McGill

Committee on Student Services
Wednesday, February 28 – 1:30-3:30 PM
James Admin, 302

Present: Jim Fyles (Co-Chair), Isabella Anderson (Co-Chair), Martine Gauthier, Isabelle Oke, Saumeh Saeedi-Tabar, John Mac Master, Axel Hundemer, Brandon Bonon (MCSS representative), Vera Romano, Myriam Tabrizian, Ian Simmie, Muhammad (Ahmer) Wali, Kyla Hosie

Regrets: Lina Di Genova, Freddy Lee, Alyssa Wooster, JennyAnn Pura, Jemark Earle, Tre Mansdoerfer, Tamara Western, Dusica Maysinger

Meeting called to order 1:35 PM

1. Approval of Agenda
The Committee approved the agenda.

2. Approval of Minutes from January 31, 2018 meeting
Minutes were approved as distributed.

3. Business Arising
   a. Terms of Reference Discussion
The committee continued a discussion regarding the current terms of reference for the Committee and what the mandate of the committee should be.

-Change ToR from Senior to Executive Director
-Who do we provide advice to? Exec Director, ESAAC, Senate, Student groups? Not very clear. Comments that it should be S2 advising students and not CSS. Perhaps the committee can provide advice to student leadership who may be working on projects within S2 and want a larger overview of what is happening. If CSS is a committee that should be overseeing university side of service provide. Work that CSS is doing might lead to recommendations or support that can be given to student services (run by students).

Groups from SSMU might come to CSS to benefit from the expertise of CSS. However, if we do direct interactions/provide advice to the students, are we bypassing the service (S2)?

J. Fyles noted that SSMU, MCSS and other student groups do a variety of things related to student services (separate from McGill S2). CSS would like to promote a well-integrated set of services for students (S2 and student run supports can both play a role).

Comments that there are often duplication of efforts with S2 and student services run by students. CSS may not be the place to bring more cohesion between these groups but it can be

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a place where students can go to for feedback, advice, etc. Some members commented the CSS seems more like an advisory committee rather than a Senate subcommittee.

M. Gauthier talked with the Deputy Provost, Provost and other regarding the role of CSS. CSS was struck when the Dean of Students was overseeing S2. This made sense as the Dean is the holder of student related policies (student behavioral policies, academic policies, disability policy, etc) and has a seat on Senate. In that way, it made sense for CSS to be a subcommittee of senate. In S2, we have no policies. This committee should have followed the DoS with the separation. S2 needs an advisory committee. Historically CSS has been very involved with budget, which may or may not be helpful. Senate is doing a review of committees. There may be reasons why we should be connected with Senate.

S2 currently reports to Deputy Provost of Student Life and Learning, who reports to the Provost. CSS reports to Senate via the Deputy Provost.

Discussion regarding the upcoming changes in Student Life and Learning. S2 may not look the same in the future. Is it worth pursuing these types of discussions (regarding terms of reference) in the midst of the changes? Members agreed that it may be worthwhile for CSS to provide some recommendations to Senate (what the committee should do, who it should be talking to - EDSS or other, etc.).

J. Mac Master inquired where does S2 funding come from? M. Gauthier specified that 75 percent of S2 funding comes from student fees, 25 percent from ministry monies directed specifically for student services.

I. Simmie noted that this is an opportunity to look at student services across campus and how we support students as a whole. There are many places that are talking about students supports on campus.

Comments regarding the CSS final report to Senate (that the Deputy Provost presents) - it should be more detailed to ensure all conversations are covered. In the past, the report has only been approximately one page.

S2 does not currently do annual reporting. S2 developed template to start collecting data, we will be putting together an annual report, which should feed into the report to senate. Comments that there is no need for CSS to report on S2 activity if there is an S2 report.

A. Wali commented that as the structure of SLL and S2's relationship to DPSLL may be changing, perhaps CSS should focus on the advising aspect off the ToR. The reporting aspect can be decided later.

Discussion ensued regarding the nuanced difference between "Student Services" (as part of SLL) and "student services" (other student supports not provided by Student Services). Student

services at McGill is very complex; difficult to understand the whole part. Is part of CSS's job to promote a shared understanding of student services? M. Gauthier noted that she does not have jurisdiction over student services across campus, just her own unit (in reference to first sentence in ToR). However, if we can get information regarding student services across campus, it may inform S2 decisions

I. Oke commented that if the Executive Director has information on what is going on around campus, then whatever recommendations the committee makes will be better informed. M. Gauthier responded that if that is the case, then we also need to look at the composition of the committee. A lot of areas across campus that do student services which are not represented on CSS. For example: Rez Life (programming for students in residence), TLS (SKILLS21), Athletics (programming around health and wellness), etc.

J. Fyles asked how the Executive Director feels – whether these groups should have representation on CSS because we want to take advantage of their knowledge and expertise? Or does the Exec Director already get that information elsewhere? Would it be valuable to have someone from those units on CSS? M. Gauthier noted that information should be shared by the executive team but this doesn't always happen (ie. due to time constraints).

V. Romano noted that it is difficult to define the mandate of CSS in terms of advising others. It is important to have these areas a part of the conversation. However, if part of the mandate is to formally advise "student services" – we are expanding jurisdiction of the committee. This would be very difficult to manage – such a myriad of student services across campus.

J. Fyles noted that this is a question for the Senate Nominations committee. They may say that CSS's mandate is to advise the Executive Director of Student Services and not all of student services. Based on the discussion, there is an identified need for some group, committee, etc. to be aware of student services and bring them together in a shared understanding that can be communicated through the appropriate channels.

B. Bonon noted that there are initiatives by MCSS that are not included in Student Services. Everyone's goal is to provide support to services, but we need heterogeneity to ensure everyone is on the same page.

M. Gauthier agrees with the need to bring together and discuss all student services on campus but not sure if this committee is the one to do this. Committee would have to be structured differently if we moved in this direction. This would be useful as we should be complementing our services, not duplicating. Struggling with this across SLL and student groups. If we are trying to bring together a cohesive student support dossier, planning needs to be done collaboratively. If we do go that route, then S2 would additionally require an advisory committee. There is an opportunity to have two different committees – one that can speak to and advise on student services across campus and one whose mandate is only in regard to Student Services. M. Gauthier commented that she does not see the advisory committee

reporting to Senate. J. Fyles noted that historically, CSS has been advisory to Student Services. However, as student services extends all over campus, this may need to be revisited (especially CSS's relationship to Senate),

The chairs of CSS will communicate to Senate Nominating Committee that there is a need to have a group who can speak to student services across campus.

J. Mac Master suggested that CSS may want to talk about ToR for an advisory committee for Student Services and a parallel project could be S2 plus student services. Committees like CSS would be the ideal place to talk about best delivery of service to all students. Laying all these ideas out in a simple document may be helpful for many. Faculty may not be as well aware of various student services offered by student associations. If there are opportunities to make students aware of parallel services, faculty need that information (ie. if a student cannot make an appointment in Counselling Services, they know the other options by peer support groups).

M. Gauthier noted that S2 has put in money for a mapping project to map out student supports on and off campus (ie: information regarding student insurance). Goal is to create website that houses this information. What are the existing gaps for student support and how we do we plan together and prioritize and address these gaps? This project could be informed by the advisory committee. Hoping to get ongoing funding for this project. We do have data that can pinpoint what type of information students want and how they want it delivered. Generally, for information regarding mental health and counselling; they want it from a professional. For information regarding drinking and sexual health, they may prefer to talk to peers.

I. Simmie noted that it is important to check with the Secretariat as the formation of committee may have to do with protocols related to fee funded units. Other committees are formed because students pay their fees. Is this a Board of Governors or Senate issue?

J. Mac Master commented that since this is student money and student money provides student services, S2 should have an active relationship in figuring out relationship between "Student Services" and "student services". Is there a feeling that S2 is not providing the right services? Or are there different responsibilities between different organizations?

B. Bonon commented that even though McGill has counsellors, student insurance allows students to see off campus counsellors. Students don't care who provides support, as long as they get it.

M. Gauthier commented that it may be useful to mention to Senate that perhaps CSS was originally created for students to have a voice in how their student fees are used in S2. We are not sure if this was the case though. Do other student funded units have committees?

V. Romano mentioned that CSS used to be more in line with the Dean of Students portfolio (which includes policy). In last 5 years, there was a shift to a fiscal focus, shift in the change of

relationship with the amount of money S2 was receiving. Primary focus was to ensure that funds were allocated in a manner that students felt appropriate.

J. Fyles commented that this committee is unique in its composition compared to other senate sub committees.

The discussion will be continued at a future meeting. The Chairs and Secretary will contact Senate to get more information regarding the upcoming review.

4. **New business**
   a. **Innovation Fund Reports**

Discussion regarding how to deal with the finished projects. Each project should have completed a final report. Brief overview of projects:

Cousins - First Peoples House
-conference was a success; promote mentoring; asking for an extension

A. Wali commented that if we already assigned them the funds, they should get it. All members of CSS were in agreement

V. Romano commented that it was previously communicated that for most of the projects that money can't be carried over.

I. Simmie noted that when the innovation fund projects were set up, there was a 4.5 million surplus, now there is a question of sustainability. M. Gauthier responded that there is an expectation that the programs that were funded would show how they are being successful and sustainable.

J. Mac Master noted that with information that he has seen, he is abstaining as he is not comfortable if this money is attached to S2 deficient.

Will table this for lack of information.

Experiential Learning App – Career Planning Service
-working within budget
-timeline that tracks through Fall 2018
-question regarding whether they have enough money for developing the app? They should.
A. Wali asked if the app would be integrated with MyPath?

As there seems to be some confusion regarding the oversight of these projects, M. Gauthier asked who is in charge of the innovation fund projects? CSS spawned the projects but the

intention was that a S2 Director would oversee the project and sign off, along with EDSS' approval.

A. Wali noted that there was a large surplus in S2 and that money was from students. Wanted to spend surplus on innovation with student services (as students paid for it). V. Romano added that there was an internal process in S2 of prioritization based on established criteria.

Indigenous Living and Learning Community - First Peoples' House
-Project closed. Received final report.

Therapy Assisted Online (TAO) - Counselling
-did what it was asked to do. It has been incorporated into Counselling.
Lower intensity treatment, high levels of uptakes for a new project.
Consulted with students re: incorporation and communication with our student groups; democratizes the process.
-Initially, TAO was only used once you saw a clinician and registered. Now, it can also be used completely on your own or accompanied by a clinician. Students wanted open access to this platform and we have developed this.
-have incorporated annual licensing fee into budget. Also looking at philanthropic donations but currently incorporated into operational budget.
-will need final report

Transition Out Program (TOP) – International Student Services (ISS)
-developed toolkit to help international students transition out of school and to the workplace
-will spend remaining budget by March 31, 2018
-will need final report

Universal Design for Learning (UDL) – Office for Students with Disabilities (OSD)
-proposing to return 36k as there was not as much uptake as expected
 -J. Fyles asked if it was too early to give up on the project as professors generally take a lot of time to move. M. Gauthier responded by asking where the responsibility lies? S2 tends to jump in but there are other units across campus who could do this (ie. TLS). Could encourage OSD to be in contact with TLS to pass on their learning and knowledge?
J. Mac Master added that professors do not have much time to think of how they should teach. Difficult to ask professors to re-design the wheel when it should be a larger discussion that the university should have. How are we actually going to roll this out? OSD doesn't have expertise for faculty training and learning. S2 cannot be leading this charge. Is there a role for this body in communicating that this project shouldn't be lost?

Wellness Recovery Action Planning (WRAP) – Counselling
- inherited this project from Mental Health
-expect to have remaining funds spent by March 2018

-good example of a sustainable project; "McGillize" WRAP (content in WRAP is basic wellness recovery content, hired graduate student to develop a McGill version of WRAP). Now, Counselling has launched Student Wellness (SWELL), which is the McGill version of WRAP.
-will no longer have to buy WRAP. SWELL will continue to be run by students. However, student facilitators are paid for their work. Looking for ways of how to incorporate this into the budget or potential donors.
-will need final report

b) Advisory Board Reports
Due to time constraints, this will be tabled at another meeting.

5. Executive's Directors Report

Referendum update
S2 will not be going to referendum this spring as originally planned. Reasons for this include the fact that the student population is not ready to look at a fee increase. S2 needs more opportunities to show the changes taking place. In 2018, there will be a lot of changes (Wellness Hub, Embedded Wellness Access Advisors, etc.). Once students see those changes they should be more open to discussion. Secondly, S2 needs an opportunity to review our budget.

Overhead
Provost has confirmed that the overhead will be eliminated in S2 over two years. The announcement should be going out shortly. This has been an ongoing issue with the students. Student fees that went to S2 were funneled into pay for the overhead. Students argued that they were being taxed by the university. The Deputy Provost (Ollivier Dyens) and Martine has advocated for this and their efforts were successful. Clear message to Provost and leadership that S2 will not be successful in a referendum if the university does not do away with the overhead fee.

How does S2 use this money in a way that helps them deal with the operational deficient and how can they better serve students? When one sees S2 as one unit instead of eleven units, there may be opportunities to save money. This will be a future discussion.

Wellness Hub in Brown
The design for the access hub in Brown is finalized; the design team did a great job. Renovations will be going into the Fall 2018. S2 will continue to run all of their regular services during this time. In Fall 2018, we will bring together and expand the area of health promotion. Bringing together different components such as Healthy McGill, Shag Shop, peer support, training, health promotion and outreach. It will be important to work with students on this.

<u>Wellness websites</u>
S2 will be consolidating all websites for Counselling, Health, Psychiatric, Healthy McGill, etc. This new website is where the mapping project will be housed.

<u>Embedded Wellness Access Advisors</u>
The Provost approved embedding ten advisors into the faculties over the next two years. Six advisors in coming year and then four the following year. Identified the faculties according to those who have students who access the services most frequently.

I. Oke raised a concern regarding communications for all the changes happening in S2. M. Gauthier acknowledged that communications is a weak link. S2 has created a Director of Communications position, which S2 is currently trying to recruit for. S2 has developed their own social media (Facebook, Twitter, etc.). S2 will start pushing information our through that avenue. Currently, different units have social media but not the overarching S2. Have requested money to have a communications plan.

Meeting adjourned 3:30 PM

Action Items
1. Send Senate report information to members – J. Fyles to send K. Hosie information to circulate
2. UDL follow-up (ensure that project knowledge gets transferred to the right place and final report)