



University of Toronto



OPERATING PLANS

2005 - 2006

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Student Services 2005 – 2006 Operating Plans*

Student Services Operating Plans

The attached Operating Plans were developed by the Directors of the nine Student Services departments, in consultation with the Director of Student Services and the Student Services Advisory Committee. Individual department's Annual Reports are available upon request.

Student Services Mission Statement

Student Services at the University of Toronto assists student learning while promoting the academic mission of the University. Services are provided appropriate to and developed in partnership with the diverse student communities. Our services and programs aim to build the confidence and skills necessary for students to succeed in their personal, academic and professional lives. We are committed to removing attitudinal and physical barriers which may hinder or prevent students with disabilities from participating fully in Student Services and programs. Our mission is to offer all students at the University of Toronto support and counseling in the areas of career development, family concerns, housing, learning skills, health, personal/emotional development and support for Aboriginal and international students.

Review Effectiveness of Mission and Outline of Programs and Services

Our mission of offering all students at the University of Toronto support and counselling in the areas of career development, housing, learning skills, health, personal/emotional development, family concerns and support for Aboriginal and international students is promoted by the

* **Mission Statement and Annual Reports available by calling 978-8003**

Coordinator, Promotions/Events. On going assessment of student needs through holding focus groups, conducting surveys, input from service coordinators and the Student Services Advisory Committee allows all departments to offer programs and services that are relevant to students and responsive to their changing needs. Feedback collected also assists Student Services in establishing outreach and promotional strategies aimed at student groups or constituencies that may be underutilizing the services or have a very specific need.

Student evaluations of all Student Services departments indicated a high level of satisfaction with services provided.

Review of the Office of Student Services Goals for 2004 – 2005

Hire an excellent **Director of the Career Centre** – Yvonne Rodney was hired in April, 2004 and has already demonstrated that she is an excellent administrator with a deep understanding and commitment to students and student needs.

Special Event for Graduate Students – a weeklong series of workshops will be held in March in partnership with GSU.

Incorporate increased USWA and P/M salaries - done

Present **services and programs for graduate students** in a consolidated manner in brochures and on the Website – work is on-going on this project. A Special Projects Officer was hired to work with GSU and SGS to present a comprehensive package of programs and services to graduate students and to introduce a **new program for graduate students – GSI**.

Provide OTO funding to Counselling and Learning Skills for a **sessional counselor**

Evaluate the **FYI Program** and enhance partnering with the Registrars' Offices – appropriate changes and enhancements were made to the program.

Expand **in-house programming in residences** – done

Continue to plan for **space needs** in Student Services – this is an on-going issue.

Address the Family Care Office need for **additional staff** – a sessional position was created as a result of funding from the Student Services Fee, HR and the Provost's Office

Category of Users

All University of Toronto Students

Hours of Operation

All Student Services departments are open daily and until 7 or 8 pm several evenings per week

Initiatives of the Office of Student Services for 2005 – 2006

In consultation with GSU, evaluate the GSI Program and make appropriate changes

Continue to increase the numbers of first year students participating in FYI events

In partnership with SAC organize a Conference for full-time undergraduate students

Expand programming for students living in off campus housing

Develop dynamic new Student Services brochure

Host an Open House for Staff and Faculty

Conduct satisfaction survey of Student Services

The initiatives for individual departments are included in their attached Operating Plans.

Career Centre 2005 - 2006 Operating Plan*

Mission Statement

The Career Centre's mission is to ensure that each University of Toronto student has the opportunity for a quality career education. To this end, innovative career and employment services are provided to students, recent graduates and employers in an approachable and receptive environment. Bridging the worlds of academia and employment, the Career Centre assists students in the development and implementation of their career goals.¹

Review Effectiveness of Mission and Outline of Programs and Services

The Career Centre, in its 57th year of operation, continues to work toward fulfilling its career development mandate. The online service which is shared by St. George, UTM and UTSC students/recent graduates, has remained a key component of fully accessible service provision. Newly developed features allow students to interact more effectively with the website and stay informed about the many services available to assist them in their career education. Employers continue to use the site to provide them with free, fast and accessible employment listing services and are encouraged to become more involved in partnering with the Centre to educate students about the world of work.

¹ Mission Statement and 2003 – 2004 Annual Report available by calling 946-3254

Highlights of Programs and Services 2003 – 2004 (St. George)

Highlights of Programs and Services 2003-2004 (St. George)

- Delivered over 26 workshops, orientations and tours aimed specifically at **first year students** and partnered with College Registrars to deliver career component at over 25 Subject Post sessions
- Increased the number of new programs targeted specifically to **graduate students** including tours, CV workshop, The Academic Interview, Preparing a Dossier, and Non-Academic Work Search. Other regular workshops were modified to address the specific needs of graduate students.
- 12,998 (10,499) **new users** registered with the Career Centre – St. George this past year of which 85% were undergraduates and 15% graduate students.
- 4,817 (4,671) **resumes** were critiqued representing a 3% increase over last year.
- 4021 (3470) students attended in-house **workshops** representing an increase of 16%. 4368 (3752) students were seen in department specific tailored workshops – a 16% increase.
- New interactive **features** were created on the student website including Ask the Career Expert, Fast Track to Careers learning modules and Career Quizzes.
- Launched the first event of the **Great Careers Speaker Series** featuring guest Ben Mulroney and 3 successful **What's Your Passion** career showcases featuring music, writing and visual art with the kick-off event featuring Gordon Cressy.
- Career Information Days, Volunteer and Summer Job Fairs, Networking Thursdays and Internship Fairs resulted in 189 organizations visiting the campus to promote opportunities to more than 3,400 students.
- The Career Centre **Users Committee**, with representatives from SAC, APUS, GSU, ASSU, CSA, and the Engineering Society continue to provide valuable input and feedback on the Centre's programs and services.

Highlights of Tri-Campus Services 2003-2004

Student Registrants

29,903 students registered with Career Centre Online compared to 27,714 last year. Of the active registrants, ²73.19% (75.47) were from the St. George campus, 13.67% (11.88) from UTM and 13.15 % (12.65) were from the Scarborough campus. 82.19% (84.57) indicated that they were undergraduates and 17.81% (15.43) graduate. 80.66% (70.23) of undergraduate users were full-time students and 19.34% (29.77) part-time. The average breakdown of full-time undergraduate registrants across all three campuses by year of study indicated that 22.55 (23.19) % were in 1st year, 27.05(24.87) % in 2nd year, 22.54 (23.48) % in 3rd year, 21.64 (23.85) % were in 4th year and 6.22% in 'Other'.

- The **student website** had a total of 1,121,990 (1,027,546) visits in 2003/4. This is a monthly average of 93,499 and an increase of 9% from 2002/3.

Employer Registrants

Employer contacts registered with the Career Centre in 2003/4 totalled 4,955 compared to 4,825 during the same period in 2002/3.³ This accounts for a 3% increase. 77% (76%) of all employer registrants used the web site, Employers Online, to post their work opportunities.

Work Opportunities

- 32,836 (28,637) **employment opportunities** were advertised to students during 2003-4 representing a 14.7% increase. An additional 13, 925 **volunteer** positions were listed which accounts for a 31% increase over last year. Created an **internship** database with over 225 internship programs
- The Ontario **Work Study Program**, coordinated jointly by the office of Admissions & Awards and the Career Centre, approved a total of 790 (779 in 2001/2) academic and career related proposals in 2002/3. This created approximately 1580 potential work opportunities on campus for U of T students. **Job Creation** funding (SEP & SCP) for the University of Toronto in 2002/3 totaled \$130,890 providing the opportunity for over 106 campus positions.

Job Shadowing

- Placed 456 students with career representatives through the **Extern** (Job Shadowing) Program

Hours of Operation

The Career Centre is open to students from 9:45 a.m. - 7:00 p.m. on Mondays and Tuesdays, and 9:45 a.m. - 4:00 p.m. Wednesday - Friday. The rationale for the 9:45 a.m. opening every day and the 4:00 p.m. closing on Wednesday, Thursday and Friday, is to allow staff time to complete administrative work which support direct services to students, as well as to develop new services, programs, workshops and resources.

² Figures in brackets indicate last year's percentages

³ This reflects stats for the period of February 17 of each year to February 17 of the following year

Review of the Career Centre Goals 2004-2005

- 1.** To ensure that the University of Toronto Career Centre continues to be responsive to the career and employment needs of our students, and to position the Centre strategically as a Career Centre of choice for employers, in 2004-5 we will launch a dynamic and innovative marketing strategy to attract employers from all strata with career related employment opportunities for students; Create features on the employer website to include information relevant to employers.
- 2.** To address the needs of students at specific times in their university tenure we will continue to focus on programming for first year students – this includes offering a summer session for parents of A&S students; Develop and deliver targeted programs aimed at Arts and Science middle year students, graduating students and recent graduates; Host 2 symposiums focused on Career Exploration (January) and Looking for Work-March and provide year round services for all levels of graduate students including first year.
- 3.** To increase students' understanding of the career development process and how our programs and services connect to that process, we will create a Career Development Guide along with supporting materials for students and recent graduates.
- 4.** To keep ourselves informed about how we are doing we will ask for feedback from Career Centre registrants by means of the bi-annual Registrant Survey and use information to enhance services offered.
- 5.** To enhance our professional image, consistency and brand we will create outstanding student and employer promotional materials that effectively market U of T students and the Career Centre.
- 6.** To increase the diversity of our usership and to ensure we are continuing to provide opportunities for all U of T students to receive a quality career education, we will create events and promotional activities to attract new users to the Career Centre and work to increase the participation of registrants in additional Centre events and programs.
- 7.** Knowing that handbooks, websites and calendars account for at least 10% of the students who come to the Centre, we will ensure that updated information about the Career Centre is in all relevant calendars, handbooks and websites.
- 8.** Recognizing that we are many teams as well as a tri-campus career community we will continue to look for ways to provide ongoing enhancement to cross team and tri-campus communication and collaboration.
- 9.** To become a creative and leading edge workplace, we need to dedicate time for staff to meet together for discussion, learning, and generation of ideas. To that end, we will continue to meet, read, research, write, and create 'buzz' about the Career Centre.

Current Issues Facing the Career Centre

1. Working with the different career services offices to ensure that U of T is marketed to employers in a consistent manner that minimizes employer confusion and duplication of effort.
2. Increasing the participation rate of commuter students in Career Centre services - especially first year and graduate students
3. Gauging the kinds of services that best lend themselves to online learning and providing resources accordingly.

Initiatives for 2005-2006

1. Fully execute a new employer marketing strategy aimed at increasing the number of career-related opportunities and career education partnerships with employers for students and recent grads
2. Continue to focus on increasing the number of first year and graduate students registered with and using services other than employment listings.
4. Continue to develop support resources for recent graduates having difficulty finding work.
5. Work with the various Career Services offices on campus as well as maintain strong relationships with Career Centres at UTM/UTSC to minimize confusion for employers looking to recruit U of T students and recent graduates.
6. Further enhancements to employer and student website to provide even more dynamic and relevant services to customers.

Counselling & Learning Skills 2005 – 2006 Operating Plans *

Review of Effectiveness of Mission & Outline of Programs & Services

All students at the University of Toronto who pay Student Services fees are eligible for service at the CALSS. The majority of students presenting at the Counselling and Learning Skills Service are self-referred while others are referred by faculty, administrative and student services staff. Students present with a wide variety of personal and emotional problems, some of which are situational and transient in nature while others, are long standing and entrenched.

The CALSS continues to fulfill its mission vigorously and effectively as evidenced by the consistently positive evaluations from the students using the Service. The latest quality assurance survey indicates that 72% of users rated the overall quality of our service very good to excellent; 55% acknowledged being helped “a great deal” with their issues and concerns through their contact with the CALSS staff; and 93% indicated that if they were to seek help again, they would come back to the CALSS.

The CALSS offers three integrated services: **personal counselling and psychotherapy, assault counselling and education, and learning skills counselling and education.** Change and innovation designed to maintain or improve our service to students are always undertaken within the context of these integrated functions.

1. Counselling/Psychotherapy:

The primary function of the CALSS is to provide counselling/psychotherapy to students who request it. The number of students registered for service at the CALSS last year was 1,961 for total hours of direct student contact of 5,941. Counsellors wrote 134 assessments on behalf of students for academic petitions and extensions of deadlines.

2. Learning Skills Counselling and Education:

Last year this program provided learning skills counselling to 331 students who are frequently in emotional and/or academic crisis. In addition, 4,969 students attended specialized lectures

* *Mission Statement and Annual Report available by calling (416) 978-7970*

on various aspects of learning and learning skills, short-term summer mini-courses on academic skills improvement for students entering the U of T, and workshops for students with academic and performance anxiety. Almost 614 students were seen in the Learning Skills Drop-In Centre operating during the academic year.

3. Assault Counselling and Education:

During the previous year, 146 students sought help for problems arising from sexual and other forms of abuse. The Assault Counsellor/Educator's work included being responsive to crises, proactive in doing psycho-educational work and acting as a consultant to the university community. She also continued to be a member of the Interim Room team providing students needing emergency shelter a place to escape from abusive situations.

4. Professional Training:

The CALSS offers internships and practica for advanced training in counselling and psychotherapy for graduate students in counselling psychology, social work, and other mental health professions. Interns participate in seminars, case conferences, and individual supervision with experienced counsellor/therapists. Last year, three post-graduate students were enrolled in the training program.

Review of 2004-2005 Initiatives

1. A review of the procedures presently employed to assess and direct students for counselling was carried out with the goal of identifying where "bottle-necks" developed in the process. The findings of the review enabled the CALSS staff to develop and implement strategies to reduce the length of time students had to wait for counselling appointments. As anticipated these changes in strategies increased counsellors' case-loads however, they reduced the time students had to wait for counselling.
2. These changes involved eliminating the appointment system employed to provide initial consultations to students coming to CALSS for the first time because at the busiest times, requests for appointments far outstripped their availability. This resulted in students waiting too long for initial appointments with a counsellor. The procedure was changed from an appointment system to blocks of "drop-in" hours available throughout the week. This change enabled students to speak with a personal counsellor on a first-come-first-serve basis.

The Brief Initial Consultation Schedule is:

Mondays	11:00 – 2:00
Tuesdays	4:00 – 6:00
Wednesdays	9:00 – 12:00
Thursdays	10:00 – 1:00
Fridays	1:00 – 3:00

3. In 2004-2005, the LSP continued to develop programming appropriate to the needs of undergraduate and graduate students. These included workshops, lectures, individual counselling by appointment and within the Drop-In Centre. Helping first year students

with the transition from high school to U of T continued to be a priority while programming was developed to help the "Double Cohort" cope with the "Second Year Syndrome". Additional programming to serve the unique needs of graduate students was also provided.

4. The ACE continued to respond to students experiencing violence however the emphasis this year was on grass roots involvement with students and developing strategies for education and change. These included, partnering with New College and participating in a collaborative effort with residence dons to create a theatre production on healthy relationships. It is expected that this collaborative effort will go to production in March 2005.
5. Emphasizing healthy relationships and skills in ACE programs, allowed a more comfortable entry point for many students to address violence related issues. These 9 week programs included modules on Self-Care and Assertiveness for Women, Speak Your Mind: Verbal Self Defense for Women and What is a Healthy Relationship Anyway?
6. Partnering with the Orientation Coordinators resulted in increased training session by the ACE for Orientation Leaders at St. George and UTM.

Categories of Users

All services and programs at the CALSS are available only to students registered at the University of Toronto and paying the Student Services fee. Students using the CALSS are undergraduates (62%), in professional studies (12%), and graduate students (22%), both full-time (87%) and part-time (11%) and from all three campuses.

Hours of Operation

The Counselling and Learning Skills Service continues to be open to students:

Monday	9:00 - 5:00
Tuesday	9:00 - 8:00*
Wednesday	9:00 - 5:00
Thursday	9:00 - 5:00
Friday	9:00 - 5:00

The Learning Skills Drop-In and Resource Centre is open to students*:

Monday	1:00 – 5:00
Tuesday	2:00 – 8:00
Wednesday	10:00 – 5:00
Thursday	1:00 – 5:00

*In order to accommodate the many full and part-time students who have classes, labs or are otherwise unavailable during normal service hours, the CALSS and the LS Drop-In Centre are open Tuesdays until 8:00PM. Some groups and workshops are also scheduled outside these hours and on weekends.

*During exam times these hours are expanded to meet the increased demand and decreased during the summer months.

Initiatives for 2005 -2006

The CALSS initiatives for 2005-06 are designed to maintain the existing level of service to students in areas that had been identified as working well, while enhancing service where we can maximize our effectiveness.

1. Reduce the length of time students wait to speak with a counsellor at the Brief Initial Consultation (BIC) by identifying the days of the week that are busiest and increase the counsellors available at those BIC times.
2. Evaluate student experiences of the BIC to determine their assessment of its effectiveness and if changes to its structure need to be devised.
3. Students who have seen a counsellor for a BIC but require further counselling must wait for counselling time to be available. To keep this waiting period to a minimum the counselling staff will employ "brief counselling" approaches.
4. First Year Seminar (199Y1) courses have as their expressed mandate the "acquisition of those skills expected of successful undergraduate students". The LSE will establish a partnership with the First Year Seminars Program Office to encourage the use of LS programming. Similarly, the LSP will continue its involvement with the Vic One program.
5. Teaching assistants teach most of the first- and second-year students. The LSP will partner with the Teaching Assistants' Training Program Coordinator to encourage TAs to invite learning skills programming into their seminars and classes.
6. Working in partnership with the GSI Coordinator, the LSP will continue to develop programming to serve the unique needs of graduate students at U of T.
7. the ACE will look at more diverse ways of reaching first year students about sexual assault during Orientation 2005 and beyond. Will also look at different strategies to reach more senior students, including those in graduate programs.
8. Continue to build partnerships to encourage grass roots involvement of students in anti-violence initiatives. Following up the creation of a theatre production with New College students, evaluate project and consider whether this pilot project could be transferable to other colleges.

Family Care Office 2005 – 2006 Operating Plans*

Review of Effectiveness of Mission and Outline of Programs & Services

The Family Care Office is funded jointly by the University's operating budget (through the Office of the Vice President Human Resources and Equity and the Office of the Vice President and Provost) and by St. George campus students (through the Student Services fee). The Office reports directly to the Director of Student Services and to the Quality of Work Life Advisor & Special Assistant to the Vice-President, Human Resources and Equity.

The Family Care Office (FCO) is a service that provides guidance, information, referrals, educational programming and advocacy for the University of Toronto community. Through all its functions, the FCO aims to raise awareness of family care issues and of quality of life issues central to the achievement of educational equity and employment equity at the University of Toronto.

The FCO adopts a highly collaborative approach to educational programming and works with partners across the University on joint initiatives. It maintains a resource centre comprised of practical material on topics ranging from pregnancy and infant care to lesbian and gay parenting issues, bereavement and caring for elderly family members. The Office acts as an advocate on behalf of University families with government and community agencies, University departments and student organizations. The staff consults regularly with student governments and student organizations to ensure that it is meeting students' needs and that a high quality of service is being maintained. The office provides recommendations to the Director, Student Services, as it works with existing university policy, procedures and publications for their impact on students with family responsibilities.

The Family Care Office has a staff of four with a Director, Education and Resource Coordinator, an Information and Outreach Coordinator and an Information Officer (a 9 month sessional appointment). The Office provides several unique work/study and volunteer opportunities for students interested in undertaking research or career-related projects in family care, human resources or community services.

* *Mission Statement and Annual Report available by calling 416-978-0951*

From May 1, 2003 to April 30, 2004, the Family Care Office handled 1683 cases: 582 students (23 part-time undergraduates, 304 full-time undergraduates and 255 graduate students), 53 post-doctoral fellows, 862 employees (328 staff and 534 faculty members) and 186 others, including University departments, visiting faculty, journalists, other institutions, alumni and members of the community. Hundreds more attended group presentations, panel discussions and displays in which the Office took part. Over 1775 people attended the 60 workshops/events and 5 support groups sponsored or cosponsored by the Office. It should be noted that case load is not the only indicator of the impact of the Family Care Office's activities. In terms of service to students, the impact of the education and training programs and of the website is as significant as that of individual casework. Also, contrary to the popular misconception that only graduate or part-time students are likely to have children, a large number of students with family responsibilities are full-time undergraduates. Many students may also provide care or supervision for siblings, parents, grandparents or other family members.

Review of 2004/2005 Goals

This year the office created a Family Care Advisory Group of student parents. It has been successful as a method of gaining first hand feedback, comment and suggestions about our service. The focus has been on discussing our outreach methods and also on our programming.

The Family Care Office and the Student Family Housing Office continue to work together to ensure that student families are informed of our services and that we are meeting their needs. An on-line survey was developed for the residents of Student Family Housing so that our office could gain more information on how we could best assist these families. The survey was completed in December and the results are being reviewed. We continue to use our display cabinets installed in the elevators at the Charles Street buildings so that we can advertise our upcoming events. A display table was also set up several times through the year in the Drop-in Centre located in 30 Charles St. and in the foyer of 35 Charles St. A staff member is on the committee that evaluates applications made by international students living in Family Housing for additional child care funding. This funding is provided by Student Affairs.

The Director met with the Associate Faculty Registrar and Director - Student Affairs with the Faculty of Arts and Science to discuss student parent issues and provided her with material that may assist her as she revises the Academic Handbook. The Director also made presentations at all four SGS Divisional Executive Committee meetings to raise awareness of student family care concerns and how our office can assist them and their graduate students. Another presentation was made to SGS administrative staff.

The Information and Outreach Coordinator has contacted all the college registrars' offices to ensure the staff is aware of our service and to provide copies of our new brochure. She has been able to arrange for a display table, bulletin board space or has made other arrangements to advertise our office at the colleges. She has also made contacts with OISE Student Services, Admissions and Awards, Hart House and the Athletic Centre.

The Family Care Office outreaches to student governments and student groups to keep these organizations informed of our services and to offer our assistance if required.

The Information and Outreach Coordinator connected with the Graduate Students Union (GSU), Students' Administrative Council (SAC), and the Association of Part Time Undergraduate Students (APUS) to ensure they understood the value of our service for their students and to offer our assistance. We participated in SAC's event, "The Road to Equality @ U of T and we participate in the administration and promotion of the SAC Dollars for Daycare program.

The Family Care Office brochure was re-designed and distributed across campus. The design of our web site was also improved.

The Family Care Office has increased the number of workshops it intends to offer in 2004/05. New workshops offered this year include: Kids' Safety (facilitated by Campus Police), Anger Management for Parents, Making Home-cooked Food for your Baby, and Juggling Work, Home-Life & Caring for an Aging Relative. Last May in partnership with the LGBT Parenting Network and with the Office of Lesbian, Gay, Bisexual, Transgender and Queer Resources & Programs, we offered the session 'The ABC's of Adoption for LGBTQ People' and are planning for next spring to partner again with these two offices to offer a session on co-parenting concerns for LGBTQ parents.

The Family Care Office has begun working on a committee with the Graduate Students' Union, the Status of Women Office, Career Centre and other University departments to co-sponsor the seventh annual seminar for women graduate students considering academic careers. As well, 'Financial Survival for Student Families' will be offered in February 2005 and will be organized with the assistance of APUS, GSU and SAC.

After a trial period last winter, the Office has decided to continue to facilitate a Student Parent Discussion Group which meets every 2 weeks at OISE/UT. It has been a well received group and maintains a good attendance. We are working jointly with the Career Centre to offer a job search workshop tailored to student parents and this will be offered to our Student Parent Discussion Group in the winter term. We continue to offer a Caregiver Discussion Group for those individuals caring for an aging relative and a Father's Group. Both have good attendance.

The Family Care Office coordinates several family events on-campus. We worked with the Athletic Centre to offer tickets to Varsity games as well as pizza or other refreshments to the family before the games. We are organizing with the student group CINSSU and Innis College a movie day in March. During our Open House this year, we invited a storyteller for the children and offered face painting. We also participated in the Family Housing BBQ in the summer.

The Family Resource Centre opened this fall and we have been working with the coordinator to assist with advertising the service. We have held 2 workshops in the Centre and plan on holding 2 more in the spring. The Centre is also offering some programming in addition to the drop-in times and child-minding hours it provides. The collaboration between the two services has been effective and this Centre is a very valuable addition to the family friendly services offered on campus.

The Family Care Office provided support to the campus child care centres, as requested, and produced an updated child care brochure to market the centres to the University population.

This year through increased advertising we have increased the number of postings for our Babysitting Bulletin Board and have been able to put the listings on-line for easier access.

A staff member has been a member of the Food and Clothing Bank Committee and the Women's Safety Network. The Office also held a Children's Book Drive and Baby Food Drive and will distribute what we collect to families in need.

Categories of Users

Most student concerns centred on issues such as child care (availability, access, subsidies and quality), children's programs and schools, family financial planning, parenting, legal assistance, prenatal health, maternity leave and providing care for other family members. Other cases involved referrals for counselling for family members and a general introduction to services in Toronto. Emphasis was placed on providing options that were sensitive to the diverse backgrounds of students and their families.

Some examples of cases were:

A pregnant graduate student contacted the office to find out how she could successfully complete her degree, apply for E.I. and defer her scholarship funding.

An undergraduate student needed a referral to a local ethno-cultural service to help his brother who was not adjusting to Canada and was failing high school.

An undergraduate student needed assistance with her financial situation, legal assistance and new child care arrangements as a result of leaving her partner.

A student parent required assistance in locating a parent support group and family resource programs. He also needed help with alternative child care options as he was feeling very stressed trying to balance his studies and caring for his newborn baby.

A graduate student needed a counselling referral and advice around community support services as she was helping her parents and siblings deal with financial instability while her father was unable to work due to a disability.

An undergraduate student needed assistance when appealing her child care subsidy as she was a part time student and her subsidy was going to be cut.

A prospective international student needed advice on enrolling his daughter in public school and obtaining a fee waiver.

A single parent contacted the Office when her child care arrangement fell through on the day of her final examination. The Office connected her with a respite care provider and financial support from her department.

Hours of Operation

As is the case for comparable information and referral services, the Family Care Office delivers much of its direct service via telephone and email. Email is a significant avenue of communication but many clients are better served through telephone contact because it is more highly interactive. Calls are returned outside of normal business hours if requested. This enables users to receive assistance at a time and place that is convenient for them. Calls are normally returned within 24 - 48 hours, depending on the volume of cases and the expertise required. The staff also meets with students in person, if that is the option that the student prefers.

Currently, the Family Care Office is open Monday to Friday 9a.m. - 5p.m. and Tuesday evening from 5p.m. - 7p.m.

Initiatives for 2005/2006

Implement new strategies for meeting the needs of family housing students based on the 2004/05 survey.

Re-assess the Babysitting Bulletin Board project and start discussions with the Family Resource Centre to see if it can be expanded or broadened in its mandate.

Develop a joint committee with partners across the university dealing with family care issues in various functions, so that a university wide understanding of the concerns can be developed through shared discussions.

Examine the possibility of developing a Mentorship program for new student parents. This would involve pairing new student parents with student parents who have been studying at the university for a few years.

Organize a one day conference for student parents on various topics including parenting, time management, child care options etc.

First Nations House 2005 – 2006 OPERATING PLANS*

Mission Statement

First Nations House, home of the Office of Aboriginal Student Services and Programs and the Native Students Association, ensures the provision of a culturally supportive environment, in which leadership, spiritual growth and academic excellence can flourish.

Review of Effectiveness of Mission Statement & Outline of Programs and Services

First Nations House is mandated to create a welcoming and safe environment that represents the diverse Aboriginal student population from across Canada and the United States; and to retain and graduate Aboriginal students attending the University of Toronto. On an ongoing basis, First Nations House strives to promote the programs and services of the university to the Aboriginal community across Canada, provide support to potential students through the application process and provide counselling and other supports (academic, cultural and social) that allow Aboriginal students to succeed in their studies. Specializing in providing Aboriginal student services, the office also advises on the design of academic programs/curriculum, research initiatives in all disciplines, and takes a leadership role in fostering positive and productive relationships between the University of Toronto and the Aboriginal community. To facilitate a culturally and academically supportive environment, the staff of First Nations House will advocate on behalf of both Aboriginal and non-Aboriginal students with University faculties and departments, community organizations, government departments and other student groups to promote cooperation between the Aboriginal and non-Aboriginal student body.

At the Office of Aboriginal Student Services and Programs, the staff specializes in the following areas: academic and financial aid, cultural/community events, recruitment and Elders who provide traditional and cultural support. Two Elders-in-Residence are available to all U of T community members and offer services in the areas of personal counselling,

* **Mission Statement and Annual Report available by calling (416) 978-0733**

community referrals, consultation, traditional teaching and lectures. As well, space is provided for the Native Students Association and the Library/Resource Centre containing Aboriginal specific resources, government documents and other materials on Aboriginal issues (i.e. education, health, treaty rights, and self-government). There are also a number of work-study and volunteer opportunities available. Volunteering exists to Aboriginal and non-Aboriginal students interested in community involvement and career development in an Aboriginal setting.

Since the beginning of First Nations House, services and programs have included events (socials and teaching circles) sponsored by the Native Students Association; Aboriginal Awareness Week; guest speakers and visiting Elders; provision of space for Aboriginal Studies Program courses; and space for community events. As well, a Writer-in-Residence and tutors are available to assist with academic essays and research projects, provide information on writing skills, and to make referrals to additional resources. There is the student computer lab that allows access to a workstation so that students can write/edit essays; use the Internet for research or access their emails.

To get an exact number of the Aboriginal population at the University of Toronto is difficult as First Nations House heavily relies on self-identification by Aboriginal students (which include Status, non-Status and Métis). Approximately 300 students have self-identified and/or utilized the service and it is believed there to be, at a minimum, an additional 200 Aboriginal students throughout the university. The majority of students are within undergraduate studies; however there are a growing number of students entering professional and graduate studies. The faculties with the largest number of Aboriginal students are Law, Social Work and OISE/UT. The Recruitment Office works closely with other university departments and faculties to develop and implement outreach strategies in order increase Aboriginal enrolment in post-secondary education.

Current Usage by Students

Approximately 150 students, staff, faculty and community members use first Nations House on a weekly basis (of these numbers, an estimated 40% are non-Aboriginal). Those who come to First Nations House utilize the Resource Centre; have appointments with the Elders, tutors or counsellors; use the computer lab; or attend classes in the Aboriginal Studies Program (see note below). The majority of library users are students from the Faculty of Arts and Science. The Financial Aid Office works with many of these students, but also counsels students from the Transitional Year Program and graduate/professional programs. Many of these students also attend the various social/cultural/academic events hosted by First Nations House and/or the Native Students Association.

Aboriginal Studies Program (ABS): This program utilizes the lounge and seminar room on a daily basis. Additional classes have been added this year. This partnership allows Aboriginal and non-Aboriginal students to be exposed to be aware of the services available, and also the Aboriginal community. The staff is then more familiar with the program, instructors and the specific needs of the students. Some of the instructors have been provided office space.

Community Use: First Nations House is an active member in Toronto's Aboriginal community. There have been many partnerships with Aboriginal agencies to address the educational

needs of the community. As well, Aboriginal groups have requested for meeting space, to hold workshops or discussion sessions. As well, many U of T groups (i.e. Graduate Student Union, OPIRG and the Women's Centre) use the various rooms for meetings.

Hours of Operation

Regular office hours are from 8:45 a.m. to 5:00 p.m., Monday to Friday, however the office remains open for after hour functions such as ABS classes, yoga classes or events sponsored by the Native Students Association. The library also remains open in the evening when Aboriginal Studies classes are being held. The counsellors and tutors are available after hours by appointment.

The Native Students Association has access to First Nations House outside of regular hours, on the approval by the Director (except for staff/instructor offices, the Resource Centre and the supply room).

Review of 2004-2005 Initiatives

- ♦ **Build a larger, more fully equipped, secure computer centre for the existing student body and to establish an e-mentoring program.**

Currently there are five workstations and one printer available to students. First Nations House has been implementing user policies and is exploring methods that will ensure that U of T students are the primary users. First Nations House and the Division of University Advancement are strategizing for the e-mentorship program. The original concept is being reviewed and updates will be suggested in the near future.

- ♦ **Create a formal network with the Aboriginal community in Toronto (i.e. program development – training programs) to link more potential students to U of T programming and to form closer connections between U of T and the various Greater Toronto Area Aboriginal communities.**

First Nations House is working closely with the Toronto District School Board to develop strategies that will address the needs of Aboriginal students at the elementary level. Any initiative that is created will concentrate on providing support and encouragement to Aboriginal students to continue and complete high school after leaving the elementary stream. Two major focuses will be literacy and math skills. The potential partners include faculties and departments that are in the health and science fields.

First Nations House is also a member of the City of Toronto's Aboriginal Affairs Committee. This committee, chaired by a City Counsellor, consists of representatives from various Toronto-based Aboriginal agencies (i.e. housing, legal, and health services) who provide input regarding the Aboriginal community in Toronto.

- ♦ **Create more formal links with Aboriginal communities and programs such as the Six Nations Polytechnic Institute, the Aboriginal Consortium, etc. to create collaborative programs based on the needs of the communities.**

Summer Mentorship Program: Over the past two years, First Nations House has worked with **Wikwemikong First Nations** to recruit high school students to U of T's Summer Mentorship Program. These students stayed at the university for a period of six weeks. For the upcoming year, First Nations House is working with the Visitor's Centre to expand the number of reservations involved. The communities that expressed interest include **West Bay First Nations** and **Beausoleil First Nations**. A projected community is also **Six Nations**.

♦ **Assist in the creation of on-site services on all three campuses.**

This is an area that will be explored in upcoming year. An assessment of the percentage of users from the Mississauga and Scarborough campuses is currently underway. An assessment of the number of Aboriginal students at these two campuses will also be performed.

♦ **Increase existing admissions scholarships available to second-entry and graduate students.**

First Nations House and the Division of University Advancement Office have identified and have set up meetings with prospective donors to discuss the needs of the Aboriginal students at U of T. In addition to seeking funds for second-entry and graduate studies, admissions for undergraduate studies and programs that have low Aboriginal representation (i.e. sciences, health, engineering) have also been identified as an area of need.

♦ **Create more formal links with faculties/departments to look at access/recruitment policies.**

First Nations House has been involved with a number of faculties, looking at the outreach strategies to the Aboriginal community in Toronto and throughout the country.

STEPS to Education: First Nations House, along with the Transitional Year Program and the Toronto District School Board are developing a program that will offer an university course to Aboriginal high school students. Enrolled students will receive one university credit upon the successful completion of the program. The course will be the *Introduction to Aboriginal Studies*, and is anticipated to begin in September 2004.

Faculty of Social Work: First Nations House, along with the Faculty of Social Work (U of T), the School of Social Work (Ryerson) and the Transitional Year Program have established the Aboriginal Advanced Practitioners Initiative (AAPI). This two-year pilot provides a number of educational paths to the staff of Native Child and Family Services to continue or upgrade their education. This access program enrolled six students at U of T and two students at Ryerson University. After the pilot, the program will explore the possibility of making it available to more Aboriginal agencies in the city and throughout the province.

Faculty of Arts and Science: First Nations House has a representative on the Arts and Science Recruitment Advisory Council Outreach Sub-Committee. This committee identifies the populations that are underrepresented in the faculty and short and long term strategies are developed.

The Faculty will be providing the funding for the Recruitment Officer at First Nations House for a three-year period, beginning in 2005. As well, First Nations House has worked with the Office of Student Advancement at Arts and Science to develop promotional material targeting the Aboriginal community.

♦ **Full-time Recruitment Officer that is university funded.**

The Recruitment Officer position was provided bridge funding from the Office of the Vice-Provost of Students for the 2004-2005 academic year. Beginning in May 2005, the Faculty of Arts and Sciences, along with the Office of the Vice-Provost of Students, will provide the funding for this position for a three-year period (2008). After the second year of the funding, a review of the recruitment effort will be performed and recommendations will be forwarded. This funding may be renewed after 2008.

Initiatives for 2005-2006

- ♦ Assist in the enhancement of the Aboriginal Studies Program to become one of the largest in Canada (increase the number of courses and expand to provide specialist and graduate studies).
- ♦ Assist in the recruitment of more Aboriginal professors and staff in all university programming.
- ♦ Creation of housing space for Aboriginal students on and off campus.
- ♦ Expansion of the website (on-line applications for financial aid, advocacy, etc.).
- ♦ Create a mechanism that will allow Aboriginal students to self-identify (optional) on the OUAC and U of T application form.
- ♦ Continue working with faculties to foster relationships with Aboriginal communities and community-based institutions (i.e. First Nations Technical Institute, Six Nations Polytechnic) so that off-site programming can be offered.
- ♦ Creation of "Aboriginal Sensitivity Training" that is available to the university.

Challenges

The key challenge for First Nations House is the issue of space. With the number of Aboriginal Studies classes increase, First Nations House has had to accommodate many of the classes as possible, however being mindful of our own events and student needs. There were times when classes have been relocated so that FNH events can take place. There is limited student space and office space for staff. As well, the library's collection is growing, however acquisitions need to be limited as there is no room for storage. Aboriginal student housing also poses to be an issue. There is a lack of space on-campus to create an area that provides Aboriginal accommodations and First Nations House lacks the necessary resources to establish and maintain a facility.

Health Services 2005-2006 Operating Plan*

Mission Statement

The Health Service is committed to improving the health and well-being of University of Toronto students through the provision of high-quality health care, education, counselling and outreach, thereby supporting students in achieving their academic as well as personal goals. As a member of Student Services, Health Service collaborates with partners on campus and in the community in support of the Student Services mission as well as the overall mission of the university.

Accessibility

The Health Service is open on Tuesday and Wednesday from 9:00 a.m. - 7:00 p.m. and on Monday, Thursday and Friday from 9:00 a.m. – 5:00 p.m. Same day drop in service is available. Our webpage and email address promote awareness. After office hours, a recorded message directs patients to alternatives: a hospital emergency room, an evening walk-in clinic, the Telehealth call center and a house call service. The Health Promotion section of the Health Service is now more accessible because of its relocation to the entrance to the service. Health Promotion peers will be available to answer health related questions of students.

Ongoing Services

- Medical clinic – including physician and nursing services, minor surgical procedures, laboratory technologists and facilities in conjunction with Canadian Medical Laboratories
- Travel clinic – World Health Organization approved Yellow Fever Centre with specially trained nurse and physician staff
- Colposcopy clinic- staffed by Gynecologist to investigate pre-cancerous lesions for young women

* **Mission Statement and Annual Report available by calling (416) 978-8034**

- Health promotion programs with health promotion nurse and community health co-ordinator including Leave the Pack Behind an anti- smoking program and CFRT, a program to provide first aid on campus

Review of our experience in 2004:

The most notable change for this year was the installation of the Electronic Medical Record, Medifile in June 2004. We then had a busy month of training sessions for all staff. The scheduling program is new so receptionists had to be trained; the billing program was new so administrative staff had to be trained; the medical staff had never used an electronic medical chart before so their training was extensive.

We also moved the Health Promotion staff to their new quarters where our old meeting room had been. They are now more accessible and not right in the middle of a busy clinical area. Their offices can now be used for clinical services.

CFRT, the Campus First Response Team were all trained and providing services by the end of the 2004 school year

Medical Visits

- We had 36,506 visits to doctors in 2003-04, an increase of almost 10,000 visits in the past 5 years.
- Nurses performed 9,433 nursing procedures such as immunizations , dressings and other injections, as well as counselling and telephone advice re: referrals, prescriptions
- Our travel clinic experienced an increase of 50% more consultations in 2003-04 and 1874 travel injections were administered.
- October 2004 the Health Service collaborated with the VACCESS Corporation to offer the third meningococcal vaccine clinic for students

Birth Control Dispensing:

More than 25,000 packages of Oral Contraceptive Pills were dispensed in 2003-004.

The following contraceptive products are for sale at our cashier window at reduced cost.

Allesse, Brevicon, Cyclen, Demulen, Marvelon, Ortho, Select, Synphasic, TriCyclen, Triphasil and Triquilar. Emergency Contraceptives available are Yuzpe Protocol and Plan B. We stock Vaginal Contraceptive Film, Depo Provera and Diane 35.

450 free condoms are distributed each week by the Health Service. Regular condoms and female condoms are supplied free of charge, when available from Public Health.

Monitoring programs:

We monitor and follow patients with abnormal Pap tests and offer a biweekly colposcopy clinic to further investigate patients with abnormalities.

3,221 Pap tests were done in 2003-04 and 252 patients were seen at the Colposcopy Clinic.

We carefully monitor patients with latent TB and Hepatitis B and C carriers

Health Promotion:

Our Health Promotion team now consists of the Health Promotion Nurse, the Community Health Co-ordinator who is shared with the Psychiatry Service and the large group of students who they supervise.

The Student Health Outreach Program (SHOP) consists of volunteer students with some being in work- study positions. There are also students doing their work here as part of their academic studies for example: Nursing, Phys. Ed.

S.H.O.P. members led 28 workshops in residences and reached 650 students in this manner. The annual health fair, with 18 exhibits, was held in the Bahen Centre on February 11, 2004. The official attendance counted in at 1500.

Many other Health Awareness events and displays are mounted during the academic year.

Examples include:

- alcohol awareness
- responsible gambling
- nutrition
- birth control & sexuality
- colds & flu
- sun safety

As part of the Student Services FYI Program, S.H.O.P. added 3 new workshops this year: 1. The Smarter Partier, 2. Body Image and Eating Disturbances ,3. Navigating Nutrition.

S.H.O.P. students also produce a regular Newsletter under the guidance of the CHC.

Leave the Pack Behind, a peer program for smoking control and cessation offers workshops and individual counseling to students.

Campus First Response Program (CFRT) just started this year but was already attending events by the end of the 2004 school term.

New Initiatives 2005-2006

1. Ongoing and expanded usage of the new Electronic Medical Record will take many years to fully implement. The EMR provides many opportunities to improve quality of care for patients and improved efficiency for staff.

Challenges:

Staff requires ongoing training and encouragement to get the system working at its full potential. A large group of part-time physicians makes this difficult and the constant increase in demand has necessitated adding even more minor part-time members.

2. Reorganization and updating of the physical structure: Being computer based changes the processes within the clinic. The current furniture dates back to 1985 when the Health Service moved into this location. The Waiting Room and Treatment rooms are in the worst condition and need refurbishing

Challenges: This will require more spending at a time when we have just had a huge expense with computer equipment; hardware and software.

It is also very difficult to organize with these areas constantly in use and we may have to wait for the summer when our flow declines slightly

3. Health promotion: We plan to offer Dietician Services to improve the care of our patients with Eating Disorders, Hyperlipidemia and other medical problems where in depth dietary counseling is helpful.

Challenges: The financial issue is again a concern as this will have to be funded out of our student fee so access will require tight control. Our space issue is also a problem as this requires the use of another office. Ongoing discussions about staffing have been very frustrating and time consuming.

4. Public Health Collaboration: Immunizations are the new issue here. We will offer a combined Meningitis vaccine clinic in 2005 and hope to offer a combined Influenza clinic in 2005-2006.

Challenges: The ability of Public Health resources is an issue.

Challenges

Major Challenges:

1. Space:

We have added more doctors, nurses, and support staff to try to meet the increased demand for services and generate more income to cover overhead. In spite of losing our meeting room for office space, we are in a space crunch. Patient confidentiality, which we have been told by our users is very important to them, is compromised as staff often cannot find a free office for confidential conversations.

2. Budgetary:

Current agreement with Steelworkers' Union requires 3% increases over 3 years. OHIP and other insurance revenues never increase by more than 2% per year and this year 2004/05 we are unlikely to receive any increase. We have not had an increase in the student fee for many years. Increased numbers of students does increase this income but also provides more demand for existing services in the same space. We have had major expenditure and are looking at more in the future.

3. Enrollment:

Provides increased revenues with the Health Service fees but the increased demand must be accommodated. In spite of expanding our staff and over crowding our facility, we are still not meeting demand. In the Fall of 2004, the Health Service has been consistently unable to meet demand. Drop-in appointments have had to be stopped at noon with many turned away.

4. External and Political Change issues:

Primary Care Reform is now a reality and our model of Health Care delivery does not fit into any of the proposed models. We will not be forced into a model as was considered a possibility. Instead, we suffer from a severe funding penalty which is likely to continue.

International Student Centre 2005 – 2006 Operating Plans*

Review of Effectiveness of Mission & Outline of Services, Programs and Facilities

The International Student Centre promotes and supports international education and offers services, programs, and facilities for international students, students with international and/or intercultural interests, and students looking for education/work abroad opportunities. The ISC also provides valuable meeting and office space to student groups. The Radical Roots at ISC provides a unique vegetarian food service to meet diverse dietary needs on campus.

As of the end of November 2004, preliminary figures show that there are 6,121 international students from over 140 countries enrolled at U of T, compared to 5,262 students in 2003-04. This is a 16% increase from last year. International students make up 8.9% of the total student population at the University of Toronto, up from 7.7% the previous year. Below is a list of the 10 countries and regions with the most international students (last years' number shown in bracket).

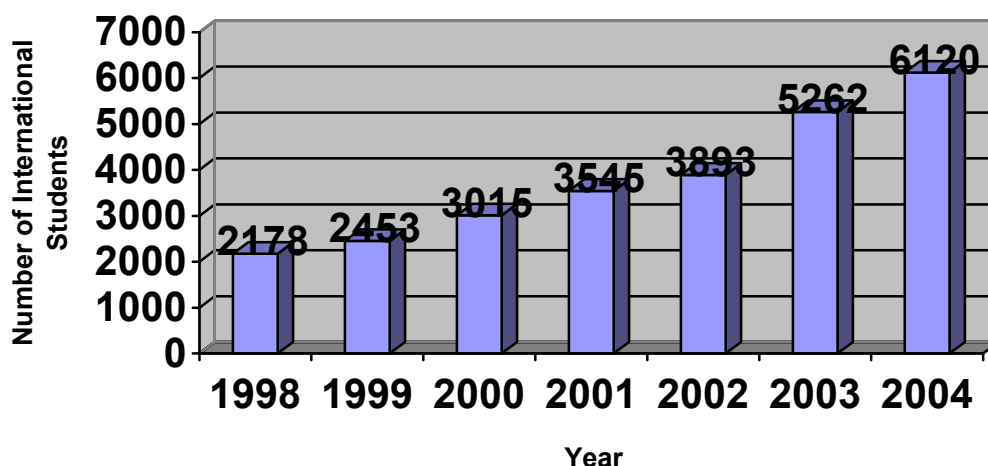
China (Mainland)	1,252 (964)
USA	722 (698)
South Korea	519 (386)
India	299 (238)
Pakistan	245 (190)
Japan	162 (160)
United Kingdom	137 (135)
Hong Kong	186 (129)
Taiwan	146 (122)
Saudi Arabia	105 (87)

The international student population has been experiencing double digit increases since 1998. The most significant jump was the 20% increase 2003. Canadian universities, especially the University of Toronto, enjoy an excellent reputation world wide for offering quality education

* *Annual Report and Mission Statement available by calling 416-978-5646*

and enriching cultural and social experiences. However, it is unclear if the stricter process of obtaining visa for studying in the U.S. has contributed to more international students choosing Canada as their destination.

Total Number of International Students from 1998-2004



Services

Providing Information

One of the primary functions of the Centre is to provide accurate and complete information (to both Canadian and international students) in order to prevent and resolve problems. Providing information begins when prospective international students express interest in attending U of T. Individual contacts, workshops, publications, the ISC web site and listserv, orientation and reception programs all contribute to this. ISC information booklets are sent to all international students who are offered admission. The ISC website continues to be a valuable source of information for prospective and admitted students. In 2003-04, the number of ISC listserv subscribers again increased significantly to about 2,800, from about 2,000 one year ago. In the past year, the ISC International Student Handbook was revamped and served as the main handout for new students.

The reception and orientation period was set from August 16 to September 10, 2004. During this period, 46 trained student volunteers along with ISC staff received 586 new international students at ISC. A total of 51 different welcome events were offered in the three and half weeks including 3 general orientation sessions that attracted over 100 new students.

UHIP

The University Health Insurance Plan is a compulsory health insurance plan for all international students, their dependents, exchange students, new landed immigrants and returning Canadian students who are not covered by OHIP. The premium of UHIP in 2004-2005 has experienced a \$30 reduction, from \$612 to \$582. This is mainly due to reduced utilization. By November 2004, a total of 6,285 (3,943 in the previous year) registrants are on ISC's UHIP database.

UHIP will switch to a new carrier SunLife Financial in April 2005. As a result, new procedures will be implemented. ISC will continue to play a leadership role in staff training, distributing education materials and trouble shooting amongst different departments related to UHIP administration on campus.

Cross-cultural Counselling

The cross-cultural counselling program is a campus-wide service and serves international students, Canadian citizens and permanent residents. In 2003-2004, the ISC Counselling Service provided assistance to 697 (726) students and spouses. It offered 38 (33) workshops and group sessions to students on 12 different topics including: "Adjusting to a new school and a new life"; "Orientation for students with a family/partner"; "Learn to love winter"; "Coming out—World majority, sexual minority" and "Daughters from all Cultures". This service at ISC continues to serve as a key resource on cross-cultural issues on campus.

In the past year, although the total number of students receiving ISC Counselling service remained at about 700, the percentage of international student using the service has increased from 45% to 80%. As CALSS is having more counselling staff with cross-cultural experience, domestic students and new immigrants students are being referred to CALSS.

English Conversation Classes

The ISC English Conversation Program (ECP) continues to be a very popular program with international students at UofT. During the academic year 2003-2004, the ISC ran three ECP sessions, with 31 classes and 251 (259 in the previous year) participants. As a part of 2003-2004 initiatives, the program also offered many new thematic courses apart from regular English classes, such as English through Music and Drama, English and the City, Debate Club and Sitcom English.

The success of ISC ECP program depends on volunteer instructors and the ECP coordinator continued to give priority to recruiting and retaining qualified and committed volunteer instructors. There is currently a pool of 25 volunteer instructors. These are volunteers who have facilitated classes in the past and expressed interest in contributing to the program on a continuing basis. More volunteer facilitators continue to be recruited among OISE/UT students, TESL graduates from Woodsworth/UT and Seneca College, UofT students, staff, and alumni and the community in general.

Work/Study Abroad

In 2003-2004, the work of the Work/Study Abroad Office remained very active in several areas: advising, pre-departure orientations and general work and study abroad seminars. The "Where in the World Work and Study Abroad Fair" was held on September 22, 2003 at the Great Hall of Hart House. This year 40 organizations and over 1,200 students participated in the fair. In January 2004, a representative from the French Consulate came to present higher education possibilities in France. This was the first region specific presentation and it was repeated due to its popularity.

The annual International Development Week was held in the first week of February 2004. This year we had 2 days of panel discussion focusing on international internship opportunities in developing countries and short term volunteer opportunities overseas. In March 2004 an in-house teaching English overseas seminar was hosted. New agencies have come into the ISC to advertise their programs mainly for the Asian market. Teaching English overseas remains perhaps the largest and most accessible way for students interested in going overseas to get overseas.

Pre-departure orientations were conducted in December 2003 and April 2004. AIESEC remains a partner to co-organize pre-departure orientation sessions. This year, 2 scheduled pre-departure sessions were offered and 8 un-scheduled sessions were arranged at the request of the students.

Student drop-ins to the Resource Centre for one-on-one advising have been steady, averaging 3 per day. In 2003-2004, more UTSC and UTM students came to the Work/Study Abroad Centre. The number was over 25, about 10% of total students served.

The gogoglobal listserv is an important feature for communicating with students. Listserv membership sits at 500 with continual interest expressed. Messages are sent bi-monthly and more frequently as information presents itself.

US Visa

Many international students wish to visit the U.S. while studying in Canada. Since 2003, all international students are required to submit visitor visa applications in person to the U.S. Consulate, therefore the ISC can no longer provide this service. However, ISC has maintained a friendly working relationship with the U.S. Consulate in Toronto and was able to invite immigration officials to offer a well attended information session to international students.

Programs

Social and cultural programs offered by the Centre are designed to a) introduce new students to Canada (geography, culture, customs) and/or b) facilitate interaction amongst individuals and groups. All students, International and Canadian, are welcome to participate in these activities.

In 2003-2004, ISC offered over 70 (60 in the previous year) events to both international and domestic students and attendance was strong at over 3,200. Most of these are on-going programs including orientation activities, Cultural Exchanges, a Black History Month event, International Day, Halloween Party and Holydays in cooperation with student organizations. Day trips included the Sainte Marie Among the Hurons and Ouendat Village, Niagara Falls, Stratford Festival, ski trips, Toronto Blue Jays and Toronto Raptors games. Theatre visits included the ballet – The Nutcracker, and the musical – Mamma Mia. Longer trips included the Orillia Rotary weekend, canoeing in Algonquin Park and Bruce trail hiking tour.

One of the highlights of 2003-2004 was granting the recognition award to the Orillia Rotary Club for organising the winter weekend in February hosting over 20 international students for over 30 years. The award was presented by President Robert Birgeneau at the ISC

International Day on Friday, February 6, 2004. A park bench with a plaque was donated to the club in Orillia.

In 2003-2004, ISC consulted with the Office of Risk Management and Insurance and reviewed its programs and related waiver forms to ensure ISC activities are in compliance with the University policies and guidelines.

Buddy Program

The Buddy Program for 2003 – 2004 succeeded in matching a total of 95(105 in the previous year) buddy pairs (72 in the fall and 23 in January). However, 77 requests could not be satisfied due to the shortage of buddy volunteers and timeliness of the matches. The student feedback was positive as the international students appreciated the extra support they received from their 'buddy' when they arrived in a new environment. The Transition Program coordinator will focus more energy on recruiting and retaining qualified and enthusiastic volunteers.

Email-Link

Newly-admitted students are matched, upon request, with current students by email to answer their questions about Toronto and the university before they arrive. The incoming students are made aware of this service through the ISC's "Information for International Students" booklet sent out with admission offers. The number of student users of the service has remained steady at about 100 in the past two years.

Facilities

ISC has 10 meeting rooms (approximately 10,000 square feet) that offer a relaxed and informal atmosphere to students and other users. Students and recognised campus groups can use many facilities at ISC such as the ping-pong tables, microwave oven, piano, TV, VCR DVD player, overhead projector, kitchen and mailbox. A wheelchair ramp is connected with ISC and a wheelchair accessible washroom is located on the main floor. All meeting rooms on the main floor are wheelchair accessible. There is no central air-conditioning in the building.

All recognized campus groups are welcome to book rooms at ISC. In 2003-2004, over 1,900 meetings or events, the majority of them in the evening and weekend hours, were held at the Centre (approximately 30,000 users). Due to lack of bookable spaces on campus, ISC rooms are regularly fully booked and student groups have expressed their concern over difficulty booking rooms at ISC. ISC policy allows booking of rooms one month in advance. ISC has modified its policy limiting the number of large rooms a group can book at one time to ensure equal access for all student groups.

ISC has worked closely with Ancillary Services and staff of "Radical Roots" with the goal of offering healthy, delicious and inexpensive foods to students, staff and the university community.

Facility upgrades and maintenance completed during the fiscal year May 1st, 2003 to April 30th, 2004:

- Existing wiring system
- Data drops and electrical outlets in student offices
- Lighting system in basement
- Ceiling fan in Pendarves room
- Security with installation of "locks with dead locking trigger" on all offices
- Repair to basement walls in two ping pong rooms

Over the years Facilities and Services' funding has been decreased. There is a limited annual budget of \$7,700 for Cumberland House. Increasingly ISC has become responsible for the upgrades and maintenance that once were covered by Facilities and Services' budget.

In the past year, ISC hosted 7 student group offices in the basement. As of the end of 2003-2004, as an old building, like many others on campus, the second and third floors of ISC are not wheelchair accessible.

Hours of Operation

The Centre is open seven days a week during the academic year (six during the summer). Office hours are 9 a.m. to 5 p.m. but the house is open daily until 10 p.m. and on weekends from 2 p.m. to 10 p.m..

Categories of Users

All registered students are automatically entitled to use ISC. The majority of users, both individual students and student groups, are Canadian citizens or landed immigrants. However, the nature of the centre attracts users and activities with a multicultural or international focus. For students on the Mississauga and Scarborough campuses, our listserv and website have enabled staff to keep these students informed and updated. They frequently come to ISC for special assistance in immigration, taxes, counselling and UHIP.

ISC is one of the few facilities on campus that is open seven days a week and offers late evening hours.

All recognized campus groups are welcome to book rooms at ISC. For the past two years, ISC has reached its room booking capacity of 1,900 meetings at the Centre (approximately 30,000 users). Some student groups have expressed their concern over the difficulty of booking rooms at ISC due to lack of vacancy. ISC has modified its policy limiting the number of large rooms a group can book at one time to ensure equal access for all student groups.

ISC offers an optional membership to post-doctoral fellows, student spouses and visiting scholars. This enables them to join the English Conversation program and participate in ISC trips and events. ISC also continues to serve as a resource for the SGS staff members helping post-doctoral fellows with some of the more specific issues in immigration and government policies.

Review 2004/2005 Goals

Combine with the existing CBIE airport reception service and improve services for new U of T international students upon arrival

Many new international students experience stress and anxiety arriving at the Toronto airport for the first time. During the reception period in August and September 2004, ISC has established effective coordination and communication with the CBIE airport reception service and airport ground transportation desk to ensure students a safe arrival on campus or residence. Although it is explained in the ISC booklet, some students were surprised by the cost of the \$40 taxi ride from the airport to downtown.

Add three novel and innovative events (services) to existing ISC program

- (1) The "Buy and Sell Board" was set up in the lobby of ISC where students can post notice for selling and buying used goods as they are arriving or leaving Canada.
- (2) A regular "Coffee and Tea night" was introduced for international students to gather and network. Various student music groups came to perform at the gathering.
- (3) The "Global Etiquette" series was launched.

Pilot a French Conversation Program to both international and domestic students

Two French volunteer instructors have been recruited. However, as the waiting list for English Conversation Program (ECP) has doubled from 24 to 51 in the past year, it has been decided to concentrate resources on the current ECP and postpone the pilot French Conversation Program for the future.

Create a series of workshops and information sessions on graduate schools overseas for both domestic and international students

The sessions on French and Mexican higher education system and graduate school have been offered. The session on French higher education was particularly popular. Due to over registration, it was repeated one more time.

Create three new information sessions for international students on taxes, living on a budget and preparing for graduation

- (1) Pre-tax sessions were offered in February to graduate students with TA, RA and scholarship income.
- (2) A special living on a budget session was offered as a part of the orientation program in September.
- (3) Preparing for graduation sessions will be offered in April 2005.

Explore the possibility of linking ISC international student database with the ROSI registration so international students will be automatically registered with ISC and the ISC listserv

A number of meetings have been organized with the Office of Information Systems to discuss the possibility of importing international student information on ISC database and listserv without student filling out ISC registration card. Some technical difficulties still need to be addressed before the link can be established.

Initiatives for 2005-2006

International student population has experienced a 57% increase in the past two years. ISC will monitor the usage of services and programs closely to ensure students' priority needs such as legal requirements and life necessities are met. Streamlining resources whenever possible to improve service efficiency.

UHIP will switch to SunLife as the new insurer on April 1, 2005. ISC will play an active role in implementing new procedures to ensure that the change will not negatively impact on nearly 7,000 (24% of the total UHIP enrolment) U of T UHIP participants. To continue the effort of bringing the University Health Network, Toronto General Hospitals into the UHIP Preferred Provider Network (PPN).

ISC will provide more direct support such as campus visit and staff training to UTSC and UTM to serve the increasing number of international students on both campuses.

Hold a 40th anniversary celebration of the opening of ISC at 33 St. George (ISC opened at Cumberland House on November 18, 1966)

Investigate the possibility of building an elevator at ISC, (over 60% of ISC space including all staff office space are not wheel chair accessible)

Psychiatric Service 2005-2006 Operating Plan*

Mission Statement

At the Psychiatric Service we are aware that, at some time during the course of their university career, students may experience emotional or psychological difficulties which could hinder both day-to-day functioning and academic performance. To best enable students to gain the most from their University of Toronto experience our clinicians provide a wide spectrum of care, including: consultation, assessment, and treatment with various types and modalities of psychotherapy; medication where appropriate; and, referral to other resources within the campus community and beyond. As part of this spectrum of care we work with, and consult to, colleagues in other Student Services and among the general university community. All of our care respects the full diversity of the student body and we are committed to providing the care in an easily accessible and timely fashion.

Effectiveness of Mission Outline of Programmes and Services in 2004-2005

The Psychiatric Service offers consultation and assessment as well as treatment. The Service continues to fulfil its mission effectively as evidenced by the number of students who make use of the Service – there were 1,978 students seen – and the high percentage of those who, on our quality assurance survey, indicated that they were “somewhat” to “extremely” satisfied (80%) and who would come back (98%) or refer a friend (98%) to the Service.

* **Mission Statement and Annual Report available by calling (416) 978-8070.**

Consultation and Assessment

The Psychiatric Service provides the students with an opportunity to obtain a consultation as to the nature of their problems and the treatment options available. Also, colleagues from the other Student Services and the University community are provided with recommendations regarding working with students with emotional and/or psychological difficulties.

Treatment

In order to address the wide range of presenting problems, the Psychiatric Service offers an equally wide spectrum of interventions - from general psychiatric care and pharmacotherapy to specialized psychotherapies. The students may receive individual, couple or group therapy: the therapies are of the cognitive-behavioural, integrative and psychodynamic type. Of the 1,978 students seen (and who generated 11,194 visits), 262 received service from the Cognitive-Behavioural Therapy Programme. The Group Programme offered two ongoing groups: interpersonal and bulimia.

Consultation to other Services and the University community

The Psychiatric Service works particularly closely with the Health Service, Accessibility Services, Counselling and Learning Skills Service, the Office of the Campus Personal Safety Coordinator and Campus Crisis Coordinator, providing consultations and management support. Consultations are also made readily available to individual academic and administrative staff as well as departments regarding the best way of helping students with emotional difficulties.

Outreach

The Service provides, via the Community Health Coordinator and the Social Worker, a number of educational talks and workshops at the various Colleges and Residences on topics dealing with eating disorders, depression and accessing mental health care in Ontario. The Service also participates in the First Year Initiative (FYI) and Graduate Student Initiative (GSI) programmes.

Professional Training

The Psychiatric Service offers training in the form of electives to Residents in the Department of Psychiatry and placements for Ontario Institute for Studies in Education (OISE) PhD level candidates. The postgraduates participate in case conferences and seminars and receive supervision from experienced clinicians. During the 2003-2004 year, several Residents from the Department of Psychiatry received training.

Categories of Users

All services and programmes at the Psychiatric Service are available only to students registered at the University of Toronto and paying the Incidental Fees. Of the 1,978 total numbers, 63% were (full-time and part-time) undergraduates in the Faculty of Arts and Science and 34% in professional faculties and the School of Graduate Studies. For a more detailed description, please see the Psychiatric Service Annual Report 2003-2004.

Hours of Operation

The Psychiatric Service is open Monday through Friday, from 8:45am to 5:00pm, and until 7:00pm on Tuesdays.

Review of 2004-2005 Initiatives to Date

1. The need for a "harm reduction" group was assessed and we concluded that, at this time, there was insufficient demand for such a group to be established.
2. A pilot study for a "Brief Intervention Programme", consisting of 6-sessions or less, was implemented. As the results were encouraging a further development of the programme will take place next year.
3. Students visiting our website were given an opportunity to comment on the information provided enabling us to be more responsive to their needs.
4. Although an effort was made, we were not successful in recruiting a Nutritionist, who was to work in both Health and Psychiatric Services.
5. Electronic charting options were researched, in particular, various methods for inputting the data were investigated.

Initiatives for 2005-2006

1. Many students suffer from sleep disturbances which result in an increased frequency of a variety of accidents, including car crashes. Increased rates of depression and lower academic performance have also been linked to poor sleep. We intend to help students with this problem through initiatives such as: the development of educational material for our website, the offering of workshops within the FYI and GSI programmes and possibly organizing an educational/support group for students with sleep disturbances.
2. The Brief Intervention Programme will be further developed through a more efficient triage making it available to a greater number of students.
3. The Community Resource database, which includes resources ranging from individual therapists to institution-based programmes, will be made more accessible through the development of a search engine.
4. The Service will implement limited pilot projects in electronic charting.

Student Housing Service 2005 – 2006 Operating Plans*

Review of Effectiveness of Mission & Outline of Programs & Services

The Student Housing Service offers three main programs: a registry of **Off-Campus Student Housing, Residence Communication/Brokerage** and **Student Family Housing**. To a lesser extent, but still very significant, are requests for legal referrals, emergency accommodation and housing information sessions.

Off-Campus Student Housing:

- ❑ In the first *six* months of the 2004-05 fiscal year, the registry of off-campus student housing displayed 3,417 ads. (One listing often represents several spaces.) **The supply of off-campus housing listed with the Service has decreased (–21%) over the same period last year.** At this time last year, ads had *increased* by about 20% over 2002-03. To place the decrease though somewhat in perspective, in the *whole* of the 1998-99 fiscal year, only 2,866 listings were taken. The concern, is not one (yet) of students having difficulty locating housing via the registry.
- ❑ The **Toronto vacancy rate currently stands at just under 5%** and has not been as high since at least 1971, when the Canada Mortgage and Housing Corporation (CMHC) began tracking this information. The vacancy rate in Toronto is normally less than 1%. Since CMHC only calculates the vacancy rate for buildings with more than 3 rental units, it does not acknowledge most of the supply available in the typical student housing market, ie. a room or basement apartment in someone's private home. While a high vacancy rate is attractive in the short-term, it can impact negatively in the longer run when landlords, particularly smaller landlords, those who typically rent to students, drop out of the rental market and a correction occurs, bringing about a decreased supply of off-campus housing.
- ❑ The Service charges non-student landlords for advertising accommodation and in the first *seven* months of the current fiscal year, \$108,135 was collected. Revenue collected from landlords during the same period last year was \$138,070. The Service is **adjusting to a 22% decrease in revenue.**

* ***Mission Statement and Annual Report available by calling 416-978-8048***

- While the province allowed rents to increase on occupied units in 2004 by a maximum of 2.9%, the **rental market has become a more affordable one**, in which rents often increased by less than 1%, or decreased, despite rising utility costs. Rents advertised via the registry decreased despite that the **Service lifted its rent ceilings**. Although rents have begun to decrease, much of the market remains costly for a student's budget.

U of T's Off-Campus Housing Rent Ranges

	2004	2003
Bachelor Apt.	500-750	550-750
1-Bdrm. Apt	550-900	700-900
2-Bdrm. Apt	800-1300	900-1300
Room	350-600	400-600

- Since May the Service has presented the following off-campus housing information sessions:
 1. Finding Off-Campus Housing in Toronto
 2. Your Shared Accommodation, Your Roommates & You
 3. Where am I going to live in three weeks?
 4. Tenant Rights In Toronto: What you need to know
 5. Beyond Housing: Introduction to Living in Toronto
 6. Working with Your Landlord & Living with Your Roommate Q&A
 7. Purchasing a Home: Presented by CMHC

Although attendance was as low as 4 students in one session, average attendance was approximately 13-15, with the **highest attendance (35) occurring at the Buying a Home session**.

Residence/Communications:

- The Service continued to assist the University in meeting its residence demand from first-year students, most of whom are guaranteed student housing. **Woodsworth's new residence (371 beds)** was added to the University's residence stock for Sept. 2004. As a consequence of the added stock, a softer off-campus housing market, and **fewer first year students** this year, **more upper year students, who wished to live in residence were accommodated**. Similarly, students searching for off-campus housing were less reluctant searchers (ie. were not rejected residence applicants).

Tri-Campus *First Year* Residence Demand – Sept. 2004

First Year Applicants to U of T	41,528*
First Year Applicants indicating an interest in residence on OUAC form	24,699*
First Year Applicants, guaranteed residence, admitted to UT	17,559*
First Year Applicants, guaranteed residence, admitted & enrolled at UT	5,662**

* Net figures, i.e. some applicants might have applied to more than 1 campus.

** Not the number necessarily housed, as many students do not accept their residence offer.

September 2004 - Residence Capacity & First Year Beds

Residence	Total Residence Beds	# of Beds Occupied by 1st Yr.	% 1st Yr.
UTM Undergrad	776	409	53%
UTSC	766	355	46%
89 Chestnut	958	458	48%
Innis	327	196	60%
New College	877	492	56%
UC	441	263	60%
Woodsworth	371	245	66%
Loretto	150	57	38%
SMC	404	125	31%
St. Joseph's	150	56	37%
Trinity	435	185	43%
Victoria	802	390	49%
UT Undergrad Res Totals	6457	3231	50%

Charles Street	713	0	0%
UTM Grad & Family	176	0	0%
Graduate House	431	0	0%
Knox	104	2	2%
Massey	61	0	0%
Wycliffe	71	0	0%
UT Graduate Res Totals	1556	2	0%

Campus Co-op	292	12	4%
Neill Wycik	29	0	0%
St. Vladimir	46	0	0%
Tartu College			
Independent Totals	367	12	3%

- ❑ As of November 1, 2004, there was only a **1% vacancy rate in the University's residences** and all were full on Labour Day.
- ❑ **More professional faculty students were placed in one of their top residence preferences.**

Professional Faculty Residence Preferences vs. Placement

2004

2003

	Total	%	Total	%
Students offered their first-preference of residence	416	63	485	60
Students offered their second-preference of residence	79	12	73	9
Number of students offered their third-preference of residence	29	4	40	5
Number of students offered one of their top 3 residence prefs.	524	80	598	74%
Number of students offered none of their top 3 residence prefs.	133	20	207	26%

- The % of instances a residence was indicated as a *1st preference* on Professional Faculty Residence Preference Forms of first year students is as follows:

Year	NE	IN	VC	89	UC	TR	SM	SH	LO	SJ
2004	36.4	31.5	9.7	8.3	7.1	3.0	2.0	1.1	0.5	0.4
2003	35.4	34.4	9.7	4.5	5.8	2.5	2.6	1.9	1.0	0.2

Legend: 89: 89 Chestnut **IN:** Innis College **LO:** Loretto College **NE:** New College

SH: St. Hilda's College **SJ:** St. Joseph's College **SM:** St. Michael's College **TR:** Trinity College

UC: University College **VC:** Victoria College

89 Chestnut became considerably more popular as a residence of first preference, helped also by changing its configuration from fewer double to more single rooms for upper year students.

Note: Arts & Science first year students who do not get placed in their own college residence *cannot* indicate an alternative residence preference.

- **Emergency Housing Requests increased slightly.** There were **no big shifts in demographics of students seen, or in the reasons for their requesting emergency housing, except cases of evictions did rise from 6 to 10 incidents.**

EMERGENCY HOUSING REPORT May – Nov. 2004	
Requests for Emergency Housing Assistance	
May 2004	0
June 2004	4
July 2004	3
Aug. 2004	2
Sept. 2004	5
Oct. 2004	4
Nov. 2004	7
TOTAL:	25

Breakdown by Type of Student:

Female:	12
Male:	13
Students with Families:	4
Single Student:	21
Undergraduate Student:	15
Graduate/Second Entry Student:	3
Acad. Brid./TYP Student:	8
Part-Time Student:	0
Aboriginal Student:	1
Student Self-Identified as having disability:	3
Exchange Student:	1

Reasons for Request for Assistance (May be multiple):

Assault/risk of assault/other abuse at current residence:	2
Conflict with family/roommates/landlord:	5
Eviction:	10
Health Concerns/Problems (i.e. allergic reaction, mould, etc.):	0
Financial Difficulty:	6
Current situation not conducive to study (Noise, location, construction, etc.):	2
Relationship break-up:	2
Landlord Harassment:	1
Health Issues - Difficulty finding housing on their own:	1
Parents moved away/can no longer house student:	0
Gave notice/Struggling to find off-campus by move-out date:	1
Released from Hospital/No housing:	1
Superintendent position lost:	0
Safety issues in current housing:	1

Student Family Housing:

- **Demand for student family housing is strong, but has softened substantially due to the competitiveness of the off-campus housing market.** Currently, just over 1,000 student families are on a waiting list for the 710 bachelor, one and two-bedroom apts., which comprise the St. George Campus Family Housing Ancillary located at 30/35 Charles St. West. At this time last year, 1,800 student families were on the waiting list.

Applicants:

Number of Applicants - by Type of Apt (Oct. 31, 2004):

Two Bedroom 363
One Bedroom 620
Bachelor 27
Total 1010

Number of Current Applicants:

(a) with sessional address in Toronto 586
(b) elsewhere in Canada or outside Canada 424
(c) couples 763
(d) couples with child(ren) 170
(e) single parents 77

- ❑ **The waiting period for an apartment in the Student Family complex has begun to decrease by a few months**, depending on the apartment size required, ability to move on short notice and other factors. Several offers of an apartment are often made now before an applicant is found, who is willing to move for the available month.

Average Waiting Period by Apt Size:

Two-Bedroom 12-16 months
One-Bedroom 18-20 months
Bachelor 12-18 months

- ❑ Rents increased by 2.9% in August of 2004. **Rents remain at the low end of the rent range of units advertised in the University's off-campus housing registry** and considerably below other housing generally available in the GTA as surveyed by Canada Mortgage and Housing.

Rents in Student Family Housing:

CMHC (GTA)		Charles St.	U of T Off-Campus Housing Registry
\$731	Bachelor Apt	\$558	550-750
\$884	One-Bdrm. Apt.	\$690-750	700-900
\$1,040	Two-Bdrm. Apt.	\$914	900-1300

- ❑ There has been **a change in the tenant demographics**. Fewer children are reported as residing at 30/35 CSW and fewer students declare themselves as international. Due to the waiting period over the last few years more students have acquired landed immigrant status by the time they become tenants. The tenant population remains largely a graduate one.

Tenants:

Number, Ages of (declared) Children residing at 30/35 CSW – (as at Oct. 31, 2004)

0-3 years old 101

4-5 years old 52

6-12 years old 122

13+ 51

Total 326 (down from the average 487 children in the past two-three years)

Number of current graduate student tenants 522 (73%)

Number of current student tenants who identify themselves as international
285 (40%)

Number of current single parent tenants 50 (7%)

- ❑ **Requests for apartment maintenance have skyrocketed** since U of T property management was put in place. Tenants now know that their work orders will be responded to and so they are asking for things to be fixed.

Community Development:

- ❑ A **very active community development program** continues in place in the Student Family Residence.

Community Development (May-Oct. 2004)

Activity	Registered Participants
Community Events:	
Annual BBQ/Party, All Ages June 18th	500
Haunted House, All Ages Oct. 31	200
On-Going Events:	
Ping Pong, Ages 10-15	24
Movies, Ages 5-17	135
Spring Events:	
Tutoring, Gr. 4-7	9
Arts & Crafts Program	19
Reading Club, Ages 4-6	10
Summer Events:	
Movement & Dance for Kids	18
Drama Program	20
Field Trips, Ages 5-17	63
Fall Events:	
Yoga, Women	59
Nia Dance & Fitness, Women	49
ESL, Adults	60
Total Participants	1,166

- The **Drop-in Center, for children and their caregivers, has increased in popularity with up to 38 children and their caregiver visiting the Centre daily.** The Drop-in Center is well-used because users do not pay, more than their rent, to use the Center, it facilitates interaction between tenants of all different cultures and it is the hub of an active community development program.

"the class is great! both instructors are doing their job with lots of passion and effort. great programming. thanks," - comment received from a tenant taking the Yoga class.

General:

- The Service maintains an up-to-date inventory of **in excess of 40 housing or housing-related publications or categories of publications on-site**, many of which are produced in-house. An increasing number of these resources are being made available on the Service's website.

Housing/Housing-Related Publications

Housemate Agreement
 Roommate Agreement
 Sublet Agreement
 Terminating a Tenancy
 Maintenance & Repairs
 Questions to Ask a Potential Roommate
 Legal Services/Conflict Resolution
 Tenant Protection Act
 Things to consider when looking
 Residential Tenancy Agreement
 Tenant Protection Act: Sharing A Kitchen and/or Bathroom with your Landlord
 Temporary Accommodation List (Budget & Regular)
 LGBTQ-Positive Temporary Accommodation
 Toronto Neighbourhoods
 Movers, Storage and Truck/Van Rentals
 If a Tenant Doesn't Pay Rent
 About Privacy
 Terminating A Tenancy
 Agreement to Terminate a Tenancy
 Lease Reading Guide
 Apartment Checklist
 Local Churches, Mosques, Synagogues, Temples, Mandirs
 Health & Welfare- U of T Services, Community Resources
 Insurance- OHIP, UHIP
 Property Insurance
 Parks & Recreation
 Entertainment in Toronto
 Discount Entertainment
 Cable/Internet/Cell Phones/Utilities
 Shopping Malls, Second-Hand Shops
 Financial Information - Banking Institutions
 OSAP Information

Garbage & Recycling
Where To Eat for Real Cheap
Landlord Newsletter
Housing Bulletins (customized for depts./faculties)
CLEO Publications
Student Family Newsletter
Brochures- Student Landlords, Landlord, Memberships, Residence, Student
Housing-General, Family, Profac, Safety, OCAD Off-Campus, Off-Campus,
Independent Residences

- ❑ Not including any assistance provided via our website (the main source of access), the Student Housing Service **responded in person to approximately 15,000 phone calls, e-mails, faxes and drop-in activity in the first six months of the fiscal year.**

Category of Users:

With the exception of Student Family Housing far more undergraduate students seek our assistance than graduate students. Students are not registered as users of the Service although eligibility is verified. We wish to change this in the near future so we have a better handle on who is using us, which program they are using, and even what our performance indicators are – ie. are students renting through us, how many landlords just let their ads expire and do not rent, or rent, but don't tell us.

Hours of Operation:

The Service is currently open Monday to Friday, (September to June) from 10:00 am to 5:00pm and open until 7pm on Tuesdays. During July and August the Service is open Monday–Friday 10:00am-4:30pm, with the exception of the off-campus housing area, which is open on Tuesdays and Thursdays until 7pm and on Saturdays from 10am–3pm.

In the spring we host 2 off-campus housing summer sublet Saturdays attended by 300-400 students and hold evening off-campus housing information sessions in the residences during February. Many of the Service's programs and workshops are accessible via the internet, and such access will soon be further facilitated, as the ability to list housing on-line is rolled-out.

Review of 2004-05 Goals:

Off-Campus Housing:

- ✓ **Provided more assistance to students, who were attempting to sublet their accommodation by:**
 1. liaising with the Student Work Abroad Program office, which brings college/university students from abroad to Toronto.

2. featuring summer sublets on our website and in correspondence as prominently as we do summer residence.
3. counseling students listing sublets that due to the high vacancy rate in Toronto, they are going to need to work at renting their property, offer reduced rents, etc. via a workshop. This workshop was held as a new addition to 2 well-attended Summer Sublet Saturdays.

- ✓ **In design phase of developing a new on-line listing service** for landlords and students, which will be available 24/7 and enable non-student landlords, who pay an advertisement fee, to provide that information on-line also.
- ✓ **Featured student families as desirable tenants in an issue of an off-campus housing Landlord Newsletter.** Student families are usually more long-term tenants as compared to single undergraduate students and this may be a feature attractive to landlords in a time of high vacancy.
- ✓ **The Newsletter also** invited landlords to send us their suggestions regarding elements they would like to see in the design of a new on-line off-campus housing registry (**advertise & submit payment on-line 24/7**).
- ✓ **The** registry's profile was increased on the 2 suburban campuses. **A** list of Temporary Housing in nearby hotels, etc. was also customized for their students' use.
- ✓ **The Service has begun to place** a summary and handouts of each Workshop on the department's website following presentations **so that students, who could not attend, have the ability to obtain most of the information conveyed, at their own convenience.**

Residence/Communications:

- ✓ **Assisted with an interim accessibility audit of residences and developed an Accessible Housing web site** linked to various likely University entry points for such information.
- ✓ **Some on-campus space is now available for *general* emergency housing needs for single students and small families.** Due to the complexity of issues faced by individuals with a family leaving a domestic violence situation, community referrals will be the protocol followed given the University cannot provide the level of service and for the duration of time such assistance is often required.
- ✓ **Designed an on-line procedure for first year professional faculty students to submit their Residence Preferences to our office.** This procedure should immensely speed up communication with international residence applicants.
- ✓ **Participates as a voting member on the 89 Chestnut's Residence Board.**
- ✓ Initiated a listserv for students renting off-campus housing. Forty students signed up immediately and a few join each day. Events of particular interest to student tenants living off-campus are held for, or communicated to, these students.

Student Family Housing:

- ✓ During a very busy summer of move-ins, the **new managers** at Charles St. managed to have no serious problems occur with the apartment renovations, for the first time in years.
- ✓ **Renovations** are bringing the standards in the buildings up to a significantly higher level than in the past.

- Window Replacement began in September - 35 year old single pane windows on north side of both buildings replaced with high quality double paned low-energy windows.
 - Electrical panels in apartments are being upgraded.
 - Painting and upgrading of public washroom fixtures
 - Apartment washrooms – re-glazing of tubs, tile replacement as tenants move out
 - New smaller company for pest control was hired to treat the buildings
- ✓ **Security was increased** to 2 guards – one for each building, when the office is closed.
 - ✓ **Tenant Handbook** was updated.
 - ✓ Student Family Housing **Listserv** sign up continues – approx 300 tenant families registered
 - ✓ A new tenant and applicant **database was completed improving upon the on-line application process and facilitating student eligibility verification.**
 - ✓ **Visitor parking is changing from free/staff-assigned passes to pay and display,** requiring no input from staff - this will free up significant amounts of staff time as well as generate revenue for the buildings.
 - ✓ A policy of **applicants verifying their application information/interest every 6 months has been re-instated to keep the waiting list as accurate as possible.**

Although the Service is not responsible for performing the renovations, etc. we are involved in meetings regarding this work, proactively provide input from a student service perspective and do receive complaints from tenants if work becomes disruptive.

Community Development:

- ✓ **Roof Garden** opened in May 2004. The Service's Community Development Coordinator oversees maintenance and all aspects of the garden with the help of tenant volunteers.
- ✓ A **community development program for children was in place for the first time through the month of Aug. at Charles St.** – trips to Ont. Place, Ont. Science Centre, fire station, Riverdale Farm, movie nights, dance classes, Beach Volleyball & drama classes

General:

- ✓ The Service improved its record keeping – **reorganized the collection of statistics, archival of files and on-line sharing of documents.**
- ✓ All **staff trained and using Oracle software** (for booking meetings, keeping agendas)
- ✓ **Alarm system** installed as a result of repeated break-ins.
- ✓ Held a successful **Holiday Toy Drive**

Initiatives for 2005-06:

Off-Campus Housing:

- **Tender the on-line listing/e-commerce design** for computer programming.

- **Meet with staff of George Brown, OCAD and the School of Continuing Studies,** which purchase the off-campus housing registry annually.
- Offer a landlord **Workshop on How to Promote your Rental Property**
- **Contact Homestay to ask them to refer prospective landlords to us** if not appropriate for home-stay (we make referrals of homestay providers to them).
- **Consider incentives for landlords to advertise** especially those with a large number of units available year-round (eg. larger, but flat annual rate or if a landlord tells a friend about the registry and the friend registers a listing.)
- **Create a landlord listserv** for broadcasting information bulletins to them (maybe as part of the new on-line database design)
- **Promote the Service to rental property management firms near campus,** which probably did not need our assistance to rent in times of lower vacancy levels. If the promotion meets with success, we may register fewer basement units. (Contact Olivia Chow's office for rental property management in the area)
- **When new housing legislation is passed host information sessions for students (FMTA), landlords (Landlord Self-Help Centre) and inform student governments.**
- **Flier the L5 postal code (UTM) area.**
- **Consider advertisement of the Service in the Gleaner, Toronto Star, Renter's News and Real Estate News.**

Residence/Communications:

- Write **off-campus housing brochures for UTM and UTSC students.**
- **Review the department's publications, website, form letters, customized housing bulletins and university calendars so that they reflect the changed housing market.**
- Create a grid **chart that documents in writing a residence's priorities when making admit decisions** so that residence admission is more transparent to students.
- Create a **PowerPoint presentation of the current residence admissions process, based on residence and student faculty.**
- Host **2 residence fairs** in the Koffler Centre, one for residences offering summer housing for 2005 and a second for those offering fall 2005 housing. **Off-campus student summer sublets** will also be promoted at the summer fair.
- **Further develop the on-line Residence Preference Form so that a student can input different variables (no meals, single room only, etc.) and then be presented with a list of residences for selection that best meet his/her criteria.**
- **Work with Accessibility Services and the residences so that any important results, which evolve from the in-depth accessibility audits that are to take place, are reflected in the interim accessible housing website,** until such time as a programmer is hired to develop the site as originally conceptualized.
- **Host a reception for recruitment staff, Varsity team recruiters and coaches regarding the first year residence guarantee and residence admissions process.**

Student Family Housing:

- A **newly built childcare centre, with 50 municipally subsidized spaces,** will open in Sept. 2005, in which tenants will have first priority.
- **Have an off-campus housing presence at the Charles St. Admissions Office when it moves to Charles St. – a computer on which, the Student Housing Service's**

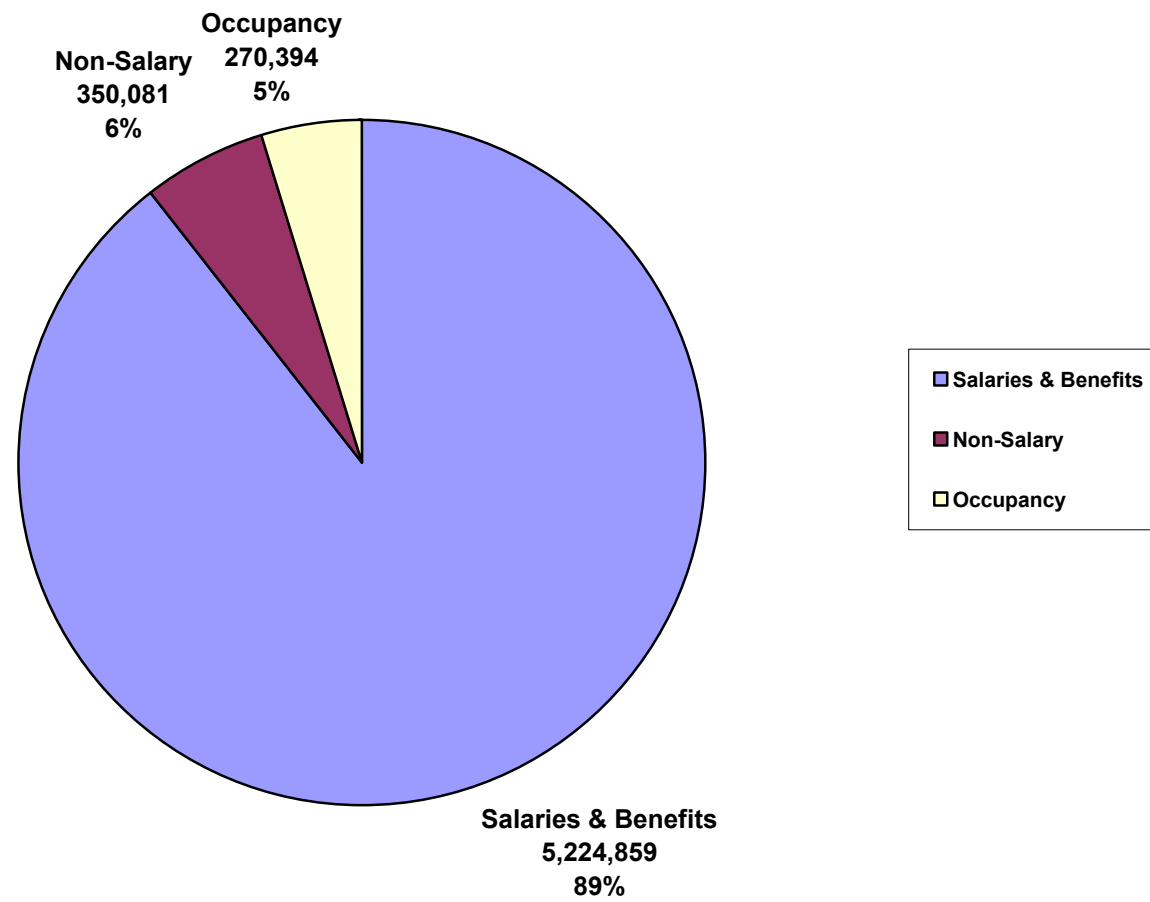
off-campus housing registry (to facilitate discussions when a student no longer meets eligibility criteria) and providing a virtual tour of Charles St. for new applicants to look at since they cannot see apartments until actual offer stage.

- **Survey tenants** – joint with questions from Ancillary Services, Admissions and Community Development

Community Development:

- Initiate a community development program that **assists tenants coping with childcare construction noise (eg. expanded Drop-in Centre hours in building where construction is not occurring.)**
- **Introduce programming on the green roof.**

Student Services Budget: 2005-2006



Schedule 1

Student Services Fee 2005-2006								
Summary - St George	Net Direct	Building	Net Direct and Indirect	Attribution To	Attribution To	Net Cost For Fee	Percent of Total	Portion of Total
Student Service Area	Expenditure	Occupancy Costs	Expenditures	UTSC	UTM	Purposes	Cost	Fee
Student Services Central	883,028	0	883,028			883,028	17.7%	\$19.22
Career Centre	2,087,824	135,262	2,223,086	139,387	138,498	1,945,200	38.9%	\$42.35
Counselling and Learning Skills Service	899,703	27,492	927,195	18,544	18,544	890,107	17.8%	\$19.38
Family Care	130,224	3,419	133,643	2,673	2,272	128,698	2.6%	\$2.80
First Nations' House	383,531	16,619	400,150	8,003	8,003	384,144	7.7%	\$8.36
Housing Service	205,807	27,621	233,428	3,501	3,501	226,425	4.5%	\$4.93
International Student Centre	544,655	59,981	604,636	32,650	33,255	538,731	10.8%	\$11.73
Total Student Services	5,134,772	270,394	5,405,166	204,759	204,073	4,996,333	100.0%	\$108.77

Full-Time Enrolment	41,998	Full-Time Fee/Session	\$54.39	Total Revenue	\$4,996,333
Part-Time Enrolment	6,779	Part-Time Fee/Session	\$10.88		
Summer Session Enrolment Full-Time	3,280	Full-Time Summer	\$54.39	Surplus/(Shortfall)	\$0
Summer Session Enrolment Part-Time	9,364	Part-Time Summer	\$10.88		

**St. George Campus Student Services
Budget 2005-2006 Gross Direct Expenditures and Income**

Schedule 2

	Student Services Central	Career Centre	Counselling and Learning Skills Services	Family Care	First Nations' House	Housing Service	International Student Centre	Total Student Services	Health Service	Psychiatric Services	Total Health Services
Revenue											
Student Services Fee	883,028	1,945,200	890,107	128,698	384,144	226,425	538,731	4,996,333	0	0	0
Health Services Fee	0	0	0	0	0	0	0		786,830	786,830	1,573,660
Divisional Revenue	0	0	0	0	0	344,359	95,811	440,170	1,204,000	1,000,000	2,204,000
Transfer from UTMississauga	0	138,498	18,544	2,272	8,003	3,501	33,255	204,073	691	400	1,091
Transfer from UTScarborough	0	139,387	18,544	2,673	8,003	3,501	32,650	204,758	565	307	872
Total Revenue	883,028	2,223,085	927,195	133,643	400,150	577,786	700,447	5,845,334	1,992,086	1,787,537	3,779,623
Expenses											
Salaries and Benefits	628,128	2,014,387	874,512	117,215	331,766	493,771	564,124	5,023,903	1,037,573	889,980	1,927,553
Compensation Adjustment	200,956	0	0	0	0	0	0	200,956	0	0	0
Non-salary Expenses	53,944	73,436	25,191	13,009	51,765	56,394	76,342	350,081	891,724	866,808	1,758,532
Occupancy Costs	0	135,262	27,492	3,419	16,619	27,621	59,981	270,394	62,789	30,749	93,538
Total Expenses	883,028	2,223,085	927,195	133,643	400,150	577,786	700,447	5,845,334	1,992,086	1,787,537	3,779,623

Schedule 3

Use of Student Services: 2005-06		St. George	UTSC	UTM	Total
University-wide Services					
FTE Students		45,930	9,609	9,543	65,082
Percentages		70.57%	14.76%	14.66%	100.00%
St. George Campus					
Career Centre					
St. George Campus Services	57.50%	57.50%	0.00%	0.00%	57.50%
University-wide Services	42.50%	29.99%	6.27%	6.23%	42.50%
Total	100.00%	87.49%	6.27%	6.23%	100.00%
Counselling and Learning Skills Services		96.00%	2.00%	2.00%	100.00%
Family Care Office		96.30%	2.00%	1.70%	100.00%
First Nations House		96.00%	2.00%	2.00%	100.00%
Housing Service		97.00%	1.50%	1.50%	100.00%
International Student Centre		89.10%	5.40%	5.50%	100.00%
Health Service		98.00%	0.90%	1.10%	100.00%
Psychiatric Service		97.70%	1.00%	1.30%	100.00%

