

**FOR INFORMATION****PUBLIC****OPEN SESSION****TO:** University Affairs Board**SPONSOR:** Sandy Welsh, Vice-Provost, Students**CONTACT INFO:** Phone (416) 978-3870 / Email [vp.students@utoronto.ca](mailto:vp.students@utoronto.ca)**PRESENTER:** See Sponsor**CONTACT INFO:****DATE:** February 25, 2019 for March 4, 2019**AGENDA ITEM:** 3(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.

Campus and student services, co-curricular programs, services and facilities, and compulsory non-academic incidental fees for the Mississauga Campus are among the areas within the responsibility of the UTM Campus Affairs Committee.

**GOVERNANCE PATH:**

1. UTM Campus Affairs Committee [For Information] (February 11, 2019)
2. **University Affairs Board [For Information] (March 4, 2019)**
3. UTM Campus Council [For Information] (March 5, 2019)
4. Executive Committee [For Information] (March 26, 2019)

**PREVIOUS ACTION TAKEN:**

The Vice-Provost, Students last reported advice from QSS to the University Affairs Board on March 6, 2018.

## **HIGHLIGHTS:**

### **QSS approved the following proposals from the administration.**

#### **Increase Health Services Fee from \$46.06 to \$50.57 (\$9.21 to \$10.11 part-time)**

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 permanent fee increase.

The increase includes support to:

- Convert the current pilot position of embedded personal counsellor in an academic department into a permanent position, thereby permanently increasing access to counselling on campus
- Increase Health & Counselling Centre (HCC)'s health outreach and promotion efforts related to substance use/abuse and mental health, with addition of a mental health and addictions specialist
- Add specialized triage staffing for mental health support to allow quicker access to appropriate services at the time of a student's initial connection with the HCC. This would also shorten reception waiting times and frees time for the mental health nurse to assist more students with specialized mental health support
- Add software to HCC's Electronic Medical Record system for online appointment bookings and cancellations

#### **Increase Athletics and Recreation Fee from \$197.29 to 203.84 (\$39.46 to \$40.77 part-time)**

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 permanent fee increase.

The increase includes support to:

- Add new fitness classes and increase women-only opportunities (especially in the pool), which increases opportunities and utilization of Recreation, Athletics & Wellness (RAW) facilities
- Discontinue charges to members for RAW instructional courses and towel service
- Renovate change rooms, reception desk, and multipurpose rooms' flooring to allow wider use
- Prepare to advance outdoor sport-zone opportunities as they become available
- Assure continuing availability of 400+ casual/student jobs if work-study is scaled back

#### **Increase Student Services Fee from \$189.90 to \$193.28 (\$37.98 to \$38.66 part-time)**

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 permanent fee increase.

The increase includes support to, in the **Shuttle Service**:

- Add four additional shuttle buses with enhanced features (AC, improved suspension with accessible lift and Wi-Fi router)
- Implement Wi-Fi service for 2019-2020
- Maintain contractual obligations for Bus Lease expense, including rising cost of diesel fuel
- Maintain the existing number of service trips to/from St. George

...in the **Career Centre**:

- In gaining experience, help students locate more opportunities to gain experience both on and off campus (e.g. increase publicity for the On Campus Opportunities booklet, continue to develop the How to Find Jobs In... series; expand placement offerings for the Extern Job Shadowing Program)
- In networking, increase access to networking events by changing our preparatory approach
- In reaching students early, increase our pop-ups, especially at times when students are less busy with academic work; continue to work with student government/societies/clubs to support their events and partner on joint events
- In connecting academic program and careers, work with Office of the Registrar and departmental advisors to establish best practices for using the Program Plans <<https://www.utm.utoronto.ca/program-plans/program-plans>>.

...in **Childcare**:

- Maintain September 2018 staffing level to support enrollment of 13 FTE (5.0 toddler + 8.0 preschool spaces)
- Continue with Child Care Grants for UTM students, with eligibility continued for both on-campus and off-campus childcare services

... in **Family Care**:

- Offer more diverse delivery methods (more webinars, online chats, and access to student peer mentors onsite or online)
- Work with departments to assist with creating more family-friendly spaces on campus
- Embed on-site Family Care Advisor one day per week at UTM (increasing from one day every six weeks)
- Hire a full-time UT Family Care Advisor with 10% of the cost funded by each of UTM's and UTSC's Student Services Fee to support significantly increased activities across campuses

...in the **International Education Centre:**

- Expand programming within intercultural, global fluency, and career themed initiatives by growing partnerships with internal and external partners to strengthen the program offerings for students;
- Guarantee funding for all twenty-five International Education Centre casual student staff positions at a rate above minimum wage
- Develop a multi-lingual solution to assist students and their parent & family members regarding topics such as study permit compliance requirements and health insurance coverage
- Provide enhanced website information that include students' real-life stories, visual and interactive resources that are easy for students to navigate to learn about the value of global and intercultural learning

...in **Student Life Initiatives:**

- Offer more recognition of events on the Co-Curricular Record including graduate student programming and external/off-campus opportunities
- Assure 23 student staff positions at a rate above minimum wage
- Maintain a Co-Curricular Programming Bursary to increase the participation of students who might not otherwise have resources to do so
- Review and improve funds for UTM Recognized Clubs and Groups, particularly in support of AV and other event costs
- Introduce a new full-time position to staff CSE's new space, offering readily available front-line support to clubs and students on event support, CCR use, etc.

The proposed fee increases are within the limits provided by the Protocol for consideration by the UTM Campus Affairs Committee and its Standing Committees.

**FINANCIAL AND/OR PLANNING IMPLICATIONS:**

See Cover Sheet for 3(b) on this agenda.

**RECOMMENDATION:**

This memorandum is presented for information.

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**DOCUMENTATION PROVIDED:**

Memorandum from Mark Overton (Dean of Student Affairs) to UTM Campus Affairs Committee



**TO: Members of the UTM Campus Affairs Committee**

**FROM: Mark Overton, Dean of Student Affairs**

**DATE: February 4, 2019**

**SUBJECT: Advice from Quality Service to Students (QSS) on Operating Plans and Fees: UTM Student Services**

At the Quality Service to Students (QSS) meeting held on January 21, 2019, the administration made three proposals on Compulsory Non-Academic Incidental Fees associated with the UTM campus, consistent with the terms of the Protocol. A summary of the votes on these is provided below for the information of members of the Campus Affairs Committee (CAC) and Campus Council (CC).

**1) Health Services Fee**

Proposed Resolution:

Be it resolved,

THAT the 2019-20 operating plans and budget for the Health & Counselling Centre, as presented in the documentation from Erin Kraftcheck, Director, be approved; and that the sessional fee for a full-time student on the UTM campus be increased to \$50.57 (\$10.11 for a part-time student), which represents a year over year increase of \$4.51 (\$0.90 for a part-time student) or 9.80%.

The vote on the resolution was as follows:

In favour: 14 (including 8 students)  
Opposed: 0 (including 0 students)  
Abstentions: 0 (including 0 students)

**Resolution Passed**

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

**2) Recreation, Athletics & Wellness Fee**

Proposed Resolution:

Be it resolved:

THAT the 2019-20 operating plans and budget for the Department of Recreation, Athletics & Wellness, as presented in the documentation from Sonia Borg, Director, be approved; and that the sessional fee for a full-time student on the UTM campus be increased to \$203.84 (\$40.77 for a part-time student), which represents a year over year increase of \$6.55 (\$1.31 for a part-time student) or 3.31%



The vote on the resolution was as follows:  
In favour: 10 (including 4 students)  
Opposed: 3 (including 3 students)  
Abstentions: 0 (including 0 students)

### **Resolution Passed**

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

### **3) Student Services Fee**

Prior to consideration of the Student Services Fee request, QSS members were invited to provide comment and to vote in straw polls on the subcomponents of the Student Services Fee, to better provide feedback to those operations and governance. Comments are noted when offered.

On the proposal offered on the **Shuttle Service**, QSS's vote on the straw poll was as follows:  
In favour: 13  
Opposed: 0  
Abstentions: 0

On the proposal offered on the **Career Centre**, QSS's vote on the straw poll was as follows:  
In favour: 14  
Opposed: 0  
Abstentions: 0

On the proposal offered on **Child Care Support**, QSS's vote on the straw poll was as follows:  
In favour: 13  
Opposed: 0  
Abstentions: 0

On the proposal offered on **Family Care**, QSS's vote on the straw poll was as follows:  
In favour: 13  
Opposed: 0  
Abstentions: 0

On the proposal offered on the **International Education Centre**, QSS's vote on the straw poll was as follows:  
In favour: 14  
Opposed: 0  
Abstentions: 0

On the proposal offered on **Student Life Initiatives**, QSS's vote on the straw poll was as follows:  
In favour: 8  
Opposed: 4  
Abstentions: 1

On the proposal offered on **Space Occupied by Student Societies**, QSS's vote on the straw poll was as follows:  
In favour: 12



Opposed: 0  
Abstentions: 0

On the proposal offered on **Student Handbook & Communications**, QSS's vote on the straw poll was as follows:

In favour: 14  
Opposed: 0  
Abstentions: 0

On the proposal offered on **Alcohol Education & Monitoring**, QSS's vote on the straw poll was as follows:

In favour: 14  
Opposed: 0  
Abstentions: 0

**Proposed Resolution:**

Be it resolved:

THAT the 2019-20 operating plans and budget for the Student Services Fee, as presented in the documentation from Mark Overton, Dean of Student Affairs, be approved; and that the sessional fee for a full-time student on the UTM campus be increased to \$193.28 (\$38.66 for a part-time student), which represents a year over year increase of \$3.38 (\$0.68 for a part-time student) or 1.78%.

The vote on the Student Services Fee resolution was as follows:

In favour: 10 (including 4 students)  
Opposed: 3 (including 3 students)  
Abstentions: 0 (including 0 students)

**Resolution Passed**

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