

To: Members of the University Affairs Board

From: Mark Overton, Dean of Student Affairs

Subject: U of T Mississauga Student Services Update and Plans

Student ancillary fees charged to University of Toronto Mississauga students include *Health Services*, administered by the Health & Counselling Centre, *Physical Education and Athletics*, administered by the Department of Physical Education, Athletics & Recreation, and a variety of services under the *Student Services* fee, including the UTM Career Centre, the UTM Shuttle Service, the Child Care Support fund, and projects and services for which UTM is assigned a share of central/tri-campus costs.

These plans and budgets were developed and considered through consultation processes with Quality Service to Students (QSS) council working groups or, in the case of the Department of Physical Education, Athletics & Recreation, the Governing Council on Athletics. Each working group was open to all QSS council members and other interested students. Proposals resulting from the consultation process were considered by the QSS council as a whole.

All operating plans and budgets of the relevant UTM services and their proposed fees for 2010-11 received approval by members of the Quality Service to Students council on February 11, 2009, with 17 votes (including 11 students) in favour and 0 votes against.

UTM Health & Counselling Centre

UTM's Health & Counselling Centre provides high quality health and counseling programs and services to the students of UTM and aims to empower students in making healthy choices, in order to be successful in their academic goals and future endeavors.

Highlights of 2009-10

- Provided 240 more client visits from May to November 2009 than in the same period in 2008
- Implemented a new intake process for counseling, ensuring that students have an intake appointment with a personal counselor within 24 to 48 hours of requesting an appointment
- Continued collaboration with Family Services of Peel to provide additional counseling support
- Developed and implemented 'Running Through Depression' support and activity group for students suffering from depression and anxiety
- Successfully implemented 'Stress Busters' weekly workshop/group with a personal counselor
- Continued growth of the Peer Health Education program with 5.5 work-study students, 2 positions paid through government funding and a team of 21 volunteers

Operating Priorities for 2010-11

- Increase personal counseling hours with an increase of .4 FTE personal counselor, with focus on individual counseling and the further development of group counseling programs
- Add 0.4 FTE nutritionist/dietician to provide individual nutrition education and counseling for students and work with the Health Promotion program to develop initiatives related to nutrition
- Increase health education coordinator position from 0.8 FTE to 1 FTE to assist in the implementation of the nutritionist/dietician program

Fee Request for 2010-11

The Health Services Fee for 2009-10 is \$26.11 per term for a full-time student on the Mississauga campus (\$5.22 part-time). The request to the Quality Service to Students council was for approval of an increase to the Health Services Fee to \$28.15 per term for a full-time student on the Mississauga campus (\$5.63 part-time).

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UTM Physical Education, Athletics and Recreation

The Department of Physical Education, Athletics & Recreation, UTM's team of physical educators, is dedicated to promoting a lifetime of physical activity. The department's mission includes: creating a friendly and safe environment that welcomes its diverse community to participate in physical activity, offering a continuum of programming from casual recreation to varsity excellence, fostering an environment of respect and fairness that promotes individual pride and UTM spirit, developing a wide range of opportunities for student leadership in support of its programs, and playing an integral role in the learning environment of the campus and community.

Highlights of 2009-10

- Increased student participation, with more than 8,000 of 11,000 current students involved in recreation, athletic or physical activities between May 2009 and January 2010
- Increased number of intramural and campus recreation opportunities for both male and female students over the previous year
- Expanded partnerships with academic departments on summer camp programs
- Completed 1,200-student intercept survey which noted that more than 50 percent of current users participate in department activities at least twice per week
- Continued success in co-programming with student leaders and UTM Athletic Council through the Governing Council on Athletics
- Financial forecast is better than expected due to increased revenue from nonstudent sources and reduced expenses resulting from staff vacancies, resulting in the elimination of an anticipated year-end and cumulative deficit

Operating Priorities for 2010-11

- Further increase opportunities for women and first-time users by expanding instructional activities on skill development and learning new sports
- Establish a task force on high performance sport at UTM to examine further opportunities for UTM students to compete at intercollegiate levels
- Establish an equipment replacement program
- Replace and increase lockers in male change-room to better match female and family change-rooms
- Monitor temporary loss of outside program space and related rental opportunities, including tennis courts and a sports field, resulting from capital developments
- Increase opportunities for UTM-recognized clubs to host all-student athletic and recreational events
- Work cooperatively with other UTM student services on joint program initiatives
- Continue assessment work to demonstrate the impact of fitness programs on student life beyond the classroom.

Fee Request for 2010-11

The Physical Education and Athletics Fee for 2009-10 is \$160.21 per term for a full-time student on the Mississauga campus (\$32.04 part-time). The request to the Quality Service to Students council was for approval to maintain the Physical Education and

Athletics Fee for 2010-11 to \$160.21 per term for a full-time student on the Mississauga campus (\$32.04 part-time)

UTM Shuttle Service

The objective of the UTM Shuttle Service is to provide safe, cost-effective, customeroriented transportation for UTM students to/from the St. George campus and Sheridan College's Trafalgar campus. UTM students pay for the shuttle service through a student fee; non-UTM students and others may ride the bus for a fare.

Highlights of 2009-10

- The service continued to provide UTM and St. George departures, generally scheduled every 20 minutes, with reduced service on Saturdays, nights, reading week, examination periods and in the summer, and service to and from Sheridan College to meet the academic schedule of UTM students in joint programs..
- Passes for non-UTM student riders, which provide a discount for frequent users, were introduced in January 2009. Tickets remain available for occasional riders.
- The number and frequency of accessible busses were increased.
- Service times were increased to include buses leaving every 20 minutes between 6:35 a.m. and 5:55 p.m. (previously every 30 minutes) and every 30 minutes between 5:55 a.m. and 6:35 a.m., and 6:25 p.m. and 10:35 p.m. (previously hourly). As well, there were two Saturday trips to/from the St. George campus.
- Card swipers, already used on St. George shuttle buses, were implemented on Sheridan buses.

Operating Priorities for 2010-11

- Add two Sunday trips to/from the St. George campus
- Add a Sheridan bus for scheduled 3 p.m. classes (effective January 2010)
- Increase the number of card swipers on buses to improve efficiency
- Implement 80-minute trip allowance for the St. George service for drivers (versus the current 60 minutes), which does not change rider schedules but minimizes the potential for delays resulting from traffic and weather.

Fee Request for 2010-11

The UTM Shuttle Service fee for 2009-10 is \$38.66 per term for a full-time student on the Mississauga campus (\$7.73 part-time), within the Student Services Fee. The request to the Quality Service to Students council was for approval of an increase to the UTM Shuttle Service fee for 2010-11 to \$39.43 per term for a full-time student on the Mississauga campus (\$7.89 part-time).

UTM Career Centre

The Career Centre engages students in the career development process through participation in relevant activities in each of the years they are at UTM. The centre's continuing goal is to increase the types of relevant activities in each year, the number of students engaged, and the depth of their engagement in career development and education.

Highlights of 2009-10

- Full staffing created significant service increases for UTM students, meeting last year's priorities
 - o 25% more individual resume critiques
 - o 22% more one-on-one appointments
 - o 19% higher attendance at workshops
 - o 28% higher attendance at Career Fairs
 - o 18% more employers participated in Career Fairs
- 5,920 unique students participated in UTM Career Centre services & activities from May 1 through Dec. 31, 2009, serving more than half of UTM's students
- Tailored programming, most of which was developed in partnership with academic departments and student groups, expanded significantly, now including economics, political science, chemical & physical sciences; other new events included networking events with biology and psychology, a TA Training Program career session, and participation in the Biology C3 Professional Development Certificate program.
- Successfully introduced more opportunities for student reflection and engagement at Career Fairs and in tailored events
- Student learning outcomes met standards of excellence in almost all cases
- Presented assessment data at national Cannexus Conference of career professionals in Ottawa

Operating Priorities for 2010-11

- Provide 15 *new* tailored events in partnership with departments and student groups; continue to work with existing partners
- Provide new tailored services for UTM graduate students to facilitate their engagement in career planning, job search skills development and contact with industry professionals and alumni
- Increase resume critiques by holding Resume Blitz Days in September and partnering with Undergraduate Commerce Society to prepare third & fourth year students before the September 'crush'
- Increase employer engagement on campus
 - o Expand number and type of employers at fairs and events
 - o Increase marketing to and relationship-building with employers
- Continue assessment work to demonstrate impact of Career Centre programs
- Continue to offer enhanced (similar to 2009-10) levels of individual counseling, employment appointments and workshops

Work collaboratively with the directors and staff of the other two central Uof T Career Centres, at the St. George and Scarborough campuses, to redefine how the shared services that are funded by UTM and UTSC attributions can function to most effectively meet the needs of the users of all three Career Centres

Fee Request for 2010-11

The Career Centre fee for 2009-10 is \$49.86 per term for a full-time student on the Mississauga campus (\$9.97 part-time), within the Student Services Fee. The request to the Quality Service to Students council was for approval of an increase to the Career Centre fee for 2010-11 to \$53.69 per full-time student on the Mississauga campus (\$10.74 part-time).

Child Care Support

UTM students provide \$10,000 for need-based grants to UTM student-parents with child care expenses and, new in 2009-10, and up to \$10,000 for direct rate subsidies to UTM student-parent users of the Early Learning Centre who don't otherwise qualify for subsidized rates. Students also provide support toward the operating expenses of the Early Learning Centre.

Grant year	Applicants	Recipients	Grant range
2002-03	5	5	\$500 to \$2000
2003-04	12	12	\$500 to \$2000
2004-05	14	10	\$550 to \$1378
2005-06	20	16	\$350 to \$2000
2006-07	25	20	\$500
2007-08	25	23	\$700
2008-09	38	32	\$470
2009-10	31	TBD	TBD

Subsidy year	Recipients
2009-10	6 (through Dec. 2009)

Fee Request for 2010-11

The Child Care Support fee for 2009-10 is \$3.96 per term for a full-time student on the Mississauga campus (\$0.79 part-time), within the Student Services Fee. The request to the Quality Service to Students council was for approval of an increase to the Child Care Support fee for 2010-11 to \$4.08 per term for a full-time student on the Mississauga campus (\$0.82 part-time).

Family Care

UT's Family Care Office extends its programs and services to UTM students, including workshops, planned family events and support groups.

Fee Request for 2010-11

The Family Care fee for 2009-10 is \$0.06 per term for a full-time student on the Mississauga campus (\$0.01 part-time), within the Student Services Fee. The request to the Quality Service to Students council was for approval to maintain the Family Care fee for 2010-11 at \$0.06 per term for a full-time student on the Mississauga campus (\$0.01 part-time).

Student Services

The Student Services fee supports a range of services and initiatives, including the UTM Shuttle Service, the Career Centre, and the Child Care Support fund, details of which are noted in previous pages, space occupied by student societies, alcohol education & monitoring, and family care, also previously noted, along with projects and services for which UTM is assigned a share of central/tri-campus costs.

Fee Request for 2010-11

The Student Services Fee for 2009-10 is \$118.28 per term for a full-time undergraduate student on the Mississauga campus (\$23.66 part-time). The request to the Quality Service to Students council was for approval of an increase to \$121.74 per term for a full-time undergraduate student on the Mississauga campus (\$24.35 part-time).



2010-11												
		EXP	Gross Direct Expenditure	Building Occupancy <u>Costs</u>	Gross Direct and Indirect Expenditure	Total <u>Income</u>	Net Expenditure	Non- Student <u>Use</u>	Attribution To/(From) <u>UTM</u>	Net Cost For Fee Purposes	Percent of Total <u>Cost</u>	Portion of Total <u>Fee</u>
Health Services Fee	vices Fee		1		1							0
Health Services Health Services	Health Services Health Services Space Costs		928,717	34,946	928,717	255,500	673,217	(954)	•	673,217 33,992	95.19% 4.81%	\$26.80 \$1.35
Total Health	Total Health Services Fees									707,209	100.00%	\$28.15
	Health Services fee per session:	ession:	\$28.15 \$5.63	(Full-Time) (Part-Time)								
Phys Ed &	Phys Ed & Athletics Fee											
Athletics and Recreation Athletics Space Costs	l Recreation tce Costs	4	4,279,680	1,337,179	4,279,680	1,555,120	2,724,560	(36,943)		2,724,560 1,300,236	67.69% 32.31%	\$108.45 \$51.76
Total Phys E	Total Phys Ed & Athletics Fee									4,024,796	100.00%	\$160.21
Phy	Phys Ed & Athletics fee per session:	ession:	\$160.21 \$32.04	(Full-Time) (Part-Time)								
Student Se	Student Services Fee											
UTM Student	UTM Student Shuttle Service	_ ,	1,301,860	- (1,301,860	311,300	990,560		1 (990,560	32.39%	\$39.43
Career Centre	ē	~	1,194,251	40,232	1,234,483	40,000	1,194,483	ı	154,317	1,348,800	44.10%	\$53.69
Child Care Support Handbook & Comm	Child Care Support Handbook & Communications		102,498 12,058		102,498 12,058		102,498 12.058			102,498	3.35% 0.39%	\$4.08 \$0.48
Space Occup	Space Occupied by Student Societies			502,692	502,692	1	502,692	,	31,565	534,257	17.47%	\$21.27
Alcohol Educ	Alcohol Education & Monitoring		15,000		15,000	•	15,000	ı	ı	15,000	0.49%	\$0.60
Family Care				•	1	ı	ı	•	1,500	1,500	0.05%	\$0.06
International	International Students Centre		į	1	•	1	1	1	53,610	53,610	1.75%	\$2.13
Total - Stude	Total - Student Services Fee	2	2,625,667	542,924	3,168,591	351,300	2,817,291		240,992	3,058,283	100%	\$121.74
Fall/Winter:	Full-Time Part-Time	10,957 Full-Time Fee (per session)	Full-Time Fee (per session) Part-Time Fee (per session)	er session)	\$121.74		Total Revenue Revenue Variance - Sumhus/(Shortfall)	/sillanis/	(Shortfall)	\$3,049,189		
Summer:	Full-Time Part-Time)))		2							

\$121.74 (12.40) \$109.34

\$3.94 \$49.57

2) Other fees for UTM affiliated graduate students:UTM Summer Shuttle Service Fee (F&W sessions only):Mississauga Transit U-Pass Fee:

Notes:

1) Total 2010-11 Student Services Fee for UTM affiliated graduate students:
- UTM Student Services Fee for Undergraduate Students:
- Less: Student Centre Portion of Space Occupied by Student Societies (Per endorsement of UTMAGS and approval of QSS):

The University of Toronto Mississauga Health and Counselling Centre 2010-11 Budget

	2009-	10	2010-11	
	Budget	Forecast	Budget	
Revenue				
Health Fees	615,204	630,496	707,209	
Medical Insurance Income	222,900	184,024	222,900	
Supplies Recovery	40,000	32,601	32,600	
Operating Budget	500	500	954	
	878,604	847,621	963,663	
Expense				
Salaries and Benefits	793,868	752,002	865,917	
Supplies	46,415	53,608	56,600	
Telephone/Copier	5,700	6,204	6,200	
Space Costs	32,621	35,178	34,946	
	878,604	846,992	963,663	
Surplus (Deficit)		629	0	
Student Fee - per semester				
Full time	26.11		28.15	
Part time	5.22		5.63	
Adjusted Fee Base				
Full time	25.46		28.15	1
Part time	5.09		5.63	

The University of Toronto Mississauga Department of Physical Education, Athletics & Recreation Budget 2010-11

	2009-10 Budget	2009-10 Forecast	2010-11 Budget	
Revenue		_		
Student Fees	3,774,786	3,955,738	4,024,796	
Tri-campus revenue	82,475	82,000	82,000	
Fall/Winter Program Fees	136,900	138,432	162,832	
Membership Fees	395,366	420,000	457,223	
Summer Program Fees	356,799	378,772	376,728	
Pool Revenues	37,000	68,454	68,454	
Service Fees	52,000	54,500	59,113	
Facility Rentals	305,770	337,770	343,770	
Team Travel Recovery	5,000	5,000	5,000	
Total Revenue	5,146,095	5,440,666	5,579,916	
Expense				
Salary, Wages & Benefits	2,096,572	1,935,342	2,097,355	
Mortgage	1,211,367	1,211,367	1,211,367	
Equipment & Maintenance	106,000	180,253	244,150	
Building	83,000	178,000	141,897	
Advertising/Marketing	51,500	51,500	51,500	
Training/Development	45,500	68,300	68,300	
Services General	40,000	95,358	80,358	
Rental Space	15,000	10,000	11,500	
Pool	65,000	48,000	48,000	
Office Supplies, Phone, Cable	76,750	80,426	80,426	
Officials	30,000	30,000	30,000	
Athletic Equipment & Supplies	165,000	248,864	168,333	
Space costs	1,224,359	1,218,414	1,300,236	
Transportation	51,000	46,495	46,495	
Total Expense	5,261,048	5,402,319	5,579,916	
Net Income/ (Loss)	(114,953)	38,347	0	
Student Fee - per semester				a
Full time	160.21		160.21	0.0%
Part time	32.04		32.04	0.0%
Adjusted Fee Base (AFB)				
Full time	158.02		160.21	1.4%
Part time	31.60		32.04	1.4%

The University of Toronto Mississauga Shuttle Bus 2010-11 Budget

	2009	-10	2010-11
	Budget	Forecast	Budget
Revenue			
Student Service Fee	910,907	914,178	990,560
Fare Revenue	240,000	306,700	310,000
Mississauga Transit Commission	650	1,283	1,300
	1,151,557	1,222,160	1,301,860
Expense			
Salaries, wages and benefits	79,500	80,697	107,793
Supplies	3,150	5,500	5,500
Equipment & Software	-	17,627	25,000
Bus Lease	1,144,805	1,165,354	1,268,827
	1,227,455	1,269,177	1,407,120
Surplus/(Deficit)	(75,898)	(47,017)	(105,259)
Carryforward from Previous Year		152,276	105,259
Carryforward to Next Year		105,259	0
Student User Fee (Per Semester)			
Full time	38.66		39.43
Part time	7.73		7.89

The University of Toronto Mississauga Career Centre Budget 2010-11

	2009-1	10	2010-11	
	Budget	Forecast	Budget	
_				
Revenue Student Service Fees	1,174,801	1,174,801	1,348,800	
Events, Employer Sessions, Grants	40,000	43,546	40,000	
Events, Employer dessions, drants	1,214,801	1,218,347	1,388,800	
Expense				
Salaries and Benefits	1,058,612	1,057,525	1,128,864	
Central Charges for Tri-campus services	154,317	154,317	154,317	
Space Costs	38,470	38,470	40,232	
Equipment and Renovations	4,120	4,120	4,330	
Telephone	4,429	4,600	4,840	
Resource Materials	3,300	1,700	4,817	
Supplies	3,245	6,000	6,300	
Events & Marketing	24,000	30,000	31,500	
PD & Travel	12,000	17,000	12,600	
Consulting	4 000 400	1,500	1,000	
	1,302,493	1,315,232	1,388,800	
Surplus / (Deficit)	(87,692)	(96,885)	0	
CFWD from Previous Year		96,885		
Cumulative Surplus / (Deficit)		-		
Student Fee - Per semester				
Full time	49.86		53.69	7.7%
Part time	9.97		10.74	7.7%
Adjusted Fee Base				
-				
Full time	48.90		53.69	9.8%
Part time	9.78		10.74	9.8%

University of Toronto Mississauga Child Care Support 2010-11 Budget

	2009-10 Budget	2009-10 Forecast	2010-11 Budget	
Revenue				
User Fees	203,790	89,968	133,005	
Student Service Fee	93,305	93,305	102,498	
OTO Central HR Subsidy	14,500	14,500	-	
UTM Subsidy of Building Capital	75,514	75,514	75,514	
Total Revenue	387,109	273,287	311,017	
Expenses				
Bursaries	10,000	10,000	10,000	
Direct Rate Subsidy	10,000	3,279	8,721	
Shared Administrative Services	6,025	7,946	8,369	
Start up costs	30,000	35,425	-	
Building Capital Cost	75,514	75,514	75,514	
ELC salaries and benefits	233,216	120,021	201,451	
ELC program expense	28,620	42,245	20,512	
ELC occupancy cost	22,500	41,374	55,978	
Maintenance		1,446	2,494	
Total Expenses	415,875	337,250	383,039	
Surplus/(Deficit)	(28,766)	(63,963)	(72,022)	
Unused Direct Rate Subsidy (reserved)		(6,721)	6,721	
Carryforward from Previous Year	25,862	26,104	(44,580)	
Carryforward to Next Year	(2,904)	(44,580)	(109,881)	
Student Fee (per semester)				
Full time	\$3.96		\$4.08	3%
Part time	\$0.79		\$0.82	