



McGill

Memorandum

Deputy Provost (Student Life and Learning)

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TO: Senate

FROM: Morton J. Mendelson, Deputy Provost (Student Life and Learning)
Chair, Committee on Student Services (CSS)

SUBJECT: Committee on Student Services Annual Report 2008-2009, Plans and Priorities 2009-2010

DATE: 14 October 2009

DOCUMENT #: D09-14

ACTION REQUIRED: INFORMATION DISCUSSION APPROVAL / DECISION

ISSUE: The annual report of the Committee on Student Services (CSS), a Senate standing committee, is presented for information. CSS will continue to address issues pertaining to the promotion and support of student success and learning and of Student Services. Seven meetings are scheduled for the 2009-10 academic year; two in the fall term and five in the winter.

BACKGROUND & RATIONALE: n/a

MOTION OR RESOLUTION FOR APPROVAL: n/a

PRIOR CONSULTATION: n/a

PLANS & PRIORITIES CSS will monitor the progress made by Student Services toward the goals identified in its strategic plan. In addition, CSS will offer support to Student Services as it raises its visibility at McGill by demonstrating its positive impact on student life and as it continues to improve services and activities in a sustainable manner.

APPENDICES: Appendix I – Committee on Student Services Annual Report 2008-2009
Appendix II – Committee on Student Services Terms of Reference
Appendix III – Student Services Fee Schedule 2009 – 2010
Appendix IV – Student Services' Advisory Board Terms of Reference

**COMMITTEE ON STUDENT SERVICES (CSS)
ANNUAL REPORT 2008-2009**

ACTIVITIES DURING THE 2008-2009 ACADEMIC YEAR

1. Terms of Reference

The 2008-09 terms of reference are presented in Appendix II.

Minor amendments endorsed by CSS and the Senate Nominating Committee will be brought to Senate for approval in October 2009.

2. Strategic Plan – Student Services

The Strategic Plan for 2009-11, which was discussed at CSS on March 23, 2009, aligns the goals of Student Services with those of Student Life and Learning and with the mission of the University. It comprises the following five goals: raise the profile of Student Services and demonstrate its excellence and impact on student life; ensure a positive, energetic, efficient and professional workforce; increase and enhance collaboration within service units and seek out partnerships with both students and the wider university community; respond to changing student needs and financial, environmental and social accountability to the student population; develop specific action plans that foster sustainability.

Drafted by the Executive Director of Services for Students and the heads of the service units, in consultation with others, the Plan is expected to further evolve as more input is received from the McGill community during the 2009-10 academic year.

3. Student Services Budget

CSS recommended a \$3.50 fee increase to maintain current services as well as an additional \$4.00, which will be used solely to support added clinicians in Mental Health, resulting in a total fee increase of \$7.50 per term.

On April 29, 2009, Senate received the 2009-2010 Student Services Fee Schedule (Appendix III) and forwarded it to the Executive Committee of the Board of Governors for approval and subsequent inclusion in the University Fee Booklet. Undergraduates approved the increases, while graduate students did not, which resulted in different fees and consequently different services for the two groups.

4. Subcommittees and Advisory Boards

The terms of reference for Student Services' Advisory Boards (Appendix IV), which were approved by CSS on November 10, 2008, provide a standardized framework to enable the Services to benefit from appropriate consultation. Most important, the core membership of all Advisory Boards ensures that they are a forum for students to provide input.

CSS agreed on March 23, 2009, that the Advisory Board on Macdonald Services would replace the Macdonald Committee on Student Services, which had been inactive since 2000.

APPENDIX II

SENATE COMMITTEE ON STUDENT SERVICES 2008-09

TERMS OF REFERENCE

The Committee on Student Services (CSS) is a standing committee of Senate, charged with providing a forum to provide advice and direction to, and general accountability for the Executive Director of Services for Students regarding the mission, goals and priorities of Student Services.

Specific Areas of Responsibility:

1. Formulate broad policies with regard to the 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 addressing long term priorities in the fall term;
5. Receive Annual Reports from the Directors of Services addressing long term priorities in the fall term;
6. Formulate, approve and forward the annual Student Services fee to Senate for information and to the Board of Governors for approval in the winter term.

Meetings: At least four meetings shall be called during the academic year. Additional meetings may be convened at the discretion of the Chair or upon the request of four members.

COMPOSITION AND MEMBERSHIP

The Deputy Provost (Student Life and Learning), Chair [**Professor Morton J. Mendelson**]

The Executive Director of Services for Students [**Ms. Jana Luker**]

The Manager, Finance and Systems, Office of the Dean of Students and Executive Director [**Mr. Wes Cross**]

The Associate Dean (Student Affairs) Macdonald Campus [**Professor David J. Lewis**]

Two Directors of Student Services [**Ms. Leslie Copeland, Mr. Gregg Blachford**]

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

Professor Heather Durham (Graduate and Postdoctoral Studies) (2011)

Professor Emine Sarigollu (Management)- 2011

Two Representatives appointed by Senate:

Professor Mathieu Brochu (Engineering) – 2011

Professor Michael Hoover (Education) – 2011

Ten Students:

Three PGSS: **Mr. John Ashley Burgoyne, Ms. Dorian Irwin Kristmanson, Mr. Mehdi El Ouali**

Two SSMU: **Ms. Samantha Cook, Ms. Nadya Wilkinson**

One MCSS: **Ms. Emily McGill**

Four representatives of undergraduate Student Societies (three of whom shall be from Arts, Science, Engineering, Management, or Education): [**Mr. Alexandros Halavrezos (MUSA); Ms. Barbara Dourley (MUS); Mr. Neil Issar (SUS); Ms. Lesley Wake (EUS)**]

Ms. Lauren Mundy, secretary

STUDENT SERVICES FEE SCHEDULE 2009–2010

	2008/09	2009/10
Undergraduate	Per term	Per term
Mandatory		
Full time	\$125.50	\$133.00
Part time	75.50	80.00
Graduate***	Per term	Per term
Mandatory		
Full time	125.50	125.50
Part time	75.50	75.50
Additional session & non-thesis extension	42.00	42.00
Non-resident	n/a	n/a
Mandatory	Per Year	Per Year
Interns and residents		
Fee code 40 to 52 weeks	\$125.50	\$133.00
Fee Code 01 to 39 weeks	75.50	80.00
Optional**		
Post-doctorate	\$125.50	\$133.00
Continuing Education (9 credits+)	125.50	133.00

** Optional fee payments are subject to GST and QST

*** Fee increases were not approved in the Winter 2009 PGSS referendum; graduate fees will therefore remain at 2008-09 levels, but graduate students will have reduced access to some services and/or will be charged fees for some services.

Student Services' Advisory Board Terms of Reference

The purpose of these terms of reference is to provide a standardized framework for all McGill Student Services' Advisory Boards.

- Services will only be exempt from having Advisory Boards where the terms of the mandate are met in other forums (e.g. Where an alternative committee or board already exists pertaining to a Service's mandate, such as a Senate Subcommittee, an annual report to CSS is still expected.)
- Any other alternative arrangements should have CSS approval.

Purpose of Advisory Boards to McGill Student Services

Allowing stakeholder input into the direction, and providing general accountability for each Service by:

- providing a forum for questions and suggestions
- receiving reports and updates from the Director
- providing feedback on plans and implementations of previous recommendations.

Membership and Composition

- Within the core group membership, all advisory boards shall maintain at least an equal number of students to administrative representatives.
- There shall be proportional representation from both PGSS and SSMU with the exception of the Advisory Board - Student Services, Macdonald Campus where proportional representation is from the Macdonald Campus Students' Society (MCSS) and the Macdonald Campus Graduate Students' Society (MCGSS).
- Additional participants can be called upon, from time to time, as needed.
- Final approval of membership is at the discretion of the Director of the Service.
- The Advisory Boards shall meet a minimum of three (3) times per year - in October (pre-budget), winter, and spring (pre-exams).

Responsibilities of the Directors of Services shall include but not be limited to:

- Calling, facilitating, chairing, or delegating the chair for each meeting, and recording member attendance and participation (e.g. minutes)
- Reviewing regular activities of the Service, and reports on objectives, priorities, and developments prior to the last annual meeting
- Seeking feedback from the Advisory Board and elsewhere on the present state of the Service, as well as its priorities, goals, and new developments
- Taking into account, and implementing where feasible, the recommendations, plans, and goals of the Advisory Board.
- The preparation of an annual report, to be delivered to the Committee on Student Services in January.