



# 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:** November 14, 2012  
**DOCUMENT #:** D12-21  
**ACTION REQUIRED:**  INFORMATION     APPROVAL/DECISION

**ISSUE:** Presentation of the annual report of the Committee on Student Services 2011-2012.

**BACKGROUND & RATIONALE:** The Terms of Reference for the Committee on Student Services stipulate: (Committee on Student Services) 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 and that the Committee shall report to Senate annually.

This Report is delivered in accordance with the Committee’s Terms of Reference and provides an overview of the issues that the Committee addressed during the 2011-2012 year and its plans for 2012-2013.

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

**PRIOR CONSULTATION:** Approval by the Committee on Student Services

**NEXT STEPS:** N/A

**APPENDICES:** Appendix A: 2011-2012 Annual Report of the Committee on Student Services

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**Committee on Student Services (CSS)**  
**2011-2012 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 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 Director 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 annually to Senate.

*Approved by Senate on May 20, 2009*

### **Composition**

Deputy Provost (Student Life and Learning), Chair  
Executive Director of Services for Students  
Manager, Finance and Systems, 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

## 2011-12 Membership

### *Ex-officio*

Morton J. Mendelson  
Jana Luker  
Wes Cross

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

David J. Lewis

### *Directors of Student Services*

Leslie Copeland  
Ian Simmie

First-Year Office  
Office of the Executive Director of Services for  
Students

### *Associate Deans (Student Affairs)*

André Costopoulos  
Aisha Topsakal

Faculty of Arts  
Faculty of Law

### *Representatives of Senate*

Milica Popovic  
Mary Jo McCulloch

Faculty of Engineering  
Student Accounts

### *Student Representatives*

Elizabeth Cawley  
Gauthamie Poolokasingham  
Roland Nassim  
Carol Fraser – Co-Chair  
Usman Bin Shahid  
Samantha Dimitraki  
Kady Paterson  
Alex Pritz  
Yusra Khan  
Neil Verma

Graduate student, PGSS  
Graduate student, PGSS  
Graduate student, PGSS  
Undergraduate student, SSMU  
Undergraduate student, SSMU  
Macdonald Campus  
Education Undergraduate Society  
Macdonald Campus Students' Society  
Arts Undergraduate Society  
Science Undergraduate Society

### *Secretary to the Committee*

Lauren Mundy

Office of the Deputy Provost (Student Life and  
Learning)

## **Report on CSS Activities 2011-12**

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

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

No broad policies were considered.

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

Chaplaincy Service, the First-Year Office, and the Student Leadership Office made presentations to CSS regarding the functions they serve and the challenges they face. The main theme was the progress made with regard to collaboration within service units and with faculties.

Chaplaincy Service provides pastoral care, such as spiritual counselling and meditation, and supports outreach services, such as the Winter Coat Program for international students, the Rabbit Hole Café, and Food for Thought. Chaplaincy also provides a venue for students to socialize.

The First-Year Office (FYO) provides year-long support to both undergraduate and graduate students who are new to McGill. Programs such as the Student Ambassador Program and Achievement Builders help students adapt to McGill and support academic success and well-being.

The Student Leadership Office presented an overview of the Leadership Program, which seeks to empower all students with leadership skills.

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

The Committee received and discussed the 2012-13 objectives from Student Services units.

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. Increased outreach to students about Counseling Services was proposed as a way to help to ease the strain on Mental Health.

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

The Committee received reports from the Services' Advisory Boards, summarizing the topics discussed at their meetings during 2010-2011. Discussions, as usual, concentrated on ways for the service to evolve given constrained resources.

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

The objectives for 2011-12 from the Directors of Services were summarized by the Executive Director of Services for Students and made available to members. The objectives, which are aligned with the Strategic Plan and with recommendations of the Advisory Boards, are available online on the Student Services website: <http://www.mcgill.ca/studentsservices/strategicplan>.

**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**

A balanced budget will be achieved in 2012-13, without increasing the Student Services fee, by continuing to draw on accrued surpluses. Overall, expenditures are expected to increase, except in Student Health and Tutorial Services, whose budgets are lower as a result of efficiencies and increased revenue from other sources.

Over the next five years, the accrued surplus will be reduced gradually, and Student Services fees will have to be increased in tandem just to maintain the current level of service.

**Plans for 2012-2013**

CSS has seven meetings scheduled for the 2012-2013 academic year.

In addition to its usual business, CSS will review its mandate to address a number of issues, including changes in government regulations regarding ancillary fees and in student associations' role in approving modifications to such fees.