

Committee on Student Services
First annual meeting minutes
Monday, December 5, 2022 2:00-3:30 PM
Brown Student Services building room 5001
ZOOM meeting

Attendees: Aimee Ryan, Cara Piperni, Caroline Arpin, Chantal Grignon, Darlene Hnatchuk, David Vaillancourt, Ghali Touimi Benjelloun, Kerry Yang, Manuel Balan, Martine Gauthier, Nathan Hall, Samuel Baron, Sara Kosumi, Valerie Orsat.

Resource Persons: Alex Liepins (TLS), Ali Martin Mayer (ES), Carlene Gardner, Catherine Loiselle, Christine Ebrahim, Evelina Ene, Gillian Nycum (ES), Lina Di Genova, Melanie Element (ES), Megan Kuo, Nadine Lessard (ES), **Marina-Lys Wachs-Lauret**, Orphée Pierre, h 'O/ , Richard Hink, Romesh Vadivel, Sajneet Manga, Stéphane Cardinal, Tabina Xavier, Vera Romano, Xiyuan Shang.

Regrets: Caroline Riches, Eric Galbraith, Risann Wright

1. Welcome and Land acknowledgement
2. Approval of Agenda
3. Approval of Minutes
Notes from the last meeting, October 17, 2022 (attached)
4. Student Support Services Delivery Model Reimagined
See annex 1 for discussion prompts provided in advance of the meeting.

Martine Gauthier:

Many modalities for service delivery. Think broadly in terms of flexible support. Think beyond one-on-one start an exploration about what service delivery could/should look like and what to think about in the coming semesters.

Aimee Ryan (from chat)

Similarly, to Nathan, I am finding that many graduate students have a preference for meeting online. I think that because many of our Faculty of Medicine and Health Science students are working at different locations around the city and online it offers convenience of not having to commute.

Samuel Baron

Having an expectation that students will show up in person is good for their development. Accountability mechanism for students, and good for their career and future, notice. Mandating certain types of meetings in person is important. Given the pandemic we need to respect that, but there should be in person expectations. It should not be presented as of equivalent value.

Martine Gauthier

Any student comments on how to balance it out?

Ghali Touimi Benjelloun

Any type of event teaching content to students. I agree that the effectiveness is decreased if there is an expectation of discussion. We should lean towards in person for that.

If students can learn it elsewhere, like opening up YouTube, the increased convenience for them.

Saj

We have been running surveys since September 2020 and not seeing difference but we want to look at the data by student characteristics and see if we need a deeper dive. Convenience and online availability is leading in what student are saying.

Nadine Lessard (Enrolment Services)
If I send to Instagram, the sessions fill up.

Martine Gauthier

Rachel is mapping communications for SLL across the student lifecycle to see how many e-mails/newsletters/social media students receive to better understand what we are doing in terms of communications.

Rick Hink

Tracking each bit of information within the communication; one e-mail at a time, a newsletter with many pieces of information. It is going into a database to try to extrapolate the information.

Christine Ebrahim

Accessibility, we hear it from Mac campus, the commute takes a long time. If we do things online, are we willing to go around campuses to offer the things? Not everything is in the core. We need to think about our services from that point of view.

Samuel Baron

My expectation of coming to McGill, no matter the campus, is you get the service where you are. If there are concerns about McGill being able to offer to everyone, it is not a case to put the burden on the students. It is for the university to standardize or equalize across the university. Students should not have to go far out of their way to access services (HUB specifically). McGill needs to tackle it.

David Vaillancourt:

Make the model comprehensive no matter where you are. It needs to be a cohesive system. If students are pursuing it at Mac or Outaouais.

Orphée Pierre

Since my arrival at Mac in August we have a physician weekly, a nurse every other week, counselors. Students at Mac are starting to realize that the services are coming back. In 6 months we can talk more about it but at this time, things are coming back, we are transforming it and we will have a portrait of the changes. For services that are still online only we are working hard to get them back in-person.

Martine Gauthier

The main concern is decrease in participation in our group activities. A lot of the basic information gets to students where we engage with students as groups.
Can we brainstorm around this? Why, what is the theory?

Darlene Hnatchuk

Ali Martin Mayer

I wonder about cost (not just \$) but it is a factor, ecological and to health. Is there data that we can look at? All the online options meetings, and our efforts to diminish pollution. All the time in front of a computer, eyesight, risk of stroke, back pain. Incorporate that as a principal in deciding.

Sajneet Mangat

Student Services programming and student led programming. If they have a good S2 experience then they come back. Using vocabulary and language that resonates worked, informal wording. There are often similar offerings, the silo of S2 and student-led activities. The potential of collaboration should be looked into. It is easier to speak to a peer, why duplicate (ecological impact). SSMU is inviting the HUB and S2 to send representatives, using targeted communications Do you want a job?

Maybe t student and where students are. CaPS uses Instagram but I am less likely to join if it is not reposted by a student group that says you should go. Students trust opinions. Student residents messages gets to them CL&E, why not use the existing trusted channels?

Samuel Baron

Floor fellows have a group chat I get information from them, I go to that event. Receptiveness is far better. You are on your phone and you get a message from your floor fellow you will increase information 10 to 100 fold.

5. Adjournment

Annex 1

Committee on Student Services
Second Annual Meeting
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