



**Council on Student Services**  
**Minutes of the meeting held on Wednesday, October 21, 2020**  
**4 pm – 6 pm**  
**Zoom meeting**

**Members:** Desmond P., Nadia R., Varsha P, Sheila J, Greg H, Erika L, James D, Sarah A, Lulu G, Eesha C, Stephanie E, Tristine A, Menilek B, Erico P, Bill F, Fae A, Kiana J, Sabrina P, TJ H, Tianna T

**Non-Members:** Chris B., Tasneem N., (Acting Secretary) Kevin T., Delicia A, Christine S, Marg L, Khadija U, Shari R, David B, Juanita M, Mel D, Mohsin B, Jonathan C, Heather Lynn M, Sobiya S

**1. Approval of Agenda**

Moved: Eesha C

Second: Lubaba G

All in favour. Agenda approved.

**2. Approval of Meeting Minutes – September 23, 2020**

Move: Lubaba G

Second: Sabrina P

All in favour. Agenda approved.

**3. Presentations from Portfolios of Student Experience and Wellbeing:**

- **Student Life and the International Student Centre**

Erika Loney began the presentation on Student Life Programs by speaking about their services -orientation and transition programs, first year experience , CCR, indigenous outreach, community programming, student groups and campus organizations, leadership program, Multifaith engagement etc. The International Student Centre also offers orientation and transition programs, immigration advising, global learning program and workshops.

The following were the highlights during the COVID pandemic: all programming was transitioned online within a week of lockdown. There was a 20% increase in immigration and transition advising and 109 students were supported through returning early from abroad. With the new OSEW model the ongoing partnerships and collaborations continue across the campus with different departments, virtually. Erika L shared that there there is a new mission, vision, values and priorities for the SL and ISC units-providing a Culture of Care to Improve Student Mental Health, International Student Support and Intercultural Learning , Experiential Learning through community engagement and campus life, build Inclusive Excellence and develop Strategic working relationships across Student Experience & Wellbeing division.

New educational focus is on self development, critical thinking, skill building and local global community engagement.

- **Academic Advising & Career Centre**

Marg L introduced herself and began with the presentation about the AA&CC.

During the period **May 1<sup>st</sup> 2019 – April 31 2020, 7702 unique students were served in person.** Since Covid campus closure, there was no service interruption for even a day. The AACC have continued to be reachable by phone, email and virtual appointments and since September, in person. Hours have been consistent, including evening time slots available for students. In addition to regular appointments, programs and events, the AACC also collaborates with campus partners to delivery customized programming. Get Experience Fair Expanded to include Entrepreneur, International, Volunteer as well as internal volunteer and work opportunities. Various experiential learning opportunities gave students the opportunity to connect with the world of: mentorship from professionals (Networking, panels, information sessions) and experience (work study, site visits). 798 Fall/Winter workstudy jobs were offered on campus last year. The Get hired conference moved online this year due to the pandemic but the AACC successfully engaged students tricampus wide and globally - 412 unique users were recorded. Sessions included workshops, concurrent sessions, guest speakers from Industry, and a panel which provided students with job hunting tips and strategies.

An online module for Get Started was introduced this year – 2135 students and 597 parents attended. A new 7 week group based program called ARRIVE UTSC was also introduced, run in 2 hour weekly sessions with 2 co facilitators. The AACC's first ever Change Disruption and Access symposium drew over 100 attendees.

- **AccessAbility**

Khadija U began the presentation on AccessAbility Services by speaking about the department, the services offered and the intersectionality of equity. Khadija mentioned that the Accommodated Test and Exam Office has been transitioned to the Office of the Registrar, under the Systems and Operations Portfolio. There are approximately 1500 students registered with the AccessAbility Services at UTSC, and over 9000 accomodated tests and exams were conducted during 2019-2020. She also spoke about the AccessAbility Enhancement Fund and how it helps pay for equipment, socials, student employment, promo giveaways, etc.

All student volunteers at AccessAbility Services are recognized under the CCR – there are 513 notetakers, 8 work study positions and 24 outreach staff. The AccessAbility Services unit also has partnerships and collaborations with various campus departments – RO, CTL, Teaching and research, tri campus accessibility working group and accommodated test working group.

#### **4. Adjournment**

Moved: TJ H

Seconded: Desmond P

All in favour. Meeting adjourned.