



# Memorandum

**Deputy Provost (Student Life and Learning)**  
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**TO:** Senate  
**FROM:** Professor Morton J. Mendelson, Deputy-Provost (Student Life and Learning)  
**SUBJECT:** Annual Report of the Committee on Student Services  
**DATE:** 19 October 2011  
**DOCUMENT #:** D11-12  
**ACTION REQUIRED:**  INFORMATION     APPROVAL/DECISION

**ISSUE:** Presentation of the annual report of the Committee on Student Services 2010-2011.

**BACKGROUND & RATIONALE:** The Terms of reference for the Committee on Student Services stipulate: (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.

The Committee shall report to Senate annually.

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

**PRIOR CONSULTATION:** CSS

**NEXT STEPS:** N/A

**APPENDICES:** Appendix A: 2010-2011 Annual Report of the Committee on Student Services



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## Committee on Student Services (CSS) 2010-2011 Annual Report

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### 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.

*Approved by Senate on May 20, 2009*

### Composition

Deputy Provost (Student Life and Learning), Chair  
Executive Director of Services for Students  
The Manager, Finance and Systems, Dean of Students' Office and Office of the Executive Director of Services for Students  
Associate Dean (Student Affairs) Macdonald Campus  
Two Directors of Student Services  
Two Associate Deans (Student Affairs)  
Two 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

## **2010-2011 Membership**

### *Ex-officio:*

Morton J. Mendelson	Deputy-Provost (Student Life and Learning) - Chair
Jana Luker	Executive Director of Services for Students
Wes Cross	Manager, Finance and Systems, Office of the Executive Director of Services for Students
David J. Lewis	Associate Dean (Student Affairs), Agricultural and Environmental Sciences

### *Directors of Student Services:*

Gregg Blachford	Career Planning Service
Leslie Copeland	First Year Office

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

Heather Durham	Graduate and Postdoctoral Studies
Emine Sarigöllü,	Management

### *Representative of Senate:*

Mathieu Brochu	Engineering
Mary Jo McCullogh	Student Accounts

### *Student representatives:*

Alexandra Bishop	Graduate student, PGSS
Elizabeth Cawley	Graduate student, PGSS
Jerome Leboeuf	Graduate student, PGSS
Joshua Abaki	Undergraduate student, SSMU
Anushay Khan	Undergraduate student, SSMU
Matthew Von Bornhoft	Macdonald Campus
Jade Calver	Arts Undergraduate Society
Susanne Farag	Education Undergraduate Society
Celine Junke	Management Undergraduate Society
Billi Wun	Science Undergraduate Society

### *Secretary to the Committee:*

Lauren Mundy	Office of the Deputy Provost
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## **Report on CSS Activities 2010-2011**

The Committee met on 5 occasions with the following issues being addressed:

### **1. Formulate broad policies with regard to the Student Services:**

No broad policies were considered.

### **2. Review initiatives to enhance the quality of Student Services:**

A number of units – Career Planning Service (CaPS); First-Year Office; Office for Students with Disabilities; and Mental Health Services and the McGill Eating Disorder Program – made presentations to CSS regarding the functions they serve and the challenges they face. The main theme expressed 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.

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. The McGill Eating Disorder Program aims to provide treatment services for McGill students suffering from mild to moderate eating disorders in a non-hospital based setting and to provide outreach and prevention education to the McGill community at large.

### **3. Advise the Executive Director of Services for Students on budgetary priorities:**

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, a Manager of Student Assessment was hired, who in turn launched "StudentVoice", a comprehensive student assessment platform. 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 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.

#### **4. Receive Annual Reports from Services' Advisory Boards:**

The Committee received reports from the Services' Advisory Boards, outlining specific measurable objectives for 2009-2010. 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 to ensure input from students.

#### **5. Receive Annual Reports from the Directors of Services:**

Annual reports from the Directors of Services were summarized by the Executive Director of Services for Students and made available to Committee members.

#### **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**

There was a budget surplus in 2010-11, due to the unique 11 month fiscal period which resulted in one month fewer expenses reported in that year. This 2010-11 surplus was factored into the development of the 2011-12 budget, thereby eliminating the need for increased Student Service fees.

The Student Service fee has been incorporated into the University budget document and is no longer approved independent of the budget.

### **Plans for 2011-2012**

CSS will continue to address its mandate.

CSS has 7 meetings scheduled for the 2011-2012 academic year.