

Quality Service to Students (QSS) Council

Minutes for the meeting of October 15, 2007

Present: Nancy Allison, Dave Clancy, Ken Duncliffe, Christine Capewell, Megan Alekson, Mark Overton, Chris McGrath, Liz Martin, Peili Liu, Jean-Paul Paluzzi, Felicia Seenauty, Atufa Malik, Marc Bressler, Ahmad Khan, Dhananjai Kohli, Walied Khogali, Curtis Irwin, Wasah Malik, Joan McCurdy-Myers, Khalid Pasha, Aneel Dhuga, Jane Ngobia

Agenda

1. Adoption of minutes of September 10/07
 2. Orientation on Student Services
 3. Issues arising from Sept 10 meeting –
 - a) follow-up on space costs feedback (Walied)
 - b) selection of the QSS representative on UTM's Athletic Governing Council
Be it resolved that QSS appoint _____ as QSS representative on Governing Council on Athletics for 2007-08
 - c) QSS Shuttle sub-group report on discussion about Saturday service (Vlad)
 - d) appointment of the QSS Secretary for 2007-08 (Vlad)
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Meeting was called to order at 11:20 a.m

1. Adoption of Sept. 10 Minutes

It was requested that the following corrections be made to the September 10 minutes:

Agenda item #2 – New Library Code of Conduct

Walied wanted it noted that student leaders endorsed the new policy and with the aid of a club UTMSU would help Library staff discourage students from smoking close to the Library entrance.

Agenda item #5 – Student Service Fees

Walied wanted the EPUS position on this item noted

Adoption of the minutes was tabled until the next QSS meeting.

2. Orientation by the Student Services

All presentations are available electronically.

Shuttle Bus

Megan Alekson, is the Transportation Assistant, Parking and Transportation Services working under the direction of Business Services. The Shuttle Service is supported by student fees from full and part-time UTM students, allowing them unlimited rides to and from the St. George campus. Non-UTM students pay a \$6.25 fare per one way ride. The Student Centre Service Desk has extended their hours for tickets sales and another shuttle ticket outlet opened in the T-Card office.

The possibility for opt-in by non-UTM students living on campus is still being investigated. Christine stated that a budget for 2007-08 will be made available and she does not foresee a deficit this year. Christine also noted that the Sheridan bus is not a QSS responsibility and students with complaints on its schedule should visit their academic program office. She also talked about the complaints process and the new shuttle email address shuttle.utm@utoronto.ca where students can voice their concerns and ask questions.

OSS Student Services Overview

Mark gave an overview of the services supported by QSS. The Career Centre, Health Service, and the Department of Physical Education, Athletics & Recreation report to UTM Student Affairs and Services which reports to the Vice President and Principal of UTM. Child Care support is administered by the Office of the Registrar which reports to the Vice President and Principal, and the Shuttle Service reports to UTM Business Services which reports to the CAO and then to the Vice President and Principal of UTM.

In order to meet the UAB timeline, and allow ample time for discussion, the services' budgets are usually presented in January after small group discussions which take place in December or January.

Department of Physical Education, Athletics and Recreation

Ken talked about their mission statement, code of fair play and the new information service. They have 400 full-time and part-time staff at the Centre, holding such positions as control desk staff, referees, coaches, conveners, timers, etc., along with work study positions. Members of the Centre consist of full- and part-time students, faculty, staff, Alumni and community members. The Sports Medicine Clinic will be open in the spring of 2008. The RAWC grand opening is

October 19. The website has been improved and there has been tremendous feedback from users about the RAWC and they are working with UTMAC on enhancing school spirit. The womens' only time in the gym and pool has been very well received. The Governing Council on Athletics has student representatives on the Council and is the forum to discuss issues and Ken encouraged all students to attend. They meet to review programs, consider feedback from users shape the budget and then report to QSS.

After the tri-campus review, Varsity teams will start to move to all three campuses. Currently, 80 UTM students participate in varsity sports on the St George campus. The Centre has cut back on external bookings and particularly welcomes groups that don't utilize times popular with the other users, such as the Mississauga Swim Club who practice in the pool at 5:30am and the Trillium Cardiac Rehabilitation group.

Career Centre

Joan talked about the role of the Career Centre which is to help students develop lifelong career management skills so that they can set short and longer-term career goals and to market themselves to potential employers. She explained that the portion paid by UTM students to St. George covers such services as the on-line job posting site and for the work study postings. Due to the move to the RAWC, it was possible to hold larger events such as Career Expo and the Professional Schools Fair. They also offer various workshops, resume critiques, effective interviews, career counseling and the Extern Job Shadowing Program. They continuously seek feedback from those using their service and try to develop new and maintain existing partnerships with faculty, staff, student groups, alum and employers.

Health and Counselling Centre

Pat Ash retired this month and a new Director will start in mid-November. Chris talked about the services available to all students at the Centre. The number of appointments have increased this year and staff is trying to minimize missed appointments as the doctors are paid even if students don't attend. No-show students will receive an e-invoice due within two weeks of their missed appointment and if payment is not received, a financial hold is placed on the students' record. Since the installation of charges, the level of missed appointments is dropping. Information for International Students was offered at their Orientation in September.

Child Care

Mark talked about the co-ordination of the transition from the current service to the new service. The current service is not licensed care so parents do not qualify for government subsidies. The new Centre, once opened, will be licensed so parents are encouraged to apply for a subsidy. Family Day Care Services is a non-profit organization that will operate the Centre. Two units in Schreiberwood are expected to be renovated to house the Service until funding becomes available for a purpose-built Day Care Centre. The Service should be open early in 2008.

Student parents can apply for Child Care Grants available through the on-line grant application process through the Office of the Registrar .

The Chair encouraged all Student Services to give a regular update on their services.

3. Issues arising from the September 10 meeting

(a) Follow-up on space costs feedback (Walied)

This item was tabled until the November meeting.

(b) Selection of the QSS representative on UTM's Governing Council on Athletics

Duly moved and seconded: Walied /

Be it resolved that QSS appoint Ahmad Khan as QSS representative on UTM's Governing Council on Athletics for 2007-08. Unanimous approval

(c) QSS Shuttle Sub-Group Report about Saturday Service

Vlad will call a meeting of this group.

(d) Appointment of the QSS Secretary for 2007-08

Vlad stated that the Terms of Reference stated that a call for nominations for the position of Secretary was needed. As no nominations were received, the Dean of Student Affairs offered to have the current secretary carry on for the present time.

4. Other business

Vlad would like to organize a social event for QSS members and it was decided to hold it on November 20 from 4 to 5pm at the Blind Duck. Vlad will send out an email message to everyone.

Meeting adjourned 1:34pm.