



**FOR APPROVAL**

**PUBLIC**

**OPEN SESSION**

**TO:** University Affairs Board

**SPONSOR:** Micah Stickel, Acting Vice-Provost, Students

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

**PRESENTER:** See Sponsor

**CONTACT INFO:**

**DATE:** February 25, 2021 for March 4, 2021

**AGENDA ITEM:** 6 (b)

**ITEM IDENTIFICATION:**

Operating Plans & Fees: Student Life, St. George Campus

**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 4, 2021)
2. Governing Council [For Information] (April 6, 2021)

**PREVIOUS ACTION TAKEN:**

The Operating Plans for Student Life for the current fiscal year were approved by the University Affairs Board on March 11, 2020.

**HIGHLIGHTS:**

The current fees for Student Life Services and Programs include:

Health & Counselling: \$81.47 per session (\$16.29 for part-time students)

Student Services: \$98.89 per session (\$19.78 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 operates without drawing substantially on the University's operating income.

**RECOMMENDATION:**

**BE IT RESOLVED**

THAT the 2021-22 operating plans and budget for Student Life, 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 \$83.92 (\$16.78 for a part-time student), which represents a year-over-year increase of \$2.45 (\$0.49 for a part-time student) or 3.01%; and

THAT the Student Services sessional fee for a full-time student on the St. George campus be increased to \$100.79 (\$20.16 for a part-time student), which represents a year-over-year increase of \$1.92 (\$0.38 for a part-time student) or 1.92%.

**DOCUMENTATION PROVIDED:**

Student Life Presentation to the Council on Student Services

Student Life Annual Report 2020

# Division of Student Life

Presentation to Council on Student Services  
January 26, 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**
- **experience leadership, independence and success**

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



# 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
- Feedback Loop for EDI Education
- Gradlife Advisory Committee
- Health and Wellness Advisory Group
- Housing Services Student Advisory Committee
- Indigenous Student Services Advisory Committee
- International Student Experience Advisory Committee
- Multi-Faith Centre Advisory Council
- Student Initiative Fund
- Student Life Budget Committee

# DIVISION OF STUDENT LIFE

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

# BY THE NUMBERS

- **2100+** students supported for entry into Canada through the Quarantine Program
- **830+** online study hubs run during COVID-19, a **348%** increase
- **35%** increase in number of unique students reached with Academic Success programming
- **200%** increase in demand for career appointments during COVID-19
- **59,164** visits by **12,615** students to the health clinic for primary care and mental health
- **3938** students participated in **53** community engaged learning courses
- **55,003** positions posted on the off-campus job board, a **35%** increase
- **21,307** TCard photos submitted through the new MyPhoto tool
- **115.7K** views on 24 Facebook Lives since March
- **24.8K** Instagram followers, a **50%** increase
- **35%** increase in Facebook followers
- **14,745** interactions on the new Navi mental health virtual agent
- **172** students participated in virtual learning abroad programs
- **750+** students assisted in return to home from activity abroad
- **2000+** students accessed one on one immigration advising appointments during COVID-19
- **3700+** students registered for immigration advising workshops during COVID-19



# Supporting Student Mental Health

## Navi: Your Mental Health Wayfinder

- Student Mental Health Virtual Agent to help students navigate mental health supports.
- Uses IBM's Watson Assistant, a virtual agent that uses natural language processing to understand questions and provide accurate and relevant responses through a simple, anonymous chat function.



Hi! My name is Navi.  
How can I help you today?

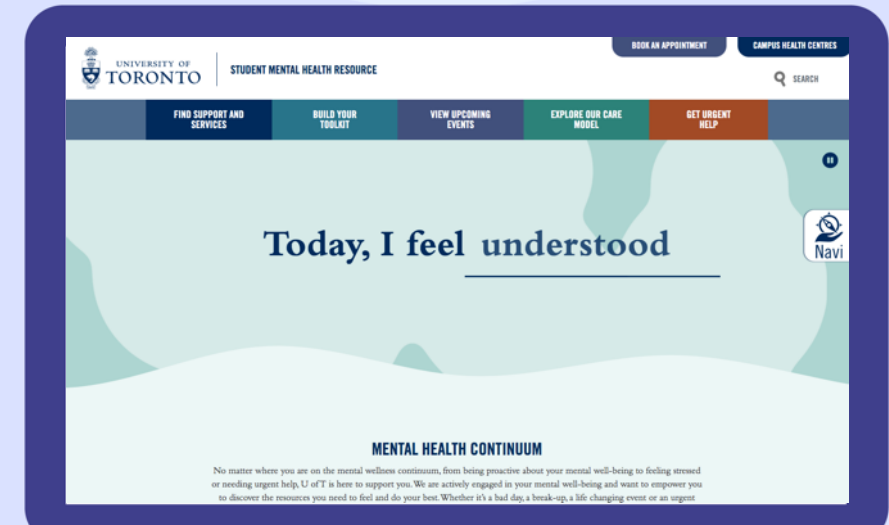
I am stressed about exams.



# Supporting Student Mental Health

## Student Mental Health Web Portal

- Help students find mental health supports.
- Built around the stepped model of care for youth.
- Robust search and filter function that allows students to match their needs with the many types of supports available.



## Supporting Student Mental Health U of T MySSP

- Expanded to all students.
- Real-time and/or appointment-based confidential, 24-hour support for any school, health, or general life concern.
- Available by chat or phone in multiple languages.



Download the  
My SSP app  
or call  
1-844-451-9700.

[uoft.me/myssp](https://uoft.me/myssp)

# Supporting Student Mental Health

## Tri-Campus Accessibility Letter of Accommodation

- Streamlined and simplified tri-campus Transfer of Accommodation form for students taking classes across the campuses.

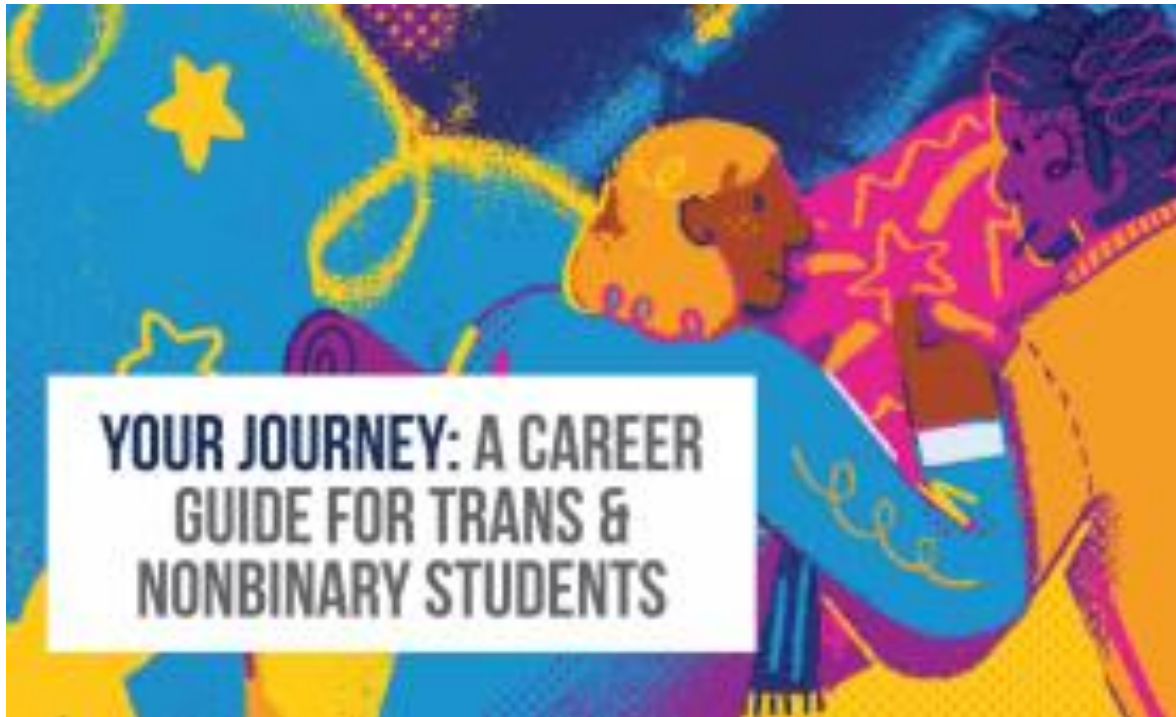


## Supporting Student Mental Health Peer Support Program

- Partnership with Factor-Inwentash Faculty of Social Work.
- Peer support offered in a one-on-one, drop-in, non-judgmental, confidential and accessible virtual space.



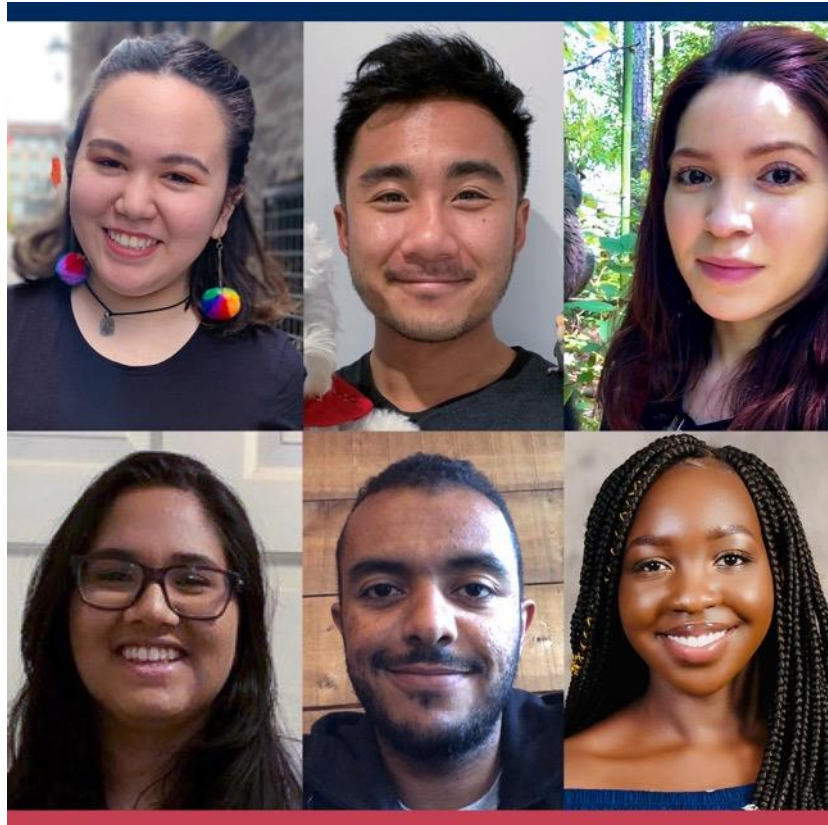
# EDIA Initiatives



- EDIA committee
- Equity Census
- Trans Career Guide "Your Journey: A Career Guide for Trans and Nonbinary Students"
- Accessibility Student Survey-with inclusion of identity based questions
- Accessibility/Career Monthly Newsletter
- Women-Identified Social Autism Association
- BIPOC Wellness Counsellor



# EDIA Initiatives



- **Black Students Welcome & Clubs Fair**
- **EDIA-A Workshops for Students**  
(e.g. Accessibility and Language; Understanding & Responding to Microaggressions; Creating Inclusive Environments; Equity 101; Self Awareness as Foundational Work in Equity; Introduction to Anti-Oppressive Practices; Allyship; Disclosure and Accommodation in the Job Search; Networking & Privilege Group Chat)
- **Mentor Navigators (1:1s and drop ins)** for First Generation, South East Asian, LatinX and Black, African and Caribbean students
- **Interfaith Leadership Certificate**
- **Religious Literacy Training for Staff**

# Indigenous Initiatives



- Indigenous Community-Engaged Learning Coordinator
- Indigenous Wellness Counsellor
- Indigenous Career Intern
- Indigenous Career Peer Advisor
- Indigenous Student Liaison to assist students registering for accessibility accommodations





# Academic Resilience Program:

- Hiring for the program completed in summer/fall 2020.
- Broad consultation phase begun in October 2020 and is ongoing (will include student groups).
- Development of an emerging curriculum framework established November 2020.
- Early feedback sessions with students began fall 2020.

Photography by Daria Perevezentsev  
(Faculty of Applied Science & Engineering)





# Academic Resilience Program:

## Guiding Pedagogy & Program Content

- emphasizes process and community and driven by student need.
- focus is on **learner development** - will not *teach* resilience, but rather build self-awareness to explore strengths and challenges with academic resilience as an **outcome**.

# Academic Resilience Program: Pilot Programs for Winter 2021

Workshop series & themed discussions	Second-year learning cohort	Experimental programming
proactive	responsive	emergent
<ul style="list-style-type: none"> <li>All students and some targeted populations</li> <li>Multiple 3-part workshop series (Learn, Plan &amp; Support Your Learning)</li> <li>Themed discussions (<i>various</i>)</li> </ul>	<ul style="list-style-type: none"> <li>Second-year first-entry undergraduate students (completed 4.0 credits)</li> <li>Students who have experienced academic setbacks</li> <li>6+ weeks</li> <li>Not a clinical intervention</li> </ul>	<ul style="list-style-type: none"> <li>All students and some targeted populations</li> <li>Working with iHub for “I wish I had known” reflective exercises for outgoing first-year students</li> <li>Themed discussions (<i>various; conversations about failure, writing resilience</i>)</li> </ul>



# International Experience

- Secured \$100K in International Education Strategy funding to develop innovation and inclusion in learning abroad programming.
- Worked with program areas to support pivot to remote learning experiences.
- Launch of the Global Classroom Initiative.
- Secured ongoing funding to increase Immigration Advising team from 1 to 4.
- Supporting impact of pandemic on all international students' legal status in Canada



Photography by Diana Tyszko



## COVID-19 Response (quarantine program)

- 2,100+ students supported for entry into Canada since August.
- Program involves:
  - daily check-in with nurses
  - monitoring of physical and mental health
  - referrals for assessment
  - COVID testing (since October)
  - Transportation & accommodation

Photography by Nick Iwanyshyn



## COVID-19 Response (programming examples)

- Launched seven new workshops addressing COVID-related career strategies.
- More than 1,100 students registered for our Graduate and Professional Schools Virtual Showcase.
- Over the summer months there were more than 20,000 TCard appointments.
- Seven new videos to orient students with disabilities, including strategies for online tests/exams.
- Developed six new resources to support online learning.
- Virtual learning abroad opportunities



# Future Plans

- Student Life strategic plan
- Development of a broader student advisory committee for Student Life
- Expansion of peer programming initiatives in several areas
- Resilience program
- Continue to build support around student mental health and EDIA initiatives
- Continued work in supporting student groups under the revised policy



Photography by Diana Tyszko



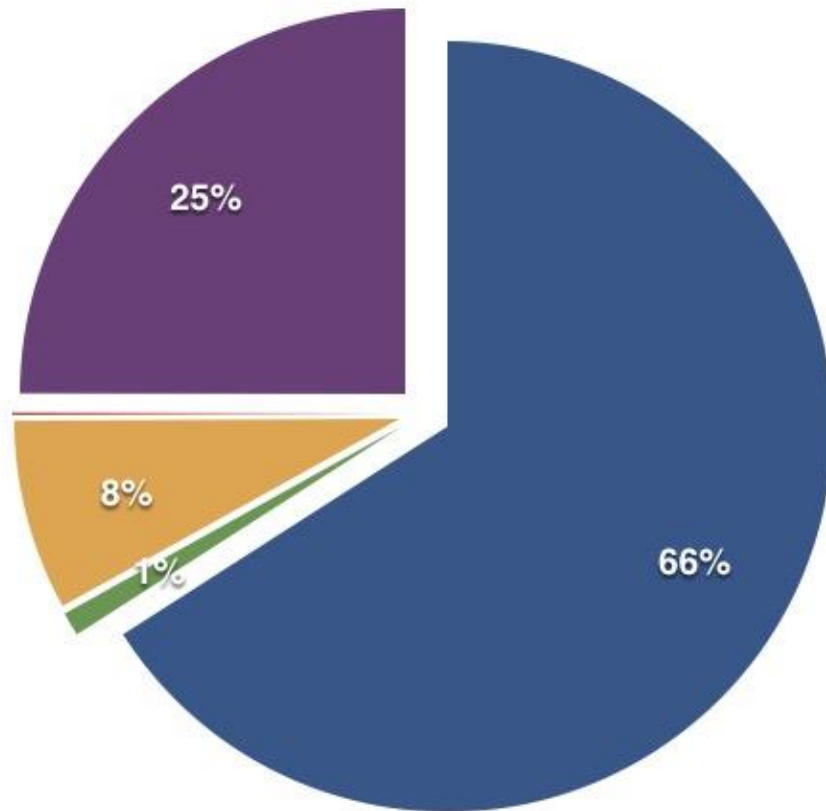
# Student Life Programs and Services - St. George Campus

	2020-2021		2021 - 2022			
		A	B	C	D	A + B - C + D
	Net Operating Expense	Compensation	Non Salary Expenses	Revenue	Occupancy Cost	Net Operating Expense
<b>Student Fee Funded</b>						
<i>Division of Student Life</i>						
<b>Divisional Services and Support</b>	\$ 4,072,931	\$ 3,655,790	\$ 540,727	\$ -	\$ -	\$ 4,196,517
<b>Centre for International Experience</b>	\$ 1,092,888	\$ 729,269	\$ 238,722	\$ 9,400	\$ 119,518	\$ 1,078,109
<b>Health and Wellness</b>	\$ 5,988,076	\$ 6,577,821	\$ 3,474,436	\$ 3,200,000	\$ 224,103	\$ 7,076,360
<b>Student Experience</b>	\$ 1,254,072	\$ 1,078,142	\$ 170,954	\$ 94,222	\$ 168,664	\$ 1,323,538
<b>Student Life Programs and Services</b>						
O-SLP&S	\$ 1,112,393	\$ 906,112	\$ 144,682	\$ -	\$ 52,763	\$ 1,103,557
Academic Success Centre	\$ 1,031,059	\$ 1,771,263	\$ 48,756	\$ -	\$ 15,981	\$ 1,836,000
Career Centre	\$ 2,257,475	\$ 1,920,674	\$ 147,977	\$ 18,000	\$ 66,937	\$ 2,117,588
First Nations House	\$ 603,603	\$ 517,937	\$ 49,623	\$ -	\$ 47,397	\$ 614,957
Housing Service	\$ 504,303	\$ 468,969	\$ 38,564	\$ 12,000	\$ 9,521	\$ 505,054
Centre for Community Partnerships	\$ 461,146	\$ 310,893	\$ 113,772	\$ -	\$ 28,379	\$ 453,044
Multifaith Centre	\$ 698,000	\$ 359,808	\$ 133,299	\$ 3,000	\$ 145,732	\$ 635,839
Student and Campus Community Development	\$ 1,422,715	\$ 1,288,255	\$ 122,455	\$ -	\$ 40,378	\$ 1,451,088
<b>Work Study</b>	\$ 275,000	\$ 325,000	\$ -	\$ -	\$ -	\$ 325,000
<i>VP, Human Resources &amp; Equity</i>						
Early Learning Centre/Campus Co-Op	\$ 240,643	\$ -	\$ 176,999	\$ -	\$ 68,470	\$ 245,469
Family Care Office	\$ 220,919	\$ 215,612	\$ 16,031	\$ -	\$ -	\$ 231,643
Sexual and Gender Diversity Office	\$ 134,728	\$ 135,044	\$ 6,000	\$ -	\$ -	\$ 141,044
<b>Student Space</b>	\$ 1,029,900	\$ -	\$ -	\$ -	\$ 1,176,597	\$ 1,176,597
<b>Total Student Fee Funded</b>	\$ 22,399,851	\$ 20,260,591	\$ 5,422,997	\$ 3,336,622	\$ 2,164,440	\$ 24,511,406
<b>Non Student-Fee Funded</b>						
<b>University Support</b>	\$ 8,505,344	\$ 10,292,694	\$ 1,117,146	\$ -	\$ 314,003	\$ 11,723,843
<b>Grant</b>	\$ 2,670,544	\$ 1,781,865	\$ 586,466	\$ -	\$ -	\$ 2,368,331
<b>Self Funded</b>	\$ 432,332	\$ 543,095	\$ 110,938	\$ -	\$ -	\$ 654,033
<b>Other Funding</b>	\$ 125,000	\$ 134,564	\$ -	\$ -	\$ -	\$ 134,564
<b>Total Non Student-Fee Funded</b>	\$ 11,733,221	\$ 12,752,218	\$ 1,814,550	\$ -	\$ 314,003	\$ 14,880,771
<b>Divisional Total</b>	<b>\$ 34,133,072</b>					<b>\$ 39,392,176</b>
	<b>FUNDING</b>	<b>FUNDING</b>				
	\$ 22,399,851	Student Fees				\$ 24,511,406
	\$ 11,733,221	Non Student-Fee Budget Support				\$ 14,880,771
	\$ 34,133,072	<b>Total Funding</b>				\$ 39,392,176
	\$ -	<b>DEFICIT/SURPLUS</b>				\$ -

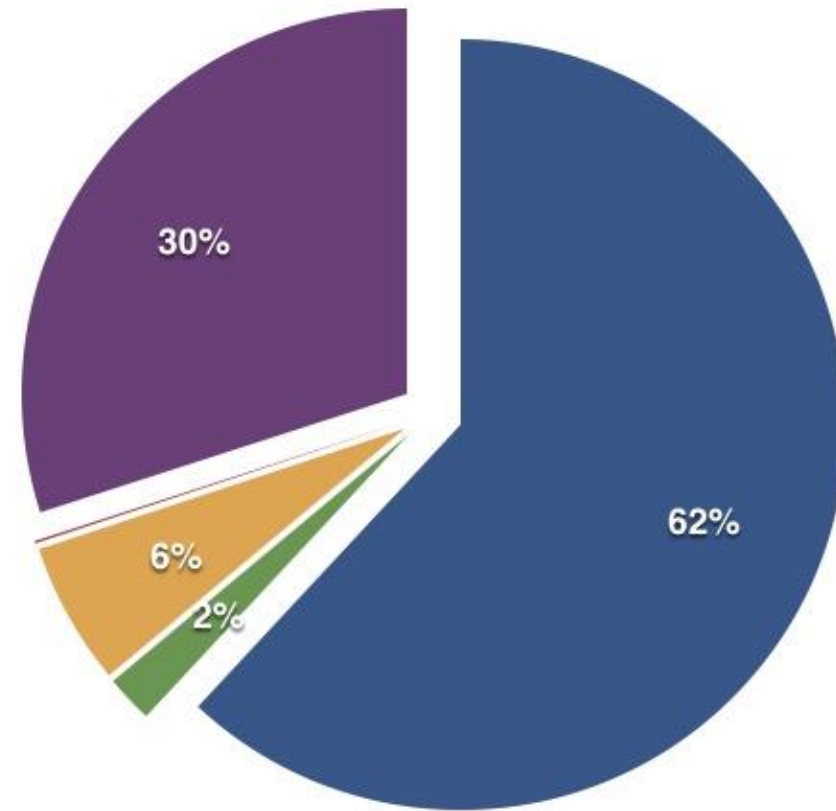


# Sources of Funding for Student Life

2020 – 2021

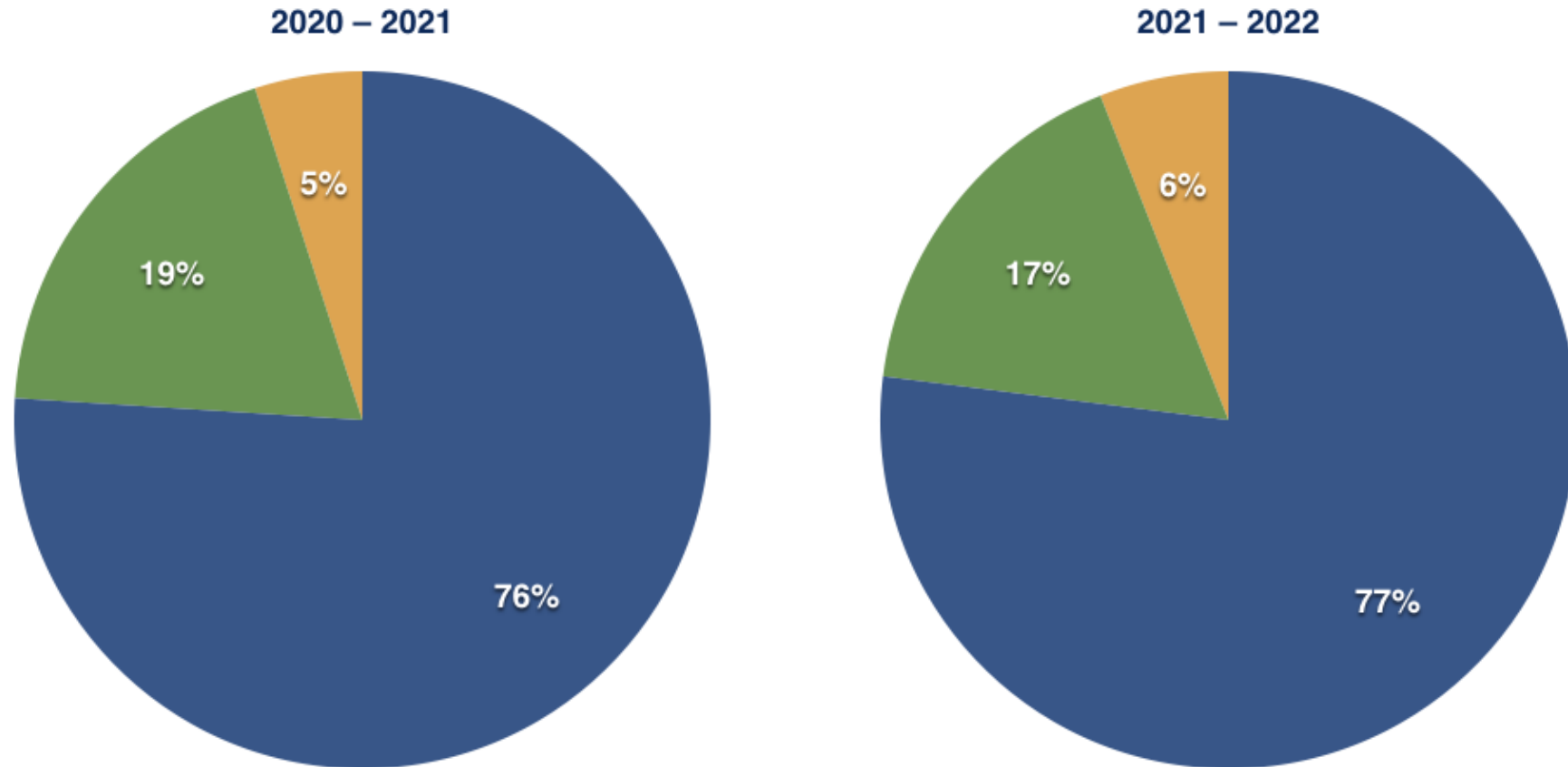


2021 – 2022



● Student Fees ● Self-Funded ● Grant Funded ● Other Funding ● University Support

# Student Life Operating Expenses





# Health and Counselling Fee 2021-2022

Student Fee CPI/UTI Calculation			
<b>Adjusted Fee Base</b>			
Fee per Session (previous year)		\$	81.47
Less removal of temporary fee 2018-2019	-	\$	2.34
<b>Adjusted Fee Base</b>		\$	79.13
<b>Consumer Price Index</b>			
CPI Index Percent	2%	Adjusted Fee	\$ 80.71
Adjusted Fee	-		-\$ 79.13
<b>\$ Amount of CPI based increase</b>		\$	1.58
<b>UTI Index</b>			
Appointed Salary Expenditure Base (previous year budget)		\$	7,758,608
Average merit/step/ATB increase/decrease for appointed staff		3.00%	
Indexed salaries	\$	7,991,366	
Standard Benefit Rate		23.50%	
Indexed Appointed Salary Expenditure Base		\$	9,869,337
Casual Salary Expenditure Base (previous year budget)	\$	285,284	
Average ATB increase/decrease for casual staff		1.00%	
Indexed salaries	\$	288,137	
Standard Benefit Rate		10.00%	
Indexed Casual Expenditure Base		\$	316,951
Total Indexed Salary and Benefits Expenditure Costs		\$	10,186,288
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$	3,824,054
Add the Non-Salary Expenditure Base (previous year)		\$	3,391,436
Add the Occupancy Cost (previous year)		\$	201,638
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		\$	-
Cost for UTI purposes		\$	9,955,308
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions			120,910
<b>UTI Indexed Fee - per term</b>		\$	82.34
Adjusted fee Base		\$	79.13
<b>\$ Amount of UTI Based Increase</b>		\$	3.21
<b>Combined Fee Increase</b>			
Adjusted Fee		\$	79.13
CPI Based Fee increase	+	\$	1.58
UTI Based Fee increase	+	\$	3.21
<b>Indexed Full Time Fee per Term</b>		\$	83.92
<b>Indexed Part Time Fee per Term</b>		\$	16.78

# Student Services Fee 2021-2022

Student Fee CPI/UTI Calculation			
<b>Adjusted Fee Base</b>			
Fee per Session (previous year)		\$	98.89
Less removal of temporary fee 2018-2019	-	\$	2.84
<b>Adjusted Fee Base</b>		\$	96.05
<b>Consumer Price Index</b>			
CPI Index Percent	2%	Adjusted Fee	\$ 97.97
Adjusted Fee	-		-\$ 96.05
<b>\$ Amount of CPI based increase</b>		\$	1.92
<b>UTI Index</b>			
Appointed Salary Expenditure Base (previous year budget)		\$	7,670,573
Average merit/step/ATB increase/decrease for appointed staff		3.00%	
Indexed salaries	\$	7,900,690	
Standard Benefit Rate		23.50%	
Indexed Appointed Salary Expenditure Base		\$	9,757,352
Casual Salary Expenditure Base (previous year budget)	\$	285,284	
Average ATB increase/decrease for casual staff		1.00%	
Indexed salaries	\$	288,137	
Standard Benefit Rate		10.00%	
Indexed Casual Expenditure Base		\$	316,951
Total Indexed Salary and Benefits Expenditure Costs		\$	10,074,303
Subtract the Amount of Net Revenue from Other Sources (previous year)		-\$	1,897,152
Add the Non-Salary Expenditure Base (previous year)		\$	2,261,111
Add the Occupancy Cost (previous year)		\$	1,733,829
Reduce the amount by the proportion attributed to UTM and UTSC (current year)		-\$	215,929
Cost for UTI purposes		\$	11,956,162
Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions			120,910
<b>UTI Indexed Fee - per term</b>		\$	98.88
Adjusted fee Base		\$	96.05
<b>\$ Amount of UTI Based Increase</b>		\$	2.83
<b>Combined Fee Increase</b>			
Adjusted Fee		\$	96.05
CPI Based Fee increase	+	\$	1.92
UTI Based Fee increase	+	\$	2.83
<b>Indexed Full Time Fee per Term</b>		\$	100.79
<b>Indexed Part Time Fee per Term</b>		\$	20.16

# Student Fees 2021 - 2022

Salary and Benefits Expenditure	Non Salary Expenditure	Building Occupancy Costs	Gross Direct and Indirect Expenditure	Total Income	Net Expenditure	Fee Based on UTI/CPI
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<b>Health &amp; Counselling Services Fee</b>								
Health & Counselling	\$	10,186,288	4,356,063	313,878	14,856,229	3,200,000	11,656,229	83.92
<b>Total Health &amp; Counselling Services</b>		10,186,288	4,356,063	313,878	14,856,229	3,200,000	11,656,229	
							<b>Full Time Fee</b>	<b>\$83.92</b>
							<b>Part Time Fee</b>	<b>\$16.78</b>

<b>Student Services Fee Bundle</b>								
Career Services	\$	4,763,027	389,241	234,725	5,386,993	109,140	5,277,853	41.39
Academic Support	\$	3,517,124	219,800	234,986	3,971,910	27,482	3,944,428	30.93
Safety	\$	158,651	18,161	3,398	180,210	-	180,210	1.41
Student Buildings	\$	132,851	21,548	1,176,597	1,330,996	-	1,330,996	10.44
Student Life Clubs and Funds	\$	-	112,000	-	112,000	-	112,000	0.88
Housing	\$	138,192	9,645	9,521	157,358	-	157,358	1.23
Leadership Development	\$	345,751	69,303	3,347	418,401	-	418,401	3.28
Early Learning Centre	\$	-	176,999	68,470	245,469	-	245,469	1.92
Family Care Office	\$	215,612	16,031	-	231,643	-	231,643	1.82
International Student Support	\$	803,095	34,206	119,518	956,819	-	956,819	7.50
<b>Total Student Services Bundle</b>	\$	10,074,303	1,066,934	1,850,562	12,991,799	136,622	12,855,177	
							<b>Full Time Fee</b>	<b>\$100.81</b>
							<b>Part Time Fee</b>	<b>\$20.16</b>
							<b>Total FT Fee</b>	<b>\$184.73</b>
							<b>Total PT Fee</b>	<b>\$36.94</b>



# Proposed Fee Increase

	2020-2021	Fee Drop Off	CPI Increase	UTI Increase	2021-2022	\$ change	% change
<b>ST GEORGE</b>							
Health and Counselling Fee FT	\$ 81.47	\$ 2.34	\$ 1.58	\$ 3.21	\$ 83.92	\$ 2.45	3.01%
Health and Counselling Fee PT	\$ 16.29	\$ 0.47	\$ 0.32	\$ 0.64	\$ 16.78	\$ 0.49	3.01%
Student Services Fee FT	\$ 98.89	\$ 2.84	\$ 1.92	\$ 2.83	\$ 100.79	\$ 1.92	1.92%
Student Services Fee PT	\$ 19.78	\$ 0.57	\$ 0.38	\$ 0.57	\$ 20.16	\$ 0.38	1.92%
<b>UTM</b>	\$ -				\$ -		
<b>UTSC</b>	\$ -				\$ -		

For 2021-2022, the fee calculates at \$100.81 but has been reduced to \$100.79 to permit percent increases to be equal at 1.92% otherwise rounding would cause a difference. All other numbers shown are as calculated.

# QUESTIONS





# FOR INFORMATION PLEASE CONTACT

- **David Newman**, Executive Director, Student Experience  
*david.newman@utoronto.ca*
- **Heather Kelly**, Executive Director, Student Life Programs & Services  
*heather.kelly@utoronto.ca*
- **Janine Robb**, Executive Director, Health & Wellness  
*janine.robb@utoronto.ca*
- **Katherine Beaumont**, Senior Director, Global Learning Opportunities & International Student Success  
*katherine.beaumont@utoronto.ca*





# STUDENT LIFE ANNUAL REPORT 2020

STUDENT  
LIFE



UNIVERSITY OF  
TORONTO

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*Cover photo by Daria Perevezentsev*



# STUDENT LIFE

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

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

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

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

In 2020, the COVID-19 pandemic required us to pivot with respect to our programs, services and delivery models. We quickly transitioned to virtual delivery, with almost all programs and services now offered online, in both synchronous and asynchronous formats to accommodate students in other time zones. We have seen a significant increase in student participation during this change, with more students both attending sessions and using services. We have also seen an increase in students attending multiple sessions. We continue to scale up our offerings to meet this increased demand.

Our programming has adapted to serve the needs of students during these difficult times, including developing resources for online learning, and programming for dealing with mental and physical health, community building and career uncertainty during the COVID-19 pandemic. We are committed to ensuring that students have access to appropriate supports to complete their studies during these unprecedented times.







# WHO WE ARE AND WHAT WE PROVIDE

## Academic Success

We help you identify and achieve your learning goals. You have a lot more going on in your life than just academic responsibilities, so we tailor our learning supports to fit you.

- Develop a healthy approach to learning.
- Find confidence and motivation to study.
- Take better notes that actually help.
- Prepare well for tests and exams.
- Manage your tasks more efficiently.

## Accessibility Services

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

- Program, practicum, lab & course accommodations
- Adaptive software & equipment
- Learning strategies
- Peer support
- Learning & social opportunities

## Career Exploration & Education

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

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

### **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 the U of T community.

- International study, research, internships & awards
- Help with Canadian study & work permits, health insurance in Ontario
- Global skills & intercultural communication development
- Tools to build community & succeed in Canadian campus life

### **Centre for Community Partnerships**

We work with students, staff and community partners to explore and enact a collaborative vision of a better world. Through community-based learning and research experiences on- and off-campus, students can learn from community organizations to contribute to a more just society.

- Students: Community placements, workshops and training, leadership opportunities, mentorship and other support to learn in community while developing knowledge and skills.
- Faculty: Support for instructors to develop community-engaged learning courses, scholarship and partnerships.
- Community Partners: Connections with students and instructors who are interested in learning from your expertise and contributing to your grassroots, non-profit or public sector work.

### **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.

- Access to 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

### **First Nations House/Indigenous Student Services**

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.

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

### **Graduate Student Experience**

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.

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



## Health & Wellness

We provide a range of health services for your physical and mental health, wellness programs and information to help you achieve your personal and academic goals.

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

## Housing

The staff at Housing can help you find a great home. Use the StarRez portal to apply for residence or log in to the Off-Campus Housing Finder to search for rentals and find roommates. Attend our events or meet with us in person to get help with your housing search and learn about your tenant rights.

- Rental education resources
- Help dealing with landlord & roommate conflicts & other housing issues/challenges
- Info on tenant rights & responsibilities
- Residence application assistance, current vacancies & tour schedules

## Mentorship & Peer Programs

Our team provides training, programming, events and resources to mentors and support for students looking for mentors.

- 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.

- 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.

- Many exciting ways to engage in campus life
- Official recognition of your co-curricular involvement
- 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.

- Get 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"> <li>• Student Crisis Response, Progress &amp; Support</li> <li>• Office of Chief Administrative Officer</li> <li>• Student Life Communications</li> <li>• Student Life IT</li> <li>• Assessment &amp; Analysis</li> <li>• Project Management</li> <li>• Innovation Hub</li> </ul>		<ul style="list-style-type: none"> <li>• Academic Success</li> <li>• Accessibility Services</li> <li>• Career Exploration &amp; Education</li> <li>• Centre for Community Partnerships</li> <li>• <b>Housing &amp; TCard</b> <ul style="list-style-type: none"> <li>• Housing</li> <li>• TCard</li> </ul> </li> <li>• Indigenous Student Services</li> <li>• <b>Student Engagement</b> <ul style="list-style-type: none"> <li>• Student &amp; Campus Community Development (Orientation, Transition &amp; Engagement, Clubs &amp; leadership Development, Mentorship &amp; Peer Programs)</li> <li>• Multi-faith Centre</li> </ul> </li> <li>• Student Success</li> <li>• On-Location Student Life Programs &amp; Services</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; Wellness Centre</li> <li>• Health Promotions</li> <li>• On-Location Health &amp; Wellness Services</li> </ul>	<ul style="list-style-type: none"> <li>• Global Learning on Campus</li> <li>• International Student and Scholar Experience</li> <li>• Learning and Safety Abroad</li> <li>• On-Location International Experience Services</li> </ul>

Photo by Daria Perevezentsev

## 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.
- **Global experiences:** Provide opportunities for international mobility through study and research programs that strengthen global partnerships and encourage a unique approach to learning.
- **Student wellbeing:** 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 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:

- Accessibility Services Student Advisory Committee
- Career Exploration & Education and Accessibility Services Advisory Committee
- Career Exploration & Education Guidelines for Student Engagement
- Cocurricular Record Local Evaluation Committee
- Centre for Community Partnerships Advisory Committee
- Committee for the Allocation of Student Activity Space
- 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
- Student Initiative Fund
- Student Life Budget Committee

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

- [Innovation Hub](#)
- [Truth and Reconciliation Commission Report](#)
- [Experiential Learning White Paper](#)
- [Policy on Sexual Violence and Sexual Harassment](#)
- [Student mental health](#)
- [Institutional Priorities](#)
- [Themes from the Strategic Mandate Agreement](#)

# STUDENT LIFE BY THE NUMBERS

**2100+** students supported for entry into Canada through the Quarantine Program

**830+** online study hubs run during COVID-19

**41,785** student emails and phone calls processed by the Front Desk Team at Accessibility Services

**35%** increase in number of unique students reached with Academic Success programming

**150%** increase in registration in online learning modules

**59,164** visits by **12,615** students to the health clinic for primary care and mental health

**3938** students participated in **53** community-engaged learning courses

**55,003** positions posted on the off-campus job board, a 35% increase

**21,307** TCard photos submitted through the new MyPhoto tool



# STUDENT LIFE BY THE NUMBERS

**115.7K** views on **24** Facebook Live sessions since March 2020

**24.8K** Instagram followers, a **50%** increase

**35%** increase in Facebook followers

**14,745** interactions on the new Navi mental health virtual agent

**172** students and **14** partners participated in virtual learning abroad programs (exchange, research and internships); worked with **800+** students to ensure they were not losing a semester

**750+** students assisted in return to home from U of T activity abroad during the pandemic

**5888+** international students accessing one-on-one immigration advising appointments and registering for immigration advising workshops

# 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. In addition to the examples provided below, Student Life provides many sites for practicum experiences for students.

## Experiential learning opportunities

### **Community-Engaged Learning Programs**

Offered two new programs for students to engage with their communities and/or community organizations remotely during the pandemic.

### **Community-Engaged Learning Community of Practice (COP)**

Established a tri-campus COP to provide staff training on the fundamentals of community-engaged learning and community partner stewardship.

### **Expanded CLNx, supporting faculty engagement on CLNx**

Configured the CLNx system for new partners, including Indigenous Cultural Exchange (tri-campus), Indigenous Student Services, T-Card (tri-campus), Health and Wellness, Arts & Science Actuarial Sciences and CIE - Learning Abroad (Outbound) and Inbound Exchange.

### **Talking to New People**

Introduced programming for individuals and those in leadership roles to help students build skills and practice relationship-building tools and strategies ranging from workshops to intensive 4-week group activities.

### **New Career Programming**

Launched seven new workshops addressing COVID-related career strategies, including: Job Search during COVID-19, Online Networking Strategies, Navigating Career Uncertainty, Remote Interview Strategies and Your Employment Rights & COVID19.

### **Virtual Opportunities**

More than 1100 students registered for our Graduate and Professional Schools Virtual Showcase, to support students and graduates who might be exploring career choices requiring additional knowledge and skills, or those waiting out the economic downturn.



# EQUITY, DIVERSITY, INCLUSIVITY & ACCESSIBILITY (EDIA) INITIATIVES

## **EDIA Committee**

Launched an EDIA Committee in September 2020, focused on staff experiences in Student Life. This work is ongoing and is critical in ensuring that our staff are well supported so they can effectively support and serve our diverse student population.

## **U of T Student Equity Census**

Supported the launch of the census, which collects data that will be used to develop, assess and maintain programs and initiatives responsive to student needs. We will be able to more effectively understand and improve the holistic experience of our students; strengthen student recruitment efforts, access and success strategies to address and eliminate barriers within our processes.

## **Accessibility Services Student Survey**

Introduced a new survey, including an opportunity for students to self-identify ethnocultural background, sexual orientation, gender and religious background to help better understand intersectionality and the students we support.

## **BIPOC Wellness Counsellor**

Hired a BIPOC wellness counsellor to help meet the health and wellness needs of BIPOC students.

## **Your Journey: A Career Guide for Trans and Nonbinary Students**

Developed information to help trans and nonbinary students and recent graduates navigate their careers by exploring strategies and resources.

## **Programming Initiatives**

Introduced new programs and events to provide support for equity groups and educate students on EDIA issues:

- Black Students Welcome & Clubs Fair
- EDIA-A Workshops for Students (e.g., Understanding & Responding to Microaggressions; Creating Inclusive Environments; Equity 101; Self Awareness as Foundational Work in Equity; Introduction to Anti-Oppressive Practices; Allyship; Disclosure and Accommodation in the Job Search; Networking & Privilege Group Chat)
- Mentor Navigators (1:1s and drop-ins) for First Generation, South East Asian, LatinX and Black, African and Caribbean students
- Interfaith Leadership Certificate
- Religious Literacy Training for Staff
- Women-Identified Social Autism Association
- Accessibility/Career Monthly Newsletter



## INDIGENOUS INITIATIVES

As we continue to advance our commitments to the Truth and Reconciliation Commission of Canada (TRC) and build our supports for Indigenous learners, we are expanding the ways we offer services and programs. First Nations House/Indigenous Student Services continues to provide guidance and we are building on the value of the Indigenous Learning Strategist role through the following new roles.

### **Indigenous Wellness Counsellor**

Hired an Indigenous Wellness Counsellor to provide focused and culturally relevant supports for our Indigenous student population.

### **Indigenous Community-Engaged Learning Coordinator**

Established a new role to support curricular opportunities for students to engage with Indigenous community organizations.

### **Indigenous Career Intern & Peer Advisor**

Expanded the programs and advising for Indigenous students as they plan and explore their career journeys.

### **Indigenous Student Liaison Role**

Identified a role to support and assist Indigenous students registering for accessibility accommodations.



# GLOBAL EXPERIENCES

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.

## **Themed Academic Discussions for International Students**

Topics included *Structuring your day while in different time zones*, *Learning in Community*, *Boosting your confidence in participating in Class Discussions* and *Overcoming the feeling that your English is not 'good enough'*.

## **International Education Strategy**

Secured \$100K in new federal funding to develop innovation and inclusion in learning abroad programming.

## **Global Classroom Initiative**

The Global Classrooms (GC) initiative began before the pandemic to offer an accessible way to internationalize teaching and learning by combining international collaborations and global learning with technology. With

the onset of the pandemic, we shifted to fully online GCs where faculty and students work closely with peers abroad as part of existing courses. This provides meaningful reciprocal global learning without global travel.

## **Increased Immigration Support**

Secured ongoing funding to increase Immigration Advising team from one to four to serve the now 16,000+ international students enrolled on our campus.

## **Pandemic Support for International Students**

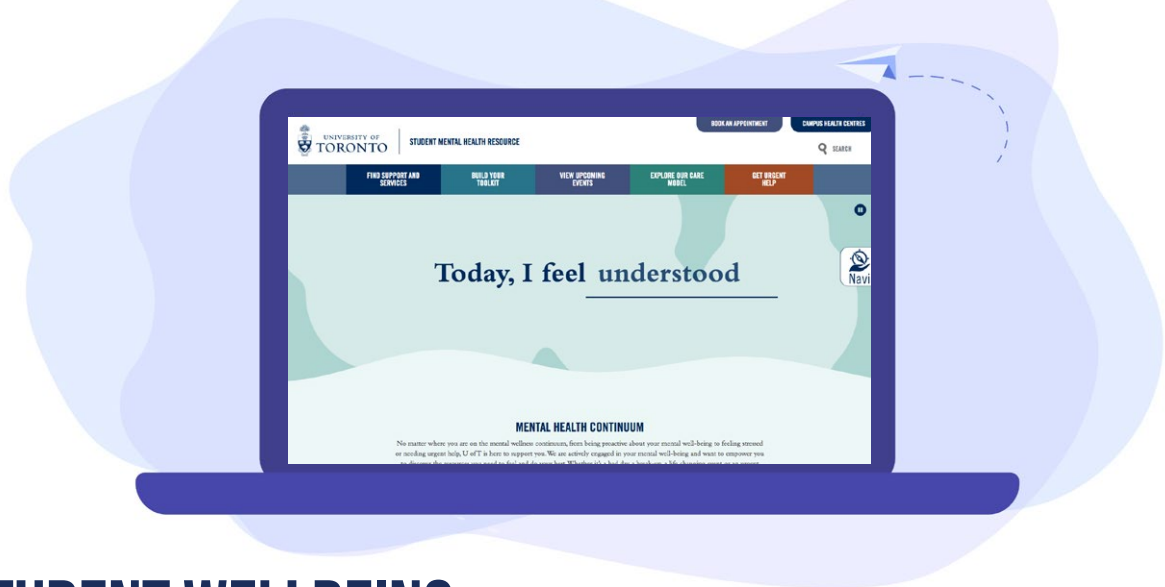
We are supporting international students coping with impact of the pandemic on their legal status in Canada, including formal academic disruptions to a slowdown in processing times for new study permits, renewed study permits, co-op work permits, post-graduate work permits and COVID-19 adjustments to normal regulations and requirements.

## **Virtual learning Abroad Opportunities**

Worked with all program areas with experiential learning to support a pivot to remote learning experiences both abroad and in Canada.



Photo by Diana Tysko



## STUDENT WELLBEING

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 life balance, contributing to a positive university experience. This year we launched several initiatives to support the Report of, and Administrative Response to, the [Presidential and Provostial Task Force on Student Mental Health](#), specifically around helping students find their way to mental health programs and services.

### **U of T My SSP (Student Support Program) Expansion**

Provides students with [real-time and/or appointment-based confidential, 24-hour support](#) for any school, health or general life concern via chat or by phone in multiple languages. In 2020, this service was made available to all students.

### **Student Mental Health web portal**

Supported the launch of [mentalhealth.utoronto.ca](#), a web portal to help students find mental health supports. The portal is built around the stepped model of care for youth and has a robust search and filter function that allows students to match their needs with the many types of supports available through the University and its community partners.

### **Navi: Your Mental Health Wayfinder**

Launched a [Student Mental Health Virtual Agent](#) to help students navigate mental health supports. Navi uses IBM's Watson Assistant, a virtual agent that uses natural language processing to understand questions it receives, to provide accurate and relevant responses through a simple, anonymous chat function.

### **Tri-campus Accessibility letter of Accommodation**

Streamlined and simplified tri-campus Transfer of Accommodation form for students taking classes across the campuses.

### **MindFit**

Provides 30 hours of sessions and training, including structuring a lesson and facilitating group dialogue, to allow students to lead a mindfulness meditation session on their own.

### **Peer Support Program**

In partnership with Factor-Inwentash Faculty of Social Work, offers [peer support](#) in a one-on-one, drop-in, non-judgmental, confidential and accessible virtual space.

### **Continued Access to Health Care**

Throughout the pandemic, the Health & Wellness Centre has remained accessible to students through both virtual and in-person appointments.



# ACADEMIC SUPPORT

## Academic Resilience Programs

Hiring for the program is complete and a broad consultation phase, including student groups, began in October. Guiding pedagogy and program content emphasizes process and community and is driven by student needs. The focus is on learner development and will build self-awareness to explore strengths and challenges with academic resilience as an outcome. Pilot programs for Winter 2021 include a workshop series and themed discussions, [a second-year learning cohort](#) and experimental programming.

## Graduate Productivity Groups

Building on the success of the Grad Writing Groups, we developed these sessions to [support community building, motivation and accountability among grad students](#) working on tasks other than writing.

## Online Course

Developed a new non-credit Quercus course to help students manage academic stress, use evidence-based study techniques and connect with supportive people and resources.

## Study Hubs

Scheduled times for students to set and meet studying goals: quiet welcoming spaces to complete readings, work on assignments and prepare for tests and exams. 131 have been offered since January.

## Online Learning Resources

A [suite of 6 new resources supporting online learning](#) (including online tests, exams, etc.) was created to support the unique and newly emerging needs of students.

## Resources for students with disabilities

New videos to inform students with disabilities, including strategies for [online tests/exams](#) and [orientation](#).

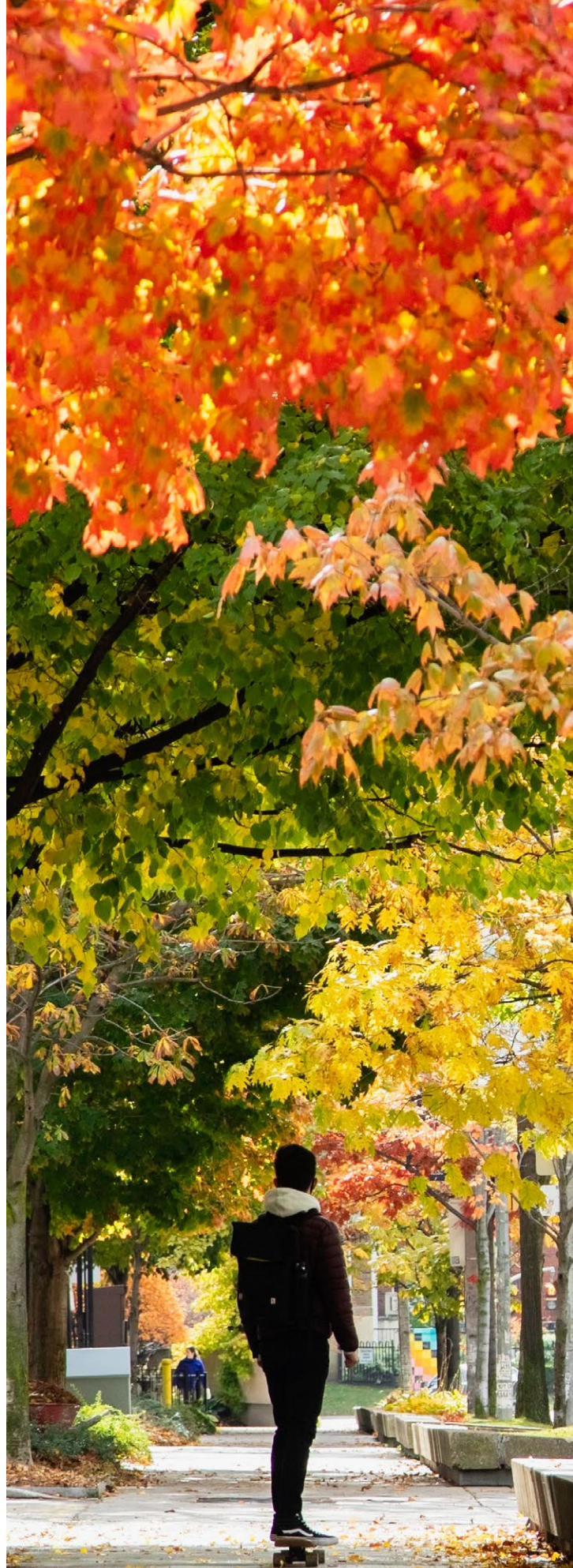






Photo by Nick Iwanyshyn

## DIVISIONAL AND UNIVERSITY SUPPORT SERVICES

### Launched new Student Life website

New student-task driven [website](#), allowing students to find the resources they need more easily.

### TCard Appointments & MyPhoto

Implemented new software allowing newly admitted students to submit their own photos online. More than 20,000 students submitted their photos and attended online appointments with TCard staff.

### Increased Social Media Following

Over the course of the pandemic, our [Facebook](#) audience has grown by 35%, and our [Instagram](#) audience has grown by 50%.

### Quarantine Program

More than 2100 students supported for entry into Canada since August. The program involves daily check-in with nurses, monitoring physical and mental health, assessment referrals, COVID-19 testing (since October) and accommodation, meals, programming activities and transportation.





## FUTURE PLANS

### **New strategic plan**

We are stepping into a strategic planning process to support and enhance the student experience. We will review our mission, vision and values, and develop 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 facilitate this work.

### **Implementing recommendations**

We will be implementing the recommendations from the Task Force on Student Mental Health and new EDIA committee.

### **Peer programming expansion**

We are providing a high-impact experience for student staff and offering a high-touch, community-driven approach to peer-facilitated programs.

### **Academic Resilience Programs**

Piloting programs for Winter 2021, followed by continued assessment and expansion.

### **Parents & Supporters Initiative**

Developing materials and enhanced information to make programs and services for parents and supporters of our students easier to find.

### **Revised Student Groups Policy**

Continued work in supporting student groups under the revised policy.

### **Finding Off-campus Housing eModules**

Six eModules are launching in March 2021 to provide students with important information for renting accommodation in the GTA.

**STUDENT**  
**LIFE**

[studentlife.utoronto.ca](http://studentlife.utoronto.ca)



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