

**Committee on Student Services**  
**Monday, January 24, 2022 – 2:00-4:00 PM**  
**ZOOM meeting**

---

**Attendees:** Aimee Ryan, Bassam Khoury, Cara Piperni, Caroline Arpin, Claire Downie Darlene Hnatchuk, Martine Gauthier, Nancy Czemmell, Sean Clarke, Valerie Orsat.

**Resource Persons:** Cynthia Nkamicanie, Evelina Ene, Lina Di Genova, Rick Hink, Vera Romano.

**Guests:** Catherine Loiselle, Thomas Germain, Genee Latreille, Jessica Giles

**Regrets:** Christian Tonnesen Karla Heisele Cubilla, Eric Galbraith, Manuel Balan, Nathan Hall Zeke Bertrand.

---

**AGENDA**

**1. Welcome and Land acknowledgement**

**2. Approval of Agenda**

Please note the addition of item # 6: Update on the National Standard, McGill Consultations

Agenda approved unanimously.

**3. Approval of Minutes**

Move to approve meeting minutes - Darlene Hnatchuk

Second - Sean Clarke and Valerie Orsat

**4. Student Services visibility and awareness in the campus community**

Noted - only one student present

Starting with the faculty and staff portion of the presentation and if no additional students join, we will postpone the second portion of the discussion to a later date.

- a. **Faculty-Staff Communications Plan (Rick Hink)**  
**PowerPoint presentation**

**Discussion**

Martine Gauthier

Do you have additional ideas?

We are putting together a timeline of meetings and committees across the University that we hope to join to share information.

Thomas Germain:

- Is there a way to be included in the HR process of onboarding of new faculty members?

Catherine Loiselle

- Make sure the messaging is coming out at the right time and contains all the right information – units should work with our internal communications to ensure that.

Nancy Czermel

- Reach out to MAUT and other unions to get the message out there – memo to teaching staff about available supports – communications linked to the student life cycle is a good idea.

Martine Gauthier

- We need to time it so we can get it in before the faculties communicate.

Nancy Czermel

- We send it the week before classes start.

Evelina Ene

- Listservs of advisors, GPC and GPD, subcommittee on student records.

Rick Hink

- Good idea for the onboarding and sharing through the relevant listservs. A McGill 101, we can build different ways of sharing the information
- Communications office has taken over Communications to incoming students.

Cara Piperni

- Should we offer something experiential – lunch and learn, space to ask a question to complement the information, to have the ad hoc conversation, in a different kind of forum?

Catherine Loiselle

- Important to think of the TAs

Vera Romano

- Send the communication but also offer additional ways to engage – depending on the appetite. (Stepped care approach)

Martine Gauthier

- Sean where do you get your information?

Sean Clark

- In 2016 I used to get my information from e-mails, but I have disengaged from that – myCourses is an area we have to engage with all the time. A little tab there and myCourses also allows the collection of data – so you can see how the students engage with the material.
- Student societies try to help but they turn over every year, so the stability is not there.

Nancy Czettel

- Sean, do you use social media, Instagram?

Sean Clark

- No, not for school things. I use it to get away not to check in on McGill. It is a great idea in theory, but the engagement I think will be low and the effort may not be worth it.

Evelina Ene

- Student portal with links to all kinds of information

Sean Clark

- The extent of my use is as a log in – myPortal – personally I don't frequent it.

#### **b. Student Services communications and managing expectations**

Vera Romano Update on the Hub medical staff situation

- General Practitioner capacity at the wellness hub: even at full capacity we were a small team (6 full-time equivalent). At that capacity we cannot be the primary health care provider for our student community or our international community.
- We work on visibility of other ways to access care.
- Now we are at about 1.5 full-time equivalent of General Practitioners – the pandemic is a factor, and their functions are very heavily regulated in this province – they can only work here once they have worked their regulated hours.
- Many have moved to the front line of the pandemic.
- Unprecedented amounts of medical or personnel leaves.
- We have support from our leadership to try to get visibility on that pain point and help with recruitment through intentional strategies to try to maintain our capacity and grow from there.
- We do have some days this month and next with no doctors covering.
- Nurses are working to their fullest capacity with the rights to prescribe
- Students are informed of all the bridges available to us. For Maple, Blue Cross students and dialogue are not billed upfront.
- Students are satisfied with those services and the response times are rapid.

**Discussion postponed for lack of student participants**

## National Survey of Student Engagement (NSSE) Results (Lina Di Genova)

### Presentation shared by Lina Di Genova

#### Questions:

Vera Romano

- Does the data allow for self-comparison?

Lina Di Genova

- Yes on the core questions overtime – we have results since 2004 the survey was updated in 2012.

Thomas Germain

- Does it consider the Canadian vs American context?

Lina Di Genova

- When we compare ourselves to the US, we compared to schools that are like us – public institutions.
- Is the NSSE to American? It looks at outcomes and allows us to see if there is something systemic going on.
- We do need to discuss it.

Cynthia Nkamicaniye

- I am reacting in terms of belonging – when it comes to underrepresented populations is there a way to dive down into that?

Lina Di Genova

- That is an area we have been struggling with for a long time.
- We do have race and ethnicity data. We can take a closer look.

Vera Romano

- This data speaks to how we need to talk in a campus-centred way.

Thomas Germain

- Do we look at graduate students elsewhere? Through the faculties?

Lina Di Genova

- The NSSE is for undergraduate students, at the graduate level there are some tools the Canadian graduate postdoctoral study (PGCSS)
- It looks at the holistic approach, but it is not a measure of mental health results. – the right tool for the right purpose.

Martine Gauthier

- Student faculty interaction is lower at McGill why is that an important indicator of the student experience.

Lina Di Genova

- What are the practices that contribute to learning (effective – high impact) – those are predictors of success. - rapid feedback...
- High impact at McGill – research with faculty – this is highly valued for going on to graduate studies

Martine Gauthier

- We have all this data, and we want to make it available to the campus community – we post it on our websites but we don't think people look at it.
- We are thinking about doing some lunch and learns and having dialogues on what it means to us as a campus community.

## **Update on the National Standard McGill Consultations (Lina Di Genova, Vera Romano)**

Lina Di Genova

- With Bell Let's Talk –we support mental health and wellbeing and address key points: Access, reduced stigma, safe space.
- How are things going? We have come a long way – with the 2018 action plan.
- What campus mental health can look like in 3-5 years.
- We will share the results of the campus conversations at Senate in April.

Vera Romano

- Aligned with the principles guiding our direction in terms of expanding our definition of wellness as holistic – but also understand that mental health is a subcategory of wellness.
- In terms of principles, we want to move away from a deficiency model to a flourishing model on how to optimize our environment.
- Not fragmenting students into different wellness categories but look at their circles of wellness – belonging and connectivity as predictors of well-being and mental health. It is a vulnerable period (16-24 is the period that mental illness presents itself).
- Intersection of environmental factors – are they fostering or a barrier to wellness.
- Different stakeholders as players of wellbeing.

To learn more:

[https://www.canva.com/design/DAEzF3cfMiQ/nIQGMMVo03hL4RDaMIRKEQ/view?utm\\_content=DAEzF3cfMiQ&utm\\_campaign=designshare&utm\\_medium=link&utm\\_source=homepage\\_design\\_menu#1](https://www.canva.com/design/DAEzF3cfMiQ/nIQGMMVo03hL4RDaMIRKEQ/view?utm_content=DAEzF3cfMiQ&utm_campaign=designshare&utm_medium=link&utm_source=homepage_design_menu#1)

## **Student Services update**

### **Update on the Student Academic Wellness Proposal**

- We are working with the students in terms of engaging them in the National Standard and finding where the alignments are.
- We had a discussion with Angela Campbell, Chris Buddle and TLS on how the University would support this directive.
- We are building synergy and alignment.
- We need dialogue with the academic branch and not to act as a silo.

### **IT platforms**

- IT is a back bone of our work, ways to experience co-curricular activities ,career experiences, peer-to-peer engagement, etc.
- Different faculties bringing in new platforms fragmenting the experience. The University is going to be sponsoring many of our platforms. The Provost and Deputy Provost Offices will be heartily encouraging streamlining platforms – career services and peer-to-peer experiences, MyFuture, and for activities myInvolvement.
- SLL is working together for one appointment booking platform.
- Students struggle with this fragmented experience, so this is good news.

### **5. Other Business**

Next meeting, we will bring back the results of the National survey on psychological welling across the campus. We will need to identify projects to bridge the gaps as opportunities for funding exist.

### **6. Adjournment**

**Next meeting: Monday, March 14, 2022, 2:00 -4:00. Location TBA.**