Committee on Student Services meeting  
November 12th, 2015  1:30-3:30,  
Brown Student Services Building, room 5001

Participants:
Chloe Rourke, Christopher Buddle, Dusica Maysinger, Jennifer Janzen, Robyn Wiltshire, Jim Ghoshdastidar, Erin Sobat, Tamara Western, Ahmed Walid, Rene Iwo, Gillian Lane-Mercier, Linda Webb (secretary)

Regrets:  
Gregory Brown, David Benrimoh, Julia Nantes, Brighita Lungu, Hannah Berman, Ollivier Dyens

Guest: Teri Phillips

AGENDA
Meeting was called to order at 1:36

1. Approval of Agenda  
   Agenda revised to move introduction to Teri Phillips first.

2. Approval of Minutes  
   Minutes approved as circulated

3. Business Arising  
   a. Innovation Fund Documents

Ian Simmie clarified that last year after applications came in an adhoc subcommittee was struck to review two categories of projects:
   1. Less than $5,000 - a report from the office of EDSS would list the projects.
   2. Over $5,000 projects - reviewed by subcommittee and presented to CSS for approval.  
   
   Note that some multiyear projects were approved but with the supposition that the projects would come back to CSS for approval the following year.

Currently, there is no formal reporting structure in place. CSS should consider developing a systemised assessment especially for the larger projects. In addition, the committee should review the existing documents / application the right information is being collected. The application indicates that there is a wish to see mid-term and final report on the projects, however as of yet, no reports have been forthcoming.

The Subcommittee has been working on revising the documentation related to the Innovation Fund. There is the suggestion to create a grid report comparing original application (timeline) with an additional column to report on the status of project.
A google document was circulated to members with the request to feedback to Erin and Ian, after which it will be finalized (by December 1) and circulated for approval. The idea to have progress reports by end of January, with final report at end of project - Reports should be available on the website.

Timelines/deadlines:
- Sub-committee to finalise Progress Report template and guidelines by December 1
- Progress report requested via email by Student Services Office
- Chris, Chloe and Robyn to meet with DPSLL to clarify next round of innovation fund projects (process/budget)
- Robyn to “market” Innovation Fund to SLL E-team
- CSS Co-Chairs attend upcoming Student Services Directors meeting (December 17, January 28) to review SSIF process (?)
- Email to advisory board members to “market” innovation fund
- Revise application form
- Proposals due end of mid Feb
- Subcommittee meets week of March 8
- CSS evaluates March 16 meeting

A broader discussion surrounding the Innovation Fund included the suggestion that the applications be opened to cross unit projects. Some concerns were expressed (compromising the funds that originally came from students for student services) however overall, members felt that with the constraint that applicant must contain a partnership with a student service unit, this partnership should be encouraged. Further members considered that there should be a financial contribution or an “in kind” contribution by the partner unit, (e.g. salary covered by supervision/or salary from partner unit. An additional thought was that the BIG project is not represented with the current structure. There is a greater cost with projects of this nature, but might be worth suggesting.

The Chair emphasized that CSS’s role with respect to the Innovation Fund would be to ensure that the proposal does not come without a student service partnership. A great benefit is that in adopting these changes, CSS is opening the innovation potential to employees from across the University. These above changes might bring in a greater selection of proposals and we might be able to get something that is truly innovative.

4. New Business
   a. Introduction to Teri Phillips, Director OSD
      After a roundtable introduction, T. Phillips introduced herself to CSS members, reviewing her background sharing her vision of moving the OSD forward. Currently, the OSD is serving 1800 students, noting that the majority of students have “invisible disabilities”, and facilitates approximately 10,000 accommodated exams. The path forward includes looking critically at services and processes
currently in place. The goal of OSD is also to serve as a resource not only to students but to faculty members as well. T. Phillips is genuinely interested in knowing what people’s experiences have been, and is conscious of the fact that funding comes from student dollars. Teri welcomes and invites people to contact her directly with questions, concerns, or just to get to know her. Strong interest in developing relationships with Faculty and academic partnerships.

Some comments and concerns voiced by members include:

- Belief that while implementation may have challenges, there is strong community support for UDL
- Ongoing myth of “diluting a degree” and creating extra work for profs by accommodations made
- Important partnership to be built with TA/PSS/TLS
- Important to create guidelines for profs/others to implement elements of UDL
- How to address the challenge of getting students to the door / stigma?
- How to best assess actual need?
- Important not to turn a student in crisis away.

b. **Student Services DRAFT Goals and Objectives Timeline**

R. Wiltshire offered to address this in her report at the end of the meeting

c. **Disclosure Centre Pilot Project – Macdonald Campus**

Pilot project on Macdonald campus regarding medical notes, looking to build capacity for professors and students to not deal with this in a classroom setting but to draw on the support and services offered of the Student Affairs staff.

Goal is to obtain concrete data, and look at constraints with a goal of acting as a stepping stone in the assessment of a University-wide policy on self-assessment. Pilot project will be implemented over the January term and evaluated over the summer term. Chris to report back to CSS in the Fall

d. **Terms of Reference & Mandate of Advisory Boards**

The Interim Senior Director of Services for Students asked members if there is a need to review/revise the standing mandates or report format. Members seemed comfortable with maintaining the status quo.

It was suggested that the terms of reference be modified to state a minimum of two meetings per year. A brief discussion ensued, and it was confirmed that three meetings per year minimum is ideal.

An appreciation for the orientation offered by SSMU was expressed.
Secretary was asked to include a section on challenges in the annual report template.

5. Executive Director’s Report
   - Working on draft goals and objectives / Unit agreement due to Deputy Provost
   - Trying to follow University’s timetable regarding unit objectives
   - Student Services in a special situation due to cyclical review process
   - Established four overarching goals:
     1. Create a more student-centred continuum of care to support a healthy learning environment
     2. Enhance partnerships at all levels of the community
     3. Promote innovation and sustainability
     4. Foster ongoing and progressive development of staff professional needs
   - These will be harmonized with Student Services Review Report in a visioning exercise sometime in January to create concrete objectives/budget

6. Other Business
   There was no other business.

NEXT MEETINGS:

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