

Terms of Reference of the Quality Services to Students (QSS) Council

Preamble

Under the general provision of the University of Toronto protocols (approved by the Governing Council on October 24, 1996) regarding the student services fees, the Erindale College Council has approved, on the recommendation of the Erindale Part-time Undergraduate Students (EPUS), Erindale College Student Union (ECSU), and the Principal of Erindale College, the establishment of the Quality Services to Students (QSS) Council.

The following are the revised structures, powers, and jurisdiction of the QSS Council, as approved by the Erindale College Council on *December 9, 2005*.

1. Purpose

The purpose of the University of Toronto at Mississauga Quality Service to Students Council is:

- a. To make recommendations to the Vice-President and Principal, UTM and to the Governing Council of the University of Toronto regarding the operation of UTM and centralized student services, and the fees collected and other funding for those services;
- b. To develop, maintain, and execute a long-term vision of quality service to UTM students, both at UTM and beyond, where the interests and priorities of students are broadly represented; and
- c. To provide a forum for on-going discussion on the UTM student experience.

2. Powers and Duties

The University of Toronto at Mississauga Quality Service to Students Council shall have the following powers and duties:

(a) To advise Governing Council on policy for the following services provided at the University of Toronto at Mississauga:

- Centre of Physical Education, Recreation and Athletics, including the Wellness Centre
- UTM/St.George Shuttle Service
- Alcohol Education & Monitoring
- Health Service
- Career Centre
- Child Care Support
- Space Occupied by Student Societies
- Any other service that may be assigned to QSS by the appropriate University governance body.

- (b) To review in detail the annual operating plans and budgets for the above services and make recommendations via a double majority resolution to Governing Council on requests for fee increases for each of these fee funded services.
- (c) To consider proposals and allocate funds collected for central fee-funded services that exceed those services' charges to the UTM student body, to relevant, UTM-based fee-funded services.
- (d) To consider and make recommendations to the UTM administration and relevant UTM governing bodies regarding the allocation of student space, study space, and procedures which govern such allocation.
- (e) To serve as a forum for discussion on student life and the student experience at UTM.
- (f) To provide a local UTM forum for centralized services representatives to update UTM on their services, operating plans, and budgets.
- (g) To direct, via Majority Resolution, the vote of the QSS representative on the Council on Student Services (COSS) on the operating plans and budgets of the following University of Toronto services:
 - a) Central Student Affairs
 - b) Central Student Services
 - c) Hart House
 - d) Athletics and Recreation of the Faculty of Physical Education and Health
 - e) Any other services that are considered by COSS

In all matters considered at COSS, the QSS representative shall represent UTM as a whole, and not the specific UTM constituency of which the QSS representative is a member.

- (h) To amend, by Two-Thirds Majority Resolution, the QSS Terms of Reference.
- (i) To receive information on the services outlined in (a) and (g) in order to consider current issues within the services, and to serve as a mechanism of information, communication, and cooperation between the student services and students.
- (j) To advise Governing Council and any other relevant University bodies on proposals for creation, expansion, reduction or elimination of student services.
- (k) To follow the QSS Annual Timeline and Procedures of Meetings.

3. Membership

3.1 Voting Members

The following seventeen persons shall be voting members of the committee:

- a) the Dean of Student Affairs and Assistant Principal, Student Services of UTM;
- b) the Director of the UTM Career Centre;
- c) the Director of Physical Education, Athletics, and Recreation of UTM;
- d) the Manager of UTM Health Services;
- e) the Vice President and Principal of UTM or his/her delegate;
- f) the Chief Administrative Officer of UTM or his/her delegate;
- g) the President of the Erindale Part-time Undergraduate Students (EPUS) and one other UTM part-time undergraduate student or member of the EPUS executive, appointed by EPUS;
- h) the President of the University of Toronto Students' Union (UTMSU) and one other UTM full-time undergraduate student or member of the UTMSU executive, appointed by UTMSU;
- i) the Vice-President, UTM of the University of Toronto Students' Union (UTSU) and one other UTM full-time undergraduate student or member of the executive of UTSU, appointed by UTSU;
- j) the President of the Association of Graduate Students at Erindale (AGSAE), appointed by AGSAE;
- k) the President of the UTM Athletic Council (UTMAC) and one other UTM student, appointed by UTMAC; and
- l) the President of the UTM Residence Council and one other UTM undergraduate residence student, appointed by the UTM Residence Council.

3.1.1 Duties of Voting Members

Members shall be active participants in meetings and activities of QSS and its bodies, and shall represent the interests of their constituents through appropriate, extensive communication and consultation.

Members of QSS shall hold office from May 1 to April 30 of the following year, at the pleasure of the body that appointed them. Vacancies shall be filled by the body that made the appointment.

3.2 Non-voting Members

3.2.1 Chair and Term

The Chair shall serve as a non-biased facilitator of all QSS meetings, and shall represent QSS at Erindale College Council meetings (or delegate a representative from the QSS voting members). The term of the Chair shall be from May 1 to April 30 of the following year.

3.2.1.1 Selection of the Chair

The QSS Secretary shall, in the four weeks prior to the April QSS meeting, call for nominations for the QSS Chair. Any current UTM student, alumnus/alumnae, faculty or staff member may be nominated to serve as Chair. Any nominations must be endorsed by at least one current student voting member of QSS. The Chair may not simultaneously be a voting member of QSS (except as provided for an interim Chair, as described below). Complete nominations shall include appropriate material determined by QSS, which may include a statement by each nominee on effectiveness and impartiality, experience chairing meetings and using rules of order, a resume, and a demonstration of oral presentation skills. Nominations shall be closed and distributed to all QSS members one week prior to the April meeting of QSS, at which the Chair shall be selected via secret ballot. If no nominee receives a majority of votes in the first ballot, the nominee(s) receiving the least votes is removed from the list and the secret ballot is repeated in this manner until a nominee has a majority of votes.

3.2.1.2 Removal of the Chair

The Chair may be removed by a Two-Thirds Resolution if:

- a) the Chair fails to attend two (2) QSS meetings; or
- b) the Chair acts in a partial or biased manner.

A written statement, signed by six (6) voting members of QSS, must be presented to QSS two weeks prior to the vote of removal.

In the event of the removal, resignation, or absence of the Chair, QSS shall select an interim Chair from the voting members of QSS, who shall serve until the Chair returns from her/his absence or until a by-election for a new Chair is conducted. The interim Chair shall not vote except in the event of a tie vote or a secret ballot.

3.2.2 Secretary

The Dean of Student Affairs shall appoint a Secretary of QSS, who shall be ratified by QSS. The Secretary shall be responsible for taking minutes at QSS meetings, administering the call for nominations for the Chair, and assisting the QSS Chair as needed. The Secretary shall also ensure that all QSS minutes and related documents are available to QSS voting members.

3.2.3 QSS Representative to COSS and Term

The QSS Representative shall represent UTM to COSS, and shall report on the proceedings of COSS to QSS. They shall be bound by Resolutions of QSS directing the vote of the QSS Representative at COSS on all operating plans and budgets as outlined in Powers and Duties (g). The term of the QSS Representative shall be from May 1 to April 30 of the following year.

3.2.3.1 Selection of the QSS Representative to COSS

Any student at UTM can serve as the QSS Representative to COSS, including students currently on QSS. The selection of the QSS Representative shall occur in a process similar to that of the selection of the Chair.

3.2.3.2 Removal of the QSS Representative to COSS

The QSS Representative on COSS may be removed by a Two-Thirds Majority Resolution if:

- a) the QSS Representative fails to attend one (1) COSS meeting or two (2) QSS meetings; or
- b) the QSS Representative fails to represent the position of QSS, or represents QSS' position at COSS in an unsatisfactory manner; or
- c) the QSS Representative fails to inform QSS about issue pertaining to UTM and UTM students.

A written statement, signed by six (6) voting members of QSS, must be presented to QSS two weeks prior to the vote of removal.

In the event of the resignation or removal of the QSS Representative on COSS, a new student representative shall be selected by current QSS voting members from current QSS student voting members.

4. Policies and Procedures

4.1 Meetings

Regular meetings of QSS shall occur as outlined in the QSS Annual Timeline and Procedures of Meetings (Appendix 2). A special meeting of QSS may be called either by the Chair or by six (6) members of QSS, provided that seven (7) working days' notice of the special meeting is provided to all members of QSS. For both regular and special meetings, an agenda shall be circulated to all members no less than three (3) working days prior to the meeting.

4.1.1 Quorum at Meetings

Eleven members present, of whom at least six shall be students, who represent at least four of the student councils mentioned in Section 3.1, shall constitute a quorum of members.

4.1.2 Rules of Order at Meetings

QSS meetings shall be governed by Bourinot's Rules of Order, with the following exceptions and clarifications:

1. Majority Resolutions require a majority of the members voting and present to pass. In the event of a tie, the motion is lost.
2. Double Majority Resolutions (e.g. ancillary fee increases) require a majority of the members voting and present and a majority of the

student members voting and present to pass. In the absence of one or both of these majorities, the motion is lost.

3. Two-Thirds Majority Resolutions (e.g. amendments to these Terms of Reference, removal of the Chair or QSS representative to COSS) require both a two-thirds majority of the members voting and present and a two-thirds majority of the student members voting and present to pass. In the absence of one or both of these two-thirds majorities, the motion is lost.

4.2 Changes to Ancillary Fees

All proposals for the increase or introduction of a fee covered under Section 2 (a) of these Terms of Reference shall be considered by QSS in the following manner:

1. The Director, Manager or coordinator of each relevant service shall convene working groups, including QSS members from student societies, to review in detail proposed operating plans and budgets of the service, providing a forum to explore options and seek feedback in developing a proposal.
2. Following meetings of the relevant working groups, the Director, Manager or coordinator of the service shall present to QSS the annual operating plans and budget of the service, along with a rationale for the proposal to change the service's fee. Proposals for fee increases to fund capital projects shall be put to a referendum of all UTM students (as outlined in Section 4.3).
3. The members of QSS shall then be given no less than two weeks (preferably four weeks) to confer with their constituencies and optionally to make suggestions to the Director or Manager of the service regarding the nature and amount of the fee change. Should a member of QSS wish to move a motion to put the fee increase to a referendum of all students (as outlined in Section 4.4), notice of such a motion must be given seven (7) working days prior to the next QSS meeting.
4. The Director, Manager or Co-ordinator of the service shall then present to QSS a finalized request for an increase to the service's fee. If a member of QSS has given notice of a motion to put the increase to a referendum, that motion shall then be debated and voted upon. If no motion to put the increase to referendum has been made, or a motion to put an increase to referendum has failed, the Director or Manager of the service shall move that QSS recommend approval of the fee increase to Governing Council. This motion shall require a Double Majority (as defined in Section 4.1.2) to pass.

4.3 Referenda on Capital Fees

Should a service request a fee increase or institution of a new fee to cover a portion or all of the cost of a capital project which generates new space, QSS shall put the fee increase to a general referendum of all students. Projects limited to renovations of existing space shall be exempt from this clause and treated as in

Section 4.2 above. Should the space allocated to a service increase, and the service subsequently request a fee increase to cover increased space costs, such a request shall also be exempt from this clause and treated as in Section 4.2 above.

4.4 Referenda on Student Service Fees

Should a service request an annual increase greater than the percentages outlined in Table 1, or should QSS receive a proposal for the introduction of a new fee, QSS may put the fee increase/introduction to a general referendum of all UTM students by either:

- a. a majority resolution of the members voting and present; or
- b. a majority resolution of the student members voting and present.

Should a service request an annual increase not greater than the percentages outlined in Table 1, QSS may put the fee increase to a general referendum of all UTM students only by a majority resolution of all members voting and present.

4.5 Referendum Costs

Costs for any and all referenda administered by QSS shall be borne by either the service requesting the fee increase or the office of Student Affairs. Referendum costs shall not be incorporated into the proposed fee increase.

5. Supplementary Principles

5.1 University Policies

University of Toronto Human Resource policies and accounting practices shall apply to all Student Services and their employees and cannot be altered by QSS.

The University of Toronto Long-Term Protocol on the Increase or Introduction of Compulsory Non-tuition Related Fees shall apply to all student services and cannot be altered or superseded by QSS.

Table 1

| Service | Percent Increase over Previous Year's Fee |
|----------------|--|
| CPERA | 20% |
| Career Centre | 25% |
| Child Care | 100% |
| Shuttle | 30% |
| Health | 25% |