

Committee on Student Services
Monday, September 27, 2021 – 2:00-4:00 PM
Venue: Zoom

Attendees: Farah Abdalbari, Caroline Arpi, Manuel Balan, Sean Clarke, Karla Heisele, Cilla,
Nancy Cammel, Claire Downie, Martine Gauthier, Nathan Hall, Richard Hink, Darlene
Hnatchuk, Cynthia Nkamaniye
Executive Director, Services for Students (Chair) - Ms. Martine Gauthier

2. Approval of Agenda

Approved: Nancy, Darlene

3. Approval of Minutes

Notes from the last meeting

Approved: Aimee, Darlene

4. Brief Introductions

Round table Members introduce themselves, their organization/unit, and their involvement in student services.

Associate Dean (Student Affairs) Macdonald Campbell, Professor Valerie Orsat

- x Professor Manuel Balafoutis (Incoming Associate Dean, Student Affairs, Faculty of Arts) managing Arts OASIS.

Three representatives of Senate:

- x Professor Bassam Khouf (Educational and Counselling Psychology, EDUCATION) –
- x Ms. Nancy Czerniak (Manager of Student Services, Music)
- x TBD

Senior Representative from GPS:

- x Professor Nathan Hall (Associate Dean, Graduate and Postdoctoral Studies) Research on motivation and well-being advocacy and research interest in the area.

Three graduate students of the Downtown Campus:

- x Farah Abdalbari (FMHS)
- x Emmanuel Boaten (EDUCATION)
- x TBD

One graduate or undergraduate student of the Macdonald Campus:

- x Sean Clarke (AES) 3rd year in bio resource MCSS/Pfinance.

Five undergraduate students of the Downtown Campus:

- x Claire Downie (ARTS) VP UA SSMU advocacy efforts with the university.
- x Karla Heisele Cubilla (ARTS) studentlife@ssmu.ca student services, family care and mental health.
- x Darshan Daryana (ARTS) president@ssmu.ca
- x Christian Tonnesen (SCIENCE) Undergrad rep, floor fellow in SIS
- x Zeke Bertrand (ARTS) zeke.bertrand@mail.mcgill.ca

Resource people.

Cynthia Nkamicaniye (Equity Diversity and Inclusion EDI) advisor student services, practices procedures and policy development for all Student Services

Rick, Communications director in support of Student Services and AskMcGill

5. Overview of Student Services

- x

- x Annual budget of approximately 15 million
- x Several services offering 1/1 and group engagement
 - o CaPS
 - o SSAO
 - o ISS
 - o MORSL
 - o Student Wellness
 - o OSD and Tutorial services
 - o CL&E- orientation, new student support
- x Four functional departments supporting the services
 - o Operations (HR finance it
 - o Assessment and Evaluation Student surveys and
 - o Communications
 - o Equity Diversity and Inclusion
- x Martine Executive director since 2017
- x All services have advisory boards composed of staff, faculty, students. This first time this year we have an annual report

6. Annual Report to Senate (Attached)

A quick overview of the presentation was given.

7. CSS Mandate update (Darl. The fi / . sx (ty7-10 (f)-4 (i /.)3 (218>>BDC /C2_0 1 Tf 1.5 -1.27 Td <000

Martine Gauthier -

What do you understand the purpose of student services to be

Sean Clarke

Provide help in all areas that students don't know how to access how to get the resources students need, vehicle to access resources.

Martine-

I hear information and triage

Karla Cubilla-

Provide the resources to succeed academically, socially on their journey through McGill

Martine Gauthier-

Agreed that is a big mandate

Manuel Balan-

Deal with the nonacademic challenges that go along with the student life cycle each broader than academic Navigate

Aimee K Ryan-

Support to achieve potential socially and academically the in between the courses
How can we do better, the understanding of the student facing staff understanding their contribution and how we can make those members of the community aware.

Martine Gauthier-

It's about partnering not sending them over, collaboration with the faculties that is why we have the Local Wellness Advisors (LWA) together we support students not as an island.

Nancy Czemmel-

Partnership Student Services gets that community feeling for students, they are not alone S2 takes a leadership role in the faculties and provide a trickle down of the kind of support resources we can offer with in our faculties

Martine Gauthier

We do have expertise as student affairs professionals to share with faculties. So important and always open to new ways to collaborate
As Co-Chairs can solicit your input and with more data our dialogue will be stimulated around the pain points of our students.

8. Election of co-chair (10 minutes)

Breakout room for student members to select the co-chair.

Christian Tonnesen nominated as student co-chair.

9. Student services objectives for 2022 academic year

Framework of what we wish to move forward: Projects and direction

- x Finalize our strategic plan/direction. COVID brought in a lot of unknowns and student needs, behaviours and how to deliver services is unclear. What is our service model going to be?
Making a structured strategic plan for 2025 is unrealistic at this time we will establish a direction.
- x Focus on Equity Diversity and Inclusion. Cynthia position is the first EDI role in S2
Inward facing – processes, procedures, building capacity in our staff in terms of serving students.
- x New data driven service model – collecting data to understand student needs. We expect a shift this year and post 2022 (COVID related) workshops and student trainings, career fairs.... What is the best provision for the best outcomes?
- x Predictable integrated planning cycles e.g. Strategic use of surplus, used on projects. Surplus needs to be aligned with our strategic plan and budget cycles
- x Project-based approach – training for senior leadership and rolled out to managers. Integrating our work in a complementary way, not duplicating.
- x Understanding of Student Services programming what skillsets are we trying to build, what is the focus of our development programming? Create a model that has a clear outcome.
- x Building a model around information, navigation, and student connections, peer to peer, communities, faculties around us.

Any questions and comments?

Aimee Ryan-

We need to build connections with academic side of student life so that it's involvement with Student Services is viewed as a partnership to build a holistic network for student success at McGill.

Martine Gauthier-

Completely agree - it is a huge focus.

10. CSS Objectives for 2022 academic year

What rich information can we bring back to Sente?

Data from 2020 national survey of student engagement (NSSE)

Quality of engagement is significantly lower at McGill than at other U15 in following areas

For first year students

- x Institutional Emphasis on providing Learning support services
- x Institutional Emphasis on providing support to help students succeed academically.
- x Institutional Emphasis on providing support for your overall wellbeing
- x Institutional Emphasis on helping you manage your academic responsibilities

Christian Tonnesen

When paying notetakers stopped the quality of the notes decreased. Students with accommodations feel like they are second hand in the eyes of the professor. Room assignment access to a professor or a TA not provided. OSD could be an area of focus.

Martine Gauthier

CSS is avoiding focusing on one specific service we have the advisories for that. Those examples need to go to the advisory committee.

CSS focuses on holistic student support and success and supporting the faculty. The best use of CSS time is advocating and bringing forward issues to Senate and the rest of the University and discuss services in terms of how to improve overall. I will forward your point to the Director and their advisory

Claire Downie-

Area that students are not feeling supported lengthy wait times, specifically with psychiatrists. If I were in distress I would feel let down by the university. You hear that it adds up and chips away at student services in general. The professionals are fabulous but there aren't enough positions, and it contributes to the lack of trust and support.

Martine Gauthier-

I hear this a lot and I feel badly for our students. I lack the data. A counsellor is a 2 day wait time. Most universities don't have psychiatrists, most refer out. We have a number of psychiatrists by contract, we try to increase the numbers, they are not our staff neither

NathanHall-

I am impressed