



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 13, 2020 for March 11, 2020

AGENDA ITEM: 7(b)

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 11, 2020)**

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 4, 2019.

HIGHLIGHTS:

The current fees for Student Life Services and Programs include:

Health & Counselling: \$74.86 per session (\$14.97 for part-time students)

Student Services: \$89.38 per session (\$17.88 for part-time students)

See separate memorandum concerning consideration of the proposed plans by the Council on Student Services (COSS).

The experience of this past year and plans for the coming year are summarized in the attached material from David Newman, Executive 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 2020-21 operating plans and budget for Student Life Programs and Services, as presented in the documentation from David Newman, Executive Director, Student Experience, be approved;

THAT the Health & Counselling sessional fee for a full-time student on the St. George campus be increased to \$81.47 (\$16.29 for a part-time student), which represents a year-over-year increase of \$6.61 (\$1.32 for a part-time student) or 8.83%; and

THAT the Student Services sessional fee for a full-time student on the St. George campus be increased to \$98.89 (\$19.78 for a part-time student), which represents a year-over-year increase of \$9.51 (\$1.90 for a part-time student) or 10.64%.

DOCUMENTATION PROVIDED:

Student Life Programs and Services Operating Plan, 2020-21
Student Life Programs and Services Annual Report, 2019-20

Division of Student Life

Operating Plan 2020-2021



UNIVERSITY OF
TORONTO

STUDENT
LIFE

WHO WE ARE

Through our work and partnerships, every student will have the opportunity to actively participate in university life; find connection, community, and friendship; access support where and when it is needed; and experience leadership, independence and success.

All of our programs & services work to support the holistic student and the development of a supportive campus environment.



DIVISION OF STUDENT LIFE

STUDENT EXPERIENCE	↔	STUDENT LIFE PROGRAMS & SERVICES	HEALTH & WELLNESS	GLOBAL LEARNING AND INTERNATIONAL STUDENT EXPERIENCE
<ul style="list-style-type: none"> • Student Crisis Response, Progress & Support • Chief Administrative Officer • Student Life Communications • Student Life IT • Assessment & Analysis • Project Management • Innovation Hub 		<ul style="list-style-type: none"> • Career & Experiential Learning <ul style="list-style-type: none"> • Career Exploration & Education • CCP • Accessibility Services • Housing & TCard <ul style="list-style-type: none"> • Housing • TCard • Academic Success • Indigenous Student Services • Student Success • Student Engagement <ul style="list-style-type: none"> • Student & Campus Community Development (Orientation, Transition & Engagement, Clubs & leadership Development, Mentorship & Peer Programs) • Multi-faith Centre • Graduate Conflict Resolution Centre • On-Location Student Life Programs & Services 	<ul style="list-style-type: none"> • Health & Wellness Centre • Health Promotions • On-Location Health & Wellness Services 	<ul style="list-style-type: none"> • Global Learning on Campus • International Student and Scholar Experience • Learning and Safety Abroad • On-Location International Experience Services



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
- Truth and Reconciliation
- Policy on Sexual Violence and Sexual Harassment
- Mental Health Framework
- Experiential Learning
- Institutional Priorities
- Strategic Mandate Agreement
- International Strategic Plan

STUDENT ADVISORY COMMITTEES

- Academic Success Advisory Committee
- Career Exploration & Education and Accessibility Services Advisory Committee
- Career Exploration & Education Guidelines for Student Engagement
- CCR Local Evaluation Committee
- Centre for Community Partnerships Advisory Committee
- Committee for the Allocation of Student Activity Space
- Conflict Resolution Centre Advisory Committee
- Feedback Loop for EDI Education
- Gradlife Advisory Committee
- Health and Wellness Advisory Group
- Housing Service Student Advisory Committee
- Indigenous Student Services Advisory Committee
- International Student Experience Advisory Committee
- Multi-Faith Centre Advisory Council
- Student Initiative Fund Committee
- Student Life Budget Committee

Budget Highlights

New Fee Structure

- Fees separated out for Health & Counselling and Student Services

Prioritized Resources in Health and Counselling Fee Services

- Redirected resources to continue services where grant funding was ending

Resiliency Program in Academic Success

- Additional resources being requested at COSS to build program
- Proposal requires COSS approval to bring forward to UAB

Why does U of T need a resiliency program?



52%

Depression

NACHA 2019

U of T students, like their Canadian peers, increasingly report feeling stressed and overwhelmed which is impacting their success.

69%

Anxiety

NACHA 2019

- ✓ In the stepped care model, **non-clinical interventions** are needed to help low-risk students develop coping skills and take agency in their lives.
- ✓ Support other on mental health resources campus by serving as an **early alert and screening**.
- ✓ Provide an **integrated model of support** by including other existing well-being programs & resources and on location supports.
- ✓ **Free up Health & Wellness** to work with our most unwell students with intensive mental health conditions.
- ✓ A **continuum of mental health care** is needed to support students.

Benefits for U of T

- ✓ Develop **stress management** and **coping skills**.
- ✓ Help **combat loneliness** and build a **sense of belonging** through group support.
- ✓ Increased **wayfinding to other wellness supports** (e.g. health promotions, mindfulness)
- ✓ Support academic success-“**learn how to learn**” (to be a U of T student) and develop healthy habits.

Benefits for U of T Students

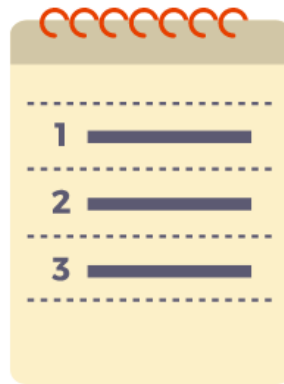
Resiliency Program Components



Referral



Assessment



Intake



Individual Consultation



Group Sessions



Evaluation



Resiliency Program Staffing Model

In this model, supports are offered through both **centrally** (Academic Success Centre) and **on-location**. Proposed staffing includes:

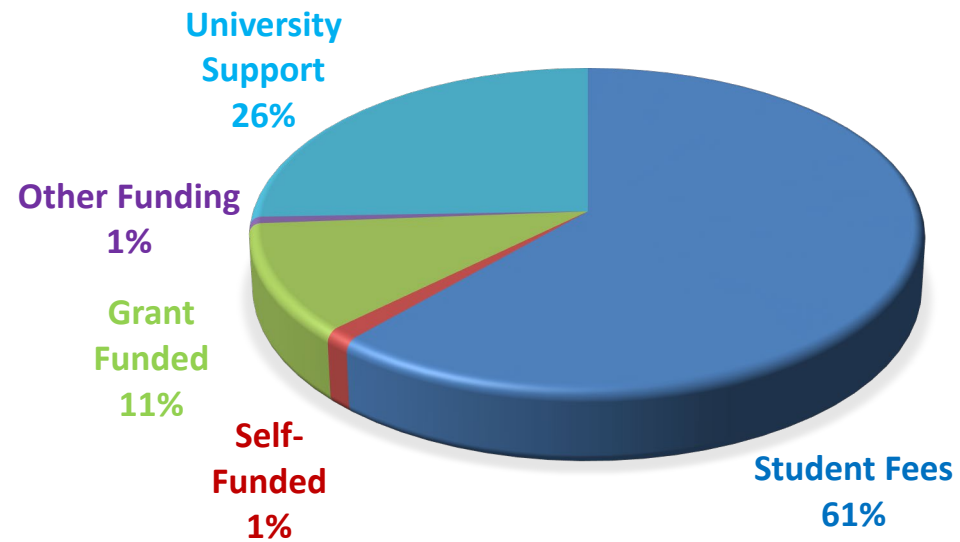
- a full time **Program Coordinator** (with ability to supervise interns)
- a full-time **Educational Psychologist**
- a full-time **Administrative Assistant**
- 6.0 FTE **Resiliency Skills Strategists**

Student Life Programs and Services - St. George Campus

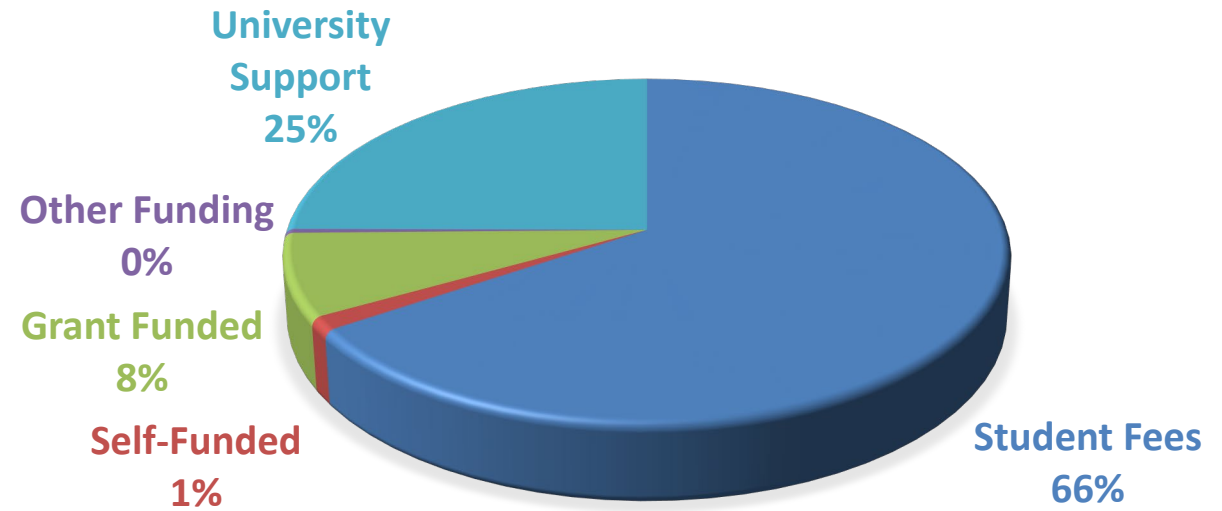
	2019-2020	2020 - 2021				
		A	B	C	D	A + B - C + D
	Net Operating Expense	Compensation	Non Salary Expenses	Revenue	Occupancy Cost	Net Operating Expense
Student Fee Funded						
<i>Division of Student Life</i>						
Divisional Services and Support	\$ 4,179,300	\$ 3,532,204	\$ 540,727	\$ -	\$ -	\$ 4,072,931
Centre for International Experience	\$ 1,152,087	\$ 754,499	\$ 238,722	\$ 9,400	\$ 109,067	\$ 1,092,888
First Nations' House	\$ 584,930	moved to Student Life Programs and Services				\$ -
Health and Wellness	\$ 6,030,187	\$ 6,136,956	\$ 3,474,436	\$ 3,824,954	\$ 201,638	\$ 5,988,076
Student Experience	\$ 2,693,706	\$ 1,046,992	\$ 170,954	\$ 83,452	\$ 119,578	\$ 1,254,072
Student Life Programs and Services						
O-SLP&S	\$ 931,146	\$ 935,529	\$ 144,682		\$ 32,182	\$ 1,112,393
Academic Success Centre	\$ 769,788	\$ 945,420	\$ 48,756		\$ 36,883	\$ 1,031,059
Career Centre	\$ 1,987,457	\$ 2,116,275	\$ 147,977	\$ 101,300	\$ 94,523	\$ 2,257,475
First Nations House	\$ -	\$ 519,842	\$ 49,623		\$ 34,138	\$ 603,603
Housing Service	\$ 434,076	\$ 467,225	\$ 38,564	\$ 12,000	\$ 10,514	\$ 504,303
Centre for Community Partnerships	\$ -	\$ 321,151	\$ 113,772		\$ 26,223	\$ 461,146
Multifaith Centre	\$ -	\$ 451,038	\$ 133,299	\$ 21,000	\$ 134,663	\$ 698,000
Student and Campus Community Development	\$ -	\$ 1,261,217	\$ 122,455		\$ 39,043	\$ 1,422,715
Work Study	\$ 275,000	\$ 275,000	\$ -	\$ -		\$ 275,000
<i>VP, Human Resources & Equity</i>						\$ -
Early Learning Centre/Campus Co-Op	\$ 238,089	\$ -	\$ 173,528	\$ -	\$ 67,115	\$ 240,643
Family Care Office	\$ 216,588	\$ 204,796	\$ 16,123	\$ -	\$ -	\$ 220,919
Sexual and Gender Diversity Office	\$ 134,729	\$ 128,728	\$ 6,000	\$ -	\$ -	\$ 134,728
Student Space	\$ 1,032,878				\$ 1,029,900	\$ 1,029,900
Total Student Fee Funded	\$ 20,659,961	\$ 19,096,872	\$ 5,419,618	\$ 4,052,106	\$ 1,935,467	\$ 22,399,851
Non Student-Fee Funded						
University Support	\$ 8,576,775.0	\$ 7,472,754	\$ 856,986	\$ -	\$ 175,604	\$ 8,505,344
Grant	\$ 3,710,433	\$ 2,034,078	\$ 636,466	\$ -	\$ -	\$ 2,670,544
Self Funded	\$ 414,437	\$ 347,394	\$ 84,938	\$ -	\$ -	\$ 432,332
Other Funding	\$ 222,520	\$ -	\$ 125,000	\$ -	\$ -	\$ 125,000
Total Non Student-Fee Funded	\$ 12,924,165	\$ 9,854,226	\$ 1,703,390	\$ -	\$ 175,604	\$ 11,733,220
Divisional Total	\$ 33,584,126					\$ 34,133,071
	FUNDING	FUNDING				
	\$ 20,659,961	Student Fees				\$ 22,399,851
	\$ 12,924,165	Non Student-Fee Budget Support				\$ 11,733,220
	\$ 33,584,126	Total Funding				\$ 34,133,071
	\$ -	DEFICIT/SURPLUS				\$ -

Sources of Funding for Student Life

2019 – 2020

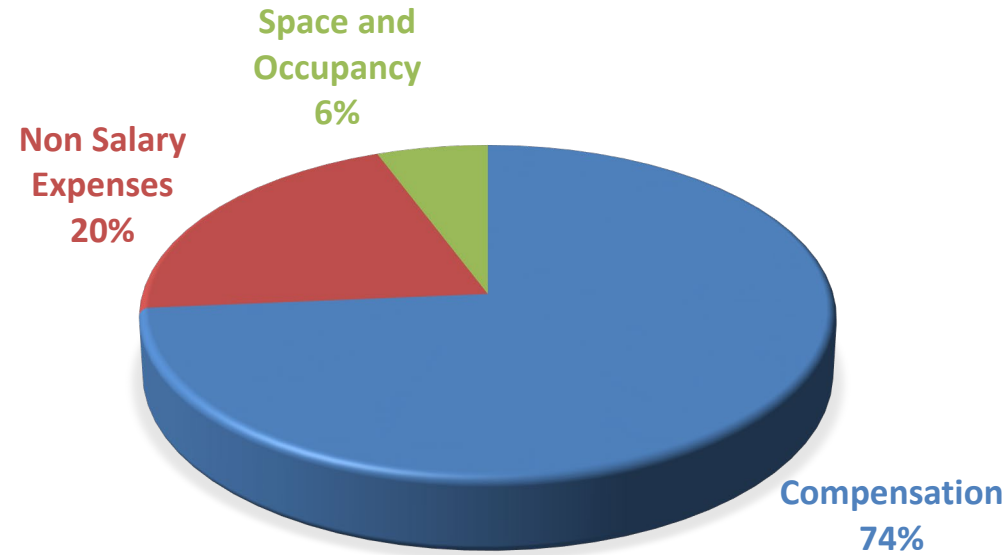


2020 - 2021

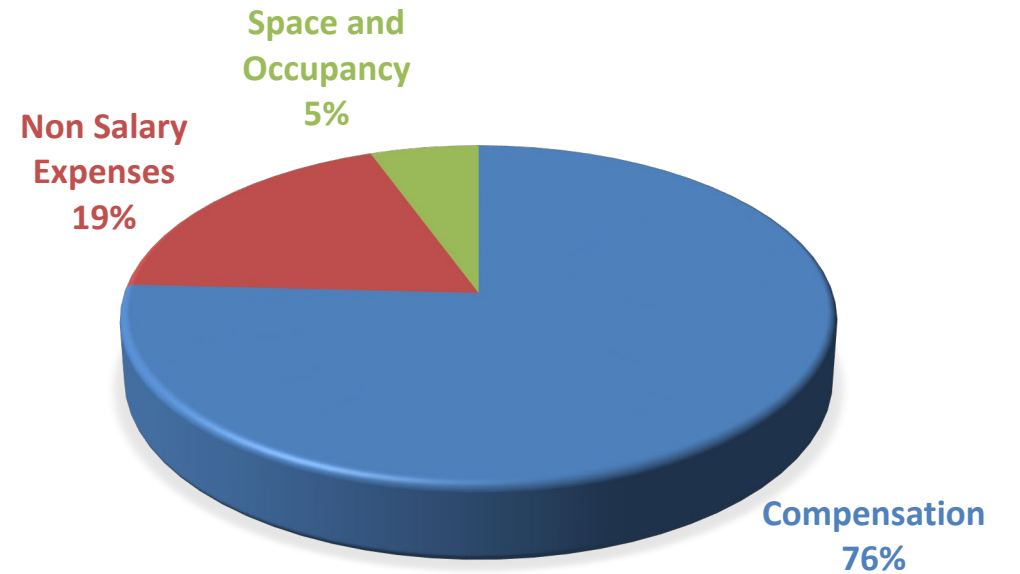


Student Life Operating Expenses

2019 – 2020



2020 - 2021



**Health and Counselling Fee Calculation
2020-2021**

Adjusted Fee Base		
Fee per Session (previous year)		\$ 74.86
Less removal of temporary fee 2017-20108	-	\$ 1.75
Adjusted Fee Base		\$ 73.11
Consumer Price Index		
CPI Index Percent	2% Adjusted Fee	\$ 74.57
Adjusted Fee	-	\$ 73.11
\$ Amount of CPI based increase		\$ 1.46
UTI Index		
Appointed Salary Expenditure Base (previous year budget)	\$ 7,669,786	
Average merit/step/ATB increase/decrease for appointed staff	4.00%	
Indexed salaries	\$ 7,669,786	
Standard Benefit Rate	24.00%	
Indexed Appointed Salary Expenditure Base		\$ 9,510,535
Casual Salary Expenditure Base (previous year budget)	\$ -	
Average ATB increase/decrease for casual staff	2.00%	
Indexed salaries	\$ -	
Standard Benefit Rate	10.00%	
Indexed Casual Expenditure Base		\$ -
Total Indexed Salary and Benefits Expenditure Costs		\$ 9,510,535
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$ 3,859,436
Add the Non-Salary Expenditure Base (previous year)		\$ 3,423,377
Add the Occupancy Cost (previous year)		\$ 239,995
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		\$ -
Cost for UTI purposes		\$ 9,314,471
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions		116,413
UTI Indexed Fee - per term		\$ 80.01
Adjusted fee Base	-	\$ 73.11
\$ Amount of UTI Based Increase		\$ 6.90
Combined Fee Increase		
Adjusted Fee		\$ 73.11
CPI Based Fee increase	+	\$ 1.46
UTI Based Fee increase	+	\$ 6.90
Indexed Full Time Fee per Term		\$ 81.47
Indexed Part Time Fee per Term		\$ 16.29

**Student Services Fee Calculation
2020-2021**

Adjusted Fee Base		
Fee per Session (previous year)		\$ 89.38
Less removal of temporary fee 2017-20108	-	\$ 1.41
Adjusted Fee Base		\$ 87.97
Consumer Price Index		
CPI Index Percent	2% Adjusted Fee	\$ 89.73
Adjusted Fee	-	-\$ 87.97
\$ Amount of CPI based increase		\$ 1.76
UTI Index		
Appointed Salary Expenditure Base (previous year budget)	\$ 7,428,041	
Average merit/step/ATB increase/decrease for appointed staff	4.00%	
Indexed salaries	\$ 7,428,041	
Standard Benefit Rate	24.00%	
Indexed Appointed Salary Expenditure Base		\$ 9,210,771
Casual Salary Expenditure Base (previous year budget)	\$ -	
Average ATB increase/decrease for casual staff	2.00%	
Indexed salaries	\$ -	
Standard Benefit Rate	10.00%	
Indexed Casual Expenditure Base		\$ -
Total Indexed Salary and Benefits Expenditure Costs		\$ 9,210,771
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$ 1,574,752
Add the Non-Salary Expenditure Base (previous year)		\$ 1,137,871
Add the Occupancy Cost (previous year)		\$ 1,750,877
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		-\$ 211,695
Cost for UTI purposes		\$ 10,313,072
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions		116,413
UTI Indexed Fee - per term		\$ 88.59
Adjusted fee Base	-	\$ 87.97
\$ Amount of UTI Based Increase		\$ 0.62
Combined Fee Increase		
Adjusted Fee		\$ 87.97
CPI Based Fee increase	+	\$ 1.76
UTI Based Fee increase	+	\$ 0.62
Indexed Full Time Fee per Term		\$ 90.35
Indexed Part Time Fee per Term		\$ 18.07

Fee Increase with UTI/CPI Calculation

	2019-2020	Fee Drop Off	CPI Increase	UTI Increase	2020-2021	\$ change	% change
St. George FT	\$ 164.24	(\$3.16)	\$3.22	\$7.52	\$ 171.82	\$ 7.58	4.6%
St. George PT	\$ 32.85	(\$0.63)	\$0.65	\$1.50	\$ 34.37	\$ 1.52	4.6%
UTM	\$ 0				\$ 0		
UTSC	\$ 0				\$ 0		



**Start Strong.
Finish Stronger.**

Student Fees 2020 - 2021

	<u>Salary and Benefits Expenditure</u>	<u>Non Salary Expenditure</u>	<u>Building Occupancy Costs</u>	<u>Gross Direct and Indirect Expenditure</u>	<u>Total Income</u>	<u>Net Expenditure</u>	<u>Fee Based on UTI/CPI</u>	<u>Proposed Fee</u>
Health & Counselling Services Fee								
Health & Counselling	9,510,534	4,331,573	253,460	14,095,567	3,474,436	10,621,131		
Total Health & Counselling Services	9,510,534	4,331,573	253,460	14,095,567	3,474,436	10,621,131		
						Full Time Fee	\$81.47	\$81.47
						Part Time Fee	\$16.29	\$16.29
Student Services Fee Bundle								
Career Services	4,406,531	556,911	171,454	5,134,896	101,300	5,033,596	38.61	38.61
Academic Support	3,317,124	309,304	134,986	3,761,414	126,284	3,635,130	27.88	36.42
Safety	147,254	16,856	3,154	167,264	-	167,264	1.28	1.28
Student Buildings	123,307	20,000	1,029,900	1,173,207	-	1,173,207	9.00	9.00
Student Life Clubs and Funds	-	112,000	-	112,000	-	112,000	0.86	0.86
Housing	128,264	8,952	-	137,216	-	137,216	1.05	1.05
Leadership Development	320,912	64,324	3,106	388,342	-	388,342	2.98	2.98
Early Learning Centre	-	170,125	67,964	238,089	-	238,089	1.83	1.83
Family Care Office	200,780	15,808	-	216,588	-	216,588	1.66	1.66
International Student Support	566,598	38,498	72,192	677,288	-	677,288	5.20	5.20
Total Student Services Bundle	9,210,770	1,312,778	1,482,756	12,006,304	227,584	11,778,720		
						Full Time Fee	\$90.35	\$98.89
						Part Time Fee	\$18.07	\$19.78
						Total FT Fee	\$171.82	\$180.36
						Total PT Fee	\$34.36	\$36.07

Proposed Fee Increase

	2019-2020	Fee Drop Off	CPI Increase	UTI Increase	2020-2021	\$ change	% change
St. George FT	\$ 164.24	(\$3.16)	\$3.22	\$7.52	\$ 180.36	\$ 16.12	9.8%
St. George PT	\$ 32.85	(\$0.63)	\$0.65	\$1.50	\$ 36.07	\$ 3.22	9.8%
UTM	\$ 0				\$ 0		
UTSC	\$ 0				\$ 0		

QUESTIONS





Start Strong.
Finish Stronger.

Health and Counselling Fee Calculation
2020-2021

Adjusted Fee Base		
Fee per Session (previous year)		\$ 74.86
Less removal of temporary fee 2017-20108	-	\$ 1.75
Adjusted Fee Base		\$ 73.11
Consumer Price Index		
CPI Index Percent	2% Adjusted Fee	\$ 74.57
Adjusted Fee	-	-\$ 73.11
\$ Amount of CPI based increase		\$ 1.46
UTI Index		
Appointed Salary Expenditure Base (previous year budget)	\$ 7,669,786	
Average merit/step/ATB increase/decrease for appointed staff	4.00%	
Indexed salaries	\$ 7,669,786	
Standard Benefit Rate	24.00%	
Indexed Appointed Salary Expenditure Base		\$ 9,510,535
Casual Salary Expenditure Base (previous year budget)	\$ -	
Average ATB increase/decrease for casual staff	2.00%	
Indexed salaries	\$ -	
Standard Benefit Rate	10.00%	
Indexed Casual Expenditure Base		\$ -
Total Indexed Salary and Benefits Expenditure Costs		\$ 9,510,535
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$ 3,859,436
Add the Non-Salary Expenditure Base (previous year)		\$ 3,423,377
Add the Occupancy Cost (previous year)		\$ 239,995
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		\$ -
Cost for UTI purposes		\$ 9,314,471
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions		116,413
UTI Indexed Fee - per term		\$ 80.01
Adjusted fee Base	-	\$ 73.11
\$ Amount of UTI Based Increase		\$ 6.90
Combined Fee Increase		
Adjusted Fee		\$ 73.11
CPI Based Fee increase	+	\$ 1.46
UTI Based Fee increase	+	\$ 6.90
Indexed Full Time Fee per Term		\$ 81.47
Indexed Part Time Fee per Term		\$ 16.29



Start Strong.
Finish Stronger.

Student Services Fee Calculation
2020-2021

Adjusted Fee Base		
Fee per Session (previous year)		\$ 89.38
Less removal of temporary fee 2017-20108	-	\$ 1.41
Adjusted Fee Base		\$ 87.97
Consumer Price Index		
CPI Index Percent	2% Adjusted Fee	\$ 89.73
Adjusted Fee	-	-\$ 87.97
\$ Amount of CPI based increase		\$ 1.76
UTI Index		
Appointed Salary Expenditure Base (previous year budget)	\$ 7,428,041	
Average merit/step/ATB increase/decrease for appointed staff	4.00%	
Indexed salaries	\$ 7,428,041	
Standard Benefit Rate	24.00%	
Indexed Appointed Salary Expenditure Base		\$ 9,210,771
Casual Salary Expenditure Base (previous year budget)	\$ -	
Average ATB increase/decrease for casual staff	2.00%	
Indexed salaries	\$ -	
Standard Benefit Rate	10.00%	
Indexed Casual Expenditure Base		\$ -
Total Indexed Salary and Benefits Expenditure Costs		\$ 9,210,771
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$ 1,574,752
Add the Non-Salary Expenditure Base (previous year)		\$ 1,137,871
Add the Occupancy Cost (previous year)		\$ 1,750,877
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		-\$ 211,695
Cost for UTI purposes		\$ 10,313,072
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions		116,413
UTI Indexed Fee - per term		\$ 88.59
Adjusted fee Base	-	\$ 87.97
\$ Amount of UTI Based Increase		\$ 0.62
Combined Fee Increase		
Adjusted Fee		\$ 87.97
CPI Based Fee increase	+	\$ 1.76
UTI Based Fee increase	+	\$ 0.62
Indexed Full Time Fee per Term		\$ 90.35
Indexed Part Time Fee per Term		\$ 18.07



STUDENT LIFE ANNUAL REPORT 2019

STUDENT
LIFE



UNIVERSITY OF
TORONTO

CONTENTS

- 3 Student Life
- 4 Who We Are And What We Provide
- 8 Our Mission
- 8 Our Vision
- 8 Areas Of Strategic Priority
- 9 Planning Through Strategic Alignment
- 10 Student Life By The Numbers
- 11 Student Development And Engagement
- 13 Internationalization And Student Mobility
- 14 Health And Wellness
- 15 Academic Support
- 16 Divisional And University Support Services
- 17 Future Plans

STUDENT LIFE

Student Life 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.





WHO WE ARE AND WHAT WE PROVIDE

Accessibility Services

Our team assists in navigating disability-related barriers to your academic success at U of T, for your on-going or temporary disability. We provide services and supports for learning, problem solving and inclusion.

What we provide:

- In-class, test & exam accommodations
- Adaptive software & equipment
- learning strategies
- Peer support
- learning & social opportunities

Academic Success

We help you reach your highest learning potential. Your life is more complex than your academic responsibilities, so we look at the whole picture and tailor our support to you.

What we provide:

- Exam & note-taking strategies
- Personalized learning skills
- Ways to manage time & priorities
- Sharpened concentration & motivation

Centre for International Experience

We help you engage with the world. We provide an array of services unique to international students and enable global learning for all students at U of T.

What we provide:

- International study, research, internships & awards
- Supporting student safety while abroad
- Help with Canadian study & work permits, health insurance in Ontario
- Global skills & intercultural communication development
- Tools to build community & succeed in Canadian campus life and global workplaces

Career Exploration & Education

We support students and recent graduates as they build their future in our changing world. We help students explore what they can do with their degree, discover job opportunities and further education.

What we provide:

- Options: Meet employers, industry experts & alumni to discover opportunities
- Strategies: Identify goals & navigate career decisions
- Resources: Improve your resume, interviews & online presence

Centre for Community Partnerships

We work with students to envision and enact their vision of a better world. Through community-based learning and research experiences, students have the chance to make a positive impact, contribute towards a more just society, and make the city a better place to live.

What we provide:

- Course placements and volunteer opportunities in community and government agencies to gain knowledge and skills to help address community-identified challenges
- Mentorship, connections, resources, support and grants to start and lead your own initiatives, and act upon social issues you care about

Clubs & Leadership Development

We support students in formal leadership positions (clubs, groups and representative leaders), students wanting to join clubs and students who want to develop leadership skills.

What we provide:

- A searchable database of more than 1,000 campus clubs and groups
- Leadership and self-awareness development
- Training to develop critical skills in team dynamics, conflict resolution, equity and inclusion

Graduate Student Experience Programs & Services

Gradlife staff support graduate students through a wide variety of co-curricular programs, events and resources. The Graduate Conflict Resolution Centre supports the graduate community in taking steps to prevent, manage or resolve conflict.

What we provide:

- Leadership, career, academic & conflict management skills development
- Opportunities to build social & professional networks outside of your department
- Connections to campus resources

Health & Wellness

We offer medical care, mental health services, wellness programs and health information to help support you in achieving your personal and academic best.

What we provide:

- Appointments with a variety of clinicians
- Immunizations
- Sexual & reproductive health consultations
- Nutrition counselling & education
- Skills-building workshops & group therapy
- Student-led HealthyU Crew

Housing

The staff at Housing can help you find a great home. Use your UTORid to login to the Off-Campus Housing Finder to start your search, save and compare your favourite listings, learn about your rights and responsibilities and search for a roommate using the Roommate Finder.

What we provide:

- Housing fairs to meet other students & landlords
- Help dealing with landlord & roommate conflicts & other housing issues/challenges
- Info on tenant rights & responsibilities
- Residence application assistance, current vacancies & tour schedules

Indigenous Student Services/First Nations House

We provide culturally relevant services to Indigenous students to support academic success, personal growth and leadership development. We offer learning opportunities for all students to engage with Indigenous communities at U of T and beyond.

What we provide:

- Academic support
- Financial aid & planning
- Meetings with Elders & traditional teachers
- Cultural & social events

Mentorship & Peer Programs

Our team provides training, programming, events and resources to mentors and support for students looking for mentors. We also offer mentorship programs to help students maximize their UofT experience.

What we provide:

- Insight & support from upper year students
- Mentoring, leadership & coaching skills
- Opportunities to network & make important connections
- Exposure to different points of view

Multi-faith Centre

Our team supports the spiritual well-being of everyone on campus and provides opportunities for people to learn from each other through interfaith dialogue, arts and social justice. While U of T is a secular institution, we respect everyone's right to worship.

What we provide:

- Discussions about meaning & purpose
- Social justice & religious diversity workshops
- Mindfulness meditation, worship, yoga & other practices

Orientation Transition & Engagement

Starting with university orientation and continuing to graduation and beyond, we support active participation in campus life and a broad range of co-curricular involvement opportunities.

What we provide:

- Many exciting ways to engage in campus life
- Official recognition of your campus involvement on the Co Curricular Record
- Events & activities to support your transition to U of T

TCard Services

Your TCard is your student ID. Use it to gain access to places on campus, put money on it for food, printing, laundry and more.

What we provide:

- Gives access to places on campus, email service, wireless networks & ACORN
- Put money on it for food, printing, laundry etc.
- Use it as a debit card for your purchases at participating vendors

DIVISION OF STUDENT LIFE

STUDENT EXPERIENCE	↔	STUDENT LIFE PROGRAMS & SERVICES	HEALTH & WELLNESS	GLOBAL LEARNING AND INTERNATIONAL STUDENT EXPERIENCE
<ul style="list-style-type: none"> • Student Crisis Response, Progress & Support • Chief Administrative Officer • Student Life Communications • Student Life IT • Assessment & Analysis • Project Management • Innovation Hub 		<ul style="list-style-type: none"> • Career & Experiential Learning <ul style="list-style-type: none"> • Career Exploration & Education • CCP • Accessibility Services • Housing & TCard <ul style="list-style-type: none"> • Housing • TCard • Academic Success • Indigenous Student Services • Student Success • Student Engagement <ul style="list-style-type: none"> • Student & Campus Community Development (Orientation, Transition & Engagement, Clubs & leadership Development, Mentorship & Peer Programs) • Multi-faith Centre • Graduate Conflict Resolution Centre • On-Location Student Life Programs & Services 	<ul style="list-style-type: none"> • Health & Wellness Centre • Health Promotions • On-Location Health & Wellness Services 	<ul style="list-style-type: none"> • Global Learning on Campus • International Student and Scholar Experience • Learning and Safety Abroad • On-Location International Experience Services



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.

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. All of our involvement committees include representation from full-time and part-time undergraduate students, second-entry professional faculty students and graduate students. Some examples of how students help guide our work include:

- Academic Success Advisory Committee
- Career Exploration & Education and Accessibility Services Advisory Committee
- Career Exploration & Education Guidelines for Student Engagement
- CCR Local Evaluation Committee
- Centre for Community Partnerships Advisory Committee
- Committee for the Allocation of Student Activity Space
- Conflict Resolution Centre Advisory Committee
- Feedback Loop for EDI Education
- Gradlife Advisory Committee
- Health and Wellness Advisory Group

- Housing Service Student Advisory Committee
- Indigenous Student Services Advisory Committee
- International Student Experience Advisory Committee
- Multi-Faith Centre Advisory Council
- Student Initiative Fund Committee
- Student Life Budget Committee

The strategic frameworks and University documents that guide our programs are:

- Innovation Hub: uoft.me/innovationhub
- Truth and Reconciliation Commission Report: uoft.me/trcreport
- Experiential learning white paper: uoft.me/whitepaper
- Policy on Sexual Violence and Sexual Harassment: uoft.me/svsh
- Mental Health Framework: mentalhealth.utoronto.ca
- Institutional Priorities: threepriorities.utoronto.ca
- Themes from the Strategic Mandate Agreement: uoft.me/sma

STUDENT LIFE BY THE NUMBERS

4,275

students, staff & faculty have completed the online IAR training

4,686

students registered with Accessibility Services – an **11%** increase

3,500

Exam Ready kits distributed

14,230

students visited Health & Wellness **72,794** times – a **23.5%** increase in visits

2,725

work study students hired – a **15%** increase

4,839

students completed learning abroad activities – a **12%** increase over 2 year period

12,408

students recorded **18,004** validations for **7,666** opportunities on their CCR

360

student employees in Student Life with a combined salary of **\$988,425**

13.6%

increase in on-campus job postings on CLNx

15%

increase in safeTALK course offerings

20

Mindful Moments drop-in sessions a week – increased from **14**

10,475

appointments or interactions at Student Life on-location services

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 and employers. Examples of our initiatives follow.

Experiential learning opportunities

Design Thinking Experience Program

A 10-week program that provides training in equity-centred design thinking to teams of students and staff working together to tackle challenges that U of T student may experience.

Interfaith Leadership Certificate

The Interfaith Leadership Certificate is an opportunity for students to gain religious and cultural fluency so that they can better understand and work with diverse faith communities in professional and social contexts. The program consists of four learning sessions and an experiential component.

Mindfulness Meditation Student Facilitation Certificate Program (MindFIT)

This program equips students with the skills, knowledge and personal insights to facilitate mindfulness meditation practice for their peers. MindFIT involves participation in Mindful Moments drop-in meditations, in-class training (four, two-hour sessions) and co-facilitating meditation sessions.

Finding Your Own Mentor - Online Modules

These six self-directed interactive modules lead students through determining what they are looking for in a mentor, mapping their own network, supporting them through informational interviews, moving those initial conversations into mentoring conversations and then ideas for sustaining a mentoring relationship.

Career Exploration Online Orientation

This online orientation prepares students for experiential career learning such as job shadowing or “in the field” opportunities. By moving the orientation online, we have increased capacity, allowing more students to learn about and participate in these programs.

Experiential Learning modules

Student Life participated in the development of a series of short, online student learning modules, which were created to help students understand the different components of experiential learning and how to prepare for these opportunities. There are eight subject-specific modules, ranging from topics focused on student development, such as “Setting Goals for Experiential Learning” and “Developing a Personal Learning Plan for Competency Development”, to topics introducing students to specific types of experiential learning, such as “Community-Engaged Learning”.

Improvements to Work Study Program

Supported changes to the program where course-load requirements were reduced in order to increase accessibility to the program and supports were created to better align the program with a Work Integrated Learning framework. Students now earn a minimum of \$15/hour and are eligible for at least two hours of professional development.



Supporting Indigenous initiatives

How do students engage with Indigenous Student Services?

Conducted a deep dive into Indigenous student engagement at First Nations House. A major theme was that students desired more social and cultural programming. We are developing more hands-on cultural programming for the upcoming year.

Continued Indigenization of programs and services

We continue to offer focused and targeted support around Indigenous initiatives. Some examples include Indigenous learning strategists, Indigenous career peers, Mentor Navigators, Indigenous career fairs and the Blanket Exercise. We are also moving towards more focused health and wellness support for Indigenous students.

Supporting students with disabilities

Revised Service Animal Protocols and communications

Worked closely with the AODA Office and accessibility offices at UTM and UTSC to advise and support a standardized procedure for students bringing service animals on campus to ensure that students receive both the support and accommodation they require.

Assisted Technology Videos

Worked with accessibility offices at UTM and UTSC to create six instructional videos on the use of commonly used adaptive technologies, including Kurzweil 3000, Dragon and JAWS.

New handbooks in development

Two new handbooks are in development: Graduate Student handbook and a professional faculty resource on practicums, placements and labs. These resources will help faculty provide better accommodations to students.



Equity, Diversity & Inclusivity Initiatives

Access & Inclusion Peer Programs

The Access and Inclusion Peer Program is a mentorship program helping first-year students belonging to historically marginalized, minority or under-represented groups. Students can connect with experienced upper-year Mentor Navigators to avoid potential barriers to success, access and inclusion at U of T. Our mentors can help students who identify as Indigenous, African/Black/Caribbean, LGBTTI2QQ+, a first-generation student or a member of an under-represented religious or spiritual group. The program offers all students one-on-one meetings with a mentor and a series of events and workshops to connect students to each other and the U of T community.

Anti-Islamophobia training for staff

Partnered with the Anti-Racism & Cultural Diversity Office and the Centre for Learning, Leading & Culture to provide training on understanding Islamophobia to staff.

Increased career programming for under-represented communities

We have added new programs for under-represented communities to access career services, such as the EDI breakfast at the Graduating and Alumni Career Fair and the LGBTQ+ alumni/student career networking event.

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.

Global Citizen Program

A co-curricular program where students explore multiple perspectives on what global means when applied to three key competency areas:

1. community and civic engagement
2. fostering inclusivity and equity
3. global perspective and engagement

This program allows students to gain a global perspective, locally.

Increased supports for international students

- Partnered with University Settlement to provide appropriate settlement services to international students.
- Doubled immigration advising capacity and planning to further expand in 2020.
- A small-scale renovation in the Centre for International Experience made the front desk and UHIP service more accessible.

Future development: Global classrooms

We are working with academic divisions to provide virtual mobility and projects with courses in other countries.



HEALTH AND WELLNESS

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

My SSP (Student Support Program)

Launched a pilot of this service that provides 24/7 immediate, ongoing multilingual mental health support, which is now available to all students.

Exam Ready

Distributed 3,500+ study kits to students across campus in March and November, providing resources and support services. Exam Ready booths staffed by Student Life and Health promotions staff to engage students in discussion about dealing with end-of-term stress.

Same-day counselling

Counsellors are available for same-day, single-session counselling for help with issues like roommate conflict, exam stress, relationship problems, sadness or nervousness and more. Same-day appointments are available Tuesdays and Thursday afternoons.

Drop-in counselling at Robarts

Offered drop-in counselling to all students with My SSP counsellors during the April and December exam periods. Counselling was offered in English, Hindi, Punjabi and Mandarin.

Consultations to improve services

Implemented a series of focus groups and ongoing consultations with students to improve Health & Wellness services.

Interactive communications

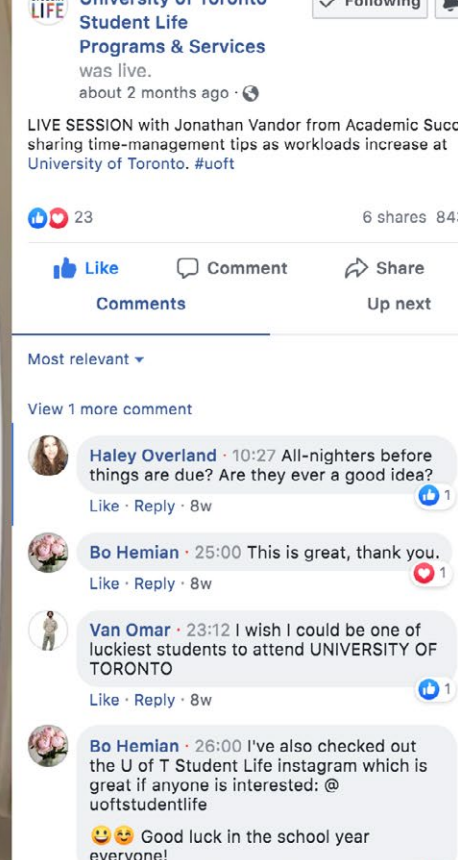
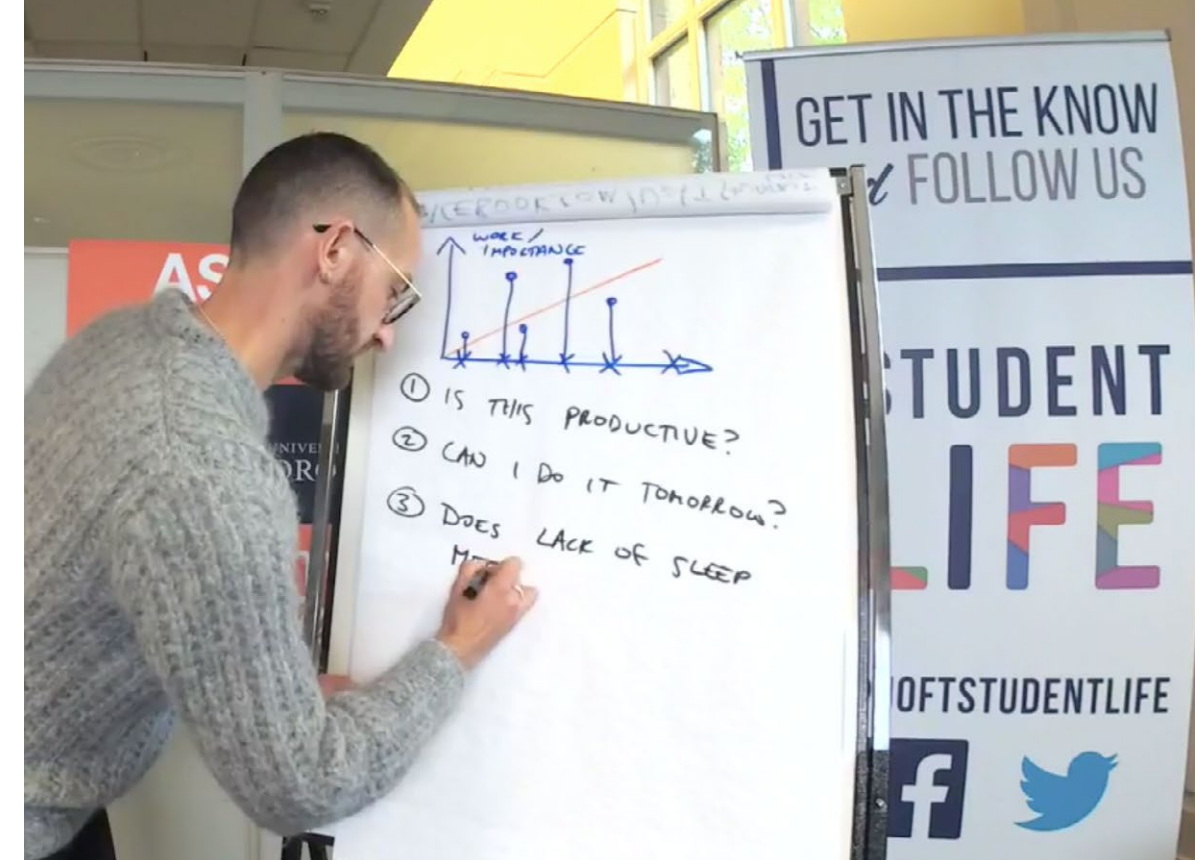
Increased social media presence for health communications, including live sessions for students to interact with Health & Wellness staff and ask questions.

Flu clinics

Organized seven days of flu clinics on the St. George campus for students, staff and faculty.

Identify, Assist, Refer

Expanded online and in-person Identify Assist Refer training to prepare students, staff and faculty, including through Joint Orientation Leader Training and other student leader training, to support individuals experiencing significant challenges to their mental health.



ACADEMIC SUPPORT

Study Hubs

Provided peer-facilitated, community hosted study spaces across campus, ten times a week, to help undergraduate students meet their academic goals and objectives.

Graduate Writing Groups

We host 10-12 graduate writing communities facilitated by 6 graduate student facilitators with the support of a learning strategist to support graduate students' focus on writing.

Increased social media presence

Learning strategists facilitated Facebook Live sessions to meet students in existing online community. These sessions increase our capacity to reach students and are available on social media at any time. We also released a series of study hack videos to help reach students.

Class Ambassadors program

In collaboration with PSY100, MAT135, and HMB300, a team of 10 peer class ambassadors regularly presented just-in-time, course specific learning strategies to their peers to support their in-class academic experience.

Increases in Service Capacity

In addition to our regular workshops, programs, and case-by-case 1:1 appointments, we piloted small group coaching sessions, which increased available student service appointment capacity by 388%.



DIVISIONAL AND UNIVERSITY SUPPORT SERVICES

Student Space Enhancement University Fund

Informed by the work and insights of the Innovation Hub, the Provost created a fund helps create more usable space on all campuses that reflect the diverse needs of our student population, create greater impact on the student experience and support the health and wellbeing of all students. Co-chairing this fund, we have awarded several projects aimed to meet the objectives of the fund.

TCard – submit your own photo pilot project

Implemented new software that allows students to submit their own photos online. A small group of students on the downtown campus piloted the software this August. It will go live to all students in the winter term.

Transforming the instructional landscape

In partnership with Academic + Campus Events and the Centre for Teaching Support and Innovation, this project explores how learning spaces might be redesigned to serve a wide range of students and how classroom space can open the door to new possibilities in teaching and learning.

New Residence Application Portal

The new StarRez portal will launch in January 2020, providing a single, enhanced site for students to apply for residence. The new system simplifies the application processes on all three campuses.

Student Life Budget Committee

The goal of the Budget Committee is to have open dialogue and discussion about the Student Life budget in a transparent and productive forum. Representatives from UTSU, APUS and UTGSU on the St. George campus are included.

FUTURE PLANS

New strategic plan

We are stepping into a strategic planning process as a way to further our commitment to supporting and enhancing the student experience. We strive to do this through reviewing our mission, vision and values, and developing a strategy for the Division for the next three to five years. We are envisioning ways to coordinate and collaborate with internal and external partners to help support this work.

Implementing recommendations

We will be implementing the relevant recommendations from the Task Force on Student Mental Health and the Expert Panel on the Undergraduate Student Educational Experience.

Website redesign

We are moving forward with year two of our integrated five-year digital plan to optimize the web experience. The new website, launching in March 2020, will be student-task driven, allowing students to find the resources they need with greater ease.



STUDENT
LIFE

studentlife.utoronto.ca



UNIVERSITY OF
TORONTO