FOR APPROVAL **PUBLIC** **OPEN SESSION**

TO: University Affairs Board

SPONSOR: Jill Matus, Vice-Provost, Students & First Entry Divisions
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PRESENTER: Jill Matus, Vice-Provost, Students & First Entry Divisions
CONTACT INFO: Phone (416) 978-3870 / Email vp.students@utoronto.ca

DATE: March 6 for March 18, 2014

AGENDA ITEM: 4 (b)

ITEM IDENTIFICATION:

Operating Plans: Student Services, St. George Campus: Student Life Programs and Services

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. Section 5.1.4 of the Terms of Reference provides that changes to the level of service offered, fees charged for services and categories of users for other campus and student services requires the University Affairs Board 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.

GOVERNANCE PATH:

1. **University Affairs Board (March 18, 2014) [For Approval]**
2. Governing Council (April 8, 2014) [For Information]

PREVIOUS ACTION TAKEN:

The Operating Plans for Student Life Programs and Services for the current fiscal year were approved by the University Affairs Board on March 19, 2013.

The current fees for Student Life Services and Programs are as follows:

$ 133.14 per session   ($ 26.63 for part-time students)

See separate memorandum concerning consideration of the proposed plans 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 Lucy Fromowitz, Assistant Vice-President, Student Life.

FINANCIAL AND/OR PLANNING IMPLICATIONS:

Student Life Services and Programs operates without drawing substantially on the University's operating income.

RECOMMENDATION:

Be it Resolved,

THAT the 2014-15 operating plans and budget for Student Life Programs and Services, as presented in the documentation from Lucy Fromowitz, Assistant Vice-President, Student Life, be approved; and

THAT the sessional fee for a full-time student on the St. George campus be increased to $142.22 ($28.45 for a part-time student), which represents a year over year increase of $9.08 ($1.82 for a part-time student) or 6.82% (resulting from the elimination of a 2011-12 three year temporary increase, a permanent increase of 2%, and a temporary increase of 6.5%).
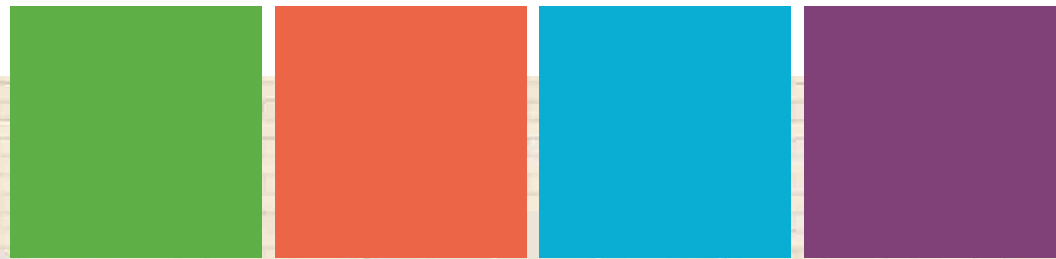
DOCUMENTATION PROVIDED:

Student Life Programs and Services Annual Report and Operating Plan
Student Life Programs and Services Operating Report, Budget, 2013 Year in Review

student life
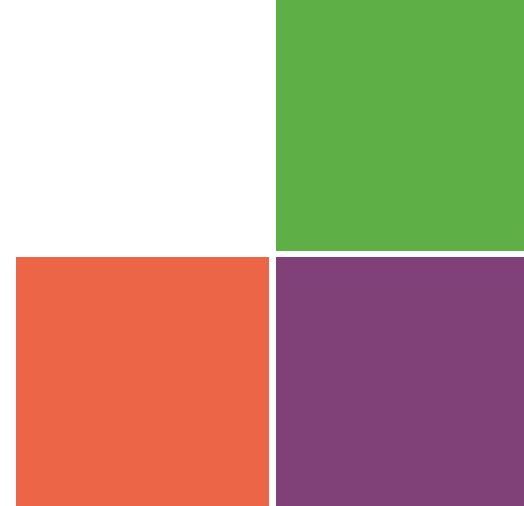# programs and services

annual report & operating plan

14·15

mission

The Division of Student Life brings coherence to complexity and creates opportunities for students to build skills, experience diverse communities, and integrate learning. We connect life to learning.

vision

Through our work and partnerships, every student will have the opportunity to actively participate in university life; find connection, community, and friendship; encounter new ways of thinking and being in the world; and experience leadership, independence, and success.

table of contents

about us

academic support

Challenge students to achieve their goals:
- Academic and personal skills development
- Support and accommodations for students with disabilities
- Support for students in transition in the learning environment
- Support self-directed student learning as it applies to career exploration, career decision-making and employment preparation
- Peer engagement in academic development

health & well-being

Support physical, emotional, social and spiritual health and well-being of students:
- Health education and wellness promotion
- Counselling and personal support
- Health care
- Programming to build and foster resilience
- Facilitation of interaction with diverse faith-based communities
- Development of self-reflection skills
- Encouragement of connections among diverse communities

student development, learning & engagement

Expand opportunities for student learning through experience:
- Leadership development
- Engagement in communities, locally and internationally
- Exploration of career and employment opportunities
- Participation in arts and culture activities
- Support for independent living
- Connections to mentorship opportunities
- General awareness of Aboriginal culture and support for Aboriginal students

divisional support services

Enhance, support, and coordinate quality services to students:
- Improved access to information on programs and services
- Timely and targeted communication
- Information technology, systems, space, and resources that support student learning and development
- Assessment/evidence-based decision making
- Coordinated and collaborative programming
- Fiscal accountability

by the numbers

220 meetings and consultations in the development of the co-curricular record

$299,000 in grants and awards provided to Aboriginal students

1,235 undergraduate and graduate students, postdoctoral fellows, and their family members participated in 90 workshops, 16 family events, and 8 discussion groups

146% increase in the number of students enrolled in the Canada-Brazil Ciencia sem Fronteiras Scholarship Program from the previous year

11,941 individual student contacts with Academic Success

3,200 visits to the Family Care Office blog – - Intersections: Where Work, School and Family Meet -

367 graduate students participated in Leadership for Grads workshops

4100 students enrolled in academic and co-curricular service-learning opportunities

10,925 jobs posted through the Career Centre from 5,090 employers

445 students participated in career exploration programs

3.4 million visits to websites hosted by Student Life departments

25,850 set of notes provided by volunteers in the note-taking service

28 students participated in 4 accessibility-related peer support groups

125 partnerships with community-based organizations

55,289 visits to health and wellness services, used by 17,061 students

995 students participating in international exchange opportunities

39,960 students explored the newly implemented MyRes system

building capacity

Student Life is in perpetual motion. We build capacity through shared resources and collaboration with partners and students. We develop technological solutions and we provide clear, simplified, and effective access to services and programs. Here are some examples of capacity-building activities.

a sense of community
Student Life led a series of tri-campus focus groups for the Council on Student Experience to provide an institutional view of how students experience university life. Student input allows us to better understand how students experience community and communications. The final report can be found at **uoft.me/community**.

common residence application process
We launched a single tri-campus residence application gateway (MyRes), providing students with a simplified and common application process which helps inform their choices and enhances institutional reporting and planning.

mentorship
The Mentorship Resource Centre (MRC) provides training and support for student mentors as well as providing a one-stop site for mentorship program availability. The MRC expanded outreach and collaboration with numerous programs, including First-Year Learning Communities (FLCs) in Arts & Science. Training has expanded to include in-service training and the launch of Mentorship Week.

career development
Implementation of the Career Learning Network (CLN), a tri-campus service that allows students to track their career development, search job opportunities, find experiential opportunities, register for employer events and organize their career documents.

campus group support
We developed models for improved support and collaboration among campus groups. The Community Outreach & Engagement Network, along with the Interfaith Dialogue Series, provides examples of how we are enhancing learning and encouraging students to work across differences.

wayfinding & searching
Student Life implemented an automated response program (AskMe), simplifying the way students find information about the University; expanded the map tools to include all campuses and meaningful search capabilities; and enhanced campus room finder, providing more options and information for students.

professional development & training
Student Life staff have delivered, participated in, or coordinated many activities to improve the quality of knowledge and service delivery throughout the University. For example:

- -enhancement and growth of the collaborative training for student staff piloted in 2012; planning underway on core training for work-study students.
- in cooperation with the School of Graduate Studies, hosted 'Open Doors Mini-Conference' for doctoral and masters students seeking non-academic professions.
- -in partnership with the Faculty of Kinesiology and Physical Education, Hart House and others, provided training to students in the MoveU program.
- -training for registrarial staff in Woodsworth College in working with students with families.
- Psychiatrist in Chief at CAPS provided a keynote address to the University Professional Development Day for Registrarial Staff.
- Student Life departments provided sessions throughout the year on wellness, students in crisis or experiencing difficulties, mental health, learning, and resiliency.

embedded services

meeting students where they are. in the community.

Through our partnerships in all corners of the campus, we improve student access to our services by embedding staff in key locations.

- **LS** Learning Strategist
- **CC** Career Talk/Peer resource advising
- **TA** Transition Advisor for international Students
- **WC** Counsellor/Wellness Coordinator
- **O** Local orientation programming for international students
- **P** Poet in Community
- **FC** Family Care Office Drop-in Hours
- **FN** First Nations House Drop-in Hours

co-curricular record

CCR APPROVED

build your experience. tell your story.

Students who participate in co-curricular activities improve their success. They find community more readily, improve their academic performance and are more likely to persist. U of T has an abundance of diverse co-curricular activities and experiences to support student success.

Officially launched in September 2013, the co-curricular record (CCR) allows students to search for activities suited to them, attach competencies to their involvement, gain unique experiences, customize their co-curricular participation and receive recognition for their learning.

Some of the 2013 highlights of CCR include:

- Over 220 meetings and consultations with different groups in the development of the co-curricular record.
- Nearly 3000 individual students have logged into the system.
- Almost 700 activities are currently in the database and growing.

Moving into 2014, we will be working on the following priorities:

- Growing the database and working with campus units and partners to develop, package and identify programs for the record.
- Hosting a national summit on the CCR.

Launch events were hosted on each of our campuses. On October 3, 2013, the first launch event was held at Hart House where over 200 students, senior administrators, faculty, staff and alumni celebrated student involvement. Check out the launch video at **uoft.me/ccrvideo**.

For more information on the CCR, visit **ccr.utoronto.ca.**

student initiative fund

Supporting student initiatives that contribute to building community on campus and allowing for an experiential learning opportunity, the Student Initiative Fund has $100,000 annually to disperse among individual students and campus groups who need resources to help realize their plans.

Individual students and campus groups can apply for up to $5,000 per proposal to a student-led committee. Examples of projects funded this year include:

muslim voice magazine

- A digital and printed magazine that serves as a vehicle for expression and dialogue around Islamic affairs.
- Aims to engage, enlighten and empower students, while also breaking down barriers created by the social misconceptions of Islam.

women in science & engineering national conference

- Brings together women from diverse backgrounds through activities, workshops and competitions.
- Seeks to build a strong network of professionals and provide mentoring experiences for younger generations of professional women.

masters of global affairs career week 2013

- A career development event, bringing high-level industry professionals from various sectors to network and establish partnerships with Global Affairs students.
- Provides leadership opportunities and experiences in career and skill development.

competitions university of toronto aeronautics team (utat)

- UTAT represents U of T in international and national competitions involving powered aircrafts, unmanned aerial vehicles and rocketry.
- Participants learn through seminars and meet weekly in order to plan, design and construct.

environmental fashion show

- Post-consumer fashion show to promote a culture of sustainability at U of T.
- Designers cut, rip, dye and sew new life into rejected articles of clothing, auctioning them off to guests at the conclusion of the show.

For details on the Student Initiative Fund, visit **www.sif.utoronto.ca**.

measuring our success

To ensure that our programs and services are effective in providing students with the best possible experiences and development opportunities, we actively engage in evaluation and assessment practices to determine effectiveness and future possibilities. As part of our process, we have developed five Key Performance Indicators:

1. Students demonstrate the ability to communicate effectively through writing, speaking or artistic expression.

2. Students demonstrate the ability to problem solve and connect appropriately with campus and community resources.

3. Students are able to work across differences – identifying opportunities and negotiating challenges.

4. Students identify how they can make a positive difference in their local, national and global communities.

5. Students demonstrate an understanding of how to achieve balance between education, work and leisure time.
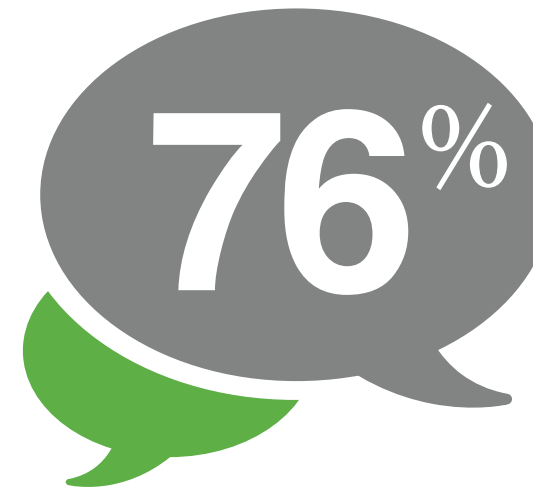
80% of students who participated in counselling/psychotherapy at Counselling and Psychological Services were able to identify unhelpful patterns of thinking and behaving as a result of their sessions.
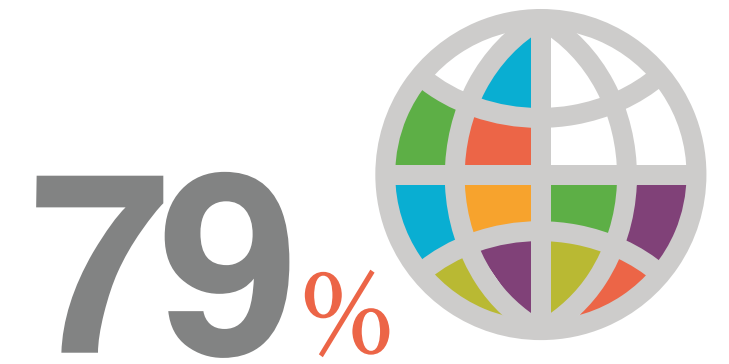
79% of students enrolled in a service-learning course felt better prepared to contribute to solving complex real-world problems.

92% of students who participated in the Explore It career exploration program are able to assess where their personal goals and values intersect with their education in identifying future career paths following the program.

76% of students who participated in the iConnect mentorship program for international students indicated that they are better prepared to work across differences through identifying opportunities and negotiating challenges.
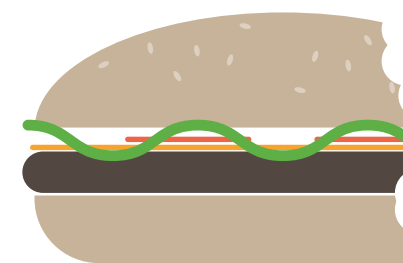
78% of students who participated in the 'Lunchtime Series for Student Parents' were better prepared to problem solve their situations and access campus and community resources.

our
strategic
objectives

Now in the final year of our three-year strategic plan, we continue to make strides towards our seven objectives.

1. Communicate interactively with students to exchange information that is relevant and delivered at the right time.

2. Engage students in their own academic development and learning.
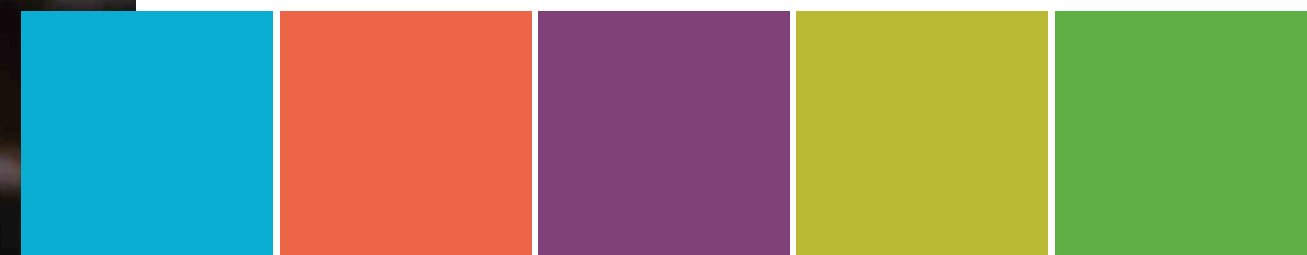
3. Help students better understand, navigate and access services available.

4. Provide opportunities for students to explore and apply leadership skills, engage in experiential learning, participate in mentorship and connect to learning communities.

5. Support students in making successful transitions to university and through their exploration of opportunities beyond degree completion.

6. Support the unique needs of students involved in international experiences.

7. Expand programs and services to meet the needs of graduate students.

The pages that follow provide examples of the work we do to achieve these objectives.

1.

communicate interactively with students to exchange information that is relevant and delivered at the right time.

Effective and timely communication is fundamental to the work of Student Life. Significant efforts are made to understand how we might effectively communicate with students so that they can have the most direct, relevant and personalized communication possible. Student Life works across the university to support a coordinated and strategic delivery of key messages. Some examples of how we have achieved this are below:

• -Student Life led a series of focus groups for the Council on Student Experience in 2013 with 444 students participating in 51 focus groups across the University. Questions were developed to better understand how students experience communications and community. The final report, A Sense of Community, can be found at **uoft.me/community**.

• Health & Wellness developed a Blue Space campaign, which is designed to increase awareness of mental health and minimize stigma.

• Increased use of online media including webinars, video and social media to increase awareness and deliver services and programs. Examples include online parenting workshops, nearly 800 followers on the Sexual and Gender Diversity Office Facebook and Twitter accounts, and 116,086 unique visitors to the Life @ U of T blog.

• -Student Life launched the online version of the AskMe program. The new tool allows students to ask questions about student life at the University and the automated response will provide relevant information.

• Increasing the presence and activity of the Student Life Community Crew, a group of students who work to promote student activities, resources and services at U of T.

2. engage students in their own academic development and learning.

Student Life helps students take charge of their own development and learning. We support students as they develop the knowledge and strategies that meet their learning goals, equipped with the tools for a fulfilling university experience and lifelong learning.

- First Nations House developed a new vision and mission statement with a focus on academic success, student development and learning.
- In partnership with the Faculty of Applied Science & Engineering, the Academic Success Centre developed facilitated study sessions.
- Accessibility Services developed a series of peer support groups. 28 students participated in 4 groups.

- Health and Wellness developed the Peers are Here program, a peer support program providing expanded facilitated workshops using a peer student leadership model.
- The Career Centre expanded the Peer Career Advisors program to model best practices for experiential learning and career education, including expansion to include peer-facilitated workshops.
- The Multi-Faith Centre facilitated symposia on current affairs through a Multi-Faith lens, looking at the role of religion in society and its relationship to gender, racial identity and sexuality, encouraging participants to engage in questions of identity, purpose and meaning.

3. help students better understand, navigate and access services available.
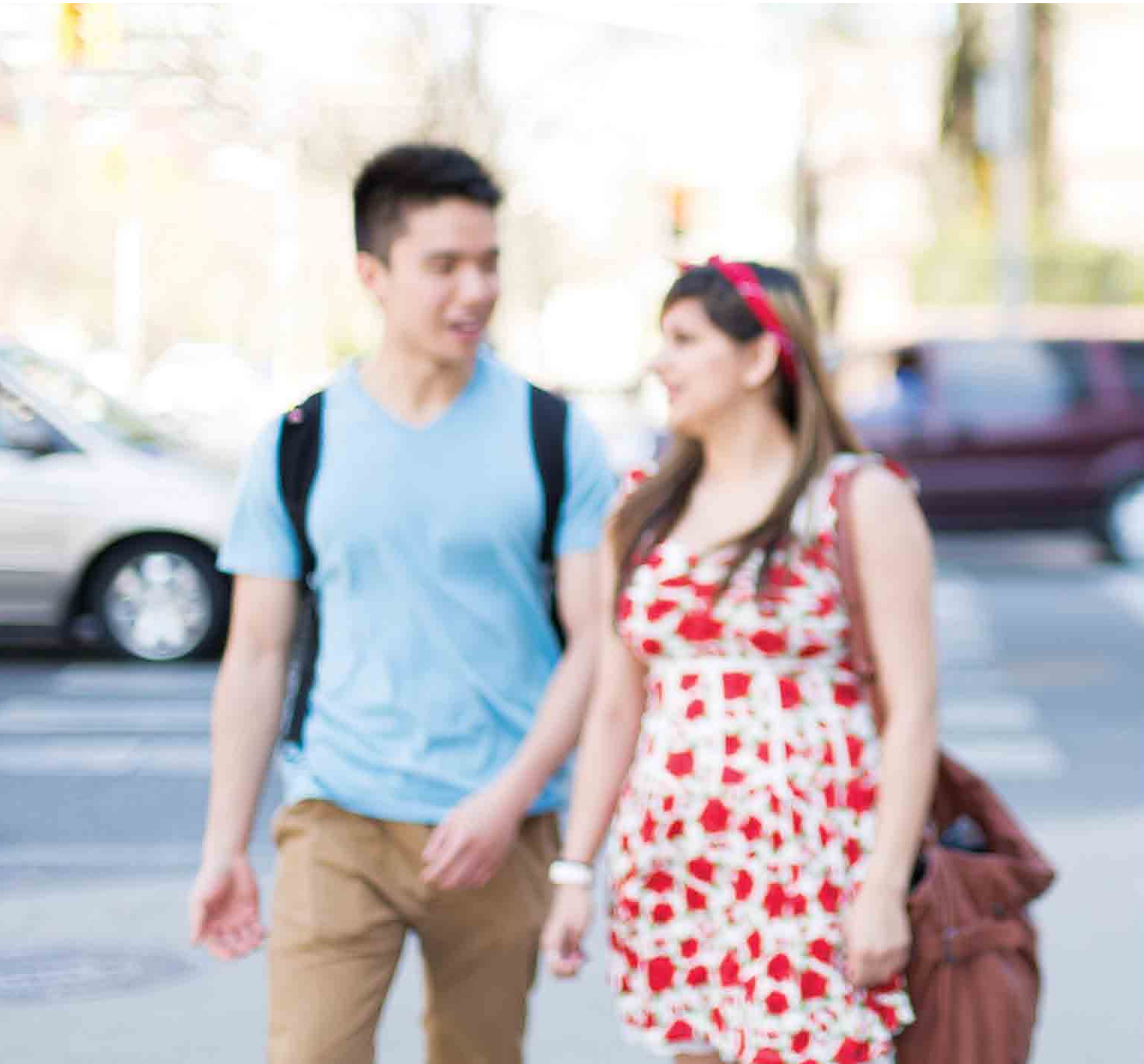
Student Life provides opportunities to expand learning and helps remove barriers to success. Through timely communication and service delivery, as well as strategic partnerships across the campus, we ensure that students can find and effectively use the services appropriate for their needs.

- Student Life has developed and enhanced several online resources and tools to helps students better navigate the University. Examples include enhancements to Campus Room Finder and the Interactive Map; development of the AskMe tool, mentorship database and the UHIP application system; and contributing to mobile-designed projects including the U of T Mega App.

- Accessibility Services undertook a business process review and implemented recommendations including improvements to scheduling appointments and intake processes, along with the development of guidelines for faculty and staff on accommodations.

- Housing Services increased the number of drop-in and conflict mediation clinics to bi-weekly, including providing offerings in multiple locations on campus.

- Health & Wellness enhanced its embedded counselling services along with the continuation of Counseline, an online counselling service in partnership with the Factor-Inwentash Faculty of Social Work and the Faculty of Arts & Science.

- Implemented the Career Learning Network, - a tri-campus service allowing students to track their - career development, search jobs, find experiential opportunities, register for employer events and organize their career documents.

- Expanded transition programming for international students, including the development of a new model for advising.

UNIVERSITY OF TORONTO

4. provide opportunities for students to explore and apply leadership skills, engage in experiential learning, participate in mentorship and connect to learning communities.

Student Life is committed to providing opportunities so that all students have a complete university experience within and beyond the classroom. Through our programs, services and partnerships, we help students develop competencies and learning experiences. Building meaningful learning communities and finding new ways to engage students in experiential learning is a key part of our work.

- -Student Life led the development of the co-curricular record (see page 10).
- The Centre for International Experience expanded opportunities for inter- and cross-cultural dialogue. Development is underway for a leadership certificate program.
- -In partnership with the Centre for Teaching Support and Innovation (CTSI), the Academic Success Centre is developing resources for faculty and staff to support experiential learning opportunities for students.

- Academic Success Centre expanded the efforts of their peer mentors in facilitating learning skills and support workshops for students living in residence.
- -Student Life redeveloped an annual conference, the Student Leadership Conference, formerly New U, to provide more opportunities for connection, learning, and engagement for students in leadership roles throughout the University.
- The Sexual and Gender Diversity Office included a Community Fair for the first time as part of their annual Pride Pub, linking community organizations to the University.
- The Multi-Faith Centre implemented a University-wide Religious Diversity Dialogue Certificate program including training in interfaith dialogue, community placements and reflection.

5.

support students in making successful transitions to university and through their exploration of opportunities beyond degree completion.

Transition is an important process in learning and development. Student Life, and its campus partners, is dedicated to ensuring that students have access to resources and information, which helps them find community, make connections to services and programs and develop important skills. We provide support for all students as they transition in, through, and out of the University so they are equipped for success.

• - In partnership with Alumni Relations and the Alumni Association, the Centre for International Experience organized a Dinner with 12 Strangers event for international students to connect with alumni.

• - Health & Wellness provided workshops on How to Help a Friend: A Discussion on Mental Health as part of the First-Year Learning Communities mentorship training as well as Healthy Relationships & Assertiveness Communication workshops for First in the Family mentors.

• - Academic Success Centre, with the Faculty of Applied Science and Engineering, implemented a series of Facilitated Study Groups (FSGs) for first-year students.

• - The Centre for Community Partnerships, in collaboration with the First in the Family Program, supported the Investing in Our Diversity Scholarship, the Pathways to Education Youth Employment Program and the Andra Takacs Scholarship Program to provide support for first-generation students in under-resourced neighbourhoods in Toronto.

• - In partnership with Alumni Relations and the Faculty of Arts & Science, the Career Centre hosted their second Next Steps Conference for senior year students to help them effectively explore and plan their life beyond graduation.

• - Bring Your Parent to School program focused on how families can support the health and wellbeing of their students.

6.

support the unique needs of students involved in international experiences.

A valuable part of university education includes the development of intercultural competencies and gaining international experiences. Student Life supports this crucial part of the university experience through programming, opportunities and services for students to go abroad and for students from other countries. Supporting an international culture at U of T gives students new perspectives and prepares them for a globally connected world.

- The Centre for International Experience and Hart House partnered on expanding the Traditional Canadian Thanksgiving Dinner to provide a unique experience for international students.
- In the second year of the Canada-Brazil Ciencia sem Fronteiras Scholarship Program, the Centre for International Experience welcomed 473 new students this fall. The program will be welcoming another 113 students in January.
- First Nations House worked with four academic units to arrange student experiences in Belize where they participate in research and community-building opportunities.

- -Student Life implemented an online system for the University Health Insurance Plan (UHIP) for international students, greatly increasing the effectiveness and efficiency of the student experience.
- Health Services expanded its services to partners of international students.
- Housing Services, working with the Centre for International Experience, has enhanced the support provided to international students in their housing transitions.
- U of T now participates in the MasterCard Foundation Scholars Program. Working with campus partners in New College, Woodsworth College and Enrollment Services, the Centre for International Experience welcomed a group of students from Sub-Saharan Africa this fall.
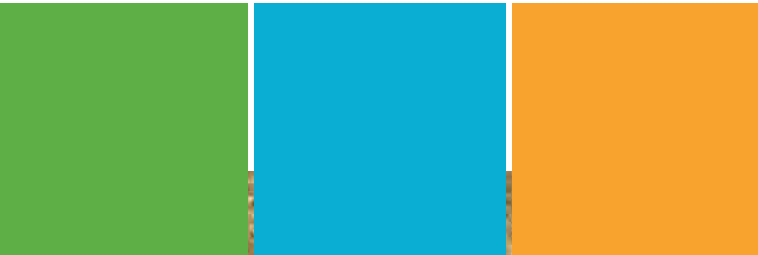
7. expand programs and services to meet the needs of graduate students.

Student Life recognizes the unique experiences of graduate students and, working with campus partners, including the School of Graduate Studies (SGS) and Graduate House, offers opportunities for personal growth and development. Participation in university life is an important factor in student success and providing services and programs that are appropriate for and meet the needs of graduate students is essential.

- In partnership with SGS, graduate students who are on approved leaves of absence are now eligible to opt-in to services provided by Student Life.

- The Career Centre, working with SGS, expanded opportunities for graduate students seeking non-academic work through active engagement with career partners to explore career possibilities.

- Working with Information and Technology Services, Enrollment Services, SGS, and other departments, Housing Services contributed to expanding the availability of JOINids so that graduate applicants could have early access to the HousingFinder and RoommateFinder programs.

- The Multi-Faith Centre provides opportunities for graduate students to facilitate programming for undergraduate students, many of which were directly related to their program of study.

- Student Life partnered with the SGS in creating the Essential Grad Guide, a single resource providing new graduate students with important information about U of T.

- -Expanded Grad Escapes, which builds community amongst graduate students through opportunities for social engagement and interaction.

departmental reports

academic success centre

The Academic Success Centre (ASC) facilitates excellence in student academic skills development through peer mentoring, individual support, workshops, lectures and peer-facilitated learning skills workshops. Partnerships with academic departments, Student Life departments, and faculty and staff are central to the work of the ASC.

2013 highlights

- Expanded partnerships with several academic departments including the Faculty of Applied Science & Engineering, Rotman Commerce, Leslie L. Dan Faculty of Pharmacy, and the Office of Student Academic Integrity.
- Working with Counselling and Psychological Services (CAPS), piloted the Bounce Back program, a learning and personal skills development program for students on academic probation.
- Initiated the ASC mentorship program, providing facilitated learning strategy support for students.

coming in 2014

- Developing resources to assist students in their critical thinking development in partnership with faculty in the Ontario Institute for Studies in Education (OISE).
- Implementation of a self-assessment tool to assist students in time management.

accessibility services

Accessibility Services provides services to support students in their academic work. These include access to disability-related assessments for in-class, test and exam accommodations; materials in alternate formats; provision of sign language, note taking services and real-time captioning; attendant care; adaptive furniture and equipment; adjustments to schedules, space and evaluations; and access to funding for supports and services.

2013 highlights
- Initiated a business process review to improve the overall effectiveness of the services that resulted in improvements to scheduling of appointments and intake processes.
- Redesigned the peer mentorship program to focus more on leadership development. The number of students in the program increased by 115%.
- Expanded 'Moving Forward', a five-day orientation program for first-year students with disabilities.

coming in 2014
- In partnership with the Family Care Office, the Sexual Gender and Diversity Office, the Multi-Faith Centre and the Access for Ontarians with Disabilities (AODA) Office, preparations are underway for the Washroom Inclusivity Project to foster a safer, more inclusive campus community.
- Implementation of recommendations from the business process review, including supporting an Accommodations Committee and developing an online service and support strategy.
- Review of accommodation needs of international students.

career centre

The Career Centre uses an integrated career exploration and education approach, encouraging students to explore career options, make career decisions and develop career management skills that they will use throughout their lifetime. Services include career exploration, job and volunteer postings, work search strategies, career resources, graduate dossier service, graduate and professional school application processes, experiential opportunities and identifying work-related competencies, career and job fairs and employer events.

2013 highlights
- Implemented the Career Learning Network, a tri-campus service allowing students to track their career development, search jobs, find experiential opportunities, register for employer events and organize their career documents.
- Expanded opportunities for students to actively engage and network with employers, faculty and alumni to explore career possibilities, including hosting the Open Doors Mini-Conference for graduate students seeking non-academic professions.
- -Developed experiential and peer learning opportunities for students to build skills and competencies, including the expansion of the Peer Career Advisor Program, development of a Resume Tutorial and launching an experiential LinkedIn Lab.

coming in 2014
- Expansion of Explore It, a job shadow experience embedded in academic courses.
- Expansion of the Rapid Launch program designed to support students in developing their entrepreneurial skills.
- Working with Alumni Relations, focus on Interviews with the Future, a panel series which invites alumni to participate in career talks with a focus on new and emerging professions.

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centre for community partnerships

Working with community partners, the Centre for Community Partnerships (CCP) provides academic and co-curricular engagement opportunities for students to enhance their learning of the social, cultural, ethical and political aspects of civic life.

2013 highlights
- Supported ten new service-learning courses in a variety of disciplines, including the first service-learning course in Aboriginal Studies.
- Developed and supported the Community Outreach and Engagement Network, which engages student leaders from 75 student groups involved in social justice, volunteer, outreach and service-learning.
- Created a new training workshop, Service-Learning Course Design and a faculty workbook for faculty and staff who provide service-learning opportunities.

coming in 2014
- Provide central training for project leaders for Alternative Reading Week Days of Service and others coordinating community-engagement initiatives, to better facilitate guided reflections in the communities where they work.
- Develop student facilitated Network Reflection Sessions to provide opportunities to explore the meaning of student experiences in community engagement and service-learning.
- Assess the implementation of the CCP Student Advisory Council and formalize its function.

centre for international experience

The Centre for International Experience (CIE) provides orientation, advising, social/cultural programs, conversational English, mentorship and health insurance for the more than 14,000 international students at U of T. CIE also offers exchange and study abroad opportunities for students looking for international experiences, and runs the Safety Abroad program.

2013 highlights
- Administered the second year of the Canada-Brazil Ciencia sem Fronteiras Scholarship Program, which welcomed 473 new students this fall, marking a 146% increase in enrollment.
- Working with campus partners in New College, Woodsworth College and Enrollment Services, the CIE welcomed a group of 9 students from Sub-Saharan Africa this fall as part of the first year of the MasterCard Foundation Scholars Program.
- Experienced a 22% increase in enrollment in the iConnect International Mentorship Program, a peer mentorship program that supports international students in their academic and social transition to U of T.

coming in 2014
- Create new opportunities for short-term non-degree students to study at U of T.
- Create more opportunities for inter- and cross-cultural dialogue and develop a leadership certificate program.
- Expand academic transition and support services through the introduction of a dedicated learning strategist focused on international student needs.
- Operationalize and implement practices from the new strategic plan.

early learning centre

The Early Learning Centre (ELC) is a childcare service and family resource program for students, staff and faculty. The ELC provides information and resources related to parenting and early childhood development, and access to a temporary child minding service.

2013 highlights

- The Family Resource Centre (FRC) is a free service for students, staff and faculty with young children. The drop-in program is designed to encourage parents and children to play and learn together, expand their social support networks and obtain information and resources relating to parenting and childhood. In 2013, 206 students with 243 children participated in the drop-in program.
- The FRC increased outreach by creating a new Facebook page as well as a calendar of events distributed to users of the service, posted in libraries, online and on social media.
- The ELC provided research and placement opportunities for students both within the University in the Faculty of Kinesiology and Physical Education and Ontario Institute for Studies in Education (OISE), as well as with several external organizations.

coming in 2014

- The ELC and FRC will be refreshing their web presence to improve access and information on services and programs offered.
- The development of an Onsite Parent Discussion Group for service users to expand on social support networks and share common experiences and resources.

family care office

The Family Care Office (FCO) helps students, staff and faculty who have family responsibilities to achieve balance with education and/or work. Our staff develops knowledge, finds resources, works with other departments and implements policies that promote educational and employment equity so that U of T can continue to provide a caring and supportive work and study environment.

2013 highlights

- The FCO developed a new communications and branding strategy and online learning tools to increase availability and awareness of resources. This included offering webinars and online parenting workshops, a Parent Exchange program via social media and a new visual identity.
- Developed a new Peer Mentorship Program where 14 student parent mentors received training and supported students through orientation and drop-in times.
- Following a review by a graduate student who completed a service-learning opportunity in the FCO, re-designed and updated the Student Peer Support Program.

coming in 2014

- The FCO will be refreshing their web presence to improve access and information on services and programs offered.
- Working with campus partners on the Washroom Inclusivity Project (see page 34).
- Undertake an interview project with student parents and faculty who have been particularly involved in the office.
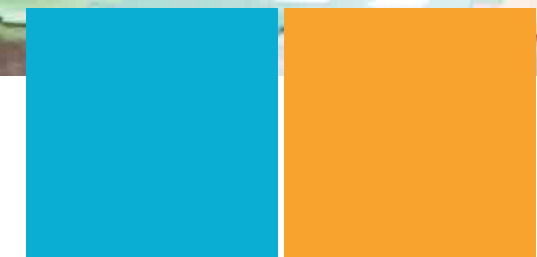
aboriginal student services
first nations house

First Nations House (FNH) provides a full range of supports: academic, writing, financial, social and community development for Aboriginal students, as well as outreach to Aboriginal communities and opportunities for non-Aboriginal students to learn more about First Nations people. FNH also advises on Aboriginal initiatives in academic and co-curricular activities.

2013 highlights

- Developed a new vision and mission statement with a focus on academic success, student development and learning and being a resource for the greater University community.
- -Working with four academic units, the office supported arrangements for students to participate in research and community-building experiences in Belize.
- Re-designed Aboriginal Awareness Week to Indigenous Education Week in an effort to strengthen academic support and scholarship, while focusing on lifelong learning.

coming in 2014

- Focus on assessing Aboriginal student experience and general awareness and understanding of Aboriginal issues within the greater community.
- Develop a professional/graduate mentoring program for undergraduate students.
- Expand partnerships with the Career Centre to develop transition to work programming, including an entrepreneurship/mentoring program for Aboriginal youth.

health & wellness

Health & Wellness offers services to help students achieve their personal and academic best, including:

- Health Services, a healthcare clinic
- Counselling & Psychological Services (CAPS), providing consultation, assessment, treatment, skills building, outreach and professional training, psychiatric evaluation and treatment
- Health Promotion Programs, providing health information and education

2013 highlights

- Developed a Blue Space campaign, designed to increase awareness of mental health issues and minimize stigma.
- Enhanced its embedded counselling services along with the expansion of Counseline, an online counselling service in partnership with the Factor-Inwentash Faculty of Social Work and the Faculty of Arts & Science.
- Developed the Peers are Here program, a peer support program providing expanded facilitated workshops using a peer student leadership model.
- Set the groundwork for the Provostial Advisory Committee on Student Mental Health, including compiling an environmental scan of current services.

coming in 2014

- Focus on the Provostial Advisory Committee on Student Mental Health, including the development of a University-wide framework for supporting students facing issues with mental health.
- Focus on streamlining access to all service areas within Health & Wellness by developing an interdisciplinary, collaborative care service delivery model.
- Review and enhance the Bounce Back program, designed to support students experiencing academic and personal difficulties.

housing services

Housing Services provides a number of services to students including:

- Online off-campus rental housing search and roommate finder programs
- Residence information, including current vacancies and admissions process
- One-on-one, group, and web-based housing-related information sessions
- Assistance for students facing a housing crisis

2013 highlights

- Launched MyRes, the University-wide common residence gateway, allowing students to apply for residence in a one-stop, customized experience. Housing Services also redeveloped their website.
- Increased the number of drop-in and conflict mediation clinics to bi-weekly, providing offerings in multiple locations across the campus.
- Working with Information and Technology Services, Enrollment Services, the School of Graduate Studies and other departments, Housing Services contributed to expanding the availability of JOINids so that graduate applicants have early access to the HousingFinder and RoommateFinder programs.

coming in 2014

- Working with the Next Generation Student - Information Services (NGSIS), implementing the - StarRez Automated Billing Interface Project to tie - residence fees with student accounts so information on residence fees is timely and accurate.
- Review online off-campus services, including the HousingFinder registry to assess the effectiveness of current services.
- Continue to increase Hosing Services' ability to engage and support students through a redesigned website, increased promotions and partnerships.

information technology

The Information Technology (IT) team supports the Division of Student Life through:

- Management of data, networks, servers, computers and related devices for the division
- Development of policies, standards and best practices relating to IT
- Oversight of software development projects from inception to implementation to review
- Web hosting for campus groups and Student Life
- Student computer labs
- IT consulting and project management

2013 highlights

- -Developed online resources and web applications to improve web navigation, helping students find resources more readily. Examples of newly developed systems include the mentorship database for the Mentorship Resource Centre, the online access to the University Health Insurance Program for international students and contributing to the U of T Mega App project.
- Provided expertise and support for a variety of third-party applications introduced by Student Life including the Co-Curricular Record, the online AskMe program and the Career Learning Network.
- Enhanced current resources including updates to the Interactive Map Project and Campus Room Finder.
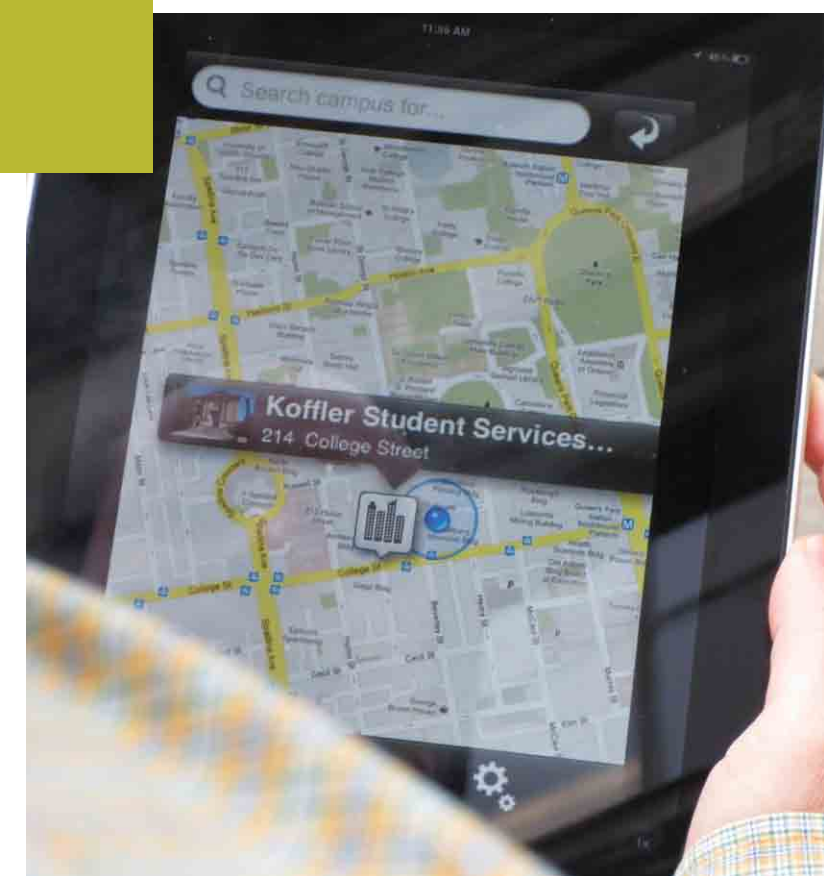
coming in 2014

- Implementation of Phase 2 for Campus Room Finder, further expanding the bookable rooms available to search in a single resource. Expansion of the mentorship opportunities database to allow for a single search tool for other types of programs and services important to students.
- Development of an Online Learning Strategy including product development and learning opportunities for staff across the Division.
- Working with Student Life staff in the redevelopment of the divisional website.

multi-faith centre

The Multi-Faith Centre facilitates student led interfaith dialogue, including secular humanism, as well as opportunities for personal reflection to address questions of meaning and purpose through forums, workshops and community engagement. The Centre also provides religious accommodation for 75 faith communities on campus and grief support services.

2013 highlights
- Facilitated symposia on current affairs through a Multi-Faith lens, looking at the role of religion in society and its relationship to gender, racial identity and sexuality, encouraging participants to engage in questions of identity, purpose and meaning.
- Implemented a University-wide Religious Diversity Dialogue Certificate program including training in interfaith dialogue, community placements and reflection.
- Expanded services to provide opportunities for graduate students to facilitate programming for undergraduate students, many of which were directly related to their program of study.

coming in 2014
- Increase academic partnerships in co-curricular planning as a result of student-reported needs, with the aim to increase opportunities for student-faculty interactions outside the classroom.
- Working with campus partners on the Washroom Inclusivity Project (see page 34).
- Further expand University-wide inter-faith cooperation through community service, including the religious Diversity Youth Leadership Project.

office of student life

The Office of Student Life is responsible for communication, leadership development, training, programming, services and space for student organizations, policy administration, and assessment and evaluation.

2013 highlights
- Development and implementation of the Co-Curricular Record (CCR), including selection and implementation of an IT system, community consultation and establishment of criteria and competencies associated with the program. See page 10 for more details on the CCR and its launch.
- Led a series of focus groups for the Council on Student Experience with 444 students participating in 51 focus groups across the university. Questions were developed to better understand how students experience communications and community. The final report, A Sense of Community, can be found at **uoft.me/community**.
- Working with Information Technology, implemented a number of online resources including the AskMe tool and the Mentorship Opportunities database.

coming in 2014
- Leading the development and review of the websites and online presence for the Division of Student Life.
- Review, assess and redevelop the support structures provided by the University to student organizations to engage students in greater connections to the community, more access to student organizations and opportunities for students to work collaboratively.
- Expand the CCR by working with campus units, partners and student organizations to develop, package, and identify programs for the record and find solutions to include activities currently not in the system.
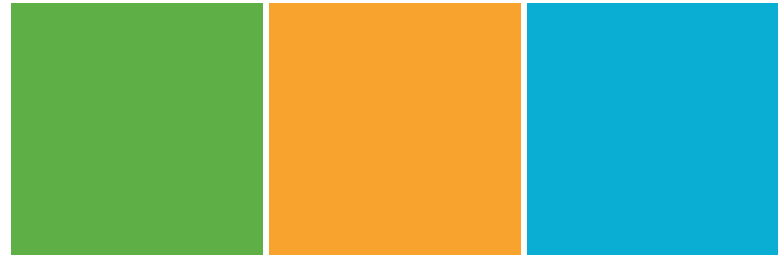
The Sexual & Gender Diversity Office (SGDO) works towards addressing discrimination based on sexual and gender diversity. Through providing resources, education and consultations, the office is a support and a resource to students, staff and faculty within the learning and working communities on all three campuses at U of T. The SGDO offers support, advocacy, education and programming that addresses issues of sexual and gender diversity as well as the complexity and intersection of identities.

2013 highlights
- Re-developed the SGDO website and social media presence. Increased engagement through the implementation of a Twitter account and growth in Facebook participation.
- Implemented Q21 – Conversation Café, a bi-weekly discussion forum for students to participate and engage in informal discussions around a variety of sexual diversity-related topics.
- Provided a mentorship program where groups of student and teacher candidates were trained as volunteers to provide mentorship to high school students.

coming in 2014
- Working with campus partners on the Washroom Inclusivity Project (see page 34).
- Working with the Faculty of Kinesiology and Physical Education and Hart House to develop LGBTQ Day of Movement and Sports.

sexual & gender diversity office

student crisis & academic progress team

The Student Crisis and Academic Progress Team is a resource for faculty and staff concerned about situations in which students are in distress or face complex on-going issues. Student Crisis provides short-term support, crisis intervention and triage to appropriate resources. Working with campus and community resources, Student Academic Progress provides support for students with persistent difficulties in meeting academic expectations or in meeting the essential duties of being a student.

2013 highlights
- Enhanced promotion and awareness of the services and programs offered to faculty and staff, including the development of tri-campus resources to simplify access to information for colleagues.
- Provided education development to faculty and staff through the Centre for Teaching Support and Innovation, Organizational Development and Learning Centre, Registrarial Professional Development and directly to departments and Faculties.
- Continued to build the University's capacity to identify and support distressed students.
- Coordinated and developed partnership teams in student situations of high risk, critical incidents and ongoing complex issues.
- Consulted with faculty and staff about students with complex, ongoing issues that require multiple resources and continue to experience difficulty.

21 Sussex Ave., Suite 416-417 | 416.946.5624 | www.sgdo.utoronto.ca   214 College St., Rm. 307 | 416.978.5536 -

the division of student life.
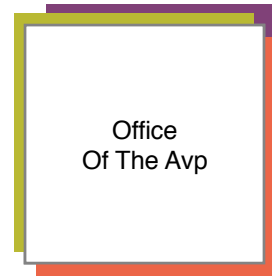
Office Of The Avp

health & wellness

- Counselling & Psychologial Services
- Health Promotion Programs
- Health Services

- Information Technology
- Office of the CAO

- Student Crisis Response
- Student Academic Progress

academic success & accessibility services

- Academic Success
- Accessibility Services

office of student life

- Campus Organization Services
- Communications
- Student Engagement & Leadership

hart house

- Finance & Information Technology
- Advancement
- Communications
- JMB Gallery
- Meeting & Event Services
- Programs
- Theatre

- Aboriginal Student Services/ First Nations House
- Career Centre
- Centre for Community Partnerships
- Housing Services
- Multi-Faith Centre

centre for international experience

- International Student Support & Development
- Safety Abroad Office
- Student Exchange & Special Programs
- UHIP Office

studentli**.**utoronto**.ca**

Council On Student Services

February 3, 2014

mission

The Division of Student Life brings coherence to complexity and creates opportunities for students to build skills, experience diverse communities, and integrate learning. We connect life to learning.

vision

Through our work and partnerships, every student will have the opportunity to actively participate in university life; find connection, community, and friendship; encounter new ways of thinking and being in the world; and experience leadership, independence, and success.

Just as students do not stay in one place on campus, our work is not confined to the walls of our offices.

Through our partnerships with colleagues in all corners of the campus, we improve student access to our services by providing embedded staff in key locations.

Legend:
- Learning Strategist
- Career Talk Counsellor
- Transition Advisor for International Students
- Counsellor/Wellness Coordinator
- Local orientation programming for International students
- Poet in Community
- Family Care Office Drop-in Hours
- First Nations House Drop-in Hours

Aboriginal Student Services (**FNH**)	**Academic Success** Centre
Accessibility Services	**Career** Centre

Centre for Community Partnerships	**Centre for International Experience**	**Counselling & Psychological Services (CAPS)**	**Hart House**	**Health Services**
Housing Services	**Multi-faith Centre**	**Campus Organizations Services**	**Leadership Development & Mentorship**	**Student Crisis Response & Academic Progress**
Communications	**Information Technology**	**Early Learning Centre**	**Family Care Office**	**Sexual & Gender Diversity Office**
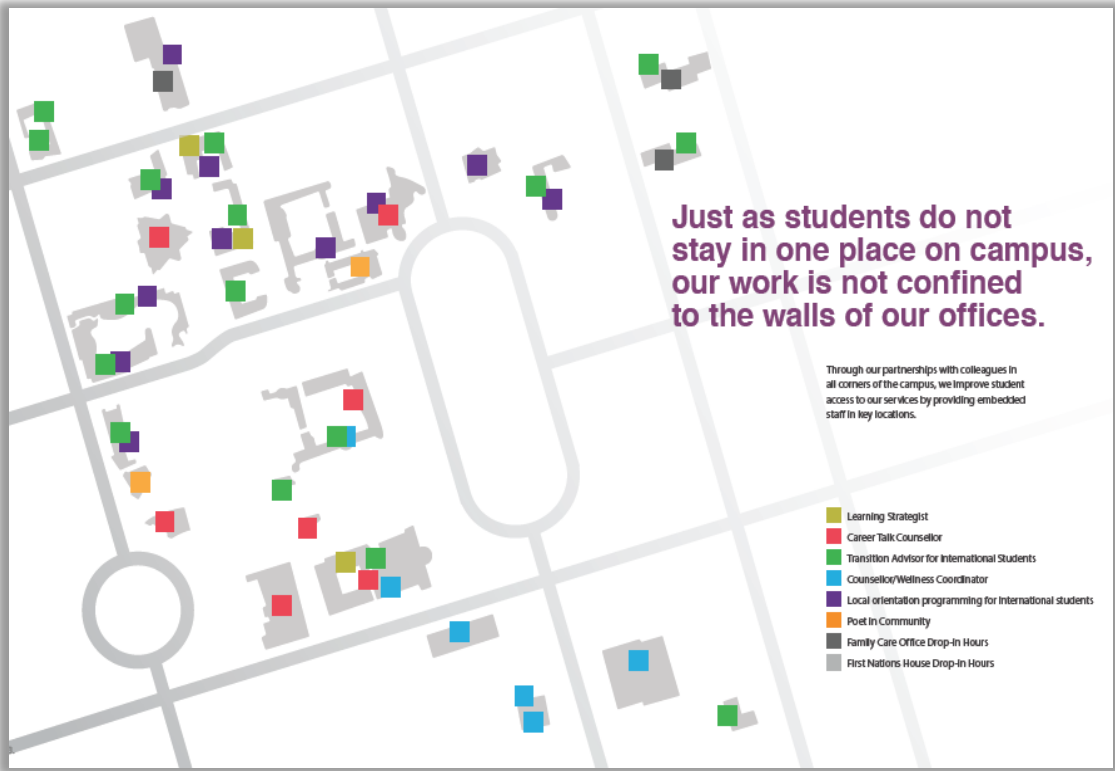
2013/14 Divisional Accomplishments

- **Campus Room Finder**
- **Housing Application Gateway**
- **Collaborative communication**
- **Co-Curricular Record**
- **Embedded services (8 depts./53 locations)**
- **Expanded Health & Wellness programming**
- **Experiential learning opportunities**
- **Facilitated study groups**

UNIVERSITY OF
TORONTO

Division of Student Life

2013/14 Divisional Accomplishments

- **Graduate student services expanded**
- **International supports services**
- **Mentorship Resource Centre**
- **Navigation tools**
- **Online services**
- **Peer support**
- **Student Initiatives Fund**
- **Work Integrated Learning**

2014/15 Divisional Priorities

- **Academic Supports for Students**
  - **Aboriginal student services: new vision**
  - **Learning strategists (CIE and embedded)**
  - **Peer supported learning ("lived experiences")**
- **Building Capacity through partnerships**
  - **Career Centre/SGS**
  - **Transition programing**
- **Communication**
  - **student centered/just in time**
- **Divisional Experiential Education framework**

2014/15 Divisional Priorities

- **Globalization strategy**
  - **financial support to enable exchanges**
  - **expanded opportunities** (summer, short-term, etc.)
- **Online services and programs**
  - **divisional strategy that supports all depts.**
- **Student Health & Wellness**
  - **Student Mental Health Framework**
  - **Wellness programming**
  - **Intake revisioning/community resources**
  - **Graduate student programming**

Operating Revenue

Pie chart:
- Student Fees: 61%
- Central Support: 11%
- Other Revenue: 13%
- Grants: 15%
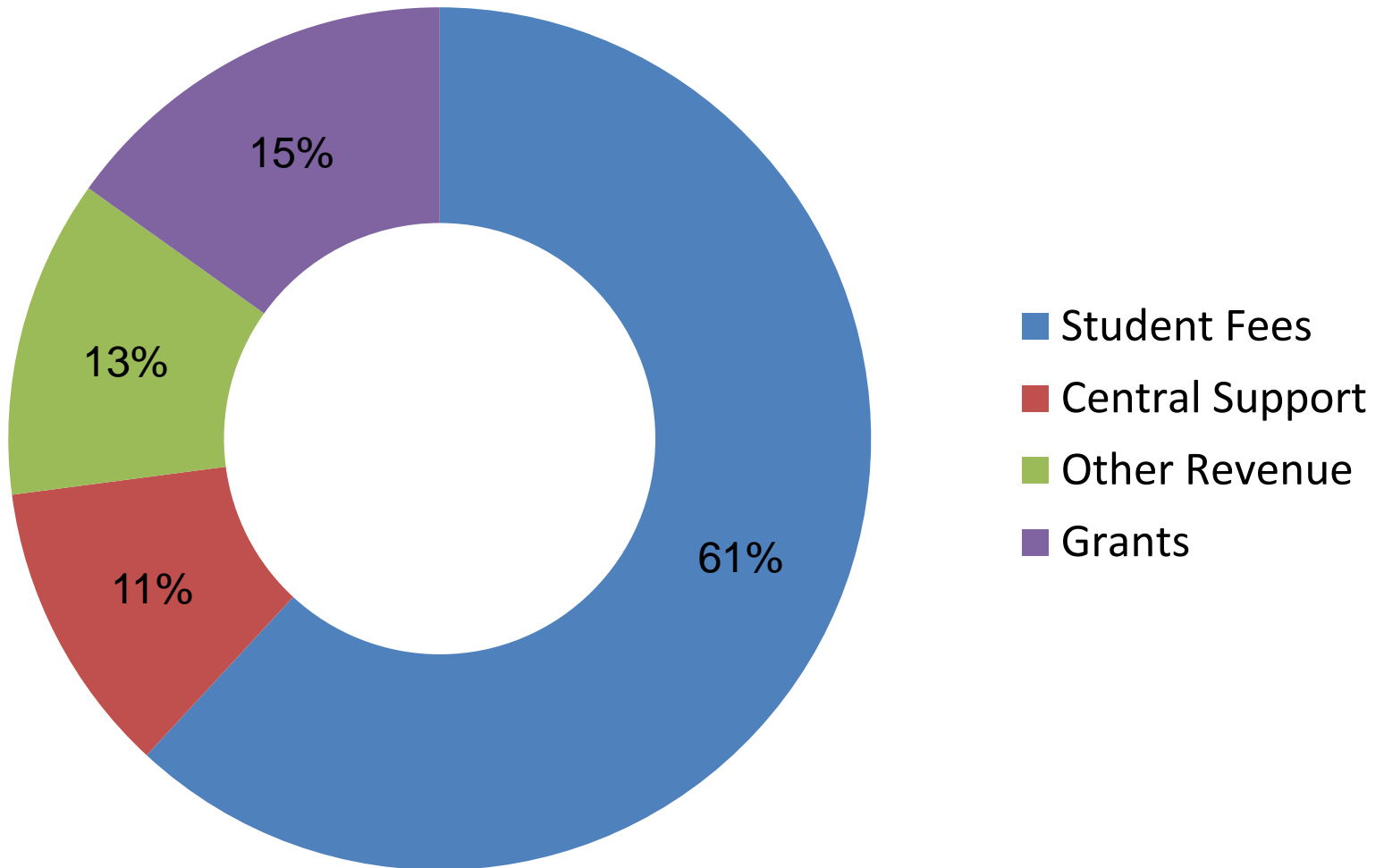
Operating Revenue: Central/Student/Grant

6 year average fee increase:
5.7% per student / year

6 year average: 28%

Legend: Central — Grant — Student Fees

Y-axis: $0, $2,000,000, $4,000,000, $6,000,000, $8,000,000, $10,000,000, $12,000,000, $14,000,000, $16,000,000

X-axis: 2009/10, 2010/11, 2011/12, 2012/13, 2013/14, 2014/15

UNIVERSITY OF TORONTO

Division of Student Life
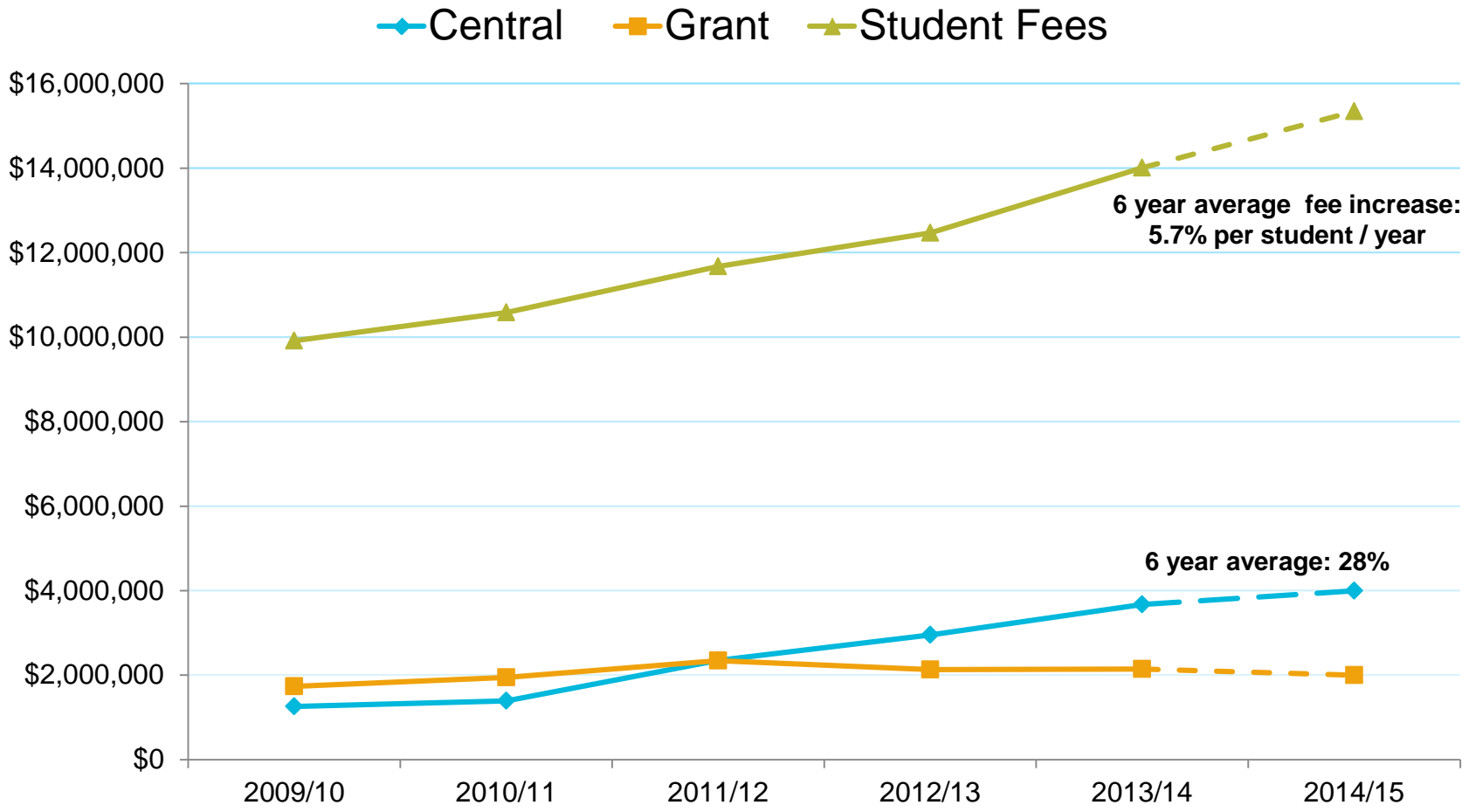
Operating Expenses: Student Fees Supported

	2014-2015					2013-2014 Net Operating Expense
	A	B	C	D	A+B-C+D	
	Compensation	Non Salary Expenses	Revenue	Occupancy Cost	Net Operating Expense	
Student Fee Funded Departments						
Division of Student Life						
Academic Success Centre	353,432	48,237	-	29,936	431,605	418,080
Career Centre	2,266,091	199,013	405,514	129,083	2,188,673	2,043,631
Centre for Community Partnerships	207,242	42,365	-	24,519	274,126	251,347
First Nations' House	541,633	43,615	-	34,240	619,488	571,263
Health and Wellness	3,935,093	2,865,670	2,845,280	191,382	4,146,865	3,631,159
Housing Service	410,440	36,378	38,326	30,103	438,595	416,838
Centre for International Experience	817,736	203,271	30,468	102,031	1,092,570	872,121
Multifaith Centre	311,986	60,551	25,642	114,660	461,555	434,872
Office of Student Life	3,272,284	758,832	21,240	120,865	4,130,741	3,824,028
VP, Human Resources & Equity						
Early Learning Centre/Campus Co-Op	-	153,875	-	66,493	220,368	215,668
Family Care Office	184,697	13,788	-	-	198,485	191,732
Sexual and Gender Diversity Office	99,142	6,000	-	-	105,142	99,936
Student Space						
APUS/GSU/UTSU	-	-	-	164,942	164,942	161,708
CIUT	-	-	-	44,584	44,584	43,710
The Varsity	-	-	-	44,974	44,974	44,093
The Newspaper	-	-	-	16,430	16,430	16,108
Other St. George Campus Student Space	-	-	-	767,532	767,532	768,518
						-
Total Student Fee Funded Departments	**12,399,776**	**4,431,595**	**3,366,470**	**1,881,774**	**15,346,675**	**14,004,812**

UNIVERSITY OF TORONTO

Division of Student Life

Operating Expenses: all sources

	2014-2015					2013-2014 Net Operating Expense
	A	B	C	D	A+B-C+D	
	Compensation	Non Salary Expenses	Revenue	Occupancy Cost	Net Operating Expense	
Total Student Fee Funded	12,399,776	4,431,595	3,366,470	1,881,774	15,346,675	14,004,812
Total Non Student-Fee Funded	5,200,647	1,291,170	-	-	6,491,817	5,953,293
Grand Total	17,600,423	5,722,765	3,366,470	1,881,774	21,838,492	19,958,105
	Funding					
	Student Fees				15,346,675	14,004,812
	Non Student-Fee Budget Support				6,491,817	5,953,293
Total Funding					21,838,492	19,958,105
Operating Surplus (Deficit)					0	0

Operating Expenses

Legend:
- Compensation — 81%
- Occupancy — 9%
- Other — 10%

UNIVERSITY OF TORONTO
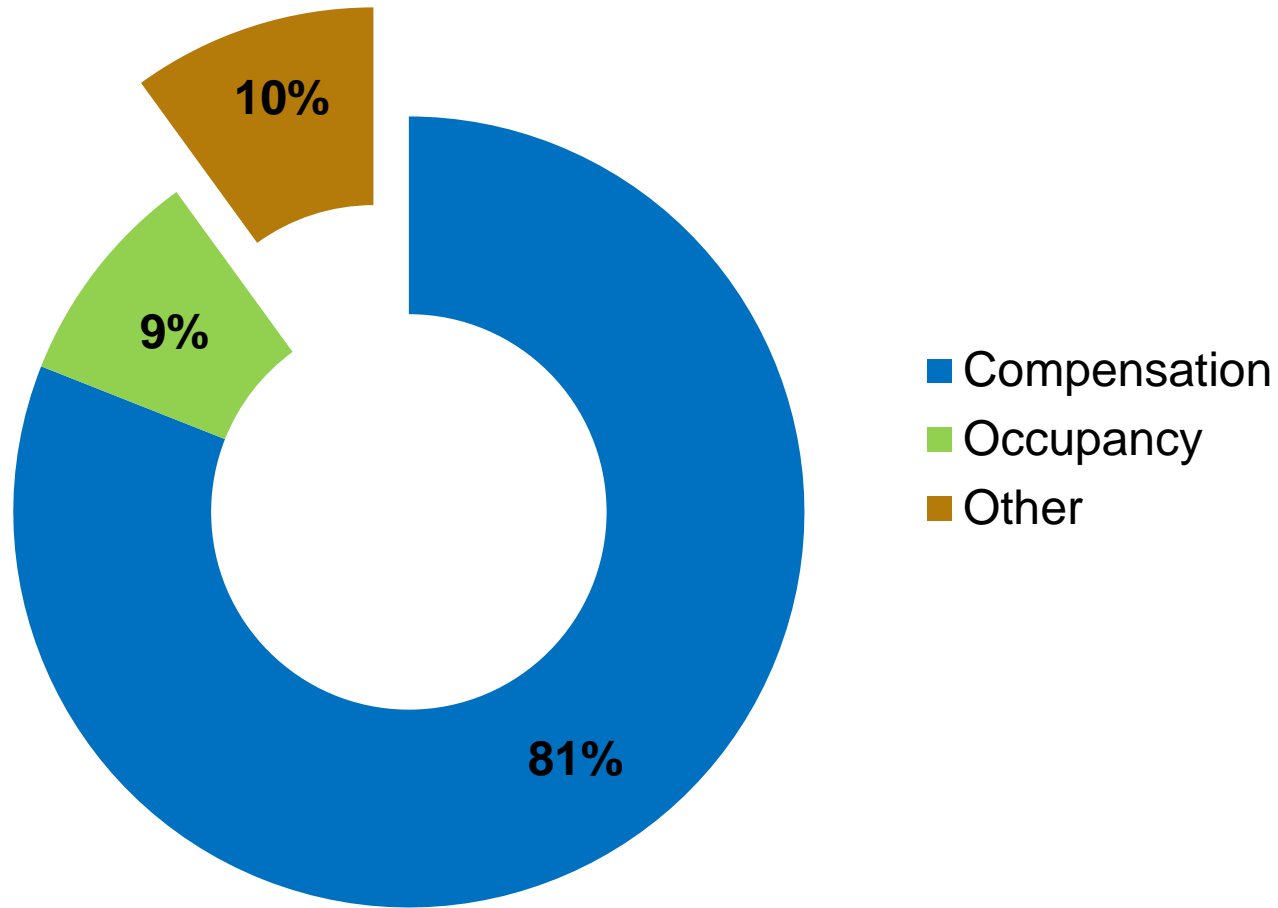
Student Life Programs and Services

2014-15 Budget Student Fee Calculation

University of Toronto Index

Appointed Salary Expenditure Base (previous year budget)	8,644,720	
Average merit/step/ATB increase/decrease for appointed staff	5.00%	
Indexed salaries	9,076,956	
Average Benefit Cost Rate	24.75%	
Indexed appointed salary expenditure base		11,323,503
Casual/PT Salary Expenditure Base (previous year budget)	630,970	
Average ATB Increase/Decrease for casual/part time staff	2.75%	
Indexed salaries	648,322	
Average Benefit Cost Rate	10.00%	
Indexed Casual/PT Salary Expenditure Base		713,154
Indexed Salary and Benefits Expenditure Costs		12,036,656
Add an Estimate of Severance Costs (current year)		0
Subtract the Amount of Net Revenue from Other Sources (previous year)		-2,693,644
Add the Non-Salary Expenditure Base (previous year)		4,260,076
Add the Occupancy Costs (current year)		1,878,774
Reduce the amount by the proportion attributed to UTM and UTSC (current year).		-413,503
Cost for UTI purposes		15,068,359
Divide the difference by the projected weighted FTE enrolment (current year)		53,954
UTI Indexed Fee		**$ 139.64**
$ Amount of UTI based Increase (over adjusted fee)		**$ 10.89**
Consumer Price Index		
Fee Per Session (previous year)		133.14
Less: Removal of temporary fee (2010-11)	-	4.39
Adjusted fee for CPI (2.0%)		128.75
CPI Indexed Fee		**$ 131.33**
$ Amount of CPI based increase		**$ 2.57**
Combined Fee Increase		
Fee Per Session (previous year)		133.14
Less: Removal of old temporary fee (2010-11)	-	4.39
CPI Based Fee increase	+	2.57
UTI Based Fee increase	+	10.89
Indexed Full Time Fee		**$ 142.22**

Proposed Increase

	2013/14	Proposed 2014/15	Year-over-Year in $	% Increase
St. George FT	$133.14	$142.22	$9.08	6.8
St. George PT	$26.63	$28.45	$1.82	6.8
TST FT	$123.31	$132.60	$9.08	7.3
TST PT	$24.06	$26.52	$1.82	7.3
UTM	$0	$0	0	0
UTSC	$0	$0	0	0

Student Initiative Fund Report

Opening Balance, 01 MAY 2013 $108,474.87
Funds Awarded, 31 JAN 2014 $108,474.00
Closing Balance, 31 JAN 2014   0.87

Applications Received: 50

Approved, Full: **37**

Approved, Partial: **4**

Declined: **9**

Average Award Amount*: $2,645.71*

UNIVERSITY OF TORONTO

Division of Student Life

Student Initiative Fund Report, cont'd.

APPLICATIONS from …

	#	% of Total
Undergraduates	38	76%
Graduates	11	22%
(Masters 3; PhDs 8)		
Non-Students	1	2%

Applications Approved

	#	% of Total
Undergraduates	30	73%
Graduates	3	27%

"The Youth and International Development Conference took place this past Saturday and we were really excited with how it turned out! Thank you again for your help with the grant process, we are so thankful to SIF since we would not have been able to put on the conference without SIF's help!"

-Students for International Development, Canada