



Memorandum

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

TO: Senate

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

SUBJECT: Annual Report of the Committee on Student Services (2017-18)

DATE: September 12, 2018

DOCUMENT #: D18-03

ACTION REQUIRED: INFORMATION APPROVAL/DECISION

ISSUE The annual report of the Committee on Student Services (CSS) is presented for information.

BACKGROUND & RATIONALE The report includes a summary of the activities of the CSS and is presented in accordance with the Committee’s terms of reference.

Key points:

- 2017-18 was a year of development and transition for Student Services, with considerable discussion of the nature of student health and wellness and the ways in which University can act for their enhancement.
- The unfolding Rossy Student Wellness Hub (and the implementation of the collaborative care model) will bring new ways in which to meet the needs of students.
- CSS meetings revolved around four main issues: generating a shared understanding of Student Services and its context to support advice given to the Executive Director; receipt and feedback on reports and presentations; mandate and Terms of Reference; and the Innovation Fund.

PRIOR CONSULTATION N/A

SUSTAINABILITY CONSIDERATIONS Sustainability implications are addressed in the various activities of the Committee.

IMPACT OF DECISION AND NEXT STEPS N/A

MOTION OR RESOLUTION FOR APPROVAL This item is presented for information.

APPENDICES Appendix A: Annual Report of the Committee on Student Services (2017-18)

**Senate Committee on Student Services
Annual Report for 2017-18**

Report written by: James Fyles, Associate Dean, Student Affairs & Co-Chair, Committee on Student Services

Highlights

2017-18 was a year of development and transition for Student Services, with considerable discussion of the nature of student health and wellness and the ways in which the University can act for their enhancement. The unfolding Rossy Student Wellness Hub (and the implementation of the collaborative care model) will bring new ways in which to meet the needs of students.

Background

The Committee on Student Services (CSS) advises the Executive Director 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 Service 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, Student Services Directors and graduate and undergraduate students 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 Finance Manager, Student Services.

In 2017-18 the members were:

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

Executive Director, Services for Students: 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:

Maryam Tabrizian (Associate Dean (Research and Graduate Studies), Faculty of Dentistry)

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

Three Representatives appointed by Senate:

Professor Axel Hundemer (Mathematics and Statistics, SCIENCE)

Professor Dusica Maysinger (Pharmacology and Therapeutics, MEDICINE)

Professor Jacqueline Leclair (Music Performance, MUSIC)

Three Graduate Students:

Jenny Ann Pura (Experimental Surgery)

Freddy Lee (Neuroscience/PGSS Health Commissioner)

Ms. Saumeh Saeedi (Human Genetics)

Two undergraduate students:

Jemark Earle (MUSIC)
Ahmer Wali (MEDICINE)

Macdonald Campus Student:

Césarée Morier-Gxoyiya (Agro-Environmental Sciences)

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

Isabelle Oke (Linguistics, ARTS)
Isabella Anderson (Political Science, ARTS) - *Co-Chair*
Richard Mansdoerfer (Electrical Engineering, ENGINEERING)
Alyssa Wooster (Psychology, SCIENCE)

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 2017-18, the Committee met on six occasions.

The meeting agendas revolved around four main issues: generating a shared understanding of Student Services and its context to support advice given to the Executive Director; receipt and feedback on reports and presentations; mandate and Terms of Reference; and the Innovation Fund.

Shared Understanding:

Student Services, under the oversight of the Executive Director, is a complex organization comprising many units, which itself is embedded in a complex academic and social environment made up of many stakeholder groups and the diverse student body that draws on the services provided. It is almost impossible for any single person to have a full appreciation of all of the stakeholders and their needs. The job of the CSS is to draw together representatives of many stakeholder groups to make their perspectives and experiences available to the Executive Director to help guide decisions governing Student Services. Among the roles of CSS is to foster sharing of different perspectives with the aim of generating a collective understanding of the diversity in the milieu, and to provide integrative and informed advice to the Executive Director. Individual members also have the opportunity to bring concerns from, and disseminate information from CSS to, their constituent groups. Hence, CSS meetings are structured to include opportunities that promote group learning, often in the form of discussions arising from reports, presentations and reflections on the committee mandate.

Mandate and Terms of Reference:

CSS continued to consider its mandate and Terms of Reference in 2017-18. At issue was the mismatch between the current terms and what CSS does and can potentially do. CSS, due to its diverse membership composition, can be effective in gathering information and insight from students and groups across the University and can engage in discussions to convey that information to the Executive Director. It also has the potential to disseminate information and understanding out to students and groups. CSS is in a good position to articulate a broader vision of services to students that goes beyond the specific mandate and programs of Student Services. A summary of the reflections of CSS and recommendations to modify the Terms of Reference will be submitted to the Senate Nominations Committee.

Reports and presentations:

Executive Director: CSS received and responded to reports from Student Services Executive Director at each meeting. The reports often included specific questions for CSS as well as information on Student Services initiatives and operations.

Key topics in 2017-18 included:

- The ongoing development of the McGill Health and Wellness Report and the Collaborative Care model of student wellness support provision. CSS continues to place a high priority on initiatives to promote mental health and wellness for students on our campuses. The Report provides a structured framework showing the relationships between personal attributes of wellness and the institutional physical, social and policy/practice circumstances that influence wellness. The Collaborative Care model expands the scope of services provided to students seeking assistance for mental health issues and allows tailoring of self-help, group and clinical resources and interventions to meet the needs of the student. It is expected that the model, when fully implemented, will provide more effective services to students.
- The development of The Rossy Student Wellness Hub, an initiative driven by Student Services, which includes: 1) a **physical and virtual infrastructure for service delivery** and access to information (bringing together Counselling, Psychiatric and Health Services Units); 2) an expanded **health and wellness promotion team** integrated into the Rossy Student Wellness Hub, including a dedicated space and 3) a **hub-and-spoke outreach model** put into place in strategic locations across the University. Local Wellness Advisors will reside in Faculties and other units to promote outreach, prevention and early intervention for students. The Hub is anticipated to be opened in spring 2019.

Advisory Boards: The majority of the 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 Planning Service (CaPS)
 - CaPS is undertaking a needs assessment process working with undergraduate and graduate students to understand their needs and their fit with current programming.
- Counselling Services
 - Structures and services being reorganized to support the shift to the collaborative care model.
 - Integration of Counselling and Mental Health Services.
 - Ongoing concerns about accessibility and wait-times.
- Health Services
 - Doubled the number of physicians and worked to establish formal linkages with external clinics for after-hours services. Nurses can now write prescriptions.
 - Recent user survey responses highlighted access issues and wait-times.
- International Student Services
 - Highlighted successful pre-arrival, orientation and post-arrival activities including well-subscribed webinars, the Buddy program which is involving 1775 international students interacting with 700 student volunteers, increased capacity for walk-ins and calls due to increasing need.
 - A working group on international health insurance has been launched to review available products and needs.
 - Immigration issues and permits remain a complex challenge.
- McGill Office of Religious and Spiritual Life (MORSL)
 - Highlighted the need for on-going consideration of religious accommodation across campuses and the overall need to enhance religious literacy in the community.
 - Based on student initiatives MORSL has developed guidance for chaplains and other implicated staff regarding response to disrespectful public incidents relating to faith.
- Psychiatric Services (formerly known as Mental Health Service)
 - Highlighted the concept and implementation of the Collaborative (Stepped) Care model and the associated reorganization. Aims to connect with students who would not previously have accessed support in the previous model.
- Scholarships and Student Aid
 - On-going initiatives relating to undergraduate entrance scholarships, government financial assistance and McGill need-based aid.
 - Strong efforts have been made to meet increasing demand for service
- The Office for Students with Disabilities (OSD)
 - OSD is committed to exploring the constitution of an advisory board or working group for 2018-2019 as the service expands and grows.

- OSD serves more than 2300 McGill students and the variety of support and services through OSD has expanded significantly over the past year to include assessment services, universal access consultancy, expanded exam space, etc.

Budget: The Student Services budget continues to be of considerable interest to CSS and to its student members in particular. Evelina Balut, Director of Operations, Student Services made presentations regarding budgetary matters to CSS at two meetings during the year. These were very helpful to allow CSS members to appreciate the opportunities and constraints presented by the budget. The subject of overhead fees on the budget charged by the University was a continued point of interest and CSS was pleased to learn during the year that the overhead fee would be eliminated over a two or three year period.

Innovation Fund

The Student Services Innovation Fund is a project 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 2017-18 CSS reviewed progress and/or final reports for the following projects:

- Cousins – Indigenous Student Mentorship Program
 - Although successfully launched with an academic conference and organizational discussions with students in 2016-17, activity diminished in 2017-18 due to the refocus on the Task Force on Indigenous Studies and Education.
- ExL Reflection App (in support of experiential learning)
 - Development of the concept and prototype of this app, which facilitates recording and reflection on experiential learning activities, is largely completed and has been focus-group tested.
 - The budget for final development is pending.
- Therapist Assisted Online (TAO)
 - The project was successfully completed, integrated into current programming as part of the Collaborative Care model.
 - 650 students enrolled in 2017-18.
 - Well received by students and clinicians.
- Transition Out Program (for international students)
 - Web-based toolkit assembled to support students graduating and seeking immigration and employment in Canada.
 - Integrated with International Student Services offerings.
- UDL@McGill (Universal-design Learning)
 - Undertaken in the context of the Office for Students with Disabilities, this project aimed to promote a better understanding and implementation of UDL within McGill.

- Student Information Services Network (to enhance communications to students re; services)
- Off-Campus and Commuter Student Support
- Wellness Recovery Action Planning (WRAP)
 - A peer-led, mental Health Service supervised program of psychoeducation groups involving trained students with lived experience as workshop co-facilitators.
 - Integrated with the Collaborative Care program
 - 9 facilitators trained; 10 groups run to date.

All of these projects were completed in 2018, bringing the Innovation Fund to completion.

Communications: An on-going and emerging theme

Many of the CSS discussions and reports CSS reviewed raised the critical issue of communications. Students remain unaware of services offered, service units and programs. They are also concerned about the lack of communication regarding changes in Student Services. The challenges of communicating effectively with a large and diverse audience are recognized but measures must be taken. This will be a continuing topic of concern for CSS in 2018-19. Student Services hired a new Director of Communications in 2018.

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

www.mcgill.ca/student-services/about/css