### UNIVERSITY OF TORONTO

### THE UNIVERSITY OF TORONTO SCARBOROUGH CAMPUS COUNCIL

### REPORT NUMBER 15 OF THE CAMPUS COUNCIL

# **December 16, 2015**

Ms Nancy Lee, Chair

Professor Paul Kingston, Vice-Chair

Professor Bruce Kidd, Vice
President and

Principal, UTSC

Mr. Andrew C. Leung

Ms Brenda Librecz

Mr. Scott McRoberts

Mr. Joshua Miller

Dr. Christopher Ollson

Mr. Andrew Arifuzzaman, Chief
Administrative Officer, UTSC

Mr. Mark Henry Rowswell

Professor William A. Gough, Interim
Vice-Principal (Academic) and

Secretariat:

Mr. Louis Charpentier

Dean Ms Amorell Saunders N'Daw Mr. Harvey Botting Ms Rena Prashad (Parsan)

**Regrets:** 

Mr. Harvey Botting Ms Rena Prashad (Parsan)
Professor Leslie Chan

Ms Kathy Fellowes Ms Nourhan Ahmed

Ms Sue Graham-Nutter Dr. Jennifer McKelvie Dr. Brian Harrington

Mr. John Kapageridis\* \*Telephone Participant

Dr. Elaine Khoo

Dr. Tarun Dewan

### In attendance:

Professor Emerita Ellen Hodnett, University of Toronto Ombudsperson

Ms Janet Blakely, Administrative Staff Member, UTSC Campus Affairs Committee Ms Ludmila Elias, Administrative Staff Member, UTSC Campus Affairs Committee Ms Lydia Lampers-Wallner, Community Member, UTSC Campus Affairs Committee

Ms Jennifer Ankrett, Director, Academic Advising & Career Centre

Ms Liza Arnason, Director, Student Life

Ms Laura Boyko, Director, Health and Wellness Centre

Ms Helen Morissette, Director, Financial Services

Mr. Gary Pitcher, Director, Campus Safety, Issue & Emergency Management

Mr. Desmond Pouyat, Dean of Student Affairs

Ms Michelle Verbrugghe, Director, Student Housing & Residence Life

### 1. Chair's Remarks

The Chair welcomed members and guests to the last Council meeting of the calendar year. She extended a special welcome to Professor Emerita Ellen Hodnett, University of Toronto Ombudsperson, and to Mr. Louis Charpentier, Secretary of the Governing Council. She acknowledged that this was Mr. Charpentier's last meeting before retiring at the end of the month.

# 2. Report of the Vice-President & Principal

The Chair introduced and invited Professor Bruce Kidd, Vice-President and Principal, UTSC, to present his report.

# a. Student Presentation- Emergency Medical Response Group (EMRG)

Professor Kidd reported that the Emergency Medical Response Group (EMRG) was a student run non-profit volunteer organization that functioned around the clock to offer emergency assistance. He invited Ms Alita Fernandez, Executive Director, and Mr. Kamil Hernandez-Majak, Operations Director, from EMRG to provide the Council with an overview of the services, initiatives, and training available to faculty, staff, and students at UTSC.

# b. Principal's Report

Returning to his report, Professor Kidd provided an overview of his Installation address which was delivered on November 20, 2015. The address highlighted the Principal's main priorities for the campus and included the following key points:

## i. Advance the strategic and secondary plan

The Principal reported that strategic and secondary planning would be undertaken in a coordinated manner to meet the needs of UTSC and the surrounding community, keeping in mind the challenging financial and political influences the University faces. The campus strategic plan included: strengthening traditional areas of scholarship and developing new areas, creating and sharing knowledge in an innovative manner, enhancing experiential learning, and strengthening and recognizing the role of our global perspective.

### ii. Healthy Active Campus Strategy

Professor Kidd planned to take a holistic approach to promoting a healthy active campus, which would include efforts to ensure that every UTSC student graduated with an awareness of healthy lifestyle choices including: physical activity, healthy eating habits, how to contribute to a sustainable environment, and maintaining work-life balance to preserve mental health wellness. In addition, a plan was being developed to include

initiatives directed at faculty and staff and would also include academic connections. The community would be broadly consulted in its development.

# iii. Change the narrative about UTSC and Scarborough.

Professor Kidd planned to use his role as Principal to enhance the profile of UTSC and Scarborough as a vibrant destination of choice. He emphasized that UTSC was an anchor institution serving as an important economic, cultural, athletic, and transit hub for one of Canada's fastest growing and diverse regions, the eastern part of the Greater Toronto Areas (GTA), and that he would work hard to ensure that more people were aware of this important institution.

The Chair thanked Professor Kidd for his report. There were no questions. The Chair invited Professor Kidd to comment on the retirement of the Secretary of the Governing Council.

Professor Kidd offered heartfelt thanks to Mr. Charpentier for his 36 years of dedicated service to the University of Toronto—16 of which he spent serving as the Secretary of the Governing Council. He acknowledged Mr. Charpentier as a valuable colleague and friend, someone who he could rely on for honest and discreet advice. Professor Kidd commented on Mr. Charpentier's efforts to keep the University aligned with best practices in governance policy, and remarked on his role in the development of the tricampus governance model.

In addition to Professor Kidd's remarks, the Chair remarked that Mr. Charpentier had provided sage advice not only to her, but to six Governing Council Chairs and five University Presidents.

Professor William Gough, Interim Vice-Principal (Academic) and Dean, expressed gratitude to Mr. Charpentier for his dedication to governance at the University and commented on what a pleasure it had been to work with him closely on the Task Force on Governance and on the establishment of the UTM and UTSC Campus Councils.

# 3. Strategic Topic: Presentation by the University Ombudsperson

The Chair welcomed Professor Emerita Ellen Hodnett, University of Toronto Ombudsperson, to UTSC. The Ombudsperson used the opportunity to provide an overview of the role of the Ombudsperson and the Office. Her presentation included the following key points:

• The Office of the Ombudsperson was established in 1975 to offer confidential advice and assistance to faculty, staff, and students, which included over 80,000 students, and 17,00 faculty and staff on three campuses;

<sup>&</sup>lt;sup>1</sup> Strategic topic- Presentation by the University Ombudsperson

- The Office functioned on the principles of impartiality, independence from administrative bodies, and accessibility;
- The role of the Ombudsperson was to identify systemic and policy issues, and
  consult on complex cases. The Office aimed to ensure procedural fairness and
  reasonable outcomes, but did not have the authority to over-rule decisions. Instead
  the Office could recommend changes to a decision or to a University policy or
  procedure;
- Types of complaints brought to the Office included: academic issues, employment/workplace issues, fee/financial aid, graduate supervision, administrative/bureaucratic issues, academic integrity issues, and harassment/discrimination;
- In 2014-15, the Office encountered 250 complaints, which were referred to the appropriate party for resolution; and
- As of January 1, 2016, the provincial Ombudsperson would have jurisdiction over Colleges and Universities in Ontario.

A member asked whether case study examples of complaints could be provided. Professor Emerita Hodnett explained that as no two complaints were alike and that due to the confidential nature of her work, it would be imprudent to provide case studies. She said that she would consider innovative ways in which to provide more detail in the future on the types of complaints her Office handled.

The Chair thanked Professor Emerita Hodnett for her presentation.

### 4. UTSC Operating Budget: Themes and Priorities

The Chair invited Mr. Andrew Arifuzzaman, Chief Administrative Officer, UTSC and Professor William Gough, Interim Vice-Principal (Academic) and Dean to present the UTSC proposed operating budget context. Their presentation<sup>2</sup> included the following key points:

- The UTSC budget priorities were influenced by the academic priorities of the campus, which included: the UTSC academic plan, strategic enrolment management, and the international student experience;
- Academic programming and the delivery of courses were part of the long term strategy for meeting the campus' goals under the UTSC Academic Plan. In the short term, the focus was on strategic enrolment management in the form of targeted scholarships offered to students with entry averages between 85 88 percent;
- A steady state for international student enrolment was between 18-19 percent of total undergraduate enrolment;
- Statistics showed that enrolment within the provincial university system was in decline, with enrolment growth expected to increase and be achieved by 2030 in Ontario;
- Between 1995 and 2015, the enrollment growth at UTSC increased to close to 14,000. In the future, the campus projected student enrolment of 16,000;

<sup>&</sup>lt;sup>2</sup> Presentation- UTSC Proposed Operating Budget: Themes and Priorities

- The current student to faculty ratio was 30:1. However the campus found it challenging to find adequate teaching and research space;
- In 2015-16, the key expense categories were: academic and administrative expenses, facilities, and central funds. Academic expenses accounted for 56 percent of the overall campus budget;
- The Annual Budget Review (ABR) was a University wide process in which all divisions, including UTSC, prepared and submitted budget planning and priorities documentation to the Vice-President and Provost for consideration; and
- The budget priorities for UTSC included: support for renewable scholarships, funding for ongoing supports Accessibility Invigilation, replacement of the campus generator, and faculty startup packages for research funding.

A member asked about the risks associated with strategic enrolment involving international students, and Professor Gough reported that international students were only one aspect of the strategy, and that emphasis was also being placed on domestic student recruitment.

A member asked for clarification on the role of the Council in the budgetary process, and Mr. Arifuzzaman explained the process and said that the final step would be for the Council to receive the University's approved annual budget, incorporating UTSC's budget envelope, for information, at a later meeting.

\_\_\_\_\_

### **CONSENT AGENDA**

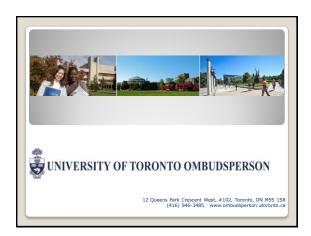
On motion duly made, seconded and carried,

### YOUR COUNCIL APPROVED,

THAT the consent agenda be adopted and that the item requiring approval (item 5) be approved.

- 5. Report of the Previous Meeting: Report Number 14 Wednesday, October 14, 2015
- 6. Business Arising from the Minutes of the Previous Meeting
- 7. Reports for Information
  - a) Report Number 15 of the UTSC Agenda Committee (Thursday, December 3, 2015)
  - b) Report Number 14 of the UTSC Academic Affairs Committee (Monday, November 16, 2015)
  - c) Report Number 13 of the UTSC Campus Affairs Committee (Tuesday, November 17, 2015)
- **8. Date of the Next Meeting** Wednesday, February 3, 2015 at 4:10 p.m.

9. Question	Period
10. Other Bu	siness
No other busin	ness was raised.
IN CAMERA	
The Council move	ed in camera.
11. Appointn	nents: UTSC Campus Council Community Members
On motion du	ly made, seconded, and carried
YOUR CO	DUNCIL APPROVED,
	IAT the following three Community Members be appointed to serve on the CSC Campus Council, effective January 1, 2016:
Mı	: Jason Glover [January 1, 2016- June 30, 2017] : Ravi Kumar [January 1, 2016- June 30, 2016] : Larry Whatmore [January 1, 2016- June 30, 2018]
The Council retur	ned to open session.
The meeting adjo	urned at 6:17 p.m.
Secreta	ary Chair



### **Background**

The Office of the Ombudsperson has been offering confidential advice and assistance to students, faculty and staff on all three U of T campuses since 1975.

The Ombudsperson must be a retired academic, with significant governance and/or administrative experience.



WINDERSITY OF TORONTO OMBUDSPERSON

### Scope

- I report only to Governing Council, in the form of an Annual Report. It and the Administrative Response to the Report are posted online in the Fall of every year.
- Our funding comes from Governing Council.
- Our community includes >80,000 students and >17,000 faculty and staff on 3 campuses.



### **How We Work**

- The Assistant Ombudsperson handles the front-line work, from initial request for assistance to resolution.
- The Ombudsperson's role is to identify systemic and policy issues, and to consult on complex cases.



UNIVERSITY OF TORONTO OMBUDSPERSON

### **Aims and Authority**

- · Aims: to ensure procedural fairness, just & reasonable outcomes.
- No authority to over-rule decisions. We consider complaints, make informal enquiries, carry out formal reviews, draw conclusions and recommend changes to decisions and to University policies and procedures.



### Authority (cont'd)

- Our influence comes from moral suasion, and rational argument, not through the exercise of formal power. However it would be naïve to conclude we have no power.
- Thus our informal relationships with administrators are key.
- · We can only make recommendations, but our recommendations are taken seriously.



WINIVERSITY OF TORONTO OMBUDSPERSON

### We can help by...

- analyzing the problem and identifying options
- explaining relevant policies, procedures
- providing neutral confidential advice
- expediting matters that have been unduly delayed
- investigating problems when regular channels have been exhausted
- assisting the parties in resolving disputes



WIVERSITY OF TORONTO OMBUDSPERSON

### We are unable to...

- deal with matters outside the jurisdiction of Governing Council (i.e. landlord/tenant dispute)
- make decisions on behalf of the University
- make/ over-rule UofT policies/procedures (we may comment and recommend change)
- intervene if complaint can be pursued as a grievance under a collective agreement



UNIVERSITY OF TORONTO OMBUDSPERSON

### We are unable to...

- intervene if the regular processes provided by the University have not been used
- accept notice on behalf of any party, including the University
- consider complaints that are before the courts of
- give legal advice



UNIVERSITY OF TORONTO OMBUDSPERSON

### Confidentiality

- Matters are dealt with in strict confidence and not discussed with anyone without complainant's written approval.
- Contacting our office is protected information.
- Confidentiality subject to disclosure only as required by law, or where we believe there is imminent danger to health or safety.



UNIVERSITY OF TORONTO OMBUDSPERSON

### **Principles**

- Impartial Advocating for fairness rather than for any person or party
- Unlimited access to University files and offices.
- Independent of all administrative offices and accountable only to Governing Council to which Ombudsperson submits annual reports.
- Accessibility contacts are by phone, email, or web. Meetings are held in person, by phone or via Skype.



WIVERSITY OF TORONTO OMBUDSPERSON

### Types of Problems Brought to Us # of Cases **Problem** 2014-15 105 Academic Issues Employment/Workplace Issue 29 Fees/Financial Aid 28 21 Graduate Supervision 19 Administrative/Bureaucracy Issue 19 Academic Integrity Issue 13 Harassment/Discrimination WILLIAM OF TORONTO OMBUDSPERSON

The Complainants		
Category	# in 2014-15	
Student	227	
Undergraduate	133	
Graduate	94	
Administrative Staff	31	
Faculty	8	
Other	48	
UNIVERSITY OF TORON	TO OMBUDSPERSON	

# Budget Priorities 2016-17 UTSC Campus Council December 16, 2015

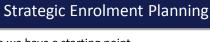












- So we have a starting point
  - · Others goals may emerge
- · How do we achieve these goals?
  - · Need to understand the student recruitment market

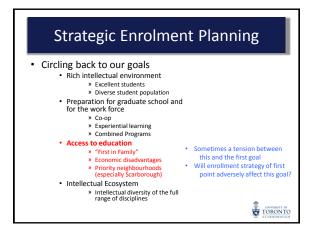


# Strategic Enrolment Planning • Student recruitment market • Domestic (Ontario) • Very local market (Scarborough, Markham) • Eastern GTA • Other • Domestic (non-Ontario) • Somewhat untapped • International • Largely China









# Strategic Enrolment Planning

- · Circling back to our goals
  - · Rich intellectual environment
    - » Excellent students
    - » Diverse student population
  - · Preparation for graduate school and for the work force

    - » Co-op» Experiential learning
  - » Combined Programs
  - · Access to education
    - "First in Family"
    - » Economic disadvantages
  - Intellectual Ecosystem
    - » Intellectual diversity of the full range of disciplines
- Student demand not even across the academic disciplines -high demand in Management, CMS Psychology, HS TORONTO

# Strategic Enrolment Planning

- So how does this translate into an effective recruitment strategy?
- Short term
  - Targeted scholarships
  - · International strategies
  - pathway to success program with Centennial
- · Long term
  - · Programs (emerging disciplines) Academic Plan
  - Delivery (Co-op, experiential learning, grad pathways)



# **Recruitment Strategy**

- Targeted scholarships
  - Currently scholarship cutoffs are 88%
  - · Local competitors (non-U of T) provide scholarships for 80-88% range
  - Proposal: scholarships for the 85-88% range with renewal options (based on performance)
  - Develop an extended scholars cohort
  - · Focus on areas of societal need but not necessarily student demand (to balance the ecosystem)
  - "Green Scholars", "City Scholars", "Global Scholars" as pilots



# **Recruitment Strategy**

- Pathway to success Program
  - Current cutoff is at 73%
  - As we move the cutoff to 75% (to achieve student excellence) are we losing a valuable constituency, especially relevant to local priority neighbourhoods
  - Data shows that below 75% do struggle with lower retention and marginal GPA
  - · Articulation (university preparation) agreement with Seneca
  - Working on custom designed "pathway to success" program with Centennial as well as an academic "second chance" program



# **Recruitment Strategy**

- Centennial pathway to success program
  - For applicants between 70-75%, automatic offer to a 2 year Centennial program as university preparation program with a guaranteed UTSC offer based on performance
  - 6.5 FCE transfer credits plus 1.0 FCE UTSC courses
  - · Centennial would run this program exclusively with UTSC from the Morningside Campus (currently at Ashtonbee Campus with other partners)
  - · Students will have access to UTSC Academic Advising and possibly other features of student life (TPASC, residence as
  - · Centennial willing to do an academic "second chance" program for students who fail out in first year at UTSC



### **Academic Priorities**

- **UTSC Academic Plan**
- Strategic Enrolment Management
- International Student Experience

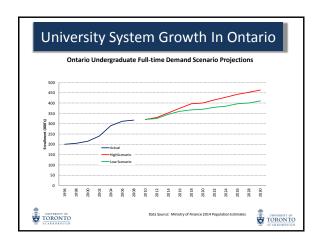


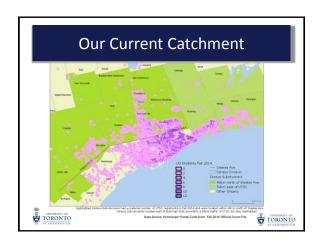


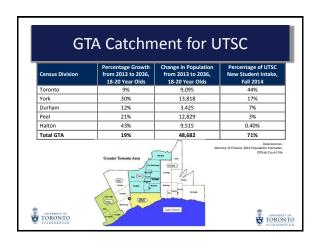


# International Student Experience Recruitment Percentage international students increasing Steady state around 18-19% Critical element of recruitment plan, offsetting domestic declines Reviewing IAPI (Greenpath) Student experience at UTSC Student experience internationally

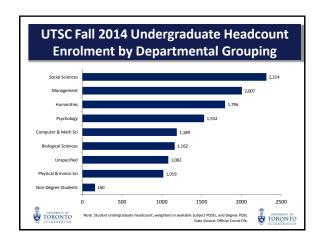


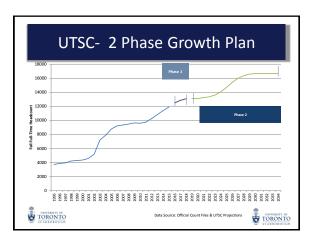


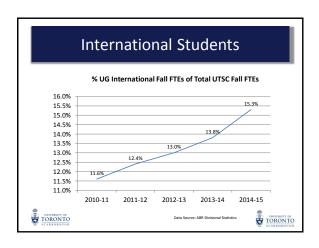


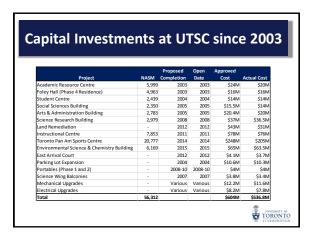






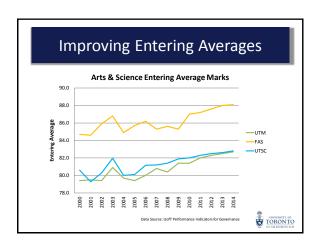


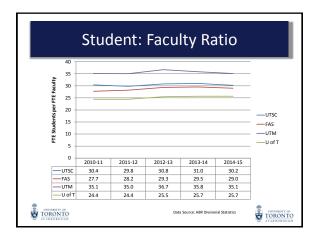


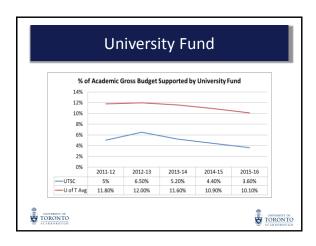


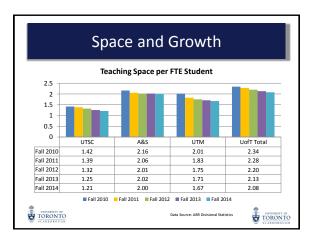


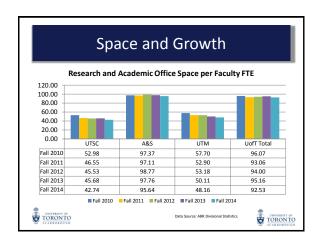




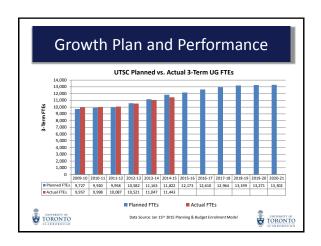


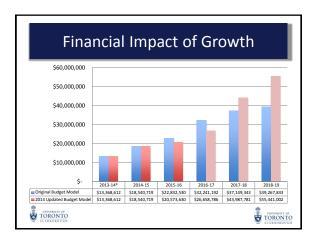


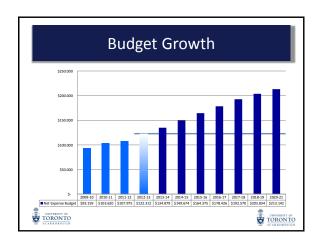


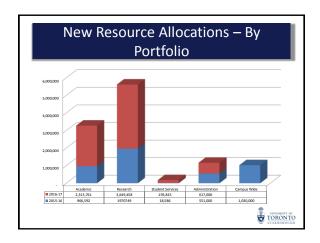


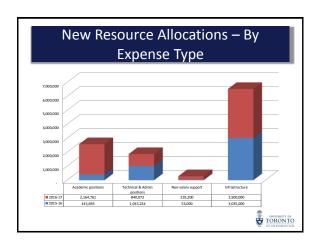


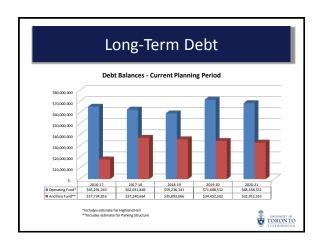


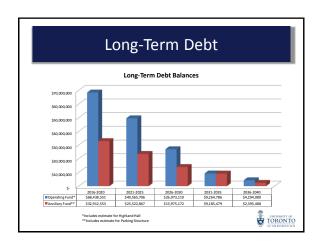


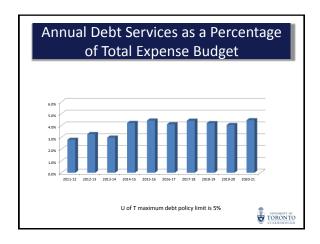


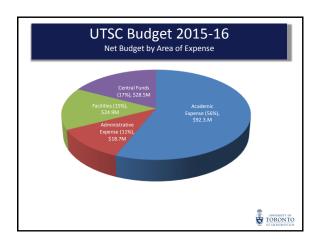


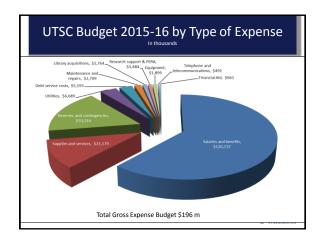


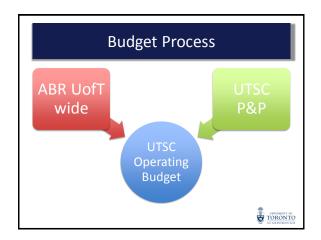












# Key Priorities for the ABR

- Support for Renewable Scholarships for 2016-17
   Academic year
- Funding that is on-going for Access Ability Invigilation and Closed Captioning Support for the UTSC
- 3. Secondary Plan Support
- 4. Startup packages
- Canadian Foundation for Innovation John Evans Leadership Award (CFI JELF) enhancement
- 6. Canada Research Chair additions



# **Key Priorities**

- · Investment in new Faculty
- Completion of Highland Hall Project
- Investment in TA Budget
- · Investment in exam invigilation costs
- · Vivarium renovations
- · Research Program
- Campus Investments (way finding, Leadership program Legacy fund and staff positions)



# Risk Mitigation

- Financial Risk Mitigating Strategies Near term
  - Strategic Enrollment Management system
  - Deferral of expenses
  - Targeted support for start-up and faculty hires
     Longer term
  - Expanded revenue sources
  - Partnerships
  - Building an Exceptional Student Experience



