



**FOR INFORMATION**

**PUBLIC**

**OPEN SESSION**

**TO:** University Affairs Board

**SPONSOR:** Professor Jill Matus, Vice Provost, Students and First-Entry Divisions  
**CONTACT INFO:** Phone (416) 978-3970 / Email vp.students@utoronto.ca

**PRESENTER:** See Sponsor  
**CONTACT INFO:**

**DATE:** March 6, 2014 for March 18, 2014

**AGENDA ITEM:** 2.(a)

**ITEM IDENTIFICATION:**

Advice from the UTM Quality Service to Students Committee (QSS).

**JURISDICTIONAL INFORMATION:**

Section 4 of the University Affairs Board's Terms of Reference provides that the Board is responsible for "policy of a non-academic nature and matters that directly concern the quality of student and campus life." Under section 5, the Board is responsible for compulsory non-academic incidental fees for the University, as well as St. George Campus and University-wide campus and student services.

Section 5.4.1 of the UTM Campus Affairs Committee's Terms of Reference provide that compulsory non-academic incidental fees for UTM student services are approved by the UTM Campus Council on the recommendation of the UTM Campus Affairs Committee.

The Fees which fund student services provided by the University are subject to the terms and conditions of the *Policy on Ancillary Fees* (Category 1.0), the *Policy for Compulsory Non-Academic Incidental Fees* (Preamble and Section A.), and 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* (generally known as the *Protocol on Non-Tuition Fees* or simply the *Protocol*). The requirement to establish such a protocol was announced by the then Minister of Education and Training in June, 1994. The administration began negotiations with the student governments shortly thereafter and the University of Toronto *Protocol* was ultimately approved by the Governing Council on

October 24, 1996.<sup>1</sup> The *Protocol* is an agreement between the University and the student governments, on behalf of all students, and is considered to be University policy.

Section B.1. and Appendix B of the *Protocol* specifically provide that the following fees fall under its authority and provisions: Health Services; Student Services; Athletics and Recreation; Hart House; and the Scarborough College Athletics Fee. Student Services Fees on each campus were initially, and continue to be, fees which fund a range of programs and units; although the fees themselves may have been combined (as in the case of the St. George Health Service and Student Services fees) or renamed since the *Protocol* was introduced. Other compulsory non-academic incidental fees, which fund services operated by the University, and which were introduced after the agreement was approved, are under the *Protocol*'s jurisdiction.

Section E.1. of the *Protocol* provides that the administration may “review and where necessary realign the existing budgets” within divisions of Student Services and within specified units. Any such realignment “will not imply or cause an increase in overall levels of expense funded by the fees covered by the *Protocol*, but may result in the reallocation of available resources in response to changing service demands.”

Under section D., the *Protocol* established an institutional “Council on Student Services” (COSS) and made provision for the creation of bodies within colleges, faculties and campuses, corresponding to COSS. To the present, several other bodies have been created by the councils of their respective divisions: the **UTM Quality Service to Students Committee (QSS)**, the UTSC Council on Student Services (CSS), and the Innis College Student Services Committee. COSS considers the Operating Plans and Fees for the St. George and University-wide student services and co-curricular programs, services, and facilities. These bodies are collectively referred to as the “Protocol Bodies.” While not formally part of the University’s governance system, the Protocol Bodies are created by University policy, are subject to the terms of the *Protocol*, and have some accountability to the Governing Council and, where applicable, to the divisional bodies that created them.

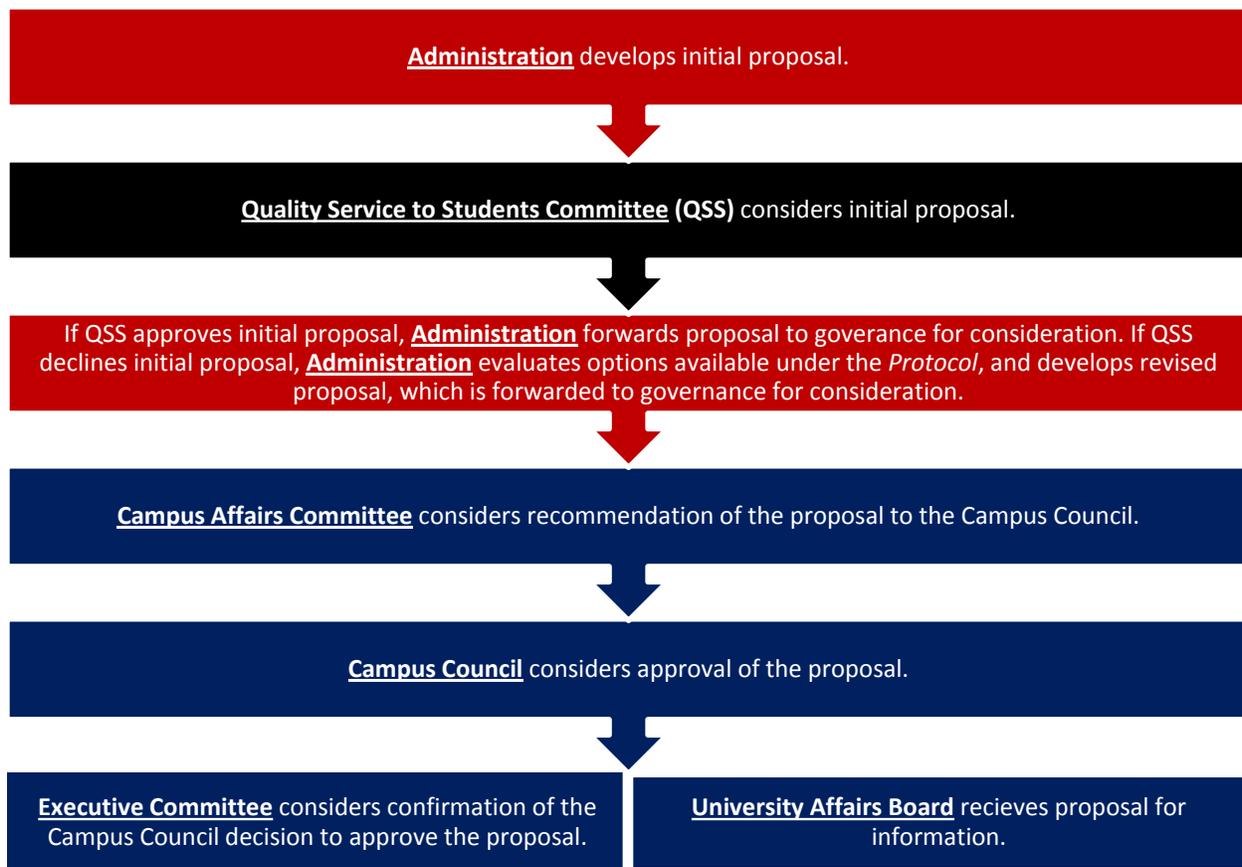
The Protocol Bodies have a specific role in respect of providing a “means by which students will be involved in decisions to increase compulsory non-tuition-related fees or to introduce new ones” (*Protocol*, section A.1.). In particular, section E.2., provides that “All proposals for the increase, decrease, introduction or elimination of a fee covered by this *Protocol* shall first be considered by the [relevant Protocol Body], whose advice on the proposed change shall be conveyed to the Governing Council.”

As is the case with much of the business of the Governing Council, pursuant to the *University of Toronto Act*, 1971, the Governing Council has delegated its responsibility for the consideration of *Protocol*-related fees to a number of bodies. Fees for University-wide and St. George services are considered by the University Affairs Board. Fees for UTM and UTSC services are first considered by the respective Campus Affairs Committees, which recommend approval to the corresponding Campus Councils (whose decisions are confirmed by the Executive Committee).

---

<sup>1</sup> A change to Appendix A was approved by the University Affairs Board in November, 1997.

In governance, the administration, through the Administrative Assessors, prepares and presents proposals to relevant governance bodies for consideration and approval. Proposals are then considered and approved, declined, or referred back to the administration with advice on particular areas which should be given further attention. Alternatively, the administration might withdraw a proposal in light of the discussion of a Board or Committee, and bring it back for consideration at a later date. While the Protocol Bodies tend to be much more directly engaged in the consultation process related to the development of Operating Plans, the administration follows the same general process with respect to the presentation of proposals of Operating Plans and Fees to the Protocol Bodies. Following consideration by the Protocol Bodies, the administration considers the advice provided, evaluates its options pursuant to the *Protocol*, and then brings forward its proposals to governance for consideration. The following illustration provides an overview of the manner in which *Protocol* fee proposals are developed by the Administration (■), considered by Protocol Bodies (■), potentially revised by the Administration (■), and then considered by the Governing Council (■).



The attached memorandum summarizes the advice provided to the Governing Council by the Quality Service to Students Committee.

According to the terms of the *Protocol*, if the relevant Protocol Body approves an increase to, or the establishment of, a fee, or if the relevant students approve of such an increase or new fee by

referendum,<sup>2</sup> the Governing Council may approve the increase or fee, without restriction on the amount.

In the absence of approval by a relevant Protocol Body or by referendum, the Governing Council may approve:

- (a) permanent increases in existing fees by a percentage less than or equal to the lesser of the Consumer Price Index (CPI) increase or the University of Toronto Index (UTI) increase;

and

- (b) temporary three-year increases in existing fees by a percentage less than or equal to the greater of the CPI increase or the UTI increase. CPI is drawn from the University's long-range budget guidelines, and UTI is an indexation of a *Protocol*-related fee which is defined within the *Protocol* itself.

### **GOVERNANCE PATH:**

1. UTM Campus Affairs Committee [For Information] (February 10, 2014)
2. UTM Campus Council [For Information] (March 5, 2014)
3. **University Affairs Board [For Information] (March 18, 2014)**
4. Executive Committee [For Information] (March 27, 2014)

### **PREVIOUS ACTION TAKEN:**

Advice from QSS on the 2014-15 Operating Plans and Fees for UTM Student Affairs and Services was submitted for information to the February 10, 2014 meeting of the UTM Campus Affairs Committee and then to the March 5, 2014 meeting of the UTM Campus Council.

### **HIGHLIGHTS:**

QSS approved the following proposals from the administration:

#### **Summer Shuttle Service for UTM-Affiliated Graduate Students**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration presented plans to the CAC which include a request for a **permanent** fee increase.

#### **U-Pass for UTM-Affiliated Graduate Students**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration presented plans to the CAC which include a request for a **permanent** fee increase.

---

<sup>2</sup> According to the provisions for referendum delineated in the *Protocol*.

**Summer Shuttle Service for UTM-Affiliated Undergraduate Students**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration presented plans to the CAC which include a request for a **permanent** fee increase.

QSS declined the following proposals from the administration:

**Athletics and Recreation**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration presented plans to the CAC which include a request for a fee increase which include **permanent** and **temporary** components.

Note: The **operating plan** presented to QSS for consideration included a proposal for a **permanent** fee increase of the **same amount**.

**Health Services**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration presented plans to the CAC which includes a request for a **temporary** fee increase.

Note: The **operating plan** presented to QSS for consideration included a proposal for a **permanent** fee increase of a **larger amount**. With the intention of having sub-components of the Operating Plan and Fee for **Student Services** considered by QSS separately, the administration's proposal was ruled out-of-order by the Chair of QSS. Therefore, QSS considered the following proposals which correspond to sub-components of the Operating Plan and Fee for Student Services:

QSS approved the following sub-components of the **Student Services** Operating Plan and Fee proposed by the administration:

*Shuttle Services*  
*Career Centre*  
*Child Care Support*  
*Handbook and Communications*  
*Alcohol Education & Monitoring*  
*Family Care*

QSS declined the following sub-components of the **Student Services** Operating Plan and Fee proposed by the administration:

*International Centre*  
*Space Occupied by Student Societies*

**Student Services**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the

administration presented plans to the CAC which include a request for a fee increase which includes **permanent** and **temporary** components.

Note: The **operating plan** presented to QSS for consideration (i.e., the initial plan for Student Services as a whole which was initially proposed by the administration, or the combined total of the sub-components ultimately considered by QSS) included a proposal for a **permanent** fee increase of the **same amount**.

**FINANCIAL IMPLICATIONS:**

See Cover Sheet for Item 2.(b) on this agenda.

**RECOMMENDATION:**

The memorandum is presented for information.

---

**DOCUMENTATION PROVIDED:**

Advice on Fees and Operating Plans from the Quality Service to Students Committee (QSS)

TO: Members of the UTM Campus Affairs Committee

FROM: Mark Overton, Dean of Student Affairs

DATE: January 27, 2014

SUBJECT: Advice on Fees and Operating Plans from the Quality Service to Students Committee (QSS)

Included in this package are the proposed Operating Plans and proposed Fees for the UTM Student Affairs and Services for 2014-15. These Fees are subject to the provisions of the *Policy on Ancillary Fees*, the *Policy for Compulsory Non-Academic Incidental Fees*, and 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* (generally known as the *Protocol on Non-Tuition Fees* or simply the *Protocol*).

The following UTM-related Compulsory Non-Academic Incidental Fees are subject to the three policies listed above and are charged to students via their student accounts on ROSI:

- UTM Athletics & Recreation Fee
- UTM Health Services Fee
- UTM Student Services Fee
- Summer Shuttle Services Fee
- Mississauga Transit Fall-Winter U-Pass Fee (full-time graduate students only)
- Mississauga Transit Summer U-Pass Fee (full-time graduate students only)

The *Protocol* makes provision for the establishment of a body at UTM which considers proposals for changes to, or the introduction of, fees covered by the *Protocol* prior to the consideration of these fees by the Governing Council. This body, named the Quality Service to Students Committee (QSS) was established by the former Erindale College Council, with the agreement of the Erindale College Students' Union and the Association of Erindale Part-time Undergraduate Students. The *Protocol* also requires that the advice of QSS shall be conveyed to the Governing Council.

The "advice" is interpreted to mean the decisions of QSS on the proposals made by the administration to QSS (i.e., approval of a proposal, a rejection of a proposal, an absence of a decision following a proposal being made, etc.). Following the consideration of the administration's proposals by QSS, the administration lists the resolutions considered, the

decisions, and the details of the voting in a memorandum to CAC. This memorandum delineates the advice to CAC. The *Protocol* also requires that this summary be forwarded to the chair of QSS “in sufficient time to allow representation to be made by the [QSS] to [CAC].”

The Operating Plans and budgets have been prepared with input from the directors and managers of the services, from student users of the services, from various advisory and governing bodies, and from QSS (prior to the point when the Plans were considered by QSS).

According to the terms of the *Protocol*, if QSS approves an increase to, or the establishment of, a fee, or if the relevant students approve of such an increase or new fee by referendum, the Governing Council may approve the increase or fee, without restriction on the amount.

If QSS does not approve a fee increase, the administration is entitled to seek approval by the CAC of a maximum of: (a) a permanent fee increase of the lesser of the consumer price index (CPI) increase or the University of Toronto index (UTI) increase; and (b) a temporary increase of the greater of the CPI increase or the UTI increase.

The CPI for this year is 2.0%. Generally speaking, UTI is an indexation of a fee which takes into account changes in salary and benefit costs, revenue from other sources, occupancy costs, and changes in enrolment. It is calculated separately for each fee. The result is an “indexed fee.” For comparison purposes, each fee’s UTI is represented here as a percentage:

UTM Athletics and Recreation Fee: 1.94%  
UTM Health Services: -2.61%  
UTM Student Services: 6.46%

The University’s very small portion of the U-Pass fees results in an indexation that is negligible. The indexation of the Summer Shuttle Fee, which is charged only to UTM-affiliated graduate students and undergraduate students registered in divisions other than UTM (e.g., Mississauga Academy of Medicine students), is included in the UTI for the Student Services Fee.

### **QSS Advice on Operating Plans, Budgets and Fees**

For the operating plans, budgets and associated compulsory non-academic incidental fees to be approved by QSS, they require the support of a majority of students present at the meeting when the votes are held, as well as a majority of the Committee overall.

At the QSS meeting held on January 17, 2014, the administration made six proposals to QSS encapsulated in the six resolutions listed below. As described further below, with the intention of having sub-components of the Operating Plan and Fee for Student Services considered by QSS separately, and referencing a provision in the QSS terms of reference, the Chair of QSS

ruled the third proposal out of order. The Chair's communication on this matter is provided later in this document. As a result, revised proposals and resolutions were considered, as delineated below.

The outcome of each vote is provided below for the information of members of the Campus Affairs Committee (CAC).

### **1) Athletics and Recreation**

Proposed Resolution:

Be it resolved,

THAT that the operating plan and budget recommending an increase in the **Athletics and Recreation** Fee to \$168.39 full-time/\$33.68 part-time per term for the 2014-15 budget year for the Department of Physical Education, Athletics & Recreation, as presented by Ken Duncliffe, be approved.

Note that this represents a year-over-year increase of \$4.19 (\$168.39 – \$164.20) or 2.55%.

The vote on the resolution was as follows:

In favour: 11 (including 5 students)

Opposed: 6 (including 6 students)

Abstentions: 0 (including 0 students)

### **Resolution Failed**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration is presenting plans to the CAC which include a request for a fee increase which includes permanent and temporary components.

### **2) Health Services**

Proposed Resolution:

Be it resolved:

THAT the operating plan and budget recommending an increase in the **Health Services** Fee to \$36.35 full-time/ \$7.27 part-time per term for the 2014-15 budget year for the Health & Counseling Centre, as presented by Chad Jankowski, be approved.

Note that this represents a year-over-year increase of \$3.34 (\$36.35 – \$33.01) or 10.11%.

The vote on the resolution was as follows:

In favour: 9 (including 4 students)

Opposed: 6 (including 6 students)

Abstentions: 1 (including 1 student)

### **Resolution Failed**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration is presenting plans to the CAC which include a request for a fee increase which includes a temporary component.

### **3) Student Services**

Proposed Resolution:

Be it resolved:

THAT the operating plans and budgets recommending an increase in the Student Services Fee to \$142.51 full-time / \$28.50 part-time per term for the 2014-15 budget year for the Shuttle Service, Career Centre, Child Care Support, Handbook & Communications, Space Occupied by Student Societies, Alcohol Education & Monitoring, Family Care, and International Centre, as presented by Mark Overton and directors/managers of the respective departments, be approved.

Note that this represents a year-over-year increase of \$3.25 (\$142.51 – \$139.26) or 2.33%.

With the intention of having sub-components of the Operating Plan and Fee for Student Services considered by QSS separately, and referencing a provision in the QSS terms of reference, the Chair of QSS ruled this proposal and resolution out-of-order.<sup>1</sup>

---

<sup>1</sup> In an email message to QSS members the day prior to the meeting, the Chair wrote: "On the agenda, Item 4c - which is a motion to consider an increase to the student society [*sic*] fee as a whole has been ruled out of order. In the Terms of Reference for QSS section 2 (b) states "to review in detail the annual operating plans and budgets for the above services and make recommendations via a double majority resolution to Governing Council on requests for fee increases for each of these fee funded services." and in Section 2(a) it lists each of the services separately. I have interpreted this section to mean that each of the services must receive a separate recommendation and therefore including them all into one "Student Service Fee" would be in violation of the Terms of Reference."

As a result, the following resolutions were substituted and considered separately by QSS. Each of the resolutions corresponds to a component of the range of services funded by the UTM Student Services Fee.

**a) Shuttle Services**

Resolution:

Be it resolved:

THAT the operating plan and budget recommending an increase in the **Shuttle Service** portion of the Student Services Fee to \$46.75 full-time / \$9.35 part-time per term for the 2014-15 budget year, as presented by Megan Jamieson, be approved.

Note that this, in the context of the Student Services Fee, represents a year-over-year increase of \$0.17 (\$46.75 – \$46.58) or 0.36%.

The vote on the resolution was as follows:

In favour: 17 (including 11 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

Resolution Approved

**b) Career Centre**

Be it resolved:

THAT the operating plan and budget recommending a decrease in the **Career Centre** portion of the Student Services Fee to \$54.68 full-time / \$10.94 part-time per term for the 2014-15 budget year, as presented by Felicity Morgan, be approved.

Note that this, in the context of the Student Services Fee, represents the replacement of \$2.15 from an expiring 3-year temporary increase and ultimately results in a year-over-year decrease in the fee by \$0.95 (\$54.68 – \$55.63) or - 1.71%.

The vote on the resolution was as follows:

In favour: 17 (including 11 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

Resolution Approved

**c) Child Care Support**

Be it resolved:

THAT the operating plan and budget recommending no change in the **Child Care Support** portion of the Student Services Fee of \$8.41 full-time / \$1.68 part-time per term for the 2014-15 budget year, as presented by Francesca Dobbin, be approved.

The vote on the resolution was as follows:

In favour: 17 (including 11 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

Resolution Approved

**d) International Centre**

Be it resolved:

THAT the operating plan and budget recommending an increase in the **International Centre** portion of the Student Services Fee to \$7.09 full-time / \$1.42 part-time per term for the 2014-15 budget year, as presented by Dale Mullings, be approved.

Note that this, in the context of the Student Services Fee, represents a year-over-year increase of \$1.38 (\$7.09 – \$5.71) or 24.18%.

The vote on the resolution was as follows:

In favour: 9 (including 3 students)

Opposed: 8 (including 8 students)

Abstentions: 0 (including 0 student)

Resolution Failed

**e) Handbook and Communications**

Be it resolved:

THAT the budget recommending no change in the **Handbook and Communications** portion of the Student Services Fee of \$ \$0.43 full-time / \$0.09 part-time per term for the 2014-15 budget year, as presented by Mark Overton, be approved.

The vote on the resolution was as follows:

In favour: 17 (including 11 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

Resolution Approved

**f) Space Occupied by Student Societies**

Be it resolved:

THAT the budget recommending an increase in the **Space Occupied by Student Societies** portion of the Student Services Fee to \$24.34 full-time / \$4.87 part-time per term for the 2014-15 budget year be approved.

Note that this, in the context of the Student Services Fee, represents a year-over-year increase of \$2.66 or 12.27%.

The vote on the resolution was as follows:

In favour: 9 (including 3 students)

Opposed: 8 (including 8 students)

Abstentions: 0 (including 0 student)

Resolution Failed

**g) Alcohol Education & Monitoring**

Be it resolved:

THAT the budget recommending no change in the **Alcohol Education & Monitoring** portion of the Student Services Fee of \$0.76 full-time / \$0.15 part-time per term for the 2014-15 budget year be approved.

The vote on the resolution was as follows:

In favour: 17 (including 11 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

Resolution Approved

**h) Family Care (as amended)**

Be it resolved:

THAT the budget recommending a decrease in the **Family Care** portion of the Student Services Fee to \$0.05 full-time / \$0.01 part-time per term for the 2014-15 budget year, as presented by Francesca Dobbin, be approved.

Note that this, in the context of the Student Services Fee, represents a year-over-year decrease of \$0.01 or 16.67%.

The vote on the resolution was as follows:

In favour: 17 (including 11 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

Resolution Approved

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration is presenting plans to the CAC which include a request for an increase in the Student Services Fee which includes permanent and temporary components.

**4) Summer Shuttle Service for UTM-Affiliated Graduate Students**

Be it resolved:

THAT the proposal recommending an increase in the **Shuttle Service** fee for the Summer 2015 for **UTM-affiliated graduate students** on the Mississauga campus be increased to \$4.68 (assessed in the Fall & Winter 2014-15 sessions) be approved.

Note that this allows UTM-affiliated graduate students to support and access shuttle service in a term in which tuition would not normally be charged.

The vote on the resolution was as follows:

In favour: 16 (including 10 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

**Resolution Approved**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration is presenting plans to the CAC which include a request for an increase which includes a permanent component.

#### **5) U-Pass for UTM-Affiliated Graduate Students**

Be it resolved:

THAT the proposal recommending an increase in the Mississauga Transit Fall-Winter **U-Pass** fee for the 2014-15 budget year for **UTM-affiliated graduate students** on the Mississauga campus be increased to \$85.15 per term, and that the Mississauga Transit Summer U-Pass fee for the Summer 2015 for UTM-affiliated graduate students on the Mississauga campus be increased to \$52.89 (assessed in the Fall & Winter 2014-15 sessions) be approved.

Note that these charges will not be assessed as student services fees if and when UTMAGS establishes these as student society fees.

The vote on the resolution was as follows:

In favour: 16 (including 10 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

#### **Resolution Approved**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration is presenting plans to the CAC which include a request for an increase which includes a permanent component.

#### **6) Summer Shuttle Service for UTM-Affiliated Undergraduate Students**

Be it resolved:

THAT the budget recommending an increase in the **Shuttle Service** fee for the Summer 2015 for **UTM-affiliated undergraduate students in non-UTM home faculties/divisions (Mississauga Academy of Medicine)** be increased to \$4.68 (assessed in the Fall & Winter 2014-15 sessions) be approved.

Note that this allows UTM-affiliated undergraduate students in non-UTM home faculties/divisions to support and access shuttle service in a term in which tuition would not normally be charged.

The vote on the resolution was as follows:

In favour: 17 (including 11 students)

Opposed: 0 (including 0 students)

Abstentions: 0 (including 0 student)

**Resolution Approved**

In consideration of the advice of QSS, and pursuant to the terms of the *Protocol*, the administration is presenting plans to the CAC which include a request for an increase which includes a permanent component.

Sincerely,

A handwritten signature in black ink that reads "Mark Overton". The signature is written in a cursive, flowing style.

Mark Overton

Dean of Student Affairs