



FOR APPROVAL

PUBLIC

OPEN SESSION

TO: University Affairs Board

SPONSOR: Sandy Welsh, Vice-Provost, Students

CONTACT INFO: Phone (416) 978-3870 / Email vp.students@utoronto.ca

PRESENTER: See Sponsor

CONTACT INFO:

DATE: February 27, 2018 for March 6, 2018

AGENDA ITEM: 5b (i)

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 [For Approval] (March 6, 2018)**
- 2. Governing Council [For Information] (April 5, 2018)**

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 6, 2017.

HIGHLIGHTS:

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

\$151.54 per session (\$30.31 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.

The experience of this past year and plans for the coming year are summarized in the attached material from David Newman (Senior Director, Student Experience).

FINANCIAL AND/OR PLANNING IMPLICATIONS:

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

RECOMMENDATION:

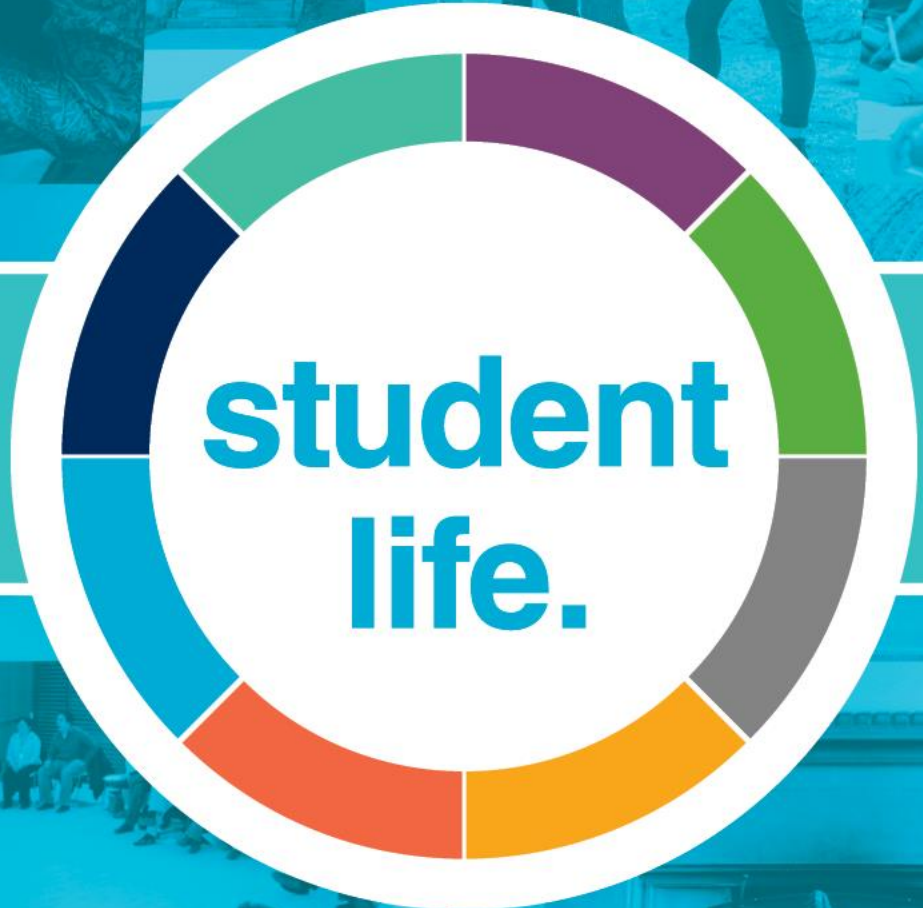
BE IT RESOLVED,

THAT the 2018-19 operating plans and budget for Student Life Programs and Services, as presented in the documentation from David Newman (Senior Director, Student Experience), be approved; and

THAT the sessional fee for a full time student on the St. George campus be increased to \$156.72 (\$31.34 for a part-time student), which represents a year over year increase of \$5.18 (\$1.03 for a part-time student) or 3.42% (resulting from the elimination of a 2015-16 three-year temporary increase, a permanent increase of 2.0% and a temporary increase of 11.08%).

DOCUMENTATION PROVIDED:

Student Life Operating Plan, 2018-19
Student Life Programs and Services Annual Report, 2018-19



Student Life

Operating Plan



2018-19

Division of Student Life

INDIGENOUS STUDENT SERVICES (FIRST NATIONS HOUSE)

- Academic Supports and Programs
- Recruitment

CENTRE FOR INTERNATIONAL EXPERIENCE

- Student Learning & Programs
- Student Mobility
- Safety Abroad

HART HOUSE

- Co-Curricular Programs
- Art Museum
- Hart House theatre
- Fitness

HEALTH & WELLNESS

- Health & Wellness Centre
- Health Promotions

STUDENT EXPERIENCE

- Centre for Community Partnerships
- Multi-Faith Centre for Spiritual Study & Practice
- Student & Campus Community Development
- Conflict Resolution Centre
- Assessment and Analysis

STUDENT SUCCESS

- Academic Success
- Accessibility Services
- Career Exploration & Education
- Housing
- TCard Services

STUDENT CRISIS & PROGRESS DIVISIONAL SUPPORT SERVICES

- Office of the Chief Administrative Officer
- Information Technology
- Communications

Areas of Strategic Priority



- Student Development and Engagement
- Internationalization
- Health and Wellness
- Programs and Services for Graduate Students
- Academic Support
- Divisional and University Support Services

Planning Through Alignment



- Student Involvement and Feedback
- *Wecheehetowin*: Answering the Call to the Truth and Reconciliation Commission of Canada
- Policy on Sexual Violence and Sexual Harrassment
- Mental Health Framework
- Experiential Learning White Paper
- Presidential Priorities
- Strategic Mandate Agreement

Student Life Programs and Services - St. George Campus

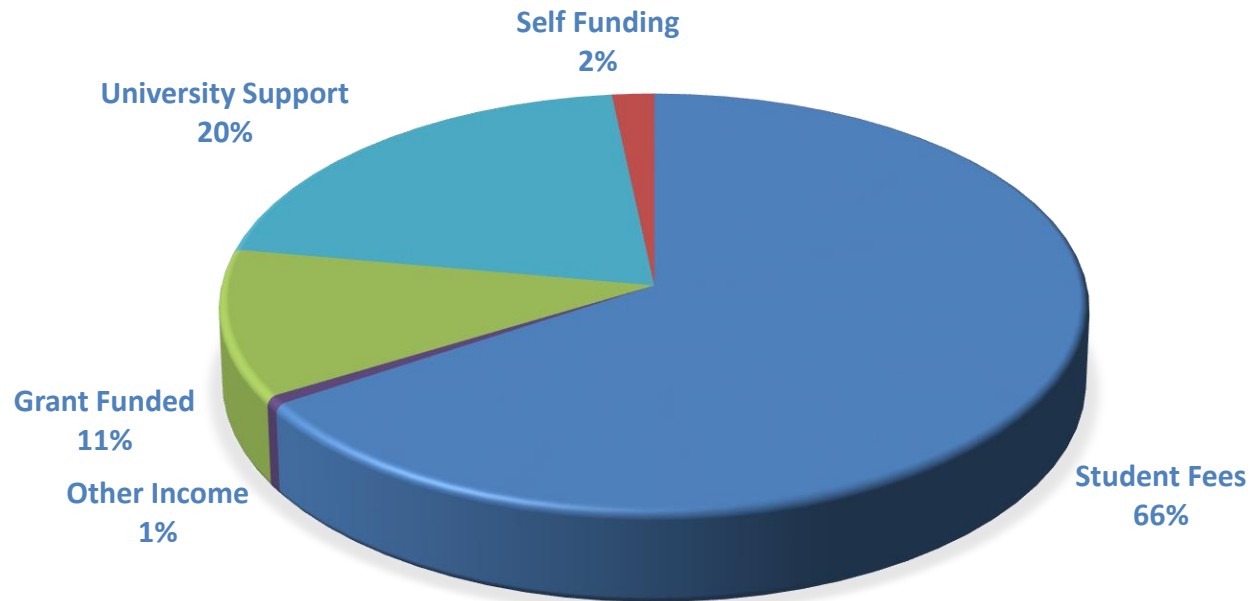


	2018-2019					2017-2018
	A	B	C	D	A + B - C + D	
	Compensation	Non Salary Expenses	Revenue	Occupancy Cost	Net Operating Expense	Net Operating Expense
Student Fee Funded						
<i>Division of Student Life</i>						
Divisional Services and Support						\$ 4,625,265
O-AVP	\$ 361,500	\$ 126,450	\$ -	\$ 94,862	\$ 582,812	
O-CAO	\$ 1,152,037	\$ 161,050	\$ -	\$ -	\$ 1,313,087	
Communications	\$ 626,229	\$ 359,720	\$ -	\$ -	\$ 985,949	
IT	\$ 1,086,936	\$ 45,000	\$ 120,534	\$ -	\$ 1,011,402	
Centre for International Experience	\$ 823,272	\$ 224,655	\$ 9,400	\$ 112,761	\$ 1,151,288	\$ 1,073,730
First Nations' House	\$ 520,998	\$ 66,854	\$ -	\$ 34,955	\$ 622,807	\$ 643,781
Health and Wellness	\$ 4,957,246	\$ 4,174,436	\$ 3,825,436	\$ 204,011	\$ 5,510,257	\$ 5,243,755
Student Experience						
O-SE	\$ 291,255	\$ 58,679	\$ 80,748	\$ 2,531	\$ 271,717	
Centre for Community Partnerships	\$ 338,265	\$ 71,540	\$ -	\$ 28,641	\$ 438,446	\$ 406,474
Multifaith Centre	\$ 350,708	\$ 86,385	\$ 26,000	\$ 136,338	\$ 547,431	\$ 510,847
Student & Campus Community Development	\$ 1,072,393	\$ 120,054	\$ 16,150	\$ 35,680	\$ 1,261,977	\$ 1,325,028
Student Success						
O-SS	\$ 404,878	\$ 484,176	\$ -	\$ 2,531	\$ 891,585	
Academic Success Centre	\$ 793,913	\$ 87,800	\$ -	\$ 28,158	\$ 909,871	\$ 964,757
Career Centre	\$ 1,671,320	\$ 208,818	\$ 340,780	\$ 130,942	\$ 1,670,300	\$ 1,585,614
Housing Service	\$ 407,942	\$ 80,618	\$ 12,000	\$ 31,471	\$ 508,031	\$ 519,269
Work Study	\$ -	\$ 200,000	\$ -	\$ -	\$ 200,000	\$ 150,000
VP, Human Resources & Equity						
Early Learning Centre/Campus Co-Op	\$ -	\$ 166,789	\$ -	\$ 67,964	\$ 234,753	\$ 231,664
Family Care Office	\$ 209,180	\$ 15,270	\$ -	\$ -	\$ 224,450	\$ 217,289
Sexual and Gender Diversity Office	\$ 123,324	\$ 6,000	\$ -	\$ -	\$ 129,324	\$ 120,405
Student Space	\$ -	\$ -	\$ -	\$ 1,138,541	\$ 1,138,541	\$ 1,035,098
2018 - 2019 Total Student Fee Funded	\$ 15,191,396	\$ 6,744,294	\$ 4,431,048	\$ 2,049,386	\$ 19,554,028	\$ 18,652,976
2018 - 2019 Total Non Student-Fee Funded	\$ 7,765,242	\$ 2,988,896	\$ -	\$ 123,374	\$ 10,877,512	\$ 9,204,484
Overall Divisional Total	\$ 22,956,638	\$ 9,733,190	\$ 4,431,048	\$ 2,172,760	\$ 30,431,540	\$ 27,857,460
					\$ 19,554,028	\$ 18,652,976
					\$ 10,877,512	\$ 9,204,484
					\$ 30,431,540	\$ 27,857,460
					\$ -	\$ -

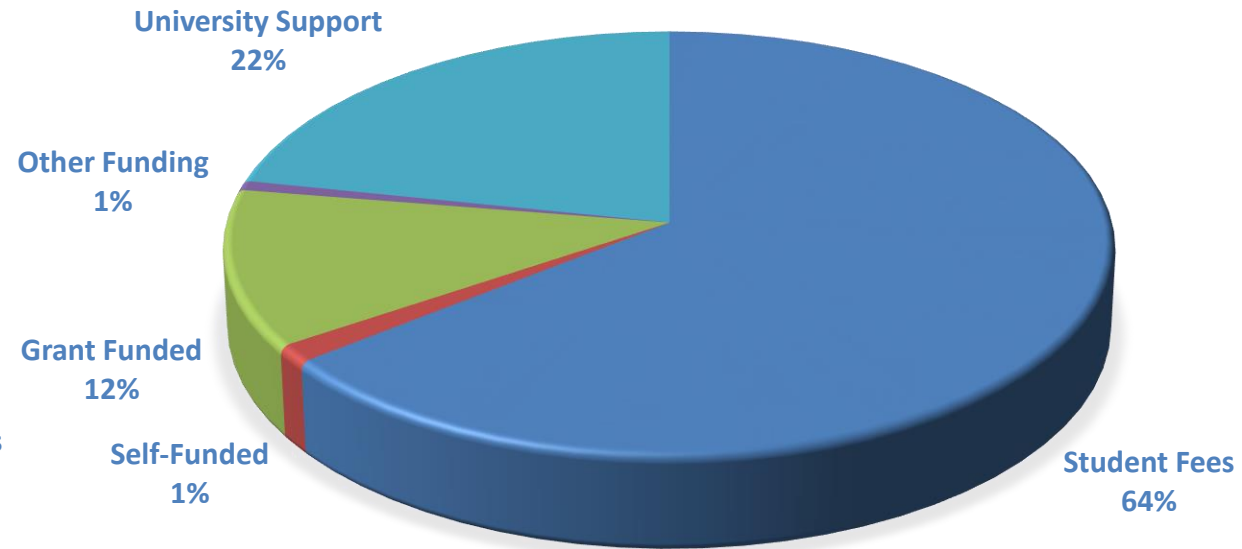
Sources of Funding for Student Life



➤ 2017-2018



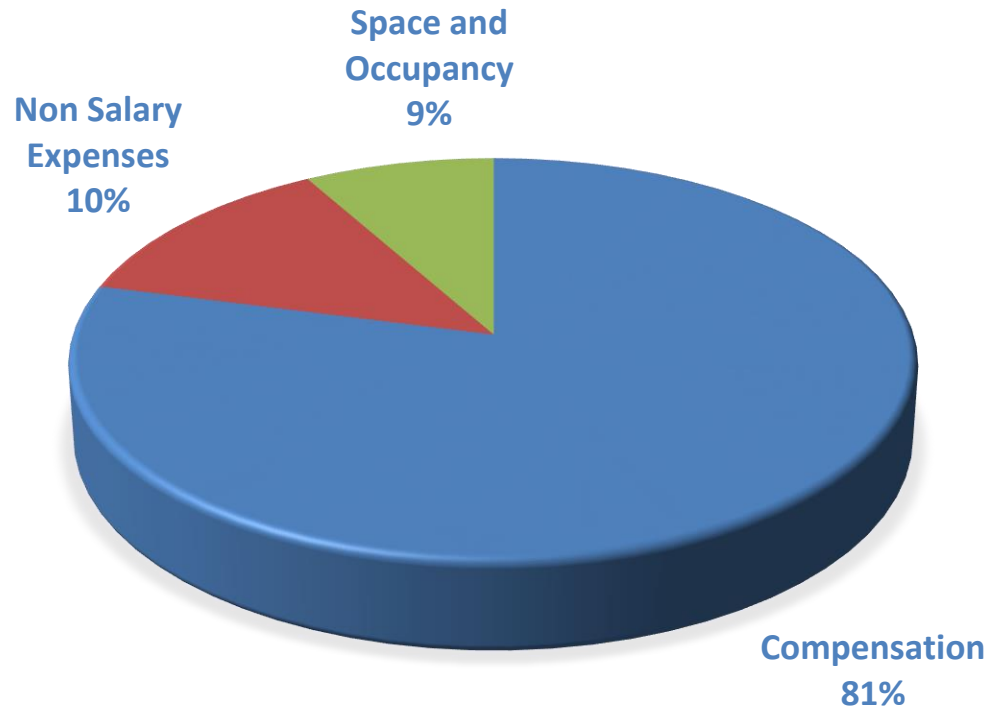
➤ 2018-2019



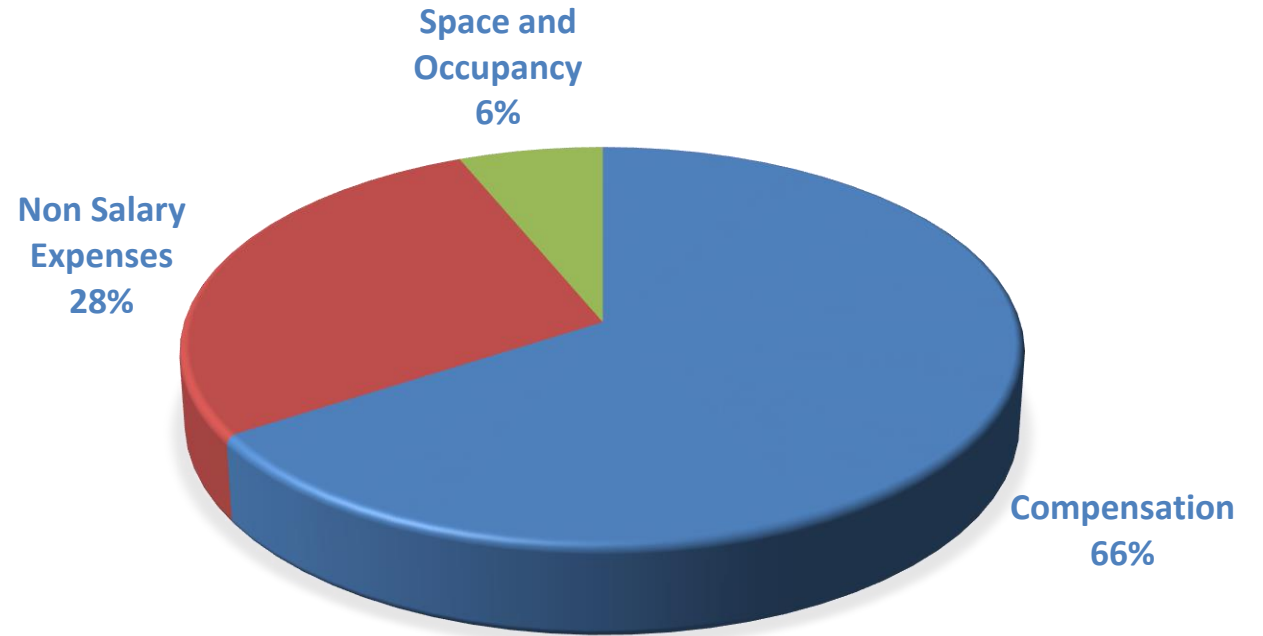
Student Fee Operating Expenses



➤ 2017-2018



➤ 2018-2019



BUDGET HIGHLIGHTS



- Student Colleagues
 - **\$777,238:** 289 student staff & work-study positions
- 2017/18 University funding added 9 new On-Location Health & Wellness Counsellors to academic divisions on the St. George Campus
 - Health & Wellness responsible for recruitment and oversight but resources/funding sit within the academic divisions
- Rossy Family Foundation Gift of \$800,000 in support of mental health
- Increased budget to supplement increases to minimum wage

Student Life Programs and Services
Student Fee Calculation
2018 - 2019



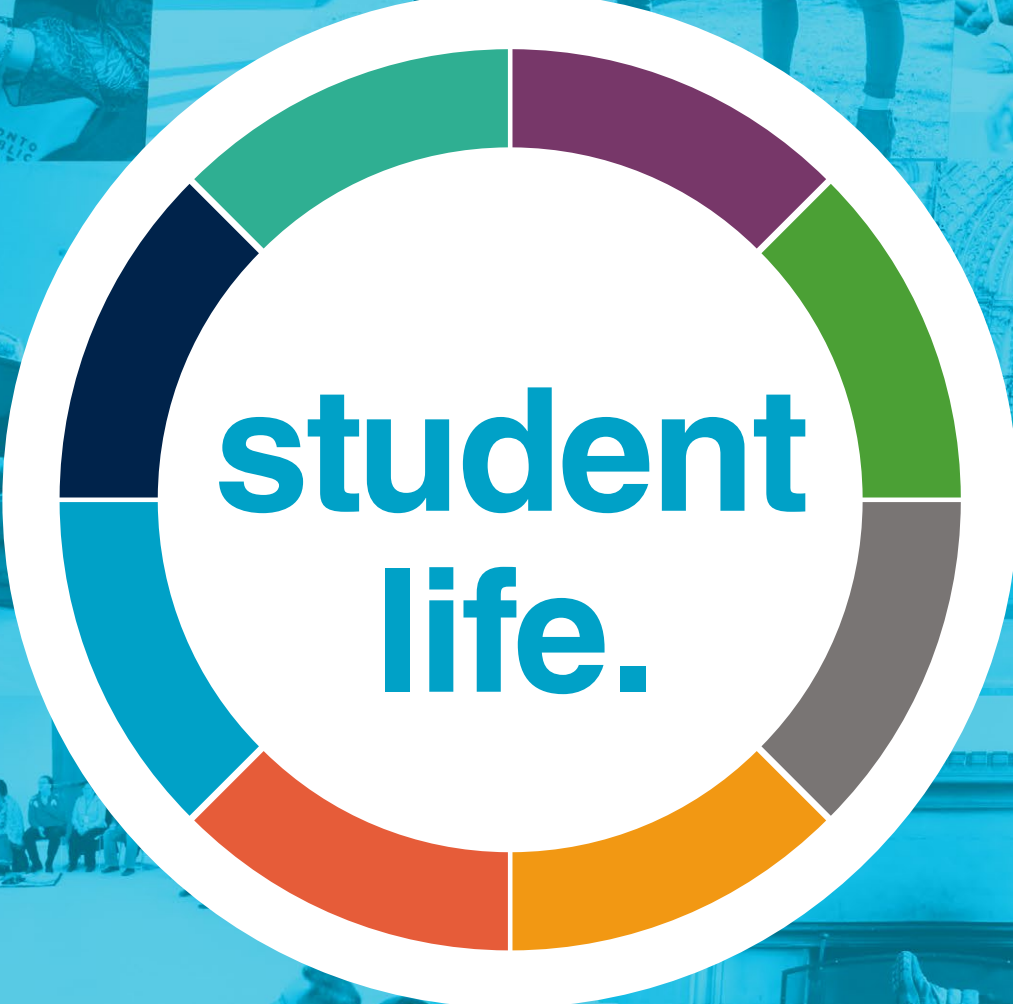
Student Fee CPI/UTI Calculation		
Adjusted Fee Base		
Fee per Session (previous year)		\$ 151.54
Less removal of temporary fee (2015-2016)	-	\$ 12.95
Adjusted Fee Base		\$ 138.59
Consumer Price Index		
CPI Index Percent	2% Adjusted Fee	\$ 141.36
Adjusted Fee	-	-\$ 138.59
\$ Amount of CPI based increase		\$ 2.77
UTI Index		
Appointed Salary Expenditure Base (previous year budget)	\$ 11,450,919	
Average merit/step/ATB increase/decrease for appointed staff	4.00%	
Indexed salaries	\$ 11,908,956	
Standard Benefit Rate	24.00%	
Indexed Appointed Salary Expenditure Base		\$ 14,767,105
Casual Salary Expenditure Base (previous year budget)	\$ 378,156	
Average ATB increase/decrease for casual staff	2.00%	
Indexed salaries	\$ 385,719	
Standard Benefit Rate	10.00%	
Indexed Casual Expenditure Base		\$ 424,291
Total Indexed Salary and Benefits Expenditure Costs		\$ 15,191,396
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$ 4,870,035
Add the Non-Salary Expenditure Base (previous year)		\$ 5,279,993
Add the Occupancy Cost (previous year)		\$ 1,916,591
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		-\$ 211,695
Cost for UTI purposes		\$ 17,306,250
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions		112,418
UTI Indexed Fee - per term		\$ 153.95
Adjusted fee Base	-	\$ 138.59
\$ Amount of UTI Based Increase		\$ 15.36
Combined Fee Increase		
Adjusted Fee		\$ 138.59
CPI Based Fee increase	+	\$ 2.77
UTI Based Fee increase	+	\$ 15.36
Indexed Full Time Fee per Term		\$ 156.72
Indexed Part Time Fee per Term		\$ 31.34

Proposed Increase



	2017-2018	Fee Drop Off	CPI Increase	UTI Increase	2018-2019	\$ change	% change
St. George FT	\$ 151.54	(\$12.95)	\$2.77	\$15.36	\$ 156.72	\$ 5.18	3.42%
St. George PT	\$ 30.31	(\$2.59)	\$0.55	\$3.07	\$ 31.34	\$ 1.03	3.42%
UTM	\$ 0				\$ 0		
UTSC	\$ 0				\$ 0		

2018-2019



**student
life.**

Student Life Programs & Services
Annual Report

The Division of Student Life

Student Life Programs & Services supports graduate and undergraduate students in reaching their academic goals, engages students in their development and learning, and challenges students to construct their own experiences.

We partner across the University to create programs that foster leadership and community involvement, locally and internationally, and support the health and well-being of our students. We help students engage with the broader community through co-curricular and community-based learning opportunities.

We are also increasingly connected globally. We welcome and support our international students and build relationships with universities abroad through our international mobility and research opportunities.

Our offerings are united by a commitment to helping students flourish academically and in experiences beyond the classroom. We aim to make all of our programs and services engaging, accessible and inclusive, respecting and reflecting the diverse needs of the students we serve.

INDIGENOUS STUDENT SERVICES (FIRST NATIONS HOUSE)

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- Recruitment

CENTRE FOR INTERNATIONAL EXPERIENCE

- Student Learning & Programs
- Student Mobility
- Safety Abroad

HART HOUSE

- Co-Curricular Programs
- Art Museum
- Hart House theatre
- Fitness

HEALTH & WELLNESS

- Health & Wellness Centre
- Health Promotions

STUDENT EXPERIENCE

- Centre for Community Partnerships
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- Conflict Resolution Centre
- Assessment and Analysis

STUDENT SUCCESS

- Academic Success
- Accessibility Services
- Career Exploration & Education
- Housing
- TCard Services

STUDENT CRISIS & PROGRESS

DIVISIONAL SUPPORT SERVICES

- Office of the Chief Administrative Officer
- Information Technology
- Communications

Areas of Strategic Priority

- **Student development and engagement:** Expand opportunities for student learning through diverse experiences.
- **Internationalization:** Opportunities for international mobility through study and research programs that strengthen global partnerships and encourage a unique approach to learning.
- **Health and wellness:** Support the physical, emotional, social and spiritual health and well-being of students.
- **Programs and services for graduate students:** Expand programs and services to meet the diverse needs of graduate students.
- **Academic support:** Support students in achieving their academic goals.
- **Divisional and University support services:** Enhance, support and coordinate quality services for students.

Planning Through Strategic Alignment

We align our work with the needs and values of our students and with strategic University documents that help guide our path.

Student involvement

Student involvement is central to our work. Students shape our work through advisory councils, consultations, focus groups, assessment surveys and committees. Some examples of how students help guide our work include:

- Semi-annual Student Faith Leaders meetings
- Health & Wellness Student Advisory Committee
- Centre for Community Partnerships Advisory Councils and Community Engaged Initiative Grant Committee
- Accessibility Services Annual Focus Group
- Student Life peer staff
- Committee on the Allocation of Student Activity Space (CASAS)
- Student Initiative Fund Committee
- Gradlife Advisory Committee
- Graduate Conflict Resolution Centre G2G (grad-to-grad) peer advisor staff
- Ulife Advisory Committee
- Co-Curricular Record Advisory Committee & Consultations
- Student Life Community Crew
- National College Health Assessment Survey
- National Survey of Student Engagement
- Canadian Graduate and Professional Student Survey
- Multi-Institutional Study on Leadership
- Student Experience Mentorship Program (students mentor staff and share insights on their experiences)
- Regular assessment surveys and focus groups for all of our programs and events.

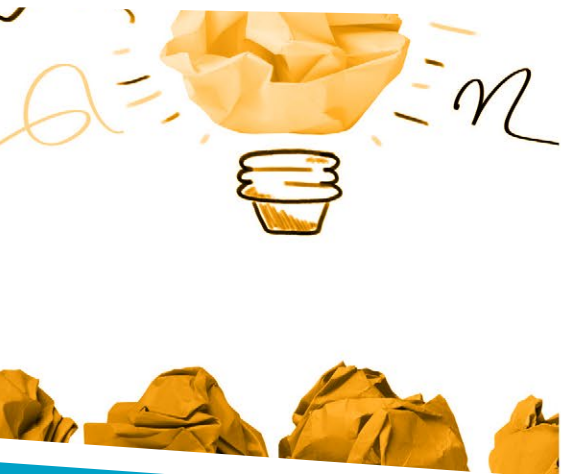
our mission

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.

our 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.

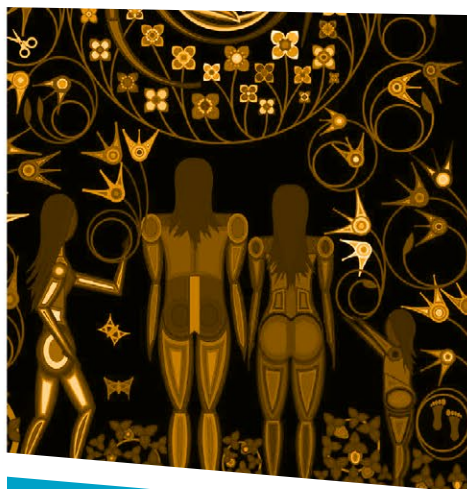
Planning Through Strategic Alignment



Innovation Hub

The Innovation Hub uses design thinking and other collaborative and community-based methodologies to generate data and gain deeper insights into student experiences. The Hub conducts in-depth interviews and observations with diverse students to better understand their stories, finding themes and needs that can be used as inspiration for program, service and resource design and re-design to better meet these needs. The methodology allows us to design with students rather than for students, resulting in increased student engagement in a co-creative process. There are five domains to give scope to the Innovation Hub work:

1. Access for Every Student
2. Fostering Connectedness
3. Future-Ready Students
4. Integrated Learning Experience
5. Whole Student Development



Truth and Reconciliation Commission Report

In early 2016, University of Toronto president Meric Gertler and vice-president and provost Cheryl Regehr established a steering committee to respond to the federal Truth and Reconciliation Commission's request that Canadians further the process of reconciliation.

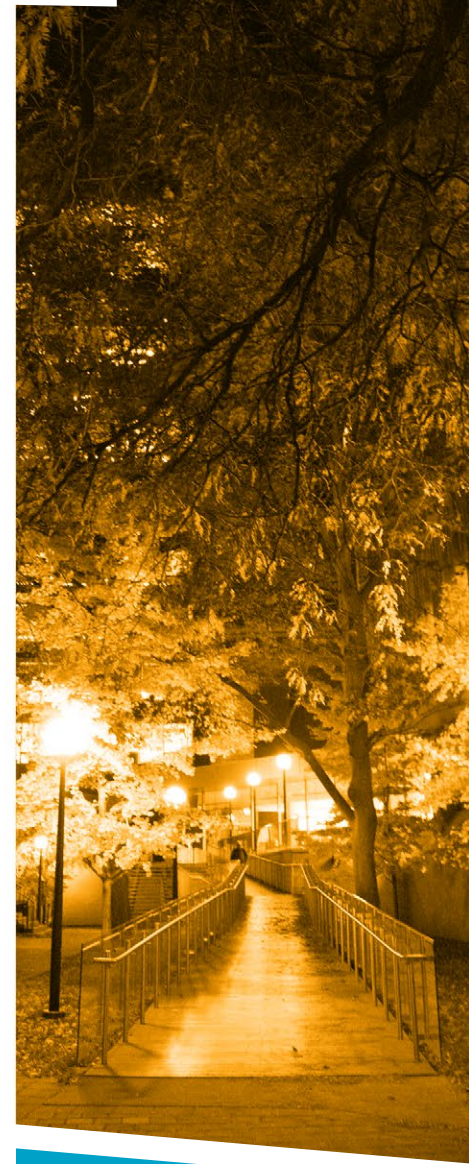
The final report, entitled *Wecheehetowin*, which means "working together" in Cree, included 34 calls-to-action for U of T in six areas:

- Indigenous spaces
- Indigenous faculty and staff
- Indigenous curriculum
- Indigenous research ethics and community relationships
- Indigenous students and co-curricular education
- Institutional leadership and implementation



Experiential learning white paper

During the 2016-17 academic year, the University of Toronto Task Force on Experiential Learning developed a white paper proposing that the University grow its experiential, work-integrated and community-engaged learning offerings. Under the umbrella framework of Integrated Learning Experiences (ILEs), this growth would collectively enhance both the student learning experience and the University's ability to support broader community and societal needs.



Policy on Sexual Violence and Sexual Harassment

U of T's new policy regarding sexual violence and sexual harassment came into effect January 1, 2017. In line with this new policy, we work to increase training and education to prevent sexual violence and to improve our services.



Mental Health Framework

The Report of the Provostial Advisory Committee on Student Mental Health, released in November 2014, recommends that the University adopt a "systems approach" to student mental well-being.

The report makes recommendations focusing on five key areas:

- Developing a communication strategy that ensures students are informed of all programs and services available and how and when to access them.
- Expanding strength-based programming to develop positive mental health and resilience that engages students early in order to prevent exacerbation of any problems.
- Developing mental health literacy of students, staff and faculty.
- Coordinating, benchmarking and assessing the efficacy of programs and initiatives to ensure they are accessible, sustainable and cohesive.
- Further leveraging external community resources to help meet the full spectrum of health needs of our students.



Presidential priorities

1. Leverage our urban location more fully, for the mutual benefit of University and city.
2. Strengthen and deepen key international partnerships.
3. Re-imagine and re-invent undergraduate education.

Themes from the Strategic Mandate Agreement

- Jobs innovation/economic development
- Teaching and learning
- Diverse student population
- Research and graduate education
- Diversity of program offerings
- Institutional collaboration to support student mobility

Student Life by the numbers



14,067
students made
59,889

visits to Health & Wellness (includes primary care and mental health visits)

8,898
students were validated for
12,540
positions on the Co-Curricular Record.

1,737
students took part in
97

co-curricular opportunities through the Centre for Community Partnerships offered through partnerships with
81
community organizations

35
community-engaged learning courses were offered across
29
departments in partnership with over
117
community organizations

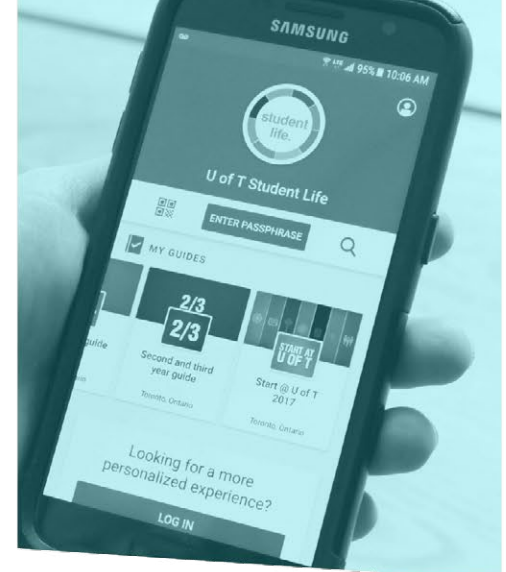
39,042
sets of notes were provided for
5,717
courses through the note-taking service

3,820
students registered with Accessibility Services, a
19%
increase from last year

252,125
logins to the HousingFinder off-campus rental ads registry

Student Life services were provided at
27
locations across campus

289
student employees in Student Life, with a combined salary of
\$777,238



49
discussion groups offered by the Sexual & Gender Diversity Office

47
programs & events scheduled during Queer Orientation

12
opportunities per week for students to practice mindfulness meditation to increase relaxation, resilience and focus

New Student life app accessed
14,356
times

4,281
U of T students completed university activities abroad

205
students, staff and faculty received individual coaching through the Graduate Conflict Resolution Centre

Student Development and Engagement

Student Life provides opportunities for developing leadership skills, experiential and work-integrated learning and leveraging our urban location by connecting with community partners.



Experiential learning opportunities

Building capacity of our peer colleagues

Student colleagues and student leaders across the institution are essential to our work. Our focus on training, professional development and increasing collaboration helps build capacity across the University. Student Life provided 289 opportunities in 2016-17 for students to gain experience across the division.

More than 3,300 students participated in the U of T Work Study program, making it the most popular experiential career learning program. In 2016, we

released a Work Study toolkit that helps students identify their strengths and values, and develop a personal learning plan. Students who intentionally reflected as part of their Work Study program were 33 per cent more likely to indicate that their work was meaningful, demonstrating linkages between their academic learning and expanded opportunities for the future.

Research Catalogue

The Research Catalogue is an online tool that allows students to search co-curricular research projects being carried out at U of T and connect with opportunities on those projects. The catalogue increases findability of co-curricular research opportunities on campus – an invaluable career learning opportunity.



Supporting Indigenous initiatives

Celebrating 25 years of Indigenous student support

First Nations House celebrated its 25th anniversary in 2017. Many celebrations were planned, including a second Indigenous Education Week in the fall of 2017. A special anniversary publication was also produced to celebrate the occasion.

Indigenous community partnerships

We continue to promote Indigenous curriculum through ABS460, a community-engaged learning course offered through the Indigenous Studies program. On March 11, 2017, students in this course assisted with U of T's first Pow Wow.

The Aboriginal Community Partners program works to engage Indigenous and non-Indigenous students with co-curricular Indigenous community projects in the GTA. In 2016-17, approximately 80 students were placed in co-curricular projects such as helping residential school survivors write their stories, tutoring in English and math, and making videos on Indigenous history of Toronto.

Supporting students with disabilities

New publications

Two new tri-campus publications, *Demystifying Academic Accommodations* and *What Faculty Need to know about Accommodating Students with Disabilities*, were developed. These publications are intended to enhance faculty's understanding of the accommodation process for students and to foster collaboration.

Renewed service model

As a result of a review process to increase effectiveness, Accessibility Services has made the following changes:

- Team leads will provide additional case management support and enhance collaboration
- An intake coordinator to provide more immediate responses to students, staff and faculty
- A Student Learning team to develop student learning opportunities



On-location services

Academic Success, the Centre for International Experience, Career Exploration & Education and Health & Wellness have teamed up to provide more targeted programming to reach a wider array of students, including those who might not otherwise come to our offices. Through a team approach, we hope to simplify the student experience, helping them better navigate Student Life programs and services.

Working together, we expect to have a deeper knowledge of student needs, improved communication and common messages about programming, better referrals from partners and between services, and increased coordination and promotion of events and programs.

Internationalization and student mobility

Global perspectives and international opportunities are critical to the student experience. We support opportunities for students to develop intercultural competencies and participate in international experiences through curricular and co-curricular programs, study abroad opportunities and services for international students.



Learning and safety abroad

113 countries

Working in partnership with U of T divisions and global partners around the world, the Centre for International Experience and U of T Safety Abroad continued to support students in learning abroad opportunities in more than 113 countries through study, research and professional experiences.

Study, research and professional experience: Graduate and undergraduate

A project was launched to work with key stakeholders across the University to build strong global partnerships for U of T students to study, conduct research or gain professional experience. This will help us to identify and reduce barriers to studying abroad while increasing U of T students' ability to engage in international experiences.

Welcoming international students

August pre-orientation: Step up

If arriving by air, international students were welcomed by experienced peers at the U of T airport welcome booth. Over three days, undergraduate students and some of their parents, had a chance to learn some of the ropes of being an undergraduate student in Toronto and to consider how to make the most of their time at U of T by:

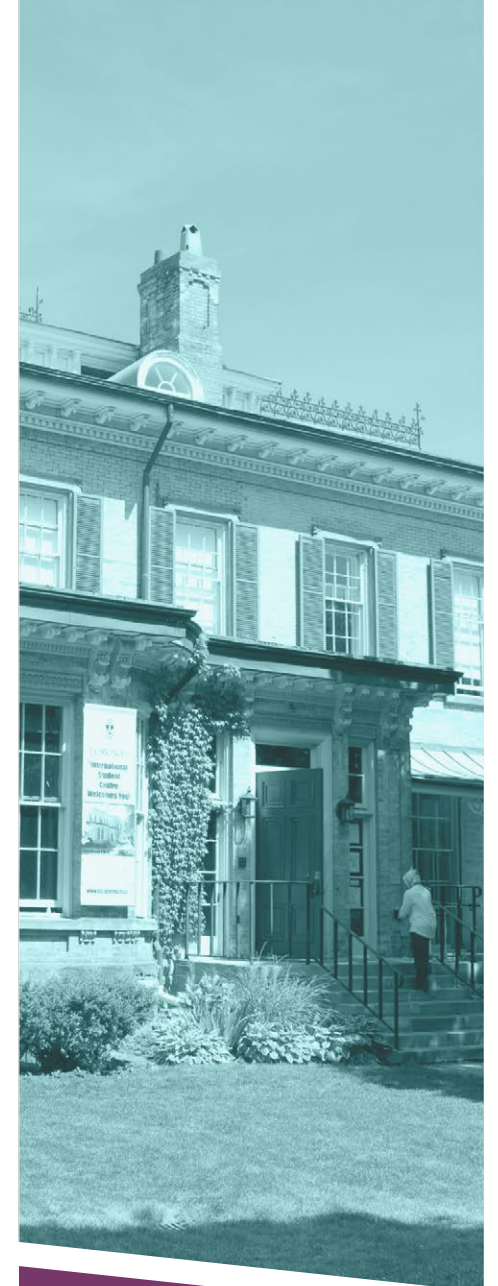
- settling into the city and the campus
- maximizing orientation opportunities through their college and faculty
- identifying common challenges and resources available
- developing intercultural communication skills including asking questions, building community, making new connections

- finding someone familiar, talking with profs, registrars and University staff
- learning more about immigration and health insurance

New international graduate students spent a day getting to know each other and learning more about key moments in U of T grad life as an international student. The focus is on skills they will build, resources and resiliency.

Services Expo

This year we invited service providers needed when transitioning from one part of the globe to another to host a booth at CIE in the first days of the fall semester. Students were able to manage banking, cell phones, health insurance and transportation directly from providers and learn about Canadian resources for housing and renting, staying fit and well, and healthy eating.



Direct services

We continue to offer support directly to students through workshops, programs and one-on-one advising on learning support, immigration and health insurance, community building, intercultural understanding and communication. Students can find staff at the CIE or one of the on-locations services at colleges, family housing and residences, SGS and faculties.

Supporting international students

Education and training

The CIE continues to work with key U of T stakeholders, including students, on strategies for effectively supporting international learners.

Health and Wellness

Student Life provides resources that focus on physical health, mental health and overall wellness. In addition to our clinical services, programming is focused on mindfulness, physical activity, nutrition, healthy relationships and fostering balance. All of these elements contribute to a positive university experience.



Resiliency Curriculum and Training Project

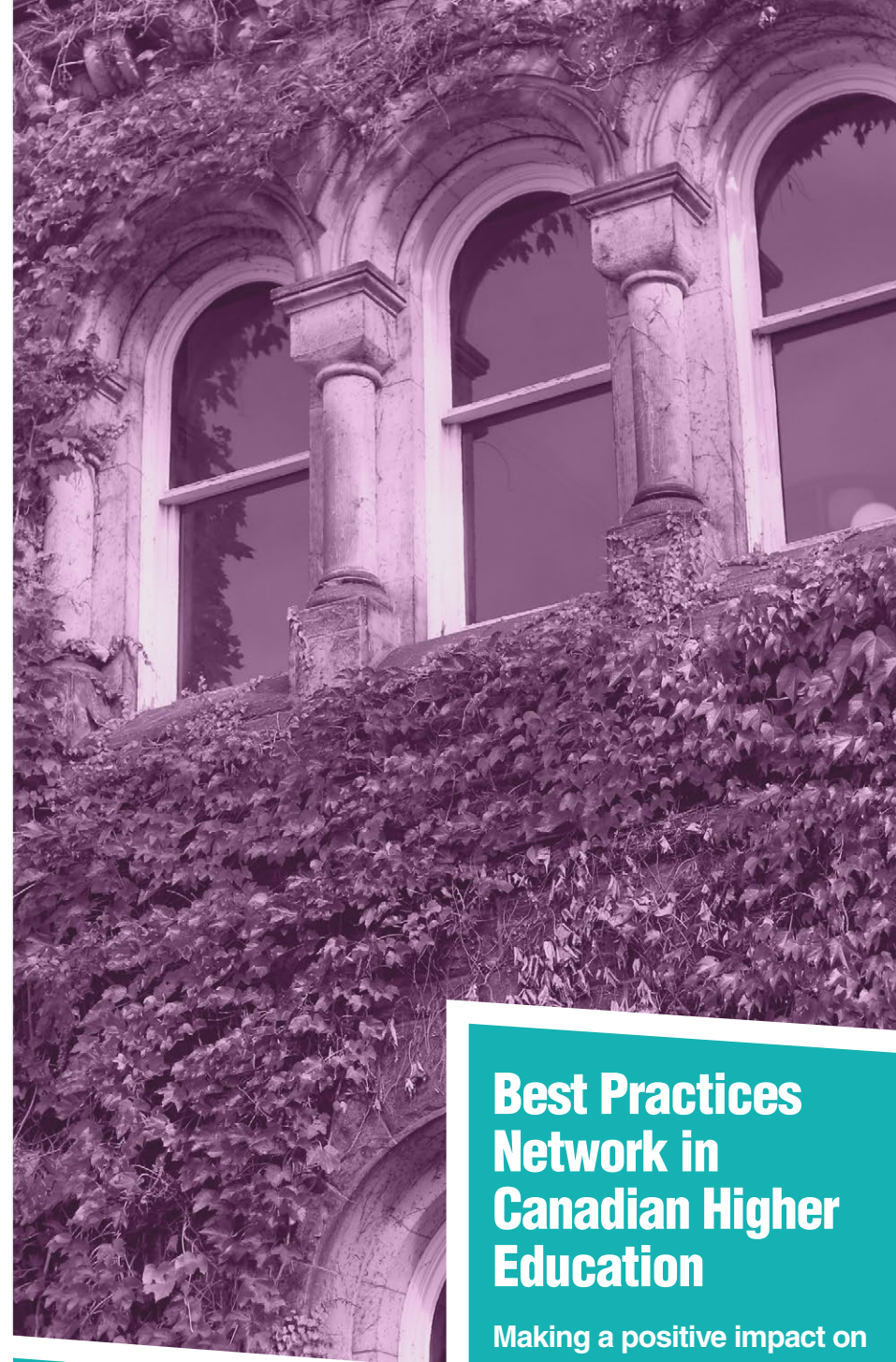
Through this project we are tasked with creating training curriculum and resources for faculty and staff on academic and psychological resilience. We also support students in developing resiliency skills and recognizing their own resilience through targeted programming and communications. Highlights from 2016-17 include:

- **Fresh Start Conference:** A full-day conference focused on building resilience and academic skills for students who have experienced academic setbacks and struggles.
- **Practicum courses** in the Faculty of Pharmacy and Faculty of Kinesiology and Physical Education.
- **Service Design Institute:** A two-day institute for Student Life staff members who provide service (advisors, career educators, counsellors, accessibility advisors, mental health nurses, learning strategists and front desk staff) focused on fostering resilience through service interactions. We developed a framework to understand incorporating resiliency within service user and provider roles.



Identify, Assist, Refer

We developed in-person and online training: *Identifying, Assisting and Referring the Student in Distress*. Print material was produced to complement this workshop and an online learning module is being developed.



Best Practices Network in Canadian Higher Education

Making a positive impact on student mental health

In partnership with McGill University and Queen's University, we created a national consortium on best practices for programs, services and policies on post-secondary student mental health. In July, 2017, the network's website, bp-net.ca was launched featuring two toolkits: *The Umbrella Project*, a harm reduction program developed by Algonquin College, and *From Intention to Action*, a program created by Carleton University.

Community of Champions

This project recognizes students, staff, faculty or initiatives that are creating conditions, in and outside the classroom, for students to flourish. Twelve community champions were nominated by students and the project was awarded the 2017 Healthy Campus 2020 American College of Health Foundation Award.

Programs and Services for Graduate Students



We work with campus partners to provide opportunities for professional and personal growth and development specifically tailored to the needs of graduate students.

Transitioning to Gradlife

This is a new program designed to help graduate students learn to navigate campus services and adopt effective strategies for academic challenges, as well as develop career networks.

Academic Support



Learning Strategist Community of Practice (COP)

Learning strategists from across campus came together for bi-weekly professional development and case conferencing meetings. Professional development activities included mindfulness, coaching techniques and learning assessments. The COP shares best practices and resources, and co-develops programming to respond to student needs.

Divisional and University Support Services



New off-campus HousingFinder

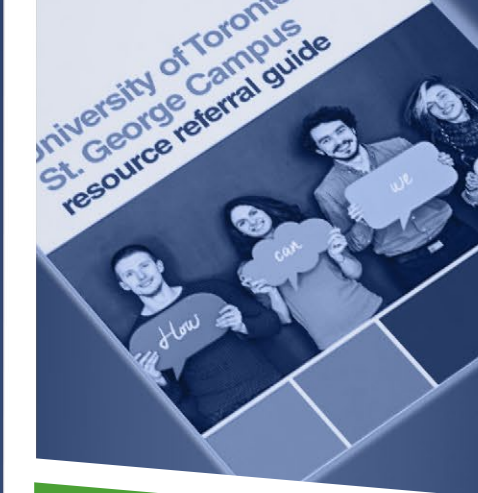
The new off-campus HousingFinder and RoommateFinder tools were officially launched online, resulting in more user-friendly services that incorporate features requested by students, and that are now available to the full U of T community including staff and faculty.



TCard Services move

In January 2017, TCard Services moved from U of T Libraries to the Division of Student Life. The St. George office relocated to a newly renovated space in the Koffler Student Services Centre.

University of Toronto St. George Campus resource referral guide



Resource Referral Guide

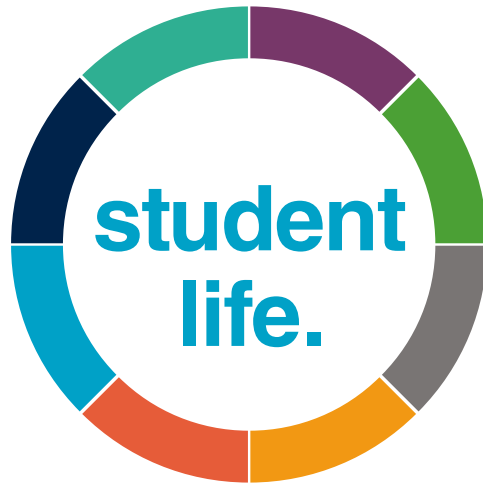
This publication was produced to assist student leaders, staff and faculty when making referrals to campus services. The guide features a detailed index making it easier to search for applicable resources, important information on navigating the referral process and what students need to know.

Student Life app

The new Student Life app, which provides all the information from the Start @ U of T and transition year guides in a handy mobile format, was introduced in 2017. Students are able to access the information easily when and where they need it. The app allows us to measure student use of our resources, as well as pinpointing what services students are seeking at particular times of year.

Online chat tool

The online chat tool for Career Exploration & Education and Academic Success was launched this past year. Students can use it to connect with a staff member to schedule appointments or get information on resources.



studentlife.utoronto.ca



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