TO: University Affairs Board

SPONSOR: Micah Stickel, Acting Vice-Provost, Students
CONTACT INFO: Phone 416-978-3870 / Email vp.students@utoronto.ca

PRESENTER: See Sponsor
CONTACT INFO:

DATE: February 25, 2021 for March 4, 2021

AGENDA ITEM: 6 (b)

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

JURISDICTIONAL INFORMATION:
The Terms of Reference of the University Affairs Board provide that the Board is responsible for policy concerning student services and for overseeing their operations. Changes to the level of service offered, fees charged for the services and categories of users require the Board’s approval. Section 5.1.4 of the Terms of Reference provides that changes to the level of service offered, fees charged for services and categories of users for other campus and student services requires the University Affairs Board approval. The Board receives annually from its assessors reports on matters within its areas of responsibility, including statements of current issues, opportunities and problems, along with recommendations for changes in policies, plans or priorities that would address such issues.

Pursuant to the terms of the Memorandum of Agreement between The University of Toronto, The Students' Administrative Council, The Graduate Students' Union and The Association of Part-time Undergraduate Students for a Long-Term Protocol on the Increase or Introduction of Compulsory Non-tuition Related Fees (the Protocol), approved by Governing Council on October 24, 1996, the Council on Student Services (or the relevant body within a division of the University) reviews in detail the annual operating plans, including budgets and proposed compulsory non-academic incidental fees, and offers its advice to University Affairs Board on these plans.

GOVERNANCE PATH:
1. University Affairs Board [For Approval] (March 4, 2021)
2. Governing Council [For Information] (April 6, 2021)
PREVIOUS ACTION TAKEN:

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

HIGHLIGHTS:

The current fees for Student Life Services and Programs include:

    Health & Counselling: $81.47 per session ($16.29 for part-time students)
    Student Services: $98.89 per session ($19.78 for part-time students)

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

The experience of this past year and plans for the coming year are summarized in the attached material from David Newman, Executive Director, Student Experience.

FINANCIAL AND/OR PLANNING IMPLICATIONS:

Student Life operates without drawing substantially on the University’s operating income.

RECOMMENDATION:

BE IT RESOLVED

    THAT the 2021-22 operating plans and budget for Student Life, as presented in the documentation from David Newman, Executive Director, Student Experience, be approved;

    THAT the Health & Counselling sessional fee for a full-time student on the St. George campus be increased to $83.92 ($16.78 for a part-time student), which represents a year-over-year increase of $2.45 ($0.49 for a part-time student) or 3.01%; and

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

DOCUMENTATION PROVIDED:

Student Life Presentation to the Council on Student Services

Student Life Annual Report 2020
Division of Student Life
Presentation to Council on Student Services
January 26, 2021
WHO WE ARE

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

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

- Academic Success Advisory Committee
- Career Exploration & Education and Accessibility Services Advisory Committee
- Career Exploration & Education Guidelines for Student Engagement
- CCR Local Evaluation Committee
- Centre for Community Partnerships Advisory Committee
- Committee for the Allocation of Student Activity Space
- Feedback Loop for EDI Education
- Gradlife Advisory Committee
- Health and Wellness Advisory Group
- Housing Services Student Advisory Committee
- Indigenous Student Services Advisory Committee
- International Student Experience Advisory Committee
- Multi-Faith Centre Advisory Council
- Student Initiative Fund
- Student Life Budget Committee
<table>
<thead>
<tr>
<th>STUDENT LIFE PROGRAMS &amp; SERVICES</th>
<th>HEALTH &amp; WELLNESS</th>
<th>GLOBAL LEARNING AND INTERNATIONAL STUDENT EXPERIENCE</th>
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<tbody>
<tr>
<td><strong>Academic Success</strong></td>
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<td><strong>Global Learning on Campus</strong></td>
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<td><strong>Accessibility Services</strong></td>
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<td><strong>International Student and Scholar Experience</strong></td>
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<td><strong>Learning and Safety Abroad</strong></td>
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<td><strong>Centre for Community Partnerships</strong></td>
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<td><strong>On-Location International Experience Services</strong></td>
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<td><strong>Housing &amp; TCard</strong></td>
<td><strong>Health &amp; Wellness Centre</strong></td>
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<td><strong>Housing</strong></td>
<td><strong>Health Promotions</strong></td>
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<td><strong>TCard</strong></td>
<td><strong>On-Location Health &amp; Wellness Services</strong></td>
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<td><strong>Indigenous Student Services</strong></td>
<td>Internal Dynamics</td>
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**STUDENT EXPERIENCE**
- Student Crisis Response, Progress & Support
- Office of Chief Administrative Officer
- Student Life Communications
- Student Life IT
- Assessment & Analysis
- Project Management
- Innovation Hub

**STUDENT ENGAGEMENT**
- Student & Campus Community Development (Orientation, Transition & Engagement, Clubs & leadership Development, Mentorship & Peer Programs)
- Multi-faith Centre
- Student Success
- On-Location Student Life Programs & Services
BY THE NUMBERS

• 2100+ students supported for entry into Canada through the Quarantine Program
• 830+ online study hubs run during COVID-19, a 348% increase
• 35% increase in number of unique students reached with Academic Success programming
• 200% increase in demand for career appointments during COVID-19
• 59,164 visits by 12,615 students to the health clinic for primary care and mental health
• 3938 students participated in 53 community engaged learning courses
• 55,003 positions posted on the off-campus job board, a 35% increase
• 21,307 TCard photos submitted through the new MyPhoto tool

• 115.7K views on 24 Facebook Lives since March
• 24.8K Instagram followers, a 50% increase
• 35% increase in Facebook followers
• 14,745 interactions on the new Navi mental health virtual agent
• 172 students participated in virtual learning abroad programs
• 750+ students assisted in return to home from activity abroad
• 2000+ students accessed one on one immigration advising appointments during COVID-19
• 3700+ students registered for immigration advising workshops during COVID-19
Supporting Student Mental Health

Navi: Your Mental Health Wayfinder

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

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

I am stressed about exams.
Supporting Student Mental Health

Student Mental Health Web Portal

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

U of T MySSP

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

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

uoft.me/myssp
Supporting Student Mental Health

Tri-Campus Accessibility Letter of Accommodation

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

Peer Support Program

• Partnership with Factor-Inwentash Faculty of Social Work.

• Peer support offered in a one-on-one, drop-in, non-judgmental, confidential and accessible virtual space.
EDIA Initiatives

- EDIA committee
- Equity Census
- Accessibility Student Survey-with inclusion of identity based questions
- Accessibility/Career Monthly Newsletter
- Women-Identified Social Autism Association
- BIPOC Wellness Counsellor
EDIA Initiatives

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

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

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

- emphasizes process and community and driven by student need.
- focus is on learner development - will not teach resilience, but rather build self-awareness to explore strengths and challenges with academic resilience as an outcome.
# Academic Resilience Program: Pilot Programs for Winter 2021

<table>
<thead>
<tr>
<th>Workshop series &amp; themed discussions</th>
<th>Second-year learning cohort</th>
<th>Experimental programming</th>
</tr>
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<tbody>
<tr>
<td>proactive</td>
<td>responsive</td>
<td>emergent</td>
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<tr>
<td>• All students and some targeted populations</td>
<td>• Second-year first-entry undergraduate students (completed 4.0 credits)</td>
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<tr>
<td>• Multiple 3-part workshop series (Learn, Plan &amp; Support Your Learning)</td>
<td>• Students who have experienced academic setbacks</td>
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<tr>
<td>• Themed discussions (<em>various</em>)</td>
<td>• 6+ weeks</td>
<td>• All students and some targeted populations</td>
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<td></td>
<td>• Not a clinical intervention</td>
<td>• Working with iHub for “I wish I had known” reflective exercises for outgoing first-year students</td>
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<tr>
<td></td>
<td></td>
<td>• Themed discussions (<em>various; conversations about failure, writing resilience</em>)</td>
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</tbody>
</table>
International Experience

• Secured $100K in International Education Strategy funding to develop innovation and inclusion in learning abroad programming.
• Worked with program areas to support pivot to remote learning experiences.
• Launch of the Global Classroom Initiative.
• Secured ongoing funding to increase Immigration Advising team from 1 to 4.
• Supporting impact of pandemic on all international students’ legal status in Canada
COVID-19 Response (quarantine program)

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

Photography by Nick Iwayshyn
Launched seven new workshops addressing COVID-related career strategies.

More than 1,100 students registered for our Graduate and Professional Schools Virtual Showcase.

Over the summer months there were more than 20,000 TCard appointments.

Seven new videos to orient students with disabilities, including strategies for online tests/exams.

Developed six new resources to support online learning.

Virtual learning abroad opportunities
Future Plans

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

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<td>A + B - C + D</td>
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<td>Net Operating Expense</td>
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<td>Compensation</td>
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<td>$3,655,790</td>
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<td>$4,196,517</td>
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<td>Non Salary Expenses</td>
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<td>$1,323,538</td>
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<td>Student Fee Funded</td>
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<td>Divisional Services and Support</td>
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<td>Centre for International Experience</td>
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<td>Centre for Community Partnerships</td>
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<td>Multifaith Centre</td>
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<td>Student and Campus Community Development</td>
<td>$1,422,715</td>
<td>$1,288,255</td>
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<td>Work Study</td>
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<td>VP, Human Resources &amp; Equity</td>
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<td>Early Learning Centre/Campus Co-Op</td>
<td>$240,643</td>
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<td>Family Care Office</td>
<td>$220,919</td>
<td>$215,612</td>
<td>$16,031</td>
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<td>Sexual and Gender Diversity Office</td>
<td>$134,728</td>
<td>$135,044</td>
<td>$6,000</td>
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<td>Student Space</td>
<td>$1,029,900</td>
<td>-</td>
<td>$1,176,597</td>
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<td>Total Student Fee Funded</td>
<td>$22,399,851</td>
<td>$20,260,591</td>
<td>$5,422,997</td>
<td>$3,336,622</td>
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### Non-Student-Fee Funded

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<tr>
<td>University Support</td>
<td>$8,505,344</td>
<td>$10,292,694</td>
<td>$1,117,146</td>
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<td>$11,723,843</td>
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<td>Grant</td>
<td>$2,670,544</td>
<td>$1,781,865</td>
<td>$586,466</td>
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<td>$2,368,331</td>
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<td>Self Funded</td>
<td>$432,332</td>
<td>$543,095</td>
<td>$110,938</td>
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<td>Other Funding</td>
<td>$125,000</td>
<td>$134,564</td>
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<td>$134,564</td>
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<tr>
<td>Total Non-Student-Fee Funded</td>
<td>$11,733,221</td>
<td>$12,752,218</td>
<td>$1,814,550</td>
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<td>$14,880,771</td>
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### Divisional Total

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<td>Division Total</td>
<td>$34,133,072</td>
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<td>$39,392,176</td>
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### FUNDING

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<td>$39,392,176</td>
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<td>Student Fees</td>
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<td>-</td>
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<td>-</td>
<td>$24,511,406</td>
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<td>Non Student-Fee Budget Support</td>
<td>$11,733,221</td>
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<td>$14,880,771</td>
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<td>Total Funding</td>
<td>$34,133,072</td>
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<td>$39,392,176</td>
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$ - DEFICIT/SURPLUS $
Sources of Funding for Student Life

2020 – 2021
- Student Fees: 66%
- Self-Funded: 1%
- Grant Funded: 8%
- Other Funding: 2%
- University Support: 25%

2021 – 2022
- Student Fees: 62%
- Self-Funded: 6%
- Grant Funded: 30%
- Other Funding: 2%
- University Support: 30%
Student Life Operating Expenses

2020 – 2021
- Compensation: 76%
- Non Salary Expenses: 19%
- Space and Occupancy: 5%

2021 – 2022
- Compensation: 77%
- Non Salary Expenses: 17%
- Space and Occupancy: 6%
### Health and Counselling Fee 2021-2022

<table>
<thead>
<tr>
<th>Student Fee CPI/UI/UTI Calculation</th>
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<tr>
<td><strong>Adjusted Fee Base</strong></td>
<td></td>
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<tr>
<td>Fee per Session (previous year)</td>
<td>$81.47</td>
</tr>
<tr>
<td>Less removal of temporary fee 2018-2019</td>
<td>$2.34</td>
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<tr>
<td><strong>Adjusted Fee Base</strong></td>
<td>$79.13</td>
</tr>
<tr>
<td><strong>Consumer Price Index</strong></td>
<td></td>
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<tr>
<td>CPI Index Percent 2% Adjusted Fee</td>
<td>$80.71</td>
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<tr>
<td>Adjusted Fee</td>
<td>$79.13</td>
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<tr>
<td><strong>$ Amount of CPI based increase</strong></td>
<td>$1.58</td>
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<tr>
<td><strong>UTI Index</strong></td>
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<tr>
<td>Appointed Salary Expenditure Base (previous year budget)</td>
<td>$7,584,608</td>
</tr>
<tr>
<td>Average merit/step/ATB increase/decrease for appointed staff</td>
<td>3.0%</td>
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<tr>
<td>Indexed salaries</td>
<td>$7,991,366</td>
</tr>
<tr>
<td>Standard Benefit Rate</td>
<td>23.50%</td>
</tr>
<tr>
<td>Indexed Appointed Salary Expenditure Base</td>
<td>$9,869,337</td>
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<tr>
<td>Casual Salary Expenditure Base (previous year budget)</td>
<td>$285,284</td>
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<tr>
<td>Average ATB increase/decrease for casual staff</td>
<td>1.00%</td>
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<tr>
<td>Indexed salaries</td>
<td>$288,137</td>
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<tr>
<td>Standard Benefit Rate</td>
<td>10.00%</td>
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<tr>
<td>Indexed Casual Salary Expenditure Base</td>
<td>$316,951</td>
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<tr>
<td><strong>Total Indexed Salary and Benefits Expenditure Costs</strong></td>
<td>$10,186,288</td>
</tr>
<tr>
<td>Subtract the amount of Net Revenue from Other Sources (previous year)</td>
<td>$3,824,054</td>
</tr>
<tr>
<td>Add the Non-Salary Expenditure (previous year)</td>
<td>$3,391,434</td>
</tr>
<tr>
<td>Add the Occupancy Cost (previous year)</td>
<td>$201,634</td>
</tr>
<tr>
<td>Reduce the amount by the proportion attributed to UTM and UTSC (current year)</td>
<td>-</td>
</tr>
<tr>
<td>Cost for UTI purposes</td>
<td>$9,955,308</td>
</tr>
<tr>
<td>Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions</td>
<td>120,910</td>
</tr>
<tr>
<td><strong>UTI Indexed Fee - per term</strong></td>
<td>$82.34</td>
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<tr>
<td>Adjusted Fee Base</td>
<td>$79.13</td>
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<tr>
<td><strong>$ Amount of UTI Based Increase</strong></td>
<td>$3.21</td>
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<td><strong>Combined Fee Increase</strong></td>
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<tr>
<td>Adjusted Fee</td>
<td>$79.13</td>
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<tr>
<td>CPI Based Fee increase</td>
<td>+ $1.58</td>
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<tr>
<td>UTI Based Fee increase</td>
<td>+ $3.21</td>
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<td><strong>Indexed Full Time Fee per Term</strong></td>
<td>$83.92</td>
</tr>
<tr>
<td><strong>Indexed Part Time Fee per Term</strong></td>
<td>$16.78</td>
</tr>
</tbody>
</table>

### Student Services Fee 2021-2022

<table>
<thead>
<tr>
<th>Student Fee CPI/UI/UTI Calculation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adjusted Fee Base</strong></td>
<td></td>
</tr>
<tr>
<td>Fee per Session (previous year)</td>
<td>$98.89</td>
</tr>
<tr>
<td>Less removal of temporary fee 2018-2019</td>
<td>$2.84</td>
</tr>
<tr>
<td><strong>Adjusted Fee Base</strong></td>
<td>$96.05</td>
</tr>
<tr>
<td><strong>Consumer Price Index</strong></td>
<td></td>
</tr>
<tr>
<td>CPI Index Percent 2% Adjusted Fee</td>
<td>$97.91</td>
</tr>
<tr>
<td>Adjusted Fee</td>
<td>$96.05</td>
</tr>
<tr>
<td><strong>$ Amount of CPI based increase</strong></td>
<td>$1.92</td>
</tr>
<tr>
<td><strong>UTI Index</strong></td>
<td></td>
</tr>
<tr>
<td>Appointed Salary Expenditure Base (previous year budget)</td>
<td>$7,670,573</td>
</tr>
<tr>
<td>Average merit/step/ATB increase/decrease for appointed staff</td>
<td>3.00%</td>
</tr>
<tr>
<td>Indexed salaries</td>
<td>$7,900,690</td>
</tr>
<tr>
<td>Standard Benefit Rate</td>
<td>23.50%</td>
</tr>
<tr>
<td>Indexed Appointed Salary Expenditure Base</td>
<td>$9,757,352</td>
</tr>
<tr>
<td>Casual Salary Expenditure Base (previous year budget)</td>
<td>$285,284</td>
</tr>
<tr>
<td>Average ATB increase/decrease for casual staff</td>
<td>1.00%</td>
</tr>
<tr>
<td>Indexed salaries</td>
<td>$288,137</td>
</tr>
<tr>
<td>Standard Benefit Rate</td>
<td>10.00%</td>
</tr>
<tr>
<td>Indexed Casual Salary Expenditure Base</td>
<td>$316,951</td>
</tr>
<tr>
<td><strong>Total Indexed Salary and Benefits Expenditure Costs</strong></td>
<td>$10,074,303</td>
</tr>
<tr>
<td>Subtract the amount of Net Revenue from Other Sources (previous year)</td>
<td>$1,897,123</td>
</tr>
<tr>
<td>Add the Non-Salary Expenditure (previous year)</td>
<td>$2,391,111</td>
</tr>
<tr>
<td>Add the Occupancy Cost (previous year)</td>
<td>$1,733,629</td>
</tr>
<tr>
<td>Reduce the amount by the proportion attributed to UTM and UTSC (current year)</td>
<td>-</td>
</tr>
<tr>
<td>Cost for UTI purposes</td>
<td>$11,856,162</td>
</tr>
<tr>
<td>Divided the difference by the projected weighted FTE enrolment (current year) - 2 sessions</td>
<td>120,910</td>
</tr>
<tr>
<td><strong>UTI Indexed Fee - per term</strong></td>
<td>$98.88</td>
</tr>
<tr>
<td>Adjusted Fee Base</td>
<td>$96.05</td>
</tr>
<tr>
<td><strong>$ Amount of UTI Based Increase</strong></td>
<td>$2.83</td>
</tr>
<tr>
<td><strong>Combined Fee Increase</strong></td>
<td></td>
</tr>
<tr>
<td>Adjusted Fee</td>
<td>$96.05</td>
</tr>
<tr>
<td>CPI Based Fee increase</td>
<td>+ $1.92</td>
</tr>
<tr>
<td>UTI Based Fee increase</td>
<td>+ $2.83</td>
</tr>
<tr>
<td><strong>Indexed Full Time Fee per Term</strong></td>
<td>$100.79</td>
</tr>
<tr>
<td><strong>Indexed Part Time Fee per Term</strong></td>
<td>$20.16</td>
</tr>
</tbody>
</table>
# Student Fees 2021 - 2022

<table>
<thead>
<tr>
<th>Health &amp; Counselling Services Fee</th>
<th>Salary and Benefits Expenditure</th>
<th>Non Salary Expenditure</th>
<th>Building Occupancy Costs</th>
<th>Gross Direct and Indirect Expenditure</th>
<th>Total Income</th>
<th>Net Expenditure</th>
<th>Fee Based on UTI/CPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health &amp; Counselling</td>
<td>$10,186,288</td>
<td>$4,356,063</td>
<td>$313,878</td>
<td>$14,856,229</td>
<td>$3,200,000</td>
<td>$11,656,229</td>
<td>$83.92</td>
</tr>
<tr>
<td>Total Health &amp; Counselling Services</td>
<td>$10,186,288</td>
<td>$4,356,063</td>
<td>$313,878</td>
<td>$14,856,229</td>
<td>$3,200,000</td>
<td>$11,656,229</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Services Fee Bundle</th>
<th>Salary and Benefits Expenditure</th>
<th>Non Salary Expenditure</th>
<th>Building Occupancy Costs</th>
<th>Gross Direct and Indirect Expenditure</th>
<th>Total Income</th>
<th>Net Expenditure</th>
<th>Fee Based on UTI/CPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Services</td>
<td>$4,763,027</td>
<td>$389,241</td>
<td>$234,725</td>
<td>$5,386,993</td>
<td>$109,140</td>
<td>$5,277,853</td>
<td>$41.39</td>
</tr>
<tr>
<td>Academic Support</td>
<td>$3,517,124</td>
<td>$219,800</td>
<td>$234,986</td>
<td>$3,971,910</td>
<td>$27,482</td>
<td>$3,944,428</td>
<td>$30.93</td>
</tr>
<tr>
<td>Safety</td>
<td>$158,651</td>
<td>$18,161</td>
<td>$3,398</td>
<td>$180,210</td>
<td>-</td>
<td>$180,210</td>
<td>1.41</td>
</tr>
<tr>
<td>Student Buildings</td>
<td>$132,851</td>
<td>$21,548</td>
<td>$1,176,597</td>
<td>$1,330,996</td>
<td>-</td>
<td>$1,330,996</td>
<td>10.44</td>
</tr>
<tr>
<td>Student Life Clubs and Funds</td>
<td>$112,000</td>
<td>$112,000</td>
<td>$112,000</td>
<td>$112,000</td>
<td>-</td>
<td>$112,000</td>
<td>0.88</td>
</tr>
<tr>
<td>Housing</td>
<td>$138,192</td>
<td>$9,645</td>
<td>$9,521</td>
<td>$157,358</td>
<td>-</td>
<td>$157,358</td>
<td>1.23</td>
</tr>
<tr>
<td>Leadership Development</td>
<td>$345,751</td>
<td>$69,303</td>
<td>$3,347</td>
<td>$418,401</td>
<td>-</td>
<td>$418,401</td>
<td>3.28</td>
</tr>
<tr>
<td>Early Learning Centre</td>
<td>$176,999</td>
<td>$68,470</td>
<td>$245,469</td>
<td>-</td>
<td>$245,469</td>
<td>$245,469</td>
<td>1.92</td>
</tr>
<tr>
<td>Family Care Office</td>
<td>$215,612</td>
<td>$18,031</td>
<td>$231,643</td>
<td>-</td>
<td>$231,643</td>
<td>$231,643</td>
<td>1.82</td>
</tr>
<tr>
<td>International Student Support</td>
<td>$803,095</td>
<td>$34,206</td>
<td>$119,518</td>
<td>$956,819</td>
<td>-</td>
<td>$956,819</td>
<td>7.50</td>
</tr>
<tr>
<td>Total Student Services Bundle</td>
<td>$10,074,303</td>
<td>$1,066,934</td>
<td>$1,850,562</td>
<td>$12,991,799</td>
<td>$136,622</td>
<td>$12,855,177</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Full Time Fee</th>
<th>Part Time Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Services</td>
<td>$100.81</td>
<td>$20.16</td>
</tr>
<tr>
<td>Academic Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Buildings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Life Clubs and Funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leadership Development</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Early Learning Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Care Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Student Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Full Time Fee</td>
<td>$184.73</td>
<td></td>
</tr>
<tr>
<td>Total Part Time Fee</td>
<td>$36.94</td>
<td></td>
</tr>
</tbody>
</table>
## Proposed Fee Increase

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

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

• **David Newman**, Executive Director, Student Experience  
david.newman@utoronto.ca

• **Heather Kelly**, Executive Director, Student Life Programs & Services  
heather.kelly@utoronto.ca

• **Janine Robb**, Executive Director, Health & Wellness  
janine.robb@utoronto.ca

• **Katherine Beaumont**, Senior Director, Global Learning Opportunities & International Student Success  
katherine.beaumont@utoronto.ca
CONTENTS

3  Student Life
4  Who We Are And What We Provide
7  Division of Student Life
8  Our Mission
8  Our Vision
9  Areas Of Strategic Priority
9  Planning Through Strategic Alignment
10 Student Life By The Numbers
11 Student Life By The Numbers
12 Student Development And Engagement
13 Equity, Diversity, Inclusivity & Accessibility (EDIA) Initiatives
14 Indigenous Initiatives
15 Global Experiences
16 Student Wellbeing
17 Academic Support
18 Divisional And University Support Services
19 Future Plans

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

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

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

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

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

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

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

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

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

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

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

- Options: Meet employers, industry experts & alumni
- Strategies: Identify goals & navigate career decisions
- Resources: Improve your resume, interviews & online presence
Centre for International Experience
We help you engage with the world. We provide an array of services unique to international students and enable global learning for the U of T community.

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

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

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

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

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

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

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

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

- Leadership, career, academic & conflict management skills development
- Opportunities to build social & professional networks outside of your department
- Connections to campus resources
Health & Wellness
We provide a range of health services for your physical and mental health, wellness programs and information to help you achieve your personal and academic goals.

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

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

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

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

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

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

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

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

- Many exciting ways to engage in campus life
- Official recognition of your co-curricular involvement
- Events & activities to support your transition to U of T

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

- Get access to places on campus, email service, wireless networks & ACORN.
- Put money on it for food, printing, laundry etc.
- Use it as a debit card for your purchases at participating vendors.
<table>
<thead>
<tr>
<th>STUDENT LIFE PROGRAMS &amp; SERVICES</th>
<th>HEALTH &amp; WELLNESS</th>
<th>GLOBAL LEARNING AND INTERNATIONAL STUDENT EXPERIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Academic Success</td>
<td>• Health &amp; Wellness Centre</td>
<td>• Global Learning on Campus</td>
</tr>
<tr>
<td>• Accessibility Services</td>
<td>• Health Promotions</td>
<td>• International Student and Scholar Experience</td>
</tr>
<tr>
<td>• Career Exploration &amp; Education</td>
<td>• On-Location Health &amp; Wellness Services</td>
<td>• Learning and Safety Abroad</td>
</tr>
<tr>
<td>• Centre for Community Partnerships</td>
<td></td>
<td>• On-Location International Experience Services</td>
</tr>
<tr>
<td>• Housing &amp; TCard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Housing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• TCard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Indigenous Student Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Student Engagement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Student &amp; Campus Community Development (Orientation, Transition &amp; Engagement, Clubs &amp; leadership Development, Mentorship &amp; Peer Programs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Multi-faith Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Student Success</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• On-Location Student Life Programs &amp; Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Project Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Innovation Hub</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

• Student Crisis Response, Progress & Support
• Office of Chief Administrative Officer
• Student Life Communications
• Student Life IT
• Assessment & Analysis
• Project Management
• Indigenous Student Services
• Student Engagement
• Multi-faith Centre
• Student Success
• On-Location Student Life Programs & Services
• Health & Wellness Centre
• Health Promotions
• On-Location Health & Wellness Services
• Global Learning on Campus
• International Student and Scholar Experience
• Learning and Safety Abroad
• On-Location International Experience Services
**OUR MISSION**

The Division of Student Life brings coherence to complexity and creates opportunities for students to build skills, experience diverse communities and integrate learning. We connect life to learning.

**OUR VISION**

Through our work and partnerships, every student will have the opportunity to actively participate in university life; find connection, community and friendship; encounter new ways of thinking and being in the world; and experience leadership, independence and success.
AREAS OF STRATEGIC PRIORITY

- **Student development and engagement:** Expand opportunities for student learning through diverse experiences.
- **Global experiences:** Provide opportunities for international mobility through study and research programs that strengthen global partnerships and encourage a unique approach to learning.
- **Student wellbeing:** Support the physical, emotional, social and spiritual health and well-being of students.
- **Programs and services for graduate students:** Expand programs and services to meet the diverse needs of graduate students.
- **Academic support:** Support students in achieving their academic goals.
- **Divisional and University support services:** Enhance, support and coordinate quality services for students.

PLANNING THROUGH STRATEGIC ALIGNMENT

We align our work with the needs and values of our students and with strategic University documents that help guide our path.

**Student involvement**

Student involvement is central to our work. Students shape our work through advisory councils, consultations, focus groups, assessment surveys and committees. All our involvement committees include representation from full-time and part-time undergraduate students, second-entry professional faculty students and graduate students. Some examples of how students help guide our work include:

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

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

- **Innovation Hub**
- **Truth and Reconciliation Commission Report**
- **Experiential Learning White Paper**
- **Policy on Sexual Violence and Sexual Harassment**
- **Student mental health**
- **Institutional Priorities**
- **Themes from the Strategic Mandate Agreement**
**STUDENT LIFE BY THE NUMBERS**

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

830+ online study hubs run during COVID-19

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

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

150% increase in registration in online learning modules

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

3938 students participated in 53 community-engaged learning courses

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

21,307 TCard photos submitted through the new MyPhoto tool
STUDENT LIFE BY THE NUMBERS

115.7K views on 24 Facebook Live sessions since March 2020

24.8K Instagram followers, a 50% increase

35% increase in Facebook followers

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

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

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

5888+ international students accessing one-on-one immigration advising appointments and registering for immigration advising workshops
STUDENT DEVELOPMENT AND ENGAGEMENT

Student Life provides opportunities for developing leadership skills, experiential and work-integrated learning and leveraging our urban location by connecting with community partners. In addition to the examples provided below, Student Life provides many sites for practicum experiences for students.

Experiential learning opportunities

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

Community-Engaged Learning Community of Practice (COP)
Established a tri-campus COP to provide staff training on the fundamentals of community-engaged learning and community partner stewardship.

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

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

New Career Programming

Virtual Opportunities
More than 1100 students registered for our Graduate and Professional Schools Virtual Showcase, to support students and graduates who might be exploring career choices requiring additional knowledge and skills, or those waiting out the economic downturn.
EQUITY, DIVERSITY, INCLUSIVITY & ACCESSIBILITY (EDIA) INITIATIVES

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

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

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

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

Your Journey: A Career Guide for Trans and Nonbinary Students
Developed information to help trans and nonbinary students and recent graduates navigate their careers by exploring strategies and resources.

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

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

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

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

**Indigenous Community-Engaged Learning Coordinator**
Established a new role to support curricular opportunities for students to engage with Indigenous community organizations.

**Indigenous Career Intern & Peer Advisor**
Expanded the programs and advising for Indigenous students as they plan and explore their career journeys.

**Indigenous Student Liaison Role**
Identified a role to support and assist Indigenous students registering for accessibility accommodations.
GLOBAL EXPERIENCES

Global perspectives and international opportunities are critical to the student experience. We support opportunities for students to develop intercultural competencies and participate in international experiences through curricular and co-curricular programs, study abroad opportunities and services for international students.

Themed Academic Discussions for International Students
Topics included Structuring your day while in different time zones, Learning in Community, Boosting your confidence in participating in Class Discussions and Overcoming the feeling that your English is not ‘good enough’.

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

Global Classroom Initiative
The Global Classrooms (GC) initiative began before the pandemic to offer an accessible way to internationalize teaching and learning by combining international collaborations and global learning with technology. With the onset of the pandemic, we shifted to fully online GCs where faculty and students work closely with peers abroad as part of existing courses. This provides meaningful reciprocal global learning without global travel.

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

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

Virtual learning Abroad Opportunities
Worked with all program areas with experiential learning to support a pivot to remote learning experiences both abroad and in Canada.
STUDENT WELLBEING

Student Life provides resources that focus on physical health, mental health and overall wellness. In addition to our clinical services, programming focuses on mindfulness, physical activity, nutrition, healthy relationships and fostering life balance, contributing to a positive university experience. This year we launched several initiatives to support the Report of, and Administrative Response to, the Presidential and Provostial Task Force on Student Mental Health, specifically around helping students find their way to mental health programs and services.

U of T My SSP (Student Support Program) Expansion
Provides students with real-time and/or appointment-based confidential, 24-hour support for any school, health or general life concern via chat or by phone in multiple languages. In 2020, this service was made available to all students.

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

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

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

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

Peer Support Program
In partnership with Factor-Inwentash Faculty of Social Work, offers peer support in a one-on-one, drop-in, non-judgmental, confidential and accessible virtual space.

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

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

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

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

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

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

Resources for students with disabilities
New videos to inform students with disabilities, including strategies for online tests/exams and orientation.
DIVISIONAL AND UNIVERSITY SUPPORT SERVICES

Launched new Student Life website
New student-task driven website, allowing students to find the resources they need more easily.

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

Increased Social Media Following
Over the course of the pandemic, our Facebook audience has grown by 35%, and our Instagram audience has grown by 50%.

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

New strategic plan
We are stepping into a strategic planning process to support and enhance the student experience. We will review our mission, vision and values, and develop a strategy for the Division for the next three to five years. We are envisioning ways to coordinate and collaborate with internal and external partners to facilitate this work.

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

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

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

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

Revised Student Groups Policy
Continued work in supporting student groups under the revised policy.

Finding Off-campus Housing eModules
Six eModules are launching in March 2021 to provide students with important information for renting accommodation in the GTA.