



Memorandum

Deputy Provost (Student Life and Learning)
621 - James Administration Building
845 Sherbrooke St. West
Tel: 514-398-3109 | Fax: 514-398-3576

TO: Senate
FROM: Prof. Ollivier Dyens, Deputy Provost (Student Life and Learning)
SUBJECT: Annual Report of the Committee on Student Services (2013-2014)
DATE: September 17, 2014
DOCUMENT #: D14-03
ACTION REQUIRED: INFORMATION APPROVAL/DECISION

ISSUE: The annual report of the Committee on Student Services (2013-2014) is presented to Senate, in accordance with the Committee’s terms of reference, for information.

BACKGROUND & RATIONALE: The terms of reference for the Committee on Student Services stipulate:
[Committee on Student Services] is a Standing Committee of Senate that advises the Executive Director, Services for Students, on the objectives and priorities relating to Student Services and that receives and reviews reports regarding Student Services.

The Committee shall report to Senate annually.

The Report is delivered in accordance with the Committee’s Terms of Reference and provides an overview of the issues that the Committee addressed during the 2013-2014 year and its plans for 2014-2015.

MOTION OR RESOLUTION FOR APPROVAL: N/A

PRIOR CONSULTATION: The annual report was approved by the Committee on Student Services.

NEXT STEPS: N/A

APPENDICES: Appendix A: Annual Report of the Committee on Student Services (2013-2014)

**Committee on Student Services (CSS)
2013-2014 Annual Report**

Committee on Student Services**Terms of Reference**

The Committee on Student Services (CSS) is a Standing Committee of Senate that advises the Executive Director, Services for Students, on the objectives and priorities relating to Student Services and that receives and reviews reports regarding Student Services.

Specific Areas of Responsibility

The Committee shall:

1. Formulate broad policies with regard to student services including short, medium and long-term planning;
2. Review initiatives to enhance the quality of Student Services;
3. Advise the Executive Director of Services for Students on budgetary priorities;
4. Receive Annual Reports from Services' Advisory Boards early in the Winter term;
5. Receive Annual Reports from the Directors of Services in the fall term;
6. Meet at least four times during the academic year and report annually to Senate.

Composition

Deputy Provost (Student Life and Learning)

Executive Director, Services for Students

Associate Dean (Student Affairs) Macdonald Campus

Two Directors of Student Services

Two Associate Deans (Student Affairs) or equivalent

Three representatives of Senate (appointed by Senate on the recommendation of Senate Nominating Committee)

Three graduate students

Two undergraduate students

One student representative of Macdonald Campus

Four undergraduate students representing undergraduate Student Societies (three of which shall be from Arts, Science, Engineering, Management or Education)

Committee Secretary

Upon the recommendation of Nominating Committee, Senate shall designate one of the Associate Deans or Representatives of Senate as a co-chair; the members of the Committee on Student Services shall select the other co-chair from among its student members.

Resource persons with voice, but no vote:

- Manager, Finance and Systems, Office of the Executive Director, Services for Students
- Manager - Student Assessment, Student Services

Source: Senate Minute 6, September 12, 1973

Amendment: Senate Minute 11, September 30, 1987

Senate Minute 12, December 1, 2004

Senate Minute 12, November 16, 2005

Senate Minute 7, November 15, 2006

Senate Minute 8, May 23, 2007

Senate Minute, May 21, 2008

Senate Minute IIB4.2, May 20, 2009

Senate Minute IIB3, February 19, 2013

Membership (3-year renewable terms)

1. Ollivier Dyens, Deputy Provost (Student Life and Learning)
2. Jana Luker, Executive Director of Services for Students
3. David J. Lewis, Associate Dean (Student Affairs), Macdonald Campus

Two Directors of Student Services:

4. Vera Romano
5. Ian Simmie

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

6. Laura Nilson, Associate Dean, Graduate and Postdoctoral Studies (Department of Biology) – 2014 [**Committee Co-chair**]
7. Aisha Topsakal, Assistant Dean (Student Life and Learning), Faculty of Law – 2014

Three Representatives appointed by Senate:

8. Gregory Brown (Biology, SCIENCE) – 2016
9. Lucyna Lach (Social Work, ARTS) – 2016
10. Dusica Maysinger (Pharmacology, MEDICINE) – 2016

Three Graduate Students:

11. Carter Li (Medicine)
12. Jim Avik Ghoshdastidar (Science) [**Committee Co-Chair**]
13. Elizabeth Cawley (Medicine)

Two Undergraduate Students:

14. Katie Larson
15. Guillaume Blais

Macdonald Campus Student:

16. Jiawen Zhou/ Mr. Cameron Butler

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

17. Stefan Fong (Arts)
18. Morgan Grobin (Engineering)
19. Tony Liu (Management)
20. Erin Sobat (Arts)

21. Lauren Mundy, Secretary

Resource persons with voice, but no vote:

Manager, Finance and Systems, Office of the Executive Director, Services for Students (Wes Cross)

Manager – Student Assessment, Student Services (Lina Di Genova)

Report on CSS Activities 2013-14

The Committee met on seven occasions, with the following issues being addressed:

Innovation Fund

The committee suggested creating an Innovation Fund from the Student Services' contingency fund. Projects submitted by units within Student Services would be considered.

A draft terms of references and the application process for the Innovation Fund was discussed. Further review of the submission process for projects is scheduled for the 2014-15 academic year.

Summer Fee Structure

The concern over the current Summer Fee structure was that services over the summer are being made available to students who have not paid an appropriate fee. Currently, services in the Summer are offered to those who paid the Winter term fee but not to those who pay the full year fee.

A working group comprised of four members of CSS (two staff and two student representatives) met to review the current Summer Fee structure and reported back to CSS.

Some potential suggestions discussed by the working group were: implementation of a summer session fee to open the services up to all students during the summer; simplify the fee structure to one standard fee for all students; and allow students the choice to opt-in or opt-out of the Student Services fee but this would have tax implications that would impact all students.

The committee suggested that further consultation was required.

Service Presentations

The Director of Mental Health Services, Dr. Robert E. Franck, presented to the Committee on Nov 21, 2013.

Dr. Franck presented some statistics on the number of staff and the gender ratio of the students who use the service.

Some usage statistics as noted by Dr. Franck: 60% of their clientele are female, while 40% are male; 15% have an existing prescription for medication; a third of the clientele were referred by Student Health Services; 80% live on campus; 30% are international students, mostly from the U.S.

The waiting period for a regular appointment with a physician was indicated by Dr. Franck as the most pressing concern within the unit. The goal was to reduce the wait period from 2-3 weeks down to one week.

Many appointments in Mental Health Services are solely to get a medical note, which is a contributing factor for the length of the waiting period.

Annual Reports from Services' Advisory Boards

The Committee received reports from the Services' Advisory Boards, summarizing the topics discussed at their meetings during the 2012-2013 academic year.

The service units in Student Services use the Advisory Boards as a means of consultation, where students and staff meet to discuss objectives and ad-hoc issues.

Objectives from Service units

The objectives for 2013-14 from the Service units were circulated to the committee and summarized by the Executive Director of Services for Students. The objectives, which are aligned with the Strategic Plan and with recommendations of the Advisory Boards, are available online on the Student Services website: www.mcgill.ca/studentsservices/about/strategicplan.

Plans for 2014-2015

Seven meetings are scheduled for the 2014-2015 academic year.