

CENTENNIAL COLLEGE STUDENT ASSOCIATION INC.

MINUTES of the meeting of the Full Board Meeting
held at the Student Centre Board Room, Ashtonbee Campus
75 Ashtonbee Road, Toronto, Ontario
on Wednesday, September 9, 2015 at 7:00 p.m.

Present:	D. Gangwani	-	President
	E. Cossaboom	-	Programmer
	R. Muhlemann	-	Campus Director, Story Arts Centre
	A. Castillo	-	Campus Director, Story Arts Centre
	H. Kalathiya	-	Vice President, Morningside
	A. Parris	-	Campus Director, Morningside
	R. McConney	-	Vice President, Ashtonbee
	M. Ellington	-	Campus Director Progress
	D. Singh	-	Vice President, Progress
	B. Ramdial	-	Campus Director, Progress
	P. Kirlik	-	Executive Director/CEO
Staff:	L. Sancı	-	Chairperson
	T. Ellul	-	Manager Board Development & Services
	B. Beamish	-	Manager of Communications and Events
	S. Deokilall	-	Services Coordinator
	K. Robinson	-	Recording Secretary, MinuteTakers Inc.
Guests:	N. Buddel	-	Dean of Students

1. **CALL TO ORDER**

Notice having been given and there being a quorum present, the Chairperson, L. Sancı called the meeting to order at 7:13 p.m. and presided as Chair. A moment was taken to introduce everyone, as there were a few staff members attending the meeting for the first time.

2. **APPROVAL OF AGENDA**

On Motion by D. Singh and seconded by E, Cossaboom the agenda was approved and adopted as presented. Motion carried, (11-0-0).

3. **APPROVAL OF PREVIOUS MINUTES**

The Chair asked for any errors or omissions in the Minutes of the Full Board meeting of August 12, 2015 that were previously circulated for review.

On Motion by D. Gangwani and seconded by A. Parris it was,
RESOLVED THAT the Minutes of the Full Board meeting of Tuesday, August 12, 2015 be accepted as presented. Motion carried, (11-0-0).

4. **STUDEN ADVISING AND PATHWAYS SERVICES**

N. Buddel, the Dean of Students, was invited to the meeting to make a presentation regarding the Student Advising and Pathways Services.

- (a) *Introduction to the Program* – N. Buddel presented a minor survey regarding the College and the students gave honest answers without knowledge of the others' answers. The new advising policy is hoping to address communication issues for all students. A new student will be assigned one advisor who will help them for their duration at Centennial College, and in the case that the student requires additional information, they can be transferred to those that can guide them.
- (b) *Peer Mentor* – B. Ramadial inquired if the program is similar to peer mentoring. N. Buddel informed that it is similar however the advisor will be full time staff.
- (c) *Program Information* – A. Parris queried if the advisors will be responsible to give information regarding programs. N. Buddel informed that they should have program information specific for their campus. If the questions are beyond their understanding of the program, they can be directed to the program coordinator.
- (d) *Number of Advisors* – A. Castillo inquired the number of advisors. N. Buddel explained that the current estimate is 20-22 advisors that are working with 600-1000 students each.
- (e) *Long Wait Times* – D. Singh inquired the proposed turnaround time for a response from an advisor. N. Buddel noted that the turnaround time should be quick since the advisor can email a student responses however the program is still in the initial stages. It was noted that the majority of students do not require this type of help and the advisor will be supplemented with peer mentors.
- (f) *College Support* – D. Gangwani informed that all of the departments are in support of this model. N. Buddel expressed hope that the advisors can further help with the current registration issues.
- (g) *Major Needs* – T. Ellul inquired how the advisor would respond to a major need expressed by a student. N. Buddel clarified that the student can be referred to additional help if required such as a counsellor.
- (h) *Focus Groups* – D. Gangwani noted that there are a large number of complaints regarding timetables and suggested creating some focus groups. N. Buddel informed that the issues are well known and focus groups are unnecessary. Moreover, each specific school will be responsible for all students including those attending part-time and create more flexibility in creating timetables.

- (i) *Supervision of Advisors* – H. Kalathiya inquired how the advisors will be supervised. N. Buddel explained that the previous focus groups noted concerns regarding the treatment of students by frontline staff. All of the advisors would be trained on appropriate interaction with students to ensure a consistent approach on each campus, and how to coaching students rather than instructing.
- (j) *Key Drivers* – There were two key drivers for the program: the strategic mandate agreement with the government to ensure better pathways in the programs, to work force or to other academic programs; and the process audit to ensure that Centennial College is meeting the quality standards.
- (k) *Why* – The following was given as to the reasons why the program was developed: consistent and coherent student experience, and enhanced learning: towards development and increased satisfaction. Moreover, the program will allow for better data collection from the students and places students into three buckets: those doing well, some that are doing well but may need additional focus, and lastly there are some that will definitely need more monitoring.
- (l) *How* – The five underpinning approach was noted as: relational, empowerment, seamless, holistic, and learning.
- (m) *What* – The key questions that the advisor will help a student answer are:
 - Where should I go?
 - When do I do things?
 - What should I do?
 - How do I get there?
 - What do I do?These will lead to a revitalized orientation program and the use of modules to assist students.
- (n) *Advising Council* – The council will be established to help create the system and to monitor it. The composition of the council will be: fifteen representatives in total; five support staff, four faculty, five administrative and one student. Discussion ensued regarding only one student on the council and N. Buddel suggested additional focus groups to address the issue. T. Ellul recommended that two students be chose for the council, one with a good relationship with the faculty and one students that has struggled. N. Buddel agrees that no matter the compilation of the council, students must be allowed a space to speak out.
- (o) *Next Steps* – They would like to have a soft launch in May 2016 and be ready for September 2016. A chart with the dates and milestones was presented.
- (p) *Academic Advisors* – B. Ramdail queried how the new advisors will affect the role of an academic advisor. N. Buddel clarified that the program coordinator's job description is regarding the appropriateness of the curriculum taught and not advising students. Yet, he is unsure how the academic advisor's position will change though out the process.

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- (q) *Hiring Advisors* – T. Ellul inquired the process for hiring the advisors. N. Buddel informed that there are human resources components and that the positions will be posted internally first. The postings will be done this semester to ensure the appropriate amount of time required to train the new advisors.
 - (r) *HUB Positions* – E. Cossaboom queried how the HUB positions work with the new advisors. N. Buddel explained that this has not yet been address however, the advisors will not be address specific registration issues. R. McConney informed that the HUB is uninformed and he was advised to speak to with his academic advisors. N. Buddel understood the issue and will consider additional training for the HUB personnel.
 - (s) *Difficulty Finding the Appropriate Staff* – D. Gangwani informed that it can be difficult to find the appropriate front line staff or program coordinator. N. Buddel clarified that the advisors should alleviate the issue and the program coordinators will only be contacted in very specific cases.
 - (t) *Meeting with Program Coordinator* – M. Ellington suggested that when the program coordinator must be contacted, the advisor set up a meeting with the student, program coordinator and themselves. N. Buddel informed that this is a great solution.
 - (v) *Call the Advisors* – N. Buddel requested the Board's assistance in creating an appropriate name for the advisors. All suggestions are to be sent to D. Gangwani by September 18, 2015 and the information will be forwarded to N. Buddel.

5. **PRESIDENT'S REPORT**

D. Gangwani presented a President's report regarding the following: welcomed new staff, Brad and Sandia; the Big Bike Ride to support the Heart and Stroke foundation; an informal meet and greet with the management and staff; helped with the move in to the residence on Sunday; there was an IT Focus group regarding the many questions and procedures to help students with the email move; orientation was completed at all four campuses and the various events were noted; CCSAI is working with the United Way and more information will be forth coming; invitation to the new athletes orientation; D. Gangwani is on the planning committee for the Toronto International Students Festival and hosted by the City of Toronto on October 17; CCSAI was invited to the topping of ceremony at the new residence; reminder to all t send in their schedules; this will be a busy month for the offices and to make yourself available to the students; Leader Shape conference is October 15-16 and the registration deadline is September 10; and the Annual General Meeting will be held October 21, 2015. Attached as "**Schedule A**".

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- (a) *Potential Conflicts* – R. McConney inquired if the Leader Shape conference will conflict with other Board programs. D. Gangwani informed that the training is the week before the conference.
 - (b) *Missed Classes* – R. McConney queried the consequences of missing classes for the conference. D. Gangwani informed that a letter of support is given to the professor regarding the conference. However, all Board members are students first and must complete assignments and tests as required. Therefore any tests or exams scheduled during a conference that cannot be changed must be attended. R. Muhlemann noted that the conference is during reading week.
 - (c) *Close Deadline* – D. Singh noted the late date of the deadline to register for the conference and that some Board members may not be able to speak to their professors prior to the cut off. D. Gangwani encouraged interested Board members do their best to speak to their professors prior to registering

6. **EXECUTIVE DIRECTOR'S REPORT**

P. Kirlik presented an Executive Director's report and highlights are noted as follows: The revised club package and by-laws will be available soon for Board review; the Human Resources policy update has been time consuming and will be completed soon; there are three new staff that have recently started: Veronica, Brad and Sandia.

- (a) *Communication Regarding Events* – D. Gangwani informed that communication regarding events or programming are to be submitted to Emma. Any other questions can be submitted directly to D. Gangwani.

7. **STANDING COMMITTEES**

- 7.1 **Governance Committee Update** – P. Kirlik informed that the committee has been working hard on revising the by-laws and these will be available for review at the following meeting. There will be a full Board meeting on September 30 to discuss and approve the revised by-laws prior to the October AGM. It was noted that the memo of agreement with the College is not ready and if required a Special General Meeting can be called in January or February to approve the revised by-laws.
- 7.2 **Programming Committee Update** – E. Cossaboom reviewed the different dates of the various program available for the month of September.
 - (a) *Bubble Soccer* – M. Ellington inquired the date of the bubble soccer event at the Progress Campus. E. Cossaboom noted that it is on September 23, 2015.

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- (b) *Email the Information* – D. Singh inquired if the information can be emailed to the Board members. E. Cossaboom can email the information and P. Kirlik noted that the dates and programs are available on Facebook. D. Gangwani requested that all Board members promote the upcoming programs.
 - (c) *Glow Party* – R. McConney queried the identification required to be at the glow party. E. Cossaboom informed that student id is required and government issued id for anyone drinking alcohol. There will be glow sticks and students will be encouraged to wear white to glow.
 - (d) *Location* – T. Ellul inquired the location of the glow party at Progress Campus. E. Cossaboom informed that it will be in the gym.
 - (e) *Promotional Posters* – R. McConney inquired if there will be promotional posters. B. Beamish informed that they are working on them.
 - (f) *Elections Canada* – D. Gangwani informed that she is working with Elections Canada to set up a voting booth on campus/

8. **GOOD OF THE BOARD**

- (a) *Quality of Questions* – L. Sancu acknowledged the curiosity of the Board and the commitment to the quality of the service to ensure that the advisors as proposed by N. Buddel advocate well on behalf of the students.
- (b) *Input* – N. Buddel thanked all of the Board for their thoughtful questions and was really impressed by the desire to help students.
- (c) *Advisors* – R. Muhlemann expressed that many international students struggle once on campus and is hopeful that the advisors will be help to minimize this experience.

9. **DATE OF NEXT MEETING**

The next Full Board meeting will be held on Wednesday, September 30, 2015 at 7:00 p.m. at the Student Centre Board Room, Progress Campus, 941 Progress Avenue, Toronto, Ontario.

10. **ADJOURNMENT**

There being no further business to discuss, the meeting was concluded at 8:26 p.m. on Motion duly made and seconded.

President – D. Gangwani

Executive Director/CEO – P. Kirlik