

CENTENNIAL COLLEGE STUDENT ASSOCIATION INC.

FULL BOARD MEETING

Tuesday, August 25, 2020 at 6:30 p.m. via Zoom

MINUTES

Present:	T. Singh	-	President
	T. Graf	-	Vice President, Bombardier Centre
	P. Verma	-	Vice President, Morningside Campus
	A. Babbar	-	Vice President, Progress Campus
	A. Malik	-	Vice President, Story Arts Centre
	J. Bilakhia	-	Board Development Officer
	P. Kirlik	-	Executive Director/CEO
Staff:	A. Mushtaq	-	Research & Advocacy Coordinator
	L. Reid	-	Event Coordinator
	S. Saythong	-	Technology & Logistics Coordinator
	Lisa Pargetter	-	Recording Secretary, MinuteTakers Inc.
Guests:	D. Aromiwura	-	Manager, Institutional Research Office
	T. Budek	-	Manager
	J. Gutierrez	-	Advocate
	G. Khadaroo	-	Advocate

1. **CALL TO ORDER**

Notice having been given and there being a quorum present, the J. Bilakhia called the meeting to order at 6:30 p.m. and presided as Chair.

2. **LAND ACKNOWLEDGEMENT**

A. Malik read the land acknowledgment statement.

3. **INTRODUCTIONS**

As the meeting was “live” on YouTube the Board Members introduced themselves to the virtual audience.

4. **CONFLICT OF INTEREST**

On Motion by A. Malik and seconded by T. Graf, there were no conflicts of interest to declare and the meeting is therefore able to proceed. Motion carried (5-0-0).

5. **APPROVAL OF AGENDA**

The following item was added to the Agenda

- *Programming Update* will follow the Item 6 of the Agenda

On Motion by T. Singh and seconded by A. Malik the agenda was approved and adopted as amended. Motion carried (5-0-0).

6. **APPROVAL OF PREVIOUS MINUTES**

The Chair asked for any errors or omissions in the Minutes of the Full Board meeting of August 11, 2020 that were previously circulated for review.

- (a) *Page 5, Item 9(a) Pillars* – The item is amended to read as follows: “***The CSA have six pillars that...***”
- (b) *Page 5, Item 10(b) Leadership Café* – The item is amended to read as follows: “***J. Bilakhia attended the Leadership Café training.***”

On Motion by T. Graf and seconded by A. Malik it was,
RESOLVED THAT the Minutes of the Full Board meeting of Wednesday, August 11, 2020 be accepted as amended. Motion carried (5-0-0).

7. **PRESIDENT'S REPORT** – T. Singh reported:

- (a) *Welcome* – T. Singh welcomed the two new Advocates to the CCSAI.
- (b) *CSA Letter* – T. Singh and representatives of the student associations from Cambrian College and St. Lawrence College drafted and sent a letter to the CSA. It has been observed that the CSA has violated some of its by-laws with respect to changing its structure without advising the membership over the last few years. T. Singh will be meeting with the CSA Board and staff to see what direction it is going in and see how CCSAI can support them. After this meeting, CCSAI will determine if it will move forward with CSA or step back.
- (c) *Pillar Building Exercise* – T. Singh attended a pillar building exercise last week and it was great. Five pillars have been identified. T. Singh will be reaching out to past board members and the student body to see what students really want. Once the data is collected, goals and priorities will be identified.
- (d) *Policies Consultant* – The Association is looking at hiring an external third-party to help revise the policies.
- (e) *Health Plans* – T. Singh met with K. Rajpaulsingh, A. Babbar and Rick regarding the international students' health plan. Feedback from students has been received that the policy does not include enough. Another meeting will take place in September 2020 and representatives from the International department will attend; these representatives have more information on health plans and may be able provide more insight into the policy.
- (f) *Career Week Meeting* – A meeting regarding Career Week took place recently. Career Week will take place in November, 2020. A workshop with past and present Board members and students will take place to discuss student leadership and how they were able to learn and grow from different college experiences.
- (g) *Virtual Office* – T. Singh held his first virtual office on August 25, 2020 and two students from outside Canada attended. These students had a lot of questions but the session went well. T. Singh will hold virtual offices every Monday from 10:00 a.m. to 1:00 p.m.

8. **KPI UPDATE**

Dammy Aromiwura, Manager, Institutional Research Office, was welcomed to the meeting to deliver a KPI update with discussion highlights noted as follows:

- (a) *Key Performance Indicator (KPI)* – KPI have been tracked since 1998. Different items that are tracked include student satisfaction, graduate and employer satisfaction, graduate employment rates and graduation rates.

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- (b) *Overview* – D. Aromiwura provided an overview of the most recent student satisfaction and engagement survey. The survey provides information on students' satisfaction of their programs, the College, services, etc. This data is used to help improve programs, services, program delivery, policies, etc. Information on how the College compares to other large colleges was shown as well as Centennials' provincial average.
- (c) *Campus Comparison* – T. Graf queried how the different campuses compare to each other and this data is available. D. Aromiwura gave a brief update and stated that this information is available and will be sent to the Board.
9. **RESEARCH UPDATE** – A Mushtaq reported:
- (a) *New Advocates* – A. Mushtaq thanked the Board for inviting him attend the meeting tonight. He gave the new advocates a moment to introduce themselves. Geina Khadaroo introduced herself noting that she is a third year Accounting student at Progress Campus. She is looking forward to working with the Board. Javier Gutierrez is in the Supply Chain Operations program at Progress campus. He is looking forward to working with the Board and helping with any student queries. A. Mushtaq advised that G. Khadaroo and J. Gutierrez both participated in the recent Student Services clinic. They both jumped in and worked on a few cases and got some hands-on training.
- (b) *International Student Research* – At the recent Advocacy Working Group meeting, international student research is being gathered. Information that is gathered will be shared with the Working Group.
- (c) *Surveys* – Three surveys are being developed: the pre and post COVID-19 satisfaction survey, student social media habit survey and an internal pillar review. The pre and post COVID-19 survey will be prepared and sent to the College for their feedback and then released to the student population for feedback. The social media habits and consumption will be released to the student population with the frosh kit. This survey will measure social media trends and consumption and will help target how to use these social media for programming and events. A smaller pillar review survey will be sent to past CCSAI Board members and other individuals close to the CCSAI to review the CCSAI mission.
- (d) *Case Tracking Software* – A. Mushtaq advised that he is reviewing software to track case files whenever feedback from students is received whether it is through emails, the suggestion box, Board members, etc. will be collected in one place so that when the proper responses to these questions can be sent. A. Mushtaq has reached out to Paula Greenwood who is the Manager of the CSR and advise to discuss available software options or other alternatives. A. Mushtaq stated that a formalized survey process will be available shortly.

10. **VICE PRESIDENT'S REPORTS**

10.1 **Progress Campus** – A. Babbar reported:

- (a) *Grade Appeals* – A. Babbar has been contacted by a number of students with respect to grade appeals. A. Babbar advised students of the grade appeals process, how to approach teachers and answered questions as needed.
- (b) *Training Sessions* – A. Babbar attended many valuable training sessions, for example, sessions on leveraging tensions and how to work better as a team.
- (c) *Meetings* – A. Babbar attended many working group and Board meetings and attended his first Instagram Live event. A. Babbar also attended a meeting to discuss the international students' health insurance plan.
- (d) *Advocacy* – T. Singh suggested that if A. Babbar needs any help in answering student questions he may connect with A. Mushtaq for help. Also, when the new Advocates are trained, the students can be directed to them for support. Any information provided to students has to be absolutely correct.

10.2 **Morningside Campus** – P. Verma reported:

- (a) *Congratulations* – P. Verma congratulated the new Advocates.
- (b) *Instagram Live* – P. Verma attended a recent Instagram Live event with past advocates. P. Verma was able to introduce the CCSAI roles during the event.
- (c) *Pillar Planning Sessions* – P. Verma attended the recent training sessions regarding the new pillars and setting priorities.
- (d) *Meetings* – P. Verma co-chaired the Services Working Group meeting. The Group are focusing on food services and the food bank. P. Verma chaired a few working group meetings, had an all-staff meeting with the learning centres and library. A document was presented to the library that included concerns raised by students to the library.
- (e) *Grade Appeals and Transfers* – Students were in touch regarding grade appeals and to transfer programs.

10.3 **Bombardier Centre** – T. Graf reported:

- (a) *Welcome Ambassador* – T. Graf acted as a welcome ambassador for the campus and remarked that it was a great experience.

- (b) *Grants and Loans* – Students have been in touch regarding challenges with OSAP. T. Graf noted that many students had grants and loans changed or postponed to a later date without explanation or reason provided. T. Graf was in touch with A. Mushtaq to help address these concerns.
- (c) *Health Plan* – T. Graf noted that he has been working on the insurance policy.
- (d) *Event Working Group* – T. Graf attended the Event Working Group meeting and noted that there are some great event suggestions. He is looking at becoming more involved with the Group.
- (e) *Disability Parking* – T. Graf noted that Bombardier Centre does not have disability parking and he would like to advocate to have disability parking added.

10.4 **Story Arts Centre** – A. Malik reported:

- (a) *Training Sessions* – A. Malik attending a lot of leadership training and team sessions. A. Malik also attended GCEI accessibility training and another session that focused on change and stability.
- (a) *Meetings* – A. Malik attended the Ancillary Services and Advocacy Working Group meetings. Also attended the meeting with the library. A. Malik also attended the pillars meeting to help identify the CCSAI pillars and priorities.

T. Graf excused himself from the meeting at 7:15 p.m. to attend an exam.

11. **PROGRAMMING UPDATE** – L. Reid reported:

- (a) *Frosh Week Update* – L. Reid provided an update on Frosh Week, which will take place from September 14 to 18, 2020. L. Reid provided information on the Frosh Week events, which include welcome posts, student mixers, CCSAI Games, Wellness Wednesday, a virtual scavenger hunt and a bingo night on Friday. The CCSAI Games student prize will be a gift worth \$250 from the winning student's program and a plaque; if the winning student is from outside Canada, a gift card may be offered. The total budget for the Frosh Week events and mail-out welcome kits is just over \$25,000.
- (b) *Contributions and Promotions* – T. Singh queried if the amount includes or excludes contributions from other departments. L. Reid stated that this budget excludes the contribution. T. Singh queried if anything different is being planned with respect to promotions this year. L. Reid noted that they are working on graphics for every aspect and working with the Communications team. An initial mail out is planned and collaborating with Board departments and the PCT Committee on the college website and app and will list the various time zones to help students joining from outside Canada.

At 7:25 p.m. the Board took a 3 minute break and resumed at 7:28 p.m.

12. **EXECUTIVE DIRECTOR'S UPDATE**

- (a) *Meetings* – P. Kirlik has attended several meetings over the last few weeks including a meeting with the IMP and PCP task force, a return to campus with the Athletics department, programming and events, food services, manager's meetings, etc.
- (b) *Second Wave Response Team Meeting* – The Second Wave Response Team met and has gathered information over the last six months that may be used if a second wave hits. It was reminded that the gyms may be used as an overflow hospital, if needed.
- (c) *Budget* – P. Kirlik met with T. Singh regarding the CCSAI operating budget, which will be approved in the fall. It was noted that the building and facilities fees have not been collected from students and this has impacted the budget.
- (d) *Working Group Notes* – Two students have been identified to take notes for the working group meetings.
- (e) *Cleaning and Set-up* – P. Kirlik advised that a deep cleaning of the Athletic Centre and Student Association is underway and Plexiglas shields have been purchased and are being installed.
- (f) *Morningside* – The fully accessible door at Morningside will be installed.
- (g) *The Union Bar & Grill* – Food is available for order and curbside pick-up. Jonathan Wong is following all federal and provincial safety protocols and guidelines.
- (h) *Athletics* – Athletic equipment is available for curbside pick-up.
- (i) *Appletree Medical Clinic* – A landing page is being created for the Appletree Medical Clinic. The Clinic is located on the second floor of the AWC, but remains closed.
- (j) *Events Programming Document* – A document outlining the ways that risk can be mitigated with respect to programming and events was created.
- (k) *Other Activities* – P. Kirlik acted as a welcome ambassador to meet returning students. P. Kirlik and N. Singh prepared and dropped packages off to staff members' homes. P. Kirlik continues to work on several projects including staff recognition, honourarium comparisons, election review, etc. P. Kirlik is also meeting with the CSA to support them on the success of the organization.

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13. **CENTENNIAL COLLEGE UPDATE** – Terri Budek reported:
- (a) *Start Smart Program* – T. Budek noted that about 300 students registered for the Smart Start Program and about 100 students participated.
 - (b) *Experience Centennial App* – The Experience Centennial app will have the most up to date information on the College, financial aid, student broadcasts, etc.
 - (c) *Program Coordination Team* – The Program Coordination Team are reviewing programming, events, workshops to ensure that there is no crossover of events and that the events are not taking place at the same times.
 - (d) *Centennial Meet-ups* – Starting September 11, 2020 on the first Friday of the month, Centennial Meet-ups will take place using Microsoft Teams. Different channels will be created based on programs and student disciplines. The channel chats will remain open in Teams so students can continue to connect and collaborate outside of the meet-up times.
 - (e) *Co-curricular Learning* – An online non-academic course will be available to students to learn offerings outside of their programs. The course will provide links and resources for various different modules. This will be available on the E-Centennial platform.
 - (f) *GCEI Programs* – The GCEI is looking into hiring a consultant to deliver programming or sessions on racism.
 - (g) *Leadership Academy* – Three leadership trainings have taken place to date. The fourth will focus on value based leadership. Further training options are being reviewed.
 - (h) *Student Experience Office* – Grade appeals will run until September 8, 2020. The SEO is using this program to train the new Advocates.
 - (i) *Peer Listeners Program* – A peer listeners program will be launching in the fall with five peer listeners.
14. **OTHER BUSINESS**
- (a) *Audience Question* – A. Mushtaq advised that a question was received from one of the live audience participants. The student queried into international student tuition and why tuition fees have not been lowered. T. Singh advised that international tuition fees were discussed with the international department. So far the information received from College is that the College has invested a lot of money into the online deliveries for the students. International students may contact the International department with respect to payment options, if needed. Information and data received from the pre and post COVID-19 student experience survey will be used to help make any necessary changes to the student experience. The CCSAI will continue to advocate on behalf of students.

- (a...) J. Bilakhia further noted that the students can provide feedback to their teachers. Thank you for the question.
- (b) *Student Fees* – P. Verma noted that he was reviewing his tuition fees and he is paying for the upkeep of the facilities. P. Kirlik advised that he should not have been charged this fee. P. Verma was asked to take a picture of the fees and send to P. Kirlik for follow up.

15. **FOR THE GOOD OF THE BOARD**

- (a) *For the Good of the Board* – It was explained that this part of the meeting is to review provide feedback on the experience of the meeting. The new Advocates were encouraged to provide feedback if they wished. T. Singh noted that this was a comprehensive call and welcomed all the information. T. Singh thanked P. Kirlik for the full update and J. Bilakhia for chairing the meeting. T. Singh also welcomed the new Advocates.
- (b) *Welcome* – A. Babbar conveyed his regards and gratitude to the new advocates. This was a good meeting and the meeting was held “live”.
- (c) *Thank You* – T. Budak thanked the Board for inviting her to the meeting. T. Budak is looking forward to working with the Board to enhance the student experience through the Centennial app. Thankful that everyone is full of energy and is looking forward to this term and the year ahead.
- (d) *Live Participants* – T. Singh thanked the audience joining live. Students are encouraged to use the suggestion box to provide feedback to the Board. Information can be found on the website: www.ccsai.ca. You may reach out to the Board with questions.

16. **DATE OF NEXT MEETING**

The next Full Board meeting will be held on Tuesday, September 8, 2020 at 6:30 p.m. via Zoom.

17. **ADJOURNMENT**

There being no further business to discuss, the meeting was concluded at 7:52 p.m. on Motion duly made by T. Singh and seconded by A. Malik

President – T. Singh

Executive Director/CEO – P. Kirlik