Committee on Student Services  
Monday March 20th, 2019 – 14:30 -16:30 PM  
James 303

Present: Jim Fyles, Martine Gauthier, Jack Collis, Tatyana Romeus-Kebe, Axel Hundemer, Kira Smith, Evelina Ene, Lina Di Genova, Vera Romano, Johnathan Phillip Britt, Andre Lametti, Réginal Labonté

Absent or Regrets: Ian Simmie, Jacob Shapiro, Sophie Courtemanche-Martel, Prof. Fabrice Labeau, Dusica Maysinger, Sophia Esterle, Wajih Jawhar, Rosella De Stefano, André Lametti, Jacqueline Leclair, Saumeh Saeedi-Tabar, Aimee K. Ryan, Robyn Lee

AGENDA

1. Approval of Agenda

The committee approved the agenda.

2. Approval of Minutes

   Notes from the last meeting (attached)

The committee approved the meeting minutes.

3. Business Arising

4. Student Services Financial discussion

   a. Evelina Ene, SS Director of Operations

Martine Gauthier, Executive Director of Student Services and Evelina Ene, Director of Operations, presentation on the upcoming Student Services referendum. This presentation included a discussion of Student Services finances.

   J. Collis: Is there a way that the virtual hub will be advertised?

   M. Gauthier: Right now the virtual hub is in a beta version so the focus is on student feedback and there is a form on the bottom of the pages where students can give feedback. There will also be focus groups being done to test the websites. In September the virtual hub will be launched officially and a big splash will be done.

   M. Gauthier: If we are unsuccessful at referendum, we will need to cut back on services. Therefore in the fall, part of this committee will be to discuss what types of services should/can be reduced and what this will look like for students.

   A. Lametti: For RAMQ and others, are there any overhead fees charged?
M. Gauthier: Psychiatrist pay next to nothing in overhead. There traditionally has not been a contract with the psychiatrists and GPs and we are in the process of creating a contract and fees (5%) will be included in this.
A. Lametti: What does the recruitment of GPs look like?
M. Gauthier: We have not had a lot of trouble recruiting GPs and we have recruited many young GPs. We have even been able to add a GP at Mac campus which was important.
J. Britt: The only way to raise money is through a referendum?
M. Gauthier: Yes, and this can be difficult when students have been having difficulties accessing services.
V. Romano: It is also important to debunk myths regarding access to services. We are often compared to the private practice but we are not a private practice, rather we are a community.
A. Hundemer: Is there any plans to have the LWAs attend faculty meetings? Since this would be an easy way to expose the LWAs to the faculties and vice versa.
V. Romano: Yes, the LWAs will be attending faculty meetings.
M. Gauthier: We have heard from our LWAs that students are struggling to make time to attend workshops and we therefore need to work out other options.
V. Romano: Have an LWA give a 5 minute presentation at the beginning of a class would also be good exposure.
A. Hundemer: For faculty, in MyCourses there is a link to Early Alert that allows professors to send a message to the Dean of Students about a student. Is there any idea of having this for students but instead putting a link to the virtual hub website.
M. Gauthier: This is a really good idea.
A. Lametti: The Faculty of Medicine does not use MyCourses in the same way, links on MyCourses usually open into separate windows on different websites.
V. Romano: How does the Well Office fit in?
A. Lametti: The Well Office is very well known in the Faculty of Medicine and it is very used.
M. Gauthier: We had a meeting with medicine to discuss how to integrate the Well Office and Student Services as there are some services that Student Services have that the Well Office does not.
L. Di Genova: Do law students use MyCourses?
R. Labonte: Yes we do.
J. Collis: Science and arts often use MyCourses.
A. Lametti: As mentioned adding Counsellors doesn’t completely improve the service so what other things have we tried.
V. Romano: We had to change the way we do business and it is not only about volume of service providers. We have begun implementing collaborative care in our unit and it means changing the way we think and do things that is more resilience based, rethinking session lengths, etc. McGill has not changed their model for 30 years and we are looking to implement this change to help.
M. Gauthier: There is still a need to increase the number of counsellors to improve access to the service. It is also important to diversify the counsellors, for example we hired a counsellor that specializes in trauma whereas counsellors
have normally been very general. We are also trying to hire counsellors that are more representative of our student population.

A. Lametti: Two things I would like to have on the minutes for next year is the loss of ministry funding and referrals because they may refer back ie having psychiatrists do single session.

V. Romano: The Quebec bill that passed will allow Quebec students to get free psychotherapy which would be a huge help.

M. Gauthier: SSMU is also going to try and increase their fee for mental health

5. SS and Rossy Hub Update
   a. Martine

An update was given during the presentation under point 4.

6. Annual Report

J. Fyles: This committee has to submit an annual report to senate via the Deputy Provost. The report discusses what we did this year, the meetings we had, etc. One thing we can include in the report is the discussion from the previous meeting.

A. Hundemer: It would be good to add this discussion on student mental health to senate however, it is important that someone raises this issue at Senate as well.

K. Smith: What capacity do we have to provide more information to those who are on Senate. Raises these topics at Senate is great but how can they then find the information they need.

J. Fyles: Is there anyone on this committee that is also part of Senate? We as a group do not have much capacity. The committee’s role is to provide Martine with a direction, we do not have a mandate to make anything happen but instead raise awareness. As Axel said it is important for someone to raise this topic at Senate so perhaps we can find some people on Senate to help us move forward on this discussion.

M. Gauthier: One way we can raise awareness and build capacity is by using the Local Wellness Advisors (LWA) as they are in the faculties and can speak directly to the Deans and other faculty members.

V. Romano: A dean that we might be able to reach out to is the Dean of Science. He must be on Senate and has been very vocal with the LWAs.

J. Fyles: When our report goes to Senate, it then gets reported in the faculties. If our report gets presented at Senate and then goes to faculties they will learn about these topics. Then when they hear about LWAs, etc. being talked about from the bottom, they will already have heard about it and may think about it more since it also came from the top.

M. Gauthier: Another dean that we could reach out to is the Dean of Engineering who has been very supportive.

A. Hundemer: That’s certain because engineering students have a heavy workload.

M. Gauthier: We found out that engineering students only have 5 hours per week to do non-academic work such as exercise, eat and take care of their personal hygiene.

J. Fyles: After the last meeting, we were at ESAAC which is chaired by the Deputy Provost, Student Life and Learning, Fabrice Labeau and he actually brought up the conversation CSS had at the last meeting at the ESAAC meeting and Martine and I were able to add on to the discussion.
K. Smith: How can we continue the conversation in the following years? Since there is a lot of turn over in the committee, how can we continue this conversation? For example, the LWAs are not doing programming with the faculties yet and although this will happen in September, how do we get prepared for this and prepare to carry it on.

J. Fyles: There are clear discussions that will go into the September meetings since there will be a new Hub and other changes. There will also be some conversations that will need to happen with the new students as September tends to be a learning curve since there are new students. It would be good if the current students wrote down a few summary notes about CSS to pass along to the new students.
Referendum 2019

Student Services Fee

Martine Gauthier
Executive Director, Services for Students
FY2020 Budget (Salaries, Benefits & Non-Salaries)

43% Student Wellness Hub includes doctors, nurses, counsellors and case managers, psychiatrists, local wellness advisors, nutritionists, health promotion, and Hub operations.

20% Operations includes Student Services communications, assessment and evaluation, building maintenance, finance and HR, and administration.
Health and Mental Health Professionals: McGill Comparison with other Canadian Universities

Comparison: Before and after September 2019 official launch of Student Wellness Hub
Number of professionals per 10,000 students

Counsellors (Pre-Hub)
- Toronto (St. George): 3.49
- McGill: 7.5
- Alberta: 3.09
- Simon Fraser: 3.84
- Victoria: 5.87
- Guelph: 6.59
- Queens: 6.88
- Waterloo: 6.63
- McMaster: 5.21
- UBC: 4

Counsellors (post-Hub)
- Toronto (St. George): 3.49
- McGill: 11.88
- Alberta: 3.09
- Simon Fraser: 3.84
- Victoria: 5.87
- Guelph: 6.59
- Queens: 6.88
- Waterloo: 6.63
- McMaster: 5.21
- UBC: 4

*includes LWAs
Number of professionals per 10,000 students
Number of professionals per 10,000 students

GPs (Pre-Hub)

- Toronto (St. George): 1.27
- McGill: 1.25
- Alberta: 1.8
- Simon Fraser: 1.58
- Victoria: 2.6
- Guelph: 2.3
- Queens: 3.3
- Waterloo: 2.05
- McMaster: 3.06
- UBC: 1.39

GPs (post-Hub)

- Toronto (St. George): 1.27
- McGill: 2.19
- Alberta: 1.8
- Simon Fraser: 1.59
- Victoria: 2.62
- Guelph: 2.32
- Queens: 3.33
- Waterloo: 2.06
- McMaster: 3.07
- UBC: 1.39
Number of front-line staff per 10,000 students
Number of professionals per 10,000 students
Student Services Current Budget Situation

Year-end Balance = Operational Deficit
Balancing our Budget:
There are things outside our control... and there are things we can adjust.

Outside of our Control

• Referendum Results
• Student Fee Indexation by the Ministry
• Mandates from the Deputy Provost and Provost’s Offices
• Space Allocation
• Enrolment Numbers
• Use of “soft” funds (determined by donor/contract)

Elements We Can Adjust

• Non-Salary Expenses
• Renewal Or Non-renewal Of Term Contracts And Replacement Of Retiring Staff Members
• Increasing Revenue
• Centralizing Services To Reduce Duplicated Efforts
Impacts 2019-2020
We are reducing (non-student facing) operations.

Non-Renewal of Contracts
Some term contracts will not be renewed.

Looking for Additional Revenue
We are actively looking for additional sources of funding, both within and outside McGill, to supplement our budget.

Reduction of Non-Salary Expenses
Non-Salary Expenses will be reduced by 10%.

Staff Transfers
One staff member has been transferred to a different unit.
Student Services Operational Reductions in 2019

- Non-Student Facing Salaries: ~$227,047
- Non-Salary Expenses: ~$340,000

Total Reductions for 2019-2020: ~$567,047
**McGill Contribution to Student Services Budget Per Year**

*(As of 2019/2020)*

- Elimination of McGill overhead for self-funded units ~$500,000 yr.
- 25% of Student Service’s core budget ~2.3M yr. (formerly Ministry funded)
- Student Wellness Hub ~$1.2M yr.

Total McGill Contribution to Student Services per year ~$4M yr.

If the 2019 referendum is successful, McGill will additionally contribute up to ~$337,000 a year in matching dollars toward Student Services facilities maintenance costs.
Whereas, Student Services is an integral part of student life on campus and student fees have traditionally funded its 11 services (Campus Life & Engagement, Career Planning, Counselling, First People’s House, Health Clinic and Lab, International Student Services, Office for Students with Disabilities, Peer Tutoring, Psychiatry, Religious and Spiritual Life, and Scholarships & Student Aid);

Whereas, in addition to the new Student Wellness Hub and 12 Local (embedded) Wellness Advisors recently funded by McGill University and external donations, student contributions will allow for more accessible mental and physical health services by increasing the current number of counsellors by three generalist counsellors and a counsellor specializing in trauma, and almost doubling the number of medical doctors;

Whereas, McGill University is committed to reducing Student Services’ operational and building maintenance costs by completely eliminating the obligatory overhead fee for self-funded units, and additionally pledging to match up to $337,000 of new student contributions should the referendum be successful;

Whereas, government regulations limit the University to annually increase fees without referendum by a percentage determined by the MEES (Ministère de l’Éducation et de l’Enseignement supérieur) indexation factor;

Whereas, aside from the indexation factor, the Student Service student fee has not increased in six years and operations are over capacity; and

Whereas, aside from the MEES indexation factor, Student Services requires an 8% increase over three years to maintain current service levels and develop additional supports for undergraduate students in all of its 11 services.

Resolved, that undergraduate students approve the following question for the Winter 2019 referendum period:

Do you agree, that in addition to the regular MEES indexation factor, to increase the Student Services Fee by 4% in Fall 2019, 2% in Fall 2020, and 2% in Fall 2021 per term for full-time and part-time undergraduate students, with the understanding that a majority “no” vote would result in a reduction of services?
## Estimated Fee Increase (per semester)

*Undergraduate (full-time)*

<table>
<thead>
<tr>
<th>Academic year</th>
<th>Percentage</th>
<th>Estimated Net increase</th>
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<tbody>
<tr>
<td>2019-2020</td>
<td>4%</td>
<td>$6.16</td>
</tr>
<tr>
<td>2020-2021</td>
<td>2%</td>
<td>$3.26</td>
</tr>
<tr>
<td>2021-2022</td>
<td>2%</td>
<td>$3.27</td>
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</tbody>
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Full-time + part-time @ 4% = ~ $318,515 per year increase
Thanks so much for listening, we appreciate it.

While you’re here, we’d love your feedback on our new Virtual Student Wellness Hub website:
Below is the link to the beta version of our new Virtual Student Wellness Hub. At the bottom of the webpage, you will find a “comments” link – please let us know how we can improve your virtual wellness experience!

https://www.mcgill.ca/wellness-hub/