

Committee on Student Services
First annual meeting minutes
Monday, December 4, 2023 – 1:00-2:30 PM
Online

Attendees: Aimee Ryan, Brady Yano, Brett Meyer, Cara Piperni, Caroline Arpin, Evelina Ene, Jon Barlas, Lina Di Genova, Manuel Balan, Naomi Pastrana Mankovitz, Stéphane Cardinal.

Resource Persons: Pauline L'Ecuyer, Pedzi Nleya, Rick Hink.

Regrets: Caroline Riches, Chantal Grignon, Sophia Garofalo, Tabatha Sparks, Yasmine Elmi, Valerie Orsat.

1. Welcome and Land acknowledgement.

2. Introductions

3. Approval of Agenda

Motion by Evelina Seconded by Brett

4. Approval of Minutes

Notes from the last meeting, January 23, 2023 (attached)

Motion to approve: Stéphane Cardinal

Second: Aimee Ryan.

5. Student Services Overview

Cara Piperni: Take the time to provide information about the scope of the Committee and Student Services as many areas outside of Student Services provide services to Students.

❖ Annex 1: "CSS Orientation PPT, Fall 2023"

Question on S2 org chart, do the SLL level (the grey level) meet?

Cara Piperni:

Yes they meet regularly to discuss trends and opportunities, projects an initiative that cross all SLL units.

Naomi Pastrana Mankovitz:

Does the Executive meeting involve students?

Cara Piperni:

It is a management team meeting that reports to the Deputy Provost. There are advisory boards for each of those areas involving students.

At the service level of S2 we have advisory boards with representatives from student groups and students at large who have experience with the services, it is a place to share information and feedback.

Naomi Pastrana Mankovitz:

Do we have any information on gender and ethnicity of the students responding to the survey?

Lina Di Genova:

We do not ask – we keep the survey lean; we do have some information in Banner. It is an area for potential expansion.

Are there areas as a student leader you would like to know more about?

Brady Yano:

Does S2 have a strategic plan? What are the objectives? How does it filter in? How will it inform practice?

Cara Piperni:

In line with the Orientations of SLL – improving service to students, modalities in terms of experience with bookings and appointments. Projections of online vs in person.

6. Nomination of student co-chair

Break out room for students.

Co-Chair Nominee: Brady Yano

7. Post Orientation Survey Feedback

Presentation by Stephane Cardinal, Director Campus Life and Engagement

❖ Annex 2: McGill Fall 2023 Orientation Debrief-OPG_Ddec.2023

Questions

Brady Yano:

How long has Minerva been used as a solution? Are there ways it can be tweaked? It is particularly difficult to manage.

Cara Piperni:

Implemented in 2000, there has been several iterations. It interfaces with Banner. We have been slow to upgrade. There should be a new program in the next year or two. It should improve the look and feel. The shift in the next two years should bring more seamless interactions.

Lina Di Genova:

Have been assessing interactions for a decade, several data points have been added. There has been so much improvement in what information students want to see, like safer partying, how to make a friend ETC. making its way into the sessions and into the questionnaire. We are seeing communications and programming that has been needed for several years make its way into the program.

8. Discussion around future topics

Brady Yano:

Housing affordability is a topic that has not been acknowledged, there is a need for more consideration to support students.

Naomi Pastrana Mankovitz:

Food insecurity – need for a longstanding solution. Senate CAUCUSS discussed the idea is to create a sub committee including members of SHH – there seems to be no other committee that could discuss this.

Cara Piperni:

Food insecurity is a topic close to my heart as an administrator of need-based funding.

The topic goes beyond the scope of Student Services. It would need to be discussed with SLL. It is a bigger discussion where other stakeholders will need to be part of the discussion who do not sit at this table. We will discuss it with leadership to see what means are available to address these concerns.

Cara Piperni:

Communications to students a number of initiatives of mapping over the student journey. It would be good to bring the topic here as the initiatives progress to get feedback.

Brady Yano:

How does the student census play into the work of the committee and inform the services? Are there opportunities for influencing the questions on the survey such as tracking food and housing insecurity?

Lina Di Genova:

The survey data we saw today does not make its way into this. Certainly, there are places and spaces where we could look at different student experiences. We can talk offline.

Cara Piperni:

Possibly discussing the issue of wait times, what the factors are how we communicate this to students.

Brady Yano from the chat:

“To your earlier point Cara, I would be really interested in digging into wait times at the student wellness hub in particular, recognizing that accessing health care / mental health care are larger issues in the city and the province as a whole”.

Cara Piperni:

Major platform implementation in replacement of myFuture in terms of Job boards and Career planning support as well as co-curricular record and myInvolvement. As the implementation evolves, we would like to bring some of the issues here for feedback.

Stéphane Cardinal:

Peer to Peer mentorship platforms in the spring. All sorts of members who host groups around the table. Could be of interest to discuss.

9. Other Business

10. Adjournment

Motion to adjourn: Brett Meyer

Seconded: Brady Yano

Next meeting February 19, 2023