



TO: University Affairs Board

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DATE: March 5, 2007 for March 13, 2007

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 21, 2006.

See separate memorandum concerning consideration of the proposed plans for 2007-08 by the Council on Student Services (COSS).

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 2007-08 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 \$57.70 (\$11.54 for a part-time student), which represents a year over year permanent increase of 2.0% and a temporary three year increase of 0.5%; and

That the 2007-08 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 \$18.08 (\$3.62 for a part-time student), which represents a year over year permanent increase of 2.0%.

March 2007

To: UAB Members
From: Marilyn Van Norman
Re: 2007 – 2008 Student Services Operating Plans

Attached please find the Operating Plans for the nine departments that make up Student Services. We are guided in our work by the excellent advice we receive from the student representatives who sit on the Student Services Advisory Committee.

Although all of the Student Services departments are holding the line in terms of expanding their services, rising salary and benefit necessitate our asking for a 2.5% increase in the Student Services Fee and a 2% increase in the Health Services Fee in order to balance the budget for 2007/08. This would mean a \$1.41 increase per session for full-time students and a \$0.28 increase per session for part-time students in the Student Services Fee and a \$0.35 increase for full-time students and a \$0.07 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 2007 – 2008 Student Services' Operating Plans as presented.

Sincerely,

Marilyn Van Norman
Director, Student Services
University of Toronto

**STUDENT SERVICES
OPERATING PLANS 2007- 2008**



Table of Contents

Student Services	2 - 3
Career Centre	4 - 8
Counselling and Learning Skills Service	9 - 11
Family Care Office	12 - 17
First Nations House	18 - 20
Health Service	21 - 24
International Student Centre	25 - 32
Psychiatric Service	33 - 34
Student Housing Service	35 - 41
Student Cost Allocation 2007-2008	42
Schedule 1-3	43 - 45

OPERATING PLANS FOR STUDENT SERVICES 2007 - 2008

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.

It was somewhat odd developing Operating Plans for the Office of Student Services in light of the restructuring by the Vice Provost, Students which sees the demise of the division of Student Services Student Services. Although we are able to plan for 2007/08 for FYI, GSI and somewhat for Promotions/Events, it is impossible to anticipate planning for the rest of the office as the roles have not been spelled out. Individual Student Services departments have written their Operating Plans as per usual.

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.

Review of the Office of Student Services Goals 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:
As of December 2006 the number of Ph.D. students had increased by 17% in just four months over the previous 12.
- Conduct a satisfaction survey of the FYI and GSI Programs:
to be done in 2007/08
- Increase the number of first year students participating in FYI events to 50%:
on target to meet goal

- In partnership with APUS organize a Conference for part-time undergraduate students:
Plans are underway for a Conference for Part-time Undergraduate Students to be held in March, co-sponsored with APUS.
- Host round table discussions with Registrars on issues of mutual concern:
Did not seem appropriate in light of re-structuring.
- Develop proposals for the Quality Enhancement Fund:
A research proposal was submitted by the Career Centre to AIF and a proposal for an Aboriginal Magazine was successfully submitted to the Counselling Foundation of Canada for funding

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

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 2007 – 2008

- Explore possibility of centralizing first year programming under new organizational structure
- Conduct a satisfaction survey of GSI and FYI programs
- Establish learning outcomes for GSI and FYI
- In partnership with GSU, organize a conference for graduate students
- Explore opportunities for joint programming under new structure for both GSI and FYI
- Explore cross promotional opportunities within new structure
- Further develop on-line resources and make website more interactive
- Develop web and print campaign to promote new structure
- Transition planning for the Office of Student Services under new structure

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

CAREER CENTRE OPERATING PLAN 2007-2008

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 59th 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 student website will be rolled out in 2007 that will include more interactive features for students. Enhancing graduate and undergraduate students' awareness of the Career Centre as a place to come for career development assistance and not just for jobs formed a core component of promotional strategies for 2006, along with increasing resources dedicated to helping them access a broader range of work opportunities, build work experience, and connect with employers.

Highlights of Programs and Services 2005 – 2006 (St. George)

- 3,627 (3,632)² students attended in-house workshops, 1,515 (1,919) students attended GSES orientation workshops, and 3,368 (4,204) students were seen in department specific tailored workshops
- 4,437 (4,527) resumes were critiqued
- A total of 18,570 (19,195) students were registered with the St. George Career Centre in 2005/6 of which 10,889 (10,909) were new users. Of the new users, 84% were undergraduates and 16% were graduate students.
- The student website had a total of 940,660 (1,072,183) visits in 2005/6 which was a monthly average of 78,388 visits/month.
- Marketing initiatives included a new employer website which was rolled out in Sept 2005, the execution of marketing campaigns to 2,322 new employer contacts and strategic marketing campaigns to 9,000 existing customers.
- 487 students were placed through the Extern (Job Shadowing) Program
- 48,497 (37,747) employment opportunities were advertised to students during 2005/6 representing a 28.5% increase. The number of unique organizations increased by 22.7% from 3,479 in 2004/5 to 4,268 in 2005/6. 12,200 volunteer positions were listed.
- Career Fairs, including CID, Volunteer, Summer, Internship, Get Working Fair, resulted in 202 organizations visiting the campus to promote opportunities to more than 6,000 students.
- Two Symposiums - Exploring Careers Symposium (January) and Get Working Week (May) introduced 18 panels/workshops/events to students over a two week period, including the Great Career Speaker Series with Alexandre Trudeau.
- Career Management e-learning program was launched for students
- Several surveys and focus groups were initiated including a GSES employment survey, an employer workshop survey, a SGS survey and four student focus groups to understand student perceptions of the Career Centre and career education needs.

¹ Mission Statement and 2005-6 Annual Report available by calling 946-3254

²² Figures in brackets indicate last year's totals.

Overview of Tri-campus Services

Student Registrants (St George, UTSC, UTM)

This year 31,329 students registered with Career Centre Online compared to 31,280 last year, a .15% growth. Of the active registrants, 70.7% (72.8)³ were from the St. George campus, 14.7% (14) from UTM and 14.6% (13.2) were from the Scarborough campus. 84.1% (84.7) indicated that they were undergraduates and 15.9% (15.3) graduate students. 79.8% (84.1) of undergraduate users were full-time students and 20.2% (15.9) part-time. The average breakdown of full-time undergraduate registrants across all three campuses by year of study indicated that 21.5% (21.6) were in 1st year, 24.6% (29.7) in 2nd year, 27.4% (23.8) in 3rd year, 25.9% (23.1) in 4th year, and .6% (1.8) in 'Other'. The student website saw a monthly average of 78,388 visits which is a 12.3% decrease over last year.

Recent Graduates

4,497 (5,153) recent graduates, from all three campuses, are currently registered with the Career Centre. Employer Registrants

Employer contacts registering with the Career Centre in 2005/6 increased by 26.4% to 6,254 registrants compared to 4,949 in 2004/54. The majority of employer registrants use Employers On-line to post their work opportunities at 82.5% (84.8).

Work Opportunities

Employer participation at the Career Centre in 2005/6 resulted in 48,497 reported positions for students compared to 37,747 in the previous year, a 28.5% increase. The number of unique organizations listing positions this past year was 4,268 in comparison to 3,479 in 2004/5, a 22.7% increase. Unlike previous years, the number of unique organizations does not include private individuals posting for casual help. The number of Volunteer positions remained stable at 12,2005 positions.

Extern Program

The Extern program received 637 applications in 2005/6 which was a decrease compared to 2004/5 where 728 applications were submitted. The applicant breakdown was as follows: 68% St. George campus, 16.6% UTM, and 15.4% UTSC. As part of the Extern marketing campaign, 1,381 industry professionals were contacted, resulting in 185 sponsors participating, 577 students matched with sponsors and 487 of the students attending the placements.

Marketing

Marketing activities during 2005/6 focused on enhancing the employer website, maintaining relationships with current employers as well as seeking new business. Marketing campaigns to human resources and life sciences professionals were implemented, along with research into graduate employment and the development of new partnerships both internally and externally.

New employer registrants were asked to identify how they heard about our services; of the 4,216

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

³ This reflects stats for the period of February 17 of each year to February 17 of the following year.

³ Adjusted to remove 9,998 volunteer positions for Big Brothers.

respondents, 39% indicated the U of T website, 14% on-line searches, 20% referral, 7% were contacted by the Career Centre, 9% Other and 11% were U of T Alumni.

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 Initiatives for 2005-6

1. Fully execute a new employer marketing strategy aimed at increasing the number of career-related opportunities and career education partnerships with employers for students and recent graduates.
 - An ad agency was contracted in January 2006 to develop new branding, logo and materials for the Career Centre and the marketing team researched and developed 15 new program profiles.
 - Tactics aimed at retaining and maintaining contact with current employers included a "thank-you" holiday card to loyal customers, targeted email and reminder campaigns to 9,000 existing employers and a GSES/CID employer survey.
 - To attract new business to the Career Centre, three marketing campaigns were initiated to 2,322 new employer contacts which resulted in 104 contacts registering with the Career Centre and 78 jobs posted.
 - In order to create more work opportunities for graduate students, a graduate marketing plan was created for execution in 2006-7.
 - New partnerships were developed with 8 Sector Councils, the Career Centre participated in the Scarborough Chamber of Commerce's 'Building Bridges Forum' and presented at the Mississauga Board of Trade.
 - New links for the Career Centre website were established with 6 new partner websites including the Toronto Board of Trade, Toronto.com and the Mississauga Board of Trade. Stronger relationships were forged with internal stakeholders at U of T, facilitating the promotion of the Career Centre through Alumni & Development, News@UofT, and the Convocation website
2. Continue to focus on increasing the number of first year and graduate students registered with and using services other than employment listings.
 - Forty (40) events targeted specifically to first year students were offered in 2005-6. This includes 26 Subject Post sessions in partnership with the various Colleges; 7 FLICs sessions plus in-house tours and workshops: How to find part-time work and How to look for summer work.
 - First year student registration with the Career Centre for 2005/6 was 3600 compared to 3908 during the previous year. This could be due in part to the decrease of students entering this year compared to the double cohort years.
 - There was a slight increase in graduate student registration with the Career Centre to 15.9% in 2005-6 compared to 15.3% in the previous year.
 - During each month of 2005/6 activities targeted to specifically for graduate students were offered. These include: Discover your Skills and Options, CV workshops, Career Choice and your Personality and Career Centre tours.

- An academic panel – Going on the Market and the Academic Job Search Basics workshop were offered with over 100 graduate students attending.
 - A survey by the Graduate Dossier Service was sent to over 80 graduate departments requesting information on career support offered or needed for PhDs
3. Continue to develop support resources for recent graduates having difficulty finding work.
 - 6 Intensive Job Search sessions as well as a job fair for recent graduates were offered in 2005/6.
 4. Work with the various Career Services office on campus as well as maintain strong relationships with Career Centres at UTM/UTSC to minimize confusion for employers looking to recruit U of T students and recent graduates.
 - Collaborated with Commerce, Engineering and Rotman Career Offices to ensure that all students being recruited by employers are able to gain access information sessions
 - Provided quarterly reports to UTM/UTSC on employer marketing activities and outcomes
 - Maintained ties with UTM/UTSC through regular meetings between directors, career counsellors and employer services staff members to ensure ongoing communication re activities.
 5. Further enhancements to employer and student website to provide even more dynamic and relevant services to customers.
 - The employer website was re-designed both in functionality and content with new sections added and updated throughout the year
 - 2 new podcasts: “What’s the best career for me” and “Marketing tips for your job search” were added to the student website.
 - A Career Management E-learning Certificate program was launched with over 1200 students registered.

Current Issues Facing the Career Centre

- Working with the various campus career service offices to ensure that U of T is marketed to employers in a consistent manner
- Determining services that lend themselves to online learning
- Competing for student time especially when they already have so many academic demands and part-time work obligations
- Finding ways to minimize no-show rates for events
- Sourcing professional career counselling staff
- Transitioning to a new Director of Student Services

Initiatives for 2007-2008

- Review employer marketing strategy and set new targets based on analysis of the current market and student needs.
- Continue to explore promotional strategies to increase student participation in career planning activities.
- Continue to work toward increasing profile of the Career Centre within and outside the U of T community
- Determine further direction on initiatives to assist students in building their experience portfolio.
- Continue to make the case for career development to be more fully integrated into the U of T priorities for graduate and undergraduate competencies.

- Continue to monitor usage of Career Centre and where necessary, create programming to address the needs of students encountering barriers to employment and career development.
- Review mission/vision for the Career Centre and develop accountability and learning outcome measures by which service provisions will be assessed.

COUNSELLING AND LEARNING SKILLS SERVICES OPERATING PLANS 2007-2008

Review of Effectiveness of Mission & Outline of Programs & Services

All students at the University of Toronto who pay Student Services fees are eligible for service at the Counselling and Learning Skills Services (CALSS). The majority of students presenting at the CALSS are self-referred (43%) or referred by friends (22%) while faculty, administrative, and student services staff refer the 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; 96% acknowledged being helped with their issues and concerns through their contact with the CALSS staff; and 94% 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 3,274 for total hours of direct student contact of 7,227 hours. Counsellors wrote 274 assessment letters on behalf of students for academic petitions and extensions of deadlines.

2. Learning Skills Counselling and Education:

Last year 447 students sought out LS counselling either by appointment or in the LS Drop-in-Centre. Frequently these students are in emotional and/or academic crisis. In addition, 4,212 students attended specialized lectures on various aspects of learning and learning skills. These included short-term summer mini-courses on academic skills improvement for students first entering the U of T and workshops for students with academic and performance anxiety. There were 792 students seen in the Learning Skills Drop-In Centre during the academic year.

3. Assault Counselling and Education:

During the previous year, 79 students sought individual counselling and 641 came to groups and workshops for help with problems arising from sexual and other forms of abuse. Of note is that about one-third of students seen by the Assault Counsellor/Educator this year had contact with the Criminal Justice System, compared to only 5% last year. The ACE'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 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 2006-2007 Initiatives

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. For counsellors to make effective referrals they need to more fully understand the nature of the services offered, representatives of the most relevant services for our students were invited to CALSS for informational meetings. During the past year these included the Information Officer at 211, the Coordinator of Emergency at CAMH, and the Coordinator of Training at the Gerstein Centre.

The LS and Personal counsellors bring different orientations to understanding and assisting students with their learning difficulties. Partnerships of personal counsellors and LS counsellors presented lectures and workshops that engaged both students' LS skill sets and their psychological blocks. These will include the workshops "Succeeding with Exam Anxiety" and "Managing Performance Anxiety."

The implementation of the "Student Portal Project" and the Institution-wide Learning Management System (LMS), has encouraged more web-based learning for students. Capitalizing on these developments, the CALSS LSP provided links its existing interactive grammar quizzes, time management self-evaluations, etc. to create a Virtual Learning Skills Centre.

The ACE program lost its \$3000 budget this year. Consequently the outreach initiatives originally planned for 2006-2007 were scaled back. This meant that the Healthy Relationships campaign which has been a popular and efficient way to reach upwards of 8,000 students last year was not expanded, as planned, to create a Healthy Relationships week.

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

The Academic Success Centre is open to students*:

Monday	9:00 – 4:30
Tuesday	1:00 – 6:30
Wednesday	9:30 – 4:30
Thursday	1:00 – 4:30
Friday	1:00 – 3:30

*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.

**During the summer months (July & August) we close at 4:30 PM).

*During exam times & peak written assignment times these hours are expanded to meet the increased student demand.

Initiatives for 2007-2008

1. CALSS has been surveying student satisfaction after using our service for many years. This has been done twice a year for 2-week periods thereby giving us a limited sampling of student user satisfaction. CALSS will develop a web-based survey system that will allow us to reach all students who have received service at CALSS. In addition it will allow us to do follow-up assessments.
2. To support the other outreach activities that CALSS maintains there will be an Open House at CALSS to provide information about the various programs and how students can access them; to provide opportunities for members of various university administrative groups (registrars, deans of students, residence managers, directors of writing labs and their staffs) to network with the CALSS staff.
3. The LSP's pilot Virtual Academic Success Centre, which is presently operating within the UofT's Blackboard platform, will be expanded from its present target group of only undergraduates to include dedicated space for graduate and international students. In part, this is in response to the university's stated intention to enroll larger numbers of graduate and international students.
4. The LSP will organize and facilitate a graduate Academic Success Centre Atelier in which graduate students will meet to discuss their work-in-progress not only with their departmental colleagues but also in this interdisciplinary venue. The facilitator will work to have the observations, comments and other feedback the group offers conform with what should be a supportive environment that promotes student learning.
5. The Assault Education Program tries to take a positive stance by focusing on healthy relationships. The ACE has provided a table on Healthy Relationships at the SHOP program's Health Fair for the past several years, and this will continue to be a part of that campaign. However, the positive response to this program has led us to expand this to a Healthy Relationships week in February 2008. In collaboration with other university partners, such as the Women's Centre, and SEC, we expect to put on several other events promoting healthy relationships.
6. Working in cooperation with the Coalition Against Same Sex Partner Abuse, the ACE plans to reach out to LGBTQ students with information and training, and potentially educate front line staff on issues of violence in LGBTQ relationships. Based on consultation with the Positive Space group in the past, this initiative will need to be thought out to ensure that the LGBTQ community does not feel their community is being singled out for having abusive relationships, resulting in further stigma.

FAMILY CARE OFFICE OPERATING PLANS 2007-2008

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 Special Assistant to the Vice President Human Resources and Equity.

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 governments 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, Information and Outreach Coordinator and an Information Officer (a 9-month sessional appointment). The Office provides several unique work/study and volunteer opportunities for students interested in undertaking research or career-related projects in family care, human resources or community services.

From May 1, 2005 to April 30, 2006, the Family Care Office handled 1909 cases: 737 students (15 part-time undergraduates, 348 full-time undergraduates and 374 graduate students), 964 employees (358 staff and 606 faculty members), 25 post-doctoral fellows and 183 other which includes University departments, visiting faculty, other institutions, alumni and members of the community. While UTM or UTSC students do not fund our office through the student service fee, we did provide service to these students if they approached our office for assistance. This year of the total number of students we assisted, 0.14% was from UTM and 0.7% was from UTSC. The total student portion of the cases reflects a 25% increase over two years (15% increase this year, and 10% increase last year).

Close to 1600 people attended the 77 workshops/events and 5 discussion/support groups sponsored or co-sponsored by the Office. The office has increased its workshops/events by 11% compared to last year, and more than 50% compared to three years ago. 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 2006/2007 Goals

Student Family Housing

The FCO staff work with Student Family Housing to ensure student families are aware of our programs and services. We set up a display booths in the front lobby of both the buildings and in the Drop-In Centre. The Office held workshops at Student Family Housing, such as Family Cooking on a Budget, Choosing Childcare That Works for Your Family, and organized a Kids Summer Safety Fair with U of T Campus Police and Fire Prevention. Our Office continues to co-sponsor the annual Toy & Food Drive in November/December with Student Family Housing, and the Food & Clothing Bank Committee.

The Charles St. bursary is now funded through Admissions and Awards. 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. The Family Care Office also works collaboratively with Admissions and Awards, Students' Administrative Council (SAC) and Student Affairs to distribute the SAC Dollars for Day Care funds. The Office ensures this fund of approx. \$30, 000 / year is widely advertised.

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. The Family Care Office continues to co-facilitate 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.

Student Parent Peer Support Network & Student Parent Discussion Group

The FCO coordinates a growing Student Parent Peer Support Network for new U of T student parents. The Network allows new student parents the opportunity to connect either by email, telephone or in person with another student parent who has been studying at U of T for least one year and is willing to offer advice and support about balancing the demands of parenting and school.

The Student Parent Discussion Group is facilitated by the Information and Outreach Coordinator and meets every two weeks at Hart House, and one Saturday per month at the Family Resource Centre. It is a mixture of undergraduate and graduate students and these students use this opportunity to share ideas with other parents, offer support and to find out about resources for families on-campus. The Office continues to refer students to the student parent groups on campus (largely attended by mothers) and to provide support to these groups as requested.

Student Parent Conference

The Office hosted its first one-day Student Parents Conference in May. Staff from Student Services, Counselling and Learning Skills, and the Career Centre facilitated the workshops Time Management (focused on balancing study / family life), and Career Choice & Job Search Tips for Student Parents. A speaker was also hired to facilitate the Parenting with Humour workshop. The Office received positive feedback from conference participants and we plan to offer this conference every two years.

Babysitting Bulletin Board

The Early Learning Centre's Family Resource Centre (FRC) staff assisted in providing information on the Babysitting Bulletin Board to their clients and the Office provided the password to the FRC Coordinator so that she could direct U of T students, staff and faculty to the Babysitting Bulletin Board. We are also strongly advertising the child minding hours provided by the FRC 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.

Family Care Advisory Group and Evaluation of Service Survey

The 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. Last year this group met three times during the academic year and had representatives of the users of our service, and so the advisory members included a participant in the Woodsworth College Single Parent Support Group, a Student Family Housing parent, an international student, a student from First Nations House and a former TYP student.

This past summer we conducted a survey of students via our listserv to assess the services provided by our office. Results have shown that those students who have used our service are generally satisfied with the information and assistance received. Workshops participants were also asked to complete an evaluation form at the end of each workshop. Both these tools help the Office to determine the effectiveness of each program and service, and encourage participants to suggest any changes or recommendations for future services.

Outreach

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 the APUS Open House and orientation in the fall.

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 2007.

The Family Care Office continues to offer information and referrals to students who wish to balance pregnancy, parenthood and studies, and to provide guidance for staff in college registrar's offices supporting the students' decisions. The number of pregnant students will likely increase with the University's plan to increase the number of graduate students and international students on the St. George campus. This fall the Director met with the Women's Safety Network, Status of Women Officer and other staff of the university who work with student parents to discuss ideas and strategies on how to continue to help, and to develop a best practice approach to supporting this population.

Students and student groups who wished to start a child minding service for students on the UTM campus consulted the FCO Director. The UTM administration is also examining the feasibility of a permanent childcare centre on the UTM campus. The FCO Director participates as needed in meetings between the UTM student groups, the Dean of Student Affairs and the Region of Peel Children's Services to provide advice on program development.

Our website is a good source for outreach. The number of hits and web usage of the Family Care Office website continues to increase (2,173,949 in 2005-2006 compared to 1,531,739 in 2003-2004). Again this year very popular service on our FCO website was the on-line summer day camp directory and the winter and March break camp directories. We also continue to provide on-line access to our 'Babysitting Bulletin Board' for current students, staff, and faculty.

Workshops and Events

The Family Care Office continues to offer a wide variety of workshops on topics covering elder care, childcare, parenting, legal concerns on separation and divorce and other family-related concerns. We offered a series of three one-hour seminars dealing with legal concerns such as custody, property and

child support, and in May this year the Office collaborated with two students in the OISE / UT Masters Program in Adult Education to develop and organize a series of four workshops called Planning for Parenthood. This series covered planning for pregnancy, prenatal care and postnatal care. The workshop series supported the FCO's mandate, and as identified in the University's Stepping Up Academic Plan, it allowed two students (one employed as a Public Health Nurse & another a staff at the Rotman School of Management) an opportunity to engage in a practical learning opportunity outside the classroom experience

This fall in partnership with the LGBT Parenting Network and with the Office of Lesbian, Gay, Bisexual, Transgender and Queer Resources & Programs, we offered the session 'Negotiating Non-Queer Spaces: Working With Your Child's School / Childcare' and we are planning next fall 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 ninth annual seminar for women graduate students considering academic careers. As well, 'Financial Survival for Student Families' will be offered in February 2007 and will be organized with the assistance of student governments, Admissions and Awards, New College and Woodsworth College.

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 organized a movie day in October and plan a second one in the winter term. During our Open House this year, we offered face painting and storytelling. This year we co-sponsored with the Native Student's Association and First Nations House their annual Halloween Party and Holiday Season Party. In November we hosted a Family Day Event at Hart House in partnership with Hart House, Athletic Centre, the Early Learning Centre, and Student Family Housing. We will work with the Athletic Centre this winter to offer tickets to Varsity games as well as pizza and other refreshments to the family before the games.

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 graduate student needed assistance in locating a parent support group and family resource program for his partner and child within his ethno-cultural community. He and his partner were new to Canada, and had no family or friends to provide support.
- A pregnant graduate student contacted the Office to outline various options on how to 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 an elderly parent with a physical disability.
- A student requested help in locating a service that would conduct an educational assessment of her child who she thought to have special learning needs.

- An undergraduate student needed assistance with her financial situation and new childcare arrangements as a result of leaving her partner. A staff member discussed with the student her childcare options and how to access a municipal childcare subsidy.
- An undergraduate student needed assistance when appealing her childcare subsidy, as she was a part time student and her subsidy was going to be cut.
- 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 childcare arrangements and possible funding resources through U of T.
- A pregnant undergraduate student, who was new to Toronto 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 2007/2008

As identified in Stepping Up – Synthesis Priority Objectives:

“Every student will have the opportunity for an outstanding and unique experience at the University of Toronto”

1. The Family Care Office will develop student learning outcomes for its services and programs.
2. The Office feels it is important to provide inexpensive on-campus activities for students, staff and faculty and their families. Students especially appreciate having the opportunity to bring their children on-campus. To enhance the student life experience on the campus the Office will facilitate the development of a Family Events Committee whose membership would include the Athletic Centre, Hart House, the Early Learning Centre, Family Resource Centre, and the Office to jointly plan and host family friendly events on campus throughout the year.
3. The FCO adopts a highly collaborative approach to educational programming and works with partners across the University on joint initiatives. Therefore to support the students' academic progress the FCO will work with Student Affairs Community Partnership program towards integration of collaborative initiatives with individual faculties such as the Centre for Studies in Aging, Social Work, Public Health Nursing, and Law to support the FCO's programs and services, and to allow students studying in these fields an opportunity to engage in research activity and practical learning opportunities outside the classroom experience.

Continue to update the Family Care Office Website:

Investigate developing more interactive resources for the website. This initiative will require web-programming skills beyond current staff capabilities; therefore, the office will likely work with U of T Libraries Information Technology Services, or hire a consultant using carry-forward funds from last year.

1. Explore if new technology can be used to assist with educational programming, for example, workshops and registration be placed on-line, and develop Blackboard discussion forums for the participants of our Caregiver Discussion Group, and Student Parent Peer Support Network.
2. Investigate if in the near future students will be able to self identify their family needs via the University Web Portal, and be able to customize their personal portal to access these support services online. Through the portal the FCO could also ask individuals to complete an online survey upon registering to gather accurate data on the actual numbers of students with specific family responsibilities such as caring for young children or caring for an elderly family member, so that services and programs can be adapted to changing needs. The personal portal process could provide access to one stop shopping or point of entry for all students needing family resources and support services to assist them in the achievement of educational equity.

Family Care Student Advisory Committee:

As a result of the Office of the Vice-Provost, Students' review of services and programs in its portfolio, the Family Care Office will be relocated to the portfolio of the Vice-President, Human Resources & Equity by spring 2007. Therefore a formal Student Advisory Committee will be formed. The purpose / mandate of the committee will be to provide advice to the Director on program policies, services and initiatives for students provided by the Family Care Office. The members shall include representatives of the users of our service such as a participant in the Woodsworth College Single Parent Support Group, a Student Family Housing parent, an international student, a student from First Nations House, a former TYP student, as well as a representative from SAC, GSU and APUS.

Plan to expand office space and develop a proposal to increase the FCO's operating budget:

The FCO will gain much needed office space when the Student Family Housing Office moves out of the current shared space with the FCO to the family residence building in January 2007. The FCO will be able to expand its Resource Centre as well as gain a multipurpose room to provide education and training for 8 to 10 people, and be able to provide private space on site for the support groups, and work space for work / study students and volunteers.

Demand for FCO services and programs, and for Faculty Relocation Services continues to grow annually with stretched staffing resources, and a limited program budget. In the next year the office will track actual staff time used to provide Faculty Relocation Services. The Office will develop a proposal to increase the FCO's operating budget (through the Office of the Vice President Human Resources and Equity, and the Office of the Vice President and Provost) to allow the Office to increase its staffing compliment from 3.75 FTE to 5 FTE to meet the growing demand for its services and programs.

FIRST NATIONS HOUSE OPERATING PLANS 2007-2008

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 environment and to provide services that advocate for the retention and academic success Aboriginal students at the University of Toronto. First Nations House strives to promote the university programs and services to Aboriginal communities across Canada; support potential students through the application process; and advise on and offer academic, cultural and social support that will increase student success. Specializing in student services to the Aboriginal population, the office advises on the development of academic programs and curriculum, research projects in various disciplines, and leads in fostering positive and productive relations between the University of Toronto and the greater Aboriginal community (locally and nationally). In order to encourage a culturally and academically supportive environment, the FNH staff offers support to both Aboriginal and non-Aboriginal students, staff and faculty from all faculties and departments, community organizations, government departments and other groups to promote collaboration 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/social events, outreach/recruitment, and traditional and cultural support. Two Elders are available to the U of T community, offering offer services in the areas of personal counselling, community referrals, consultation, traditional teaching and presentations. 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 available.

The services and programs have included Native Students Association sponsored events (socials and teaching circles); Aboriginal Awareness Week; guest speakers and visiting Elders; teaching space for Aboriginal Studies Program (ABS) courses; office hours for ABS Instructors; and space for community events. As well, a Writer-in-Residence and tutoring services are available for assistance in academic essays and research projects, as well as providing workshops on writing skills, and refer students to additional resources. There is the computer lab that allows for access to the internet for research and emails, and for the preparation of essays.

The exact number of Aboriginal students attending the university is difficult to determine as First Nations House relies mainly on self-identification. Approximately 300 students have self-identified, usually through using the services and it is believed there to be an additional 200 Aboriginal students throughout the university. The majority of students are within undergraduate studies (Arts and Science), with a high number of graduate and professional students at OISE/UT, the Faculty of Law and Faculty of Social Work. The Recruitment Officer works closely with the Visitor's Centre and other departments to develop and implement outreach strategies to increase Aboriginal enrolment.

Current Usage by Students

Approximately 20-40 students, staff, faculty and community members use First Nations House on a daily basis, depending on the day of the week. Many come to use the Resource Centre; meet with the Elders, tutors or counsellors; use the computer lab; or attend classes in the Aboriginal Studies Program. As there

has been a decrease in the number of ABS classes at First Nations House, there has been an increase in programming, space available for studying and dropping in (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 advises students from the Transitional Year Program and the graduate and professional programs. Many of these students also attend the numerous events, workshops and presentations hosted at First Nations House.

Aboriginal Studies Program (ABS): This program utilizes the lounge and seminar room on a daily basis, mainly in the evenings. With the growth in class enrolments and new space being constructed on the 2nd floor of the Borden Building, most of the classes have been moved from First Nations House. This continuing partnership provides access of FNH to all ABS students. As mentioned above, some of the ABS instructors share office space.

Community Use: First Nations House is an active member in Toronto's Aboriginal community. First Nations House has entered into partnerships to assist with meeting the educational needs of the community (i.e. Toronto Women's Bookstore). Many U of T student groups (i.e. Graduate Student Union, OPIRG and the Women's Centre) have also used the space for meetings or training.

Hours of Operation

Regular office hours are from 8:45 a.m. to 5:00 p.m., Monday to Friday, with the exception of special events hosted by First Nations House and/or the Native Students Association. Extended hours are now being offered on Mondays and Thursdays, until 7pm. At this time, FNH will be open for student use of the computer labs and study space. 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 2006-2007 Initiatives

- Continue exploring the creation of housing space for Aboriginal students (on or off campus).
A survey will be developed using "Student Voices" through the Vice Provost of Students.
- Obtain wireless internet access at First Nations House.
A proposal to the university has been submitted through Student Services. It is anticipated that FNH will be approved for partial funding to have this available to students in the upcoming calendar year.
- Work with Human Resources in order to secure a staff position within that department to develop and implement Aboriginal Staffing Initiatives for the university.
Funding from an external Aboriginal agency has been secured and a position has been created and filled. The Aboriginal Initiatives Coordinator is currently completing a survey of the existing Aboriginal employees (staff and faculty) with a report on the findings to be coming out by January 2007.
- Assist faculties and departments with the development of on-line programming for Aboriginal communities.
To be deferred until next year.
- Develop a comprehensive strategy that will identify the number of Aboriginal students throughout the university.

The method through the OUAC application has been in place for a year; however there is a need to revise the disclosure option as many international students, who are not aboriginal, checked it. There is a growing relationship with Student Accounts, which assists in providing the number of students who receive Band sponsorship. More work with the registrars' offices across the university will be needed.

- Creation of a magazine that will highlight the people and the work of the aboriginal community within then University of Toronto.
Proposals for the project have been submitted for funding. FNH is currently waiting for the decision.
- 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).
A partnership with First Nations School (Toronto District School Board) and Ryerson University has been created to provide tutors/role models for elementary students and each university has identified and trained three students each to help with literacy and numeracy needs. FNH is working with the Faculty of Applied Sciences and Engineering and the Faculty of Physical Education and Health to augment this program so that the students of First Nations School will received enhanced programming in the science and health fields. As well, FNH will be working with the Faculty of Arts and Sciences to offer a "Science Day Camp" and a "Youth Conference" for Aboriginal high school students.

Initiatives for 2007-2008

- Identify housing needs of Aboriginal students in order to explore and develop services as needed.
- To establish a stronger presence at the Scarborough and Mississauga campuses.
- Continue to establish a magazine that highlights the Aboriginal community at U of T.
- Work with the appropriate university departments to create a uniform policy on the smudging ceremony.
- To build a stronger cultural component to offer teachings in singing and drumming, crafts, oral traditions and languages (for non-credit).
- Review the Elders-in-Residence and Visiting Elders Program to evaluate their effectiveness and to explore strategies that will allow them be more integrated with FNH services to the students.
- To work with the School of Graduate Studies to create guidelines that allows for the inclusion of Aboriginal Elders on graduate defense committees as voting members.
- To review the tutoring services currently offered and explore ways to create an inventory list of tutors in other areas, such as math, science and health.

Challenges

First Nations House has provided assistance to the university that is not all student service related (i.e. administration or public relations issues). As this work is as important as the services provided to the students, the resources and personnel available can become stretched. This will have to be further explored so that the services provided to the students are not sacrificed, but that Aboriginal initiatives within the university are still in the forefront.

HEALTH SERVICES OPERATING PLAN 2007-2008

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 has been relocated beside the clinic entrance which provides a visible and accessible space. All areas are wheel chair accessible and there are 2 elevators that provide access.

Ongoing Services

- Medical clinic – including physician, nursing, and dietician services, minor surgical procedures, laboratory technologists for testing procedures in conjunction with Canadian Medical Laboratories
- 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-coordinator including Leave the Pack Behind an anti-smoking program and CFRT, a program to provide first aid on campus

Review of our experience in 2006-07:

Throughout this year, we have continued to find ways to use the electronic medical record more effectively. Beginning January 2006, all medical visits were recorded in the EMR. In September 2006, we instituted the patient web access for test results and appointment booking. Our stable physician staff has made impressive gains in using the many functions available in the EMR. However we need ongoing training for them and new physicians. Reception and billing continue to use this effective program.

Our visit numbers have increased this year. We began offering Saturday hours during the Fall and Spring terms and staff have become comfortable with the system so data entry takes less time and they have more time for patients. There is however a learning curve so new staff do take time to use the system efficiently. As demand has steadily increased over this period, we are still unable to accommodate all the patients who come needing health care.

This year we have been involved in a re-organization process which has been time consuming but productive. We were required to produce a “self report” in June – July of 2006. This necessitated many staff meetings, meetings with outside stakeholders and the writing of the report. We did gain insight from the process and hopefully that will be helpful in the future. It is however difficult to write an annual plan when we are uncertain of the actual long term plan for our future.

Another new and exciting initiative for 2006 was our participation in the Spring 2006 National College Health Assessment on the University of Toronto students. We did the web-based version of the survey, which is organized by the American College Health Association. We had 1,260 respondents to the survey, which represented a 25% response rate from our random sample of students. This has produced considerable data that we are now breaking down to give us some insights on our student population. We are already using some of the data in our information pamphlets and outreach programs.

As part of Pandemic Planning at the University of Toronto, we have organized a group that meets regularly with Public Health to work on this issue but hopefully this collaboration can work in other ways.

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 2007-2008

1. Refinement and use of our data from the NCHA survey will be a major project this year. We will organize for the Canadian data to be separated out but will also break down our own data.
Challenges: This will require staff time and resources.
2. Improved usage of the Electronic Medical Record: Refining some uses such as the patient web access; increasing usage of the clinical assistant functions; finding ways to make new staff effective and comfortable with the system more quickly.
Challenges: Training takes time.
3. 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. Although we considered various options this year, we have made few changes.
*Challenges: We are uncertain about the future.
Many competing needs for small areas of available space.*
4. Increasing our customer satisfaction.
More work in this area needs to be done. Some improvement in processes has helped but we need to do more.
5. 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. No change here so remains ongoing issue.
Challenges: Space at the university is very difficult to find
6. Increasing office hours: Another strategy to deal with our high demand is to increase our hours of service. We have added Saturday hours and will try to increase physician participation this year.
Challenges: Physicians don't like "unsociable hours" and have to be paid more for them. These hours become less financially efficient with expensive overhead.

7. Public Health Collaboration: Immunizations are the issue here. We have more collaboration as mentioned but 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

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, which we have been told by our users is very important to them, 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.

Budgetary:

The agreement with the Steelworkers' Union requires 3% increases over 3 years for our university support staff. Fortunately, this year we did receive a 2.5% increase in OHIP revenues but that is unusual and considered a catch-up for Family Practice as the rest of physicians received the usual 2%. There is obviously a gap here that will increase over the new 3 year term.

Our physicians are paid significantly less than the going rate in the community and there is a physician shortage so we are having more problems finding good staff. UHIP has cut back its fee schedule this year.

We have not had an increase in the student fee for many years. Increased numbers of students does increase this income but also provides more demand for existing services in the same space. We have had major expenditure and are looking at more in the future. This is an ongoing issue and will likely require an increase in the student fee.

Enrollment and increased demand:

Increased enrollment provides increased revenues from the Health Service fee but the increased demand should then be accommodated. In spite of expanding our staff and over crowding our facility, we are still not meeting demand. The Health Service has been consistently unable to meet daily demand for services. Drop-in patients are consistently referred to other community resources that are already too busy. This situation continues and may worsen with physician shortages.

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. Considerable work has been done with the Ontario College Health Association and the Ontario Medical Association to find a solution to this problem but so far a good solution has not been found. Physician shortages are making this issue more of a problem and several of our long term staff have dropped their Health Service shifts in order to work in their offices where remuneration is so much better. We then must recruit and train new staff. We continue to work hard in this area.

INTERNATIONAL STUDENT CENTRE OPERATING PLANS 2007-2008

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

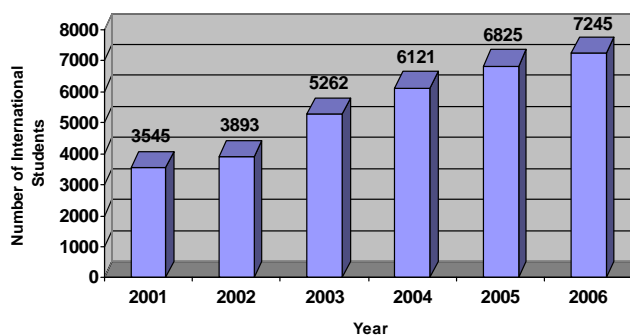
The International Student Centre's (ISC) mission is to promote and support international education as well as intercultural interaction and communication. The ISC facilitates students' academic and personal development by providing accessible, appropriate and culturally-sensitive services to international students to adapt to Canada and to their new academic environment. It responds to the needs of any student, Canadian or international, who is challenged by issues of cultural difference. The ISC provides information and advice to students interested in work/study/travel abroad. The Centre also offers a welcoming and comfortable facility where all students, individually or in groups, can meet and participate in activities, especially of an international or multicultural nature. ISC Staff serve as consultants to the University community on issues relating to international education and cultural diversity.

As of the end of November 2006, preliminary figures show that there are 7,245 international students from over 150 countries enrolled at U of T, compared to 6,825 students in 2005-06. This is a 6.1% increase from last year. International students make up 10% of the total student population at the University of Toronto, a slight increase from 9.5% in the previous year. Among the 7,245 international students, 25% (1,846) are graduate students and 75% are enrolled in undergraduate studies. The percentage split between graduate and undergraduate international students remains unchanged from the last year. Below is a list of the 10 countries and regions with the most international students (last year's number shown in bracket).

1. China	1,551	(1,436)
2. USA	820	(812)
3. Korea (South)	763	(698)
4. India	348	(351)
5. Hong Kong	280	(224)
6. Pakistan	263	(250)
7. Japan	195	(192)
8. United Kingdom	180	(219)
9. Taiwan	147	(145)
10. Germany	123	(136)

The number of international students studying at the University has been experiencing steady increase for the last 8 years. As the University is committed to recruit more international students, especially at the graduate level, the trend is likely to continue in the coming years.

Total Number of International Students from 2001-2006



Services

Advising and Assistance

One of the key objectives of the ISC is to advise and assist students about issues of concern at the most appropriate time. International students rely on the Centre's special knowledge and experience especially in areas of legal concern, such as immigration regulations, health insurance, income tax, Social Insurance Number, driving in Ontario and emergency financial aid.

As the number of international students at the University continued to increase, ISC has received an increased number of drop-ins, phone and email enquires in the past year. Since the implementation of the new off-campus Work Permit policy in June 2006, questions about working off-campus and after graduation, and applying for permanent resident status have become most frequent. Assistance in other areas included obtaining housing, banking/credit cards, shipping of personal property and setting up phone services. To alleviate the pressure of the significant increase of drop-in traffic, in 2005-06, ISC also facilitates 125 workshops in the areas of health insurance, working in Canada and income tax to reach a larger number of students.

ISC orientation activities for 2005-2006 were offered from August 15th – September 10th. The program combined a mixture of essential services, as well as social/cultural activities aimed at welcoming and making the settling process as simple as possible for new international students. During this period, a total of 679 (586 in the previous year) newly arrived international students were given one on one orientation by staff or volunteers.

This past year the ISC hosted two new student reception events. The first in January 2006, when ISC hosted a free lunch for newly arrived students. The second was in the summer when ISC hosted a special reception for students who arrived for the summer sessions.

Providing information

The ISC listserv has become the most important tool in reaching out to international students. ISC uses this listserv to contact students regarding ISC programs and events. Typically messages are sent once or twice a week. To maintain the integrity and relevance of the listserv, only the ISC Director and the Program Director are authorized to send message to the listserv.

ISC continues to publish six issues of the newsletter each year (five ISC Newsletters and one Alumni Newsletter). The ISC website remains an immediate and direct source of current information for all students (current and prospective). Although all the information is available on the ISC website, hardcopy brochures and flyers are still in high demand. The two most important publications are: "Information for International Students 2006-07" and "Handbook for International Students 2005-06". ISC produces brochures and tip sheets on seven different topics. In 2005-06, all of ISC tip sheets were updated and about 15,000 copies of various brochures were made.

The ISC general email address (isc.information@utoronto.ca) has been receiving a steady increase in email from prospective and current international students requesting information ranging from immigration regulations to how to obtain a driver's license or pay tuition fees outside of Canada. The majority of inquiries were about finding out how to apply to study at U of T. Messages received at the ISC general email address are replied to by the ISC Communication Coordinator or referred to relevant ISC staff or appropriate offices or departments on campus.

UHIP

The past year was another challenging year at the UHIP Office at ISC. As a result of the change in insurance company, many new processes and procedures have been introduced. The UHIP database,

computer system and related publications needed significant changes. During this time, the UHIP Administrator experienced a difficult pregnancy and went on a medical leave. The staff from the Sunlife insurance company has been supportive. Under the difficult circumstances, three UHIP student assistants performed extremely well to ensure students were informed and their health coverage was properly processed.

A total of 6,810 international students have enrolled in UHIP for 2005-06 (6,087 in 2004-2005). The dependent enrollment experienced a decrease from 439 in 2004-2005 to 384 in 2005-2006.

Cross-Cultural Counselling

In 2005-2006, the ISC Counselling Service provided assistance to 859 (786 previous year) students, including 269 (208) with individual, group and family counselling, 548 (525 previous year) workshops and seminars attendees, 42 consultation and personal counselling for 29 UTSC and 13 UTMC students.

As the number of students rose, the ISC Counselling Service faced the challenge of increased demand for its service. Through implementing brief therapy and short-term counselling strategies the service extended its assistance to an additional 61 students, about a 29 % increase from the year before. A survey of counselling experiences indicated that students were largely satisfied with the services provided; 83% students felt they gained a great deal of insight into their issues, 12.3% of students, a fairly good degree of insight with the remaining 4.7% feeling they gained some insight or reported as undetermined. Almost all the students would recommend our counselling service to others in difficulty. As in previous years, the ISC Counselling Service continued collaborative efforts with various offices in assisting students during major international crisis.

Throughout the year the service offered 45 (41) workshops, educational seminars and group sessions on various topics relating to cross-cultural adjustment. The service continued its participation in the panel on depression offered to faculty and academic staff. Presenting at these sessions made a valuable contribution to understanding emotional and psychological issues from a cross-cultural perspective.

English Conversation Classes

The ISC English Conversation Program (ECP) continues to be an extremely popular program with international students at the UofT. In January 2006, the Communication Coordinator returned from maternity leave.

During the academic year 2005-2006, the ISC ran three ECP sessions; Fall, Winter and Spring/Summer, with a total of 40 classes and 331 (277 in the previous year) participants.

In addition to regular English conversation classes and thematic favourites, such as English and the City, Sitcom English and English Through Music and Drama, new courses were introduced to meet the needs and interests of the growing international student population, among them: English Pronunciation and Water Cooler Conversations, aimed at helping students master 'workplace' language. Both courses were welcomed enthusiastically by students who gave very positive feedback about the benefits of attending these courses.

The ECP is proud of its volunteer instructors and exceptional quality of classes. Retaining and recruiting qualified and committed volunteer instructors remains a top priority. The foreseeable challenge will be to expand the program to allow for more students to attend without affecting the quality of the classes.

Work/Study Abroad

Over the year there were 97 individual in-house appointments. As well, student drop-ins to the Resource Centre have been steady at 5-10 students per day during the school year. In total 23 workshops and information sessions were held. Pre-departure orientations were conducted in December and April for

groups of 9 and 11 respectively. Individual pre-departure sessions were arranged at the request of 7 students.

The gogoglobal listserv is an important feature for communicating with students. Listserv membership sits at 787 with continual interest expressed. Messages are sent bi-monthly and more frequently as information presents itself.

The Work/Study Abroad office continued to present for the First Year Initiative (FYI) program, conducting a seminar on building an international portfolio, starting your planning early and the Graduate Student Initiative (GSI) with a seminar on international development and intercultural exchange.

The "Where in the World Work and Study Abroad Fair" was held on Thursday October 6th, 2005 and for the first time at the International Student Centre instead of at Hart House. Having the Fair at the ISC was a great success bringing over 1100 students to the ISC with 28 external organizations represented. This was also the first year that the Fair was done in collaboration with the International Student Exchange Office.

Through continued successful collaboration with the International Exchange Office, contacts established during the Fair and other events, the Work and Study Abroad Office hosted information sessions by AustraLearn concerning higher education in Australia and New Zealand.

International Development Week held annually the first week of February was marked at ISC by a panel discussion with 5 organizations presenting. They were Right to Play, World University Services of Canada (WUSC), Youth Challenge International, African Medical and Research Foundation and Youth Life International Relief. There were 29 students in attendance for this discussion. A presentation related to finding opportunities in teaching English overseas was also conducted in March.

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. Over the year there were 157 visa questions not restricted to visitors' visas. They also included more specialized questions related to internships and working. Not only students, but also offices on campus such as UTSC and colleges often call ISC for information in this area.

Programs

Social and cultural programs offered by the Centre are designed to a) introduce new students to Canada (culture, customs and geography) and b) facilitate interaction amongst individuals and groups. All students, international and Canadian, are welcome to participate in ISC cultural and social events.

Although the ISC Program Director coordinates ISC events, organizing ISC programs is an integrated team approach. 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 scheduled conflicts.

In the past three years, ISC has significantly increased the number of its programs without additional programming staff or resources. In 2005-06, ISC organized 92 events (85 in the previous year) that were attended by a total of over 4854 participants. The improvement of ISC program is not only reflected in its numbers, but more importantly, in its planning, delivery and students involvement. Both international and domestic students now consider ISC as a happening place on campus that offers opportunities for learning, sharing and building friendship.

Some of the program highlights include:

- 21 Walking & Activity Tours
- 12 Dinners (lunches and brunches)
- 5 Receptions
- 3 Major social gatherings and parties
- 10 Sporting and cultural events
- 19 Day-trips
- 3 Weekend Trips
- 2 Photo and literary Contests

Email-Link

The E-Link continues to be a popular pre-arrival means of communication and learning for many students. We received 93 E-Link requests this spring and summer 2006. In the coming year, ISC plans to make a great effort to promote the E-link service to incoming international students.

Language Exchange Binder

The Language Exchange Board was a popular program that provided excellent opportunity for students to network and interact with each other. However, some were using the ISC Language Exchange Board as a way to meet a date. After receiving this report, the ISC has decided to move the language exchange from the open board format to a binder and limit the use of the language exchange binder to U of T students only.

Buy & Sell Board

The “Buy & Sell” bulletin board was introduced two years ago. It has offered departing students an opportunity to sell some of the belongings they have accumulated and for new students to purchase some furnishings from departing students. It is very popular during the summer months and January.

Facilities

All recognized campus groups are welcome to book rooms at the ISC. In 2005-2006, a total of 1,712 meetings or events (2,152 in 2004-05) were held at the ISC and the majority of them were in the evening and weekend hours. The 20% drop of room bookings in the past year was due to the fact that Riddell room on the second floor was reserved for UHIP services and no longer for booking. The highest room usage was in the month of November (311) followed by March (296) and October (287). The three big rooms were reserved for reception and orientation activity from August 15 to September 10, 2005. The ISC kitchen was booked 10 times by student groups and the lawn was booked 9 times in the past year.

Radical Roots, the student run vegetarian café at ISC, did not renew its contract with the University Ancillary Services. As a result, there will be no food services at ISC in the coming year.

There are currently 4 student groups, mainly groups with a cultural and international focus, with office space at the ISC. In addition, the ISC provides storage space for student groups without office space. The “Attic”, an open space on the third floor, continues to be used by the Muslim Student Association (MSA) as a prayer space.

The “Bike-Chain”, a bike repair service sponsored by the U of T Sustainability Office, has been given a space at the ISC basement in the summer of 2006. President Naylor attended the opening ceremony. Whenever possible, the “Bike-Chain” will provide free discount priced bicycles to international students.

As international student population continues to increase, the space available at ISC can no longer accommodate their demand for luggage storage. International students, especially those just arrived, consider the luggage storage issue as an essential service for them. It has been suggested that ISC create more luggage storage space.

Some of the major facility upgrades and maintenance completed during the fiscal year May 1st, 2005 to April 30th, 2006:

- Installed new veranda floor and repaired banister rails
- Semi-installed wireless access points on first, second and third floors
- Removed and disposed of all wood infected by powder post beetle in Room 06 in the basement. The room had been designated as student office space but is now closed to student use.

As a historical 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. It was determined that it will be extremely difficult and expensive to construct an elevator at ISC. Services will be provided in accessible areas whenever they are needed.

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 10 a.m. to 6 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 2006/2007 Goals

- Continue the effort of identifying service priorities and streamlining resources to meet the increasing needs of international students.

The most frequently asked questions are in the area of general advising and assistance. Responding to the demand, greater effort was made to promote the regular information sessions and workshops to alleviate the pressure of a high volume of drop-in traffic. In 2005-06, all of ISC tip sheets were updated and about 15,000 copies of various brochures were made.

The number of events and programs was significantly increased and about 5,000 students (23% increase from previous year) participated in these events.

- Seek new resources to meet the challenge of serving a continually growing number of international students.

In May of 2006, the Office of Vice- Provost, Student provided base funding to ISC to hire an International Student Advisor.

- Revamp the Buddy Program and create a more efficient and effective peer support program to assist new international students in the initial adjustment process.

More focus on the E-link program to provide opportunities for incoming students to connect with current students from the same academic program or the same country. More group social events such as coffee night, city tours and movie night for students to network.

- Redesign the current ISC International Student Registration Card to obtain fewer but more relevant information and coordinate with the new ISC student database.

The ISC registration card was redesigned and ROSI, ISC database and ISC listserv linked. This improved ISC's ability to identify, reach out and communicate with international students.

- Update ISC website to create more detailed and program specific admissions links and add more information on cultural customs and etiquette.

Admission links have been updated and programs specifically designed for international students such as the International Summer Program are highlighted. Information on cultural customs and etiquette are presented in the ISC Newsletters which are also posted on the ISC website.

- Adapt to new UHIP procedures and improve the UHIP enrollment process to ensure quality service to students.

The UHIP office has been relocated and reorganized in the summer of 2006. Although the overall services are maintained at a satisfactory level, due to the expected staff changes, the UHIP operation still faces significant challenges in areas such as staff training, account reconciliation, dispute resolution and student support.

- Continue to plan the 40th ISC anniversary celebration in November 2006.

After two years of planning, ISC launched a very successful 40th anniversary celebration on Friday, November 17, 2006 attended by over 300 guests. President David Naylor wrote a letter to congratulate the ISC's outstanding service to the University and its students. The new Vice President, University Relations, Judith Wolfson, attended the event on behalf of the President and gave an inspiring speech. Throughout the coming year, there will be special events to commemorate the 40-year ISC history at the Cumberland house.

Initiatives for 2007-2008

- As the division reorganization process unfolds, maintain a clear focus on the ISC mission, build new partnerships and create opportunities to provide high quality programs and services to students.
- Launch new programs to promote global citizenship on campus and increase awareness and usage of the Work/Study abroad resource library.

- As a result of the off-campus Work Permit program, needs for tax assistance, information for post graduation employment and immigrating to Canada will increase significantly. Plan and provide new services and programs to meet the increased demand.
- Improve knowledge and problem skills of student assistants at the UHIP office to deal with difficult situations.
- Promote and expand the E-link program to provide more opportunities for incoming students to connect current students for support and friendship.
- Review ISC programs and maintain high quality events while managing staff evening and weekend working hours at a sustainable level.

PSYCHIATRIC SERVICE OPERATING PLAN 2007-2008

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 Outline of Programmes and Services in 2006-2007

The Psychiatric Service offers consultation and assessment as well as treatment. The Service continues to fulfill its mission effectively as evidenced by the number of students who make use of the Service – there were 2,142 students seen – and the high percentage of those who, on our quality assurance survey, indicated that they were “somewhat” to “extremely” satisfied (82%) and who would come back (96%) or refer a friend (96%) to the Service.

Consultation and Assessment

The Psychiatric Service provides the students with an opportunity to obtain a consultation as to the nature of their problems and the treatment options available. 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 2,142 students seen (and who generated 11,229 visits), 282 received service from the Cognitive-Behavioural Therapy Programme. The Group Programme 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 Service clinicians, a number of educational talks and workshops at the various Colleges and Residences on topics dealing with eating disorders, depression, sleep disorders and accessing mental health care in Ontario. The Service web site provides information on a wide range of topics and services available at the university and the community

outside. 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 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 2006-2007 year, several Residents from the Department of Psychiatry received training.

Categories of Users

All services and programmes at the Psychiatric Service are available only to students registered at the University of Toronto and paying the Incidental Fees. Of the 2,142 total number, 65% were (full-time and part-time) undergraduates in the Faculty of Arts and Science and 35% in professional faculties and the School of Graduate Studies. For a more detailed description, please see the Psychiatric Service Annual Report 2005-2006.

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 2006-2007 Initiatives to Date

1. The Service is now in the process of completing the survey of international students' mental and emotional health.
2. The community outreach coordinator has now successfully established within the Student Health Outreach Programme (SHOP) a group which focuses on mental health related issues.
3. One of the clinicians at the Service is now on an ongoing basis communicating with community psychiatrists who have indicated an interest in receiving referrals from the Service.
4. In addition to using an electronic day timer, all communications within the Service are performed electronically.

Initiatives for 2007-2008

1. One of the challenges in developing electronic charting for the Service has been finding a means of data entry that is appropriate to a psychiatric setting. The 'digital pen' appears to be the answer and a pilot study will be carried out.
2. A survey of community clinicians who accept referrals from the Service will be conducted to determine the outcomes of the referral process.
3. More presentations and workshops will be developed for the mental health group in SHOP.
4. The mental health survey of international students will be completed, data analysis will be performed and the results will be prepared for presentation.
5. The Service will continue to be engaged in the Self Assessment process.

STUDENT HOUSING SERVICE OPERATING PLANS 2007-2008

Review of Effectiveness of Mission & Outline of Programs & Services

Mission:

The Student Housing Service supports students of the University of Toronto in addressing their housing concerns and needs by providing excellent access to off-campus accommodation, student family housing, and by providing information and a coordinated approach for the provision of on-campus housing.

The Service is responsible for ensuring that on and off-campus student housing information is accurate, complete and effectively delivered to students in a timely fashion. Housing information is essential for applicants when they are considering an offer of admission and while attending the University.

Outline of Programs & Services:

The Student Housing Service offers three main programs: (i) a registry of Off-Campus Student Housing, (ii) Residence Communication/Brokerage and (iii) Admissions and Community Development for Student Family Housing (St. George Campus). To a lesser extent, but still very significant, we assist in requests for legal referrals, emergency accommodation and provide housing information sessions.

Off-Campus Student Housing:

- In the first six months of the 2006-07 fiscal year, the University's registry of off-campus student housing displayed 2,348 ads. The supply decreased from 3,043 listings taken during the same six-month period in 2005. (One listing often represents several spaces).
- The Toronto vacancy rate is 3.5%, decreasing from 3.7% in 2005 and 4.3% in 2004. Vacancy rates have 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 revenue decreased to \$69,282. Revenue collected from landlords during the same period last year was \$105,586.
- The Service has maintained contracts to provide off-campus listings to the School of Continuing Studies and to George Brown College. However, in July 2006, UTM decided to collect its supply of off-campus housing via Places4Students, as opposed to continuing to receive the registry via the St. George Campus. This change significantly reduced the total number of ads in the registry, as well as this department's revenue.
- In 2006, rents remained stable, despite rising utility costs. (The province allowed rents to increase on occupied units by a maximum of 2.1% in 2006; up from 1.5% in 2005). Although rents have remained at a level that has made the market more affordable since 2004/5, much of the market remains costly for a student's budget, although there were still some landlords offering one-time incentives to rent their housing.

U of T's Off-Campus Housing Rent Ranges

	2006	2005	2003
Bachelor Apt.	\$500-\$750	500-750	550-750
1-Bdrm. Apt	\$550-\$900	550-900	700-900
2-Bdrm. Apt	\$800-1300	750-1300	900-1300
Room	\$350-\$600	350-600	400-600

In the first seven months of the current fiscal year, the Service held the following events, mostly pertaining to off-campus housing:

- Finding the 'Right' Place for You: Shared Housing
- Finding the 'Right' Place for You: Private Housing
- Where Am I Going To Live In September
- **Nuts & Bolts of Renting (first information session for landlords – very well attended)**
- Beyond Housing: Introduction to Living in Toronto
- Tenants Rights: What You Need To Know
- Toy & Baby Food Drive (5th Annual)

Residence/Communications:

- The Service continued to assist the University in meeting its residence demand from first-year students, most of whom are guaranteed residence.
- **St. Joseph's College residence closed** for September 2006 admissions. However, given all the new residence spaces newly built or purchased in the past three years, the residences were able to accommodate **more exchange students**, in addition to first year students qualifying for the guarantee of residence. Most residences, particularly 89 Chestnut, found themselves with vacancies in the fall as some residents left for a variety of reasons, partially as a result of a still soft off-campus housing market and the rising cost of residence.
- We continued to increase our ability to place **first-year professional faculty students** in one of their top residence preferences.

Residence Requests of Professional Faculty New Admits

	2006	2005	2004	2003	2002
Total No. of Residence Requests (RPFs) Rec'd.	877	876	734	854	832
No. of RPFs with Guarantee	803	799	657	805	787
Percentage of RPFs with Guarantee	91.6%	91.2%	89.5%	94.3%	94.5%

Guaranteed Students' Residence Preferences Matched to Offers

	2006		2005	
	Total	%	Total	%
Students offered their 1st-Choice of residence	591	74%	495	62%
Students offered their 2nd-Choice of residence	72	9%	127	16%
Number of students offered their 3rd-Choice of residence	59	7%	83	10%
Number of students offered one of their Top 3 residence preferences	722	90%	705	88%
Number of students offered none of their Top 3 residence preferences	81	10%	94	12%

Percentage of Instances a Residence was Indicated as a First Choice on the RPFs

Year	NE	IN	89	UC	VC	TR	SM	LO	SJ
2006	35.1%	30.0%	10.3%	7.5%	7.5%	5.6%	2.7%	1.2%	n/a
2005	32.7%	34.4%	9.6%	11.0%	5.2%	5.5%	1.0%	0.5%	0.0%

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

Emergency Housing Requests:

The number of cases decreased compared to the previous year. Financial difficulty and climate in one's home, usually the parental home, were the main reasons that bring about the need for emergency housing. This year we saw two disturbing changes. There was a dramatic increase in the number of students who were objected to physical assault or the threat of it in their parents' home and three times as many females as males were in need of emergency housing.

EMERGENCY HOUSING REPORT May – Nov. 2005 & 2006	2006	2005
Requests for Emergency Housing Assistance		
May	0	1
June	1	1
July	1	4
Aug.	2	2
Sept.	4	3
Oct.	5	7
Nov.	6	6
TOTAL	19	24

Breakdown by Type of Student:		
Female	14	14
Male	5	10
Students with Families	1	5
Single Student	18	19
Undergraduate Student	13	17
Graduate/Second Entry Student:	2	4
Acad. Brid./TYP Student:	4	3
Part-Time Student	0	4
Aboriginal Student	0	0
Student Self-Identified as having disability	1	3
Exchange Student	0	1

Reasons for Request for Assistance (may be multiple):		
Assault/risk of assault at current residence (incl. parental home)	5	1
Eviction	5	3

Cultural conflict/Emotional abuse/Negative climate in parental home	6	8
Conflict with roommates/landlord	2	2
Financial Difficulty	12	17
Current situation not conducive to study (Noise, disrepair etc.)	1	0
Other safety issues in current housing (crime, etc.)	1	3
Parents moved away/can no longer provide housing	0	1
Relationship break-up	2	1
Landlord Harassment	0	0
Health Issues (allergies, disability, release from hospital)	0	0
Found place, but no transitional place between new & old	1	0
Gave notice/Struggling to find housing by move-out date	2	2
House fire/other disaster affecting housing	0	3
Superintendent position lost	0	0
Other	0	2

Student Family Housing:

Applications for student family housing have decreased to just over 300 active applications, down further from the 465 student families on the waiting list in 2005. We received over 1,000 applications over the past year, but there was a drop off rate of over 50%, where applicants went elsewhere for housing. During 2003-04, 2,180 applications were received.

Demand for one-bedroom and two-bedroom apartments remains roughly equal, with one-bedroom apartments slightly more desired.

Student Family Housing - Average Waiting Period

2005-06	2004-05	2003-04	2002-03	2001-02	2000-01
10-18 months	14-18 months	19-24 months	19-24 months	16 months	12 months

- This figure varied depending on the time of year and the amount of notice needed to be given to landlord.
- For applicants giving two months' notice, the wait list was approx. 10-16 months in quieter season and 14-18 months in busier season.
- For applicants able to move with little or no notice, the waiting period was considerably shorter, sometimes almost nothing.
- The waiting list for one-bedroom apartments is slightly longer than for bachelor and two-bedroom apartments.

Currently, a sandwich board in the Koffler mall advertises residence vacancies.

Rents increased by 2% in September of 2006. 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 W	U of T Off-Campus Housing Registry	CMHC Report on the GTA
Bachelor Apt	\$583	550-750	\$727
One-Bdrm. Apt.	\$722-784	700-900	\$886
Two-Bdrm. Apt.	\$956	900-1300	\$1,052

Family Composition:

- Male Student Tenants: 389 Female Student Tenants: 312 Total Student Tenants: 701 (decrease from 792 students in 2005-06)
(Total Student Tenants for this year is less than the 713 apartments due to vacancies.)
- Over half the apartments are occupied by childless couples; yet over 300 children reside in the 2 buildings.
- Of the 713 families residing in Student Family Housing, 112 families are in Canada on student visas and 321 families originally came from countries outside of Canada. The five international countries most represented, in order, remain: China, Iran, South Korea, U.S.A. and India. (Iran & South Korea have equal representation). Fifty-percent identify themselves as international students.
- The tenant population remains largely a graduate one (approx. 63%).

Community Development:

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

Community Development (May 1 – Nov 30, 2006)

Activity	Participants
On-Going Programs:	
FreeStore	3,404*
Drop-In Centre (2,352 estimated caregivers)	2,940 (children)*
Community-Wide Events:	
Rooftop reopening (All Ages) May 27	150
Haunted House (All Ages) Oct 31	349
Environment Day (All Ages) Nov 18	202
Year-Round Events:	
Movie Club (Ages 5+) Weekly	139
Ping Pong (Ages 10+) Weekly	155
Summer Events:	
Arts & Crafts (Ages 6-8) Five Sessions	40
Field Trips (Ages 5-17) Weekly	79
Garden Adventure (Ages 5-9) Five Sessions	34
Garden Play (All Ages) Twice Weekly	328
Garden Socials (All Ages) Weekly	68

GB Circus Ticket Giveaway	57
Sprockets Ticket Giveaway	53
Fall Events:	
Nia Dance & Fitness (Women) Weekly	70
Yoga (Ages 5-7) Four Sessions	20
Yoga (Ages 8-12) Four Sessions	20
Yoga (Women) Weekly	72
Total Participants	10,532

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

The **Drop-in Centre** expanded its hours of operation by 1 hour Monday through Thursday. Numbers of children and caregivers using the Centre increased further.

The **Women's Yoga Program** saw an external funding cutback reducing it from twice per week to once per week. Numbers decreased as result.

General:

The Service maintains a stock of **142 housing/housing-related publications** for students and landlords.

Category of Users:

With the exception of Student Family Housing, more undergraduate students seek our assistance than graduate students. Students are not registered as users of the Service, although eligibility is verified.

Hours of Operation:

The Service is currently open Monday to Friday, (September to June) from 10:00am 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 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 2006-07 Goals:

Off-Campus Housing:

- Initiated **first information session for landlords**, which was very well-received.
- Informed **Mississauga landlords** of new means of advertising their accommodation to UTM students.

Residence/Communications:

- Designed a **new residence brochure** for professional faculty students.

Student Family Housing:

- **Move office** to 35 Charles Street West, once renovations are complete, while maintaining a student service perspective.
- **Outreached** to U of T registrars and the U of T community, in general, to communicate the change in the waiting period and to encourage applications.
- **Expanded hours** of the Drop-in Centre and increased programming on the Green Roof.
- **Replace retired Community Development Coordinator.**

General:

- Coped with an inordinate number of **sick leaves, secondments and retirements** in all three areas of the Service.

Initiatives for 2007-08

Off-campus Housing:

- Implement **new online listing/e-commerce userface**, which will result in a new online registry to be available 24/7 for landlords and students.
- Assess whether we can dispense with posting advertisements on bulletin boards on-site, and replace them with a **few computers on-site for searching** the registry and obtaining single student residence and student family housing information/vacancies.
- Offer information sessions on the **new housing legislation** to go into effect in the province on January 31, 2007.

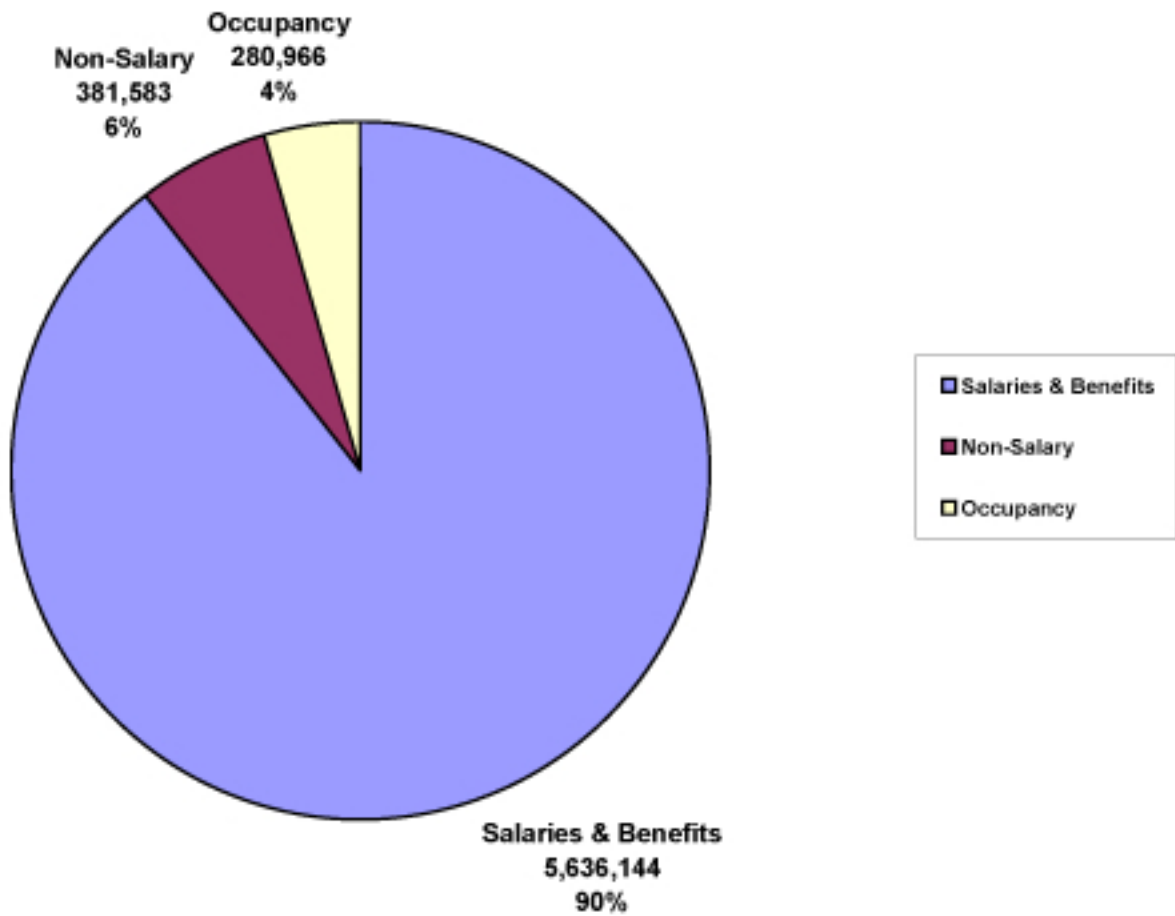
Residence Communications:

- Work with staff at ISXO, to assist in the process of locating residence space for an **expanding population of ISXO and graduate students.**
- **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.

Student Family Housing:

- **Promote student family housing** to increase the office's ability to rent apartments quickly and minimize rent loss.
- Do a **survey of tenants** incorporating questions related to Property Management and Family Care issues, as well as matters related to admissions, continuing eligibility and community development programming.
- Examine issue of **eligibility and over-crowding.**
- Incorporate **good housekeeping education** into community development programming.
- **Re-assess current community development programming.**

Student Services Budget: 2007-2008



Schedule 1

Student Services Fee 2007-2008											
Summary - St George Student Service Area	Net Direct Expenditure	Building Occupancy Costs	Net Direct and Indirect Expenditures		Attribution To UTSC	Attribution To UTM	Net Cost For Fee Purposes	Percent of Total Cost	Portion of Total Fee		
			UTSC	UTM							
Student Services Central	857,550	12,246	869,796	869,796			869,796	16.1%	\$18.07		
Career Centre	2,361,561	100,549	2,462,110	153,605	154,317		2,154,189	39.8%	\$44.75		
Counselling and Learning Skills Service	909,698	21,446	931,144	10,949	9,065		911,130	16.8%	\$18.93		
Family Care	145,476	3,320	148,796	1,006	201		147,589	2.7%	\$3.07		
First Nations' House	425,570	27,490	453,060	10,528	1,755		440,777	8.1%	\$9.16		
Housing Service	261,115	20,727	281,842	2,607	-		279,235	5.2%	\$5.80		
International Student Centre	616,585	95,188	711,773	41,926	53,610		616,237	11.4%	\$12.80		
Total Student Services	5,577,555	280,966	5,858,521	220,621	218,947		5,418,952	100.0%	\$112.58		

Full-Time Enrolment	43,239	Full-Time Fee/Session	\$57.70	Total Revenue	\$5,419,807
Part-Time Enrolment	6,791	Part-Time Fee/Session	\$11.54		
Summer Session Enrolment Full-Time	2,984	Full-Time Summer	\$57.70		
Summer Session Enrolment Part-Time	8,762	Part-Time Summer	\$11.54		

NOTE: Net Direct Expenditures include compensation adjustment allocation at 4%, however, attributions to UTM and UTSC do not.
NOTE: Rounding off percentages on the revenue side results in \$855 surplus.

**St. George Campus Student Services
Budget 2007-2008 Gross Direct Expenditures and Income**

Schedule 2

	Counselling and Learning										Total Health Services	
	Student Services Central	Career Centre	Skills Services	Family Care	First Nations' House	Housing Service	International Student Centre	Total Student Services	Health Service	Psychiatric Services		
Revenue												
Student Services Fee	889,796	2,154,189	911,130	147,589	440,777	279,235	816,237	5,418,953	0	0	0	0
Health Services Fee	0	0	0	0	0	0	0	0	849,396	849,396	0	1,698,792
Divisional Revenue	0	0	0	0	0	344,360	95,612	440,172	1,250,000	1,000,000	0	2,250,000
Transfer from UTMississauga	0	154,317	9,085	201	1,756	0	53,610	219,948	216	234	450	450
Transfer from UTScarborough	0	153,626	10,949	1,026	10,528	2,607	41,926	220,021	270	441	711	711
Total Revenue	889,796	2,462,111	931,144	148,796	453,060	628,202	907,685	6,289,094	2,098,662	1,860,071	0	3,948,953
Expenses												
Salaries and Benefits	701,328	2,200,119	841,070	127,372	369,428	627,862	611,560	6,419,269	1,122,933	972,408	0	2,095,341
Compensation Adjustment	30,053	88,006	33,683	5,026	14,377	21,118	24,464	216,775	0	0	0	0
Non-salary Expenses	76,169	73,438	34,469	13,009	91,769	56,395	76,343	381,534	922,803	851,700	0	1,774,591
Occupancy Costs	12,246	100,549	21,446	3,320	27,490	20,727	95,188	280,956	54,066	26,955	0	80,021
Total Expenses	889,796	2,462,111	931,144	148,796	453,060	628,202	907,685	6,289,094	2,098,662	1,860,071	0	3,948,953

NOTE: Student Services Fee taken from Schedule 1 and is based on attributions not including the 4% compensation adjustment.
 Student Services Fee shown with 2.5% increase in.
 Health Fee shown with 2% increase in.

Use of Student Services: 2007-08				
	St. George	UTSC	UTM	Total
University-wide Services				
FTE Students	46,965	10,439	10,809	68,213
Percentages	68.85%	15.30%	15.85%	100.00%
St. George Campus				
Career Centre				
St. George Campus Services	57.50%	0.00%	0.00%	57.50%
University-wide Services	29.26%	6.50%	6.73%	42.50%
Total	86.76%	6.50%	6.73%	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%



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