

**Committee on Student Services**  
**Monday, March 15, 2021 – 2:30-4:30 PM**  
**Venue: Zoom**

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**Attendees:** Brooklyn Frizzle, Fabrice Labeau, Jonathan Britt, Martine Gauthier, Rick Hink, Darlene Hnatchuk, Ffion Hughes, Valerie Orsat, Bassam El-Khoury, Nancy Czemmell, Darshan Daryanani, Maheen Akter, Mustafa Fakih, Samer Salameh, Lina Di Genova, Aimee K. Ryan.

**Regrets:** Lucyna Lach, Marie Prémont-St-Jean, Rosella De Stefano.

**Guest:** Vera Romano

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1. **Welcome and Land acknowledgement**
2. **Approval of Agenda**  
Approved Jonathan Britt, Richard Hink
3. **Approval of Minutes**  
**Notes from the last meeting (attached)**  
Approved Nancy Czemmell, Jonathan Britt
4. **Introduction of new PGSS members**
  - Farah Abdalbari
  - Emmanuel Boateng
- 5.
6. **Student services during COVID (Lina Di Genova)**

A Power Point Presentation was shared

- Core functions of student services remain, modality has changed
- Service data usage numbers presented
- Monthly online surveys of student who had had appointments to collect
  - Satisfaction and pain points information
- Programming numbers
- Staff impact survey recently closed - data is not yet analyzed

Context:

- Very short staff almost, 50 vacant positions out of an aproximit 200 due to hiring and budget freezes – very challenging
- Speaks volumes of the work of staff to serve students.

Data to be used for new service model

- Some appointment types and activities better serve in virtual environment
- Improved accessibility leading to fewer dropped appointments

Jonathan Britt – Delivery increases appointments, do you have the capacity?

Martine Gauthier – Ability positively impacted by less time between appointments, few vacations.

Freeze lifted would increase capacity.

Constantly measuring to be able to provide quality, low wait times.

Not burn out staff.

Lucy Larch –Can we compare the fall roll out to last year?

Lina Di Genova– Difficult to map, some appointments are down e.g. different jurisdictions (licencing issues) plus hiring freeze. In terms of capacity we are at capacity, but it is not easy to compare.

Martine Gauthier– Needs have changed, CaPS demand has skyrocketed. Wait times are up, it is contextual and not comparable. The same can be said of other services like the HUB.

In the fall front facing services will all be on campus but that does not mean that they can not offer virtual. We will establish a baseline. Right now, aside from the HUB, 3-4 students are opting for in person appointments a week across all our services when choice is given.

Nancy Czettel – Echoed the sentiment that the students prefer the online option for the flexibility and privacy, as well as for orientation town halls and pre arrival activities.

## 7. **Update on CSS mandate**

- Proposal must be submitted to nomination committee by April 21<sup>st</sup>
- For the student experience and what is useful to Senate.

Draft Proposal future CSS was shared

Modifications were made collectively to the document

Martine S2 does not oversee any policies, that is a left over for when we reported to the dean of students, that is now being removed.

A 3rd column be included to explain the reason behind the changes to the nominating committee

Improved process and procedure related to the update of the mandate – an annual report to combine the reports of the units under 1 narrative, the advisory reports will be annexed. Information will be holistic.

Brooklyn Frizzle -The goal was to put enough leeway that we can introduce items to Senate in a way that is palatable to nomination and steering committee with out carving out a specific item or infringing on operations.

About creating an opportunity rather than an obligation.

We will have to review the reporting of the advisory boards next year, the opportunity for students to dig into operations of individual services

Martine Gauthier- Do we need advisories for rest of Student Services:, Communications, EDI, Assessment and Evaluations? They provide support for the services. Would that information come here? The quality improvement system (complaints) for student services as a whole, a way for students to be heard, see the bigger picture. What if we are missing the bigger themes around EDI or Comms?

Jonathan Britt– The scope seems wide for the numbers of meetings.

Brooklyn Frizzle– trade off between the work of the co-Chair vs the committee it is a balance of capacity.

Proposed new Composition

If the EDSS becomes co-chair caution not to lose the representation from academics while maintaining student balance if adding positions for academics and administrations.

Brooklyn to work on student representation section.

**8. Presentation from CaPS, current situation**

Presentation shared with group

**9. Other Business**

**10. Adjournment**