

Memorandum

Deputy Provost (Student Life and Learning)
James Administration Building, Room 621
845 Sherbrooke St. West
Tel: 514 398 3109

TO: Senate

FROM: Professor Ollivier Dyens, Deputy Provost (Student Life and Learning)

SUBJECT: Annual Report of the Committee on Student Services (2016-17)

DATE: September 19, 2017

DOCUMENT #: D17-07

ACTION REQUIRED: ☒ INFORMATION ☐ APPROVAL/DECISION

ISSUE	The activities of the Senate Committee on Student Services are summarized and presented for information, in accordance with the Committee's terms of reference.
BACKGROUND & RATIONALE	<p>Key Points of which Senate should be aware:</p> <ol style="list-style-type: none">1. Student Services is in active evolution following its cyclical review in 2016. Many changes were initiated in 2016-17 that will come to fruition in coming years.2. The Committee on Student Services is playing an active role in providing a forum for discussion of ideas, and providing feedback to the Senior Director and others.3. Student members have regularly expressed the desire to enhance service provision, particularly in the area of mental health and wellness and the need for the University to invest in this aspect of student life.
PRIOR CONSULTATION	Committee on Student Services
SUSTAINABILITY CONSIDERATIONS	Sustainability implications are addressed in the various activities of the Committee.
IMPACT OF DECISION AND NEXT STEPS	No action is required.
MOTION OR RESOLUTION FOR APPROVAL	This item is presented for information.
APPENDIX	Appendix A: Annual Report of the Committee of Student Services (2016-17)

**Annual Report of the
Committee on Student Services (2016-2017)**

Key Points of which Senate should Aware:

1. Student Services is in active evolution following its cyclical review in 2016. Many changes were initiated in 2016-17 that will come to fruition in coming years.
2. The Committee on Student Services is playing an active role in providing a forum for discussion of ideas, and providing feedback to the Senior Director and others.
3. Student members have regularly expressed the desire to enhance service provision, particularly in the area of mental health and wellness and the need for the University to invest in this aspect of student life.

Background

The Committee on Student Services (CSS) advises the Senior Director (Services for Students) on the objectives and priorities relating to Student Services. CSS has a mandate to meet regularly to review Student Services initiatives based on reports from the Services Directors and Advisory Boards, formulate and promote policies in support of planning, and provide advice on budgetary matters.

Membership

The Committee has a diverse membership including representatives of Senate, Associate Deans, representatives of Student Services Directors and graduate and undergraduate student representatives from large and small Faculties and from the two McGill Campuses. The Committee has access to various resource people including the Deputy Provost (Student Life and Learning), the Associate Director, Assessment, Learning and Evaluation, Student Services and the Student Services Finance Manager.

In 2016-17 the members were:

Deputy Provost (Student Life and Learning): Professor Ollivier Dyens
Executive Director, Services for Students: Robyn Wiltshire (Interim), Cara Piperni (Interim), Martine Gauthier

Associate Dean (Student Affairs), Macdonald Campus: Professor Jim Fyles (co-Chair)

Two Directors of Student Services:

Ms. Vera Romano

Mr. Ian Simmie

Two Associate Deans (Student Affairs and/or Graduate and Postdoctoral Studies) or equivalent:

Professor Gillian Lane-Mercier (Langue et littérature françaises, ARTS; Associate Dean, Academic Administration and Oversight)

Professor Tamara Western (Associate Dean (Academic), Faculty of Science)

Three Representatives appointed by Senate:

Professor Nathalie Cooke (English, ARTS)

Professor Axel Hundemer (Mathematics and Statistics, SCIENCE)

Professor Dusica Maysinger (Pharmacology and Therapeutics, MEDICINE)

Three Graduate Students:

Jenny Ann Pura (Experimental Surgery)

Andrew Dixon (Neuroscience)

Cynthia Tang (Social Studies of Medicine)

Two undergraduate students:

Elaine Patterson (Arts)

Erin Sobot (Arts)

Macdonald Campus Student: Nihal Mandanna C.P.

Four representatives of undergraduate Student Societies (three of whom shall be from Arts, Science, Engineering, Management, or Education):

Dorothy Apedaile (Science) -Co-Chair

Muhammad (Ahmer) Wali (Medicine)

William Cleveland (Arts)

Amanda Montaque (Education)

Resource persons with voice, but no vote:

Manager, Finance, Office of the Executive Director, Services for Students: Rosella De Stefano

Associate Director, Assessment, Learning and Evaluation, Services for Students: Lina Di Genova

Secretary: Ms. Kyla Rae Hosie

Work of the Committee

In 2016-17, the Committee met on six occasions.

The meeting agendas revolved around three main issues: governance and mandate, receipt and feedback on reports and presentations, and the Innovation Fund.

Governance and mandate:

The 2016-17 academic year was of transition for Services for Students and for the Committee on Student Services. Both Co-Chairs were new to the position and to CSS, and the year started with Interim Executive Director Robyn Wiltshire (October), followed by Acting Executive Director Cara Piperni (November, December) and our permanent Senior Director who was welcomed by the Committee in January and contributed her leadership thereafter. This time of transition provided a good opportunity to continue discussion of the roles of the CSS which began in Spring 2016. The advisory role of the Committee was discussed in the first meeting with the new the Senior Director. A broader exploration of roles was the subject of a brainstorming session in the April 2017 meeting, the results of which support further discussion of Terms of Reference in Fall 2017.

Reports and presentations:

Advisory Boards: Each of the main Student Services units has a Board aimed at ensuring good communication between students and the service providers. The Boards comprise a diversity of students and key unit administrators. CSS received and reviewed reports from the following units:

- Career Placement Service (CaPS)
- Campus Life and Engagement
- Counselling Services

- Health Services
- International Student Services
- McGill Office of Religious and Spiritual Life (MORSL)
- Mental Health Service
- Scholarships and Student Aid

Workgroups: Four targeted groups were formed as part of the administrative response to the Cyclical Review of Student Services submitted in February 2016. Reports of the group formation and initial work were submitted in November 2016.

1. **Academic Matters Workgroup:** Several units across the University provide services that support academic success (e.g. Tutorial Service, Teaching and Learning Services, Office for Students with Disabilities, Academic Advising, International Student Services, Library, McGill Writing Centre). Many Faculties and Departments also offer such services. This working group has initiated a process to create a framework that will draw these services into closer collaboration and better service efficiency.
2. **Collaborations Workgroup:** Student Services is a multifaceted organization with many units, and many collaborations between units and between units and other organizations within and beyond McGill. The complexity of the collaborations is confusing and gaps and duplications are possible. This group has begun a mapping project to provide a more tractable framework for recognizing and fostering collaborations.
3. **Human Resources Matters Workgroup:** Student Services engages a diverse group of employees in many roles entailing many needs. This workgroup is clarifying and will propose initiatives to foster the well-being and professional development of Student Service employees to ensure effective service delivery.
4. **Mac Matters Workgroup:** The Macdonald Campus is small and intimate, but distant from the student services on the Downtown campus. This presents both interesting opportunities and challenges. This workgroup has conducted a formal survey of students and is working on several initiatives to better provide services on the Macdonald Campus.

Budget: The Student Services budget continues to be of considerable interest to CSS and to its student members in particular. Ollivier Dyens, Deputy Provost of Student Life and Learning, made presentations regarding budgetary matters to CSS at three meetings during the year. These were very helpful to allow CSS to appreciate the opportunities and constraints presented by the budget. The issue of the use of accumulated surplus and the need to avoid committing these funds to ongoing expenses was well discussed. The overhead fees on the budget charged by the University is a continuing point of contention.

Wellness Initiatives Presentation: Acting Senior Director Cara Piperni presented to CSS plans and initiatives under way in Mental Health and Counselling Services. Highlights include work toward a care model based on ‘stepped care’ in which many ‘low level’ support services are provided to encourage students to understand their needs and select, with the support of professional staff, the types of services that would be most suitable, leading to ‘higher level’ counsellor or therapist care when necessary. The traditional model has provided only ‘high level’ care which is not needed or appropriate for many students. A supporting initiative involved reorganizing and training staff and renovation of space to combine counselling and mental health services into a single access point.

Innovation Fund

The Student Services Innovation Fund is a program targeted at stimulating and providing seed money for new innovations in student services. The program began in May 2015 and has funded or committed funding to 20 projects. In 2016-17, CSS reviewed progress and/or final reports for the following projects funded in 2016:

- Peer Programs Network “Students helping Students” (Campus incubator model)
- ExL Reflection App (in support of experiential learning)
- Student Information Services Network (to enhance communications to students re; services)
- Off-Campus and Commuter Student Support
- Wellness Recovery Action Planning (WRAP)

With project results emerging, the needs for project evaluation and planning for sustainability were brought into focus. Funding was allocated to the Assessment, Learning and Evaluation unit of Student Service with a request to provide tools and leadership in this area.

The budget remaining for allocation in 2016-17 was sufficient to support a small funding competition. Hence, a call for proposals was widely circulated to the student and Student Services communities in October/November and for proposal submission in January 2017. Three proposals were reviewed, two were returned to the proponents for further consideration and revision. Ultimately, two projects were funded:

- ISS Transition Out Program
- Wellness Recovery Action Planning (WRAP) Extension

For further information, minutes of all CSS meetings are available at

<http://www.mcgill.ca/studentservices/about/css>