

February 14, 2018

4:00 - 6:00 pm

4-02 SUB

## MINUTES

1. Welcome and introductions ALL

Helen V (DoS), Rob W (DoS), Masoud K (GSA), Jon L, Shuaa R, Shan M, Lauren Ong (Reg. Office), Teheem K, Erika S, Ilya U (SU), Heather L, Sara M, Katherine Z (DoS), Joan S (DoS), Saleema A, Jonathan K

2. Any additions to the agenda? ALL

3. Standing Items
  - a. Update from the Dean A. Costopoulos

No updates.

4. Discussion Items
  - a. **Student Services Feedback**  
Helen Vallianatos (Associate Dean, Dean of Students)  
Rob Washburn (Assistant Dean, Administration)

DoS is reviewing services/program delivery and is seeking feedback on priorities--i.e. what services should be a priority and what are "nice to have" but less essential?

Will be surveying other groups such as student groups, faculties, etc. This is the first iteration of the survey.

Question--is this related to budget cuts?

No--just looking to gather input on services and programs.

Question--are student services assessed?

Yes--units do individual assessment and DoS working on standardizing assessment across portfolio.

Discussion re survey methodology. How will data be analyzed? Concern that students will answer based on their experience or familiarity with services. How will data collected via survey be used relative to usage statistics?

**Highest Priorities:**

Counselling - 9 votes  
Health Clinic - 5 votes  
Sexual Assault Centre - 5 votes  
Ombuds Services - 3 votes  
Risk Management - 2 votes  
Orientation - 2 votes  
Career Centre - 2 votes  
Pharmacy - 2 votes  
Accessibility Services - 1 vote  
Writing - 1 vote  
Student Conduct Program - 1 vote  
Aboriginal Student Services/TYP - 1 vote

**Lowest Priorities:**

Study Halls (Writing and Math) - 6 votes  
Workshops (Writing, Math, Learning Strategies) - 3 votes (comment that appropriate for cost recovery)  
Online Orientation - 3 votes (comment that only need 1 form of orientation and that in-person is better)  
Orientation - 1 vote  
Community Health & Training Skills Workshops - 1 vote  
Pharmacy - 1 vote  
Health Clinic - 2 votes (comment that replicating services available in the community)  
URI - 1 vote  
Career Centre - 1 vote  
Sexual Assault Centre - 1 vote (comment that may be cheaper to provide space to experts from the community to come and work on campus)

Discussion re low priorities included focus on services provided by Faculties (eg. career services). Students may prefer Faculty services, rather than central services.

Comment that University needs to focus on ensuring that services provided are high quality.

Comment that deferred maintenance becomes increasingly expensive if not addressed in a timely manner.

Discussion re students in certain faculties/courses require more support services--are there problems that need to be fixed in the Faculties/Departments, i.e. courses that continually receive poor feedback from students?

University recognizes that faculty members are hired based on their research expertise, also teaching, but teaching is not always a priority in hiring process.

Faculty members are reviewed by students and peers--avenue for identifying problems.

Faculties and departments review course/program content, sometimes with external reviewers--another avenue for identifying and addressing issues with courses.

There are avenues for students to raise issues with courses. Students can speak to Departments Chairs or Deans of Faculties, and if not comfortable speaking to either, can speak to the DoS.

Question--can the University provide more risk management training for student groups?

5. Roundtable

No issues raised.

Next Meeting March 14, 2018 4 - 6 pm, **SUB 0-31 (Marigold Room)**

Send agenda items to Karen Pirie: [kpirie@ualberta.ca](mailto:kpirie@ualberta.ca)