

### University of Toronto Scarborough Department of Student Life

SSF REPORT 2014–15 JANUARY 9, 2015



the department of student life inspiring success | utsc-studentlife.ca



# About Us

The Department of Student Life (DSL) creates opportunities dedicated to the holistic development and empowerment of students.

Our goal is to create opportunities for engagement that will contribute to the development of life time learners, leaders, and agents of positive community and global change.

#### STUDENT DEVELOPMENT

The Department of Student Life and the International Student Centre work collaboratively with students, faculty, and staff to enhance the student experience and build a vibrant community. In total, the professional student development team includes 13 dedicated full time staff (5 in ISC and 8 in DSL - with one term position externally funded. The team uses their diversified skills and expertise to support a dynamic peer education and social justice model that provides exceptional studentfocused services and programs, thereby creating a vibrant campus life.

## STUDENT STAFF & VOLUNTEERS

In 2014 DSL remodeled recruitment, hiring, training, and leadership development for all volunteer and work-study positions using a carousel interactive hiring process. DSL embraces an experiential peer education peer-to-peer model that promotes Our volunteers and workengagement. study students receive on-going training and development through monthly workshops; topics include study abroad opportunities, facilitation skills, and discover personal leadership style.



# Department of Student Life



During 2014-15, the Department of Student Life (DSL) collaborated with many partners including the Office of the Dean & Vice Principal (Academic), Registrar's Office, Admissions & Recruitment, Student Affairs departments, Alumni Relations, the Scarborough Campus Students' Union and other student organizations, and the external community, to develop programs and initiatives that aim to enhance the student experience at UTSC. Program areas include Leadership Program; First Year Transition and Orientation; First Generation Program; Campus Groups; Community and Civic Engagement; Study & Research Abroad; International Education and Awareness; English Conversation Practice; International Student Immigration and Transition programs.

In 2015-16, the DSL will continue to evaluate student needs and initiate opportunities to empower students in developing innovative programs and events that create meaningful student life experiences within an equity framework.

The DSL is a key contributor to the overall success of enhancing the student experience strategically. Building on the 2014-2015 direction and existing programs, the DSL achieved the following:

- Enhanced experiential learning opportunities for UTSC students including hiring over 100 work study positions; recruited and trained over 350 volunteers
- Increased interactive online and social media presence with a total of 1,456 Twitter followers and 1,277 Facebook likes. Website hits grew by 131,418.
- Added new workshops for all students including more than 8 new weLead workshops, an experiential learning trip on an Aboriginal reserve and intercultural and transition workshops for international students and newcomers to Canada.
- Outreached to 100% of incoming first year students in First Year Experience Program. Also, secured external funds to offer additional academic peer mentoring to 225 first generation UTSC students.
- Implemented new policies and standardized procedures mandated by Citizenship and Immigration, including ISC responsibilities and hired a Certified Immigration Advisor to provide legal advice for international students.

Over 350 volunteer positions available in DSL and 100 paid positions

Over **500** new Twitter followers

The Student Life site received **1,015,226 total hits** for 2014!

UTSC Campus Affairs Committee - Operating Plans —UTSC Student Affairs and Services



### **International Student Centre**

The International Student Centre (ISC) supports newcomers to Canada, both international and new immigrant students, as well as all internationally minded students.

The participation in Study Abroad programs by UTSC students has seen a 10% increase in the past year, in Summer Abroad as well as the Student Exchange Program.

While there is, a targeted projection of 17% international students by 2018, the current total population of international students in 2014 has already increased to over 15.5%. This means that there are approximately 1950 international students and over 1550 new immigrants at UTSC. In order to meet UTSC's academic expectations and international students' goals, the ISC has worked collaboratively to implement new programming aimed at helping international students to successfully adjust, avoid academic jeopardy, and enjoy their UTSC student experience.

INTERNATIONAL STUDENT CENTRE BY THE NUMBERS				
4100+	Student 1 on 1 advising appointments and face to face inquiries			
139%	Increase in participants in the Student Exchange Program for regular semester exchanges			
10%	Increase in participants in the Summer Abroad Program			

- Intensification of pre-arrival outreach for international students, and implemented of area pre-scheduled "first-semester check-in" appointments program
- Launch of C3 Conversation, Culture & Community program to couple culturally relevant group sessions with one-on-one conversation practice.
- Expanded inter-cultural workshops and activities linked to the CCR informed by research in the field. Over 100 students and student-staff completed training to date.





### Leadership Program & Co-Curricular Record

The Leadership Program (LDP) offers diversified learning and engagement opportunities through three certificate streams: iLead, uLead, and weLead. Inspired by The Social Change Model our Leadership Development Program continues to offer learning and engagement opportunities for students outside the classroom. In 2014, the Leadership Program implemented a train-the-trainer model where work-study students created, developed and facilitated workshops for their peers. The program also collaborated with campus group leaders to co-present and act as guest speakers. LDP has also expanded to include workshops for Graduate students and increase participation from upper year students. This year, UTSC's CCR Record exceeded targets and validated the most number of students across all of U of T.

LEADERSHIP BY THE NUMBERS							
648	UTSC students validated in the CCR						
3	Grad workshops developed	Understanding Group Dynamics, How to Effectively Communicate and Resolve Conflict in a Group, How to Facilitate and Coordinate a Group					
498	Highest number of CCR activities listed to date						
8	New workshops and events provided in the weLead stream	Expressions of Faith: Race & Faith Dialogues, Out of the Box, Unfiltered Truth Talk, Dispelling Myths and Stereotypes of Missing Aboriginal Women					
400	Students participating in iLead	iLead: The Art of War Leadership Strategy, Improv Communication, Finding Nemo- Mission, Vision and Value building					

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### **Campus Groups**

Student organizations and leaders contribute to the intellectual, political, social, and cultural landscape of the campus, and are a core element of a vibrant student life. The DSL provided guidance, support, and risk assessment to help student groups meet their goals and engage students at UTSC.

In 2014, there were 186 recognized student organizations and 1042 unique approved events; that is an average of 20 student-led initiatives every week! Events increased in quantity, scope, and scale. The DSL continued to provide one-on-one guidance, campus group consultation, leadership workshops, and the uLead Conference to strengthen the leadership and event planning skills of student leaders.

UTSC CLUB CATEGORIES	NUMBER OF CLUBS	
Student Media	4	
Cultural	42	
Student governance	3	
Service	5	
Recreation	32	
Journalism	3	
Athletic	8	
Community	56	
Academic	33	
TOTAL	186	



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### **First Year Experience Program**

The Department of Student Life cultivates strong communities. Our First Year Experience Program (FEP) seeks to help first year students connect to the campus community through mentorship, peer academic support, and events that highlight how to be successful in academic and student life. The DSL strategically outreaches to all first year students, ensuring that incoming first year students have a positive interaction with UTSC before beginning their studies. This includes summer events, emails, and peer-to-peer telephone contact. This year, over 800 students participated in the First Year Experience program. 150 volunteer mentors supported 611 first year mentees and attended weekly and monthly learning communities, with regular networking/outreach events. The MTCU grant contributes significantly to funding the additional student leaders and academic events.







First year students and their mentors attended a social event hosted by the First Year Experience Program (Sept & Oct).

Attendees were at October's 6 Week Celebration in collaboration with the launch of the U of T Co-Curricular Record, with 50 of them being first year students.

MANAGEMENT REPORT 2014–15 9





<u>Dine with Your DSA</u> gave first year students a chance to meet with student leaders in 8 departmental student associations in September.

<u>Management Smart Study Group</u> was a partnership between DSL, Department of Management and Centre for Teaching and Learning, geared at helping first year students create study groups for academic success!



### **First Generation Program**

Extra attention and support for first generation students is possible through the MTCU external funding. As part of First Year Experience Program, the First Generation Program specifically aims to assist those who are first in the family to attend university in Canada. All first generation students in the program receive a weekly email from the Learning Strategist informing them of upcoming workshops offered by various campus departments. On a tri-campus level, a mid semester learning needs assessment was completed to assess student progress and inform programming.

The First Year Experience Program hosted programming during Fall Reading Week as well through study café sessions with Peer Academic Coaches. The First Generation Program at

# 225

First year, first generation students were matched with an upper year student in September.

### 3399

Text messages and phone calls were exchanged between Peer Academic Coaches and first year, first generation mentees throughout September and October to ensure that students were transitioning successfully into their undergraduate journey at UTSC.

### The First Generation Program at UTSC has five key components:



#### **Fall Orientation**

The DSL works collaboratively with SCSU and campus partners to ensure First Year students have a successful transition to academic and student life. This year's SCSU theme was "The Awakening".

- ✓ 88% of students agreed or strongly agreed that participating in Orientation allowed them to learn more about UTSC while meeting new people/making friends.
- ✓ 92% of students agreed or strongly agreed that participating in Orientation allowed them to meet new people/make friends!







### **Community Engagement**

Imani Academic Mentorship Program | Indigenous Programs | Inter-Faith Programs | Community Outreach |

#### COMMUNITY PROGRAM OVERVIEW

Department of Student Life has developed strong community partnerships to support community needs and create meaningful leadership opportunities for UTSC students. 15 key partnerships and collaborations contribute to 4 different community engagement initiatives. Over 88 students volunteer in community engagement opportunities, that build leadership and a sense of social responsibility, on a weekly basis. UTSC students volunteer over 5000 hours a year and will receive recognition for leadership and community engagement through the CCR. The MTCU grants and private donations significantly contributes to the growth and development of these initiatives and jobs for students.



Key

**Events** 

Weekly community outreach opportunities at 10 sites in Scarborough.

Indigenous Programming: Weekly Learning Circles, Community Pow Wow at Maple Wood High School, 3 day Indigenous Experiential Trip to reserve (Waawaahte Northern Lights), weekly visits to Family and Child Native Centre.

> Community Outreach: Storefront Community Leadership, Race to Success Symposim, Student Led Conferences

Multi-Faith Programming: Monthly open dialogue sessions, inter-faith dinner, multi-faith training certificate

Imani Academic Mentorship Program: Monthly Day in the Life events for high school students.

**UTSC Student Participation:** 88 **Paid Student Opportunities:** 33

12 MANAGEMENT REPORT 2014-15



#### **Developing partnerships through Indigenous Elder (through MTCU grant)**

Cat Criger is an Aboriginal Elder, Traditional Teacher and Mentor of the First Nations People. Cat comes to UTSC twice a week to facilitate the Learning Circles and support the Indigenous education and awareness on our campus. He meets 1 on 1 with all students, staff and faculty. He also mentors and supports our Indigenous Student Association. Cat has collaborated with numerous organizations to raise awareness and promote Indigenous cultures, in addition to providing opportunities to the Indigenous community. He is Cayuga (Guyohkohnyoh) - of the Turtle Clan from the Six Nations Haudenosaunee (People of the Longhouse).

This semester we invited Traditional Teacher Lee Maracle to lead a learning circle on "Dispelling Myths and Stereotypes of Missing and Murdered Aboriginal Women." Cat provides all UTSC students ongoing access and support through the bi-monthly learning circles and lunch & learns on campus. Off campus, Cat led a 3-day "Experiential Journey" organized in partnership with UTM. In 2015, the event will be in its sixth year. Staff and students engage with the community and learn about the customs of First Nations People. The impact of The Waawaahte Northern Lights Initiative was profound for students and will continue next year.

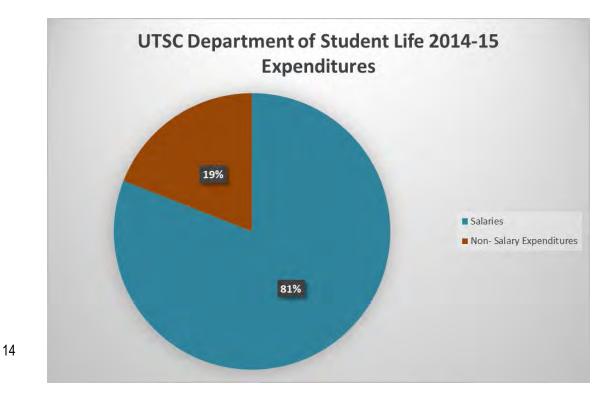
"This trip gave me the opportunity to open my eyes to a part of Canadian culture that I would have never seen before. It was truly enlightening, and was an experience I will never forget."

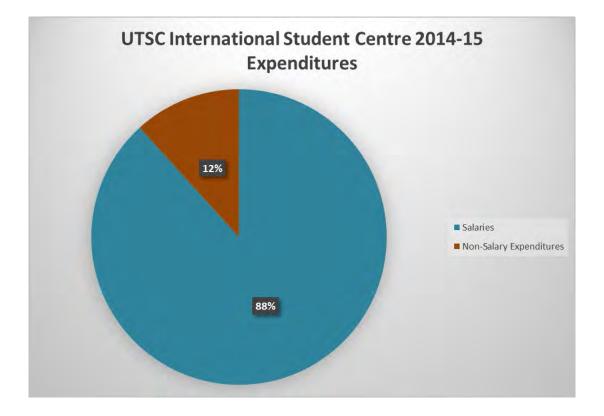
-The Waawaahte Northern Lights Student Participant.

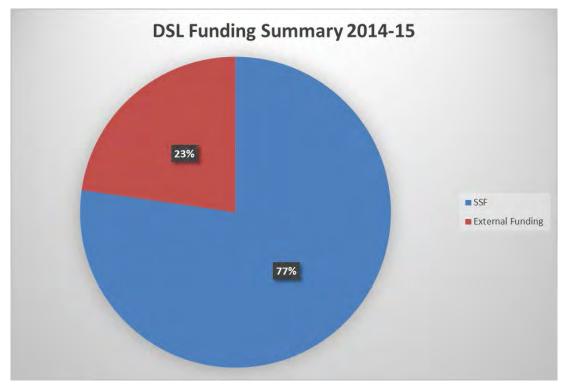


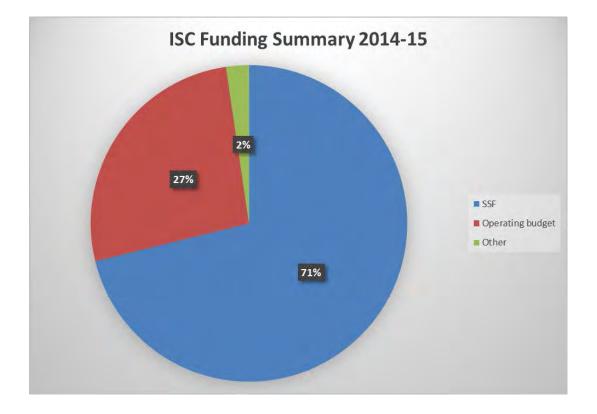
# Budget Forecast 2014–15

The 2014-15 DSL budget, funded by Student Service Fees (SSF) is \$26.84/ FT Student. The 2014-15 ISC budget is \$15.39/FT Student.









# A Year in Review 2014-2015

#### ENHANCING STUDENT EXPERIENCE

Continue working collaboratively across UTSC community, tri-campus, and external community partners to create diverse opportunities that build community and enhance the student experience.

- Increased 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> year student participation, as well as graduate student, in the DSL and ISC programs and services by 100 additional participants (volunteer and paid)
- Continued to support club activities on campus by enhancing the leadership abilities of student club executives though workshops and CCR opportunities.
- 50<sup>th</sup> Anniversary Student Legacy Fund contributed to an increase in UTSC student engagement and group activities; including increase in room bookings, funding applications, workshop participation, and student-led conferences and large events
- Enhanced DSL student participation in community and equity initiatives by 10 events to include partnership with faculty, community, students, and staff
- Continued to work within tri-campus committees, and manage UTSC Local CCR Committee and increased Co-curricular Record activities at UTSC by 220

#### INTERNATIONAL EDUCATION AND SETTLEMENT SUPPORT

- Enhanced academic transition initiatives and intercultural acculturation programs for all students through leadership workshops, group sessions, and one on one advising ensured all first year international students were connected to an ISC advisor and UTSC resources
- Increased student exchange and study abroad applications, as well as, increased outbound/inbound student participation by 10%

#### CONNECTING TO STUDENTS

- Increased amount of educational webinars and available for students via the International Student Centre website
- Improved IT platforms through new club booking system and piloting CLN for ISC advising.
- Enhanced academic transition initiatives and intercultural acculturation programs for all students through leadership workshops, group sessions and one on one advising

MANAGEMENT REPORT 2014–15 17

# Priorities for 2015-16

#### ENHANCING STUDENT EXPERIENCE

- ✓ Expand community based student opportunities by 40 and increase 5 weLead workshops and events
- ✓ Administer Co-Curricular Record and Local CCR Committee at UTSC, offering 500 CCR activities
- ✓ Focus on enhancing first year transition initiatives by expanding outreach and supportive resources to first year students
- ✓ The DSL will continue to develop opportunities to increase number of senior student participation (volunteer, paid and work-study experiential opportunities) by 100

#### INTERNATIONAL EDUCATION AND SETTLEMENT SUPPORT

- ✓ Continue to enhance intercultural and acculturation initiatives for international and domestic students, outreaching to new immigrant students by offering 5 additional workshops
- ✓ Increase student exchange/study abroad applications by 10% using university wide partnerships, and student ambassadors

#### CONNECTING TO STUDENTS

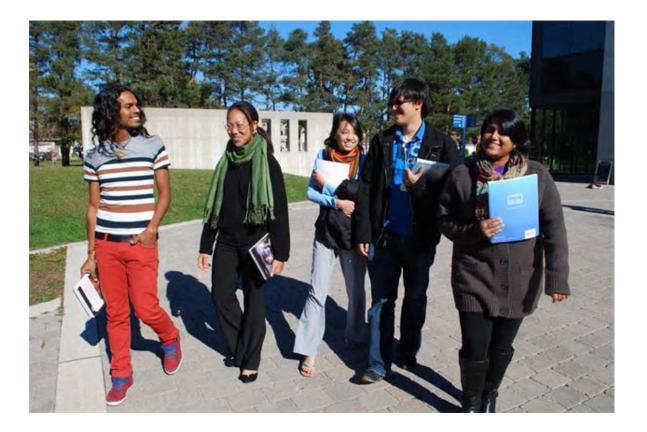
- ✓ Create 5 additional educational and leadership webinars and videos via the DSL website
- ✓ Establish an assessment strategy and administer surveys and focus groups focusing on student involvement and needs

# Proposed Budget for 2015–2016

In 2015-2016, the DSL and ISC will continue to maintain existing programs that diversify student engagement activities and supports, with a focus on student-centered, community building, social justice, and experiential learning opportunities.

Overall, as student enrolment increases, and students become engage, the demand on DSL and ISC staff and resources will continue to raise challenges throughout the 2015-16 year. DSL will continue to creatively manage resources and space, and explore external funding to supplement programs and services (including MTCU, Green Path, and alumni)

The DSL and ISC will maintain programs and initiatives, as well as focus resources on enhancing existing initiatives that increase student participation and involvement.





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**APPENDIX 5** 

### ACADEMIC ADVISING & CAREER CENTRE Management Report 2014 - 2015





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### ABOUT US

The Academic Advising & Career Centre

(AA&CC) is the central advising department for the University of Toronto Scarborough (UTSC) and is one of only a few centres of its kind in Canada. Going beyond co-location of services, the AA&CC integrates developmental academic advising, learning skills support, career counselling and employment coaching through experiential learning programs, services, events and resources. The AA&CC team actively collaborates with academic departments to foster enhanced alignment and seamlessness for students. The team also works with campus partners to champion new initiatives and remedy systemic barriers across campus, which enhances student success and the student experience at UTSC.



### OUR PRIORITIES

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In alignment with the UTSC strategic directions, the AA&CC is guided by the following priorities:

**1.** Foster students' academic and career success through programming and services that leverage strategic collaborations, align with academic priorities and increase student engagement.

**2.** Establish the AA&CC as a hub of expertise and resources for student advising, learning skills, employment and career development, grounded in research-based best practices.

**3.** Expand experiential learning opportunities which support students' knowledge and skill development, connections with employers and alumni, and engagement as local and global citizens.

**4.** Foster a high performance team culture of sustainability, transparency and accountability in the use of University resources when delivering student-centred services and programming.

AA&CC MANAGEMENT REPORT

### WE ENGAGE & EMPOWER STUDENTS

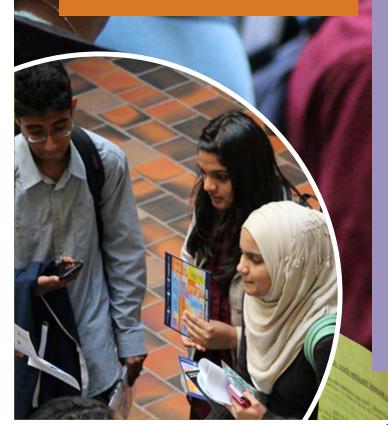
Focusing on **student success**, the AA&CC's services are organized around four pillars of student learning and decision-making: academic advising, learning skills, career counselling and employment coaching. We support students with workshops, 1-on-1 appointments, experiential learning programs, events and resources from the time they enter UTSC through to their graduation. Many of our career and employment services are also available to recent graduates.

### COLLABORATION

The AA&CC's success in serving students and in working to improve and expand offerings is due in large part to our collaborative and consultative approach with faculty, staff and students. The AA&CC has played and continues to play a lead role in creating a community of practice for advising professionals across the campus. This includes leveraging the University of Toronto's tri-campus structure to share career development resources and best practices, while working to foster a more seamless tri-campus experience for students, employers, faculty and staff.

#### ENERGETIC & COMMITTED PROFESSIONALS

The AA&CC team includes 21 fulltime professional staff who support students with their learning, developmentand success. Dedicated to continuous improvement and professional development, the team actively works to enhance student-centred approach and strengthen our theoretical underpinnings. We are proud of the team's various contributions to their fields, such as published articles, conference presentations, and chairing/participation for UTSC and tri-campus committees. The team's positive energy, tireless commitment to students and sense of fun helps to make the AA&CC's challenging and fast-paced environment a great place to work!





### STUDENT STAFFING

We believe in the strength of peer-to-peer connections and embrace a service delivery model that includes peers as a pivotal element of the AA&CC team.

• In 2014, we engaged 11 senior student peer coaches to provide study skills and resume critique coaching for students throughout the year, and to undertake outreach and awareness building activities across campus. We also changed our peer program from a volunteer to a paid model in 2014.

• Our Get Started academic orientation program employed 20 senior student coaches, a key success factor for engaging incoming students and building their confidence as they transition to studies and life at UTSC.

• We hired 20 Work Study and casual student staff and provided them with opportunities to develop their skills and experience in areas such as front desk service/advising, event coordination, and marketing and communications.

### HIGHLIGHTS 2014

2014 has been another progressive and energizing year for the Academic Advising & Career Centre (AA&CC). We have worked to solidify our role as UTSC's core academic and career advising department, with a robust and holistic student-focused model and a commitment to building a community of practice for advisors across the campus. We have continued to refine our service delivery model and structures as we align resources to maximize value and services for students. Our **Student Success**-focused efforts in working with campus partners to support the removal of systemic barriers, connect with academically at-risk students, and to improve the student experience have continued to be fruitful, and provide a solid framework for ongoing dialogue and action moving forward.

The AA&CC's most noteworthy achievements for 2014 are as follows:

We launched our new	Our Get Started academic	Our student success	We saw representation
Specialties model to	orientation program	pilot projects, supporting	from all UTSC academic
reinforce our alignment	expanded to 2,262 student	academically at risk	departments for Choosing
with UTSC's academic	participants and 755	students, are expanding	Your Program Month
departments, which aims	parents/ guests, and we	with the addition of new	activities, which continues
to foster student success,	created a new Get Started	first year courses to the	to foster improved
strengthen communication	video to build excitement	project and development	decision-making for
and enhance the student	and anticipation for Get	of a UTSC Academic	students' academic
experience	Started 2015	Advising Syllabus	program selection
We have worked to strengthen the Career Learning Network (CLN) system and expand its use with campus partners, such as the International Student Centre (ISC)	We are in the process of launching the Research Catalogue pilot project via the CLN system in collaboration with the Office of the Vice-Principal, Research and key faculty champions	Three members of the AA&CC team were recipients of the University of Toronto Excellence Through Innovation Awards as members of the tri-campus Career Learning Network and UTSC Flourish project teams	

With the AA&CC's progressive momentum and drive to achieve, we look forward to 2015-16 with eager anticipation for a promising year ahead!

#### DID YOU KNOW?

Approximately 85% of students reported feeling more knowledgeable about our workshop topics after completing AA&CC workshops.

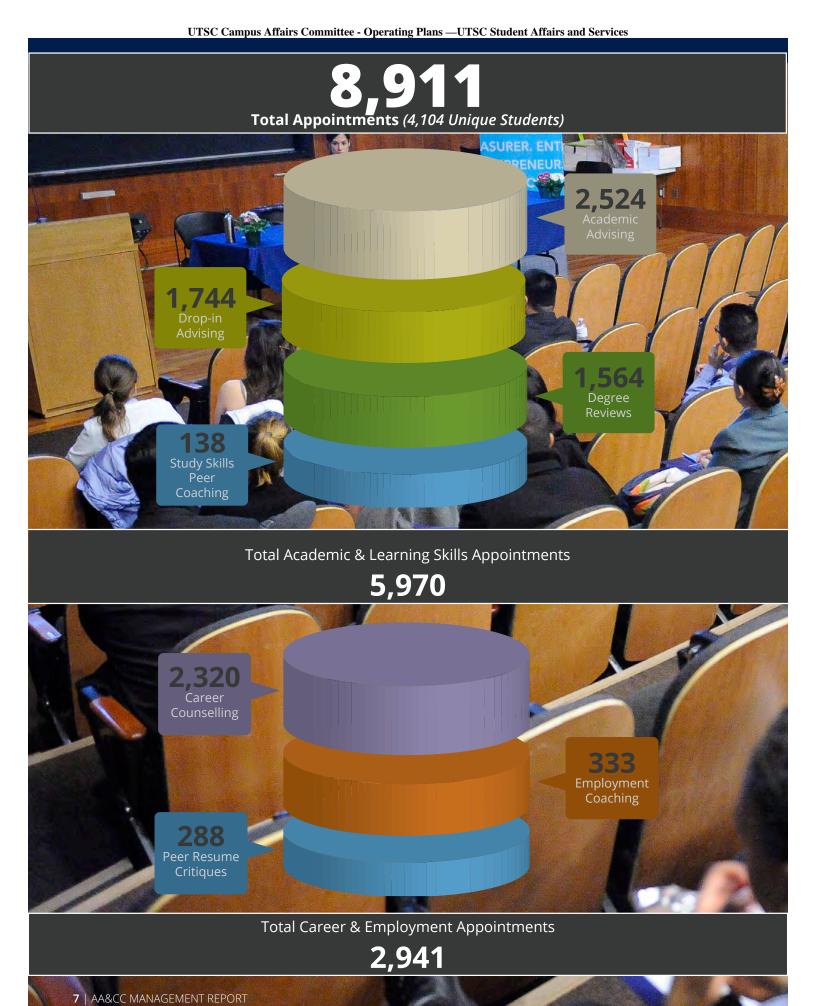
5 | AA&CC MANAGEMENT REPORT

### EVENTS & WORKSHOPS



#### DID YOU KNOW?

Approximately 85-90% of AA&CC workshops are rated as 4/5 or 5/5 in terms of facilitation, content and resources.



### R PROGRAMMING Cen Started 20

between June and August 2014 (weekdays and action. We were fortunate to have Principal and weekends). In addition, 1,762 people accessed Vice-President, Bruce Kidd join us to welcome the Get Started course selection modules online students, parents and guests to UTSC. between May 1st and October 17th, 2014, with the largest number of "hits" coming from The program garnered broader external Canada, China, Hong Kong, the United States, attention when a Get Started article was featured India and the United Arab Emirates.

There was a continued focus on students' successful transition to, preparedness for and engagement in the UTSC community, with partners, tremendous energy from the 20 Get revamped presentations and updated versions of our interactive online modules. Programming continued with a fun and informative approach, with strong peer-to-peer components to foster a sense of belonging and connection. Get Started included targeted parallel programming for parents and guests, and days geared specifically towards the unique concerns of transfer students and international students.

The AA&CC's Get Started academic orientation program continued to grow with 2,262 incoming students (an increase of 200+ student attendees from 2013) and 755 parents/guests joining us

in Ken Steele's Academica Top Ten newsletter in July 2014. Again this year, the success of the program would not have been possible without the wonderful commitment from our campus Started peer coaches, great facilitation by the AA&CC team and colleagues, and the tireless efforts of the Get Started Committee.

### 2,262

**Incoming Students** 

Online Get Started **Course Modules** 

1,762

755

Number of Parents/Guests

### osing Your Program

We hosted our annual Choosing Your Program Month in March 2014 and were pleased to have representation from the full range of academic departments at UTSC. Through continued collaboration with our faculty and staff campus partners, we worked to expand the number of events and sessions with the goal of orienting first year students to the range of exciting program options available at UTSC. 1,525 students participated in 31 events and sessions

this year, which included program information sessions, open houses, workshops and chat sessions. Choosing Your Program Month continues to gain momentum each year with the breadth of activities, but we also endeavour to weave messaging and information about choosing your program for students more <u>extensively</u> throughout the year.

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### 31

Events & Sessions for Choosing Your Program

# **〔1,525**〕

Students who participated in Choosing Your Program Month

### 100

Students engaged with an Academic & Learning Strategists in the classroom

9 | AA&CC MANAGEMENT REPORT

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We hosted our award-wa Hire Power conference in April 2014, which we start sted of a 3-day series of interactiv ars, workshops, panel discussions and king events for senior students and nev graduates Participants received the opportunity to both learn and practice strategies, tools and skills to find and keep work, and to remain competitive in a challenging global market. Based on the common theme of the new graduate perienc Power participants were immersed in topics such as job search, resume and cover letter huilding, personal branding and metworking, interviewing and industry awareness. Our sponsors, the Chartered

Professional Accountants of Ontario (CPA) (previously Certified General Accountants of Ontario) helped provide a number of high-profile speakers. One of the most wellreceived sessions was facilitated by our Dean & Vice-Principal Academic, Rick Halpern, who shared the fascinating evolution of his career and insightful advice for students about their exciting journey ahead. Overall, Hire Power 2014 was a tremendous success with over 433 attendees (174 unique participants) and our aim is to further expand participation in 2015.

Average Daily Number of Participants **144**  Total Participants **433** (174 unique participants)

#### Participating Students by Program:

Social Sciences - 26%

Management & Economics - 23%

Humanities - 17%

**Biological Sciences - 16%** 

**Physical Sciences - 10%** 

Computer Science & Math - 5%

AA&CC MANAGEMENT REPORT | 1

"This conference was honestly a helping hand that reached down, picked me up and made me feel validated as a (scared) student who had just finished the final exam of my undergraduate degree only 4 days prior to the conference. Many many thanks!"

### STUDE

#### **Early Alert Projects**

We continue to work closely with the Office of the Dean Academic; Registrar's Office; Depart nt of Computer & Mathematical Sciences; and Department of Physical & Environmental Sciences for our student success pilot initiatives. For 2014, we have been actively reaching out to 892 pre-probation students in collaboration with the Registrar's Office. Through this collaborative approach to comm n, our aim has been to ensure that students are aware that they are at risk of academic probation, but also to encourage them to take advantage of range of UTSC support services offered by A&CC, the at a provide departments, and the or Teaching & Learning (CTL), among

m for our ongoing early alert pilot project be to raise awareness and educate students academically at-risk about resources available to them through their academic department, the AA&CC and others; along with the importance of making informed decisions so that they can successfully progress and complete their courses and degree. For 2014, we furthered our work with key faculty members to engage with the classes in person, and to send out targeted and timely communications to the students in their courses. In total, we reached out to 1,616 students during the year through in-class visits and emails. The Department of Computer & Mathematical Sciences (MATA32H) was our founding partner and we were pleased to expand the program to include

SUCCESS

the Department of Physical & Environmental Sciences (CHMA10H). Our aim is to broaden these efforts with at least one additional academic department in 2015.

#### **Other Initiati**

A UTSC Academic Advising Syllabus has been created for the purpose of delineating the roles and responsibilities of both the advisor and advisee within the context of the advising relationship. We have also launched the Student Success Caucus, a campuswide collective c / student service providers charged with sharing current student success initiatives, communicating best practices and identifying opportunities for collaboration. We have worked to expand the represent of academic departments for Choosi Program Month given that well nformed program selection is known to be a student success factor. We have also continued to participate in the Flourish assessment project which won a University of Toronto Excellence through Innovation Award in 14, and focuses on student strengths in the context of success and retention.

DENT AFFAIRS



#### Service Embedding

The AA&CC's collaborative service embedding for 2014 included employment coaching, academic advising, networking events, resource development, and a host of workshops with campus partners such as the Department of Management, Management Co-op, Arts & op, International Student Centre Scien (ISC), Centre for Teaching & Learning (CTL) increased referrals and student engagement; and Residence. Two of our newer examples this year were the MyBBA career development program, which engaged 621 students, and the a Boss esademic success workshop members. Study Like series, which saw 41 students. We also have an ongoing partnership with the Arts & Seiense Coop office to have of orkshops recognized for students in meeting their Navigating the k (NWOW) requirements.

t the International Student Centre (ISC), we ontinued to facilitate our workshops aimed at eloing students familiarize themselves with ob search and work in the Canadian context. We continued our strong connection with the Centre Concerning & Learning (CTL) to develop audent programming and (EP) promotion of our services. Our ons with CTL included workshops in the area of graduate student professional skills and career development, and new faculty professional development.

We have also worked with Athletics & Recreation to launch embedded service delivery for the student athletes in study hall at UTSC starting in 2015, which ncludes monthly visits by AA&CC staff and a s well with our new model for wrap-around support for high performance and varsity student athletes. For the year ahead,

our aim is to continue contributing to UTSC's growing reputation as a top academic choice for high performance and varsity student athletes, while supporting their academic and athletic success during their time at UTSC.

Our embedding and collaboration efforts nave contributed to improved awareness of he AA&CC's programs, services and events; trengthened collaborations with campus partners; and enhances relationships with employers, alumni, and other community,

### EXPERIENTIAL LEARNING

The AA&CC team is actively working to blend experiential learning into all aspects of our programming and services, which builds upon the impactful experiential and work-integrated learning programs and events we already have available for UTSC students.

#### **Partners in Leadership**

Offered collaboratively by the AA&CC and This exciting new career exploration program Development & Alumni Relations Office, the Partners In Leadership mentoring program runs annually with students being paired with a UTSC limnimentor (75 students and 69 mentors in 2014) Students in the program acquire insight advice from experienced and successful UT C alumni, begin to establish a network of sional contacts, and gain support with their transition into the workplace.

#### Extern

The tri-campus Extern job shadowing program fosters career exploration and reflection by sending students out on placement in a career rea of interest. The program is designed to help students gain insight about themselves, get firsthand exposure from professionals, and use this experience to help inform their future career and to develop their network. The AA&CC is a key partner in the program and this year provided job shadowing placements to 121 UTSC students. As in past years, the students participating in Extern attended a career orientation and professionalism briefing in addition to their job shadowing experience.

#### Work Study

The AA&CC continues to manage the Work Study program for UTSC working closely with our tricampus partners. This year 422 students were hired on campus over the summer, fall and winter terms.

#### In The Field

introduces groups of students to the various careers that can be found within one organization via a field trip style excursion. This experience includes an information session and ample opportunity for UTSC students to ask questions and engage in dialogue onsite with the organization. Employers in 2014 included the Centre for Addiction and Mental Health (CAMH) and the Ontario Shores Centre for Mental Health Sciences.

#### **Career Exploration Panels** and Networking

Our series of 21 career exploration panels and networking events were offered throughout the year, and leveraged opportunities for employers and alumni to share their career stories and industry information. These events also provided students and new graduates with opportunities to strengthen their networking skills and develop connections.

#### Multiple Mini Interviews (MMI)

The AA&CC's innovative Mock MMI session simulates a Multiple Mini Interview process, which is common for medical and professional programs. It allows students to practice answering various MMI-type questions at different mock interview stations. The workshop is experiential from beginning to end. Students receive individualized feedback on their performance from each interviewer at the end of the workshop. In 2014, 24 students had the opportunity to engage in this robust experiential workshop.

### ONLINE PRESENCE

### Social Media

The AA&CC continues to leverage chat, email and social media as part of our evolving strategy for increasing our connections with students. Our AA&CC Facebook page saw 514 new "Likes" in 2014, resulting in a grand total of 1,733 "Likes". 2014 saw the successful re-launch of the AA&CC Twitter with 238 new followers. Our wonderful team of student staff also worked to make connections with students through posts on our AA&CC Blog. The personal element, and appeal of original content to students, was reflected in over 3,700 views on our various posts by our student staff.

#### 514 mber of new likes for AA&CC

Facebook Page from May 1st, 2013 to April 30th, 2014. (1.733 Total)

### 238

Number of new Followers for AA&CC's **Twitter** account from May 1st, 2013 to April 30th, 2014 (680 Tweets)

### Career Learning Network (CLN)

The tri-campus CLN system is well underway and now houses the breadth of internal University of Toronto and external employer job postings for employment and volunteering, including Work Study and research opportunities. The system also houses experiential learning opportunities, academic and career workshops, and appointment offerings. We have worked with the Office of the Vice-Principal, Research and faculty colleagues to develop a resource for UTSC students, which catalogues class-based research opportunities in CLN and plan to launch this pilot project in 2015. In addition, the International Student Centre (ISC) has come on board with CLN, which is fostering a more seamless experience for students and has strengthened communication and collaboration between the departments. We are also pleased to share that the CLN tri-campus team won a University of Toronto Excellence Through Innovation Award in 2014.

### Website



Over the last several years, the AA&CC has made tremendous strides to improve our website and enhance our marketing and communications strategies. In 2014, we implemented a heat mapping initiative to monitor "hot spots" on our website. We discovered that the most popular areas of our website are the Students section, Employment Opportunities (link to CLN) and the What Can I do With My Degree? tip sheets. This heat mapping data has been and will continue to be incredibly useful for informing our website revisions and enhancements.

# Videos

For 2014, we've continued to build our collection of videos with the addition of the *Get Started 2014 Recap* video, which will also be used to invite incoming students for Get Started 2015. Our well-recieved videos from years past continue to gain viewership. The *What is Your Tomorrow?*, *What is Your Passion?* and *Dear First Year Me* videos have continued to draw traffic in 2014.

Get Started 2014 Recap 552 Views Dear First Year Me 2,616 Views What is Your Passion? 636 Views

4th

ember 29th 2013 to Apri

What is Your Tomorrow? 2,394 Views

SHS HOUTE

194,817

Number of page views for

15 | AA&CC MANAGEMENT REPORT

# BUDGET 2014 - 2015

The AA&CC's \$2.37 million budget is funded by the Student Services Fee (64.5%), university operating support (33.8%) and other sources (1.7%). Staffing represents 90.2% of our annual budget and includes salaries, wages and benefits for full-time, contract and student staff.

This has been another progressive and energizing year for the Academic Advising & Career Centre (AA&CC) and the financial forecast is projected to remain within budget. Based on the support of the Council on Student Services (CSS) in 2014, we were able to hire the Manager, Employment & Community Engagement as a full-time continuing position. Additional expenditures this year have been focused on replacing outdated computer equipment and furnishings; increased hospitality and general services related to expansion of fairs and events; professional development for staff to enhance their skills and improve the quality of service provided to students; and casual salaries for hiring an Academic & Career Assistant to aid with peak periods and a Marketing & Communications Coordinator to assist with the AA&CC's marketing initiatives. Costs were also incurred for the continued enhancement of the AA&CC's website. In addition, the AA&CC progressed with the renovation of BV 360 (existing space) to create more work stations and to improve functionality for student services and operations.

Student Services Fee

64.5%

University Operating Support Other Revenue/Funding

TO STAR

AA&CC MANAGEMENT REPORT | 16

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### PRIORITIES 2015-2016 Student Success

- Continue strengthening our new Specialties model and alignment with the academic departments through collaborative programming, enhanced communication and information sharing.
  - Leverage and expand the full capabilities of the Career Learning Network (CLN) system. Work with the Office of the Vice-Principal, Research and faculty champions to launch the UTSC Research Catalogue. Continue to explore prospects for other campus colleagues to utilize the system in their work with students, and research the feasibility for CLN to support a campus-wide approach to advising.
  - Continue to play a leadership role in fostering a community of practice and bringing together advising professionals from across the campus.
  - Working closely with our campus partners, review, strengthen and expand our student success and at-risk student pilot initiatives. Make strides to formalize the associated processes and resources to maximize impact, data collection and potential scalability. Broaden our employer and alumni engagement to increase opportunities for students and new graduates to expand their networks, develop their skills and gain experience, while helping to raise the profile of UTSC and our students.

nd our experiential and work-integrated learning programs and opportunities for

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xplore and expand online resources and mixed modes of delivery, with an an directed learning.

### **/isibility & Awareness**

- With a focus on increasing engagement and awareness of the AA&CC's range of programs, services and events with students, faculty and staff, continue to strengthen our marketing and communications efforts. This includes expanding our online presence and leveraging a multi-media approach to outreach.
- Develop targeted plans to move forward with our staff Specialty areas for outreach, collaboration and resource development with academic departments and other campus service providers.

Continue to explore apportunities through our Specialties model to engage with faculty and staff to connect with students in the classroom and embed services more broadly campus.

### Excellence, Accountability, Operational Efficiency

Foster a student-focused commitment to excellence by continuing to challenge ourselves and our colleagues on campus to "raise the bar" for the student experience. Establish clear metrics and strengthen processes for data collection, analysis and reporting, which support a philosophy of transparency, sustainability and evidence-based practice. Continue with our annual strategic planning process and create staff development plans, which foster clear priorities and paths to success.

- Work to finalize the realignment of the AA&CC budget structure with departmental operations to improve transparency and reporting, and to strengthen long term planning.
- Identify and prioritize our opportunities for growth and development as a team and as individual practitioners; undertaking plans to bridge gaps and leverage opportunities for professional development.

**DID YOU KNOW?** Approximately 25% of students are referred to the AA&CC by other students and nearly 21% are referred by UTSC faculty and staff...great word of mouth!

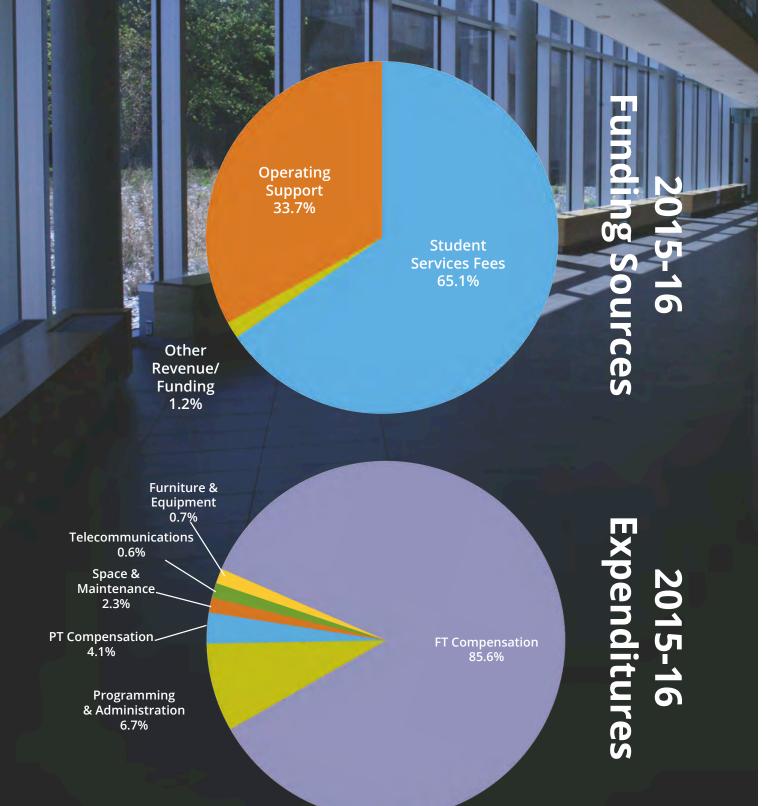
## BUDGET PROJECTIONS 2015 - 2016

The AA&CC team continues to work to solidify our role as UTSC's core academic and career advising department and our alignment with the academic departments. Moving to 2015-16, our aim is to continue to strengthen our student-focused programming and overall operations, with a robust and holistic student-service model and a commitment to building a community of practice for advisors across the campus. Although the AA&CC has added to its staff complement in the last year, notably with the addition of a Manager, Employment & Community Engagement, our challenge in meeting increasing student demand continues as our student population grows at UTSC and resource constraints tighten in the coming years.

This year, we are looking towards a small inflationary increase for our Student Services Fee (SSF) of \$0.52 for 2015-16. In addition to the priorities mentioned, plans for the 2015-16 budget year include the development of online modules and resources; a co-op student with IITS to assist with development of online tools; professional development initiatives for advisors across campus; and additional staffing for various projects and initiatives.



UTSC Campus Affairs Committee - Operating Plans —UTSC Student Affairs and Services



As per the charts above, if the AA&CC recieves our inflationary SSF increase for 2015-16, the Centre's budget is anticipated to be \$2.46 million; funded 65.1% by the Student Services Fee, 33.7% by university operating support and 1.2% by other sources, such as revenue, sponsorship and service agreements.

We foresee that our expenses and revenue for 2015-16 will remain largely consistent with 2014-15; however, we anticipate the following factors could impact our budget moving forward:

Expansion of AA&CC pillar programming, student success pilot initiatives, employer and alumni engagement, and experiential education opportunities/programming for students Renovation and furniture costs associated with retrofitting our current space to best meet our operational needs and growing student demand

2 Limitations with central support for marketing, communications, online resource development (i.e. web, video, interactive modules, etc.), which requires the department to work towards bridging some of those gaps internally (i.e. financial, resource and operational implications)

3 Improved alignment of our budget structure and resources with our operations, tighter financial controls, and improved metrics and reporting for the department Mandated salary increases; and staff leaves (e.g. maternity/parental leaves), with associated replacement staffing implications

6 Continued organizational structure changes to better align resources with operations and priorities, with associated changes in job evaluations

7 Increasing opportunities for student employment in the AA&CC

8 Exploration of potential sponsorship and grant opportunities

During this exciting time of transformation for UTSC, the AA&CC is committed to championing change, which leverages innovation, strengthens the student experience and fosters student success!



### Academic & Career Advising & Centre DIVISION OF STUDENT AFFAIRS

University of Toronto Scarborough AC213 - 1265 Military Trail Toronto, Ontario M1C 1A4

utcs.utoronto.ca/aacc

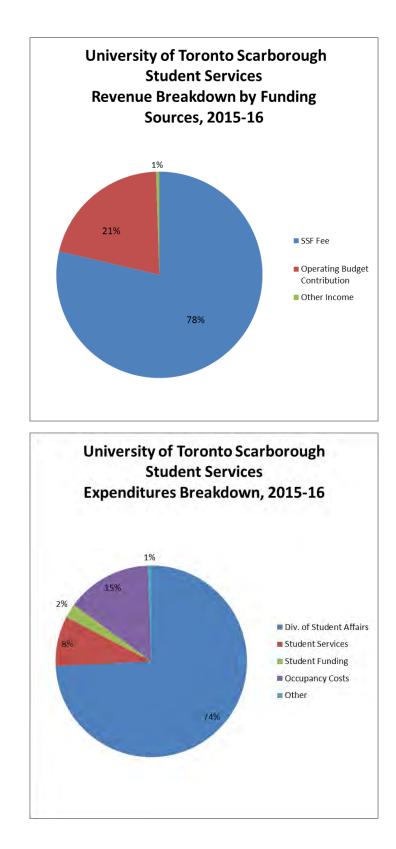
#### APPENDIX 7: STUDENT SERVICES EXPENSES BY AREA

University of Toronto Scarborough Student Services 2015-16 Proforma Expenses by Area

STUDENT SERVICE AREA	Salary, Wages & Benefits	Non Salary Expenses	Operating Budget Support	Departmental Income	Net Direct Costs	Occupancy Costs	Net Operating Expenses for Fee Purposes
Office of Student Affairs (UTSC)	562,163	104,824	205,817	-	461,170	2,545	463,715
Department of Student Life (UTSC)	613,085	135,455	-	-	748,540	5,213	753,753
ISC at UTSC	537,892	54,883	174,618	-	418,157	14,622	432,779
Academic Advising & Career Centre (UTSC)	2,206,499	197,421	828,294	30,750	1,544,876	56,393	1,601,268
Services							
Alcohol Education & Food Service Monitoring		32,500	2,500		30,000	-	30,000
Career Centre - (St. George Campus)	-	180,850	-	-	180,850	-	180,850
Fall Orientation	-	100,000	25,000	-	75,000	-	75,000
LGBTQ at UTSC	16,997	3,250	1,500	-	18,747	-	18,747
Student Centre Capital Reserve	-	38,047	-	-	38,047	-	38,047
Student Centre Operating Fund	-	130,000	-	-	130,000	-	130,000
Student Funding							
Student Services Enhancement	-	40,000	-	-	40,000	-	40,000
CSS Student Space Capital Enhancement Reserve	-	1,000	-	-	1,000	-	1,000
Accessability Enhancement Fund	-	18,000	-	-	18,000	-	18,000
Campus Life Fund	-	23,000	-	-	23,000	-	23,000
Partnership Fund	-	10,000	-	-	10,000	-	10,000
CSS Clubs Funding	-	10,000	-	-	10,000	-	10,000
Equity & Community	-	20,000	-	-	20,000	-	20,000
TPASC Clubs Funding	-	20,000	-	-	20,000	-	20,000
Student Space							
Space Occupied by Student Societies	-	-	-	-	-	780,424	780,424
Other							
Centennial Joint Program - Incidental Fees	-	30,387	-	-	30,387	-	30,387
Total, Student Fee Funded Departments and Service:	\$ 3,936,636	\$ 1,149,616	\$ 1,237,729	\$ 30,750	\$ 3,817,773	\$ 859,198	\$ 4,676,970

#### **Proposed to CSS**

#### **APPENDIX 7**



#### UNIVERSITY OF TORONTO

#### UNIVERSITY OF TORONTO SCARBOROUGH CAMPUS COUNCIL

#### **REPORT NUMBER 9 OF THE CAMPUS AFFAIRS COMMITTEE**

#### January 12, 2015

To the University of Toronto Scarborough Campus Council, University of Toronto Scarborough

Your Committee reports that it met on Monday, January 12, 2015 at 4:00 p.m. in the Council Chamber, Arts and Administration Building, with the following members present:

#### **Present:**

Ms Sue Graham-Nutter, Chair Professor Bruce Kidd, Vice President & Principal Mr. Andrew Arifuzzaman, Chief Administrative Officer Professor Rick Halpern Dean and Vice-Principal (Academic) Mr. Desmond Pouyat, Dean of Student Affairs Ms Erin Bradford Ms Kathy Fellowes Ms Teresa Gomes Professor William Gough Dr. Brian Harrington Mr. Kamal Hassan Ms Hannah Yukari Hori Professor Ken W.F. Howard Professor Sohee Kang Ms Jessica Paulina Kirk Ms Lydia V.E. Lampers-Wallner Ms Permjit (Pam) Mann Ms Charmaine Louise C. Ramirez Mr. Mark Henry Rowswell Ms Kirsta Stapelfeldt Ms Tammy Tennisco Mr. Larry Whatmore Dr. Helen Wu

**Non-Voting Assessors:** Ms Helen Morissette

#### Secretariat:

Mr. Anwar Kazimi Ms Amorell Saunders N'Daw Ms Rena Parsan

#### **Regrets:**

Dr. Jonathan S. Cant Dr. Tarun Dewan Professor Ping-Chun Hsiung Mr. Hussain Masoom Mr. Russell Polecina Ms Frances Wdowczyk Dr. Erin L. Webster

#### In attendance:

Ms Liza Arnason, Director, Student Life Ms Lesley Lewis, Assistant Dean, Office of the Dean and Vice-Principal (Academic) Ms Therese Ludlow, Operations Manager, Office of Business, Operations and Strategic Affairs

Page 2 of 5

#### 1. Chair's Remarks

The Chair welcomed members to the meeting and formally congratulated Professor Bruce Kidd on his appointment as Vice-President and Principal of UTSC.

#### 2. Assessors' Reports

There were no reports from the Assessors, but Mr. Andrew Arifuzzaman, Chief Administrative Officer, announced that Committee members would soon receive an invitation to a ribbon cutting ceremony for the Toronto Pan-Am Sports Centre (TPASC).

#### 3. Strategic Topic: Council on Student Services (CSS) Overview

The Chair invited Mr. Desmond Pouyat, Dean of Student Affairs, to present the strategic topic to the Committee. He reported that the Student Services, Health and Wellness, and Athletics and Recreation fees' budgets would be presented to the Committee at its next meeting on February 11, 2015 for recommendation to the UTSC Campus Council for approval. He added that these budgets followed the Council on Student Services (CSS) process, which was governed by the *Policy on Compulsory Non-Academic Incidental Fees*, otherwise known as the "Protocol". Mr. Pouyat reported that CSS normally met from September through March, with the budget to pass, a simple majority vote from students was necessary. He acknowledged the hard work of the campus' Financial Services Department and Department of Student Life Business Officers. Mr. Pouyat concluded by identifying other items of business that the Campus Affairs Committee would be recommending for approval in the upcoming governance cycles: Student Societies fees and Ancillary Student Housing and Residence Life operating plans.

A member asked whether it was possible for the budget to be passed without a simple majority student vote, and Mr. Pouyat explained that the simple majority vote was necessary based on the CSS Terms of Reference.

A member asked how difficult it was to come to an agreement regarding the Student Services budgets, and Mr. Pouyat reported that a lot of effort was put into ensuring that students understood the budget with the goal of securing their support.

### 4. Capital Project: The Report of the Project Planning Committee for the Renovation and Expansion of the Recreation Wing (R-Wing) at the University of Toronto Scarborough – the new *Highland Hall*

The Chair introduced and invited Mr. Arifuzzaman to present the Committee's first capital

Page 3 of 5

project. Mr. Arifuzzaman reported on the planning elements of the project, and his presentation<sup>1</sup> included the following major points:

- **Key Occupants** The renovation project would house all academic departments from the Social Sciences, Recruitment and the Registrar's Office, and that the spaces that they vacated would create space for those departments currently located in temporary portables.
- **Student Spaces** It was reported that the renovation project would add significantly more study space for students along with programmable space for extra and co-curricular activities (e.g. UTSC Commons, lounge space and an atrium).
- Aesthetics: Mr. Arifuzzaman commented on the contemporary design of the building along with the proposed high building standards. The renovation project would allow for more natural light and the exterior would include a plaza space with an integrated landscape. He also added that a tunnel was being added to the building to connect it with the Bladen Wing.

A member commented on the difficulty they had experienced with programmable space for dance at the Toronto Pan-Am Sports Centre (TPASC) and asked whether the renovation project would have programmable space with mirrors for use by dance groups. Mr. Arifuzzaman replied that the project had not reached the design stage yet, but that he would be happy to bring this issue forward.

In response to a question from a member regarding green roofs, Mr. Arifuzzaman reported that a City of Toronto By-Law required that a certain percentage of roofs be designated for green space; the campus was compliant with this By-Law.

A member commented on availability of multi-faith space on campus. Mr. Arifuzzaman reported that a number of multi-purpose spaces (which could be used for multi-faith activities) were being planned for in the building but that there would be no dedicated multi-faith space.

A member commented on the gym in the R-Wing having been named after Professor Taimo Pallandi, and asked how his legacy would continue to be recognized. Professor Bruce Kidd, Vice-President and Principal thanked the member for their comment and indicated that he would look into how past contributors would continue to be recognized on campus.

A member asked whether the renovation project would have a faculty and staff space similar to the Ralph Campbell Lounge, and Mr. Arifuzzaman replied that each floor would have lounge space with a kitchenette.

In response to a question from a member regarding additional study spaces for students, Mr. Arifuzzaman reported that the renovation project would create an extra 240+ study

<sup>&</sup>lt;sup>1</sup> Presentation-Capital Project: The Report of the Project Planning Committee for the Renovation and Expansion of the Recreation Wing (R-Wing) at the University of Toronto Scarborough – the new *Highland Hall* 

Page 4 of 5

spaces for students. In addition, another member asked whether there would be a computer lab in the renovation project, and Mr. Arifuzzaman reported that computer labs would remain consolidated on the fourth floor of the Bladen Wing and that plug-in access would be available in all study spaces in the renovated space.

A member asked whether there would be a waiting area inside, near the bus loop, and Mr. Arifuzzaman reported that there would be an overhang and a general waiting area near the planned Registrar's Office on the first floor of the building with a "next arrival time" notification system for Toronto Transit Commission (TTC), Durham Transit and GO Transit buses.

A member asked whether the plans for the existing gym as an exam centre could also be used as a modular space, and Mr. Arifuzzaman explained that it had been determined that such an option would not be functional.

A member asked what the plans were for the space currently occupied by the Registrar's Office , and Mr. Arifuzzaman replied that a plan was being worked on, with consideration for arts-based space.

On motion duly made, seconded and carried,

#### YOUR COMMITTEE RECOMMENDS,

THAT the Report of the Project Planning Committee for The Renovation and Expansion of the Recreation Wing (R-Wing) at the University of Toronto Scarborough, dated November 20, 2014, be approved in principle, contingent on award of the Ontario Major Capacity Expansion Program (as cash); and,

THAT the project scope totalling 4,237 new NASM (8,178 GSM) of new construction and 2,223 NASM (4,291 GSM) of renovation of the R-Wing at UTSC, to be funded by UTSC Operating Funds, Capital Campaign, Provost Central Funds, and award of the Ontario Major Capacity Expansion Program (as cash), be approved in principle.

#### CONSENT AGENDA

On motion duly made, seconded and carried,

#### YOUR COMMITTEE APPROVED,

THAT the consent agenda be adopted and the item requiring approval (item 5) be approved.

The Chair reminded members that the next scheduled meeting of the Committee was on

Page 5 of 5

Wednesday, February 11, 2015 at 4:00 p.m.

- 5. Report of the Previous Meeting: Report 8 November 11, 2014(for approval)
- 6. Business Arising from the Report of the Previous Meeting
- 7. Date of the Next Meeting Wednesday, February 11, 2015, 4:00 p.m. 6:00 p.m.

#### 8. Other Business

There were no other items of business.

#### IN CAMERA SESSION

The Committee moved in camera.

9. Capital Project: The Report of the Project Planning Committee for the Renovation and Expansion of the Recreation Wing (R-Wing) at the University of Toronto Scarborough – the new *Highland Hall* + (for recommendation)

On motion duly moved, seconded, and carried,

#### YOUR COMMITTEE RECOMMENDS,

THAT the recommendation regarding the Financial and Planning Implications and Funding Sources contained in the Renovation and Expansion of the Recreation Wing (R-Wing) at the University of Toronto Scarborough – the new *Highland Hall* contained in the memorandum from Mr. Andrew Arifuzzaman, Chief Administrative Officer, dated January 12, 2015, be approved.

The meeting adjourned at 5:53 p.m.

Secretary

Chair