

CENTENNIAL COLLEGE STUDENT ASSOCIATION INC.

FULL BOARD MEETING

Tuesday, September 22, 2020 at 6:30 p.m. via teleconference

MINUTES

Present:	T. Singh	-	President
	T. Graf	-	Vice President, Bombardier Centre
	P. Verma	-	Vice President, Morningside Campus
	A. Babbar	-	Vice President, Progress Campus (departed at 6:45 p.m.)
	A. Malik	-	Vice President, Story Arts Centre
	J. Bilakhia	-	Board Development Officer
	G. Khadarro	-	Advocate
	J. Gutierrez	-	Advocate
	P. Kirlik	-	Executive Director/CEO
Staff:	K. Rajpaulsingh-		Director, Student Life
	A. Mushtaq	-	Research & Advocacy Coordinator
	L. Gahol	-	Engagement Coordinator
	L. Reid	-	Event Coordinator
	S. Saythong	-	Technology & Logistics Coordinator
	J. Fisher	-	Acting Registrar
	J. Michalios	-	Recording Secretary, MinuteTakers Inc.

1. **CALL TO ORDER**

Notice having been given and there being a quorum present, J. Bilakhia called the meeting to order at 6:32 p.m. and presided as Chair.

2. **LAND ACKNOWLEDGEMENT**

G. Khadaroo read the land acknowledgment statement.

3. **CONFLICT OF INTEREST**

There were no conflicts of interest to declare.

4. **APPROVAL OF AGENDA**

On Motion duly made and seconded the agenda was approved and adopted with the following revision:

- *Vice President Update, Progress Campus to be presented following the approval of the Agenda.*

Motion carried (5-0-0).

5. **VICE PRESIDENT UPDATE**

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

- (a) *Student Concerns* – It was explained that some students have expressed concern regarding grade appeals and registration and these matters were brought to the attention of the CCSAI Advocates and Success Advisors.
- (b) *Meetings* – A. Babbar reported having attended various CCSAI meetings this past month.
- (c) *Training Sessions* – A. Babbar participated in the training sessions that provided tips and strategies to best manage emotions and work effectively as a team.

6. **APPROVAL OF PREVIOUS MINUTES**

The Chair asked for any errors or omissions in the Minutes of the Full Board meeting of September 8, 2020 that were previously circulated for review.

On Motion by T. Singh and seconded by A. Babbar it was,
RESOLVED THAT the Minutes of the Full Board meeting of Tuesday, September 8, 2020 be accepted as presented. Motion carried (5-0-0).

7. **GOVERNANCE CONSULTING PROPOSAL**

- (a) *Overview* – T. Singh provided a summary of the consulting proposal, noting that the organization is looking to engage an independent consultant to review existing policies, protocols, bylaws, governance practices etc. in order to determine whether changes or amendments are necessary. The proposal received was reviewed in detail. Once approved, the consultation can begin, and the process should take approximately one month to complete. In response to a query by T. Graf, it was explained that all necessary documentation will be sent to the consultant as deemed appropriate. In addition, Board members and staff members may be interviewed. All recommendations or changes must then be approved by the Board of Directors and ratified at the next Annual General Meeting.

MOTION by T. Singh

Seconded by T. Graf

THAT the Governance Consulting Proposal be duly approved at a cost of \$7,345 including HST. Motion carried (4-0-1).

8. **FEES PROTOCOL PROCESS** – J. Fisher was welcomed to the meeting and proceeded to provide an overview of the fees protocol process with discussion highlights noted as follows:

- (a) *Student Fees Overview* – There are two types of fees: tuition fees and ancillary fees. The CCSAI is the beneficiary of ancillary fees and the organization helps to ensure that funds are utilized accordingly.
- (b) *Ancillary Fees* – There are also two types of ancillary fees. The first category is institutional or compulsory ancillary fees which support services that differ from academic program costs and include fees for convocation, athletic fees, health insurance, building fees etc. The second category is program incidental ancillary fees which are for students in specific programs to pay for required materials, uniforms, etc.
- (c) *Compulsory Ancillary Fees Protocol Agreement* – In 1994 the Ministry halted non-tuition related ancillary fees in an effort to ensure that post-secondary institutions establish protocols to allow students to be involved with decisions related to all new ancillary fees or proposed increases. The College, in partnership with the CCSAI, established the Centennial College Compulsory Ancillary Fees Protocol Agreement document that outlines appropriate expectations and guidelines. Non-compulsory fees and program incidental fees are exempt from the noted protocol but continue to be reviewed to ensure that they are suitable and fair.

- (d) *CCSAI Ancillary Fees* – The CCSAI collects revenue from fees paid by students in order to provide services for students such as social events, clubs, Transforming the Future, legal advice, student lobbying, AWC and Student Centre building, etc. Timelines and processes for such fees are determined by the calendar year.
- (e) *Proposal Development Period* – The proposal development period is now in progress and ends on October 2, 2020. During this time, fees can be evaluated and proposals for any additions or revisions can be submitted for review by the Fees Committee who will help determine which proposals will be approved and implemented. The College's Executive Team will then review all proposals for ratification by the Board of Governors by December 10, 2020 in order for fee information to be made available to all students before the next cycle.
- (f) *Student Choice Initiative* – In response to a query by T. Graf regarding the percentage of students who opt out of ancillary fees, J. Fisher provided information regarding the Student Choice Initiative that has since been retracted. Once again, all fees are compulsory.
- (g) *Winter Ancillary Fees* – The Winter 2021 ancillary fees will be closely examined as the semester will be hybrid due to COVID-19 and students will not have full access to services covered by ancillary fees. Fees may be modified, as deemed appropriate and this will impact both the College and the CCSAI budget.

J. Fisher was thanked and departed at 6:56 p.m.

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

- (a) *George Wicken Award* – Interviews with the final five candidates for the recipient of the George Wicken Award will be organized. In response to a query by the Chair, T. Singh explained that the award is in memory of Professor George Wicken and is presented to one professor each year.
- (b) *Meetings* – T. Singh attended many meetings including working group meetings, AODA Committee, meetings to discuss the governance consulting proposal, a College Policy and Procedures meeting, etc.
- (c) *Fees* – Some students have expressed concern regarding being overcharged in programs and T. Singh met with J. Fisher to discuss this matter in detail. It was explained that if a student has a 70% to 106% course load, they are considered to be a full-time student. Students who have more than a 106% course load incur additional charges, as per government guidelines.
- (d) *College Town Hall Meeting* – The College will host a Town Hall meeting on October 7, 2020 at 10:00 a.m. and the CCSAI will assist with promoting this event. The meeting will provide students with the opportunity to give feedback on their experiences with virtual learning.

- (e) *Success Advisors* – Concerns received from students regarding their inability to communicate successfully with student Success Advisors have been brought to the attention of CCSAI Advocates and the Board of Directors. The Chair inquired whether appropriate information for contacting Success Advisors is available on the College website. K. Rajpaulsingh confirmed that the email address to reach Success Advisors is very well communicated and promoted on the site. ***Action: T. Singh is directed to confirm that Success Advisors is accessible to students through the main website.***
 - (f) *College Committees* – T. Singh attended the College Policies and Procedures Committee meeting where a discussion was held regarding student representation on various College committees. Typically, the CCSAI President and Board members sit on these committees and T. Singh questioned whether a protocol could be established to provide opportunities to any student of the College fill such roles. K. Rajpaulsingh noted that participation by CCSAI Board members is part of their role, as they have undergone specific training and have a solid understanding of the College and its governance. As the Advising Council is formed, the organization may wish to consider committees on an individual basis to determine the level of involvement and experience required and whether a Board member or a student at large is to join to the committee.
 - (g) *eBooks* – There is some confusion regarding the requirement to purchase ebooks. It was explained that particular ebooks are in fact required, however the purchase of other books and materials is optional. T. Singh is in communication with the appropriate departments regarding this matter and will provide the Board of Directors with an update once further information is received.
 - (h) *CSA, Letter of Intent* – A letter of intent was sent on behalf of the CCSAI to the CSA informing the desire to withdraw membership. Representatives from the CSA will be invited to attend an upcoming Board meeting for a presentation and discussion, and a vote will follow to ratify the decision made by the Board of Directors regarding membership moving forward.
10. **VICE PRESIDENT UPDATES**, continued.
- 10.1 **Story Arts Centre** – A. Malik reported:
- (a) *Ancillary Working Group* – A. Malik co-chairs the working group meetings.
 - (b) *Meetings* – A. Malik attended various meetings and noted working on a potential event for Orange Shirt Day this month.
 - (c) *COVID-19* – It was reported that a positive COVID-19 was confirmed on campus and the College is taking appropriate precautions as needed.
 - (d) *CSA Policy Committee* – A. Malik has recently joined the CSA Policy Committee.

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

- (a) *In-person Meeting, Progress Campus* – P. Verma assisted with the signing of note cards for the frosh kits that we put together for students and participated in the filming of short video clips used to introduce the Board of Directors to student body via various social media platforms.
- (b) *Ride Share* – Efforts are underway to determine whether a safe ride share program can be implemented for Morningside students. T. Graf expressed interest in collaborating with P. Verma to facilitate a ride share program. K. Rajpaulsingh reiterated that any plans for a ride share program should be presented to the IMS Department who will determine whether such a program could be implemented safely, particularly during the ongoing pandemic situation.
- (c) *Live Chat* – The live chat on the CCSAI website will continue to be monitored in order to establish which hours tend to be the busiest.
- (d) *e-Centennial* – Some students had difficulty accessing their timetables on e-Centennial.
- (e) *Success Advisors* – Several students at Morningside have reported being unable to contact Success Advisors.
- (f) *Co-op Work Permit* – P. Verma assisted several students with completing the co-op work permit application.

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

- (a) *Involvement* – T. Graf attended several training sessions, acted as a welcome ambassador, and helped prepare frosh kits at Progress Campus.
- (b) *Frosh Events* – Frosh events were held virtually, apart from one live event that was pre-recorded and posted on social media platforms. A complete analysis will now take place to measure participation and how many students were reached.
- (c) *Food Truck* – T. Graf is seeking to determine whether Bombardier Centre can have a food truck on campus to provide students with more options for meals.

At this point in the meeting, a five-minute break period was held, and the meeting resumed at 7:28 p.m.

11. **ADVOCATES UPDATE** – G. Khadarro and J. Gutierrez reported:

- (a) *Academic Concerns* – Advocates are diligently working to provide assistance and general guidance to students with various academic concerns including grade appeals, booking appointments with international advisors, and common concerns with virtual learning during the COVID-19 pandemic.

- (b) *Meetings* – Advocates meet by-weekly with the Student Experience Office.
- (c) *Grade Appeal Clinic* – Advocates shadowed several student appointments with Success Advisors.
- (d) *Research & Advocacy Coordinator* – A. Mushaq continues to be in regular communication with CCSAI Advocates and provides ongoing support and direction.
- (e) *College Policies and Procedures* – Advocates are familiarizing themselves with important College policies and procedures.

12. **CLUBS UPDATE** – L. Gahol reported with highlights noted as follows:

- (a) *Fall Semester Club Applications* – Two submissions were received and have been approved and will now complete appropriate training. There are also several students who are working on completing club applications and the organization is providing applicable assistance with advertising and helping them finding members. The deadline for club applications is Friday October 2, 2020, however as it has been decided that the winter semester will also be hybrid, it may prove feasible to keep the application process open for the duration of the semester. T. Singh questioned whether any research had been conducted on the manner by which other post-secondary institutions are running their club programs during the pandemic. L. Gahol is in communication with schools connected to COCA and reported having attended several virtual club fairs hosted during frosh week. It was noted that it has proved challenging to engage students and promote clubs during the COVID-19 situation. A renewal process/package may be adopted at the end of this academic cycle to help maintain active clubs.
- (b) *Summer Clubs* – Three clubs were ratified in the summer and have maintained active status for the fall semester. The CCSAI Theatre Club hosted a welcome event, the CCSAI Resilient Responders Club organized passive programming via social media, and the SDG Entrepreneurship Club hosted a webinar.
- (c) *Promotion* – It was reiterated that the organization must effectively promote clubs and ensure that students are aware of the benefits of forming or joining CCSAI clubs. Past or current club members may be introduced in interviews sharing their experiences as part of clubs. L. Gahol confirmed that a Clubs Spotlight will be featured on social media channels this week with answers to frequently answered questions.
- (d) *Career Week* – A student leadership panel will be organized during career week that will feature current and former club executives.

- (e) *Virtual Club Events* – In response to a query by J. Bilakhia, L. Gahol explained the manner by which the Programming and Events working group can provide assistance to clubs looking to host virtual events via platforms such as Zoom.

13. **EXECUTIVE DIRECTOR'S UPDATE – P. Kirlik**

- (a) *Fall 2020 Welcome* – Board members were thanked for their assistance with welcoming students to the Fall 2020 semester and for assisting with putting together frosh kits.
- (b) *Frosh Kits* – Approximately 650 kits have been distributed thus far and students have been excited to receive them.
- (c) *Election Policy Survey* – The results of the survey are being organized with the assistance of A. Mushtaq and will be shared at a future Board meeting.
- (d) *Pillar Survey* – It was noted that the survey was distributed to the Alumni Association Board members, CCSAI Alumni, CCSAI full time staff members and various members of the College with good response. Data collected will continue to be organized and will be presented to the Board of Directors following the close of the survey on October 2, 2020.
- (e) *Full Time and Part Time Staffing Survey* – P. Kirlik and A. Mushtaq are liaising with members at eleven Colleges in the province to obtain information regarding operating budgets, full time and part time staff salary ranges, enrolment, honorarium ranges etc. In response to a query by T. Graf regarding the drafting of the operating budget, P. Kirlik explained that information obtained from the survey will provide opportunity for comparison and any necessary changes. T. Singh further noted that it may prove beneficial to draft and approve the CCSAI fiscal budget in advance in the future.
- (f) *Wage Subsidy* – The subsidy for periods one through six were received and the application for period seven was successfully submitted.
- (g) *Fees Protocol* – The Board of Directors will work on the fees protocol as the process is now underway as explained in detail by J. Fisher.
- (h) *Financial Statements* – The financial statements have been received and will be distributed to all members for review. Representatives from the auditing firm will be invited to provide an overview of the documents as presented.
- (i) *Operating Budget* – T. Singh and P. Kirlik are drafting the budget for 2020/2021.
- (j) *Advisory Council* – The application deadline is September 25, 2020 and 17 applications have been received thus far.

- (k) *Student Services* – T. Ellul is working on options to offer in-person legal services and graduation photographs and is following all of the guidelines and protocols determined by the 4R's Committee. T. Ellul is in regular communication with representatives from We Speak Student who have promised a 24-hour response time for any questions received regarding the student health plan.
 - (l) *Weightlifting Competition* – The event will be organized virtually.
 - (m) *Live Chat* – The chat platform is live from 10:00 a.m. to 2:00 p.m. and is monitored by five staff members.
 - (n) *Food Bank* – Ventilation in the room designated for the food bank has been upgraded and equipment has been ordered. The objective is to offer curb side pick-up for the food bank and to make this service available at other campus locations at some point in the future. The CCSAI continues to seek out options for food security at all five campus locations.
 - (o) *Frosh at Home* – The virtual events were hosted with great success.
 - (p) *CCSAI Website* – The website will undergo an accessibility audit to ensure compliance.
 - (q) *Orange Shirt Day* – The organization is looking to determine the best way to respectfully recognize and stand in solidarity with individuals impacted by residential schools on Orange Shirt Day.
 - (r) *Working Groups Meeting Minutes* – A template is being crafted that will be utilized to record minutes in a consistent manner at working group meetings. J. Bilakhia recommended that a google document be created for each working group to keep track of various projects that are in progress.
 - (s) *Engagement and Media Habits Survey* – The goal is to collect a minimum of 1,000 responses to determine how the CCSAI can better engage with the student body to best facilitate various student services and events particularly during these challenging times.
14. **CENTENNIAL COLLEGE UPDATE** – K. Rajpaulsingh reported:
- (a) *Welcoming Students* – The College continues to welcome students back both virtually and in person and the Student Life team will organize and host engaging activities throughout the fall semester.
 - (b) *Questions from Students* – The College continues to receive various inquiries from students regarding teaching platforms, virtual and synchronous learning, curriculum etc. and is actively working to navigate and address concerns.

- (c) *COVID-19 Information for Students* – Students are reminded that they are part of a larger community and have a responsibility to be respectful and understanding of rules put in place to stop the spread of COVID-19. The College will continue to take an educational approach with COVID-19 related messaging to help students understand their personal responsibility. T. Graf recommended enhancing messaging via social media platforms in this regard.
- (d) *Phone Lines, Financial Services and Registration* – T. Singh reported that some students have expressed concern regarding the inability to reach someone via the telephone numbers listed on the College website for Financial Services and Registration. P. Kirlik explained that staff members are not physically in the office but should be picking up and responding to any voice mail messages received. It was suggested that students utilize email or live chat platforms. **Action: K. Rajpaulsingh is requested to follow up regarding the manner by which voicemail messages left by students are received and respond to.**

15. **OTHER BUSINESS/ACTION ITEM FOLLOW UP**

- (a) *Pandemic Academic Relief Town Hall* – J. Bilakhia reported that there were approximately 100 participants in attendance at the Pandemic Academic Relief Town Hall.

16. **FOR THE GOOD OF THE BOARD**

- (a) *Appreciation* – T. Singh thanked Board members and Advocates for their hard work and great participation during the meeting. Students continue to report that they are pleased with their interactions and the assistance received from CCSAI Advocates. T. Graf expressed his appreciation for the support and guidance provided by K. Rajpaulsingh. G. Khadarro and J. Gutierrez noted that Board members and full-time staff have been extremely supportive and continue to provide excellent leadership and direction.

17. **DATE OF NEXT MEETING**

The next Full Board meeting will be held on a *date to be determined*.

18. **ADJOURNMENT**

There being no further business to discuss, the meeting was concluded at 8:16 p.m. on Motion duly made and seconded.

President – T. Singh

Executive Director/CEO – P. Kirlik