charge, when available from Public Health.

Monitoring programs:

We monitor and follow patients with abnormal Pap tests and offer a biweekly colposcopy clinic to further investigate patients with abnormalities.

Over 3,000 Pap tests were done in 2004-05

We carefully monitor patients with latent TB and Hepatitis B and C carriers

Health Promotion:

Our Health Promotion team now consists of the Health Promotion Nurse, the Community Health Co-ordinator who is shared with the Psychiatry Service and the large group of students who they supervise.

The Student Health Outreach Program (SHOP) consists of volunteer students with some being in work- study positions. There are also students doing their work here as part of their academic studies for example: Nursing, Phys. Ed.

Twenty five S.H.O.P. members were trained and led workshops in residences, wrote for the newsletter and participated in many events and fairs.

The annual health fair, with 18 exhibits, was held in the Bahen Centre on February 11, 2004. The official attendance counted in at 1500.

Many other Health Awareness events and displays are mounted during the academic year. Examples include:

- alcohol awareness
- responsible gambling
- nutrition
- birth control & sexuality
- colds & flu
- sun safety

Leave the Pack Behind, a peer program for smoking control and cessation continues to offer workshops and individual counseling to students.

Campus First Response Program (CFRT) is now a certified brigade under St. John's Ambulance recruited and trained 20 team members who were available to attend campus events to provide first aid as needed.

New Initiatives 2006-2007

1. Ongoing and expanded usage of the new Electronic Medical Record will take many years to fully implement. In January 2006, we plan to enter all visits into the EMR and will continue to phase out the old paper charts. The major initiative for 2005-2006 is to implement patient web access, which will enable patients to check normal lab results on line and also book appointment on line

Challenges:

Many issues from various stakeholders about appointment booking.

2. Reorganization and updating of the physical structure: Being computer based changes the processes within the clinic. Having taken care of the nursing and waiting areas, we now need to look at physicians' offices and most effective use of the areas freed up by fewer paper charts.

Challenges:

Many competing needs for small areas of available space.

3. Increasing our customer satisfaction:

The problem with overcrowding and lack of space due to the increase in demand over the years has eroded our customer satisfaction. Patients have to wait too long to be seen and become unhappy about the service. We will continue to monitor the issues with our patient feedback survey.

4. Try to expand the space available for patient visits. Item 3 would be improved if we were able to offer more physician appointments. Currently our offices are full and efficiency has declined with only one exam room available. This also leads to staff being unhappy. More physical space within Koffler would be ideal .

Challenges: Space at the university is very difficult to find

5. Increasing office hours: Another strategy to deal with our high demand is to increase our hours of service. In September 2005, we are beginning to offer Saturday hours and hope to expand hours further in the future.

Challenges: Staffing of evening and weekend hours is difficult with staff who are used to working regular hours. These hours are also less financially efficient with expensive overhead.

6. Public Health Collaboration: Immunizations are the issue here. Unfortunately this has not worked out very well. Public Health is not willing to provide flu vaccine clinics on

campus. We will continue the dialogue but will continue to organize Flu Vaccine Clinics at the Health Service.

Challenges: The ability of Public Health resources is an issue.

Challenges

Major Challenges:

1. Space:

We have added more doctors, nurses, and support staff to try to meet the increased demand for services and generate more income to cover overhead. In spite of losing our meeting room for office space, we are in a space crunch. Patient confidentiality is compromised as staff often cannot find a free office for confidential conversations. This continues to be our major challenge. We have investigated various strategies this year but have not come up with a good plan. We will continue efforts.

2. Budgetary:

The new agreement with the Steelworkers' Union again requires the elimination of two steps and 3% increases each of three years. We have not had an increase in the student fee for many years. Increased numbers of students allowed us to hold firm on the fee but consistently increasing salaries and increased demand in all likelihood will require an increase in the student fee.

3. External and Political Change issues:

Primary Care Reform is now a reality and our model of Health Care delivery does not fit into any of the proposed models. If we could access the increased revenues available for these models, our budgetary problems would be lessened. We are working along with the Ontario College Health Association to approach the Ministry of Health and the Ontario Medical Association to find a solution to this problem and will continue to do so.



INTERNATIONAL STUDENT CENTRE 2006 – 2007 Operating Plans

Review of Effectiveness of Mission & Outline of Services, Programs and Facilities

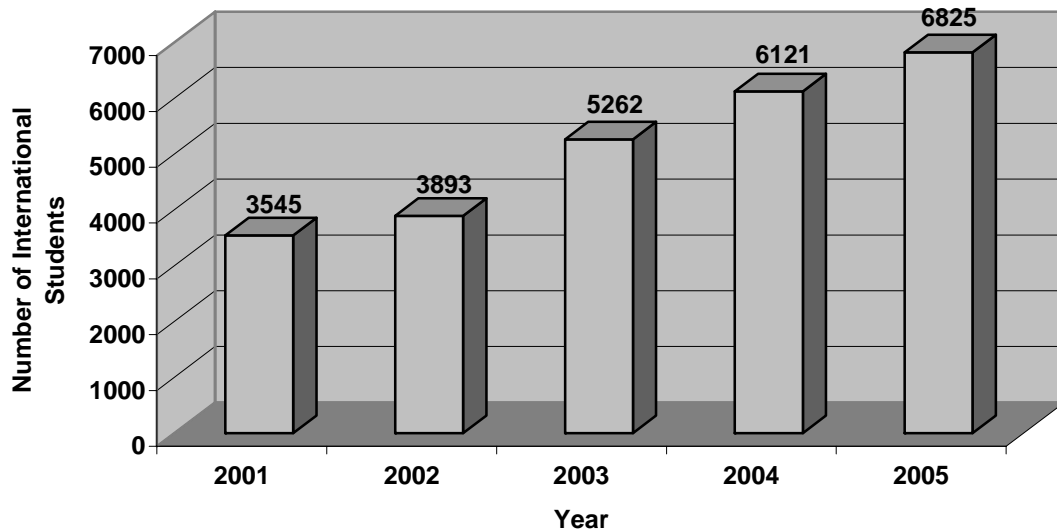
The International Student Centre promotes and supports international education and offers services, programs, and facilities for international students, students with international and/or intercultural interests, and students looking for education/work abroad opportunities. The ISC also provides valuable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

As of the end of November 2005, preliminary figures show that there are 6,825 international students from over 150 countries enrolled at U of T, compared to 6,121, students in 2004-05. This is a 12% increase from last year. International students make up 9.5% of the total student population at the University of Toronto, up from 8.9% the previous year. Below is a list of the 10 countries and regions with the most international students (last years number shown in bracket). The only change from last year's order is that Germany replaced Saudi Arabia as the 10th place.

1.	China	1,436	(1,252)
2.	USA	812	(722)
3.	Korea (South)	698	(519)
4.	India	351	(299)
5.	Pakistan	250	(244)
6.	Hong Kong	224	(186)
7.	United Kingdom	219	(137)
8.	Japan	192	(162)
9.	Taiwan	145	(146)
10.	Germany	136	(103)

The international student population has been experiencing double digit increases annually since 1998. The most significant jump was the 20% increase in 2003. Canadian universities, especially the University of Toronto, enjoy an excellent reputation worldwide for offering quality education and enriching cultural and social experiences. The University has increased its effort in recruiting international students in recent years. The increased number of international students shows that the recruitment effort has yielded remarkable results and it seems this trend will continue in the coming years.

Total Number of International Students in Past Five Years (2001-2005)



Services

Providing Information

One of the primary functions of the Centre is to provide accurate and complete information (to both international and domestic students) in order to prevent and resolve problems. ISC produces 7 different brochures, has a general information email contact and publishes 6 issues of newsletters. The two most important publications are: "Information for International Students" and "Handbook for International Students". The first is a 22-page booklet sent to newly admitted international students with their admission package before they arrive in Canada. In the past year, over 7,000 booklets were sent out to new international students. The "Handbook for International Students" is a 43-page handbook included in the welcome package for new international students during the orientation period.

The ISC website continues to be a valuable source of information for prospective and current students. In 2004-05, the number of ISC listserv subscribers increased significantly to about 4,000, from about 2,300 one year ago.

The reception and orientation period was from August 15 to September 9, 2005. During this period, 37 trained student volunteers along with ISC staff received 679 (586 in the previous year) new international students at ISC. A total of over 50 different welcome events were offered in the three and half weeks including 4 general orientation sessions that attracted over 150 new students. During the orientation period, ISC staff also presented outreach sessions at UTM, Social Work, Nursing, the School of Theology, Victoria and St. Michael's College. The highlight of the 2005 reception service was the ISC welcome BBQ on Friday, September 9. A record high of 550 new international students attended the event.

UHIP

A total of 6,087 international students have enrolled in UHIP for 2004-05 which represents a 49% increase from 2003-04 (4,084 in 2003-2004). The dependent enrollment experienced a small increase from 428 in 2003-2004 to 439 in 2004-2005. With a record high number of international students, an additional part-time UHIP assistant was hired during the September/October enrollment period.

As a result of the change in insurance companies in April 2005, UHIP services experienced two peak processing and card distribution periods in the same year (August/2004 and March/2005). The departure of the previous UHIP Information Officer during this critical time also created difficulty for the transition. The new UHIP Information Officer has experienced a steep learning curve. Some of the new processes and procedures continue to present challenges. But all efforts are made to ensure students are informed and their health coverage is properly processed.

Cross-Cultural Counselling

In 2004-2005, the ISC Cross Cultural Counselling Service provided assistance to 786 (697) students and spouses, including 134 (102) students in individual counselling, 74 family and group counselling, 525 (522) in workshops and seminars, 53 telephone consultation.

Throughout the year, the ISC Counselling Service offered 41 (38) workshops and group sessions on 12 different topics, including two new workshops, "Networking for Success" and "Welcome International Spouses" to help international graduate students making cultural adjustments. The counsellor also participated in the Student Services' Panel on Discourse on Depression to provide faculty with information on depression in international students and on assisting students in need.

In the past year, the service faced a greater challenge to meet the increasing demand for individual counselling. The counsellor adopted brief and short-term counselling strategies to help more students and manage the waiting list. As a result of new

approach, the counsellor was able to accommodate 32 more individual counselling sessions than the year before and the waiting time was kept within three weeks.

English Conversation Classes

In December 2004, the Communication Coordinator who was responsible for organizing the English Conversation Program (ECP) at ISC went on maternity leave and a replacement was hired.

During the academic year 2004-2005, the ISC ran three ECP sessions; Fall, Winter and Spring/Summer, with 33 classes and 277 (251 in the previous year) participants. The program continued to offer many thematic courses apart from regular English conversation classes, such as English Through Music and Drama, English and the City, and Sitcom English. A new course "I Gotta Tell Ya" was offered in the past year. The course exposed participants to a relaxed pronunciation and casual speech pattern that native speakers often use.

The success of ISC's ECP program depends on volunteer instructors and the ECP coordinator continued to give priority to recruiting and retaining qualified and committed volunteer instructors. Twenty-five volunteer instructors worked for the ECP in 2004-05. Many volunteer instructors continue to be recruited from OISE/UT and the TESL program at Woodsworth College.

Work/Study Abroad

In 2004-2005 the work of the Work/Study Abroad Office remained very active in several areas, special events, advising, pre-departure orientations and general work and study abroad seminars.

The "Where in the World Work and Study Abroad Fair" was held on October 5, 2004 at the Hart House with 42 organizations and over 1,500 students walked through. In November 2004, a new initiative called the "Global Etiquette Series" was launched to introduce different cultures and countries to domestic students and encourage them to explore opportunities overseas. In January 2005, a representative from the French Consulate was invited to ISC to introduce higher education possibilities in France.

The annual "International Development Week" was held in the first week of February 2005. In the aftermath of the tsunami disaster, the event focused on International Relief Work and presentations on working in International Development. In March 2005, the Japan Exchange Teaching Program (JET) conducted a teaching English overseas seminar and 27 students were in attendance.

Pre-departure group orientations were conducted in December 2004 and April 2005. In addition, 6 individual pre-departure sessions were arranged at the request of the students and 2 individual re-entry sessions were held. Over the past year there were 64 individual appointments with students on work/study abroad issues and student drop-ins to the Resource Centre have been steady at an average of 5 students per day.

The gogoglobal listserv is an important channel for communicating with students. Listserv membership sits at 674 with continual interest expressed. Messages are sent bi-monthly and more frequently as information presents itself.

The Work/Study Abroad Office continued to be active with the First Year Initiative (FYI) program, conducting a seminar on "Building an International Portfolio". As well, for the Graduate Student Initiative (GSI) a seminar on exploring opportunities overseas was conducted and a related article submitted for the Student Services newsletter.

US Visa

All international students are required to submit visitor visa applications in person to the U.S. Consulate in Toronto. However, questions regarding U.S. visas have still remained high at ISC. In October 2004, the Work/Study Abroad Office took initiative and invited U.S. Consulate officials to present a session called "Demystifying the U.S. Visa Process" at ISC. It was a very successful session with 107 students in attendance. Students appreciated the opportunity where they could directly interact with American Visa officials in a friendly environment.

Programs

Social and cultural programs offered by the Centre are designed to a) introduce new students to Canada (geography, culture, customs) and/or b) facilitate interaction amongst individuals and groups. All students, International and Canadian, are welcome to participate in these activities.

ISC programming is an integrated year-round pursuit. Each of the ISC portfolios such as ECP, Cross-Cultural counseling or Work/Study Abroad office works together to ensure all of the programmed events/activities/seminars are well coordinated and do not cause scheduling conflicts. ISC events/activities/seminars are divided into five major promotional categories: ISC Inside; ISC Outside; ISC On Campus; ISC On the Road and; ISC After hours. The Program Office manages the bulk of these events/activities/seminars.

ISC programs are designed to cover a wide range of social, cultural and sporting events to accommodate not only students from affluent backgrounds but also those with limited financial resources. In 2004-05 year, ISC offered 85 events (25% more than previous year) to both international and domestic students. In the past year, ISC also launched the first international student photography contest, received twenty (20) photo submissions.

While regular programming remains an ongoing initiative, special attention is given to the annual orientation period. During this past year's new student reception services, ISC added a series of daily walking tours and weekly day-trips to various locations in and around Toronto. A complimentary coffee service was provided for newly arrived

international students and an “in-house” produced DVD presentation (video and information slide show) was also presented.

Buddy Program

The Buddy Program for 2004-2005 succeeded in matching a total of 105 buddy pairs. There were however 35 requests which could not be satisfied due to the shortage of buddy volunteers and timeliness of the matches. The matching of buddy pairs has become a very time consuming process for both ISC staff and international students. As the international student population continues to experience a significant increase, it is necessary to re-evaluate the Buddy Program and seek a more time efficient peer support program to help new international students with their transition.

Email-Link

The previous Letter-Link program has been transformed into an E-link program. Newly-admitted students are matched, upon request, with current students by email to answer their questions about life in Toronto and the university before they arrive. During the Spring of 2005, 47 incoming students have connected with current U of T students through E-Link.

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 recognized campus groups can use many facilities at ISC such as the ping-pong tables, microwave oven, piano, TV, VCR DVD player, 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.

In 2004-2005, a total of 2,152 meetings or events (over 1,900 in 2003-04) were held at ISC and the majority of them were during evening and weekend hours. The highest room usage was in the month of November (339) followed by March (307) and October (303). The three big rooms were reserved for reception and orientation activity from August 16 to September 10, 2004. The Riddle room on the second floor was also reserved from August to October 2004 for the peak UHIP enrolment period. The ISC kitchen was booked 13 times by student groups and the lawn was booked 9 times in the past year.

Facility upgrades and maintenance completed during the fiscal year of 2004-05:

- Installation of solar roller blinds in all 2nd floor offices, Interchange library, Riddell and Rose Wolfe rooms, staff washroom
- Installation of divider between foot basin and urinals in men's washroom

- Refurbishment of building sign mounted on the front fence
- Installation of air conditioner in main floor kitchen
- Installation of one additional data drop in Riddell room
- Repaired door in ping pong room damaged by vandalism

Facility upgrades and maintenance outstanding from 2004-05:

- Replace veranda flooring on the south-southwest side of the building
- Repair crown molding in Baldwin and Riddell rooms plus the second floor lobby. We are having difficulty finding a specialized trades person to do this work.

In the past year, 6 student groups had office spaces in the ISC basement. The "Attic", an open space on the third floor, has been used by the Muslim Student Association (MSA) as a comfortable prayer space for many years. From September to May, about 150 students visit this prayer space at ISC a few times a day. During the month of Ramadan, hundreds of Muslim students come to ISC every evening to break their fast.

Being an older building, like many others on campus, the second and third floors of ISC are not wheelchair accessible. A preliminary assessment was initiated in the past year to evaluate the feasibility of building an elevator at ISC.

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.. As many countries do not have the September Labour Day Monday as a public holiday, ISC remains open on the Labour Day to welcome new international students who have just arrived in Canada. ISC is one of the few facilities on campus that is open seven days a week and offers late evening hours.

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. However, the nature of the centre attracts users and activities with a multicultural or international focus. For students on the Mississauga and Scarborough campuses, our listserv and website have enabled staff to keep these students informed and updated. They frequently come to ISC for special assistance on immigration, taxes, counselling and UHIP.

ISC offers an optional membership to post-doctoral fellows, student spouses and visiting scholars. This enables them to join the English Conversation program and participate in ISC trips and events. ISC also continues to serve as a resource for the SGS staff members helping post-doctoral fellows with some of the more specific issues related to immigration and government policies.

Review 2005/2006 Goals

The international student population has experienced a 57% increase in the past two years. ISC will monitor the usage of services and programs closely to ensure student priority needs such as legal requirements and life necessities are met. Resources whenever possible will be streamlined to improve service efficiency.

In the 2004-05 year, 107 workshops and group sessions (45% increase from 2003-04) were offered to deal with the higher number of individual drop-ins at ISC. For example, a weekly immigration information session was introduced. A pre-tax season session was offered to graduate students with TA or RA employment income to alleviate heavy traffic during the peak tax season in March and April. The ISC Cross-Cultural counselling service offered more group sessions including two new workshops to interact and serve more students.

UHIP will switch to SunLife as the new insurer on April 1, 2005. ISC will play an active role in implementing new procedures to ensure that the change will not negatively impact the nearly 7,000 (24% of the total UHIP enrolment) U of T UHIP participants. ISC will continue the effort of bringing the University Health Network, especially the Toronto General Hospital, into the UHIP Preferred Provider Network (PPN).

In spite of best efforts, some of the new processes and procedures continue to present challenges to the ISC UHIP office since the change of insurer. Meetings with Sunlife and other partners on campus are held on a regular basis to deal with these challenges. Many of the problems have been solved and services are improving. In the early summer of 2005, the University Health Network including the Toronto General Hospital joined the UHIP Preferred Provider Network (PPN). It is a major achievement in better health care access for international students and their families at U of T.

ISC will provide more direct support such as campus visits and staff training to UTSC and UTM to serve the increasing number of international students on both campuses.

In the past year ISC Director and Counsellor have been providing more training to UTM and UTSC staff to support their effort of establishing localized services for international students. The support included various staff training sessions, sharing printed materials and direct student service. These activities peaked during the orientation period.

Planning the 40th anniversary celebration of the opening of ISC at 33 St. George (ISC opened at Cumberland House on November 18, 1966)

Some initial consultation and brain storming sessions have been conducted. However, more specific event planning, budgeting and organizing are still needed to move forward.

Investigate the possibility of building an elevator at ISC, (over 60% of ISC space including all staff office space are not wheelchair accessible)

The initial assessment was completed in the summer of 2005. The assessment has revealed that it is a very difficult task to accomplish considering the historical building status, cost required and space loss. Further consultation with experts has been scheduled.

Initiatives for 2006-2007

- Continue the effort of identifying service priorities and streamlining resources to meet the increasing needs of international students.
- Seek new resources to meet the challenge of serving a continually growing number of international students.
- Revamp the Buddy Program and create a more efficient and effective peer support program to assist new international students in the initial adjustment process.
- Redesign the current ISC International Student Registration Card to obtain lesser but more relevant information and coordinate with the new ISC student database.
- Update ISC website to create more detailed and program specific admissions links and add more information on cultural customs and etiquette.
- Adapt to new UHIP procedures and improve the UHIP enrollment process to ensure quality service to students.
- Continue to plan the 40th ISC anniversary celebration in November 2006.



PSYCHIATRIC SERVICE 2006-2007 Operating Plan*

Psychiatric Service 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 which 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 wide 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 and we are committed to providing the care in an easily accessible and timely fashion.

Effectiveness of Mission And Outline of Programs and Services in 2005-2006

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 1,985 students seen – and the high percentage of those who, on our quality assurance survey, indicated that they were “somewhat” to “extremely” satisfied (83%) and who would come back (99%) or refer a friend (96%) to the Service.

* *Mission Statement and Annual Report available by calling (416) 978-8070.*

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. Also, colleagues from the other Student Services and the University community are provided with recommendations regarding working with students with emotional and/or psychological difficulties.

Treatment

In order to address the wide range of presenting problems, the Psychiatric Service offers an equally wide spectrum of interventions - from general psychiatric care and pharmacotherapy to specialized psychotherapies. The students may receive individual, couple or group therapy: the therapies are of the cognitive-behavioural, integrative and psychodynamic type. Of the 1,985 students seen (and who generated 10,872 visits), 235 received service from the Cognitive-Behavioural Therapy Program. The Group Program offered two ongoing groups: interpersonal and bulimia.

Consultation to other Services and the University community

The Psychiatric Service works particularly closely with the Health Service, Accessibility Services, Counselling and Learning Skills Service, the Office of the Campus Personal Safety Coordinator and Campus Crisis 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. The Service also participates in the First Year Initiative (FYI) and Graduate Student Initiative (GSI) programmes.

Professional Training

The Psychiatric Service offers training in the form of electives to Residents in the Department of Psychiatry, Fellowships, and placements for Ontario Institute for Studies in Education (OISE) PhD level candidates. The postgraduates participate in case conferences and seminars and receive supervision from experienced clinicians. During the 2004-2005 year, several Residents and one Fellow from the Department of Psychiatry received training.

Categories of Users

All services and programs at the Psychiatric Service are available only to students registered at the University of Toronto and paying the Incidental Fees. Of the 1,985 total number, 64% were (full-time and part-time) undergraduates in the Faculty of Arts

and Science and 36% in professional faculties and the School of Graduate Studies. For a more detailed description, please see the Psychiatric Service Annual Report 2004-2005.

Hours of Operation

The Psychiatric Service is open Monday through Friday, from 8:45am to 5:00pm, and until 7:00pm on Tuesdays.

Review of 2005-2006 Initiatives to Date

1. Many students suffer from sleep disturbances which can result in an increased frequency of a variety of accidents, including car crashes. Increased rates of depression and lower academic performance have also been linked to poor sleep. The Service web site now carries a section on sleep disorders and their treatment. As well we offer workshops on sleep through the First Year Initiative and Graduate Student Initiative programmes.
2. The Brief Intervention Programme is now one of the established interventions.
3. The Community Resource data base now has a search engine which makes locating a clinician or a specialized programme in the community easier.
4. All of the offices now have computers. This has allowed the Service to install an electronic day timer which decreases the amount of time that the students spend in the checking in and out processes. As well, the computer provides the clinicians with an opportunity to obtain, if necessary, information pertinent to the management of a patient while she/he is still in the office.
5. A nutritionist is now available one half-day per week for the Health and Psychiatric Services.
6. The Service is currently providing training for a postgraduate Fellow in Psychiatry.

Initiatives for 2006-2007

1. The Service intends to conduct a survey of the international students' mental and emotional state with the intent of developing, if necessary, special programs.
2. The community outreach coordinator will form within the Student Health Outreach Program (SHOP) a group whose function it will be to focus on mental health related issues.
3. In order to provide the students with a greater access to community resources, a designated clinician will on an ongoing basis initiate and cultivate contacts with clinicians in the community.

4. The Service will continue to expand its uses of the computers by, for example, implementing electronic messaging amongst the staff and continuing to research programs suitable for electronic charting.

STUDENT HOUSING SERVICE 2006 – 2007 Operating Plans*

Review of Effectiveness of Mission & Outline of Programs & Services

The Student Housing Service offers three main programs: a registry of **Off-Campus Student Housing**, **Residence Communication/Brokerage** and **Student Family Housing**. To a lesser extent, but still very significant, we provide or assist in requests for legal referrals, emergency accommodation and housing information sessions.

Off-Campus Student Housing:

- In the first *six* months of the 2005-06 fiscal year, the registry of off-campus student housing displayed 3,043 ads (One listing often represents several spaces). **The supply of off-campus housing listed with the Service has decreased (11%) from the same period last year.** At this time last year ads had also decreased, by about 21% from the same period in 2003-2004. However, to place the two-year decrease in perspective, in the *whole* of the 1998-99 fiscal year, only 2,866 listings were taken. The concern is not yet one of students having difficulty locating housing via the registry.
- The **Toronto vacancy rate currently stands at just under 5%**, and has not been as high since at least 1971, when the Canada Mortgage and Housing Corporation (CMHC) began tracking this information. Since CMHC only calculates the vacancy rate for buildings with more than 3 rental units, this figure does not acknowledge most of the supply available in the typical student housing market, i.e. a room or basement apartment in someone's private home. While a high vacancy rate is attractive in the short-term, it can impact negatively in the longer run when landlords (particularly small-scale landlords), who typically rent to students, drop out of the rental market, bringing about a decreased supply of off-campus housing.
- The Service charges non-student landlords for advertising accommodation and in the first *seven* months of the current fiscal year, \$105,586 was collected. Revenue collected from landlords during the same period last year was \$108,135.

* *Mission Statement and Annual Report available by calling 416-978-8027*

- The Service has maintained contracts to provide off-campus listings to the School of Continuing Studies (\$1,000) and to George Brown College (\$9,750). However, in May 2005, the **Ontario College of Art & Design (OCAD) opted not to renew its contract with our service for budgetary reasons**, resulting in a loss of \$5,170 in annual revenue. However, it is expected that some revenue will be recouped in membership fees, as OCAD students, who do not have an off-campus housing service of their own, continue to be directed to our service where they may access the listings by purchasing an eight-week membership for \$22. Since May 2005, 17 memberships have been purchased by OCAD students. This number is expected to increase in the coming years, as OCAD students become accustomed to the front-end fee for our service and we are able to offer those with memberships access to our listings online.
- **In 2005, rents increased by less than 1%, or slightly decreased in some cases, despite rising utility costs.** (The province allowed rents to increase on occupied units by a maximum of 1.5% in 2005). Although rents have remained at the levels that made the market more affordable in 2004/5, much of the market remains costly for a student's budget.

U of T's Off-Campus Housing Rent Ranges

	2005	2004	2003
Bachelor Apt.	500-750	500-750	550-750
1-Bdrm. Apt	550-900	550-900	700-900
2-Bdrm. Apt	750-1300	800-1300	900-1300
Room	350-600	350-600	400-600

- In the first seven months of the current fiscal year, the Service has presented the following off-campus housing information sessions:
 1. Where am I going to live in September? (Offered twice in the summer)
 2. Shared Housing - The Ins & Outs
 3. Leases & Landlords: Your Rights as a Tenant
(Presented by the Federation of Metro Tenants Associations (FMTA))
 4. Beyond Housing: Settling in (FYI)
 5. Beyond Housing: Introduction to Living in Toronto (GSI)
 6. Buying and Owning a Home (Presented by the CMHC)
 7. Tenant Rights: What You Need to Know (Presented by the FMTA)
 8. Moving Your Family Off-Campus (GSI)

Average attendance was approximately 20 students, with the highest attendance (50), occurring at the Buying and Owning a Home session.

Residence/Communications:

- The Service continued to assist the University in meeting its residence demand from first-year students, most of whom are guaranteed residence.
- **University College's Morrison Hall** (274 beds) was added to the University's residence stock in Sept. 2005. As a consequence of this added stock, and an off-

campus housing market that continues to be soft, more upper year students who wished to live in residence were accommodated in 2005 than in previous years.

Tri-Campus First Year Residence Demand – Sept. 2005

First Year Applicants to U of T	41,825*
First Year Applicants indicating an interest in residence on OUAC form	25,380*
First Year Applicants, guaranteed residence, admitted to UT	18,855 *
First Year Applicants, guaranteed residence, admitted & enrolled at UT	5,691**

* Net figures, i.e. some applicants may have applied to more than 1 campus.

** Not the number necessarily housed, as many students do not accept their residence offer.

September 2005 - Residence Capacity & First Year Beds

Residence	Total Residence Beds*	# of Beds Occupied by 1st Yr.	% 1st Yr.
UTM Undergrad	835	435	52%
UTSC	765	360	47%
89 Chestnut	1025	504	49%
Innis	326	198	61%
New College	877	490	56%
UC	718	422	59%
Woodsworth	368	208	57%
Loretto	148	47	32%
SMC	453	172	38%
St. Joseph's	146	46	32%
Trinity	429	206	48%
Victoria	772	377	49%
UT Undergrad Res Totals	6862	3465	50%

Charles Street	713	0	0%
UTM Grad & Family	201	0	0%
Graduate House	434	0	0%
Knox	104	2	2%
Massey	61	0	0%
Wycliffe	73	1	1%
UT Graduate Res Totals	1536	3	<1%

Campus Co-op	174**	12	7%
St. Vladimir	46**	0	0%
Tartu College	361**	0	0%
Independent Totals	581	12	2%

* Includes residence beds allocated to students who serve as Dons or Residence Assistants.

** Represents only those spaces allocated to UT students.

- ❑ As of November 1, 2005, there was less than a **1% vacancy rate in the University's residences** and all were full on Labour Day.
- ❑ We continued to increase our ability to place **first-year professional faculty students in one of their top residence preferences**.
- ❑ In the 2005 Admission cycle, Professional Faculty students had the option of completing and submitting the Residence Preference Form (RPF) online. Response to this service was overwhelmingly positive. In total, **90% of the residence requests received from newly admitted professional faculty students were submitted via the online application** (791 of 876).

Professional Faculty Residence Preferences vs. Placement

	2005		2004	
	Total	%	Total	%
Students offered their first-preference of residence	495	62%	416	63%
Students offered their second-preference of residence	127	16%	79	12%
Number of students offered their third-preference of residence	83	10%	29	4%
Number of students offered one of their top 3 residence prefs.	705	88%	524	80%
Number of students offered none of their top 3 residence prefs.	94	12%	133	20%

- ❑ The % of instances a residence was indicated as a *1st preference* on Professional Faculty Residence Preference Forms of first year students with the guarantee is as follows:

Year	NE	IN	VC	89	UC	TR	SM	LO
SJ								
2005	32.7	34.4	5.2	9.6	11	5.5	1.0	0.5
<0.1								
2004	37.2	31.5	9.7	6.1	7.2	3.9	1.8	0.6
0.7								
Legend:	89: 89 Chestnut	IN: Innis College	LO: Loretto College					
	NE: New College	SJ: St. Joseph's College	SM: St. Michael's College					
	TR: Trinity College	UC: University College	VC: Victoria College					

- ❑ **89 Chestnut has continued to increase in popularity** as a residence of first preference.

Note: Unlike Professional Faculty first-year students, Arts & Science first year students are not given a residence preference form upon admission to their program. Their college residence office manages their residence request.

- ❑ In 2005, **4% of first-year Arts & Science students with the guarantee of residence requested to be sent an 89 Chestnut offer** rather than one from

their home college residence when that home college residence was dormitory-style (similar to 89 Chestnut); the number was just 1% when the home college residence was shared-apartment style.

- **Emergency Housing Requests remained at a similar level to the previous year.** There were no major shifts in demographics of students seen, or in the reasons for the emergency housing requests. **Cases involving conflict with parents/negative climate in the parental home continue to be significant, with 8 incidents this year.**

EMERGENCY HOUSING REPORT May – Nov. 2005	
Requests for Emergency Housing Assistance	
May 2005	1
June 2005	1
July 2005	4
Aug. 2005	2
Sept. 2005	3
Oct. 2005	7
Nov. 2005	6
TOTAL:	24

Breakdown by Type of Student:	
Female:	14
Male:	10
Students with Families:	5
Single Student:	19
Undergraduate Student:	17
Graduate/Second Entry Student:	4
Acad. Brid./TYP Student:	3
Part-Time Student:	4
Aboriginal Student:	0
Student Self-Identified as having disability:	3
Exchange Student:	1

Reasons for Request for Assistance	
(May be multiple):	
Assault/risk of assault/other abuse at current residence	1
Eviction	3
Cultural conflict/Emotional Abuse/Negative climate in parental home	8
Conflict with roommates/landlord	2
Financial Difficulty	17
Current situation not conducive to study (Noise, disrepair etc.)	0
Other safety issues in current housing (crime, etc.)	3
Parents moved away/can no longer provide housing	0
Relationship break-up	1
Landlord Harassment	0

Health Issues (allergies, disability, release from hospital):	0
Found place, but no transitional place between new & old	0
Gave notice/Struggling to find housing by move-out date	2
House fire/other disaster affecting housing	3
Superintendent position lost	0
Other	2

Basis of Request/Contact	
Student-Initiated:	10
Referral from Registrar's Office:	6
Referral from Community Safety Office:	4
Referral from International Student Exchange Office:	2
Referral from Residence Dean:	2

Student Family Housing:

- **Demand for student family housing is strong, but has softened substantially due to the competitiveness of the off-campus housing market.** Currently, 465 student families are on a waiting list for the 713 bachelor, one- and two-bedroom apartments, which comprise the St. George Campus Family Housing Ancillary located at 30/35 Charles St. West. At this time last year, 1,000 student families were on the waiting list.

Applicants:

Number of Applicants - by Type of Apt (Oct. 31, 2005):

Two Bedroom	217
One Bedroom	227
Bachelor	21
Total	465

Number of Current Applicants:

(a) with sessional address in Toronto	181
(b) elsewhere in Canada or outside Canada	115
(c) couples	324
(d) couples with child(ren)	106
(e) single parents	35

- The **waiting period has decreased** approximately 4-12 months from this time last year (depending on the apartment size required, ability to move on short notice and other factors). Currently, several offers for a particular unit are often made before an applicant is found who is willing to move for the available month.

Average Waiting Period by Apt Size:

Two-Bedroom	10-14 months
One-Bedroom	12-18 months

Bachelor 11-16 months

- ❑ Rents at 30/35 Charles St. W. increased by 2.5% in September of 2005. **Rents remain at the low end of the rent range of units advertised in the University's off-campus housing registry**, and considerably below other housing generally available in the GTA as surveyed by Canada Mortgage and Housing.

Rent Ranges:

	30/35 Charles St	U of T Off-Campus Housing Registry	CMHC Report on the GTA
Bachelor Apt	\$572	550-750	\$727
One-Bdrm. Apt.	\$708-769	700-900	\$886
Two-Bdrm. Apt.	\$937	900-1300	\$1,052

- ❑ For the second year in a row, the number of children reported as residing at 30/35 CSW has dipped below 400.
- ❑ The percentage of tenants who identify themselves as international students has increased to 50%, up from the previous year when it was 40%.
- ❑ The tenant population remains largely a graduate one.

Tenants:

Total Number of Tenants: 1706

Total Number of Students in the Building: 792

Number of (Declared) Children by Age Group, Residing at 30/35 CSW (Oct. 31, 2005):

0-3 years old: 112
4-5 years old: 65
6-12 years old: 106
13+ years old: 50
Total: 333

Number of current graduate student tenants: 500 (63%)

Number of current student tenants who identify themselves as international: 395 (50%)

Number of current single parent tenants: 69 (9%)

- ❑ **Requests for apartment maintenance have remained on an increasing trend** that began when U of T property management was installed. Tenants now know that their work orders will be responded to, and that there is a higher standard to which they will be held regarding the condition of their unit, and so they are contacting the Management office when repairs are needed.
- ❑ **Generally, tenant satisfaction appears to have increased.** A tenant survey is scheduled for Spring 2006.

Community Development:

- A very active community development program continues in place at Student Family Housing.

Community Development (May – Oct.2005)

Activity	Participants
On-Going Programs:	
Free Store	2332*
Drop-In Centre	2378* (children) 2257* (caregivers)
Community Events:	
Annual BBQ/Party (All Ages) June 15th	550
Haunted House (All Ages) Oct. 31	250
Rooftop reopening	190
On-Going Events:	
Ping Pong, Ages 10-15	148
Movies, Ages 5-17	98
Spring Events:	
Arts & Crafts Program	26
Parks & Rec Info Session (One day only)	14
Family Games Night	38
Summer Events:	
Weekly Garden Socials on Green Roof	171
Drama Program	81
Field Trips, Ages 5-17	73
Soccer	20
Fall Events:	
Yoga, Women (Fall/Winter)	260
Nia Dance & Fitness, Women (Fall/Winter)	104
ESL, Adults Intermediate & Advanced	162
Total Participants	9,152

* Refers to total number of visits (i.e. not registered users).

- The Drop-in Centre, for children and their caregivers, continues to increase in popularity, with up to 42 children and 40 caregivers visiting the Centre daily. The Drop-in Centre is well used because there is no user fee (other than rent), and because it offers an inclusive space where tenants and their children can come to socialize and learn. The Drop-In Centre facilitates interaction between tenants of all different cultures and it is the hub of a thriving community development program.

- ❑ The Community Development Coordinator oversees all aspects of the **Green Roof rooftop garden** with the help of volunteers, work/study students, and part-time staff.
- ❑ **Community Development took over coordination of the Free Store this year.** In need of major overhaul, the Free Store, which provides a place for tenants to donate or pick-up used household goods, was cleaned and reorganized in the summer (2005). It is now efficiently run, and open to tenants for longer and more frequent periods each week than when it was maintained on a volunteer tenant basis. It is a valuable resource for tenants, particularly those who arrive from overseas and who are on limited budgets.

General:

- ❑ The Student Housing Service maintains an up-to-date inventory of **in excess of 40 housing or housing-related publications or categories of publications on-site**, many of which are produced in-house. An increasing number of these resources are being made available on the Service's website.

Housing/Housing-Related Publications:

Housemate Agreement
 Roommate Agreement
 Sublet Agreement
 Things To Consider When Looking
 Questions To Ask A Potential Roommate
 Apartment Checklist
 Lease Reading Guide
 Legal Services/Conflict Resolution
 Tenant Protection Act
 Tenant Protection Act: Sharing A Kitchen And/Or Bathroom With Your Landlord
 Temporary Accommodation List (Budget & Regular)
 LGBTQ-Positive Temporary Accommodation
 Moving Out Checklist
 Movers, Storage And Truck/Van Rentals
 Maintenance & Repairs
 About Privacy
 Terminating A Tenancy
 Agreement To Terminate A Tenancy Form
 Beyond Housing – U of T And Community Resources
 Local Churches, Mandirs, Mosques, Synagogues, and Temples
 Tenant's Insurance
 Garbage & Recycling
 Landlord Newsletter
 Housing Bulletins (Customized For Depts./Faculties)
 CLEO Publications
 Student Family Housing Newsletter
 Brochures- Student Landlords, Landlord, Memberships, Residence, Student Housing-General, Family, Professional Faculty Students, Safety, Off-Campus, Independent Residences

- ❑ Not including any assistance provided via our website (the main source of access), the Student Housing Service **responded in person to approximately 11,000 phone calls, e-mails, faxes and drop-in activity in the first six months of the fiscal year.**

Category of Users:

With the exception of Student Family Housing, far more undergraduate students seek our assistance than graduate students. Students are not registered as users of the Service although eligibility is verified. We plan to change this in the coming year when the new online registry is functional, so that we have a better handle on who is using our service, which program they are using, as well as what our performance indicators are – i.e. are students renting through us, how many landlords just allow their ads expire but do not find a tenant, or are successful, but don't inform us.

Hours of Operation:

The Service is currently open Monday to Friday, (September to June) from 10:00 am to 5:00pm and open until 7pm on Tuesdays. During July and August the Service is open Monday–Friday 10:00am-4:30pm, with the exception of the off-campus housing area, which is open on Tuesdays and Thursdays until 7pm and on Saturdays from 10am–3pm.

In the spring we host 3 off-campus housing Summer Sublet Saturdays attended by approx. 300-400 students, and hold some off-campus housing information sessions in the evenings throughout the year. Most of the Service's programs and workshops are accessible via the Internet, and such access will soon be further facilitated, as the ability to list housing online is rolled-out.

Review of 2005-06 Goals:

Off-Campus Housing:

- ✓ **In the tendering phase of the online listing/e-commerce project**, which will result in a new online registry to be available 24/7. It will provide more search options for students, and enable landlords to place and renew ads online.
- ✓ **Provided George Brown College students with online access to the registry at the George Brown Housing Office**, as part of its annual contract to receive our off-campus housing registry.
- ✓ **Developed an online calendar of housing workshops and provided a link to the web site at the bottom of all email responses** to general student inquiries received by email. A list of the year's events is also made available in-office.

- ✓ **Contacted Homestay Service to arrange reciprocal referrals**, i.e. they will refer prospective landlords to us if not appropriate for homestay, and we will continue to refer landlords who are seeking a homestay situation, to them.
- ✓ **Considered incentives for landlords with multiple units available year-round, such as a flat annual rate**, but determined that this program would be implemented after the new online system (and corresponding database), was in place, as it would provide a simple process by which to identify these landlords.
- ✓ **Initiated a landlord listserv**, to communicate to landlords timely information about our service, relevant legislation and market trends, upcoming events, as well as provide information on how to promote one's rental property, etc.
- ✓ **Promoted the Service to 70 rental property management firms that own property near the UTM, UTSC or St. George campus**, through two promotional packages mailed out in early and late Summer. The initiative garnered a 10% response rate.
- ✓ **No new tenant legislation was passed this year**. When/if new legislation is introduced by the provincial government, the Service will host information sessions about it for students, landlords, and also inform student governments.
- ✓ **Communicated with departments at UTM to encourage them to refer landlords and students to our service**. Additional resource material for landlords and students were made available for distribution, including a document outlining the off-campus resources available for UTM students, a postal code map (to assist with searching via our registry), off-campus brochures, etc.
- ✓ **The Service continued to develop its outreach to student renters with a Student Renters Reception**, held in September 2005. Approximately 35 students attended. Representatives from each of the Student Services and the FMTA were on hand to answer students' questions.
- ✓ The service did not flier the L5 postal (UTM) area. Instead, **advertisements were placed in the Metro newspaper during the summer to promote the Off-Campus registry to landlords throughout the GTA**.
- ✓ **Provided additional assistance to students looking to sublet their accommodation, by instituting a 3rd Summer Sublet Saturday, held in May**. The event was advertised in NOW magazine as an Open House, and the Koffler mall was utilized to better accommodate the number of students. The FMTA participates in all of our Summer Sublet Saturdays, offering students legal information on subletting and other landlord/tenant issues.
- ✓ **Included fields for family-friendly housing and accessibility details** in the off-campus housing ads listed with the Service, in order to identify the need for these features to landlords, and to be able to flag these ads for students.
- ✓ **Front-line staff were trained on the Emergency Housing Protocol, Interim Room Program, and Family Violence Response Program**.

Residence/Communications:

- ✓ **In designing phase for housing brochures for UTM and UTSC students**. A document introducing students to our services, specifically tailored to UTM and UTSC students, are currently posted in each location where our registry is made available at the two campuses.

- ✓ **Updated the department's publications, website, form letters, customized housing bulletins and university calendars to reflect the changed housing market.**
- ✓ **Arranged staff tours of the Woodsworth College and 89 Chestnut residences,** so that staff can speak informatively when answering questions.
- ✓ **Participated in planning of Student Services Symposium on Depression** for faculty and staff, held in May and December 2005.
- ✓ **In design phase of a database containing information on each of U of T's residences** that will provide easy access to information by Housing Service staff for appropriate referrals, comparisons, report generating, etc.
- ✓ **In development phase for a PowerPoint presentation of the current residence admissions process,** based on residence and student faculty, to be made available online.
- ✓ **Hosted 2 residence fairs,** one in the Koffler Centre for residences offering summer accommodation for 2005, and a second one in Sidney Smith Hall for those offering fall 2005 accommodation. Off-campus student summer sublets were also promoted at the summer fair.
- ✓ **In process of modifying the online Residence Preference Form implemented last year, and designing a new residence brochure,** in order to provide first-year professional faculty students with more detail on the residences available and additional information on the admission criteria, so that the process is more transparent and they are better able to make appropriate residence selections.
- ✓ **Updated the interim Accessible Housing website,** so that it reflects information from the most recent residence accessibility audits.
- ✓ **In planning stage for a Spring information session** for University staff such as student recruitment staff, Varsity recruiters, coaches, etc. regarding the first year residence guarantee and residence admissions process.
- ✓ **Revised the intake form for emergency housing appointments, in order to better assess who is receiving assistance, and the source of their housing crisis.** The new intake form enables the Service to collect statistics on the number of cases that involve cultural conflict/emotional abuse/negative climate in the parental home.
- ✓ **Participates as a voting member on the 89 Chestnut Residence Board.**
- ✓ **Participates on the Steering Committee for the Interim Room Program.**

STUDENT FAMILY HOUSING

- ✓ **A newly built childcare centre, with 52 municipally subsidized spaces,** opened in October 2005. Tenants with children are given first priority. All but one space in the new centre are taken by Charles St. student families, many of whom have substantial subsidies from the City.
- ✓ **Facilitated a session on Buying a Home at the Student Services Graduate Student Conference** in May, 2005.
- ✓ **Held monthly meetings with the staff of the other areas of the department.** This will be continued, but in alternating locations, when Student Family Housing moves to 35 Charles Street in 2006.
- ✓ **Arranged a tour for Student Housing staff of the Charles St. residence.**

- ✓ **Hosted a tour of Charles Street for applicants and potential applicants in Fall 2005.** This event will continue to be conducted semi-annually.
- ✓ **Participating in the design and planning of Main Floor Renovations at 35 Charles Street, including offices, lobby, and green space and garbage area on south side of building.** The new Main Floor will house the Student Family Housing office (Admissions and Community Development) and incorporate an off-campus housing presence.
- ✓ **Initiated a survey of tenants for Winter 2006,** which solicits feedback on activities related to Ancillary Services, Admissions and Community Development.
- ✓ **Working with the Charles Street Management Office, developed an orientation session for new tenants.** Representatives from the Family Care Office and Student Services participate in the sessions, which are conducted several times a year.
- ✓ **Working with the office of Community Safety and LGBTQ Programs and Resources to develop initiatives** to make the buildings a more welcoming and positive space for LGBTQ students with families, as well as other types of families of diverse backgrounds.
- ✓ **Promoted Student Family Housing at an International Conference.** The Manager, Student Family Housing along with the Residence Administrator of Charles St. presented a session at the ACUHO-I Fall 2005 Apartments Conference in California, outlining the changes implemented since the University purchased the buildings, to increase standards and better meet the needs of student families.

Community Development:

- ✓ **Assisted tenants coping with construction noise from the new Childcare Centre by expanding the Drop-In Centre hours** to 5 days/week, mornings and afternoons (Instead of 4 days/week, mornings only) for the duration of the construction.
- ✓ **Introduced community programming on the Green Roof.** Activities included a Green Roof Spring Re-Opening Party and weekly socials held throughout the summer. The Annual Resident's party was also held on the Green Roof this year. In addition, the Drop-In Centre made extensive use of the Green Roof this year, as it provided the children with an active outdoor play space, including a sandbox and outdoor games.
- ✓ **Initiated Energy Reduction promotion program.**
- ✓ **Partnered with Woodsworth College to provide TESL (Teaching English as a Second Language) students with placements within the Community Development program,** teaching English Conversation classes to tenants.
- ✓ **As part of Community Development's expanded youth programming, the U of T Commerce Department conducted a business workshop for youth in the buildings. The Career Centre also conducted a session on Volunteering at Student Family Housing,** with the aim to motivate youth in the buildings to become involved in the Community Development program, or other worthwhile community activities.

General:

- ✓ **A job shadowing experience has not yet been launched within the department**, due to staffing constraints this year. It will be considered for 2006/7.
- ✓ **Exchanged calendar of events at monthly meetings between the Student Family Housing/Community Development, Single Student Residence, and Off-Campus Housing staff.**
- ✓ **Established a request for feedback on the homepage of our web site.** A more sophisticated feedback tool will be incorporated into the design of the new online registry.
- ✓ **Conducted a survey of students who use the Service to search for off-campus housing.**
- ✓ **Participate as a member of the Student Housing Advisory Committee to review housing policy**, formed in December 2005 in response to recommendations from the Report of the Taskforce on Student Housing (March 2004).
- ✓ **Established a user-friendly url for the Service** (www.housing.utoronto.ca).
- ✓ **The Service established an archiving and records management system** in consultation with Archives & Records Management Services, and submitted relevant materials to the University Archives.
- ✓ **Held a successful Holiday Toy & Baby Food Drive, in partnership with the Family Care Office.** Donations benefited the children of students registered with the U of T Food & Clothing Bank.

Initiatives for 2006-07:

Off-Campus Housing:

- **Implement new online listing/e-commerce project**, which will result in a new online registry to be available 24/7 for landlords and students.
- **Establish an in-office Information Terminal** that will allow students to view Power Point presentations on a variety of off-campus issues.
- **Establish a Student Family Housing presence in the office** when the Charles St. Admissions & Community Development office moves to 35 CSW.
- **Develop a Code of Conduct for Off-Campus Landlords**, which will encourage landlords to conduct their business in a professional manner and to carry out repairs promptly. The criteria in the code will reflect obligations and responsibilities laid out in the Tenant Protection Act, and set standards that are achievable. Landlords who register with the Service will be asked to agree that they are willing to adopt the Code.
- **Provide orientation to the new online registry** for George Brown College and the School of Continuing Studies.
- **Develop an online discussion forum for student users** who have questions or concerns about tenant-related matters.
- **Introduce a secure "chat-line" for newly admitted students who wish to offer/rent housing.** This service would provide an online self-matching service for

students, particularly as students search more anonymously from computers for housing. It would be of special use to students who are searching from long distances away. As we do not charge students for listings there would be no loss of landlord revenue so long as the site was secure – accessible only with a valid student ID.

- **Initiate a survey of landlords via the Landlord listserv** (and mailed to landlords who are not registered with the listserv) to obtain feedback on the online listing service and satisfaction with the service as a whole.
- **Develop PowerPoint presentations related to safety**, such as Safety Issues for Women when Looking/Living Off-Campus, Safety Issues Related to Finding Housing Via the Internet, etc.
- **Assess whether we can dispense with posting advertisements on bulletin boards on-site, and add a few additional computers on-site for searching the registry.**

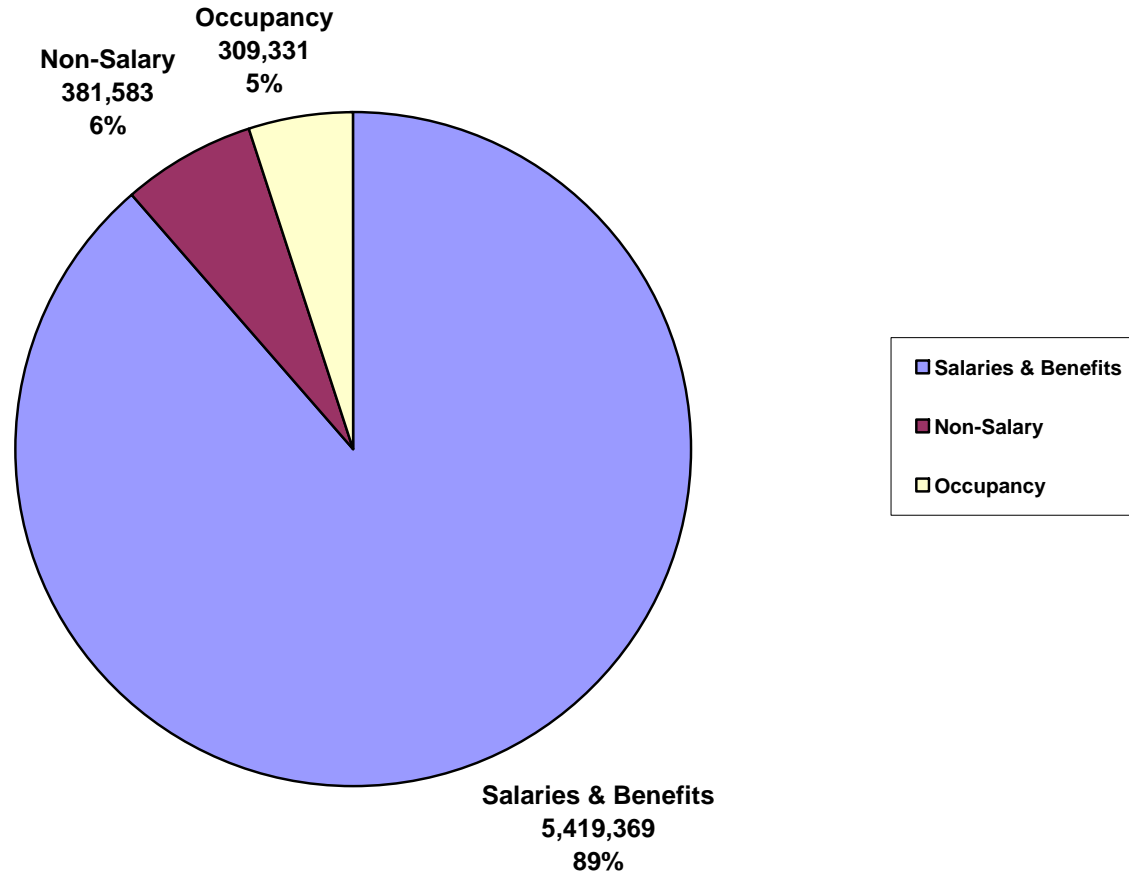
Residence/Communications:

- **Further develop the online Residence Preference Form** so that a student can input different variables (no meal, single room, etc.) and then be presented with a list of residences for selection that best meets his/her criteria.
- **Review services and materials for LGBTQ students.**
- Work with staff at ISXO, to **assist in the process of locating residence space for expanding population of ISXO students.**
- **Create a summary report for the First Year Arts & Science Residence Admission Cycle**, similar to the one produced for Professional Faculty students.

Student Family Housing:

- **Move office to 35 Charles Street West, once Main Floor renovations are complete.**
- **Develop new strategies related to the process of making apartment offers, in order to more quickly and efficiently fill vacancies**, in response to the change in the market, which has increased the amount of time it often takes to fill a vacancy.
- **Outreach to U of T registrars, off-campus student renters, and the U of T community in general**, to communicate the change in the waiting period, and encourage applications.
- **Establish an off-campus housing presence in the new Charles St. Admissions & Community Development office**, when it moves to 35 CSW.
- **Seven Residence Communications Assistants will be hired by the Management Office in 2006**, to communicate management, building, and policy information to tenants.
- **Continue to expand community development programming related to energy conservation and activities utilizing the Green Roof.**

Student Services Budget: 2006-2007



Student Services Fee 2006-2007								
Summary - St George	Net Direct	Building Occupancy	Net Direct and Indirect Expenditures	Attribution To UTSC	Attribution To UTM	Net Cost For Fee Purposes	Percent of Total Cost	Portion of Total Fee
Student Service Area	Expenditure	Costs						
Student Services Central	1,007,037	15,746	1,022,783			1,022,783	19.5%	\$21.98
Career Centre	2,188,936	129,293	2,318,229	149,989	150,685	2,017,555	38.5%	\$43.35
Counselling and Learning Skills Service	843,668	27,577	871,245	4,356	8,712	858,176	16.4%	\$18.44
Family Care	135,482	4,269	139,751	1,817	2,655	135,279	2.6%	\$2.91
First Nations' House	397,369	23,345	420,714	7,573	6,731	406,410	7.8%	\$8.73
Housing Service	219,692	26,653	246,345	2,463	2,463	241,418	4.6%	\$5.19
International Student Centre	568,598	82,448	651,046	42,318	50,782	557,946	10.6%	\$11.99
Total Student Services	5,360,782	309,331	5,670,113	208,517	222,029	5,239,567	100.0%	\$112.58
Full-Time Enrolment	42,710		Full-Time Fee/Session	\$56.29		Total Revenue		\$5,239,567
Part-Time Enrolment	6,681		Part-Time Fee/Session	\$11.26				
Summer Session Enrolment Full-Time	3,132		Full-Time Summer	\$56.29				
Summer Session Enrolment Part-Time	9,252		Part-Time Summer	\$11.26				

**St. George Campus Student Services
Budget 2006-2007 Gross Direct Expenditures and Income**

	Student Services Central	Career Centre	Counselling and Learning Skills Services	Family Care	First Nations' House	Housing Service	International Student Centre	Total Student Services	Health Service	Psychiatric Services	Total Health Services
Revenue											
Student Services Fee	1,022,783	2,017,555	858,176	135,279	406,410	241,418	557,946	5,239,567	0	0	0
Health Services Fee	0	0	0	0	0	0	0	0	825,134	825,134	1,650,268
Divisional Revenue Transfer from UTMississauga	0	0	0	0	0	344,360	95,812	440,172	1,250,000	1,000,000	2,250,000
Transfer from UTScarborough	0	150,685	8,712	2,655	6,731	2,463	50,782	222,028	334	634	968
	0	149,989	4,356	1,817	7,573	2,463	42,318	208,516	257	534	791
Total Revenue	1,022,783	2,318,229	871,244	139,751	420,714	590,704	746,858	6,110,283	2,075,725	1,826,302	3,902,027
Expenses											
Salaries and Benefits	724,447	2,115,499	809,202	122,473	345,604	507,656	588,067	5,212,948	1,083,320	941,219	2,024,539
Compensation Adjustment	206,421	0	0	0	0	0	0	206,421	0	0	0
Non-salary Expenses	76,169	73,437	34,465	13,009	51,765	56,395	76,343	381,583	922,883	851,708	1,774,591
Occupancy Costs	15,746	129,293	27,577	4,269	23,345	26,653	82,448	309,331	69,522	33,375	102,897
Total Expenses	1,022,783	2,318,229	871,244	139,751	420,714	590,704	746,858	6,110,283	2,075,725	1,826,302	3,902,027

Schedule 3

Use of Student Services: 2006-07		St. George	UTSC	UTM	Total
University-wide Services					
FTE Students		46,537	10,188	10,236	66,961
Percentages		69.50%	15.21%	15.29%	100.00%
St. George Campus					
Career Centre					
St. George Campus Services	57.50%	57.50%	0.00%	0.00%	57.50%
University-wide Services	42.50%	29.54%	6.47%	6.50%	42.50%
Total	100.00%	87.04%	6.47%	6.50%	100.00%
Counselling and Learning Skills Services					
		98.50%	0.50%	1.00%	100.00%
Family Care Office					
		96.80%	1.30%	1.90%	100.00%
First Nations House					
		96.60%	1.80%	1.60%	100.00%
Housing Service					
		98.00%	1.00%	1.00%	100.00%
International Student Centre					
		85.70%	6.50%	7.80%	100.00%
Health Service					
		99.15%	0.37%	0.48%	100.00%
Psychiatric Service					
		96.50%	1.60%	1.90%	100.00%

NOTES