

Committee on Student Services
First annual meeting minutes
Monday, October 17, 2022 – 2:00-3:30 PM
Brown Student Services building – room 5001
ZOOM meeting

Attendees: Aimee Ryan, Cara Piperni, Caroline Arpin, Caroline Riches, Chantal Grignon, Darlene Hnatchuk, David Vaillancourt, Ghali Touimi Benjelloun, Kerry Yang, Manuel Balan, Martine Gauthier, Nathan Hall, Nancy Czemmell, Risann Wright, Samuel Baron, Sara Kosumi, Valerie Orsat.

Resource Persons: Alex Liepins, Catherine Loiselle, Christine Ebrahim, Evelina Ene.

Regrets: Eric Galbraith.

1. Welcome and Land acknowledgement

2. Introductions

3. Approval of Agenda

Agenda approved unanimously.

4. Approval of Minutes

Notes from the last meeting, January 24, 2022.
Approved unanimously.

5. Student Services, Orientation presentation

See attached PPT

Questions and comments:

Ghali Touimi Benjelloun -

There were so many projects over the last 3 years is there capacity for more or will you be working on implementation?

Martine Gauthier -

There is room for more, our project based approach allows for more.

Samuel Baron-

Is Academic Advising outside of scope of this committee?

Martine Gauthier-

Advising is under the faculties, we provide them with information only.

Samuel Baron-

It seems that as the number of Local Wellness Advisors (LWAs) increases, the number of academic advisors decreases or remains stagnant (observation for faculty of art). These services are independent, there is a disconnect between mental/career and academic advising and not much cross over. Are there avenues for LWAs to pick up slack as the AAs stagnate in hiring? Students are sent around to different resources and the experience is fragmented.

Martine Gauthier-

LWAs and AAs are completely separate. Hiring for LWAs has increased because of gifts from donors who want to support wellness allowing us to grow the number of LWA roles.

LWAs do not advise, they can work on academic distress and anxiety but not academia.

Would any faculty members like to speak to this?

Nathan Hall-

In the role of Associate Dean it is possible to provide resources for both aspects. Academic issues can be wellness issues, they are inextricably intertwined.

There was a committee on undergraduate advising that was dissolved.

Manuel Balan-

There are staffing issues in the market. McGill is seeing this across the faculties and the units. It is not a question of prioritizing or growth. There is also an issue of "musical chairs" that opens gaps.

These roles are separate, there is not a role that is prepared to do all of it, there are different skill sets involved. It is important to know the ecosystem and untrained people are problematic. The system necessarily sends students on different paths.

Darlene Hnatchuk-

In student services we have a common understanding of the navigation, and we accompany students based on their priority, trying to make it as simple and seamless as possible and are always trying to improve.

Martine Gauthier-

Student Services needs to work more closely with Academic Advising. The Office of the Dean of Students works with them, and we need to be part of that group.

LWAs are mental health clinicians they cannot report to the deans they must report to another clinician. It is related to their professional orders. But the behind the scenes being fragmented does not mean that it needs to be complicated for the students. We need alignment and dialogue and a smooth transfer of students.

Samuel Baron-

It is great to see this willingness to collaborate. The AA sometimes just don't know and dust their hands clean or say they can't help. Any communication between the two would be an improvement.

Martine Gauthier

This is the enriching dialogue we are hoping to have on this committee. All the players are at the table.

6. Student Services Annual report

See attached PPT

Questions and comments:

Risann Wright-

For the by the numbers page, would it be possible to have additional context to help identify blind spots?

For example – the number of appointments booked – how long did it take to book them?
How many appointments requested?

Martine Gauthier-

Lina Di Genova, Director of Assessment and Evaluation, away right now, can provide some context around that.

It is important to understand, with regards to appointments with doctors that our health care model is for primary care only. Very few universities in Quebec have a medical clinic because it is very complicated. We offer it because our international students require it. Our clinic is not part of the public health care system. Drs. hours are beyond their workload in hospitals, clinics and CHSLDs. They can only give up a few hours a week. It takes 40 Drs. for us to have the equivalent of 4 full-time positions. When there are emergencies in the public system, we are the first to lose the Dr.'s time as they are not accountable to us in the same way. We will never be able to provide clinics like they do in the larger American universities. We have added solutions such as telemedicine to improve support to students.

Risann Wright-

You spoke of your surplus can you elaborate on the process for the use of the monies, can it be used to increase staffing levels and capacity?

Martine Gauthier-

The money cannot go to new positions. It is not sustainable. We can only use it on short-term projects or IT platforms and equipment.

Risann Wright-

What is the process to determine what projects are allotted budget?

Martine Gauthier-

Projects that are in line with our strategic plan to improve services to students.

Ghali Touimi Benjelloun-

With regard to EDI and the black student survey, what are the action items that are anticipated? We often hear that specific populations need niche services.

Martine Gauthier-

We will use the data to develop a strategic plan for Student Services. Christine Ebrahim our new Senior Equity Diversity and Inclusion Advisor will work on that.

Kerri Yang -

With regard to medical appointments would it be possible to use students to provide basic services under the supervision of a physician to address the lack of services?

Martine Gauthier-

Each of our Sservices has an advisory board that can speak to questions on their specific areas. The advisory board is the best place to ask this question.

7. Nomination of student co-chair

Break out room for students

Ghali Touimi Benjelloun named Student Co-chair.

Ghali Touimi Benjelloun-

In the past I had been contributing through consultation with associations pro bono. I am looking forward to contributing in a more concrete way. Helping is what drives me. I enjoy things that are measured and calculated and seeing the impact.

8. Proposed items for 2022-2023 academic year

- 8.1.** What the future holds for service delivery (post-pandemic)
Collecting data to understand service needs virtual/in person and beyond. What different ways we can support students where they are when they need it.
- 8.2.** Emerging skill sets
Career skill sets, interpersonal, wellness – discussion around skill sets – what should S2 focus on, narrow down the area of focus.
- 8.3.** Campus approach to Mental health and Wellbeing
Bringing information and results out of “The National Standard for Mental Health and Wellbeing for Post-Secondary Students”. Work together to share the responsibility of student wellbeing – especially when academic distress is one of the greatest stressors on students.
- 8.4.** What else would you like to bring to the table? What topics can we cover and bring to Senate?

9. Other Business

10. Adjournment