Committee on Student Services
Wednesday, October 5th, 2016 – 1:30-3:30 PM
James Administration, Room 301

Participants:

Robyn Wiltshire, Jim Fyles, Dorothy Apedaile, Elaine Patterson, Tamara Western, Axel Hundemer, Jenny Ann Pura, Ollivier Dyens, Erin Sobat, Muhammad (Ahmer) Wali, William Cleveland, Lina di Genova, Kyla Hosie (secretary)

Absences or Regrets:

Vera Romano, Nathalie Cooke, Dusica Maysinger, Andrew Dixon, Gillian Lane-Mercier, Nihal Mandanna, Ian Simmie

Meeting called to order at 10:34

J. Fyles asked everyone to introduce themselves and state their experience on CSS

1. **Approval of Agenda**
   -O. Dyens requested to add a budget update to the agenda under CSS Terms of Reference
   -Agenda was approved as amended.

2. **Approval of Minutes**
   -E. Sobat noted that there should be a follow-up item for the advisory board reports. R. Wiltshire will address that in her update.
   -The minutes were approved as circulated

3. **Business Arising**
   a. **CSS Terms of Reference**
   O. Dyens had no issues with being removed from CSS. He noted that it is difficult for the Deputy Provost to attend these meetings but more importantly, it doesn't make sense to have the Deputy Provost (Student Life and Learning) on a committee that advises a staff member who reports to him. R. Wiltshire noted that it is important to have access to the Deputy Provost to provide budget updates from the senior administration. As the Senior Director reports to the Deputy Provost, he will be informed regarding CSS. The Deputy Provost can be called upon as necessary as a resource person.

   On the question of the use of the title of senior director vs executive director – this is an HR issue.

   Another change in membership is required to replace the Student Services Manager of Finance with the Associate Director, Operations as a resource person. This change results from a change in structure within Student Services, the Associate Director is responsible for budget administration.

   A change is also required to update the title of Associate Director, Assessment, Learning and Evaluation, which was changed from Manager, Student Assessment.

   Another change was required to remove the time frame for receiving annual reports from Services' Advisory Boards and the Directors of Services.

Changes to student membership:
-the current process for selecting student members is through SSMU, students are not chosen by the Faculty Student Associations;
-student membership will include "Six undergraduate students broadly representative of the diversity of the university community" this text will replace "Two undergraduate students" + "Four UG students representing UG Student Societies…"
– the requirement for a student from Macdonald Campus was unchanged..
-O. Dyens expressed concern regarding smaller faculties being represented, so the clause "from large and small faculties" was added.
Final wording: "Six undergraduate students broadly representative of the diversity of the university community including representatives from large and small faculties".

The changes to the CSS Terms of Reference will be circulated to CSS, then sent to Senate Nominating Committee.

b. Budget – O. Dyens
-The University Budget for FY17 was approved in April 2016. The FY17 budget was unchanged, projections for FY18 are expected soon.

At the next CSS meeting on November 9th, O. Dyens will review the FY17 budget

O. Dyens is also scheduled to attend CSS on Feb. 13 to present the proposed FY18 budget and on March 15 to present final FY18 budget.

c. Innovation Fund

-The committee discussed the annual schedule for innovation fund and agreed to move the innovation fund application process earlier in the year to align it with the University budget cycle.
-to receive proposals before Christmas, a call will need to go out by the end of October
-applications will be considered at the January CSS meeting
-applicants should be given sufficient lead time to plan their projects so work can get under way early in the new fiscal year
-the application form will be updated and circulated to members for their review
-a report on previous years allocations will be circulated before the next meeting of CSS

d. Mapping CSS for 2016-17

-Changes to the innovation fund schedule will be made and a revised map will be circulated
-R. Wiltshire suggested inviting the Chairs of Cyclical Review Workgroups to update CSS on their work and next steps. It was noted that only the HR workgroup has no student representative, due to the private nature of the work.

Clarification, the Workgroups were formed as a result of the Cyclical Review.

KH will send revised CSS map to members.

e. Cyclical Review access

At the last CSS meeting (April 2016) a question arose as to why CSS members do not have access to the Student Services Cyclical Review reports? Cyclical Unit Review (CUR) office responded that all Cyclical Review reports are confidential; only the Administrative Response to the Reviews are made public. The Student Services Administrative Response is available here.

Comments:

The Chair noted that it is absolutely critical to have an environment where people can be frank in the review. If people feel the content has the chance to become public, they will clam up and the review won't be as helpful. People need to know that what they say will be used to inform the recommendations. Cyclical Review committees are careful about not naming names, but never the less, it may be possible to pick out people based on specific comments.

Concerns about the recommendations not being followed up on (ie. Academic unit reviews go to the Academic Policy Committee). It was clarified that there is a similar process for Administrative Reviews, as they are reported through the Deputy Provost to the Provost. The Administrative Review Responses are monitored in the same way as the Academic Reviews, there is a reporting and follow-up responsibility.

4. New Business

a. Membership Update – Dorothy Apedaile was selected to be the student co-chair for 2016-2017 CSS.

5. Executive Director's Report

Advisory Boards

All Student Services Units have advisory boards except for OSD, CL&E and FPH; each of these services report through other committees/sub-committees that have student representation. Questions arose in FY16 about establishing an advisory board for OSD, given concerns about students not having a proper venue to express their concerns (ie. Different mandates for different committees means that students might not have a dedicated venue to provide feedback). In light of the establishment of a new Health and Wellness Advisory, OSD prefers to not establish two new advisory boards this year, in the interest of reducing bureaucracy, and to ensure the collaborative leadership model for Health and Wellness is supported by a collaborative advisory. This new structure will be reviewed at year-end.

Health and Wellness Advisory

A new Health and Wellness Advisory will be established to include two members from each of the existing Service Advisory Boards and including the four Health and Wellness Directors (Counselling, Mental Health, OSD, and Health Services). OSD will also add two student members, one selected from the students named by SSMU, and one from another OSD committee. The combined advisory will have 8 students plus the 4 Directors.

Question: since certain groups don't have advisory boards, are there mechanisms for them to report to CSS?

R. Wiltshire noted that CSS can invite Directors to CSS meetings. K. Hosie to clarify and add to mapping as necessary.

Electronic Medical Record (EMR)

- A common electronic medical record is needed to replace several out-dated end-of-life systems and to support our combined triage model
- A Notice of Interest to gain market information for the new combined EMR was launched in September and supplier demonstrations are scheduled for mid-October.
- The Project Manager is working with IT and Procurement to develop the call for tender (required for purchases exceeding $100,000)
- The new software will provide support for best practices
- The new software launch is expected to coincide with the opening of the new clinic space in early 2017

Cyclical Review Response

The Cyclical Review Workgroups met over the summer and are scheduled to report back later this Fall:

- Macdonald Campus Matters Workgroup is launching a bilingual student need/satisfaction survey in November to canvass Mac students;
- R. Wiltshire thanked the MCSS for agreeing to share a door from the lobby of the Centennial Centre with Student Services. This will improve visibility and access for the Services and will create a more welcoming environment. A renovation project was initiated to replace the shared door and refurbish the hallway, move the copier and to create a new reception area. Funds for this purpose were set aside in the FY17 budget.
- The Collaboration Matters and Academic Supports Matters are considering their work in light of discussions to establish a new SLL Collaborative Framework;
- The HR Matters workgroup is launching survey of Student Services staff in October to supplement a data warehouse consolidated report. The workgroup is looking at the use of casual labour and investment in staff development among other matters.
- A draft Communications Plan was considered by the Student Services Directors group September 2016. Workgroup Chairs will be asked to report to CSS in November

Campus-wide Health and Wellness Strategy

- Priority areas and objectives were developed with the Strategy Working Group over the summer;
- A revised Strategy document was circulated to the Steering and Advisory Groups on September 23rd.

Health and Wellness Hub Physical Space

- A Project Manager was engaged for to manage Health and Wellness consolidation of Counseling and Mental Health and the new Physical Space project.
- Project Charter was finalized.
- Preliminary design of the new clinic space is ready for consultation with student and staff focus groups
- A Call for Tender for the physical renovation is being finalized in late October;
- Work is ongoing to establish common physical intake and triage processes for all four Health and Wellness services and to harmonize intake processes and coordinate handoffs between units;

- Clarification: OSD will remain in the Redpath Library Building, but will participate in the common EMR and process improvements to improve the student experience across and between all four health and wellness units.

Counselling and Mental Health Services

- Extensive work was completed over the summer to align process for appointment booking and file management, sharing existing systems to facilitate appointment booking, intake and referrals;
- Newly combined Counseling and Mental Health Services launched common intake processes October 3 under the new coordinated intake and referral model;
- Protocols and training manual developed and extensive training ongoing to facilitate common intake and hand offs to and between services and between different types of treatment options (workshops, wrap, on line resources, etc.);
- Additional treatment resources being added to expand options available.
- Waitlist has been eliminated

Questions/concerns

- Will the combined clinic be able to scale up during busy period? Response: The way clinicians are operating now will eliminate waitlists. In the medical clinic, we have added clinicians to use the clinical space available more effectively. Previously, appointments were made available on the 15th of the month, now some appointments are pre booked and some are available for drop-ins. More efficient processes will improve access.
- How long do people have to wait to book an appointment to see a Doctor in the Medical Clinic? Approximately one month, but there are emergency spots available each day. System changes are helping to improve access.
- Which medical professionals are conducting the intake appointment? (ie. Someone heard that psychiatrists are conducting intake). Response: Intake won't change much, except that Psychiatrists will no longer be conducting intakes. In health services, intake is done by a triage nurse and in psychological services, intake is done by a clinician. This clinician then acts as a case manager - following the assessment, the clinician and student agree on the best next steps (ie. Workshop, Group Therapy, on line support etc.). The student is given a "prescription" for the appropriate treatment option, and is asked to check back in when the treatment is complete. In this new system, students are not left on a waitlist, they get to treatment right away.

The objective is to open the new clinic in Fall 2017. Renovation will get under way as soon as possible in the new year.

Question on how to minimize negative impact on students accessing Health Services. Response: we are making these improvements while we continue to operate. We have hired more doctors and are using the space available. The health and wellness services have conducted benchmark surveys and will continue to monitor student satisfaction over the next academic year, and for 3 years so we can measure the impact of these changes.

Staff will be involved in process improvement and staff development will be available to support staff throughout these changes. Clinicians have been working together to establish shared protocols and are also engaged in staff development.

The Health and Wellness Clinical Directors can come and talk about new intake model in the new year (February or March 2017).

6. **Other Business**

No other business

Meeting adjourned 2:56 PM

NEXT MEETINGS:

Wednesday, November 9 | 1:30-3:30 PM | Engineering, MD 388
Friday, December 9 | 2:30-4:30 PM | James, 302
Wednesday, January 11 | 2:00-4:00 PM | James, 302
Monday, February 13 | 1:30-3:30 PM | James, 302
Wednesday, March 15 | 2:00-4:00 PM | James, 301
Monday, April 10 | 1:30-3:30 PM | Location: TBA

ACTION ITEMS FROM CSS MEETING 2016-10-05

1	Issue	New Terms of Reference
	Action	K. Hosie will update Terms of Reference and circulate to CSS members then send to Senate Nominating Committee for approval
2	Issue	Innovation Fund Application Form (need to send out by end of October)
	Action	K. Hosie will send innovation fund documents (application, project timeline and budget) to CSS members to see if there are any necessary changes
3	Issue	Update from the workgroups formed from the cyclical review
	Action	K. Hosie will invite workgroups to give an update for the November or December meeting
4	Issue	New CSS Mapping
	Action	K. Hosie will update the mapping and circulate to CSS members for their review
5	Issue	CSS members want more information about Stepped Care model and CCC
	Action	K. Hosie will invite clinical directors to present at CSS next spring