



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

PRESENTER: See Sponsor

CONTACT INFO:

DATE: February 13, 2020 for March 11, 2020

AGENDA ITEM: 5(a)

ITEM IDENTIFICATION:

Advice from the 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 10, 2020)
2. UTM Campus Council [For Information] (March 9, 2020)
3. **University Affairs Board [For Information] (March 11, 2020)**
4. Executive Committee [For Information] (March 24, 2020)

PREVIOUS ACTION TAKEN:

The Vice-Provost, Students last reported advice from QSS to the University Affairs Board on March 4, 2019.

HIGHLIGHTS:

QSS approved the following proposals from the administration.

Increase Health Services fee from \$51.70 to \$60.15 (\$10.34 to \$12.03 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:

- Expand access to personal counselling and same-day counselling appointments by increasing the number of full-time personal counsellors in the Health & Counselling Centre (HCC). The new counselling space is slated to be completed in summer of 2020, which would allow for expansion of the counselling team.
- Provide ongoing resources for our large-scale, campus-wide annual wellness fair, the *Be Well UTM: Resource & Activity Fair*, including expanding the programming across the campus, and allowing greater accessibility for students with varying class schedules.
- Explore the effectiveness of alternate delivery formats for mental health education (e.g., peer support) and treatment (online delivery) that complements existing mental health services.

Increase Athletics & Recreation fee from \$203.84 to \$205.88 (\$40.77 to \$41.18 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:

- Increase participation in physical activities
 - Providing variety in fitness and recreation programming in both type of activity and available times during the day. This includes focus on drop-in Fitness & Recreation, activities within the High Performance Center, and in Aquatics.
 - Reviewing fitness equipment and layout to maximize use and space within the Fitness Center and to replace or renew older equipment.
- Hire additional staff as required due to increased programming in areas such as Aquatics, delivering certification courses, summer camps, and student-athlete support.
- Upgrade facilities required to improve member experience, make better use of space, or required to ensure the building remains in good repair including:
 - New roof

- New lobby seating that incorporates bar-style seating along the windows
- On-going change room renovations.

Increase Student Services Fee from \$192.15 to \$201.25 (\$38.43 to \$40.25 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 the following areas:

Shuttle Service:

- Continue rolling stock replacements with enhanced features (air conditioning, improved suspension with accessible lift, and Wi-Fi router).
- Maintain contractual obligations for Bus Lease expense, including rising cost of diesel fuel.
- Maintain the existing number of service trips to/from St. George and Sheridan College.

Career Centre:

- Reassess our approaches to first-year students to be as direct as possible; further leverage existing channels.
- Highlight and enhance our step-by-step materials on the Career Centre website.
- Present alternatives for students who do not get into their Research Opportunity Program (ROP)/Work-Study (WS), etc.; will require work with other departments for programs where the Career Centre is not the administrator.
- Work on posters for specific programs; dovetails with some work being done for the Program Plans (<https://www.utm.utoronto.ca/program-plans/program-plans>), so will seek further feedback from the students for this project.
- Based on feedback from the student consultations, the Career Services and International Student Support Advisory Groups recommended the addition of an Employment Strategist to support international students; we are now able to proceed with this proposal this coming year.

International Education Centre (IEC):

International Student Support

- Stronger partnerships with the Office of the Registrar for communications and webinars, as well as with the Centre for Student Engagement capitalizing on joint pre-arrival peer-led support for international students, to offer a stronger transition experience and higher success at UTM.

- Improvement in student communication and information provision through a website restructure and enhancement of peer-based group advising offerings particularly as they relate to health insurance, University structures and systems, and the challenges students face when transitioning to a foreign environment.
- Expansion of partnerships to include Residence in offering the international and new-to-Canada student welcome.

International-related Career Services

- Creation of program offerings involving faculty participation to foster stronger student-faculty connections, skills development, and career exploration based on intercultural learning and development.
- Renewed commitment to guarantee funding for all 25 IEC casual student staff positions above the provincial minimum wage standard, at a minimum of \$15.00 per hour and a complement of volunteer roles to support skill development.
- Targeted career advising for international students and students who participate in international experiences focused on future employment in partnership with the Career Centre.

International-related Academic Support

- Outreach to faculty leveraging connections between the IEC's programs and globally relevant course themes to capitalize on opportunities for students to earn academic credit for participation in co-curricular programs (e.g., international education week directly aligns with Language Studies courses).
- Renewed commitment to financial needs-based bursaries for UTM Abroad international learning abroad opportunities removing barriers to participation.
- Improvement of the transfer credit process and alignment of international course offerings with program or degree requirements at UTM.

International-related Student Clubs & Funds

- Increase financial support for UTM students to participate in the UTM Abroad program, for which the cost may otherwise preclude them from participation.

Student Life Initiatives:

- Develop and enhance events with faculty that are more informal in delivery and allow for meaningful interactions;
- Increase awareness and advocacy on academic matters including utilizing the Before College Survey on Student Experience (BCSSE) to provide training and information to staff and faculty on incoming student experiences, academic expectations, and develop opportunities for earlier interactions with peers to support academic success.

- Increase outreach and awareness of the Co-Curricular Record (CCR), UTM Recognized Student Organizations, Leadership & Mentorship programs, and other CCR recognized activities through additional student staff positions by 4, to a total of 27. These student roles will function to support the objective of increasing outreach opportunities through tabling and other activities that also support the improvement of the academic experience.
- Develop information sharing strategy with campus partners and student organization partners like the UTMSU.
- Increase UTM Recognized Student Organization presence on the UTM Engage app.

Childcare:

- Maintain staffing level for 13.0 FTE (5.0 FTE toddler + 8.0 FTE preschool spaces).
- Transfer \$5,000 to the Operating Reserve to rebuild funding set aside for future unexpected increases in expenses.
- Continue with Child Care Grants for UTM students, with eligibility continued for both on-campus and off-campus childcare services.

Family Care:

- Sustain diverse delivery methods (webinars, online chats, and access to student peer mentors onsite and online).

FINANCIAL AND/OR PLANNING IMPLICATIONS:

See Cover Sheet for 5(b) on this agenda.

RECOMMENDATION:

This memorandum is presented for information.

DOCUMENTATION PROVIDED:

Memorandum from Mark Overton, Dean of Student Affairs & Assistant Principal,
Student Services to UTM Campus Affairs Committee



TO: Members of the UTM Campus Affairs Committee

FROM: Mark Overton, Dean of Student Affairs & Assistant Principal, Student Services

DATE: February 3, 2020

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 15 and 22, 2020, 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 2020-21 operating plans and budget for Health Services, as presented to QSS, be approved; and that the sessional fee for a full-time student on the UTM campus be increased to \$60.15 (\$12.03 for a part-time student), which represents an increase of \$8.45 per session (\$1.69 for a part-time student) or 16.3% from the previous year.

The vote on the resolution was as follows:

In favour: 13 (including 7 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) Athletics & Recreation Fee

Proposed Resolution:

Be it resolved:

THAT the 2020-21 operating plans and budget for Recreation & Athletics, as presented to QSS, be approved; and that the sessional fee for a full-time student on the UTM campus be increased to \$205.88 (\$41.18 for a part-time student), which represents an increase of \$2.04 (\$0.41 for a part-time student) per session or 1.0% from the previous year.



The vote on the resolution was as follows:

In favour: 13 (including 7 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.

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 **Transit**, which supports the Shuttle Bus service, QSS's vote on the straw poll was as follows:

In favour: 13

Opposed: 0

On the proposal offered on the **Career Services**, which includes the Career Centre and career-related portions of International Education Centre and Centre for Student Engagement's Student Life Initiatives, QSS's vote on the straw poll was as follows:

In favour: 13

Opposed: 0

On the proposal offered on **Academic Support**, which includes academic support-related portions of International Education Centre and the Centre for Student Engagement's Student Life Initiatives, QSS's vote on the straw poll was as follows:

In favour: 8

Opposed: 5

A student voting member expressed dissatisfaction that some of the elements of the academic support proposal did not relate directly enough to academic support to fully merit the increase sought.

On the proposal offered on **Student Buildings**, which is for space occupied by student organizations, QSS's vote on the straw poll was as follows:

In favour: 13

Opposed: 0

On the proposal offered on **Child Care Support**, QSS's vote on the straw poll was as follows:

In favour: 13

Opposed: 0

On the proposal offered on **Family Care**, QSS's vote on the straw poll was as follows:

In favour: 13

Opposed: 0



On the proposal offered on **Student Clubs and Funds**, which includes portions of International Education Centre and Centre for Student Engagement's Student Life Initiatives, QSS's vote on the straw poll was as follows:

In favour: 13
Opposed: 0

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

In favour: 13
Opposed: 0

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

In favour: 13
Opposed: 0

On the proposal offered on the **International Student Support**, QSS's vote on the straw poll was as follows:

In favour: 13
Opposed: 0

Proposed Resolution:

Be it resolved:

THAT the 2020-21 operating plans and budget for the Student Services Fee, as presented to QSS, be approved; and that the sessional fee for a full-time student on the UTM campus be increased to \$201.25 (\$40.25 for a part-time student), which represents an increase of \$9.10 (\$1.82 for a part-time student) per session or 4.7% from the previous year.

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

In favour: 13 (including 7 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.