



# Memorandum

**Deputy Provost (Student Life and Learning)**

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**TO:** Senate

**FROM:** Morton J. Mendelson, Deputy Provost (Student Life and Learning)

**SUBJECT:** Annual Report of the Committee on Student Services 2009-2010

**DATE:** October 20, 2010

**DOCUMENT #:** D10-12

**ACTION REQUIRED:**  INFORMATION     APPROVAL/DECISION

**ISSUE:** Presentation of the annual report of the Committee on Student Services 2009-2010 and of plans and priorities for 2010-2011.

**BACKGROUND & RATIONALE:** The Committee on Student Services' terms of reference require that it report annually to Senate. The report attached in Appendix A 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 2010-11 academic year; two in the fall term and five in the winter.

**MOTION OR RESOLUTION FOR APPROVAL:** N/A

**PRIOR CONSULTATION:** N/A

**NEXT STEPS:** N/A

**APPENDICES:** Appendix A - Committee on Student Services Annual Report 2009-2010  
 Appendix B – Committee on Student Services Terms of Reference  
 Appendix C – Student Services Fee Schedule 2010 – 2011

**COMMITTEE ON STUDENT SERVICES (CSS)  
ANNUAL REPORT 2009-2010**

Activities During the 2009-2010 Academic Year

**1. Budget – Student Services**

There was a budget surplus in fiscal year 2008-09, due to reduced expenses because of delays in filling specialized positions and increased revenues from Student Service fees because of larger than forecast enrolment. The excess funds were put in reserve to enable existing and new programs in 2010-11, without increasing Student Service Fees.

**2. Student Services Objectives**

The Committee received and discussed the 2009-10 objectives from Student Services units.

High priority was assigned to transparency and accountability to students. To support that goal, StudentVoice, which is a comprehensive student assessment platform, was launched in the summer of 2010. StudentVoice enables participating universities to conduct surveys and other assessments, as well as the possibility of benchmarking against peer institutions. Over 350 institutions are members of the StudentVoice network, including many Canadian universities. To date, six other G13 peer institutions are members of StudentVoice (University of British Columbia, University of Alberta, University of Toronto, University of Calgary, McMaster University and Queen's University).

Student Health Services and Mental Health Services continued to be assigned high priorities by students, who were mainly concerned about the long wait times. Wait times for drop-in visits are a manifestation of the shortage of physicians in Quebec and the rest of Canada, which is beyond the University's control, but it was agreed that creative solutions are needed to better serve students. Options within the limitations of money, staff, and space were discussed, e.g., increased nurse practitioners and extended hours.

**3. Service Presentations**

Career Planning Service (CaPS), First-Year Office, Office for Students with Disabilities, and Mental Health Services made presentations to the Committee, which informed members of the functions they serve and the challenges they face.

The main theme expressed in the service presentations was the progress made with regard to collaboration within service units and with faculties.

CaPS' myFuture project, a shared central online career services system, created a gateway for students to career and internship services. MyFuture has proven to be a powerful communication tool that makes it easier for faculties to share information with students and with other faculties.

The First-Year Office helps new students ease into McGill's academic and social life by providing and promoting support mechanisms to assist student success and well-being. The First-Year Calendar was successful in promoting the services available to students by highlighting a different service unit within Student Services each month.

The Office for Students with Disabilities' cooperative relationship with service units and faculties has been essential for obtaining accommodations for students with special needs. Accommodations may include extra time for assignments, modified exam formats, extended time lines (papers, exams, comprehensives, theses), and exams in alternative formats.

Mental Health Services offers a range of psychological and psychiatric services for students and relies on collaboration with other service units and faculties to provide students with accommodations if needed.

#### **4. Advisory Boards**

The reports of the Services' Advisory Boards, which consisted of specific measurable objectives for 2009-10, were circulated to members for their information.

Two services struck new Advisory Boards: Chaplaincy, and Scholarships and Student Aid. It was noted that increased student attendance at advisory boards would be helpful in ensuring input from students into the services.

## **SENATE COMMITTEE ON STUDENT SERVICES - 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:**

The Committee shall:

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.
7. Meet at least four times during the academic year and report to Senate annually.

### **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 of Senate appointed by Senate on the recommendation of Senate Nominating Committee:

**Professor Mathieu Brochu** (Engineering) – 2011

**Professor Michael Hoover** (Education) – 2011

Three graduate students: **Mr. Daniel Simeone, Ms. Alexandra Bishop, Ms. Aruna Sudarshan**

Two undergraduate students: **Ms. Rebecca Dooley, Ms. Sarah Olle**

One student representative of Macdonald Campus: **Ms. Marissa Nolan**

Four undergraduate students representing undergraduate student societies (three of which shall be from Arts, Science, Engineering, Management or Education): **Mr. Alexandros Halavrezos (MUSA); Ms. Barbara Dourley (MUS); Ms. Karina Gould (AUS); Mr. Andrew Doyle (EUS)**

Committee Secretary: **Mrs. Lauren Mundy**

**STUDENT SERVICES FEE SCHEDULE 2010 – 2011**

	<b>2009-10</b>	<b>2010-11</b>
<b><i>Undergraduate Mandatory</i></b>	<b><i>Per term</i></b>	<b><i>Per term</i></b>
Full time	\$133.00	\$133.00
Part time	80.00	80.00
<b><i>Graduate Mandatory</i></b>	<b><i>Per term</i></b>	<b><i>Per term</i></b>
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
<b><i>Mandatory</i></b>	<b><i>Per Year</i></b>	<b><i>Per Year</i></b>
Interns and residents		
Fee code 40 to 52 weeks	\$133.00	\$133.00
Fee Code 01 to 39 weeks	80.00	80.00
<b><i>Optional**</i></b>		
Post-doctorate	\$133.00	\$133.00
Continuing Education (9 credits+)	133.00	133.00

\*\* Optional fee payments are subject to GST and QST