

**Committee on Student Services**  
**Monday, November 30, 2020 – 2:30-4:00 PM**  
**Venue: Zoom**

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**Attendees:** Lucyna Lach, Brooklyn Frizzle, Martine Gauthier, Rick Hink, , Darlene Hnatchuk, Ffion Hughes, Valerie Orsat, Bassam El-Khoury, Nancy Czemmell, Darshan Daryanani, Maheen Akter, Mustafa Fakih, Samer Salameh, Marie Prémont-St-Jean, Aimee K. Ryan (early departure).

**Regrets:** Fabrice Labeau, Jonathan Britt Rosella De Stefano, Samer Salameh, Marie Prémont-St-Jean, Lina Di Genova.

Guest speakers : Gilbert Lin, Natalie Philips Elgar.

Meeting called to order: 2:34 p.m.

**AGENDA**

**1. Approval of Agenda**

Motion made by Darlene Hanatchuk, second Ffion Huges.  
The agenda was approved

**2. Approval of Minutes**

Notes from the last meeting (attached).  
A modification will be made to the attendance, Samere Salameh was present for the second half of the meeting.  
Motion made by Aimee Ryan, second Valerie Orsat  
The Minutes were approved

**3. Next steps, terms of reference**

Lucy Larch - We had a short discussion, Darlene Hnatchuk and Brooklyn Frizzle will discuss a process for the review. Including stake holders and content and we will start work and report on this at our next meeting.

Brooklyn Frizzle- I will to go to nominating committee to see what the process is and then determine a timeline for the consultations and our needs and wants. We will keep the TOR item as a standing agenda item for the year and has something hopefully ready for the end of the spring semester.

**4. Orientation survey results**

Presentation by Gilbert Lin form Campus Life and engagement.  
Gilbert oversees orientation activities.

Context; post orientation survey has been ongoing for 10 years we have comparative information as well as information specific to this year.

Please see attached PDF of PowerPoint slides.

Question –

Lucy Larch - How does the breakdown compared to the regular breakdown of first years?

Gilbert Lin - We looked at the respondents of the survey. Natalie may be able to clarify how close it matches up to the university at wide, but I believe it is closely comparable to the real breakdown at the university.

Mustafa Fakhri – There are barriers for entry to frosh. Do the results include non-faculty frosh?

Gilbert Lin – They were included, I will double-check with Lina who put together the analysis.

Nancy Czerniak – Were law students included in the survey?

Gilbert – No, the professional programs were not part.

Samer Salameh – I noticed a progression of making orientation more inclusive to ensure a greater number of students feel included. What do you think the most important change to ensure inclusivity and students feel involved and welcome?

Gilbert Lin - In the past training was in person but because we recognize everyone is located around the world, we used MyCourses and have orientation leaders do training asynchronously. We learned that that was key, time zones, it is impossible to cover all zone and not be in front of screens 9 to 9 so providing alternatives. Also, consulting with our colleagues in OSD to include practices in the future.

Brooklyn Frizzle - Can we share the slides to the committee?

Gilbert Lin – yes

Darshan Daryanani - Amazing presentation.

- 1- Regarding the COVID section, do we have any data on how students quarantined was it successful?
- 2- Do we have data if there were increases of cases during this period?
- 3- How will leaders be trained for next year given part of it is experiencing frosh itself? How will the current UO and year one will lead it if they did not live it?

Gilbert Lin – All orientation and frosh were virtual the social activities in person were not coordinated by us.

We also don't have numbers of cases, our role is rules and processes.

As for the training, we have looked at whether we have to hold the experience and mentor the new leaders who have not experienced this new type of frosh. With the success of the online training, we will be continuing with some online frosh a mix model of online and in-person training. Context is really important.

Marie Prémont-St-Jean – Regarding COVID, every new student does it take all of us and this year there is a new COVID training. They knew what to do.

Martine Gauthier– Orientation and the information piece were extended over time not to inundate with information. We actually saw in the results students showed they felt they retained more of the information. That is a lesson learned.

Does all of orientation need to be in person? Like discover McGill, no matter where they are over the summer they can access it. The welcome week is the more important in person portion. This will inform how we will move forward.

Lucy Larch – We did the best we could with what we had. Now we can sit with the data and reflect on what happened. From the academic perspective, we helped incoming students to understand the structure of the undergraduate degree we changed advising, we did group advising. We did not have the equivalent of the line-ups of students asking what classes they should take.

Bassam El-Khoury – Mindfulness, sleep, task management, time management, we offered a package they could attend on their own time and added Q and A sessions. We also offered webinar ways to cope with stress beyond COVID. There is a lot of stress on top of this. I wonder if there are ways we can contribute and offer this to new students, all students.

Gilbert Lin– I did not present the prearrival workshops we work on with HUB, CaPS, Healthy Living, Finance, there were pooled resources before they arrive mostly centred on academic preparedness. But this is a great suggestion to keep in mind going forward.

Darshan Daryanani – My question is about format related to countries that do not necessarily support some of these online platforms.

Gilbert Lin - We worked with IT to find an online platform and in our request for a proposal we made sure that the platform we got gave access. We did have a 10-15-minute crash the first day but it was quickly resolved and we quickly pivoted for the graduate platform to make sure we got the provider in line.

Marie Prémont-St-Jean – In respect to 2021 orientation week, will we use discover McGill again?

Gilbert Lin - It is still hard to say we are waiting for university directives. We are reaching out once we wrap up winter orientation in early January we will start planning for next fall.

## 5. Checking in on your fall semester survey results

Presentation by Natalie Philips Elgar Analyst in, Analysis, Planning and Budget.

Please see attached PDF of PowerPoint slides.

### Questions

Brooklyn – Can we share the information with the committee?

Martine Gauthier – We can share with the CSS Committee but it is not for wide distribution because without the context it loses meaning.

Ffion Hughes – going through this as a student, as an employee of MORSL, we run programming that people are in theory interested in but not showing up for. When I see it's all online, I don't want to engage. How are we dealing with the Zoom fatigue to keep people engaging?

Martine Gauthier – What we are seeing in student services, some are offering workshops that have high uptake and others that don't and it seems it depends on where students are in the student lifecycle and what is the current stressor. We offer a lot of wellness programming and there isn't a lot of uptake even if we offer a lot. Other services areas like CaPS are getting a lot of uptake.

Darlene Hnatchuk – CaPS is seeing fantastic uptakes, we have shaken up the timing because we don't have constraints around rooms. In myInvolvement, students are attending more activities that give more immediate results. Things that are more on the long term are not as well attended (anecdotally). It is uneven with regards to various services and programming.

Martine Gauthier – Immediate results seem to be key. There is a lot of stress around career and academic success. Things that are more general and more social seem less important. They are interested but then they don't attend, that is just what we are seeing.

Ffion Hughes – I can make my one-on-one meetings. If it's for unwinding it feels counterintuitive to do it because being on a screen makes me feel miserable.

Martine Gauthier – if we find that key we need to know. We want to help we don't know how. There seems to be a lot of academic distress and we are connecting more and more to the casualties with the LWA and we are getting the students when they are already distressed.

Bassam El-Khoury – 25% are satisfied, why, are we not offering what they want the numbers are extremely low

Martine Gauthier – We don't know the answer to this. Example: we had support groups that are population specific. Students are asking for them, we run them they don't show up. It's challenging to understand that despite the demand there is not uptake. Maybe focus groups can help us understand?

Lucy Lach – What is possible, what is feasible? The solution may not lie in student services it lies within the classes. Embedded there so that it throws students into groups that force the corridor like conversations.

Nancy Czettel – There are a number of exam clinics that get 100+ attendees and social activity attendance is extremely low. We reached out to our LWA for time management to allow social and networking. Thursday night coffee hour online for example, there is very low attendance now. When it was in person, it was packed.

Martine – Student Services struggle to see how to make students feel better clearly it is coming out through dialogue that it can't be a SS solution but an academic one. We can support the idea but not now.

Natalie – if you (students) didn't feel it was so demanding would you be more engaged?

Ffion Hughes – Yes if I were not on a screen already 12h a day looking at tiny text.

Mustafa Fakhri -Reiterate students are feeling swamped. We realize S2 is available, but we don't want to engage. That's why it needs to be more local, for example the instructors who talk about it in class, we do enjoy their classes and engage in their classes (professor showing caring attitudes)

Darshan Daryanani - This semester will be a precedent for next semester we know what worked and did not work. Professors willing to give extensions is really helpful. Allowing for the evaluations to be spread out relay helps. Ensuring that professors not schedule everything at the same time. A lot of students have been put in high-pressure situations because final exams were removed and final assessments were put in this final week so the pressure is all in a short period. Coordinating with student associations as they have a more informal better reach to extend the invitation to seek them out as a resource could be helpful with some coordination efforts to be closer to students. The front line being the professors they see every day that would be very helpful.

Bassam El-Khoury – I hear you and I think that professors need to do more. There is the assignment part and the stress part. I am lucky my classes are small so we talk about stress and it helps. Do professors feel stress, yes, they need to make students feel they have openness and understanding and that would remove some of the stress. To have the dialogue. I am extremely supportive in finding a way for professors to be more helpful to their students.

Lucy Lach – Nancy Heath has an infographic on easing pressure in classrooms. A lot happened, discussion at the faculty level, what is working, what is not, what can we do. There is dialogue going on at the faculty level about how to work next semester. Should we do a short presentation to Senate to bring it back to their constituents so they can bring it back?

Ffion Hughes – The disconnect is putting it into action.

Brooklyn Frizzle - If we can advise on that in any way. I think we all recognize this as an issue but it is a problem of implementation if there is a way this can be helpful to bring it back. We do have that privilege of putting it on the agenda of Senate. Integrating wellness into the academics is the one way. It is inescapable for the students. It is our best bet of reaching students.

Samer Salameh – Those are all excellent points, extending deadlines is so helpful. Bilateral communications and using class councils and faculty councils. It is hard to coordinate and understand the needs of the students.

Lucy Larch – Filtering the information to chairs, the feedback was about all that is wrong now let's sit and see what we can do about this.

Samer Salameh - That is true, we hear that a lot in medical town halls there are always some insights to have that we channel back to our faculties. Everyone knows something is wrong.

- Action item - A working group will be formed for a presentation to senate, Caroline will organize the scheduling of the meeting.

Martine Gauthier - We used this data same data to bring it to the tables and amazing dialogues takes place and it is so important. Across the world all the post-secondary institutes are struggling, and no one has found the answer. It is important to recognize we don't have the answers, but it is important to have these dialogues where we bring all the pieces together to get things moving. A lot of the ideas come from the dialogue with our students. A proposal came out of SSMU and it is around helping to support academic distress it is focused on the small things we can do and I feel we could be bringing some of these ideas forward. Expressing the vulnerability that we all have, just that is a connection in and of itself.

## **6. Student Advisory for Housing and Hospitality**

Brooklyn Frizzle - This kind of advisory is seeming worth pursuing, one idea is creating an advisory board for student housing and hospitality which would involve expanding our TOR for CSS. Do you see that as something that could be held under CSS or if it could be something separate that could have strings. There needs to be some sort of oversight.

Ffion Hughes - We are oversaturated with 9 units in S2 but if we have crossover of members?

Darshan Daryanani- I am in support of the committee. They make up important part of our community.

Mustafa Fakhri – We have a lot of advisory boards but we aren't overseeing them at all. If we had a few presentations to the committee on how they are doing, I don't see the point so far.

Brooklyn Frizzle – that is a good point. It is the closest model we have for what student facing meetings looks like. A hand in the formulation of the committee or cross-pollination would be beneficial.

Darlene Hnatchuk – I disagree with it being embedded with CSS we need to find the best and most efficient TOR for us. Though I understand they both report to the DPSLL and they meet together on common issues, challenges, etc. If there is a desire to have it established, to me it is separate and should not become embedded. We do, however, have much to share with student housing and hospitality.

Brooklyn Frizzle – Taking points from you: We have many issues on our plate. Communication, cross-pollination is useful and will inform my advocacy on the issue.

Marie Prémont-St-Jean - Would the advisory touch only the main campus?

Brooklyn – Booth.

Martine Gauthier – Athletics has no link to Senate much like Housing and Hospitality and as you and Darlene work on the TOR there is work to understand why the links were broken. They aren't at Senate they don't have links to Senate. CSS is a committee of Senate but my role has no position on Senate. I don't have the opportunity to go to Senate. This is something important to look at, it shows these gaps.

Brooklyn Frizzle– Where does DPSLL fit in Senate?

Darlene Hnatchuk – Athletics and student housing were removed in 2009 when the DPSLL was created.

Brooklyn Frizzle – We can revisit some of the roles of the past and how to clarify the expectations of the committee and strengthen our role at Senate. That will be an ongoing conversation.

## **7. Other Business**

Mustafa – Student demographic survey will we have the results?

Martine Gauthier – The demographic survey comes out of enrolment services so not under our preview, however, with that said, I think the information would be interesting to bring to CSS and would inform some of our dialogue. The Co-Chairs could ask for a presentation on the data. They could inform the Co-Chairs on when would be a good time to present to us.

Brooklyn Frizzle – I will take care of that with Lucy.

Marie Prémont-St-Jean - Petition to elongate the winter break, do any of you have any update?

Brooklyn Frizzle – From a governance perspective there is a proposal coming to Senate on Wednesday. I assume it will be passed. There will be communication coming out some time later this week.

Martine Gauthier – there are some exceptions, dentistry, medicine and nursing would not be included and it would be until the 7<sup>th</sup> of January and would not include faculty and staff. That is a separate process.

#### **8. Adjournment**

Motion made by Darshan Daryanani second Ffion Hughes.

Meeting was adjourned.