



UNIVERSITY OF
TORONTO
SCARBOROUGH

Council on Student Services
Minutes of the meeting held on Monday, November 14, 2016
5:00 p.m. – 7:00 pm in room SL232

Members: Desmond P., Tina D., Laura B., Jen T., Liza A., Jessica K. (Chair), Thomas W., Nafisa M., Sitharsana S., Annie S., Andrew L., Kubra Z., Conor A., Trina J.

Non-Members: Kevin T., George S., Erin B., Wei L., Shehna J., Nisbeth A., Chris B., Tasneem L. (Secretary), Megan L. (Secretary)

1. Approval of Agenda

Jessica K. stated that item 4, Student Affairs Restructuring, may not get reached depending on time.

Thomas W. asked whether it would be covered at the next meeting, as it seems an important topic to cover before the budget vote.

Desmond P. said he wants to make sure there is ample time to cover it. Possibility of an additional meeting.

Moved: Thomas W.

Seconded: Sana S.

Agenda approved.

2. Approval of Minutes

Moved: Annie S.

Seconded: Thomas W.

Minutes approved.

3. Presentations from Portfolios of Student Affairs & Services

Academic Advising & Career Centre

Jen T. described the four service/support areas of AA&CC including academic advising, learning and study support, career development, and employment support. She continued to further explain some of the flagship programs/initiatives within each area, before describing the pillar programs in AA&CC such as Get Started, Choosing Your Program month, and Get Hired. Jen T. also explained the LEAN process improvement event the department undertook to increase efficiency and provide better value overall. Desmond P. added that Student Affairs as a whole is systematically trying to increase efficiency and value for students without increasing staff. Jen T. finished by providing an overview of AA&CC's budget, including expenses and funding sources.

Health & Wellness Centre

Laura B. by going over the new vision and mission statements, which fall in line with the Principal's vision of a healthy campus. She described how H&W is an interprofessional department, integrating health services, counselling, and health promotion. Laura B. also briefly explained FIPPA and PHIPA and the privacy laws that govern H&W. H&W also completed a LEAN process event and noticed an improvement in wait times immediately. Tracking the program areas has also allowed H&W to expand their embedded counselling from Housing to include academic departments. Desmond P. added the consultancy piece is important, since things are able to get resolved at the department level without as many referrals being made. Laura B. added that

embedding counselling reduces barriers so students have greater access. She continued to highlight some key initiatives in H&W including, MoveU and Flourish, before finishing with some results from the Student Experience Survey.

Annie S. asked why students' information is shared with Housing if they refer the students.

Laura B. said that a consent form is signed that allows information to be shared between the referring department and the provider.

Jessica K. asked whether the Sexual Violence Support Centre will have to comply with PHIPA or will be governed by a different policy.

Desmond P. said that the sexual violence counselor is a health practitioner so will be governed by PHIPA. He added that aggregate data may be shared but personal information is never shared. However, he noted there would be exceptions to confidentiality, for example in cases of child abuse.

Tina D. and Laura B. agreed, adding parents will not be able to access information, and there is a difference between reporting and counselling.

Sana S. wanted to know whether steps are being taken for staff to be trained in diversity/equity. She also wanted to know whether students are returning or not to counselling.

Laura B. answered that while a percentage of students do return, some don't but they may feel helped after one appointment. Students who are not happy with their counsellor are able to request a different counsellor. H&W had equity training early in the fall and there will be another training next semester.

Annie S. said that some students don't feel listened to by the counsellors and don't come back.

Laura B. added that it would be great to have more 1 on 1 counselling sessions but they don't have the resources due to the volume of requests.

Erin B. added that they do a quick exit survey at the end of appointments but can definitely add to it.

Desmond P. said there is a myth that you have to be happy and satisfied in counselling. Counsellors may say a series of things in a session that the person needs to hear but are unwilling. We want to have happy students, but for counsellors to be effective, it may result in unhappy students. With respect to equity, Student Affairs is building it in as a continuing element, with each area setting their own equity goals. He noted that the Student Affairs directors and middle managers attended an equity training in the summer, with another one upcoming.

Tina D. added that there are students in *AccessAbility* who come from H&W who are unsatisfied and maybe didn't get what they needed, but the first meeting is really an introduction and students may take things not as they were meant.

AccessAbility Services

Tina D. began with *AccessAbility's* values before explaining the funding model. They discussed process improvements and new staff positions, and increased drop-in days, to increase value for students. She continued by highlighting some of the services and programming in *AccessAbility*, including assessments, learning strategies and assistive technology, high school outreach, preparing for post-secondary, and preparing for employment. *AccessAbility* is also part of the mental health network, working to create inclusive classrooms. Tina D. also acknowledged that many intersecting identities makes the issue of equity and diversity important part of their service

4. Student Affairs Restructuring

Jessica K. said since it is time to adjourn, this agenda item will be moved to the next meeting.

5. Adjournment

Moved: Sana S.

Seconded: Kubra Z.

Meeting adjourned.