



UNIVERSITY OF
TORONTO
SCARBOROUGH

Council on Student Services
Minutes of the meeting held on Wednesday, October 21, 2015
5:00 p.m. – 7:00 pm in room SL232

Members: Desmond P., Tina D., Jennifer B., Scott M., Laura B., Liza A., Nicole D., Camille G., Jessica K., Yasmin R., Dan-Lee A., Tinting Z., Tijuana T., Glenda O., Rowshyra C.

Non-Members: Chris B., Kathy F., Nisbeth A., Tasneem L., Megan L. (Secretary)

1. Approval of Agenda

Moved: Jessica K.

Seconded: Rowshyra C.

2. Approval of Minutes

Moved: Camille G.

Seconded: Dan-Lee A.

3. Presentations from Portfolios of Student Affairs & Services

Academic Advising & Career Centre

Jennifer A. began the presentation by giving an overview of the AA&CC.

Pillar Programming – Get Started, AIM, Choose Your Program Month

Experiential Learning – In the Field, Extern, Networking

CLN – tri campus system including job postings, research and volunteer opportunities, and workshops

Jennifer continued by explaining AA&CC's numbers:

-\$2.46 million budget

-operating, SSF, other revenue e.g. sponsorship, MOU, etc.

~13000 students at 396 events/workshops, 51 paid student staff positions, 4th most visited UTSC website

Jennifer named some upcoming events, such as drop-ins, study hacks videos, ebooks, research catalogue, early-alert form, online modules, entrepreneur expo, check-in kiosk

The AA&CC is looking for efficiencies and still wants to be able to provide great service as the student population increases.

Camille G. asked how AA&CC ensured the front-line provided accurate information.

Jennifer A. said the student staff receives extensive training and communication regarding changes. They have manuals and tip sheets and never give too much information about other departments. AA&CC ensures they hire great people and provide great training.

Health & Wellness Centre Presentation

Laura B. began by explaining H&W renewed their vision and mission statement and how UTSC H&W is different from other universities because health & counselling services are integrated. Laura B. then provided a description of FIPPA and PHIPPA and the distinction between the two.

Health Services include:

- Triage nurse, assessments/first aid, health education, community referrals, sexual health, support and advocacy, immunizations, contraception, sprains/strains, lacerations/cuts, acne, gastro, eczema
- Saw over 1000 students in September 2015 and have increased capacity to students
- Partnerships include EMRG, Greenpath, Fair Taiwan

Counselling Services include:

- Consults, 1-on-1 confidential, group therapy, support and advocacy
- WellTrack is a self-directed, online module designed to aid with anxiety, depression, and phobias. The app can track moods
- Issues being addressed in counselling include anxiety, depression, family, academics, trauma
- Partnerships include Residence (embedded counselling), Psychology department (5 practicum students), Flourish, MoveU

Mental Health Network:

- Collaborate with staff, faculty, and community on issues surrounding mental health issues, programs, resources, support

Wellness Peer Programs:

- Informed, healthy discussions about lifestyles to support academic success e.g. Leave the Pack Behind, mental wellness, nutrition, Party in the Right Spirit, sexual health

Laura B. said H&W is involved in committees, councils, and collaborations both within UofT and the community.

H&W Numbers:

-\$2.1 million with staffing as the main cost. \$63.75 per semester from student fees, OHIP billing provides some funding.

Desmond P. clarified the OHIP billing offsets the costs of physicians, student fees don't pay for physicians.

Jessica K. asked whether H&W provided travel vaccinations. Laura B. said travel vaccinations are covered by student fees and provided at St. George.

Yasmin asked about international student satisfaction. Liza A. responded by explaining that UHP is shared between International Student Centre and H&W. Students shouldn't feel they are being provided different services because they are international. All services are covered by UHIP including Greenpath and Fair Taiwan as well as support while abroad. Rowshyra commented that she finds it difficult to understand the process as a student from Quebec. Laura agreed that Quebec is a difficult province to deal with.

Tijuana wanted to know whether the HPV vaccine was covered by UHIP or international students need to pay. Laura said SCSU benefits should cover the vaccine and may need to go through the external provider to get reimbursed.

TingTing asked how long it takes to transition from UHIP to OHIP when international student becomes domestic. Liza replied that after 3 months of being an ON resident and bridging programs are provided.

Scott M. commended the new streamlined H&W process and efficiency. Desmond agreed and said efficiencies are important with a growing campus as it saves fees and provides value. Desmond feels positive about what is emerging in AA&CC and H&W.

4. **Adjournment**

Moved: Camille G.

Seconded: Yasmin R.

Meeting adjourned