

**COMMITTEE ON THE COORDINATION OF STUDENT SERVICES (CCSS)
ANNUAL REPORT
2006-2007**

MEMBERSHIP**MEETING DATES**

Dean of Students, Chair		28 September 2006
Associate Dean of Students, Vice-Chair		16 November 2006
Deputy Provost – Student Life and Learning (Non-voting)		25 January 2007
Manager, Finance & Systems, Dean of Students' Office		8 March 2007
Communications Administrator, Dean of Students' Office		29 March 2007
Director of Athletics		
3 Directors of Student Services (appointed for two-year terms)		
Alumni Association representative		
Executive Director, Financial Services or delegate		
1 Librarian		
Associate Dean (Student Affairs) Macdonald Campus		
3 Associate Deans (Student Affairs)		
2 Senators		
Students:	Presidents/Executive Chairpersons of:	
	SSMU	Education
	MCSS	Religious Studies
	Arts	Medicine
	Engineering	Architecture
	P&OT	
	PGSS	Music
	MACES	Law
	Science	Dentistry
	Management	Nursing
Secretary to the Dean and Associate Dean of Students (non-voting)		

TERMS OF REFERENCE

1. To coordinate the individual student services;
2. To formulate broad policies with regard to the student services and to submit recommendations to Senate;
3. To advise the Dean of Students on budgetary priorities;
4. To report to Senate on behalf of the subcommittee concerned with the various student services;
5. To facilitate liaison on the subject of student services between the students and the University Administration;
6. To receive reports from the subcommittees;
7. There shall be a Sub-committee on University Residences to formulate broad policies concerning the Residences, particularly as they affect the quality of student life in residences, the academic role of Residence Directors and fellows and student government in the residences.

SUBCOMMITTEES AND BOARDS

1. Advisory Committee on Alcohol Policy
2. Career and Placement Service Advisory Board
3. Counselling Service Advisory Board
4. Finance Committee
5. Health Service Advisory Board
6. Advisory Committee on International Student Health Insurance
7. Advisory Committee on International Students
8. Macdonald Campus Student Services Committee
9. Mental Health Service Advisory Board
10. Sub-committee on Residences

ACTIVITIES DURING THE 2006-2007 ACADEMIC YEAR

The Committee on the Coordination of Student Services (CCSS) is a parity committee composed of 17 students and 17 staff. It met five times during the 2006-2007 academic year. The following issues were addressed:

1. **Items of General Interest**

Arising from recommendations of the Principal's Task Force on Student Life and Learning, the creation of the position of the Deputy Provost (Student Life and Learning) and the Executive Director of Services for Students led to changes for this Senate Committee:

- The Deputy Provost (Student Life and Learning) became an ex-officio member of CCSS with voice but no vote (approved by Senate, November 15, 2006)
- A CCSS Terms of Reference Revision Workgroup met five times during the late fall and winter, and presented proposed revisions for the membership and mandate to CCSS on March 29, 2007. Subsequently, Senate Nominating Committee and Senate approved membership revisions (May 23, 2007); other revisions were referred back to CCSS for further deliberation. The new membership is provided in Appendix II.
- After 11 years as Director of Chaplaincy, Reverend Gwenda Wells stepped down to give more time to her ecumenical work. CCSS sent warm thanks to Rev. Wells for her program innovations (e.g., Student Parent Network, Winter Coat Project, Food for Thought Program, etc.) and her commitment to students. Rev. Wells remains affiliated with Chaplaincy as a volunteer. Mr. Manjit Singh was appointed Director for a three-year term.

2. **Reports of Subcommittees and Advisory Boards**

CCSS continued to host presentations and discussion periods with the Directors of Services. This year CCSS heard from Career and Placement Services (CAPS), Student Health Service, and from Scholarships and Student Financial Aid. Highlights of those reports include:

Career and Placement Services (Mr. Gregg Blachford, Director)

- Mission: to inspire McGill students in the exploration of their career options and to increase their employability through the development of lifelong career management skills
- Programs help students make the transition from university to work, e.g., career education workshops, job finding clubs, Program for Advancement of Career Explorations (P.A.C.E) in cooperation with Counselling Services
- A project management process has been put in place to support innovation and ensure that new initiatives are tracked through to quality control
- An e-newsletter was introduced to highlight upcoming events
- Technology updates included a new MIS system to track appointment statistics, manage the employer database and job listing service, and house the career tools information database
- CAPS has a liaison role with career centres in Law, Medicine, Management and Engineering and manages the Macdonald Campus CAPS programs.

Student Health Service (Dr. Pierre Tellier, Director)

- Mission: to provide comprehensive health care in an academic setting
- Focus on preventive and curative health care, which is accessible, and provided by caregivers sensitive to the age group; health education and promotion; training; gaining knowledge of our population by fostering research
- Approximately 33,000 patient visits per year; 71% are students from out-of-province; 42% of visits are drop-in versus appointment
- Immunization clinics for health care students
- The influenza education campaign was an important objective this year, as well as frosh leader training, newsletters, health education CD production and peer education; training of

residence floor fellows, Nightline students, harm reduction coalition, etc. and special events (nutrition days, sex fair, stress relief, travel day, substance abuse education and body image)

- Wait times remain an issue with up to three weeks needed for an appointment and three hours for a drop-in visit; specific strategies are being tried, e.g. specialty nurse clinics. Waiting room tension was eased by acting on student suggestions to add a television, some privacy screen, decaf coffee and some tables.

Scholarships and Student Financial Aid (J. Stymest, Director)

- Mission: to promote accessibility, support retention and encourage scholarship for students in any degree program from any geographic origin
- On-line application processes for financial assistance have greatly reduced line-ups and facilitated increased one-on-one time for students who need specific financial aid counselor appointments
- McGill is working with other universities on a new student financial aid software package, so that applicants to the University will know their real costs and complete financial support package prior to making their admission decision. Parts of this process are already in place
- 30% of each dollar in increased tuition is proposed to be dedicated to student financial aid.

3. External Recognition Award Opportunities

The Office of the Dean of Students promotes student recognition opportunities through general and targeted outreach, including via the representatives on CCSS. In 2006-2007, two McGill students were selected as Rhodes Scholars (1 Quebec, 1 British Columbia) and 1 individual (undergraduate) and 3 projects were finalists in the Forces AVENIR provincial competition. McGill students also competed for Goldman Sachs Global Leaders awards, but we did not have a finalist this year. 21 undergraduate students were awarded Millennium Scholarships.

4. Feedback to CCSS

This year, the Chair invited Student Societies to provide feedback and to open dialogue on opinions from their constituents and their experiences with the Student Services. Comments do not reflect any official survey, but rather, messages heard by representatives.

Post Graduate Students' Society (PGSS) presented in November, outlining issues graduate students face and their impressions of Services. Students highlighted: Health Services, the Mental Health Service, Counselling/Tutorial Services, Career and Placement Services and International Student Services. Suggestions regarding where graduate students could have greater partnership were made, and communications/outreach was emphasized

Science Undergraduate Students' Society presented in January and highlighted the issue of appointment and drop-in wait times in Health Services and cool reception from some front line staff; Counselling Services' workshops were well received but could benefit from greater publicity; experiences at CAPS were positive and a specialized Science Advisor was proposed.

Arts Undergraduate Students' Society also presented in March and mentioned that Health Services wait times were a concern for Arts students, while outside the Student Services area, other issues are availability of advising for exchanges and study abroad and publicity around writing resources and writing workshops.

5. Student Services Budget Process and Student Accounts Procedure

Budget

Student Services is a largely self-funded entity that derives approximately 68% of its revenues from the Student Service fee. The 2006-2007 Student Services budget was approximately \$7 million. This budget supported the salaries and benefits of all Student Services employees, the non-salary costs of the programs offered, as well as the costs of operating and maintaining our buildings, which include

the Brown Student Services Building, First Peoples' House, and Student Services in the Centennial Center of Macdonald Campus.

CCSS has a Finance Subcommittee, also a parity committee, that reviews the budget and makes recommendations to CCSS. CCSS and the Finance Subcommittee worked effectively to achieve a projected balanced budget for 2007-2008. An expenditure of \$7.9 million was forecast for 2007-2008. New program-related increases include partial support of the Executive Director of Services for Students position, a managerial assistant position in Health Services, 1 psychiatrist, an advisor for the Office of Students with Disabilities, increased Counselling hours, an increase of dietitian hours to full-time, and an increase in nursing and counselling clerical hours for Macdonald Campus. Increased staffing in Student Financial Aid will also be initiated. Most other changes were salary-policy driven. The Dean of Students committed \$240,000 from reserve funds to reach a balanced budget through an increase in the Student Services fee by \$8.50 per full-time students per term (Table 1).

LJS

The following section is included for information:

Appendix I

2006-2007 Committee on the Coordination of Student Services (CCSS) Membership

The Dean of Students, Chair	Linda Jacobs Starkey
The Associate Dean of Students	Rhonda Amsel
Deputy Provost – Student Life and Learning (non voting)	Prof. Morton Mendelson
The Manager, Finance & Systems, Dean of Students' Office	Wes Cross
The Communications Administrator, Dean of Students' Office	Irene Rapaport
The Executive Director, Financial Services, or delegate	Mary Jo McCullogh
The Director of Athletics (Interim Director)	Derek Drummond
Three Directors of Student Services	Joan Wolforth
	Ted Baker
	Leslie Copeland
Associate Dean (Student Affairs) Macdonald Campus	Prof. David J. Lewis
Three Associate Deans (Student Affairs)	Prof. Henry Leighton
	Prof. Jane Everett
	Prof. Enrica Quaroni
Two Senators:	Prof. Robert Bracewell (Education)
	Mr. Donald Sedgwick (Arts)
Alumni Association:	Louise Kierans
Librarian:	John Hobbins

Students – The Presidents of:

SSMU	Aaron Donny-Clark
PGSS	Mehdi Elouali
MCSS	Marie-Anne Hardy
MACES	Miki Hirasawa

Undergraduate Student Societies

Arts	RJ Kelford
Science	Lili Gao
Engineering	Jessica Van de Vooren
	Julia Weaver (alternate)
Management	Lindsay Ho
Education	Kristy Prokosh
Music	Tristane Capacchione
Religious Studies	Jeff Rock
Law	Kara Morris
Medicine	Timothy Lussier
Dentistry	Steven Shapiro
Architecture	Andrew Chau
Nursing	Brigitte Ireson-Valois
P&OT	Christopher Mainella

Appendix II

2007-2008 Committee on the Coordination of Student Services (CCSS) new Membership previously approved by Senate May 23, 2007.

The Deputy Provost (Student Life and Learning)	Prof. Morton Mendelson
The Executive Director of Services for Students	Linda Jacobs Starkey (Interim)
The Manager, Finance and Systems, Dean of Students' Office	Wes Cross
Associate Dean (Student Affairs) Macdonald Campus	David J. Lewis
Two Directors of Student Services	Leslie Copeland Gregg Blachford
Two Associate Deans (Student Affairs)	Prof. Henry Leighton Prof. Enrica Quaroni
Two Representatives appointed by Senate	Prof. Robert Bracewell Donald Sedgwick
Students	
Three PGSS	Amy Cox Sean Chen Monika Molner
Two SSMU	Jacob Itzkowitz Adrian Angus
4 Representatives of undergraduate Student Societies, at least 3 of which shall be from Arts, Science, Engineering, Management or Education	Aaron Donny Clark (MUSA) Kelly McAdrew (MUS) Spencer Ng (SUS) Kristina Huss (EUS)
Secretary (non-voting)	Meghan McCulloch

Appendix III

2007-2008 STUDENT SERVICES FEE SCHEDULE PREVIOUSLY APPROVED

On April 18, 2007, Senate received the CCSS 2007-008 Student Services Fee Schedule and forwarded it to the Executive Committee of the Board of Governors for approval and subsequent inclusion in the University Fee Booklet; the Executive Committee of the Board of Governors approval was received on May 12, 2007.

STUDENT SERVICES FEE SCHEDULE 2007 – 2008

	2006 – 2007	2007-2008
Mandatory – per term		
Graduate & Undergraduate		
Full-time	\$107.00	\$115.50
Part-time	\$ 64.00	\$ 69.50
Additional session & non-thesis extension	\$ 35.50	\$ 38.00
Mandatory – per year		
Interns & Residents		
Fee code 40 to 52 weeks	\$107.00	\$115.50
Fee code 01 to 39 weeks	\$ 64.00	\$ 69.50
Optional – per term		
Post-doctorate	107.00*	115.50*
Continuing Education (9 credits+)	107.00*	115.50*

*Optional fee payments are subject to GST and QST