

# Memorandum

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**TO:** Senate

**FROM:** Professor Fabrice Labeau, Interim Deputy Provost (Student Life and Learning)

**SUBJECT:** Annual Report of Student Life and Learning (2017-18)

**DATE:** January 16, 2019

**DOCUMENT #:** D18-37

**ACTION REQUIRED:** ☒ INFORMATION ☐ APPROVAL/DECISION

<b>ISSUE</b>	The Annual Report of Student Life and Learning (2017-18) is presented for information.
<b>BACKGROUND &amp; RATIONALE</b>	The Annual Report on Student Life and Learning is meant to provide Senate with an update on the activities of this important area of the University. The report highlights a number of initiatives recently undertaken to improve services to students at McGill.
<b>PRIOR CONSULTATION</b>	None.
<b>SUSTAINABILITY CONSIDERATIONS</b>	Sustainability factors inform the planning and implementation of initiatives in support of student life and learning.
<b>IMPACT OF DECISION AND NEXT STEPS</b>	The Report will be presented to the Executive Committee of the Board of Governors on March 28, 2019.
<b>MOTION OR RESOLUTION FOR APPROVAL</b>	This item is presented for information.
<b>APPENDICES</b>	Appendix A: 2017-2018 Student Life and Learning Report to Senate





# 2017-2018 STUDENT LIFE AND LEARNING REPORT TO SENATE JANUARY 2019

1	A high-level overview of SLL .....	2
2	Overview of SLL and Unit activities .....	3
2.1	The Office of Deputy Provost (Student Life and Learning) (ODPSLL) .....	3
2.2	Enrolment Services (ES) .....	3
2.3	Student Services (S2) .....	3
2.4	Student Housing and Hospitality Services (SHHS) .....	4
2.5	Teaching and Learning Services (TLS) .....	4
2.6	The Office of the Dean of Students (ODoS) .....	4
2.7	Athletics and Recreation (A&R) .....	4
3	Specific changes in 2017-2018 academic year .....	4
4	The McGill Commitment .....	5
5	APPENDIX - Specific activities and achievements in 2017-2018: .....	6
5.1	Enrolment Services .....	6
5.2	Student Services .....	7
5.3	Student Housing and Hospitality Services (SHHS) .....	8
5.4	Teaching and Learning Services (TLS) .....	11
5.5	The Office of the Dean of Students (ODoS) .....	12
5.6	Athletics and Recreation .....	13

# 1 A high-level overview of SLL

Student Life and Learning at McGill is comprised of the following the Office of the Deputy Provost (Student Life and Learning), overseeing 6 units:

1. Enrolment Services and the Registrar (Anna Walsh/Jocelyne Younan in 2017-2018);
2. Student Services (Martine Gauthier);
3. Student Housing and Hospitality Services (Marisa Albanese);
4. Teaching and Learning Services (Laura Winer);
5. Office of the Dean of Students (Christopher Buddle);
6. Athletics and Recreation (Marc Gelinas).

SLL has two types of units, classified as per their main type of funding:

- 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 Student Life and Learning.

Under the guidance of the Deputy Provost (Student Life & Learning), SLL has articulated its vision, mission and values during the 2015-2016 year, and they are reproduced here for completeness.

## Vision

Unifying life and learning to nurture, inspire and guide our community throughout the 21st century journey.

## Mission

McGill's Student Life and Learning is student-centered, cultivating engaging, inclusive and diverse communities that facilitate and support intellectual, professional, and personal growth.

We strive for innovative ways to ensure the best, most rewarding, and healthiest McGill experience. We create an environment where students can explore their world, discover their purpose and reach their goals.

## Values

- **Honest** - We are authentic, open and respectful, and inspire trust amongst students, faculty and staff.
- **Compassionate** - We are genuinely concerned about our students and staff and are committed to supporting their intellectual, physical, and emotional wellbeing.
- **Creative** - We encourage inventiveness and imagination. We are open to new ideas and ways of doing things.
- **Bold** - We do not shy away from questioning our most basic and long held assumptions.
- **Diverse** - We strongly believe that differences amongst people, ideas, and cultures enrich the student experience. We are committed to providing programs and services, which are inclusive and reflective of McGill's diverse community.

- **Responsive** - We anticipate the needs of students, staff and faculty. We are committed to respond in a timely manner, while taking the necessary time to offer a thorough, positive response.

## 2 Overview of SLL and Unit activities

### 2.1 The Office of Deputy Provost (Student Life and Learning) (ODPSLL)

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:

- Advocating for student's rights and responsibilities.
- 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 Student Life and Learning (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.

### 2.2 Enrolment Services (ES)

ES serves prospective students, alumni, the general public, current students, post docs, research trainees, and many academic and administrative units each year. Annually, over one hundred thousand people are served at Service Point, fifty thousand applications for admission are handled by the Admissions team, over twenty thousand students are admitted, hundreds of recruitment events and visits are conducted, and over fifteen thousand prospective students and their families visit campus and take a tour. In addition, many academic colleagues and units receive ongoing services from ES, including class and exam scheduling, room booking, academic record-keeping, convocation ceremonies and diploma production, responsiveness to very sensitive and complex student cases, support developing and implementing new academic programs, registering students, editing and publishing the eCalendar, managing secure access to many systems, government enrolment reporting, and providing ad hoc reports of data to many people across the University.

### 2.3 Student Services (S2)

Student Services promote and support student success and well-being. Student Services is comprised of the following departments:

- Campus Life and Engagement
- Career Planning Services'
- First Peoples' House
- Office for Students with Disabilities
- Counselling and Mental Health Services
- International Student Services

- Student Health Services
- Office of Religious and Spiritual Life
- Scholarships and Student Aid
- Tutorial Service

## 2.4 Student Housing and Hospitality Services (SHHS)

Student Housing and Hospitality Services (SHHS) is a self-financing, mixed business model, comprised of self-operated locations and services managed by third parties. 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.

## 2.5 Teaching and Learning Services (TLS)

TLS strives to make McGill a community of people who love to teach 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.

## 2.6 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; support for Indigenous students; and the Mentoring Across McGill Program. Furthermore, ODOs coordinates a number of external awards and recognition for students, including Forces AVENIR and Rhodes.

## 2.7 Athletics and Recreation (A&R)

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.

# 3 Specific changes in 2017-2018 academic year

Section 5 below contains a more exhaustive list of specific unit achievements in 2017-2018, including operational and programmatic improvements. At the level of SLL, some significant changes occurred during the reporting period, namely:

- transfer of a portion of the international portfolio over to the Office of the Associate Provost (International);

- start of a comprehensive review of the scope and orientation of the Student Life and Learning portfolio and appointment of an Interim Deputy Provost.

## 4 The McGill 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 ensures 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 provide experiential opportunities, and opportunities for developing career-enhancing professional skills.

The McGill Commitment has funded the following activities and initiatives:

- \$1.2M for graduate students' mobility
- \$1.8M in financial aid for students to take part in Enriched Educational Opportunities (EEOs)- <https://www.mcgill.ca/studentaid/special-funding/eeo>
- \$1.5M so Faculties can create more EEOs
- \$1.5M to GPS to create PhD Internships
- \$400K for McGill Work Experience program
- Skills Development Program
- Labs without borders (Faculty of Science)
- *MyPath* development through GPS
- French Summer Immersion pilot for international students

## 5 APPENDIX - Specific activities and achievements in 2017-2018:

### 5.1 Enrolment Services

#### 5.1.1 Recruitment, Admissions, Diversity, and Access

- McGill Summer Academy (Year 2): 104 students (24 Canadian, 42 USA, 38 Overseas) participated in this recruitment activity targeting Grade 10 and 11 high school students; 2-week program with a mix of academics, life as a McGill student on campus and in Montreal. This continues to be a popular program with prospective students and families and was full within 48 hours of opening registration
- McGill (Year 3): An all-day event for Quebec high school students which introduces them to university life and learning. This fun and inspiring day includes two educational workshops (examples: making ice cream in the Chemistry Lab, building a catapult with POWE Engineering students) and lunch on our downtown campus. In 2018, we coordinated 6 Explore days. Within 4 weeks of opening registration, all 6 events were full, for a record high of 578 students from 16 schools (11 French schools and 5 English schools). The majority of participating schools were located in Montreal, however we also hosted schools from Drummondville, St-Bruno, Mirabel and St-Jérôme. This year we added a U.S. Thanksgiving Edition that had over 400 prospective students and their parents attend.
- Successful coordination of the admissions process for the on-reserve Bachelor of Education program offered in partnership with Kahnawake (23 Indigenous students admitted in record time)
- Implemented the uApply conditions of admission project to allow for more transparency with applicants about the status of pending admission conditions. Information about what documents are needed and the status of the condition will now be updated more frequently. These changes will allow for more accurate warnings and holds to be applied to student records as well as for quicker release of fellowship and award funding when all conditions of admission have been cleared.

#### 5.1.2 Student Records and Exams

- The Fall Deferred Exam period was changed from a 2-day period at the end of the Winter Exam period (late April/May) to a 3-day period during the Winter Study Break (early March). There has been a significant increase in the number of deferred exam requests over the last few years and the new period allows the exam team to create a better schedule for students. Students no longer wait 4 months to write their deferred exam(s) and they do not have to write their deferred exam(s) after writing final exams for their winter courses.
- Instructors may now submit exams electronically using the secure final exam submission functionality within *MyCourses*. These supports setting individual deadlines for departments, reduces paper consumption, and makes the exam submission process more convenient for each individual instructor.
- The *ES Final Exams, Student Records, & Graduation and Convocation* websites were completely revamped, and many paper forms were converted to web forms.
- New agreements with electronic document providers have permitted ES to receive transcripts and other documents electronically and securely.
- The Academic Integrity Tutorial for undergraduate students is now available in Minerva, ensuring that it is completed at the start of their academic program.



### 5.1.3 Student Experience

- Service Point Tier1 Call Centre pilot project established its effectiveness by dropping response wait times by 82% while employing financially-needy students under the Student Aid work-study scheme.
- *Milestones* and *DegreeWorks* for graduate students was fully launched. Graduate students now have online access to monitor their degree evaluation toward completion and to create an academic plan by placing required courses on a timeline.

### 5.1.4 Class Scheduling

- Implemented software for pilot departments across different faculties to allow for more streamlined and efficient collection of data required for the class scheduling process, leading to optimization of final scheduling for students, professors, Units, and Faculties.
- Providing ongoing support to the SSMU executive during renovations to the SSMU University Centre building to facilitate the booking of space for student clubs, services and groups across campus. This has involved reviewing the temporary booking request process and working together to make the process more efficient, meeting weekly with the SSMU VP student life to escalate and solve any issues, coordinating with various university stakeholders who have useable space to ensure that the required space is found in a timely manner.
- On July 13, 2018, the McIntyre Medicine Building fire resulted in the relocation of all classes and events that use classrooms in McIntyre until early September. Enrolment Services played a key role in planning for recovery from this emergency.

### 5.1.5 Enrolment Funding

- The GDEU (*Gestion des données sur l'effectif universitaire*) platform has been updated on numerous occasions this past year in order to reflect ministry specification changes and improve the reporting structure to maximize our funding.
- Successfully passed the annual GDEU government student records audit.

## 5.2 Student Services

- Increased support to students living with disabilities
  - Increased access for McGill students to low cost testing for learning disabilities. Learning Assessment Service launched in fall 2017 providing a low-cost option (1/3 market value) to McGill students seeking ADHD and Learning Disability Assessments. Partial cost recovery. Collaborated with the Scholarships and Student Aid Office to create an interest-free, short-term loan program for students who have difficulty paying upfront costs.
  - Increased quality and quantity of exam accommodations space for students with disabilities with dedicated test centre space.
  - Successful recipient of sustainability grant: McGill Campus Disability Navigation Map (Delivery: Summer 2019) in partnership with McGill Geographic Centre
- Responded to increased institutional demand for student mental health services; Created a platform for campus dialogue and action around student health and wellness
  - Decreased wait-times to access a mental health clinician from four-to-six months to four weeks.
  - Health and Wellness Report to Senate (March 2018)

- S2 Response to the H&W Report to Senate: Student Mental Health Action Plan Proposal
  - Secured \$1M from Rossy Family Foundation for Rossy Student Wellness Hub renovations
- Created and launched the Enriched Educational Opportunities (EEO) Bursary Program, to enable students with demonstrated financial need to participate in high quality field semesters/courses, unpaid internships and research opportunities.

## 5.3 Student Housing and Hospitality Services (SHHS)

### 5.3.1 Safety and Security in SHHS

- A new Protection Services sub-unit was created in FY18 to address security in Residence Hall buildings.
- Completed security audits of Carrefour Sherbrooke, La Citadelle, Solin Hall and MORE Houses (3464 Hutchison, 3575 University, 3473 University, 3481 University , 3559 University, 3601 University, 3643 University, 3647 University, 3654 University).
- An Associate Director, Protection was hired in FY18 to provide guidance and direction of comprehensive safety strategies, programs and services to the Residence community, improve standards for the protection, security and maintenance of the unit's property as well as act as a liaison between SHHS and Campus Public Safety.
- A full-time Fire Prevention Officer has been assigned to SHHS by Campus Public Safety to ensure the implementation of fire safety measures in the Residences and dining halls. The fire prevention officer is also responsible to provide fire safety training programs to staff and students.
- A Protection Supervisor was hired at the end of April 2018. The Supervisor provides professional oversight of SHHS Night Stewards and performs evening patrols of the MORE residences situated on University Street, Pine Avenue, Peel Street and Mountain Street.
- SHHS hired 2 additional Night Stewards for Upper Residences which includes 2 extra shifts on the weekends from 9 am to 9 pm. The goal is to provide additional security coverage per building during the evenings. Each Night Steward is tasked with performing several rounds of the building throughout the evening shift; providing support to the other Night Stewards in the area and to floor fellows; providing access control; enforcing the rules and regulations of the residence; and documenting and informing management of incidents within their respective residences.
- A PTZ camera was installed on McConnell Hall rooftop.
- The perimeter fence, which separates Mount-Royal from Upper Residences, has been repaired and signage has been added to declare that it is McGill property.
- At Solin Hall a new exterior fixed camera was added to the South wall in order to view the South entrance as well as the secondary entrance to the Annex; a camera above the East entrance was relocated to the corner of the building in order to be able to view the laneway; the apartment intercom system feature has been disabled thus eliminating unauthorized entries.
- At NRH the security lighting has been repaired which is directly linked to residents personal safety.
- Six speed bumps and speed bump signage were installed at Upper Residences along with four crosswalk markings and three handicap crossing markings.
- The fire panels at RVC, Molson, Douglas and BMH have been changed to the latest models.

### 5.3.2 Residence Life

- A reorganization of Residence Life, Admissions and Communications continued in FY18 with a renewed focus on student support and engagement, professionalization of the Residence Life Management team and improved customer service.
- An Associate Director, Residence Life was hired in April 2018 with the mandate to oversee the entire Residence Life team including all live-in and live-out Residence Life Managers (6) and floor fellows (80).
- SHHS increased support by hiring a 2nd Residence Life Manager for Upper Residence.

### 5.3.3 Housing Facilities

- Completed the renovation of floors 2 – 5 in New Residence Hall.
- Replaced the existing large commercial hoods in the kitchen as well as the mechanical equipment serving the kitchen ventilation system at Bishop Mountain Hall, while increasing the fresh air make-up to meet code requirements. The work necessitated the replacement of the ceiling and by extension the lighting for the entire kitchen.

### 5.3.4 Information Technology & Finance

- SHHS's IT group enhanced the OneCard by:
  - An authentication using McGill username and password
  - Adding the entire McGill community to participate in the OneCard program, not just students living in residences
  - More secure PCI-compliant purchase form for the OneCard dollars
  - Public web form for anyone to purchase OneCard dollars for a student (not just a parent)
  - Elimination of PIN numbers for logging into the OneCard website
  - More detailed reporting on meal plan transactions and accommodations
- The IT group replaced all the various technologies for the digital displays in the dining halls and residences with a single very cost-effective solution using android powered devices and a single point of management.
- The IT group managed the installation of 40 new and upgraded administrative workstations for Housing and Food Services.
- Another project that the IT group embarked on was the implementation of Kronos version 7, time, attendance, and scheduling for the dining halls which represented a huge step in the elimination of paper punch clocks in favor of using RFID technology contained in a McGill ID card. This RFID technology is also used for the meal plan management, hence, we managed to leverage this technology to date.
- The finance and administration area purchased the Avantax software to generate and submit 3,600 RL-31 housing Tax slips for every tenant (downtown and Mac campus) living in McGill buildings.
- New partners joined our off-campus OneCard program

### 5.3.5 Housing Admissions and Customer Service

- During the summer of 2017, demand for residence rooms outstripped supply. To fulfill our promise of accommodating all new incoming students, it became apparent that we had to secure additional housing for the upcoming academic year. After exploring the possibilities available, a deal was struck with EVO on Sherbrooke Street across from our Carrefour Sherbrooke residence. Although not ideal, the location of the building allowed us to offer the students assigned to EVO the same residence life support and programming as our other undergrads. We also secured two complimentary rooms for our floor fellows that would be supporting our students in EVO. By move-in weekend we had reserved two floors at EVO for a total of 156 beds (including 2 floor fellow rooms) for the upcoming academic year. Because of the close proximity of the building to the campus and the fact that there was no retail dining facility in the location, all of these rooms were assigned a regular mandatory meal plan.
- In collaboration with Residence Life and Campus Life and Engagement, we developed the *Life Beyond Residence* event to help students prepare and plan for life after their departure from McGill Residence. The function behind the event was to provide a much-needed resource of finding information about living off-campus and to re-introduce them to the services available throughout McGill University to facilitate their transition to independent living. The event was a huge success that drew over 500 students to both the service fair and workshops held at New Residence Hall in February 2018.
- Created a move-in committee with representatives of all SHHS sub-units. The goal of the committee was to examine all processes and procedures of the planning and execution of move-in week-end activities and events. All move-in activities and events were reviewed, and deficiencies and inconsistencies were identified. Move-in activities included Parents Tent, move-in free meal, the pre-arrival communication plan to students, room inspections and preparedness, welcome bags, security needs, check in process. At the end, we were able to provide specific recommendations to the individual sub-units that would improve the overall experience of all students moving into residences in August 2018. The committee will continue its work in FY19 to further refine our services offered to incoming students.

### 5.3.6 Marketing & Nutrition

- The marketing team produced a new Residence Community Living Guide for both downtown and MAC resident students after a thorough revision was done with the Residence Life team.
- Created a new SHHS Open House Committee with representatives from Residence Life, Customer Service, Food Services and Housing. The committee developed and implemented a new model to improve and better promote our services to prospective students and their parents on Open House.
- Supervised a post-graduate nutrition student from the School of Dietetics and Human Nutrition with her Applied Master's nutrition project. The main objective was to use effective nutrition interventions targeted towards changing eating behaviors of resident students at RVC and NRH using the SPE (*Sanitas Per Escam*) certification. The report was presented at Mac Donald Campus at the Post Graduate Nutrition Colloquium.
- Launched an online Food Services satisfaction survey in collaboration with Analysis, Planning and Budget.

- Planned and executed a whiteboard campaign to collect feedback from the McGill community of specific retail locations and BMH dining hall. Collaborated with management students who helped promote and engage with students. The feedback was useful in providing qualitative data which supplemented quantitative data of the on line survey.

### 5.3.7 Food and Dining Services

- Food Services continued to work with Mac Farm in FY18. SHHS purchased over 12,000 kg of Mac Farm produce, 2,000 kg of apples, 2,200 kg of peppers, 2,700 kg of onions, 2,900 kg of tomatoes, along with 200,000 Mac Farm eggs.
- Spent \$3.3M on food grown, produced or transformed in Quebec.
- Introduced Quesada at the Carrefour Sherbrooke Dining Hall.
- Hosted the inter-university Student Iron-chef competition among Canadian and American universities (University of Massachusetts Amherst, Carleton University, University of Ottawa, and the University of Toronto).

### 5.3.8 Conferencing Services and Summer Accommodations

- Organized several major conferences at New Residence Hall including the:
  - Skin Research Conference (Faculty of Medicine)
  - Connective Tissue Society Conference, Conference catalysts
  - Brace Centre for water Resources Management
  - 2<sup>nd</sup> International Conference Christianson Syndrome
  - ISMC Biennial National Conference
  - Digital Media Academy (Sept 29 to Oct 18)
  - 2 McGill Engineering Career Fairs
  - McGill Health Fair in October of 2017.
- FY18 was a record year for film shoots on campus. 6 major productions were shot at the university. Proceeds from these projects were shared with the Faculty of Law, Faculty of Arts, Faculty of Engineering, Faculty of Music, Redpath Museum and Athletics and Recreation.
- Summer Accommodations continued to expand mainly through an increase in group sales and our partnership with Booking.com.
- Our continued partnership with Renaissance at move-out has helped this organization recover unwanted goods from our students (clothing, household items, books, etc.) so they can be repurposed by others. In Renaissance's annual report for 2017-2018, McGill was thanked for having contributed to their record year of store openings and helping them develop new avenues in pursuit of their mission.
- SHHS worked in collaboration with Travel Services and Procurement Services to finalize a call for tender for the McGill Official Hotels Program.

## 5.4 Teaching and Learning Services (TLS)

### 5.4.1 Student skills portfolio gaining traction

- Undergraduate: Launched SKILLS21
- Graduate: 3MT - hosted CAGS Eastern regional competition

### 5.4.2 Increase in support to instructors

- Developed and delivered comprehensive package to support instructors with peer assessment of teamwork
- Increase and diversification of support options: webinars, workshops, drop-in sessions
- Provided instructional design support for blended, flipped, online courses in more Faculties

### 5.4.3 Increase in Faculty partnerships, beyond long-standing Engineering relationship:

- Development, with the Faculty of Arts, a toolkit to support instructors in building a sense of community in the classroom
- AAU-funded research project: (STEM collaboration with Engineering and Science)
- Planning for new partnerships with Fac. of Science, Fac. of Management

### 5.4.4 Support for expanding learning environments

- Upgraded myCourses to new interface
- Increased new tools for instructors by expanding ecosystem of third-party learning technology tools
- Bringing ALC (Active Learning Classrooms) affordances to other classrooms (movable tables/chairs, whiteboards around rooms, etc...), notably Macdonald Eng 279/280 - Chancellor Day Hall 101/102
- New Active Learning Classroom, Arts 150, now the largest on campus at 88 students

## 5.5 The Office of the Dean of Students (ODoS)

- Policy work: Revisions to the Code of Student Conduct and Disciplinary Procedures, expected to be approved in January 2019. This was significant work as this is one of the most frequently used policies at McGill, and is a critical document with respect to outlining our expectations of students. We also took a leadership role in developing [interim guidelines for cannabis](#) use at McGill, and have begun work on a new McGill policy related to involuntary leave of absence.
- Residence Hall Project: Oversee and deliver a newly designed “Rez Project” (with collaboration and support across-campus): the Fall version of the workshops focused on concepts related to consent and gender, inclusive language, and community living. The realignment of Rez Project was deemed a priority by the [Principal’s Task force on Respect and Inclusion in Campus Life](#). We had increased budget and support which allowed us to hire and train facilitators (facilitators received about 40 hours of training). The Fall’s workshop reached over 2,000 students living in Residence Halls – we had about 63% turnout, which is remarkable given that the workshops were no longer framed as mandatory. Feedback has been very positive, from participants, and all others involved.
- Making a Martlet: Oversee and deliver of the “[Making a Martlet](#)” workshop, delivered to all incoming Residence Hall students (Fall 2018) – approximately 2,000 students received this in-person workshop, which included content on consent, student rights and responsibilities, and building an inclusive environment at McGill.

- Improved Student Case Management: in addition to having a student affairs case manager in the office, we have formalized our [case management services](#) more generally, and have in place a crisis management team, labelled the [Integrated Student Support Team](#) (ISST), which meets weekly as required. We help students, daily, and work with all campus partners to support students and facilitate solutions to problems.
- Sexual Violence: the office has been involved with revisions to the Policy Against Sexual Violence, but also continues to oversee and support McGill's [Office of Sexual Violence Response, Support & Education](#), and its two employees. We were also involved with ongoing discussions with student societies and other stakeholders around evolving process on reporting, including hiring McGill's Special Investigator (Sexual Violence)
- Communications: Overall ODOS has worked to increase accessibility to students and engagement with students. This includes a suite of activities, including a new website, updated "[Helping Students in Difficulty](#)" folder, and a new handbook for disciplinary officers.

## 5.6 Athletics and Recreation

- Provided recreational opportunities for McGill students, staff and the community. Campus Recreation registration for the year featured 738 intramural teams (involving 9196 players) and 5477 participants in program courses, including 1787 staff in popular lunchtime activities.
- Athletics and Recreation designed and implemented and evaluated comprehensive anti-hazing education program for all varsity athletes. Pre and post test results indicated significantly increased understanding of what constitutes hazing as well as reduced tolerance for same.
- Varsity Program was proud to feature 202 athletes on the Principal's Academic Honor Roll and 107 Academic All-Canadians, all while collecting 6 league titles, 12 trips to national championship competition and 2 national crowns.