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TO: Senate  
FROM: Professor Ollivier Dyens, Deputy Provost (Student Life and Learning)  
SUBJECT: Annual Report of the Committee on Student Services (2016-17)  
DATE: September 19, 2017  
DOCUMENT #: 2017

ISSUE The activities of the Senate Committee on Student Services are summarized and presented for information, in accordance with the Committee's terms of reference.

BACKGROUND & RATIONALE Key Points of which Senate should be aware:  
1. Student Services is in active evolution following its cyclical review in 2016. Many changes were initiated in 2016



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Annual Report of the  
Committee on Student Services (2016-2017)

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#### Key Points of which Senate should be Aware

1. Student Services is in active evolution following its cyclical review in 2016. Many changes were initiated in 2016-17 that will come to fruition in coming years.
2. The Committee on Student Services is playing an active role in providing a forum for discussion of ideas, and providing feedback to the Senior Director and others.
3. Student members have regularly expressed the desire to enhance service provision, particularly in the area of mental health and wellness and the need for the University to invest in this aspect of student life.

#### Background

The Committee on Student Services (CSS) advises the Senior Director (Services for Students) on the objectives and priorities relating to Student Services. CSS has a mandate to meet regularly to review Student Services initiatives based on reports from the Services Directors and Advisory Boards, formulate and promote policies in support of planning, and provide advice on budgetary matters.

#### Membership

The Committee has a diverse membership including representatives of Senate, Associate Deans, representatives of Student Services -3.9 (rv-3.3 (re)-3.9 (c)-3 prom)-polm(i)-3.3.2 ( S)3. Srreccudeoudep6i(

Three Graduate Students:

Jenny Ann Pura (Experimental Surgery)

Andrew Dixon (Neuroscience)

Cynthia Tang (Social Studies of Medicine)

Two undergraduate students:

Elaine Patterson (Arts)

Erin Sobat (Arts)

Macdonald Campus Student: Nihal Mandanna C.P.

Four representatives of undergraduate Student Societies (three of whom shall be from Arts, Science, Engineering, Management, or Education):

Dorothy Apedaile (Science) -Co-Chair

Muhammad (Ahmer) Wali (Medicine)

William Cleveland (Arts)

Amanda Montaque (Education)

Resource persons with voice, but no vote:

Manager, Finance, Office of the Executive Director, Services for Students: Rosella De Stefano

Associate Director, Assessment, Learning and Evaluation, Services for Students: Lina Di Genova

Secretary: Ms. Kyla Rae Hosie

## Work of the Committee

In 2016-17, the Committee met on six occasions.

The meeting agendas revolved around three main issues: governance and mandate, receipt and feedback on reports and presentations, and the Innovation Fund.

### Governance and mandate

The 2016-17 academic year was of transition for Services for Students and for the Committee on Student Services. Both Co-Chairs were new to the position and to CSS, and the year started with Interim Executive Director Robyn Wiltshire (October), followed by ~~Acting~~ Executive Director Cara Piperni (November, December) and our permanent Senior Director who was welcomed by the Committee in January and contributed her leadership thereafter. This time of transition provided a good opportunity to continue discussion of the roles of the CSS which began in Spring 2016. The advisory role of the Committee was discussed in the first meeting with the new the Senior Director. A broader exploration of roles was the subject of a brainstorming session in the April 2017 meeting, results of which support further discussion of Terms of Reference in Fall 2017.

### Reports and presentations

Advisory Boards Each of the main Student Services units has a Board aimed at ensuring good communication between students and the service providers. The Boards comprise a diversity of students and key unit administrators. CSS received and reviewed reports from the following units:

- Career Placement Service (CaPS)
- Campus Life and Engagement
- Counselling Services

- Health Services
- International Student Services
- McGill Office of Religious and Spiritual Life (MORSL)
- Mental Health Service
- Scholarships and Student Aid

Workgroups Four targeted groups were formed as part of the administrative response to the Cyclical Review of Student Services submitted in February 2016. Reports of the group formation and initial work were submitted in November 2016.

1. Academic Matters Workgroup: Several units across the University provide services that support academic success (e.g. Tutorial Service, Teaching and Learning Services, Office for Students with Disabilities, Academic Advising, International Student Services, Library, McGill Writing Centre).

## Innovation Fund

The Student Services Innovation Fund is a program targeted at stimulating and providing seed money for new innovations in student services. The program began in May 2015 and has funded or committed funding to 20 projects. In 2016-17, CSS reviewed proposals and/or final reports for the following projects funded in 2016:

- Peer Programs Network “Students helping Students” (Campus incubator model)
- ExL Reflection App (in support of experiential learning)
- Student Information Services Network (to enhance communications to students re; services)
- Off-Campus and Commuter Student Support
- Wellness Recovery Action Planning (WRAP)

With project results emerging, the needs for project evaluation and planning for sustainability were brought into focus. Funding was allocated to the Assessment, Learning and Evaluation unit of Student Service with a request to provide tools and leadership in this area.

The budget remaining for allocation in 2016-17 was sufficient to support a small funding competition. Hence,