

# Memorandum

Deputy Provost (Student Life and Learning)  
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**TO:** Board of Governors  
**FROM:** Professor Ollivier Dyens, Deputy-Provost (Student Life and Learning)  
**SUBJECT:** Annual Report on Student Life and Learning (SLL)  
**DATE:** February 5, 2015  
**DOCUMENT #:** GD15-42  
**ACTION REQUIRED:**  INFORMATION  APPROVAL/DECISION

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**ISSUE & EXPECTED OUTCOME** 2014-2015 Annual Report on Student Life and Learning.

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**BACKGROUND & RATIONALE** The Annual Report on Student Life and Learning provides the Board of Governors with an update on the activities of this important area of the University. The report focuses on a number of initiatives recently undertaken to improve services to students at McGill.

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**ALIGNMENT WITH MISSION AND STRATEGIC PRIORITIES** Student Life and Learning initiatives aim to provide students with a stimulating, innovative, and inquiry-based educational experiences.

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**COMPLIANCE: UNIVERSITY POLICY** The report is presented annually to the Board of Governors and to Senate.

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**COMPLIANCE: LEGISLATION/ EXTERNAL REGULATIONS** The report is not subject to legislation or external regulations.

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**RISK FACTORS** N/A

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**SUSTAINABILITY CONSIDERATIONS** N/A

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**IMPACT OF DECISION AND NEXT STEPS** N/A

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**MOTION OR RESOLUTION FOR APPROVAL** N/A

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**APPENDICES** Appendix A: 2014-2015 Annual Report on Student Life and Learning.

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## **OVERVIEW OF STUDENT LIFE AND LEARNING**

Student Life and Learning initiatives are key at a student-centred University where students are active participants in their learning and development and are offered every opportunity to think critically. With students' concerns and interests as their driving force, programs under McGill's Student Life and Learning umbrella encourage a strong sense of community and play a central role in promoting diversity in all aspects of the student experience.

### **McGill's SLL IS:**

1. The Office of the Deputy Provost (Ollivier Dyens).
2. Enrolment Services and the Registrar (Kathleen Massey);
3. Student Services (Robyn Wiltshire);
4. Student Housing and Hospitality Services (Mathieu Laperle);
5. Teaching and Learning Services (Laura Winer);
6. Office of the Dean of Students (André Costopoulos);
7. Athletics and Recreation (Phil Quintal);

### **SLL HAS TWO TYPES OF UNITS:**

- ◆ Self-Funded (1Bs):
  - Student Services; Athletics and Recreation; Student Housing and Hospitality Services.
- ◆ University-Funded (1As)
  - Enrolment Services and the Registrar; Student Services; Dean of Students; Teaching and Learning Services; The Office of the Deputy Provost

## **OVERVIEW OF STUDENT LIFE AND LEARNING (SLL)**

### **The Office of the Deputy Provost (Student Life and Learning):**

The Deputy Provost (Student Life and Learning) leads McGill's Student Life and Learning team who together support students inside and outside the classroom by offering essential services, programs that encourage intellectual, social, cultural, and physical development and opportunities to explore local, national, and international interests that complement the academic curriculum.

Reporting to the Provost, the Deputy Provost (Student Life & Learning) is responsible for:

- Ensuring the integration of McGill's values, standards, and goals with respect to student life and learning into University policies, operations and procedures.
- Providing the administrative, and strategic guidance, support, encouragement and oversight to SLL units and to student groups.
- Overseeing International Education including Exchanges and Study Abroad.
- Managing, supporting and enhancing [The McGill Commitment](#).

The Office of the Deputy Provost (ODPSLL) provides administrative assistance, and strategic thinking to the units in support of the mission of SLL. The ODPSLL ensures the financial and administrative fitness of SLL.

## **Enrolment Services**

Enrolment Services develops and delivers world-class administrative services that promote student success in an academically excellent, student-centred, research-intensive university. It is a strategic and operational administrative unit providing expert support, advice and services in a fiscally responsible manner to the McGill University community and to prospective, admitted and current students, families and alumni. Reflecting responsibilities that bridge the academic and student life of the University, Enrolment Services is involved in strategic enrolment planning, recruitment, graduate and undergraduate admissions, academic program management, classroom and examination scheduling and invigilation, the management of the official student record, convocation, and front line services to a broad range of community members.

## **Student Services**

Student Services works passionately in keeping with its core purpose: to promote and support student success and well-being. Individual Services adhere to a common philosophical framework that places students first. Values of integrity, student-centeredness, transparency, inclusivity, collaboration, accountability and sustainability are the drivers in service delivery, as well as guide long term planning, daily interactions and decision-making. Student Services is comprised of the following departments:

- Campus Life and Engagement
- Career Planning Services'
- First Peoples' House
- Office for Students with Disabilities
- Counselling Services
- International Student Services
- Mental Health Service
- Student Health Services
- Office of Religious and Spiritual Life
- Scholarships and Student Aid
- Tutorial Service

## **Student Housing and Hospitality Services (SHHS)**

SHHS is responsible for all aspects of student housing and dining services, in both, the downtown and Macdonald campus of the university.

SHHS has a workforce of approximately 225 full-time employees, 200 subcontracted employees and 75 Floor Fellows. It also manages 38 buildings. Student Housing and Hospitality Services provides four main services for the McGill University community: Student Housing; OneCard;

Dining Services; Housing and Conferences. To achieve this, they are supported by other sub-units within SHHS: Marketing and Communication; Finance; Nutrition; and Facilities.

### **Teaching and Learning Services (TLS)**

TLS strives to make McGill a community of people who love to teach and are excited to learn. In collaboration with students, faculty and staff, TLS creates engaging environments and provides leadership and support for meaningful educational experiences for all. TLS is also responsible for the development of MOOCs, online education and the creation of Active Learning Classrooms.

### **The Office of the Dean of Students (ODOs)**

ODOs has three main areas of responsibility that cover student rights and responsibilities, response to student crisis, and academic advising. In addition, the ODOs manages specific areas of harm reduction, including consent education and sexual assault awareness and prevention. The ODOs oversees and administers a number of programs, including the Early Alert System; central academic advising initiatives including Ask an Advisor; support for Indigenous students; the MasterCard Foundation Scholars Program; and the Staff-Student Mentoring Program (soon to be renamed the Mentoring Across McGill Program). Furthermore, ODOs coordinates a number of external awards and recognition for students, including Forces AVENIR and Rhodes.

### **Athletics and Recreation**

Offering a spectrum of programs and services designed to meet the needs of the McGill University community, the Campus Recreation area provides competitive sport opportunities for more than 875 intramural teams and promotes a calendar of some 100 non-credit instructional and fitness related courses. A&R also manages and supports varsity teams (29), coaches and support staff to ensure that student-athletes strive for and realize excellence in the classroom and on the field of play.

Wellness, an important element of the University mission, is supported through the Sports Complex facilities, giving all students a non-academic outlet to improve their health. In addition, Athletics and Recreation provides important work opportunities and practicum experiences for McGill students and graduates. Furthermore, the unit's Sport Medicine Clinic provides important training opportunities to young doctors and therapists in the McGill system. Sports Camps and Fitness Centre programs also serve as an important learning environment for undergraduate and graduate students from several disciplines.

## **SLL AND THE COMMITMENT**

Each unit of Student Life and Learning is committed to serving student needs and supporting the Principal's Priorities, expressed in [The McGill Commitment](#) especially those articulated in the [Fostering Self Development](#) pillar. The McGill Commitment is a priority area focused on providing all students with a stimulating, innovative, inquiry-based and enriched educational

experience. For undergraduate students, the McGill Commitment will ensure meaningful exposure to research, whether in the laboratory or in the field, and provide experiential and scholarly learning opportunities that extend beyond the classroom and the gates of the University. For graduate students, the McGill Commitment will ensure excellence in supervision, and provide opportunities for developing career-enhancing professional skills.

SLL aims to achieve the goals of the McGill Commitment through the following four long-term goals:

- 1. Cultivating a seamless continuum from the classroom to the world.**
- 2. Supporting the Faculties in developing healthy learning environments.**
- 3. Re-energizing health and wellness, advising, supervising and mentoring.**
- 4. Combining life and learning in a single, unique, innovative higher education experience for all McGill students.**

To that end, SLL has sought to insert these priorities in all of its units, creating a bifurcated approach to helping students, regardless of which unit is serving them.

### **Wellness:**

Grounded students, whose health needs are addressed are more likely to be successful students at McGill and beyond. With that in mind, SLL's goals are to provide students with agency, offering them the tools, tactics and strategies needed to foster good mental health throughout their lives (an approach we call 'upstream'), as well as increasing, connecting and streamlining services in all units. The current economic environment has forced units to think imaginatively and try to provide services to students upstream to prevent negative outcomes.

Examples of upstream services include:

- a. Mental Health First Aid (MHFA).
- b. De-Stress Exam Interventions - over 1000 students helped through Therapy Dogs, Yoga (collaboration with Rez life) and Mindfulness meditation.
- c. Training on treating person with dignity and promoting a culture of respect in our rich diverse community offered by SEDE to SHHS students and staff.
- d. Supporting sustainable living projects, such as "ECOLE."
- e. Maintenance of sports facilities to provide students and staff the opportunity to improve their physical health.
- f. Wellness Recovery Action Planning (WRAP). Implementation of an evidence-based group program co-lead by mental health professionals as well as by McGill students with lived experience. This program was funded by the Innovation Fund.
- g. Developing the Indigenous Health Promotion participatory research project
- h. Stationary bike program pilot program at Macdonald Campus.
- i. Health Promotion/Healthy McGill ran over 16 campaigns with 45 collaborations across the McGill community, reaching over 2700 students (e.g. #SelfCareChallenge saw over 200 students participate).

Traditional counselling services continue to be a priority for SLL, even though the demand outstrips resources. However, financial challenges have not prevented SLL from reducing wait times in counselling services to first appointments from six to three weeks during peak periods and increasing access to clinical care for students in Health Services to reduce wait times.

SLL has endeavoured to create a healthier learning environment through the modification of policies and the University calendar. To that end, a number of modifications to the University Assessment Policy have been proposed for Senate approval that are aimed at simplifying language and ensuring student assessments are pedagogically sound. In addition, Enrolment Services is exploring the idea of implementing a fall break. Students have indicated that a fall break, similar to spring break, will help mental health outcomes.

### **Advising:**

The participation in AskMcGill across SLL units, and the Ask an Advisor and Early Alert functionality on the MyCourses platform now allow students to access information and help when they are in need, and to simplify the McGill environment. Furthermore, Enrolment Services has made the following average improvements in front line service delivery (Service Point):

- a. 15% reduction in demand for service
- b. 72% improvement in email response time
- c. 56% improvement in in-person wait times
- d. 35% improvement in telephone call answer rate
- e. 46% improvement in speed to answer calls

Despite the improvements at Service Point, it is still the case that hundreds of emails and telephone calls are received every day. With approximately 180,000 requests for service per year and 20 team members, the Service Point team is not meeting 100% of the demand for service. Despite many improvements, challenges persist to meet student needs.

Availability of information as well as simplification of the delivery of that information has been an ongoing project in SLL. The McGill App, has seen upgrades and will soon be linked to MyCourses and allow students to access grades and records previously only available in Minerva. The new functionality will likely alleviate some pressures on Service Point as students with smart phones will have access to more information about themselves. In time, through the use of analytics available through the app, the University will be able to better target student information needs on the App, allowing us to better refine the experience.

### **Innovative Learning Opportunities:**

SLL endeavours to create an ecosystem that promotes learning, self-reflection, innovative and creative thinking, adaptability, and the acquisition of skills needed to lead a rich and fruitful life. Some projects from the past year that best reflect this innovative spirit are:

- A collaboration with the Société des Arts Technologiques (SAT) – a world class exploratory site for researchers, digital artists and technologists – to develop new teaching and learning ideas and bridge the gaps between Arts/Sciences, universities/communities, researchers/artists.
- Event Horizon – a 3 day international brainstorming “conference” with diverse participants (student, faculty, staff, administrative and community) to prototype the 2050 university. [www.university2050.com](http://www.university2050.com)
- The disrupt McGill Think-a-Thon – a day-long event bringing student minds together to re-think and improve the McGill experience.
- FRezCa (First Year Residence Cafeteria Study Group) – a community learning environment where about 100 students learn from each other daily, along with peer mentors and teaching assistants.
- Crowdmark™ – An online collaborative grading platform that streamlines the logistics of assessment, allowing for more detailed feedback, improved student learning in an exam setting, easy tracking of performance and grading consistency.

SLL is also committed to provide learning opportunities to students outside the classroom through programming in residences and elsewhere. The implementation of the Faculty in Residence program has been well received and has even seen the participation of Principal Fortier. Furthermore, the first phase of the complete re-creation of the live-in staffing structure in Residence Life came into effect, with 4 full-time and 1 part-time new Residence Life Managers and 4 new Mentors who provide programming and leadership to McGill’s five Living Learning Communities (Arts and Culture; Social Impact; Health and Wellness; Sustainability; the Quebec Experience).

### **Harm Reduction**

Starting in April 2014 the Harm Reduction Officer conducted an environmental scan to assess what services and support resources were already in place at McGill to effectively respond to and support people affected by sexual assault and to prevent violence from occurring on campus. From this, a series of activities were developed. These activities include the following:

- #ConsentMcGill, an annual, a university-wide, media focus educational campaign that takes place over one week in the fall semester.
- The soon to be launched **Sexual Assault Awareness and Prevention** website. This website is the first of its kind at McGill, providing community members with information on sexual violence and consent. The launch date for this website is January 2016.
- The **About Sexual Assault: How to Respond to and Support Disclosures** workshop developed with SEDE as part of SEDE’s Safer Spaces Suits

- The creation of the **Consent McGill Volunteer Team** to promote Consent McGill's work and engage community members in consent education. All volunteers are McGill students. Currently there are two teams of volunteers for the downtown and Macdonald campus.
- The **Becoming an Active Bystander** workshop was developed and launched for students.

## ANNEXE

### **More SLL accomplishments:**

- SHHS received two awards: Award of excellent from booking.com (summer business) and the Catalyst Award from Staff contribution to sustainability.
- McGill Office for Religious and Spiritual Life (MORSL) was awarded a Spirituality and Sustainability grant from the Hay Foundation.
- A new undergraduate admissions website “Your Journey Begins Here” was launched.
- Creation of two new MOOCS:
  - The Body Matters.
  - Social Learning for Social Impact: first edX course to use tools which support online group work.
- Launched the exchange and study away course equivalency online, interactive database.
- Launched the new McGill High School Community Leadership Award for grade 9 students from socio-economically underrepresented communities.
- First Internal audit conducted in ES in winter/spring 2015. Enrolment Services received the highest evaluation possible on its audit results.
- Creation of a successful online certificate program in Entrepreneurship for Aboriginals, in collaboration with the School of Continuing Studies.
- Coordination of Outdoor Advising Day, an annual event that brings advisors outside on the main campus, where students can meet faculty/school advisors and learn about advising resources in a casual and accessible environment.
- Developed and promoted throughout the residence community, the first edition of the McGill Cup.
- 96 McGill athletes were recognized as Academic All-Canadians and 211 were named to the Principal’s Student-Athlete Academic Honour Roll.
- Hosted the Fair Trade Conference.
- Conducting multiple pilot projects to extend tools available to instructors.
- Revamping of SSAO Front Line Services resulting in higher appointment capacity, faster government aid disbursements (less temporary funding interventions and reduced line-ups) and better inquiry turnaround time.
- Completed work in Molson Stadium to allow for the successful hosting of the 2015 Vanier Cup.
- Worked with the City of Montreal on the development of plans for the creation of a new sports field on the reservoir.
- Completed significant work on designs for the resurfacing of Forbes Field.
- Completed the installation of an outdoor fitness training area at Macdonald Campus.
- Implemented the Early Alert System in MyCourses.
- Welcomed second cohort of MasterCard Foundation Scholars.
- Triggered unit review process modeled on the Academic Units review program.
- Extended the ISS Pre-Arrival webinars: doubled the number of participants (showcased as Best Practice by Canadian Bureau for International Education (CBIE)).
- Developed Cousins - the Indigenous Student Mentorship Program.
- Successfully launched and implemented of the Peer Programs Network (students helping students).