

MEMORANDUM

DATE: March 7, 2003

TO: University Affairs Board

FROM: Marilyn Van Norman, Director
Student Services and the Career Centre

RE: **Executive Summary – Student Services Operating Plans
2003/2004**

The Operating Plans 2003/2004 that are attached were prepared by the individual Student Services departments and approved by the Director of Student Services, the Student Services Advisory Committee, and by the Council on Student Services.

As a result of the increase in enrolment at the St. George campus, we are pleased to be able to maintain fees at the 2002/2003 level, while being able to fund a new position of Coordinator, First Year Initiative (FYI) Program, a counselling position in Counselling and Learning Skills Services, funding for resources and shelving for the First Nations House's library and supplemental funding for the Family Care Office programming.

We will use this year to develop a strategy to separate the Office of Student Services both administratively and financially from the Career Centre. There will be a cost to this important move and that cost will more than likely be reflected in a fee increase for next year. However, in the meantime, Student Services is looking forward to an exciting and productive year. We are hopeful that the First Year Initiative (FYI) Program will greatly assist first year students in making the transition to university. We are also looking forward to offering targeted programs to graduate and part-time students.

Operating Plans for Student Services 2003-2004

Student Services Operating Plans

The attached Operating Plans were developed by the heads of the various Student Services departments, in consultation with the Director of Student Services and the Career Centre and the Student Services Advisory Committee.

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. Our mission is to offer all students at the University of Toronto support and counseling in the areas of career development, housing, learning skills, health, personal/emotional development, family concerns and support for Aboriginal and international students.

Review of Effectiveness of Mission and Outline of Programs and Services

Our mission of offering all students at the University of Toronto support and counseling 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 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.

Overall, student evaluations of all Student Services departments indicated a high level of satisfaction with the services provided.

Review of Student Services Goals for 2002-2003

Raise awareness of services through targeted advertising and increasing the number of tours offered to students and staff:

- Increased bulletin board advertising around campus
- Conducted class announcements during fall and winter terms reaching over 8,000 students
- Provided Student Services' binder inserts to summer students during class and at Orientation and other high traffic student events
- Increased staff tours to a monthly basis

Develop a more user friendly website:

- New graphics, text, and prompts were introduced to facilitate easier navigation of the site
- Interactive components have been introduced allowing students to register for special events and to receive answers to frequently asked questions

Increase Student Services profile on the main U of T website:

- The Student Services website is now accessible from the Student Links area of the U of T website

Develop a Student Services look for all Student Services publications; materials and advertising, to better promote all services:

- The look and feel of the Student Services website has been incorporated into brochures and binder inserts
- All departments are using the Student Services logo on their promotional materials

Publish an annual Student Services Supplement in the Varsity student newspaper:

- Student Services, in collaboration with the Varsity published a Student Services Supplement this year

Plan a conference for undergraduates in partnership with SAC and APUS:

- The conference will take place in January 2003; focus will be on first year students

Respond to the need for increased resources for the International Student Centre, First Nations House Library:

- Added a Librarian position in First Nations House and an Assistant Program Coordinator in the International Student Centre

Incorporate increased salaries resulting from negotiated changes to the classification system and contract with USWA:

- Anticipated salary increases resulting from a new collective agreement with USWA were factored into the 2002-03 budget process

Categories of Users

- All University of Toronto students

Hours of Operation

- Most Student Services are open from 8:45am onwards to 5:00pm and stay open at least one late evening per week.

Initiatives for 2003-2004

- Develop First Year Initiative Program (FYI) – see attached
- Special event for part-time students
- Co-host with the Office of Student Affairs a PDAD&C lunch in the Koffler Mall
- Review effectiveness of services for part-time students
- Promote SS Staff On-Line
- Incorporate increased salaries resulting from the new Collective Agreement with USWA
- Develop a strategy to move the positions of Director of Student Services and the Career Centre, the Executive Assistant to the Director and Administrative Assistant completely from the Career Centre budget to the Student Service budget

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

Student Services: Schedule 1

Student Services Fee 2003-2004								
Summary - St George	Net Direct	Building	Net Direct	Attribution	Attribution	Net Cost	Percent	Portion
Student Service Area	Expenditure	Occupancy	and Indirect	To	To	For Fee	of Total	of Total
		Costs	Expenditures	UTS	UTM	Purposes	Cost	Fee
Student Services Central	487,947	0	487,947			487,947	11.0%	\$11.52
Career Centre	2,095,201	128,869	2,224,070	110,981	116,096	1,996,992	45.1%	\$47.16
Counselling and Learning Skills Service	745,948	26,387	772,335	13,902	13,902	744,531	16.8%	\$17.58
Family Care	83,809	6,340	90,149			90,149	2.0%	\$2.13
First Nations' House	351,248	21,069	372,317	7,446	7,446	357,424	8.1%	\$8.44
Housing Service	195,337	26,510	221,847	4,437	6,655	210,755	4.8%	\$4.98
International Student Centre	504,221	58,025	562,246	10,120	12,369	539,756	12.2%	\$12.75
Total Student Services	4,463,711	267,200	4,730,911	146,887	156,470	4,427,555	100.0%	\$104.55

Full-Time Enrolment	36,637	Full-Time Fee	\$104.55	Total Revenue	\$4,427,555
Part-Time Enrolment	9,628	Part-Time Fee	\$31.36		
Summer Session Enrolment	9,414	Summer Session Fee	\$31.36	Revenue Variance - Surplus/(Shortfall)	0

St. George Campus Student Services

Student Services: Schedule A

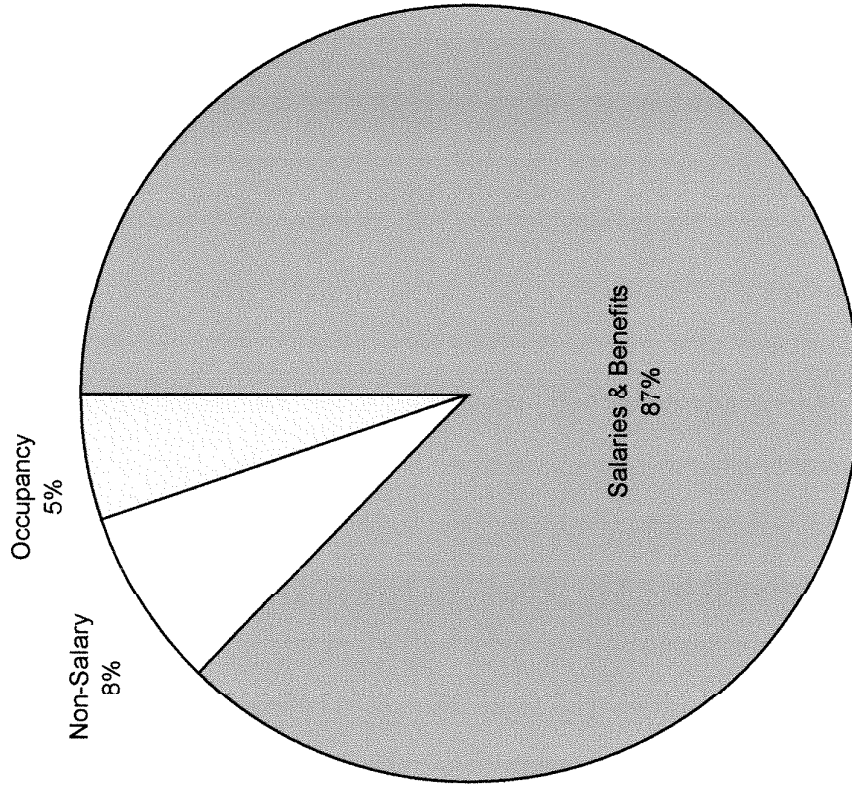
Budget 2003/2004 - Gross Direct Expenditures and Income

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	487,947	1,996,993	744,531	90,149	357,424	210,755	539,756	4,427,555	0	0	0
Health Services Fee	0	0	0	0	0	0	0	725,227	725,227	1,450,454	
Divisional Revenue	0	0	0	0	0	282,569	64,270	346,839	1,158,000	750,000	1,908,000
Transfer from UTMississauga	0	116,096	13,902	0	7,446	6,655	12,369	156,468	663	534	1,197
Transfer from UTScarborough	0	110,981	13,902	0	7,446	4,437	10,120	146,886	542	505	1047
Total Revenue	487,947	2,224,070	772,335	90,149	372,316	504,416	626,515	5,077,748	1,884,432	1,476,266	3,360,698
Expenses											
Salaries and Benefits	216,722	2,016,389	720,752	72,590	318,574	431,488	491,204	4,267,719	943,732	836,500	1,780,232
Compensation Adjustment	159,073	0	0	0	0	0	0	159,073	0	0	0
Non-salary Expenses	112,152	78,812	25,196	11,219	32,673	46,418	77,286	383,756	880,436	610,254	1,490,690
Occupancy Costs	0	128,869	26,387	6,340	21,069	26,510	58,025	267,200	60,264	29,512	89,776
Total Expenses	487,947	2,224,070	772,335	90,149	372,316	504,416	626,515	5,077,748	1,884,432	1,476,266	3,360,698

Student Services: Schedule 4

Use of Student Services		St. George	UTS	UTM	Total
University-wide Services					
FTE Students		42,349	6,552	6,854	55,755
Percentages		75.96%	11.75%	12.29%	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%	32.28%	4.99%	5.22%	42.50%
Total	100.00%	89.78%	4.99%	5.22%	100.00%
Counselling and Learning Skills Services		96.40%	1.80%	1.80%	100.00%
First Nations House		96.00%	2.00%	2.00%	100.00%
Housing Service		95.00%	2.00%	3.00%	100.00%
International Student Centre		96.00%	1.80%	2.20%	100.00%
Health Service		98.00%	0.90%	1.10%	100.00%
Psychiatric Service		96.48%	1.71%	1.81%	100.00%

Student Services Budget: 2003-2004



Operating Plans - Career Centre 2003-2004

The Career Centre's Mission is to provide innovative student centered career and employment services to students, recent graduates and employers in an approachable and receptive environment. Through bridging the worlds of academia and employment, the Career Centre assists students in the development and implementation of their career goals.¹ The Career Centre is committed to ensuring that each University of Toronto student has the opportunity for a quality career education.

Review of Effectiveness of Mission

The Career Centre, in its 54th year of operation, continues to work toward fulfilling its career development mandate. The online service has remained a key component of fully accessible service provision for both employers and students. Newly developed marketing features allow staff to monitor usership and be able to inform specific groups of registrants about events that are most relevant to their needs. In May 2002, a survey of employers was conducted to solicit recommendations on CC ONLINE so that it can better meet their needs. As a result, a new look was created for the employer site that also profiles U of T as a tri-campus entity.

Review of Programs and Services 2001/02

Employment Opportunities

The slow economy impacted the number of employers recruiting on campus as well as the number of positions being recruited for in 2001/02. 5051 new employer contacts registered with the Career Centre compared to 6537 in the previous year. The number of unique organizations listing positions this past year was 3361 in comparison to 4197 unique organizations in 2000/01. 74% of employer registrants used the web site, *Employers Online*, to post their work opportunities.

In the **Graduating Students Employment Service (GSES)**, 180 organizations listed work opportunities representing over 7,417 positions² (see footnote) in 2001/02. This compares to 217 organizations seeking to fill 11,339 positions in 2000/01. Prospects for **recent graduates** showed a slight increase this past year in the number of positions listed 11,601 compared to 11,150 previously. The **Summer Employment Services** showed a 14% (566 vs 661) decrease in the number of unique organizations. There was however, a 10% increase (13,375 vs 12,124) in the number of positions in the **Part-time/Temporary Employment Service**. In addition to paid work experience listings, two hundred and twenty (220) **volunteer organizations** with 550 job orders listed 10,687 volunteer positions during the past year. This represents a 34% increase in the number of positions over last year.

¹ Mission Statement and 2001-02 Annual Report available by calling 978-8003

² **Note:** Employers Online allows employers to indicate in the "number of positions" box, the approximate number of positions that they are seeking to fill. This figure does not necessarily reflect the number of jobs for which they are recruiting at U of T.

Counselling & Career Development

The Career Development workteam in conjunction with the Career Management Consultant, prepared, facilitated and/or delivered 63 targeted **outreach** seminars/workshops to 2359 students compared to 1209 students in 39 events during the previous year. The **Resume Clinic** staff critiqued 3928 resumes during 2001/02 - a 20% increase over the previous year.

709 students from all 3 campuses applied to the **Extern** program in 2001/02. This represents a 48.9% increase over the previous year and the most ever for the program. 516 students were placed with sponsors, representing an adjusted placement rating of 88.1%. As a direct result of student placements, 57 occupational profiles were completed by students and added to the Resource Library.

The **Ontario Work Study Program**, coordinated jointly by the office of Admissions & Awards and the Career Centre, approved a total of 779 (675 in 2000/01) academic and career related proposals in 2001/02. This created 1,558 potential campus career-related work opportunities for students. **Job Creation** funding (SEP & SCP) for the University of Toronto in 2001/02 totaled an estimated **\$113,915**, providing over 84 campus positions compared to 101,672.00 for 67 positions in 2000/01.

Career Centre Student Users

All services and programs of the Centre are restricted to University of Toronto students and recent graduates (up to 2 years after graduation). Full-time and part-time undergraduate and graduate students from all three campuses use the Centre. In 2001/02, 17,632 students registered with the St. George Career Centre compared to 15,427 last year. 85% indicated that they were undergraduates and 15% graduate; 75% were full-time students and 25% part-time.³ A breakdown of undergraduate registrants by year of study indicate that 22.7% (23.7%) were in 1st year, 22.5% (22.2%) in 2nd year, 21.7% (20.5%) in 3rd year and 25.7% (24.7%) are in 4th year. Recent graduates account for approximately 7.4% additional users

Hours of Operation

The Career Centre is open to students from 9:45 a.m. - 6:00 p.m. on Monday, 9:45 a.m. - 8:00 p.m. Tuesday, and 9:45 a.m. - 4:00 p.m. Wednesday - Friday. It is open to staff from 8:00 a.m. to 5:00 p.m. everyday, except for Monday when it is open until 6:00 p.m. and Tuesday, when it is open until 8:00 p.m. 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.

Goals for 2002/3

Complete renovations and provide a more user-friendly, 'happening place' at the Centre through increased in-house events and ease of access to services.

- The renovations are 90% complete and efforts are being directed to hosting many events for students in the newly renovated space.

Addition of more features to the student side of Career Centre Online

³ Figures in brackets indicate last year's percentages

- Due to staffing shortage, this was delayed however, the website committee has put together a proposal for initial enhancements to the student website.

Establish infrastructures to support the successful launch of a targeted marketing strategy.

- Marketing staff have started to do targeted correspondence to employers to both maintain and solicit new work opportunities for students

Continue to assess user statistics and develop outreach to specific faculties to meet the needs of students and increase their awareness of Career Centre services.

- Engineering, Commerce & Computer Science have been especially affected by the slow economy. The Career Management Consultant has targeted these areas for career management training and the marketing team has been directed to explore additional employment options for these students.

Current Issues Facing the Career Centre

1. Planning for the growth in the suburban campuses and working 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 especially of first year students
3. Gauging the length and impact of the current economic slump and strategically anticipating where the growth will happen on the upturn.

Initiatives for 2003/04

1. Full utilization of newly renovated space to create a “happening” kind of Centre
2. Increase by 20% the number of events held in the Centre
3. Student website enhancements
4. More dedicated services to graduate students
5. Increase the number of first year student registered with the Career Centre by a minimum of 10%

COUNSELLING & LEARNING SKILLS SERVICE

Operating Plan 2003-04

Annual Report 2001-02 *available by calling:*
(416) 978-7970

REVIEW OF EFFECTIVENESS OF MISSION & OUTLINE OF PROGRAMS AND 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 CALSS are self-referred while others are referred by faculty, administrative and student services personnel. Students present with a wide variety of personal problems, some of which are situational and transient in nature while others, are long standing and entrenched.

The Counselling and Learning Skills Service 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 97% of users rated the overall quality of our service very good to excellent; 82% acknowledged being helped with their issues and concerns through their contact with the CALSS staff; and 97% 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 that request it. Students registered for service at the CALSS last year were **1998**. Counsellors wrote **197** assessments and 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 **791** students who are frequently in emotional and/or academic crisis. In addition, **3,489** students in attended specialized lectures 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 **600** students were seen in the Learning Skills Drop-In Centre operating during the academic year.

3. Assault Counselling and Education:

During the previous year, **104** 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 coordinate the Interim Room for students needing emergency shelter 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, four post-graduate students were enrolled in the training program.

REVIEW OF 2002/03 GOALS

The initiatives for 2002/03 were primarily directed at maintaining the CALSS's high level of responsive, caring, and effective professional counselling service to students at a time of strongly increasing demand.

1. The continuing strong demand by students for counselling services has placed increasing pressure on the CALSS service strategy to respond to students as quickly as possible. Initial consultation times (ICT) were filled almost as quickly as they were provided by counsellors. Students were required to wait too long to be seen by a counsellor. In response, the number of ICTs were doubled so that students are being seen in a more timely fashion for a first appointment but consequently are having to wait somewhat longer for ongoing counselling.
2. CALSS has continued, along with other Student Services to reach out to all parts of the highly diverse UofT student population.
3. In order to enhance service to the diverse population that makes use of the LSP, Learning Skills Counsellors received training in such areas as dealing with students who have issues around assault; various personal issues; learning and physical disabilities; and so on.

4. Delivery of learning skills and strategies to students via the internet was enhanced. The Learning Skills Website was updated; work was done on publishing an online newsletter which would make learning strategies, online workshops, etc. easily accessible to all U of T students. Preliminary work was done on the TILE project, which, in conjunction with the University's Resource Centre for Academic Technology and the Transitional Year Program, would make available online learning skills resources for students with diverse learning requirements and learning styles.
5. The Learning Skills Drop-In Centre continued to be used by an increasing number of students. Nevertheless, at the start of the academic year we had to slightly reducing its hours of operation (from 29 hours per week to 22 hours per week) in order to free up funds for additional individual counselling sessions and workshops; however, hiring a Learning Skills Assistant through the Workstudy program made it possible to stay open 28 hours per week.
6. The Assault Counselling Education Program continued to assist students who needed information and referrals to extramural community agencies dealing with the criminal justice system, the Criminal Injuries Compensation Board, family law issues, as well as agencies working directly with children.

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 (11%), and graduate students (24%), both full-time (84%) and part-time (16%) 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 was open

Monday	1:00 - 5:00
Tuesday	1:00 - 8:00*
Wednesday	10:00 - 5:00
Thursday	1:00 - 5:00
Friday	10:00 - 4:00

*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.

INITIATIVES FOR 2003 - 04

The CALSS initiatives for 2003-04 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 could maximize our effectiveness.

1. Students on the waiting list will be kept informed, by email, of services available to them while they wait for counselling. After surveying students about what workshops they would find helpful, a series of 2-hour workshops has been developed which include: Mindfulness, Depression, Being Assertive, Sexual Orientation, Anxiety Attacks, Dealing with Procrastination, Managing Stress, Making the Most of your Supervision, and Managing Thesis Work. In addition, these students will also be encouraged to make use of the various therapy groups also available at the CALSS.

Next year, DisAbility Service plans to discontinue its share of the cost of the LS drop-in centre. As a result, a greater emphasis on working with students in groups will be required to maintain the high quality of LS service and the quick responsiveness to their needs that students have come to expect. Also it is clear that the bulk of students entering the University of Toronto in 2003-2004 (the 'double cohort') will be younger than in the past and may need enhanced support in negotiating the transition from high school to university.

2. Anticipating a younger cohort in first year, additional workshops, seminars and lectures for students grappling with transition issues will be devised. Many of these will be offered in the summer to incoming students who have received their UofT acceptances.
3. The LSP will continue to explore innovative uses of the internet as a means of disseminating information and engaging students in online learning. The LSP is one of a number of communities of learning, from across Canada, committed to participate in the 18 month TILE (The Inclusive Learning Exchange) project, which builds upon the Barrierfree project and will help learners who require a more learner-centric and inclusive approach to e-learning.

The Assault Counsellor/Educator (AC/E) will continue to provide services to students who are in crisis as a result of verbal, physical, and/or sexual assault and other forms of violence. To further this end the AC/E will:

4. Acquire the training to provide EMDR (Eye Movement Desensitization and Reprocessing) treatment to students suffering from trauma associated with sexual abuse, domestic and other forms of violence. This is a relatively brief (3 sessions on average) but effective treatment for individuals showing signs of post-traumatic stress disorder.

5. The AC/E will work with professors at the Faculty of Social Work to develop a class project for interested MSW students in which a cross-campus sexual assault education and awareness campaign will be designed. This campaign will be carried out in cooperation with the Community Safety Coordinator.

2003 – 2004 OPERATING PLAN FAMILY CARE OFFICE

**ANNUAL REPORT and MISSION Statement
available by calling 416-978-0951**

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 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.

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 is comprised of a coordinator, an office manager, an education and resource coordinator and temporary staff at times of increased caseload. 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.

Although it is impossible to conduct an exact count of the number of student parents at the University of Toronto, the Family Care Office and the Office of Student Affairs estimate that approximately five thousand students bear responsibility for children or other family members. Contrary to the popular misconception that only graduate or part-time students are likely to have children, a large proportion of students with family responsibilities are full-time undergraduates. Many students provide care or supervision for siblings, parents, grandparents or other family members.

From May 1, 2001 to April 30, 2002, the Family Care Office handled 1495 cases: 537 students (37 part-time undergraduates, 216 full-time undergraduates and 284 graduate students), 51 post-doctoral fellows, 705 employees (278 staff and 427 faculty members) and 202 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 1200 people attended the workshops 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.

REVIEW OF 2002/2003 GOALS

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. This year, the Family Care Office paid for display cabinets to be installed in the elevators at the Charles Street buildings so that we can advertise our upcoming events. We continue to contribute regularly to the Family Housing newsletter. A workshop Family Cooking on a Budget was held in the Activity Room in 35 Charles St., and the staff participated in the tenants' summer barbecue. We also ensured that the FCO brochure was available for the 'welcome baskets' provided to new tenants.

The Family Care Office provided support to the campus child care centres, as requested, and produced a newly designed and updated child care brochure to market the centres to the University population. The office organized a Child Care Supervisors lunch meeting and also invited the Office of Student Affairs. This provided an opportunity for the child care centres to be updated on the changes in the Family Care Office, and gave an opportunity for Student Affairs to discuss upcoming changes as a result of the construction of the Early Learning Centres in July 2003. As a result of this meeting, a professional development workshop for the child care centre staff will be organized on the topic of reporting child abuse in February 2003.

Child care workshops and individual consultations with Family Care staff helped students to choose the type of care that was most appropriate for their families. The Office played a leadership role in the administration of the SAC Dollars for Daycare program.

The office has created a babysitting bulletin board. This will allow students or spouses/partners of students to offer their services for short term babysitting and will hopefully provide students, staff and faculty parents another option when trying to arrange for child care.

In September 2002, the Family Care Office hosted a well-attended open house for student families. With the help of some sponsors (Athletic Centre, U of T Bookstore and the Second Cup) we had some giveaways and a draw. The Athletic Centre also arranged for the U of T mascot to arrive and 'True Blue' was a big hit with the children.

The FCO offered two new support groups this year and continued to offer the Father's Group. The Father's Group enjoyed a very successful year. Attendance is steady and the fathers value the time for discussion and in some sessions to have a discussion with guest speakers. An Alzheimer's Caregiver Support Group was started as the Education and Resource Coordinator joined the Support Group Leader Network through the Alzheimer Society of Toronto. As well we were able to offer the Coping After Recent Separation and Divorce Support Group for 6 weeks in the summer. This support group was also well attended and if staff resources were available it would have been extended.

Throughout its history, the Family Care Office has offered workshops and resources of specific interest to lesbian, gay and bisexual members of the University community, as well as incorporating relevant content into our other workshops. In the fall we co-sponsored a workshop with the Office of Lesbian, Gay, Bisexual, Transgendered and Queer Issues and Programs entitled Other Stories to be Told: LGBTQ Parents and their Teens.

Student parent groups, student services and student governments have cosponsored or provided suggestions for the content of many of our sessions. In the spring, the Graduate Students' Union, the Family Care Office, the Status of Women Office, Career Centre and other University departments will be cosponsoring the fifth annual seminar for women graduate students considering academic careers. Financial Survival for Student Families will be offered in early 2003, along with new parenting workshops, including one on working with your child's school.

The Family Care Office outreaches with student governments and student groups to keep these organizations informed of our services and to offer our assistance if required. This year we have worked with the Graduate Students Union (GSU) and the Students' Administrative Council (SAC) for assistance with the workshop Financial Survival for Student Families. We participated in Association of Part Time Undergraduate Students (APUS) orientation and set up our display at several of their events.

The Family Care Office continues to work with the Athletic Centre on initiatives designed to improve access and services for students with families and to arrange family events. This year we initiated another family friendly event on-campus by working with the Cinema Studies Students Union (CINSSU) to sponsor the showing of a children's movie for student parents and their children on a Saturday afternoon.

The promotional material for the Family Care Office (electronic and written) was re-designed. The web site was re-designed and content was significantly increased in

August 2002. A new service brochure, a bi-monthly event calendar, and a 2 page newsletter were also developed. The office set up a new listserv through Information Commons to provide a more efficient method of communicating with our users by email.

This year we created a borrowing procedure for the Resource Centre and are now able to loan books out for short term periods. As a result more students are using the resource centre materials.

Focus groups of student parents were held in late December and January and the feedback and information from these sessions will be an important guide to the office's future planning.

An office staff member has attended the committee meetings for the Food and Clothing Bank and has assisted this committee by submitting the work study student applications and provided family resource training. A staff member has been a member of the Multifaith Centre Project Planning Committee.

This year a campus audit will be done to identify washrooms that are family friendly washrooms (i.e. contain diaper change tables) and buildings that contain rooms suitable for breastfeeding.

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, emergency housing, 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 student requested help in locating a speech pathologist and occupational therapist for his son as the school board was no longer able to provide these services.

A pregnant student contacted the Office to determine her options on how to successfully complete her degree.

A graduate student needed a counselling referral and advice around community support services as she was experiencing extreme stress due to her elder care responsibilities.

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 student parent was in urgent need of child care for her toddler and was also attempting to find a child care centre with programming that was gay positive.

The partner of a full-time undergraduate student was in crisis and needed a referral to a counsellor outside of the University.

An international student needed advice on enrolling her daughter in public school and obtaining a fee waiver.

An undergraduate student separating from her partner received assistance in locating legal advice and applying for legal aid.

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.

A pregnant undergraduate student was being 'kicked out' of her parents home. The office provided assistance and referrals to solve her housing crisis and ensured she was able to access a counsellor immediately.

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. 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 meet with students in person, if that is the option that the student prefers.

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

INITIATIVES FOR 2003/2004

To provide student parents an opportunity to network with each other and find additional supports, the office will organize a 'drop-in' time on Tuesday evenings. This would allow parents to drop by and meet other parents and share ideas about parenting and balancing studies and family.

Student parent support groups occur on campus at various faculties and colleges such as OISE, Woodsworth College and New College. While we have the staffing resources to facilitate a Father's Group, a need for more student support groups is evident. Using resources such as the Self Help Resource Centre, encourage the development of more student parent support groups facilitated by students at a particular college, division or faculty with administrative support from the Family Care Office.

Investigate offering more family events on-campus for student parents looking for

inexpensive entertainment alternatives on-campus.

Expand our current Open House in September to invite exhibitors from organizations offering child related services such as City Parent Magazine, Financial Aid Office, U of T Affiliated child care centres, Child Find Ontario, City of Toronto Parks and Recreation, the Athletic Centre, Kiddie Proofers etc.

Building on our educational programming pertaining to child care and parenting, offer a certificate of completion to student parents who attend a minimum number of these workshops. This should encourage attendance and provide an opportunity for student parents to feel acknowledged by U of T.

Examine how best to build upon our new Babysitting Bulletin Board. This could potentially be a good source of unlicensed home child care but requires further planning to determine how this could be expanded and administered given our current staffing and resources.

Focus on providing increased educational programming and support groups specifically targeted to the suggestions/feedback from the student parent focus groups. As this will likely mean utilizing outside expertise and speciality from the broader community, additional funding for workshops, support groups and training will be required.

As the university expects there will be increased enrolment due to the double cohort, monitor if there is an increase in requests to use the FCO services by UTSC and UTM students, and if the younger students have unique family care concerns.

Based on these initiatives, additional resources would be required for outside facilitators. An additional \$1500.00 would potentially cover speaker costs for another 6 sessions with a speaker charge of \$250 per session. It would also be beneficial to be able to provide light refreshments for the proposed 'drop-in' time for student parents, for some of our workshops, and for the proposed increase in parent support groups. This would mean an increased cost of \$750-\$1000. These costs could likely be covered by the over-enrolment monies for this year.

2003-2004 OPERATING PLANS FIRST NATIONS HOUSE

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

Housed at the Office of Aboriginal Student Services and Programs, First Nations House is mandated to create a cultural “comfort zone” and a welcoming space that is representative of the diverse Native communities across Canada, to help retain and graduate Aboriginal students at the University of Toronto. On an ongoing basis First Nations House strives to recruit Aboriginal students, assist potential students through the application process, and provide counselling and support once in the University through a variety of academic and cultural events. Specializing in Aboriginal student services, the office also advises on the design of academic programs, research initiatives in all disciplines, and takes a leadership role in furthering a positive and productive relationship between the University of Toronto and the Aboriginal community. To facilitate a culturally and academically supportive environment, the Coordinator acts as an advocate on behalf of both Native and non-Native students with University faculties and departments, community agencies, government departments, and other student groups to help promote cooperation between the Native and non-Native student body.

In addition to the Coordinator, the office includes counsellors who specialize in the following areas: academic/financial aid, cultural/community events, recruitment, and Elders who provide traditional/cultural support. Two Elders are available to all U of T students and offer services in the areas of personal counselling, community referrals, consultation, and lectures. First Nations House also provides space for the Native Students’ Association and houses a library/resource centre containing Aboriginal specific resources, government documents and other materials on Aboriginal issues in areas such as education, health, self-government, treaty rights, and Aboriginal identification. The office provides a number of work/study positions and volunteer opportunities. Volunteer positions are available for Native and non-Native students interested in community involvement or career opportunities with Aboriginal communities and include positions such as tutors, library assistant and mentors. Although the reliance on self identification to track Aboriginal students makes it difficult to conduct an exact count of Native students in attendance at the University, we know of 390 Aboriginal students who have self-identified and believe there are an additional 200 to 300 Status, non-Status, and

Metis students at the University. Both graduate studies and the professional programs have witnessed an increase in the number of Native students over the past year. To date, we are aware of 63 Native students in the professional programs and 48 graduate students. Recruitment efforts are an ongoing concern of First Nations House. The House has established a Recruitment Office through private funding and will continue to work with the U. of T. and Aboriginal communities with the goal of significantly increasing new admissions of Native students.

Since the inception of First Nations House our services and programs have included: socials and teaching circles sponsored by the Native Students' Association; Aboriginal Awareness Week; a forum for Native speakers and traditional teachers, provision of space for Aboriginal Studies Program courses; and space for community events. The tutors at FNH assist Aboriginal and non-Aboriginal students with academic and personal issues and research projects, provide academic skills workshops, and organize conferences and social events. The Native Students' Association continues to be active in bringing traditional teachers to hold workshops on culture and traditional ceremonies. These sessions help the students gain a foundation in Aboriginal knowledge and history that is so essential in identity development and strengthening of culture.

CURRENT USAGE BY STUDENTS

First Nations House is used on a regular basis by approximately 150 to 200 students, faculty and community members each week. Approximately 40% of those coming to FNH on a regular basis are non-Native students who visit the House to use the library, consult with the Elders, tutors or the Counsellors. The majority of students using the library/ resource centre are from the Faculty of Arts and Science, in the Humanities or Social Sciences. Students in the sciences and professional programs access the Financial Aid Counsellor on a regular basis and participate in Native Students' Association events hosted by FNH.

Classroom Use: The lounge and seminar rooms are used on a regular basis for courses in the Aboriginal Studies Program. These courses bring in 76 students per week to FNH, and encourage non-Native students to become familiar with our services, with Native students, and conversant with Aboriginal issues.

Community Use: Part of the FNH mandate is to reach out to the Native community. The lounge is booked approximately eight times a month for use by an Aboriginal group for workshops and discussion sessions. It is currently being used for a drumming workshop, crafts workshop, meetings on Native education, and meetings for the Ontario Native Education Counselling Association.

HOURS OF OPERATION

First Nations House provides access for students seven days a week throughout the year. The Native Students Association is housed on the 4th floor of the House and has access to First Nations House for use of computers and study areas 24 hours, seven days per week.

Tutors provide services outside of the regular office hours by appointment, email or telephone. Calls are returned within 24 hours.

Regular office hours are 8:45 a.m. to 5:00 p.m. weekdays. Counsellors are available after hours by appointment.

REVIEW OF 2002-2003 INITIATIVES

1. First Nations House will continue to seek contributions to the Aboriginal Education Fund in conjunction with the Development Office to augment existing scholarships and bursaries.

The Coordinator of FNH continues to meet with the Development Office to strategize fundraising ideas. This past year, \$10,000 was donated to the Lillian McGregor Scholarship Fund for undergraduate and graduate Native women; proposals were submitted to the DuPont Foundation to develop a national E-Mentoring Program and to a private donor for scholarship monies for the Aboriginal Education Fund.

2. In coordination with the Family Care office, First Nations House will address the need for intergenerational contact through the establishment of intergenerational childcare for Aboriginal student families.

This is an ongoing project. There are many factors involved that make this time consuming and complex. We continue to pursue our goals to develop this program.

3. In conjunction with the Native Students' Association FNH will further develop the visiting Elders program to provide workshops on First Nations culture, language and tradition on a regular basis. The contacts will be directed toward incorporating a mini Elders conference at the University of Toronto.

The Elders program has been expanded this past year to include visiting Elders from the Native Canadian Centre of Toronto. In addition to the FNH Elders-in-Residence program, FNH hosts, in coordination with the Native Students' Association, Elders from the Center to provide traditional teachings at FNH on a bi-monthly basis. Lillian McGregor and Grafton Antone, the FNH Elders, hold informal lunches in the FNH lounge for the University community.

4. Collaborative programming with targeted Ontario Colleges, such as Mohawk College where there are large numbers of Aboriginal students, will be pursued to coordinate recruitment efforts and access programs, such as in Management.

Six Nations, the largest reserve in Canada, has expressed interest in developing a program with the Faculty of Medicine, U. of T., to provide access to Six Nations students interested in pursuing health careers. FNH is also pursuing an access program for Commerce and Management in coordination with the Bank of Montreal "Aboriginal Banking Program".

5. Continue to work with the Aboriginal Studies Program Coordinator in the development of an appropriate and culturally sensitive ABS Program.

First Nations House worked closely with the Aboriginal Studies Program Coordinator to develop an Aboriginal Speakers Series. During the Fall and Winter terms, FNH holds a reception for four speakers in the lounge where students have access to high profile Native personalities in North America, and also assists in coordination of a lecture by the speaker following the reception.

6. The Counsellors will develop outreach strategies with the appropriate U of T departments and programs to raise awareness of and sensitivity to Aboriginal student needs and issues. Links will also be formed with appropriate offices on all three campuses to ensure that Aboriginal students have access to First Nations House services.

FNH has pursued outreach regarding sessions on Aboriginal student needs at University College where the Aboriginal Studies Program is housed. During this past year, the Academic/Financial Aid Counsellor with FNH Elders have developed a workshop for University College Counsellors and staff. Plans are going forward with to provide these sessions with other Colleges on the St. George campus. FNH will not pursue outreach with the other campuses at this time.

INITIATIVES FOR 2003-2004

1. First Nations House will continue to seek contributions to the Aboriginal Education Fund in conjunction with the Development Office to augment the existing scholarships and bursaries. A fundraising event will be organized by FNH to reach out to the Aboriginal community and the non-Native community to solicit funding for and raise awareness of the Lillian McGregor Scholarship Fund.
2. Develop promotional materials that reflect the reality of Aboriginal students in modern society and that capture the diversity of worldviews in Native communities.
3. Enhance the current FNH website to provide outreach to remote areas.
4. Fully operational lending library, hooked up with library services.
5. Continue to expand resources for the FNH library through donations and fundraising.
6. Enhanced cultural programming (expand the Visiting Elders program).
7. Continue to work with the Aboriginal Studies Program Coordinator in developing a program that is a reflection of the Aboriginal community; developed with community involvement.

8. Continue the process to create access programs with faculties where Aboriginal representation is low (ie., health sciences, commerce, math, computer science, and all other sciences), by exploring the strengths and weaknesses of access programs, support programs, etc. at other universities. Incorporate best practices into targeted faculties/departments at U of T.

9. Acquire the technology and resources needed to set up an appropriate database to collect stats on Native students at the U of T.

Challenges:

There are basically three primary challenges to successful completion of the 2003/04 initiatives. First, funding for various initiatives, such as more resources for the library (which require more shelving and furniture), and promotional materials for outreach. The second involves providing information to potential donors about the history of Aboriginal education, the complications of identity, and the necessity of financial assistance for Native students pursuing higher education. Many potential donors believe Aboriginal students are sufficiently funded through the Federal government and do not require further assistance. The third involves the need for improved data about the Native student population from other offices, such as the fees department and faculties, which requires sharing information without violating privacy concerns.

HEALTH SERVICE 2003-2004 OPERATING PLAN

MISSION STATEMENT

The Health Service's purpose is to provide primary health care to students of the University of Toronto and their partners, to improve their wellbeing and to promote healthy lifestyles.

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 housecall service.

ONGOING SERVICES

Review of our experience in 2002-2003

We had 31,500 visits to doctors (an increase of 1500 over 2001-2002). Nursing services included 7868 immunizations (7599), as well as counselling and telephone advice re: referrals, prescriptions; they dispensed 20,895 packages of birth control pills (17,400) an increase of 3495. During the fall of 2001 we organized flu clinics on site, serving 1,572 patients. We continue to operate as a Yellow Fever Centre and to provide travel advice to students (1898 travel injections were administered). Our travel medicine charges are competitive. On October 8th, 2002 the Health Service collaborated with the VACCESS Corporation to offer meningococcal vaccination to first year students at U of T. 613 students were vaccinated. Meningococcal vaccine is also available at the Health Service Clinic.

We offer a biweekly colposcopy clinic to investigate abnormal Pap tests. 88 patients were seen at the Colposcopy Clinic for initial assessments and then followed up at 3,4 or 6 month intervals.

We continue to monitor and follow patients with irregular pap tests and positive TB tests with computerized databases.

The following contraceptive products are for sale at our cashier window at cost. Alesse, Brevicon, Cyclen, Demulen, Marvelon, Ortho, Select, Synphasic, TriCyclen, Triphasil and Triquilar. Emergency Contraceptives available are Yuzpe Protocol and Plan B. We also stock Vaginal Contraceptive Film, Depo Provera and Diane 35. Condoms and female condoms are supplied free of charge, when available from Public Health.

Drop in patients, those who could not get, or did not want to book, an appointment are coming to the Health Service in ever increasing numbers and are being seen by a specially designated physician assigned for each shift.

Our Health Promotion unit, through its Nurse and S.H.O.P. (peer) counsellors led workshops and mounted displays. The annual health fair was held in Sidney Smith Hall with 17 exhibits. Awareness weeks are mounted during the academic year.

The peer counselling program (S.H.O.P.) is located at 21 Sussex Ave., amidst student clubs and groups. SHOP's lack of visibility to the main student body remains a problem.

Leave the Pack Behind, a peer program initiated by a group of Ontario College and University Health Services, has been established and the clinical process has begun.

We replaced our Community Health Coordinator with a part-time position shared with the Psychiatric Service in May 2002.

313 students responded to our **diversity** questionnaire handed out to patients in 2002. Many self identified as belonging to a diversity group and most indicated their satisfaction with how their diversity was treated whether cultural, sexual, or other. Complaints and questions were posted on a large bulletin board in the waiting room and staff provided explanations where these were possible. Complaints of **long waits** on the telephone and for appointments were frequent and speak to the growing demand for health services.

We are continuing to investigate the availability of **more space**. We are redesigning our seminar room to expand the waiting room. Health promotion staff will have newly created offices in a visible area; their student assistants can be accommodated as well.

This renovation will also enable us to offer greater **privacy** to patients at the accounts window, a problem frequently mentioned by patients in patient feedback questionnaires.

NEW INITIATIVES

We are continuing to investigate **electronic medical record** systems for the future especially in the light of the requirements of **Primary Health Care Reform**.

Updating current equipment is an issue that we will have to consider. e.g. examining tables, camera for colposcope, computers.

Health promotion: new directions e.g. integrated eating disorder program.

CHALLENGES

During 2003 – 2004 we will continue to explore ways to maximize our space to accommodate the growing number of patients.

The arrival of younger students, in **the double cohort** will increase the need for health education and advocacy of healthy lifestyle practices.

There will be a **budgetary challenge** arising from the recent USWA and Managerial salary agreements. These exceed the increases provided by OHIP and other insurance plans which are our principal source of revenue. Prices of birth control and travel medicine are kept at cost for students and Health Service has not requested an increase in the student fee since 1994.

Our Annual Report for 2001-2002 is available by calling (416) 978-8034.

2003 – 2004 OPERATING PLANS INTERNATIONAL STUDENT CENTRE

Review of Effectiveness of Mission & Outline of Programs and Services

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

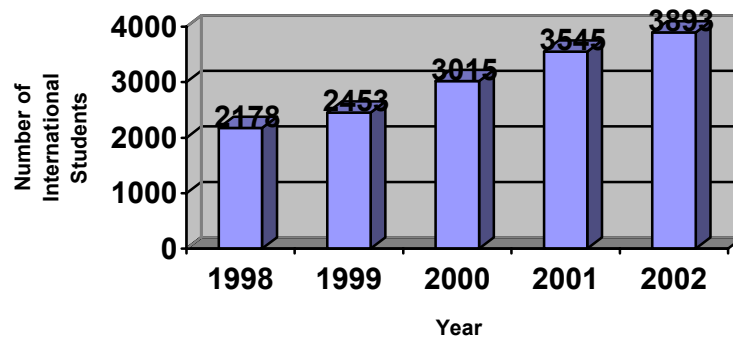
The International Student Centre promotes and supports international education and offers services, programs, and facilities for international students, students with international and/or intercultural interests, and students looking for education/work abroad opportunities. The ISC also provides valuable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

As of November 2002, preliminary figures show that there are 3,893 international students from 137 countries enrolled at U of T, compared to 3,545 students in 2001-02. This is a 9.8% increase from last year. International students make up 7.2% of the total student population, up from 6.0% the previous year. Below is a list of the 10 countries with the most international students. (Last year's numbers are in brackets.)

China (Mainland)	753 (486)
USA	586 (520)
South Korea	316 (299)
United Kingdom	148 (176)
Pakistan	141 (100)
India	135 (140)
Taiwan	123 (104)
Hong Kong (China)	117 (95)
Singapore	104 (76)
Japan	92 (108)

The number of students from the mainland China has shown a 45% increase in the past year. Over the last 5 years there has been a 79% increase in the total number of international students attending the University of Toronto.

Total Number of International Students from 1998-2002



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 very valuable source of information for prospective and admitted students. In September 2002, staff and 50 volunteers at the ISC Reception Service helped over 800 new students which is an increase of 30% from last year. The ISC Reception Service included 17 different events and activities attended by 1,000 new and returning international students. Since the September 11th, ISC staff has focused more on personal safety in orientation sessions for newly arrived international students.

UHIP

The University Health Insurance Plan is a compulsory health insurance plan for all international students, exchange students, new landed immigrants and returning Canadian students who are not covered by OHIP. During the orientation period, ISC offered three sessions to help new international students understand how to access the health care system in Ontario. These sessions were well received and attended by students. ISC not only provides UHIP service to students and dependants, but also plays a leadership role in staff training, distributing education materials and trouble shooting among different departments related to UHIP administration on campus. In 2001-2002, 3,501 registrants are on ISC's UHIP database.

Cross-cultural Counselling

The cross-cultural counselling program is a campus-wide service and serves international students, Canadian citizens and permanent residents. In 2001, the counsellor took a leading role in setting up the "Talk Space" for counselling students affected by the events of September 11th. In 2001-02, 743 students and family members used the ISC counselling service compared with 735 in 2000-2001. ISC Counselling Service also offered workshops and seminars on 11 different topics. The most popular ones included the Information & Social Relationships, Daughters from All Cultures and Coming Out & Cultural Diversity.

English Conversation Classes

The ISC English Conversation Program (EPC) has completed its' second year in 2002. The EPC program satisfied ISC's objective to assist international students with cross-cultural communication skills. The total participation was 259 students in 2001-2002 (215 in 2000-2001) for a Fall, Winter and Summer session. A total of 32 classes were held and each had a duration of 10 weeks. Voluntary course evaluations received were very positive and the majority of evaluations ranked course satisfaction as "very high". These classes are open to all students and their spouses, as well as to Post Doctoral Fellows and Visiting Scholars who buy an ISC membership.

Work/Study Abroad

The Work/Study Abroad Resource Centre provides students information on working, studying and travelling abroad through library materials, workshops, information fairs and tip sheets. After September 11th many Canadian students and their parents are more anxious about work and study abroad. The new outreach display added more information on risk management and many students received advice and information on safety and security when working/studying/travelling abroad. In addition to the new display, the web site for the Work and Study Abroad library was updated and re-designed. As a result, ISC has had strong attendance for our events and workshops, and over 600 students have used the library. The goglobal listserv increased by 30%, and more students, staff and faculty have begun to recognize ISC's expertise in the field of international education.

US Visa

Many students visit the US while studying in Canada. The process of obtaining a visa is time-consuming and can be intimidating for some, especially after September 11th. The ISC US Visa service is greatly appreciated by the international students. ISC Study/Work Abroad Officer has developed an excellent working relationship with the U.S. Consulate and stayed well informed about changes in rules and regulations. This year ISC had 178 users compared to 174 in the previous year. It was remarkable after September 11th. For 2001-02, ISC provided weekly group information sessions and specific office hours to handle the US Visa student demand. It has proven to be more effective in disseminating information to students.

Programs

Events

ISC offers a wide range of cultural and social activities for international students that contribute to the internationalization of the campus by celebrating the diversity of the community. 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 2001-02, ISC offered over 60 events to both international and domestic students and attendance was strong at over 3500.

The events included orientation activities, Cultural Exchanges, Black History Month Celebration, International Day and Holy Days in cooperation with student organizations. Day trips included visits to Sainte Marie Among the Hurons and Ouendat Village, Niagara Falls, Stratford Festival, 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, and canoeing in Mississippi Valley, ON. All of our trips sold out and whenever possible we bought additional tickets.

Buddy Program

Coming to a new country and a new education system without knowing many people may be overwhelming, especially in the beginning. The Buddy Program offers students an opportunity to link up with a current U of T student who can answer their questions and help them adjust to the new environment. This program not only assists international students, but provides an excellent opportunity for domestic students to develop cross-cultural skills. The Buddy Program for 2001-02 made 76 (82 in 2000-01) matches between new international students and current U of T students for a total of 152 participants. In addition to the volunteers we also recruited for 7 Buddy Group Leaders. These student leaders were responsible for 10-12 buddy pairs for the year, and organized group social activities. The feedback from international students has been very positive which strongly indicates that new international students require the extra assistance and social interaction in the first 2-3 months of their arrival.

Letter-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 around 80 in the past four 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 and VCR, 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.

The wiring in the building is very old, and so it cannot carry a heavy current load such as experienced when using a coffee urn and overhead projector at same time. An electrical survey was conducted at ISC in June 2000. Although the survey report did not indicate that "the general electrical wiring in the building is an immediate fire hazard but problem could develop in the near future as the wiring insulation become more brittle." "Therefore periodic inspection should be performed on the wiring connections on the power distribution system and the locations where lighting fixtures are directly mounted on the junction boxes." Following the recommendations of the report, five of six old window air-conditioning units have been replaced with high efficiency units in the summer of 2002 to reduce electricity consumption and load on the old wiring system.

In 2001-2002 ISC conducted a water quality test and concluded that there is high level of toxicity in the old water pipe. A practice was introduced to flush all taps at ISC for minimum 5 minutes before drinking. Signage has been posted as a reminder to users at the water fountain on the main floor.

As a stand-alone building opened to late hours, ISC had suffered repeated burglaries. To increase the safety for staff and students, a safety audit was performed in the fall 2000 with the Community Safety Officer at U of T. Several safety initiatives such as installing safety mirrors were completed.

The Vegeterium café has gradually built up a regular customer base with improved management and service in 2001-2002. Many students and staff members, non-traditional users of ISC, are visiting ISC during lunch hour regularly.

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, despite the mistaken perception that it is more a place for international students. However, the nature of the centre attracts users and activities with a multicultural or international focus. For example, ISC currently accommodates nine student group offices and each of them represents a cultural or ethnic group. For students on the Mississauga and Scarborough campuses, our listserv and website have enabled staff to keep these students informed and updated.

ISC is one of the few facilities on campus that opens seven days a week and offers late evening hours. In 2001-2002, in addition to casual users, approximately 80 student groups held over 2,000 events (over 30,000 persons) at the Centre. Casual users visit the Centre daily to have lunch, study, attend prayers, meet friends, play table tennis, etc. Since the popular Vegetarium opened in mid-September, 1999, the daily traffic at ISC has increased, and many staff members and students who did not normally come to the ISC have now become regular visitors over lunch hours.

ISC services, programs and facilities have continued to be in demand by international visitors who are not students (post-doctoral fellows, visiting scholars, etc.) because of the absence of corresponding services elsewhere on-campus. An optional membership program was developed and made available for an annual fee of \$30. This entitles members to all of the normal services and programs except counselling. They are admitted to the English Conversation Program for an additional fee. In 2001-2002, there were 14 non-student members and ISC has helped a much larger number of post-doctoral fellows and visiting scholars with general questions.

Review of 2002/2003 Goals

- **As indicated in the previous parts of the report, the number of international students attending U of T has increased 79% over the past five years. To meet the increasing demands for its' programs and services, ISC articulated the need for an additional staff member for volunteer coordination and programming assistance.**

ISC has received funding in May 2002 to hire a full-time Assistant Program Coordinator. As a result of this new position, ISC provides not only more programming, but also service that is more dynamic as it is more student centred. With a stronger, central coordination of volunteers we are also ensuring these University of Toronto volunteers are receiving excellent training to assist with our service delivery as they develop skills that they will be able to use in future work.

- **Build partnerships with other U of T offices working with international students concerns, outside of academic issues, to ensure the students are receiving optimum service from the point of admissions until graduation.**

ISC has initiated nine joint programs and events with colleagues in Housing, Career Centre, Counselling and Learning Skills and Health Services on issues such as emergency housing, Working in Canada session, Cultural Shock workshops and access to health care in Ontario. In addition to partnerships with Student Services, ISC has also collaborated with Admissions and Awards, Hart House, International Student Exchange Office and Alumni and Development to provide information sessions and special events for international students and prospective international students.

- **Track the use of all of the different ISC services and programs by UTM and UTSC students so that we have a more accurate reflection of the usage of our services by the students at these two campuses.**

The ISC registration card has been redesigned to include information of UTM and UTSC students. ISC staff have been taking statistics of the usage of ISC services by UTM and UTSC students. Preliminary numbers indicate that there are over 500 international students currently studying at the two suburban campuses, which represent 13% of total international student population at U of T.

- **Increase outreach to faculty and departments so that a better understanding of ISC's services and international students' concerns is acquired.**

ISC has collaborated with departments on two successful projects: tax clinic and promoting Work/Study Abroad library. Commerce Programs have included volunteering at ISC tax clinic as a part of the tax course evaluation. During March and April 2002, 26 students from the Taxation course have volunteered at ISC tax clinic. Also, ISC received support from 6 faculty members to make class announcements promote Work/Study abroad resources at ISC. Many students using ISC Work/Study Abroad library have indicated that they received information in their classes.

- **Design a web friendly template for the ISC newsletter to provide an alternative to the hard copy newsletter sent through the mail. Investigate if a web-based newsletter is a preference for students.**

More international students have indicated that they prefer to receive ISC newsletter in an electronic format. In the summer of 2002, ISC has replaced the PageMaker with the FrontPage to design and compose a web-based newsletter. A web-based newsletter will not only reduce printing costs, but also will reach students in a more reliable fashion as many international students change their mailing addresses.

- **As the Cumberland House is an old building, maintaining the facilities is a challenge each year. The electrical wiring of the building still needs to be monitored and the galvanised steel water pipes for the building must be replaced when funding is available. Discussions with Facilities and Services need to continue to ensure that the maintenance of ISC remains a priority.**

In the summer of 2002, five of six old window air-conditioning units have been replaced with high efficiency units to reduce electricity consumption and load on the old wiring system. In 2001-2002 ISC conducted a water quality test and concluded that there is high level of toxicity in the old water pipe. A practice was introduced to flush all taps at ISC for minimum 5 minutes before drinking. Signage has been posted as a reminder to users at the water fountain on the main floor.

- **Assess the computers (hardware and software) used by staff and students to ensure security and that all computers are running at optimum levels. An overall office assessment will allow for upgrades on a timely basis.**

With additional funding from Student Services, ISC was able to purchase 9 new computers in the summer of 2002 to replace old computers installed in 1997. The new computers have greatly enhanced our ability to establish new database, create photo files on ISC website and share information among staff members.

Initiatives for 2003-04

- International student population at U of T has increased 79% in the past five years. After September 11th, stricter regulations in immigration, border control, the Social Insurance Number and international taxation have been implemented. The proposed change allowing international students to work off campus will add more responsibilities to ISC to verify international students status and provide more assistance in filing tax returns. ISC will explore ways within existing resources to meet the increased demand for services.
- In 2002-2003, 45% of ISC staff members have been serving in their positions less than a year. Staff training and development and team building are essential to maintain continuity and high quality services and programs that ISC offers, especially when international student population has experienced another 10% increase this year. All individual and staff meetings will be seen as opportunities for learning and feedback for new staff members. We will also

explore opportunities through courses offered at the Staff Development Centre and external events on international education.

- The ISC website was designed with limited graphics since some prospective international students did not have the hardware to access graphic heavy websites. In recent years computer hardware has improved significantly worldwide. We intend to enhance the ISC website by adding more features and graphics to inform and entertain our website visitors.
- In May 2002 a full-time Assistant Program Coordinator has been added to the ISC staff list. With the new staff member, ISC will offer more programs and activities throughout the year to meet a wider range of student interests and budgetary conditions.
- With support and guidance from the Information Systems & Training team at Student Services, ISC has created a database called "ISC online" for ISC room booking in the beginning of 2002. By the beginning of 2003, we will have data for a 12- month period. We intend to evaluate the data, generate a report and update ISC room booking policy if necessary.
- To continue the effort of bringing the University Health Network, Toronto General Hospitals into the UHIP Preferred Provider Network (PPN).
- To monitor the usage of ISC services and programs by UTM and UTS students as international student population is increasing on both campuses. To provide more support and direct services to UTM and UTS in special areas such as immigration and taxation for international students.

**2003-2004 OPERATING PLAN
PSYCHIATRIC SERVICE
*A member of Student Services***

A copy of the Annual Report 2001/2002 is available by calling (416) 978-8070

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 AND OUTLINE OF PROGRAMMES AND SERVICES

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 1,669 students seen – and the high percentage of those who, on our quality assurance survey, indicated that they were “somewhat” to “extremely” satisfied (78%) and who would come back (97%) or refer a friend (95%) to the Service.

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 1,669 students seen (and who generated 10,831 visits), 244 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 and the Office of the Campus Personal Safety 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.

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 2002/2003 year, one OISE PhD candidate received training in CBT.

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 1,669 total number, 63% were (full-time and part-time) undergraduates in the Faculty of Arts and Science, 14% in professional faculties, and 23% in the School of Graduate Studies. For a more detailed description, please see the Psychiatric Service Annual Report 2001/2002.

The students who are seen exhibit the full spectrum of emotional and psychological concerns ranging from disturbances related to the transitional age group (issues of identity, separation from family, forming of intimate relationships) to character and anxiety disorders, substance abuse, and major psychiatric illnesses such as affective disorders and psychosis.

Hours of Operation

The Psychiatric Service is open:

Monday	8:45am - 5:00pm
Tuesday	8:45am - 5:00pm
Wednesday	8:45am - 5:00pm and 5:00pm - 7:00pm*
Thursday	8:45am - 5:00pm
Friday	8:45am - 5:00pm

*evening hours are conducted at the Health Service location

REVIEW OF 2002/2003 INITIATIVES TO DATE:

Many of the students who come to the Service suffer from anxiety and/or depression. CBT has been shown to be particularly effective in the treatment of these disorders and accordingly the CBT Programme continues to be developed.

1. Treatment Programmes

- a) **Cognitive Behavioural Therapy (CBT) Programme** continues to expand and develop. Two new clinicians have been trained and consequently more patients are receiving this therapy at the Service. As well, the bi-weekly seminar continues to be an important source for the further development of all the CBT practitioners.
- b) **Interpersonal Therapy (IPT)** has also been shown to be highly effective in the treatment of depression. One of the clinicians from the Service is currently receiving training in this modality.
- c) A new Community Health Coordinator was hired and an integrated **Eating Disorder Programme** involving the Health Service and Psychiatric Service is being implemented.

2. Web Page

In order to provide more information for the students, the Service's website was further developed through the addition of (i) more descriptions of the therapies offered at the Service and (ii) several new links to other sites focusing on locally available resources.

3. Computers

The Service successfully installed a new and more comprehensive OHIP billing system and also developed new software which allows the integration of the databases currently in use. This facilitates a more efficient method of tracking the types of presenting problems, the length of treatment for each problem and other

measures of outcome. The overall effect is to improve the quality of care through a more effective use of interventions.

INITIATIVES FOR 2003/2004

1. In order to continue to deliver the most up-to-date care in the treatment of depression, in addition to the therapies already offered, one of our clinicians is receiving training in Interpersonal Therapy and will be qualified to provide it next year.
2. The treatment of Eating Disorders requires a multi-disciplinary approach. To this end, a programme involving the Psychiatric and Health Service and coordinated by the Community Health Coordinator (CHC) is being further developed.
3. The provision of easily accessible and timely care in the face of the steadily increasing number of students seeking help at the Psychiatric Service requires an emphasis on the promotion and cultivation of links with community resources. The CHC will focus her efforts on this task by contacting a variety of health care providers in the community, both institutions and individuals.
4. The measurement of outcome of treatment is a crucial component in the monitoring of the quality of care provided. The Service will institute the measurement of severity of symptoms at the time that the student is first assessed, then after one month and three months of treatment and at termination.

OPERATING PLANS STUDENT HOUSING SERVICE 2003-2004

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

Review of Effectiveness of Mission & Outline of Programs & Services

As a whole, the Student Housing Service (**May 1–Oct. 31, 2002**) received **140,597 contacts for information** [19,281 phone calls/visits, 5,882 e-mails/applications and 115,434 unique web visits] (total web hits 616,717) regarding its three main programs – ie. Off-Campus Student Housing, Residence Information/Brokerage, and Student Family Housing. Most requests involved searching/advertising off-campus housing, almost equal to these requests was demand for fall single student residence information, third were requests for summer residence information and fourth was information for student family housing, although there has been a very substantial increase in contacts regarding the latter program. To a lesser extent, but still very significant are requests for temporary housing year-round and for legal information. The Service must still go through a busy sublet/summer residence referral period between January and April.

Off-Campus Student Housing:

Supply:

- ✓ In the first 6 months of the 2002-03 fiscal year, the **supply of off-campus student housing** stands at 3,667 listings. In the entire 2001-02 fiscal year, the Service collected 5,039 listings. One listing often represents several spaces. Particularly noticeable this year was the increase in listings suited for the UTM campus as Mississauga's city media was added to the Service's marketing efforts, in response to a request for assistance from UTM.
- ✓ The Service charges non-student landlords for advertising accommodation and in the first 6 months of the current fiscal year, we have collected \$101,000. Revenue collected from landlords in the whole of the previous fiscal year was \$115,840. A larger proportion of the ads we took this summer came from non-student landlords (ie. landlords who pay for the advertising service) consistent with our running ads in the city's media. Although the busiest listing season has passed, the **Service will certainly surpass last year's revenue**. This increased revenue is needed as Ryerson University no longer purchases the Service for its students (a loss of \$20,000) and in fact, is offering a free listing service to landlords. On a positive note, U of T students did not share the registry with demand from Ryerson students for the first time in 20 years.

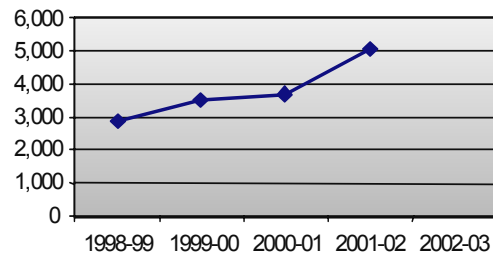
It is likely the supply of off-campus housing will remain at a high level, at least in the short term, as the vacancy rate in Toronto increased in 2002. Canada Mortgage and Housing reports the Toronto vacancy rate increasing from 0.9 last year to its 1.1% in 2002. Housing listed in the student housing registry is a stock of housing that is typically not included in CHMC's vacancy count, as CMHC only reports vacancies in multiple rental-unit dwellings, ie. typically, not the housing listed with our Service.

Therefore the supply of available off-campus housing is actually greater than 1.1%. This increased supply comes at an opportune time for Toronto's university students as enrollment increases. However, as the vacancy rate rises and it becomes more difficult to rent, there is a trend for "small" landlords, those who normally advertise with our Service, to drop out of the rental market. The Service's provision of a 24/7 on-line listing service for landlords in the spring, may assist in keeping the registry near its current level of supply, or increasing it further, by making it more convenient for landlords to advertise. Also, the publicity surrounding the double cohort will likely cause landlords, who normally rent to students, to stay in the market, at least initially.

Off-Campus Student Housing Supply

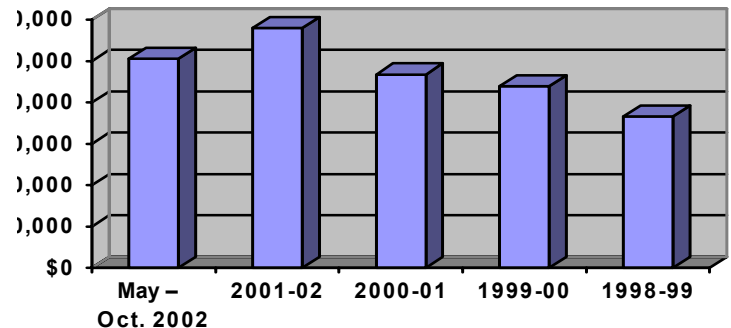
Listings

May-Oct. 2002	3,667
2001-02	5,039
2000-01	3,716
1999-00	3,504
1998-99	2,866



Landlord Revenue

May-Oct. 2002	\$101,000
2001-02	\$115,840
2000-01	\$93,490
1999-00	\$87,825
1998-99	\$73,316



Cost:

- ✓ Although rents have increased steadily and dramatically since the passage of the Tenant Protection Act in June, 1997, we **have finally begun to experience a stabilization in rents**, although they remain very high for a student's budget. This stabilization is apparently due to the increased supply of off-campus housing.

Off-Campus Housing Rent Ranges

	2002	2001	1999	1997	1993
Bachelor Apt.	\$600-750	\$600-750	\$500-750	\$400-500	\$400-500
1-Bdrm. Apt	750-1000	750-1000	550-950	550-700	\$550-700
2-Bdrm. Apt	1000-1400	1000-1400	900-1100	750-900	\$750-900
Room	400-600	400-600	350-600	350-450	300-350

Of note, there has been **significant turnover of staff** in the off-campus housing area of the Service in the first 6 months of the current fiscal year. Coupled with the increased activity in the department, the

turnover caused added pressure as we have frequently been short-staffed while trying to fill positions and train new staff.

Residence:

Supply:

- ✓ The Service continued to assist the University in meeting its residence demand from first-year students, most of whom are guaranteed student housing. This year **an additional four floors of the Primrose Hotel (128 beds) and 1 floor at the Delta Chelsea Hotel (92 beds) were added to the on & off-campus facilities housing first-year U of T students.**

Demand:

Residence Requests from First-Year Professional Faculty Students

	2002	2001	2000	1999	1998
Total Residence Requests received	832	797	693	603	549
Guaranteed Housing	787	751	641		
% of Total Requests with Guarantee	94.5	94.3	92.5		

Of the 787 professional faculty students who required an offer of housing, only 530 accepted their placement (typical).

- ✓ Many of our contacts came not only from professional faculty students (above) following up on their application, but also came from **an increasing overflow of first-year Arts & Science** unable to be housed in their college on-campus. Many of the same students repeatedly contacted the department well into August before all those guaranteed housing, could be offered a bed by a college/hotel. **Currently, 631 first-year students (A&S and prof fac students are housed in satellite residences off-campus - Tartu College, the Primrose Hotel, the Delta Chelsea Hotel and the former Toronto General Hospital Nurses' Residence on Gerrard St.).**
- ✓ The added workload was made easier by **computerizing much of the record-keeping of students' residence preferences and their standing for placement**, thanks to the IT staff of Student Services.
- ✓ In spite of the increased demand, and not having an adequate supply of overflow housing until late in the admission cycle, the dept. did **significantly better at matching professional faculty students' residence preferences with their actual placements** this year as compared with the previous year. This improvement is largely due to New College being able to accept more professional faculty students who list it as a preference, the Primrose Hotel being listed as a housing option early in the process and a somewhat increased acceptance of a hotel placement among students/parents.

Professional Faculty Residence Preferences vs. Placement

	2002		2001	
	Total	%	Total	%
Students offered their first-choice of residence	379	48%	309	41%
Students offered their second-choice of residence	134	17%	65	9%
Number of students offered their third-choice of residence	56	7%	53	7%
Number of students offered one of their top 3 residence preferences	569	72%	427	57%
Number of students offered none of their top 3 residence preferences	218	28%	324	43%

- ✓ The front reception staff, not to mention the website, handled **many inquiries from students not guaranteed student housing (transfer, returning, exchange, and graduate students).**

- ✓ Front-line staff, and the department's website, also handled **23,000 referrals regarding the rental of residence for the summer.**

Residence Life:

- ✓ The Manager of Residence Communications meets weekly with 3 residence dons, and a part-time Residence Life Assistant, to plan events at Tartu for first-year students. In 2001-02, forty-two events were arranged for first-year students residing at Tartu. One event (a session on looking for off-campus housing) brought out as few as 5 students, while a couple of social events brought out as many as 70 of our 100 first-year students at Tartu. Average attendance at events was approximately 20, but not always the same 20 students. **We are only into the third month of Residence Life at Tartu in this fiscal year, but we expect to repeat the activity level of last year. We hope to rent office space that has been vacated in Tartu and to use this area as a common room, which is one facility that Tartu lacks compared with other residences**
- ✓ Results of a **survey of first-year Tartu residents** were compiled in May.
- ✓ The Service is already **actively involved with senior University administrators in planning for housing the Sept. 2003 first year class**, which will include the double cohort.

Emergency/Special Needs Housing:

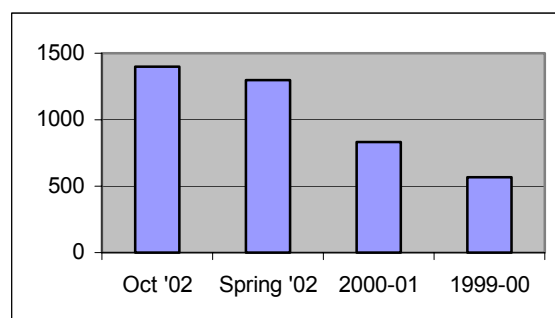
- ✓ In spite of an increased supply of off-campus housing and stabilization in rents, **emergency housing caseload remains high.** In the first 6 months of this fiscal year, we received 10 requests (8 females and 2 men). Four of the ten requests involved a student with a family. The main reasons for the crisis were: fleeing violence/threat of violence (3); eviction/housing plans did not materialize (2); financial difficulties (3); difficulty with roommates/landlord/parents/spouse (4). In some cases students faced financial difficulty as a result of the change in circumstance or need to seek immediate alternate accommodation.
- ✓ This area of responsibility is largely borne by the Manager of Residence Communications, who works with other University staff as appropriate. While handling the actual caseload is time-consuming, the manager is also a member of a steering committee, which meets regularly regarding the administrative details and protocol involved in emergency housing intake. **The area of emergency/special needs housing is an area of the Service, which requires more attention/resources so this staff member can devote the time needed to more meaningfully assist students having special difficulty with their housing search.** Also beneficial would be having the time to network with others in the city who work in social housing. As there is no live-in residence life coordinator at Tartu, as there is in most residences, the Manager of Residence Communications frequently travels to Tartu from the office/home during evenings and weekends to ensure that events are setup and to meet with the dons, porters and Tartu Management. The dons are more involved in counselling/assisting students assigned to them and certainly in helping to plan and promote residence life programming, but the dons do not coordinate these activities.

Student Family Housing:

Supply & Demand:

- ✓ The Service struggles with **an increased demand for student family housing.** Currently, 1,400 student families are on a waiting list for the 710 bachelor, one-bedroom and two-bedroom units that comprise the St. George Campus Family Housing Ancillary.

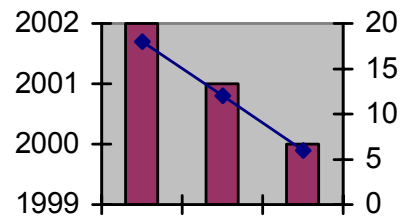
Student Family Housing Applicants



- ✓ The **waiting period for an apartment in the Student Family complex naturally has lengthened**, given the increase in demand and fewer students vacating units. The extra workload of processing applications and counseling those desperate waiting for apartments, not to mention the extra workload (meetings, committee work) resulting from the University’s ownership of the buildings, has necessitated the hiring of some casual staff support and the streamlining of some administrative procedures. We eliminated the practice of asking applicants to check in every 6 months to confirm their interest. This change in procedure was introduced in the spring after the waiting list had already reached 1,300, so the change in procedure is not the reason for the lengthened waiting list.

Student Family Housing Average Waiting Period

2002	2001	2000
18 months	12 months	6 months



Cost:

- ✓ Rents increased by 3% in August of 2002. However, **rents in this residence complex are significantly below those in the Toronto rental market**, including the University’s own registry of off-campus housing. **Some tenants/applicants for the Charles St. apartments still struggle to pay their monthly rent** listed below (or to come up with first and last month’s rent), in addition to paying tuition, feeding a family and paying for childcare – when the latter is even available. This observation was most evident this summer when students offered apartments cancelled at the last moment, often when it came time to pay first & last month’s rent. There were other reasons cancellations were up over other years as well (delayed visas, apartments not up to the standard tenants expected at move-in, etc).

Rents in Student Family Housing

	Charles St.	Off-Campus Housing Registry
Bachelor Apt	\$527	\$600-750
One-Bdrm. Apt.	\$652-708	750-1000
Two-Bdrm. Apt.	\$863	1000-1400

Management:

- ✓ **Elevator modernization** in both buildings should be complete prior to the end of this fiscal year.
- ✓ Also completed, or near completion in this fiscal year, are a **safety audit** and an independent **audit of the building’s structural, mechanical, electrical, & plumbing systems**.
- ✓ In October, U of T’s **Manager of Student Family Housing** was asked to (and did) **present at the Association of College and University Housing Officers – International in Salt Lake City, Utah**.
- ✓ The Service is seeing **more families, who do not fit our policy’s definition of “family,” but who nevertheless are in dire need of the support that Student Family Housing can provide**.

- ✓ A **long-time staff member in Student Family Housing left in May and the Director of Ancillary Services left in October**. These two individuals are missed for the experience they brought to the area.
- ✓ After many years of coping with an aging database to record applications and other related lists, the office is having its **database re-designed** prior to the end of this fiscal year. A few final touches to the on-line community development registration process will also be added.

Community Development:

- ✓ A **very active community development program continues** in place at Charles St., which is becoming increasingly popular. Activities such as ESL, Yoga, and Fitness classes, Halloween Event, annual BBQ, a Seasonal December Party, and a Parent/Infant Group are some of the popular activities underway. There is actually **a waiting list for some classes, particularly ESL classes**. Approximately 100 welcome baskets of items donated from nearby stores were delivered to tenants, who moved in during July, Aug. and Sept. In January cooking classes will be added.
- ✓ The **Drop-in Center**, for children and their caregivers, **continues to be extremely popular**.
- ✓ The University also gave its approval, and received some external funding, for a large **rooftop garden** on the 3rd floor terrace of 30 Charles Street.
- ✓ Also encouraging, has been the very positive response from tenants participating in **recycling**, initiated as a pilot project on several floors of one building.

Review of 2002-03 Goals:

Off-Campus Student Housing:

- ✓ A goal this fiscal year was for the Service to provide a **Q & A regarding tenant/landlord legal rights & obligations** on our website in response to many inquiries we receive for such information. However, we were advised to provide links to the legislation itself, or list free legal referral services, rather than to apply any interpretation of the law ourselves by designing a Q & A format. Staff attended an information session led by those knowledgeable in this area so that, at least, staff know when a student should really be advised to seek legal advice and when it may not be necessary.
- ✓ **It was not feasible to train front-line staff on basic emergency housing intake** (ie. when it is an emergency/when it isn't) as we had planned, in order to alleviate some pressure on the Manager of Residence Communications during her peak period. **Due to the dramatic increase in off-campus housing activity, front-line staff had serious difficulty maintaining their own area of responsibility.**
- ✓ Many landlords rented their units very quickly, and many did not rent at all, particularly those further from campus, including many of the Mississauga landlords who responded to our advertising for off-campus housing near UTM. **It was our goal to decrease the length of the listing period from 6 to its original 4 weeks** as we found many landlords, last year, were renting very quickly. These landlords often did not report their unit rented and so students complained that the registry became quickly dated in spite of daily updates. We held off in pushing ahead with this goal as we explored the possibility of moving forward with a new registry design and thought we would just introduce this change as part of the new program. **Given the increasing vacancy rate, it is not necessary to reduce the listing period to keep the registry current for students, and not advisable to do so, from a service delivery perspective to landlords, given it is more difficult for them to rent.**

Residence:

- ✓ As planned the **residence information terminals on-site were upgraded**, again largely due to the efforts of Student Services IT staff.
- ✓ **No changes were made to the Tartu admission procedure** although it had been suggested to introduce a points system for returning students and to make residence offers of Tartu from the

Student Housing Service. Conditions were not conducive for such discussion with Tartu's management this year.

- ✓ The Service **hired a student tenant of Tartu to act as a part-time residence life coordinator (2-3 hours/week) to assist the Manager of Residence Communication** and dons in coordinating activities. The Service **also hired a part-time student to assist the Manager in fielding fall residence inquiries during the busy summer period, as well as to help prepare Tartu orientation packages and events.**
- ✓ Many of the **print material of the residences (letters, etc.) were collected** so that we know what has been said to students of particular colleges about residence, in advance of speaking to the student.

Student Family Housing:

- ✓ The Manager co-chaired, along with Campus Police, **a Safety Audit** of the student family housing complex.
- ✓ The University spent most of the first half of this fiscal year pulling assessments together from qualified professionals as to the state of the building in terms of safety, physical structure, mechanical systems, and space needs. Not many improvements have been made in this fiscal year although **a five-year capital plan was recently developed. Approval was received for a rooftop garden and a very successful recycling pilot project was initiated.**
- ✓ At the beginning of this fiscal year **approximately 20 tenants completed their on-site training as to how to provide in-home quality childcare.** Mothercraft provided this training and students were given first aid training, also paid for by the Service. It is hoped this training will, at least temporarily, provide a pool of tenants in the building, who can provide good, safe and flexible childcare arrangements, which are often difficult to find and afford. Tower Nursery, a childcare center at the complex, has signed an occupancy agreement with the University and **collaboration and discussion has been underway between Tower Nursery, Family Housing and Ancillary Services as to how to improve childcare arrangements offered to student families.** A childcare survey was recently conducted.
- ✓ The **Family Care Office received clearance from the Joint Committee to post notice boards in the buildings' elevators.** Boards were posted at 30 Charles St., and when elevator modernization is complete at 35 Charles St., the boards for those elevators will be added.

Of a more general nature, the Service will also likely be involved to some degree in **supporting the work of the Provostial Task Force on Student Housing** scheduled to begin and end its work prior to the end of this fiscal year.

The Service is currently running a **Children's Toy Drive** to assist student parents and families living in Toronto's shelters over the approaching holiday season.

Although not all goals planned for 2002-03 have been, or will be, carried out for good reasons, worthwhile accomplishments (as mentioned where applicable throughout the previous section on Review of Effectiveness of the Mission) were achieved. **Scenarios we did not anticipate, such as staff turnover; an unprecedented supply of off-campus housing; an increased demand for residence from first-year students, who unexpectedly fast-tracked through high school; and an unprecedented demand for student family housing challenged the Service more than in any year in the past two decades.**

Initiatives 2003-2004:

Off-Campus Housing:

- ⇒ **Promote the on-line listing service to landlords** and its many features (e-newsletter for landlords, expiry date reminders sent electronically, etc.)

- ⇒ **Hire additional staff to cope with the increased supply of off-campus housing** being advertised with the Service. This additional staff can be funded from the increased landlord revenue.
- ⇒ **Modify the hours the Service is open** to students and the public. Open the Service at 10am to users, using the first 75 minutes prior to 10am, to update the registry, answer e-mail and perform at least some of the tasks, which are difficult to do with the constant interruption of phones and drop-in visits. The Service will experiment in 2003-4 at having the off-campus housing service open until 7pm on Tuesdays (Sept.-June). In addition to the current Tues. 7pm closing during July and August, we will add Thursday as an additional day in July and August when the dept. will remain open until 7pm. Some additional staff costs will result, but these can be borne by the increased landlord revenue. It may not be necessary to provide this extra coverage indefinitely as more services become accessible via the web, but this past summer several landlords and students arrived as we were closing, particularly during the summer. The change in hours may help spread the busyness, and noise, more evenly through the day/week. The cost of expansion of off-campus housing service hours can be absorbed by the increased landlord revenue.
- ⇒ **Modify the front entrance to the Service** (add venetian blinds for when we are closed; rearrange furniture to add at least one computer workstation; add ropes so staff know who is next in line and can position the ropes so students are directed to staff available to help them and not those who are at the front-line working on other assignments, but unavailable for reception duty at that time.) The cost of these modifications will be paid for from the 2003-04 operating budget, without increasing the Student Services Fee.
- ⇒ **Devise a method of collecting valuable user statistics in a more consistent and detailed, but less labour-intensive manner** than adding up tally sheets.

Residence:

- ⇒ Coordinate placement of Arts & Science and Pro FAC guaranteed students into new off-campus housing, Luker House and Primrose Hotel

Student Family Housing:

- ⇒ **Hire a part-time residence life coordinator to assist with the Community Development program at Charles St.** This increase will be requested of Ancillary Services.
- ⇒ **Hire a casual staff person for brief periods to perform certain routine projects**, such as the essential periodic checking of tenants' continuing eligibility to continue residing in the residence. The cost of this person can be found from the existing overhead budget provided to the Service by Ancillary Services.
- ⇒ The Manager of Student Family Housing liaised with other Canadian and U.S. providers of student family housing to share knowledge regarding **best practices in terms of encouraging better tenant upkeep of apartments.**
- ⇒ Provide tenants with more information regarding **Tenant Protection insurance.**
- ⇒ **Update Student Family Housing section of the website**, - photos of bldgs/units as well as feature the rooftop garden.
- ⇒ **The Mgr. of Student Family Housing will represent U of T on the Tower Nursery Board.**
- ⇒ **Work on the rooftop garden** on the 3rd floor terrace of 30 Charles St., including a children's garden, will begin in May.
- ⇒ On a more general level, the work and recommendations, which will result from **the Provostial Task Force on Student Housing may alter or influence the initiatives the Service undertakes in 2003-04.**

Category of Users: Although we know, far more undergraduate students seek our assistance than graduate students, we don't register students (although we verify eligibility). 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 8:45am to 5:00pm. During July and August the Service is open Monday–Friday 8:45am- 4:30pm, with the exception of the off-campus housing area, which is open on Tuesdays until 7pm and Saturdays from 10am–3pm. In the spring we also hold 2 off-campus housing summer sublet Saturdays and hold evening off-campus housing information sessions in the residences. Many of the Service’s programs are accessible via the internet, and such access will become increasingly so, as the ability to list housing on-line is rolled-out. As already mentioned in this planning document, we plan to expand the hours the Service is open on-site.