
Present: Nick DeSumma, Nick Molkoski, Matt DeSumma, Faraz Iftekharuddin, Kevin Jang, Shannon Kelly, Hubert Lee, Director Bellotto, Genelle Martin, Tarique Plummer, Jonathan Ricci, Tyler VanHerzele, Colin Aitchison

Absences: Ryan Price

Guests: Kanwar Brar, Ian Muller, Megan Lacoursiere, Kaitlyn Severin, Deborah Lam, Adam Lawrence, Leanne Holland-Brown, Michael Del Bono, Will Thompson, Joshua Barillas

1. Call to Order

The meeting is called to order at 3:05pm on Friday, November 11th, 2016 on the second floor of the Fred Nichol Campus Centre, Waterloo.

2. Adoption of Agenda

Motion 1 (Jang/ M. DeSumma): **Motion to adopt the agenda as presented.**

Vote: 8-0-0

Result: Motion Passes Unanimously

Director Ricci

Can I adopt the agenda to have a moment of silence since it is Remembrance Day?

**Moment of silence*

3. Adoption of Minutes: October 21st, 2016

Motion 2 (Ricci/ Kelly): **Motion to adopt the minutes from the October 21st Board Meeting as presented.**

Vote: 8-0-0

Result: Motion Passes Unanimously

4. Adoption of Minutes: October 28th, 2016

Motion 3 (Molkoski/ Plummer): **Motion to adopt the minutes from the October 28th Board Meeting as presented.**

Vote: 8-0-0

Result: Motion Passes Unanimously

5. Regrets and Absences

Director Price is absent.

6. Conflict of Interest

No conflicts of interest to declare

7. Auditor's Statements

Motion 4 (Bellotto/ Kelly): **Motion to approve the Auditor's Statements as presented.**

Vote: 10-0-0

Result: Motion Passes Unanimously

Chair DeSumma

Thank you to KPMG for being here today to present findings. I sent the report after the agenda was sent so it should be in your email inboxes for you to follow along.

Matt Betik

I'll let people find the draft statement, we will go through highlights, as well as the form and then the conclusion of that is to look for a resolution to improve the financial statements.

As we look into the second and third page of the document that's the Independent Auditor's Report you have a clean standard Auditor's report that basically says that the financial statements are accurate in accordance with the rules. On the second page in the bottom section you see the date of the reports, so the appropriate date today November 11th says that the statements are improved and at resolution. We are also stating in the last paragraph that the audit is done around the general financial statements. There are some initial disposals on the back not specifically commented on but they are included as part of the general. Into the next page, Statement of Financial Position referred to as balance sheets and we see the general caption is cash, accounts receivable, property, plant, equipment, and other streams of cash. The cash balance has gone up significantly from the prior year, we see a little bit more discussion of that later in the statements. It has come about from a collection of receivables that existed at the last year-end, additional collections from the Brantford Student Levy, and the positive cash from operations.

Flipping over to the second page there are our liabilities and fund balances. You see accounts payables and accrued liabilities at approximately 1.3 million dollars, \$150,000 from last year. Most of that is due to reserves that the University has on our behalf, so for criminology, journalism, and leadership programs that have now been transferred over awaiting expenditure from the Student Union. Most of the other areas are the same or we have seen a reduction in the debts and the amounts due to the University. That is a good situation. In about middle of the way down we see the deferred capital contributions going from \$600,000 to \$900,000 primary again the Brantford Student Levy, this is money that the Student's Union is collecting up front and those will be shown as revenue once that facility is constructed and amortized for accounting purposes. I do want to point out that as we look at both the assets statement and the liabilities statement, you are still running negative

working capital so your current liabilities are about 4 million dollars and current assets are 2.3 million dollars. That is generally an unhealthy situation but it needs to be taken in context. Negative working capital has decreased over time and there was a time that there was expenditure on a variety of activities that had been happening. That has settled, we have seen debts come down, and assets go up. Everything is sort of trending in the right direction. It is the Student Union's ability to generate revenues from the student fees and other activities to elevate some issues around liability as well as the University has been patient in its collection of debts.

The next page is the statement of operations which shows our revenues and expenses. These are provided in much more detail on the back schedules which I will bring you to as well as some of the other expenses. You can see for the year that there is an improvement in the deficiency of revenue and expenses. It is important to note that a lot of that sort of loss is brought about by amortization fixed assets. That is a non-cash expense so while it was a \$40,000 loss or break even, there was a positive generation of cash.

Two pages over, into the statement of cash flows. This further demonstrates this generation of cash that we were referring to. If you look to the bottom of the page, it shows an increase in cash of about \$500,000 similar to that last year. Again, we have got a negative income for the year but since there is so much amortization which is a noncash expense it brings that back into line. We are continuing to see continued reduction in debts and amounts to the University.

Flipping to the very back of the statement. In between are just the explanatory footnotes, there are no changes. On page 13-15 showing some of the initial information with respect to the revenues and expenses. I want to highlight on the revenue side on page 13 we do see growth in the health and dental levies. There is about 2.2% increase in the rates during the year plus an increase in student enrollment which drove that figure up nearly 10% this year. There was significant growth in Wilf's revenue and we see that up from 2.5 to 2.6. There has been greater focus on lunch service, menu expansion, and take out activities. We are seeing benefit there. Having said that flipping over to the expenses page, we see that Wilf's expenses are up from 2.4 to 2.6 with a deterioration on the margin for that. That is primary the result of inflationary factors increasing prices of food, the distribution, and the food services sector. This has been consistent.

At the very top, the Fred Nichol's Campus Centre the primary expenses are 1.9 million, the current year is just 1.7 million. In 2015 there was a higher expense mostly related to janitorial costs, some of those costs actually go back to '14 and '13, but

they were all chewed up making the '15 number slightly inflated and the '16 number is more expected.

In terms of the conduct of the audit, Chris and the finance staff here have had excellent operation and no significant issues were identified nor difficulties while conducting the audit.

**Director Martin entered the meeting at 3:08pm and Director Bellotto entered at 3:14pm.*

8. Comments from the Chair of the Board and CGO

Chair DeSumma

1. Nomination packages are still out and they will be due Monday, January 9th at 12:00pm. If you or any of your friends are interested in running for any of the positions we have, definitely grab a nomination package and submit.
2. The first information session for Laurier Votes will be Tuesday and Wednesday, November 15th and 16th at 10:00pm in the Student's Union Board Rooms on each campus so I will be in Brantford but there will be video conferencing in. Liz will be joining us on the Wednesday. I will also be there on the Wednesday night.
3. The Student Life Levy for all three committees, the multi-campus, Waterloo, and Brantford have all met and discussed the applications so hopefully we have something the next week or two regarding who was successful and who wasn't. The last meeting the Waterloo Committee just ended right before this meeting so we have some time before we find out. Thank you to everyone who participated in the board survey to get that feedback. Director DeSumma will talk more about that during his update.
4. Lastly, referendum question submissions are open so if there is anything you want to bring to referendum those are due Friday, December 2nd at 4:00pm. We will be voting on them as a board the following weeks meeting.

9. Comments from the Executive Director & COO

President VanHerzele

1. I attended OUSA's Fall General Assembly this past weekend at the University of Western. I was accompanied by VP Aitchison, AVP Marfisi, AVP Yurt, and our volunteers who joined us one from Waterloo and one from Brantford. If you are not familiar with what OUSA's general assembly looks like, we had an in depth discussion surrounding 3 topics to eventually agree on 3 stances that OUSA will have. These include rural and northern students, ancillary fees, and sexual violence, prevention, and response. It was a very insightful weekend with a lot of really great discussion from all of OUSA schools and we were able to agree on all 3 papers by the end of the session.

2. I met with the Gendered Violence Communications working group which I sit as a member of the subcommittee of Gendered Violence Task Force. WE discussed how we will ultimately take the policy that has been created and disperse that to the students to ensure they have accessibility to that document. Ideas have been circulated and there are no final decisions on any of them yet. We are just getting underway. The government has legislated that every University must have a policy procedure in place by January 1st, 2017. We will take it to the board of governors on the 24th of November to get approval from there. It will be going to the Senate on the 21st as a point of information, there will be no voting there. It will keep the Senate updated as to what the final document will look like.
3. As Chair DeSumma mentioned all of the SLL applications are complete. There were incredible applications that came through, it was nice to see a large variety including some from the students not necessarily the department. I encourage all students to step out if there is something they would like to see on campus consider applying in the New Year for our spring SLL.
4. ED Champagne, Director of Hospitality Jeyas and I conducted a day of site visits with our architect with regards to the Turret renovation project. We visited Mohawk College in Hamilton as well as University of Toronto, Mississauga to take a look at a couple of the spaces that could inspire us. A lot of ideas.
5. I had a meeting this morning with Aramark our food provider. We met the president of that group as well as some new partners through a restructure that will be working with a group of our Aramark employees.
6. On the 2nd the Student's Union staff volunteered with the Aboriginal Student Centre to make a soup and fry bread lunch in Brantford. It was a great day with students participating. It was enjoyable to work with the staff at the Aboriginal Student Centre.
7. Upcoming: I will be reaching out to members of the President's Council to organize once more before the break to get some feedback which is the ultimate goal of this group. We also are going to discuss the future of this group when it comes to the New Year.
8. The Sexual Assault Waterloo Centre Gala is tomorrow night in Kitchener. I am looking forward to participating in that event.
9. The next phase of Presidential hiring will be next week, everything is going well as of now and we are on schedule.

University Affairs

1. OUSA GA was this weekend, both VP Aitchison and AVP Yurt of Brantford were authors and both of their papers passed. VP Aitchison will be writing OUSA's international student paper for the next general assembly. OUSA's yearly magazine is out.

2. UA took a group of students to Queen's Park on November 3rd to chat with Premier Wynne and attended a question period. The also chatted with MPP Yvan Baker and we are given a tour of Queen Park's grounds. This was also to celebrate Wilfrid Laurier's 75th Birthday.
3. VP Aitchison will be in Ottawa next week lobbying the federal government alongside his counterpart from McMaster. They will be lobbying on issues effecting international students, indigenous students, and students with disabilities. AVP Yurt is looking into issues effecting mature students on the Brantford campus. The population of mature students is consistently growing on the campus and we are looking at ways to best represent and address issues that they are facing. AVP Marfisi presented to Waterloo City Council talking in favour of the Northdale Street Plan stressing the need for increased lighting in the area for safety reasons. The plan was anonymously approved by council. Congratulations!
4. Housing concerns regarding K2 Condominiums and Icon have become a major priority for University Affairs. Our advocacy goals on this topic are to increase funding to the landlord and tenant board and protection for tenants with Residencies Tendency Act.
5. In the recent weeks VP Aitchison travelled to Queen's Park to talk to MPP Michael Harris and he met with Minister Kathryn McGarry alongside his counterpart from the University of Waterloo Federation and met with MPP Daiene Vernile with our new Director of Policy, Research, and Advocacy Ian Muller who is in the gallery today. Reception from these MPPs has been positive. McGarry said she would talk to Minister Ballard about it, MPP Harris is connecting us with the PC housing credit, and MPP Vernile is getting a meeting with Minister Ballard who is the Minister of housing.

Programming and Services- Waterloo

1. Boar's Head Dinner for food bank is December 1st, tickets are on sale at the UDesk, this year there are 50 additional meal tickets plus potential that the number will increase based on sales. Halloween for Hunger brought in 1042 items from the community when it came to that as well.
2. Foot Patrol discussions are being help on how to better market the student during late night exam student sessions and coming months. We are going through a foot patrol survey to see how we can better enhance the survey as is.
3. The emergence response office renovations continue and the second round of volunteers have just completed their first responder's certification and are now able to shift with the service.
4. Healthy lifestyles have a second residence life event which is smoothies and movies last night in the Hawks Lounge where they offered smoothies and healthy snacks as well as nutritional resources.

5. Eco Hawks has their swap sale November 14th and 16th, a battery bake sale will be November 23rd and out with the bottle is a reusable water bottle campaign that will be coming soon.
6. Peer Connect partnered with A-Team for catch me if you can and there are bonus points for attending this week's board games night. They recently hosted a popular murder mystery night where participants followed the story and had to guess which team committed the crime. Catch me if you can is happening this week and is running smoothly with 45 participants. The card night is coming up November 23rd.
7. Winter Carnival is planning a new captains training to run labour in November. It is continuing to design new events for the week. If you have questions I can get more details for the next meeting.
8. First Year Project hosted a well-attended all ages Halloween Turret night and from VP Hutchings she has been working on better ways to document the campaigns and events within the department and looking in depth how to collect and track statistics so that they can be more easily prepared from year to year when new people enter the role. This is something that I am stressing heavily with my team, if you notice that there is a gap in your job write it down and we will address it for our transition next year.

Programming and Services- Brantford

1. Hawk Team had a great success with all of the October events. They are planning a Big Brother event. Holiday sweater party will be coming at the end of the month.

**Vice Chair Molkoski left the meeting at 3:30pm*

2. Peer Connect hosted events as well including working with residence on mental health education. There is a group who goes into residence and talks about ways to distress during exams and resources that are available to them.
3. Foot Patrol survey is currently out on the Brantford campus to evaluate the service, looking forward to results so that we can better have a scope while looking at services as a whole. They have been partnering with other committees doing events to make sure students have safe walks home.
4. Eco Hawks has been part of the Farmer's Market, partnered with Food Bank next week which will be giving away soup and showing how to buy local foods. There is a partnership with Jack.org as well at the end of the month regarding mental health.
5. Food Bank, the numbers for requests are up so for information this is a trend we have noticed over the last few years. We are looking into utilizing the essential services fee to help offset the costs and help the service. Also working with the Dean of Student's office on financial literacy pieces for incoming students to

take a look and see if there is another way we can impact them and ensure they are well suited when coming to University.

6. First Year Integration, are working with committees to help promote the Peer Connect crock-a-doodle next week.
7. Healthy Lifestyles hosted a You're Not You When You're Hungry event on Wednesday night with residence to show students of the alternatives to junk food and giving out recipe cards.
8. She is leaving Wednesday to attend the National Conference on Student Leadership with VP Hutchings as well as the Director of Brantford Operations Anthony Massi and the Director of Student Experience on the Waterloo Campus Jason Verhoeve. They will be testing out the new feedback mechanism for conferences.
9. We are partnering with the Stedman Community Bookstore and Conestoga College for the Brantford holiday parade which will be November 26th in the City of Brantford. Also working on marketing for the Foot Patrol survey.

Finance and Administration

1. In Waterloo they have just finished student executive performance appraisals. Overall positive with constructive feedback on how to improve, that was myself and the Vice Presidents. The Associate Vice Presidents have been appraised by each other.
2. We are currently hiring Healthy Lifestyles executives and we are working with the Finance and Administration team to plan carousels for March.
3. We are going to be trying the ERT structure for the first time as we feel it will better encapsulate what the program will look like and offer a better allow us to evaluate volunteers as they go into crucial role of an emergency response.
4. Student executive hiring dates information office hours and sessions have been part of VP Wildish current state as we are hoping to have a better and more comfortable turnout for those hoping to hold a VP or President position next year. If you are interested open office hours will exist where students can come in and speak with someone directly and off site to discuss in order to open up more of a comfort zone.
5. In Brantford, we have finished winter hiring.
6. On both campuses we are in the process of Orientation Week performance appraisals, we are working on fall volunteer appreciation as well as we are undertaking a police report feedback which is looking at what our policy says, if it is reaching the result it was to have, and what measures need to be taken to approve the process.
7. The FA Department wants to thank everyone for coming out to budget training sessions last week.

Clubs and Associations

1. Our clubs fair in the concourse went well and marketing has been going great to promote events. I am working with Marketing with hopes to have the calendar streamed on campus as I think it is something students should be aware of.
2. Our events calendar on the website is now up and running with contributions from off campus event form as well as the new requirement for the on campus event form.
3. One on ones with the President have been scheduled currently in order to sign off on their club's constitutions and keep them accountable to the department policies and in process of updating the departmental policies to combat some of the issues we have ran into this year. This includes defining graphic imagery, implementing social media policies for clubs, individual social media accounts, and more stringent guidelines for clubs that are engaging in travel. Overall, making sure that clubs have the resources and the ability to manage situations moving forward.
4. Lastly, they are looking to implement mandatory diversity training for clubs that focuses on cultural sensitive topics. It is still broad as it is a very serious issue on campus but as well our clubs and associations will need to be re-evaluated.

Director Ricci

When you were speaking about OUSA GA, you mentioned that the next semester's paper will be on international students. Do you know what the other two topics will be?

President VanHerzele

There will also be a municipal paper that focuses how the province interacts with municipalities, not municipal issues. OUSA is a provincial lobbying group not a municipality group. Things like housing, tendency, all that gets pushed from the provincial level. The last one will be access paper which is currently on OUSA's website but it needs some updating and includes access as a theory not as specific to elevators and buildings. It will encompass everything access related.

Director Martin

When you were talking about clubs and associations to have to training, what would that look like in terms of cost?

President VanHerzele

This is the early stages of what that conversation will look like. We are aiming to see if there are going to be groups that may have polarizing opinions to other groups, then how they can best conduct their viewpoints in terms of safety. This is a new concept and we are working with the Diversity and Equity Office as well as administration when it comes to guidelines. VP Jenkins is working on the internal policy.

Director Plummer

Within the club department you mentioned one on ones with the Presidents, were there any actions or effects that warranted this? Were there discrepancies with members or club presidents?

President VanHerzele

No not from my understanding, it is something we go through to ensure their constitution still matches up with our policy as well as their own. It is more of a check which the VP and AVP will do on a regular basis to ensure that their mandate is still validated. VP Jenkins is ensuring that this gets done.

Director Ricci

Is that new this year regarding the clubs in the concourse? A lot of the students really liked that, is it something we can implement in the winter semester as well?

President VanHerzele

I can bring that to VP Jenkins, I know it was brought up over the weekend as well, I am pleased it went well and I have no reason why we couldn't bring that to the winter semester. I will check on that.

Director Martin

When you said there was an increase in food bank numbers, does that mean in relation to last year?

President VanHerzele

It is an increase compared to last year. More people are accessing the service.

10. Presentation: Adam Lawrence & Leanne Holland-Brown**Adam Lawrence**

Leanne and I have a short presentation with a glimpse of what the Dean of Student's Office does and a framework around some of our engagement with students. We are hoping to keep this short so that we can spend time on questions. We want to provide you with the opportunity to ask us questions.

Leanne Holland-Brown

For those of you who I haven't met my name is Leanne Holland Brown and I am the Dean of Students on the Waterloo Campus.

Adam Lawrence

I am the Dean of Students on the Brantford Campus.

Leanne Holland-Brown

In Waterloo myself and Alison Dietz, who sits in the front office with Cathie, and I oversee the Student's Wellness Centre as well which Karen is the director for that. We are an acting manager for the center for recreation and engagement and the manager of student leadership and conduct. Those who know Drew Piticco, he finished last Friday so we have Dwayne Taylor who will be joining us for 6 months. We also have conduct as well as Aboriginal students.

Adam Lawrence

We have created a mirrored approach here is Brantford. The only real change is that Adam Bloomfield who does what Cathie here does. Cathie reports to the general office. The partnership between the two campuses is great although both sides work closely with their counter parts especially when it comes to using the same systems of reporting and student needs. Everything is quite simple. We talk a lot about how the two campuses are differences although student needs are very similar.

Leanne Holland-Brown

Over the last few years we haven't had an opportunity to think about what is the purpose of the Dean of Student's Office, the portfolio, and through the IPRM process we had a few years ago as well as ongoing budget scenarios. Adam and I try to explain not only to our folks at Laurier, but our folks outside Laurier. The role is about student support that comes in the form of lots of different ways. It is about student safety, so we do a lot more than ever related to personal safety, health, and wellness. Safety in the community as well as gendered sexual violence. We also deal with both academic and personal student successes. We are a balance, we do a ton of one on ones with students individually or with their families and then on the other end of the continuum this year and at the beginning of September I spoke to 9000 students over 14 different touch points mostly around orientation and transition stuff. We have a chance to respond to many different things in many different ways. Most recently, our jobs include discussion around things like institutional reputation, risk mitigation, and a lot of complicated cases regarding student support whether related to sexual violence, mental health, and most recently threat and violence.

Adam Lawrence

It has been quite a change and when we break it down we are looking for personal academic support since everyone here is here for their academics. We want students to be here, to be safe, and comfortable. Personal wellness and safety are our big terms since we want people to be well when it comes to finance, sexuality, their health and wellness, and being active, it is such an encompassing term and we have a variety of supports. The coordination of support idea, is an idea of how we are making sure that students have the least amount of barriers and access to coordination of support. Instead of going to accessible learning, the Dean of Student's Office and the Wellness Centre, how can we help them go to one place and be connected to all? To ensure that when we have this opportunity, are we making sure that students are getting the best experience in short windows of opportunity. We are talking about 12 week windows of the academic term.

Leanne Holland-Brown

In terms of student support there is a lot we can chat about, but we do concentrate a lot of our efforts on orientation and transition type programming. Adam and I over the last number of years have become so fascinated with the data that tells us about how we have these critical windows of time to actually be able to connect with students and give them information that they can use for the rest of their term. In orientation week in particular, anyone who has heard me talk has heard me say that those first 6 weeks are so critical. Your dons, orientation leaders, your TAs are the three most important touch points for students in order for referrals of support. The piece around who needs what information, when do they get it, how do they get it, how do we follow

up, is all really important. We have been talking a lot lately about financial wellness, food poverty, and our numbers are concerning and so we are spending a lot of time with Tyler and Sam from GSA as well talking about a framework for financial literacy, financial coaching, students can't do so well when there are pressures where am I going to eat, where am I going to live, and how am I going to pay my rent. Health, physical, mental, and everything in between takes a lot of our attention, the services we oversee, and the grants we are trying to secure to get additional supports for students. Gendered and sexual violence, I'm sure people are tired of hearing about it, it has been 2 years of an incredible amount of work and we are so excited that we are at a point now where we are going to have policies and procedures that will provide support that we haven't had before. There are other things that interfere every day, we joke that one day we are going to write a book and it's going to be called "you can't make this shit up". We have heard the most amazing stories that inspiring students are achieving incredible things in spite of really difficult situations. There are students navigating difficult situations and are doing well academically, it is a privilege every day to walk along side these students.

Adam Lawrence

When we talk about supporting students, there are numerous touch points for students. So when students come in certain areas we want to make sure that those facing people have the ability to treat our students. We do have students that need numerous touch points and we have students that have levels of risk to others or themselves. What we have found and through our research around the country especially in the United States, these teams called the eager intervention teams were popping up. These were teams of University professionals such as Special Constables held counseling, Dean of Students, residence, accessible learning, that ensure students who need that elevated level of support will be treated accordingly. Instead of one person in accessible learning, that student will be brought forward with a bigger group to develop an action plan to make sure that the student was receiving appropriate support. We have adopted that model over the last couple of years. It really has strengthened our connections both for the services and to say if this student poses a risk to the campus, how can we address that risk to ensure safety but also put in the necessary points of contact and programs so that student becomes well enough. We can answer any questions about the mentor team. We had an executive director of an international team come and it was heartwarming to get the report that we are doing so many great things and how we grew our support for students. It is an interesting and fun time; we are going to start to market it a bit better. I would say that majority of staff and faculty are referring students to us, but how do we make sure that students know that their friend or roommate may need a level of care and they could help through the process.

Leanne Holland-Brown

It helps that Laurier is such a relationship campus, so many of the folks in this room, or members of different student groups or associations will come to Adam and I directly and say I know a student, or my roommate, or I am worried about someone and that creates the same effect. That team gives Adam and I the same level of support since individuals are often carrying really complex cases. We have some clinical, disability perspective, accommodation, and legal perspectives. It has been really helpful to

answer questions. In the last 3-5 years, we have been working on a legal integration team, significant changes around our Wellness Centre and brought together our health and our counseling which were formally separate. There have been policies that I would say we have been overly helpful in creating including things that when students just are not well enough to be here, how do we work with them to create pathways for them to leave and then pathways back into Laurier. We know that students change their outlook on life at University including employability, relationships, financial, and independence. We don't want students to leave and feel like it is a closed door, sometimes people need to go and get help and then come back. The nonacademic code of conduct had been written two years ago. I have taken a campus initiative which is partly why the folder was created to access information electronically for staff and faculty to students under stress. A lot of faculty and staff said we are not clinicians, but at Laurier we all have compassion and we can all care. We gave them language to use and that moves into some of the training we've been able to run. We have had 400 faculty and staff go for mental health certification, 12 hours that 3 years ago didn't exist on this campus. That is 400 more champions in the classrooms, hallways, and service areas that now understand mental health first aid. We are really proud of some of these things. Now the gendered violence support advocate roll was something that we got funding for. Most recently we have some new software that we are using to blend all the pieces together. This helps us and the management team. Those are some select number of the projects we have been fortunate to be a part of.

Adam Lawrence

Leanne has always acted when you see a problem what are the key issues we can help with. These are where the key initiatives have developed, seeing a gap, bringing together parties which is mostly students, and coming up with a plan.

A few years ago Leanne knew there needed to be changes to counselling and promoting the circle of care so when a student comes in to the Wellness Centre no matter what their need is, there is a model where there are different touch points and triage coordinators. This looks at what is the care, if someone needs a long term counseling what does that look like? Do we have a mental health nurse? These are all the key factors on making sure that there is coordination in the circle of care model. We have mirrored this on both campuses, there isn't a mental health nurse on the Brantford campus but there is a shared role. Having the data and knowing the students is what is important. I think it is one of the best models in the country.

Leanne Holland-Brown

The stats are astounding; I think we have a 30% increase in counseling capacity during the first term since we realized how it was all working. That speaks volumes when you realize student's academics are being impacted because of emotional challenges, relationships, or death in the family. We believe and I think that most do, our students need to be well, feel well, do well, and there is clear coordination between academic success and personal wellness. The one thing that is very important and we are very transparent about is our Wellness Centre is a short term goal directed model and that is because there is no ceiling to the amount of resources you could get. We went from one-day psychiatry support three years ago to one for a week now. Our philosophy has been that we have to rely very intentionally on community partners and our community

agencies the more use they get, the more funding they get. It is better for them and for us to have working relationships and we can refer our students that need more support than we can provide in our model in a loving, caring, facilitated way to our community agencies. We have spent an incredible amount of time developing those relationships. We can never have on our campus a full-fledged addictions center, a full-fledged psychiatric center, or you name it. It's not within the scope of the university, but we can make sure that students are getting the support they need. We are really pleased with that work. As you know we participated in the National College Health Assessment in January this past year. We will see next term that we are doing a secondary analysis right now on that data so that we understand the correlation between the health data and impact on student success. I think I have shared this and I know some may not be as excited, but it is really interesting to know that 33% of our students feel like the best and most useful method of birth control is withdrawal. That means we need to do more education or more awareness raising or we need to help students understand the risks associated with that and then they are making informed decisions. There were a lot of stats that we found interesting and that may not correlate with student success as directly as alcohol or marijuana use that kind of thing, but ultimately our understanding of our students and their behaviors helps us to better position our supports for their success. Next term Adam and I will be doing presentations on these findings.

Adam Lawrence

The Centre for Student Live Engagement, the old Student Leadership Centre we value on the entire campus peer led programming. This is an ever changing office and it is ever changing because of the means of our students. When we look at programs, as they change what are we doing for the students? This is an office that we are really working with the people that are overseeing it to say our Mental Health Engagement group, so successful and supportive, is this the right place for it. What else do we need in this group and we are constantly looking at this peer to peer led model about how our student are engaged and what they are engaged with. Our Student Leadership Ambassadors, what are they doing and how does that link to residence. It is an interesting area right now. Being #1 in student satisfaction is awesome, but when you are the best you always have to look at how you can be better. The challenges when you are number 1, you have to continue to be number one and not get stale and making sure that we are representing the demographics of students that we need to. We are working with a number of people to figure this all out and what the experiential learning component is. What are the ties into the class room, should this exist, it is an interesting time and we are working on it next semester a little bit and figuring out the purpose of these groups? What we did when we started here was "What was the tie into the Student Union?" Some of the things we are doing in student leadership was a direct competition and we tried to stop that with healthy lifestyles and working together more. How do we continue that trend of not having students pay for two things that are the same?

Leanne Holland-Brown

If you can go back 5 years. At that time if you violated code of conduct you would walk into a room typical to this and there would be a jury. The student would have a trial in front of all their student peers and then they would leave the room and the jury would make a determination about how the student should be punished for what they

did. About 4 or 5 years ago we thought that this is not in align with our policies because it was so out of line with our vision for learning, harm, and meaningful development. We started getting into cases where there was intersection between misconduct, mental health, and substances which you needed a level of training, sensitivity, and knowledge to effectively help people learn in those situations. We re-wrote the code of conduct, took us two years, and have had this model for a couple of years now where our students sometimes make bad choices but this is an area for learning. It is going to happen and we need to make sure that they have a rich opportunity to learn from those bad choices and to grow into the people that they are meant to be through our process and our support. It is becoming more and more complicated the cases that we are seeing as you know last year there were a lot of intersections with violence and around 20 students trespass which is concerning because it effects the rest of the community and safety on campus. We have a lot of work to do yet on the proactive piece related to the code. Education, campaigns, faculty in the classroom, but we are on a cusp of new changes to the code that we are going to need to respond with the new gendered violence policy. It is a really important part of what we do in our office.

Last year on St. Patty's Day, I got us to do a lot of media reviews around this day in Waterloo. A particular news organization called me and asked me to do an in studio news interview. I did it with this newscaster, we were on air and I didn't recognize him in any way, and it was wonderful. I got back the next day and I got an email from this gentleman saying "I can tell you didn't recognize me. 3 years ago I sat in your office, I had done a few things including attempting to gain entrance to a house that wasn't his own which was occupied by an elderly woman who was very terrified. He came into my office and we had a discussion about repairing the harm that it has caused, how does it represent Laurier students? He went through a full mediation process with the woman who had lived in this house and he was allotted community service. He said that experience was a turning point in my life, it changed the direction of my life and is why I am doing this today."

Those are the kind of stories I want to hear every day. There are lives that are changed because we have the right values on how to help students learn and help them feel supported I those moments. I am very grateful.

In terms of trends, the arrests and violence creates a lot of questions as to why is it happening? It is related to a whole lot of factors outside of our control of the University. We have seen a definite decrease in low level conduct reporting things related to historical on campus celebrations and Winter Carnival which is a total reflection of the efforts of students, peer programs, education, marketing, and communicating. There is a lot of proactive stuff that is happening now. The last few years I have talked to 800 students going through that program and saying let's make it positive. There are some really great developments there.

Adam Lawrence

One of the most fun aspects of our job is that we have the privilege of working directly with Melissa and Bonnie our 2 Aboriginal Student Coordinators. They co-report to us, student fees cover their salaries, and really it is about how we are addressing the needs

of our Aboriginal students. The population of 6 Nations has created vibrant conversations and projects. It is a rich part of our role.

Some of our key performance indicators is what we are trying to assess each year there has been an improvement including to our desire to achieve.

Leanne Holland-Brown

We are always looking at different measures to understand the impact of what we are doing and how it is effecting students. To be looking at all that information together is something we get a lot of support from as well as from offices such as Institutional Research. In terms of the opportunities that we see going forward that would be of most interest to this group. Conversations around the enhancement of our orientation and transitional efforts, there is work that we can still continue to do in order to enhance how we are orienting students and particular faculties that are participating. Key messages really assessing what information students need to get when.

Adam Lawrence

When we talk about transition when a student gets their offer of acceptance, we are one of the few institutions that has no mandatory checkpoints from a student from the time they get their offer of acceptance until the time that they come for orientation week. This is a problem. When we talked about issues such as gendered violence and mental health a lot of times as an institution we are counting on orientation week to be that first time of educating students on our expectations around gendered violence and mental health. We want to look at that comprehensive model where we utilize head start and the time in August and then Orientation week is a time to re-enforce what has already been said. That is a transition and how we best prepare our students. Leanne talked about the importance of the first 6 weeks. If students come on the first day with a working knowledge of our expectations, the way we should be moving forward, those first 6 weeks can be spent really re-enforcing our key messages. This is a big impact and we are getting phone calls about students signing up for a class mostly from parents. We are willing to help but it is unbelievable and working on that transition piece is key.

Leanne Holland-Brown

We will look at the code of conduct that needs a few updates and creating a final code of conduct manager role that is going to change based on its current definition to respond to some things that are happening legislatively. Our dimension team is changing in terms of mandate, we are looking at financial literacy, food and security framework, continuing focus on mental health and gendered sexual violence. We are also ensuring that we are able to hear what students are saying and experiencing and going from there.

Director Bellotto

Thank you so much for coming. And giving us the moving presentation, I have a questions regarding the behavioral intervention teams, what do you do about mental health concerns.

Adam Lawrence

Not everyone who has a mental health would come. We have supports in place that a mental health nurse maybe can't go to that person so what would come to that meeting if there are a variety of concerns such as mental health and conduct and maybe academic concerns. It is more of if there is a variety of concerns where we want to make sure that person has a coordinated level of support. If this was the BIT team we would bring up concerns and then we decide how to best support the student and come up with an action plan.

Leanne Holland-Brown

When we have all the information in one place we can clearly see escalation and intervene before it becomes worse or tragic. Think early intervention and prevention.

Director Martin

When you were talking about the transition from high school to university, I was wondering what is on the table to better transition.

Adam Lawrence

We are pretty lucky right now that there is a pretty awesome teaching review process going on. Within that there is this transition component, so yes I went to Western and it is mandatory in a sense that you can't sign up for class unless you go. The idea is that you are locked out of Western's Loris and then you go and have a full day transition piece. I think it is great! We have had one meeting to discuss next steps, it comes to money so how does this pay for it. If there are head start ambassadors what does that mean for orientation week. It is an exciting time and I am expecting there to be some changes next term into a head start, maybe not a full-fledged but starting to look at what the day looks like and how to get the majority of people there without added costs. I don't like the idea of money changing hands.

Director Plummer

From the perspective of students what does a failed case look like? How does the office respond?

Leanne Holland-Brown

For me a failed case is where there was a clear opportunity for the student to receive better care than they did. For example, I met with a student and her mom. She had been in first year two years prior and left. Her and her mom came back and shared with me that in her first year she lived in residence, she had experienced anthrophobia which is a fear of people. For an entire year, she did not attend a class. She did not leave her room, or leave her building. She ordered Swiss Chalet to her building every single day. After wards I asked for her OneCard profile and sure enough she had never wrote a final exam, and there were only Swiss Chalet charges. That to me is a failed case because there were so many opportunities for us to have better mechanisms in place to identify earlier that this student is in distress. Now we run OneCard profiles every month and if a student is in a certain percentage off where they should be in terms of consumptions then they get a notification. We have a system where if a student's GPA drops below a certain threshold within a term then we have academic advisors notify them and reach out. These are the systems and processes that Adam and I are passionate about creating but residence is thinking of residence, OneCard is

thinking about OneCard, and etc. We have the privilege and the responsibility to look at the whole picture. So much is better than 3-4 years ago because of our relationships and our understandings with the system and how that influences.

Adam Lawrence

If we see a student that already has 10 Fs, we failed in some way. Something has happened, they didn't know where to go maybe because it isn't their fault, and not being able to help students proactively and inactively is tough. We are still a high level academic institution and to do so many things is difficult for students. We think about how we can be compassionate. There is an onus on students to be proactive. Not everyone knows about the Dean of Student's Office so we try to get that out through Orientation Week.

Director Ricci

McLean's rated us first in student satisfaction, can I get your reaction and how the Student's Union and Student's Office can maintain that?

Adam Lawrence

Student satisfaction is awesome. Our demographic is changing and it is going to constantly change. As you know in Brantford there is an increase in more mature students. Student Satisfaction means a lot more and different things to different people. We had a talk about baby changing stations in washrooms. That is a student satisfaction, if someone is on campus and they want to have their needs met, how are we meeting their needs? Constantly looking at who our students are and what their needs are. When we were acknowledged from LinkedIn as number one way to be involved that's great we could have kept it the same but it is a good opportunity to start looking at what we are doing internally, who are our students, and how can we utilize data more and keep it adapting and not just staying the same.

Leanne Holland-Brown

One of the things that is so important about Laurier is this ethos of care. As we get bigger, if we are getting smaller campuses the thing that is going to contribute to satisfaction is even if a student is not successful in achieving what they want, the process involved helps them to feel respected and loved and cared which leads to student satisfaction. Students have said to me the process of having someone listen to me and care about me made all the difference. That is the community of faculty, staff, students, everybody. Telling people that you are part of a community that cares for you is related to satisfaction at Laurier.

Director Kelly

Going back to the intervention teams pushing this towards students and marketing it towards them, how are you going to do this?

Adam Lawrence

That is a big question, it is daunting and we discuss how we make this a team that people know but also for us we want students to know that they have a roommate that this is the avenue. We are trying to make sure that it isn't a secret, how do we bridge

that gap a little bit more while also sharing that this group of people has this training and they are well versed. That is how we can market it.

Leanne Holland-Brown

The consultant will give us a strategic plan on how to market it based on what other schools have done. We don't know what that is going to look like. We are meeting in December as the first point following this review so will perhaps get more information following that. It is important to be transparent about the fact that we care about students and the other team that is dedicated to their support. We will get back to you on that.

Director Lee

I am just going back to the Head Start topic. I am not in the same boat not knowing anyone going into it. How do you plan on closing that gap between or saying that there is value in going to Head Start and then going to your peers?

Adam Lawrence

I appreciate that for sure. Students in their first year often come here and they went to the same high school as their friends or their siblings come here. They think from the institutional perspective; we want to make sure that the message is consistent around financial literacy, mental health, and gendered violence. That is the main idea and there is a lot that we want people to do, for example sign up for accessible learning early, it is the integration and getting to know campus a bit more. When we say mandatory, if you live 4 hours away then maybe there can be a phone in thing. The Centre for Student Success is working on what this will look like. We would want to have one session that separates everyone and then we will keep your guardians for the day and do a full workshop with guardians about expectations, costs, fees, this is when they will get to come home. So I think that there are many nuances to this and Tyler will be part of these discussions for sure.

Director DeSumma

I have noticed a big thing that has been happening at the Centre for Student Life Engagement and the Student's Office's professional development training. What do you envision for the future of this training to see if there are new ways to implement it or types of training that you want to bring forward?

Leanne Holland-Brown

As part of the teaching and learning review that is happening right now, there has been a huge focus on how students can articulate the skills that they are getting in a way that resonates employers. The folks that you are applying to jobs for were in school 10-15 years ago when their experience was entirely different and being on the Board of Directors has a different connotation then it would now in terms of degree responsibility, budget oversight, and all of that. As part of this teaching and learning review there is a lot of discussion about experiential type dedicated portfolio that focuses specifically on leadership as well as professional development for students and student leaders. You are only going to see more and more because it is a desired outcome to have these professional and soft skill articulation. In addition, there is self-awareness, and learning who you are as a person and who you are meant to be. There needs to be some teeth

so that when you leave you are able to help explain what you have and how that distinguishes you in an ideal candidate.

Adam Lawrence

Imagine if it tied the CCR into professional development so that everything you do would have these specific outcomes that are achieved in a role. For example, if you are going to become a lawyer how does Foot Patrol contribute to that? This is what has been missing, we haven't focused this progression and people can reflect on their own but it hasn't been facilitated.

Director Bellotto

I know that you help those that have accepted, I was wondering if you help students once they have graduated and are now alumni.

Adam Lawrence

We have started to do a bit more alumni, but no not really.

Leanne Holland-Brown

Career development has always filled that role so they work closely with transition out to employment and then move into alumni. We get invited to a lot of panels, events, but we haven't specifically addressed it. It has to do with the cycle from acceptance until alumni. There does need to be strategy into how all of that fits together. What are the touch points and when do they happen? That gets manifested in a lot of different ways, how do you communicate with students, how do you do this and how do you communicate with them. I'm sure you all agree that you get way too many emails from way too many people. We are working on a more strategic approach for this because it is sometimes not really clear.

Adam Lawrence

When we first started we didn't really connect with people until they were a Laurier student on the campus and it is exciting that we now even do some high school stuff. It has been unique the evolution of it all. Since many alumni stay in the city, there are more opportunities to engage with alumni at events. In Brantford for those folks, most alumni are leading the city. There is a difference with proximity.

Director Kelly

Going to the nonacademic code of conduct, you were talking about the restructure which did sound necessary. Before describing this process to us was there a particular process that is now in place?

Leanne Holland-Brown

Yes, when we moved away from the traditional council we move to a full time conduct role, so Drew Piticco was the student conduct administrator in his full time job in addition to the leadership portfolio. He would be the point of contact for all students and his philosophy was all about principled based learning and harm repair versus punishment. We are only going to build on that. It is interesting to me and Taylor, who will sit in the role for 6 months, we can't coast through because we have to wait and see how all the chips are going to fall with gendered violence and the BIT review. His

background is in student conduct as well as sexual violence. I am so excited for the next 6 months because there will be significant change and the code process is so important because it sets a standard of behavior and expectations for students. It means that we believe in mistakes and having the chance to do it better next time. We are going to see that reflection and I believe Taylor will bring a lot to the role.

Adam Lawrence

We talked about the gendered violence policy a lot. Just to give you an idea on November 24th it is going to go to the board, the government mandates need to be approved by January 1st, Laurier's has been a two-year process with a lot of consultation. The policy which is beautifully written and very survivor focused and the policies which really balance that compassion and compliance part. It will go to the board and then what we talked about is that there is a formal resolution or format within that procedure. That is what will impact a little bit of what we are doing. They line up now, but we want to make sure that it is word for word reflective of each other and all the right people in the appropriate spots. That is what have been alluding to.

Director Plummer

Since you moved from that procedure, are there any disadvantages to having two people in the panel?

Leanne Holland-Brown

The work load is a lot more for one person than it was shared. I would say no because unless you have done conduct work there is a whole lot skills required in facilitating a conversation that includes motivational interviewing. There are specific terms to help someone move through a three stage continuum. Students come in thinking that they didn't do anything wrong so by going through this process we can help move students from pre-contemplation to contemplation to post-contemplation. They realize wow I didn't intend to cause harm but I did and so the ways I can repair that are this. There are specific skills to be able to facilitate that sort of thing and learning which is what we want. That did not happen in a panel format. The benefit for staff that do the conduct work is that if they come up against a complex problem that is questionable then maybe the Dean of Students may be more appropriate. Adam and I have more opportunities where the case can get moved to us and then we sometimes split them to each other. Sometimes if I get them and I am not the right fit. We do have options rather than it being one person only. It speaks to a team approach that we take on everything.

Adam Lawrence

Through the formal process there are more avenues to addressing concerns.

Chair DeSumma

I wanted to thank you for your presentation today.

**Director Lee left the meeting at 4:32pm*

**Director Jang is about to leave the meeting at 4:43pm*

11. Committee Updates:

Ownership Linkage Committee

Director DeSumma

I have finalized the Upcoming Board Social Event which is called Board of Directors Meet and Eat. It will take place Tuesday, November 29th from 7- 10pm in the Concourse. The point of holding it in the Concourse is that we could have students come out and Wilf's will be providing appetizers. Our role during the event is to engage with students and talk to them about what it is that we do on the Board of Directors. We will also mention the #LaurierVotes campaign that is just getting underway. You may chat about running in the election or voting or both. It is good to get the word out and it will be a fun night. I have shared the event page with you on Facebook. I am asking to please take a moment to share it with your networks. As a Brantford student I don't have very big networks in Waterloo. So it is up to Waterloo Directors to spread the word as best as you can.

The survey promotional event is officially over. I have closed the survey, I would like to thank you all for doing the booth and promoting that. We are officially compliant for the fall term so I don't have to force you to come to any events until January.

Thank you to the marketing department for their assistance with the campaign. We are going to be working together soon to determine how we are going to generate all the information and give it to you. When I was putting the survey together I didn't know what to expect with responses. The ownership linkage committee last year Director Brar had a great campaign and had an overwhelming response of 111 students. I set a goal for us to get 112 responses. I am pleased to inform you that our survey ended with a response from 260 students to more than double last year. I am very proud of us and so happy about the response. With all of your hard work we wouldn't have achieved this. Thank you!

Director Bellotto

A lot of people's reaction to the survey was that it was still too long. I think it was a lot of long answer questions.

Director DeSumma

I didn't make any question mandatory. A lot of people could have skipped the questions if they wanted to. I don't think we advertised that. We did scrap a lot of stuff from last year when Chair DeSumma and I went over trying to do our best.

Director Ricci

Are we going to be looking at the results at the next Ownership Linkage meeting?

Director DeSumma

Yes we will, I am working to connect with Ron from the marketing department. I am sending him an email Monday and then scheduling a meeting with Ownership Linkage Committee.

The results per campus was 146 from Waterloo and 114 from Brantford. I will put all the students in a random draw and pick 2 winners, one from each campus and connect with them to see what gift card they want.

12. New Business and Announcements

Director Ricci

The Yates Cup tomorrow, Laurier is playing Western there at 1:00pm.

President VanHerzele

The game will be streamed and you will be able to find the link online.

Chair DeSumma

Another reminder that nomination packages are out. You can get them at the UDesk Waterloo, Student's Union Desks, or online.

13. Adjournment

Motion 5 (Plummer/ Martin): **Motion to adjourn the meeting.**

Vote: 7-0-0

Result: Motion Passes Unanimously

Meeting adjourned at 4:49 pm

Next Meeting Friday, November 25th at 3:00pm Waterloo

fi, For Information

fd, For Discussion

D, Decision required

adm, Administrative task

The preceding reflects an accurate and complete record of the proceedings at the aforementioned meeting of the WLUSU Board of Directors.

Date Signed: November 11th, 2016



Nick De Summa
Chair of the Board & Chief Governance Officer
2016-17 Students' Union BoD

Date Signed: November 11th, 2016



Nick Molkoski
Vice Chair of the Board
2016-17 Students' Union BoD