

**College Affairs Board
Innis College Council
Monday, November 25, 2019 at 2:30 pm
Innis College, Room 310, East Wing**

Minutes

Present: Didier Ha, Joyce Hahn (assessor), Alexandra Hu, Paul Kaita, Charlie Keil, Kate Johnson, Annie Liu, Eyan Logan, Steve Masse (assessor), Ashlee Redmond, Ben Weststrate (council secretary), Louisa You, Andrew Zhao

Regrets: Mira Chow, Daniel Li, Josie Meza-Silva, Joanne Uyede, Nancy Zhao

ELECTION OF MODERATOR AND SECRETARY

A motion to elect You as secretary was moved (Zhao), seconded (Johnson), and carried.

A motion to elect Zhao as moderator was moved (Ha), seconded (Johnson), and carried.

MINUTES OF THE PREVIOUS MEETING

A motion to approve [the minutes of the April 8, 2018 meeting](#) was moved (Zhao), and carried.

DEAN OF STUDENTS AND RESIDENCE REPORT

Steve Masse, dean of students, reported the following:

- Jordan MacQuarrie left the assistant dean, Administration and Operations, position for an opportunity at University College. Jenny Owens has been hired to the role.
- Summer housing ended August
 - Demand surpassed space
 - 210 residents throughout Summer
- Restructured maintenance that created an increase in revenue
 - 25% above projections for the summer
- Currently working on 2020-2021 admissions and residence admissions
 - Met U of T first-year residence guarantee
 - 78% first-year residents, 22% upper-year
- Elevator modernization
 - Need being felt “very acutely”
 - Contract awarded
 - Began work Sept, in December will take one elevator from each side offline
 - Estimate 12 weeks to come back online
 - Expected completion May 2020
 - Liu clarified that there will be at least one elevator cab in service per tower
- Common room renewal
 - Approaching completion
 - Consultation with students began January/February
 - Feedback: need for common rooms to serve multi-purposes, a variety of study and social environments, furnishings that were purpose built
 - Students very involved in process over summer
 - Furniture chosen

- Will present to college principal soon
- Plan to move forward with order at the end of December; installation in February
- Laundry modernization
 - Recommend proceed w/ external contractor that manages all components of service: acquiring, maintenance, revenue collection etc.
 - Value added: technology to download app, load and pay with app, see what machines are available
 - Hope to move forward early in the new year
- Housekeeping operations
 - Onboarded a new service in March; operating quite well
 - Looking to explore expanding service to include weekly cleaning of all suites
 - In term of staff time, there is not too much cost. Those are well outweighed by the benefits (e.g., reduce suitemate conflict; reduce student stress; upkeeping facilities)
 - Goal is to streamline the cleaning schedule (e.g. “You can expect your suite to be cleaned on Monday every week.”)

TECHNICAL FACILITIES REPORT

Eyan Logan, technical facilities officer, reported the following:

- Staffing changes:
 - Audio-visual coordinator Sean Rogers is on paternity leave; will be back in Jan 2020
 - Ned Seager returns as a primary event technician
 - New venue coordinator: Nate Wilson
 - Many new student employees
- Livestreaming service restored:
 - Livestream events to Youtube channel
 - Record events regularly for archival copy
- Online customer satisfaction survey, launched last year by student employee, found:
 - Rental clients outbound surveyed on quality of service, space etc.
 - We scored very well
 - Next stage of survey: develop new questions for more extensive feedback (i.e., beyond numerical scores)

INNIS LIBRARY REPORT

Kate Johnson, college library, reported the following:

- Fall hours: Mon-Thu 10-8, Fri 10-5, weekends 1-8
- New staff, one in library at all times
- Closing for holiday period
- Hoping to close at 1 pm on Friday before exams, seeking student feedback
 - Statistics indicate not many students there at that time, but printing is used
 - Students board members affirmed the early closure is acceptable
- Re-opening January 6 when term starts
- Physical space going well, very popular
- Revamping librarian office: less claustrophobic, easier for staff and research consultations to use the space

INNIS CAFÉ REPORT

Weststrate reported the following on behalf of Innis Café owner Gunash Shahidi:

- Business is doing well, especially weekly specials
- Catering orders up 20% compared to previous years
- Four part-time students are employed

Hahn added that the college is looking to re-upholster or repair seating in the Café

CHIEF ADMINISTRATIVE OFFICER REPORT

Joyce Hahn, CAO, reported the following:

- **Financial services:**
 - 2020/21 budget submissions are underway, involving:
 - Pre-SARG meeting with CFO, assistant VP, VP Operations, etc. re ancillary accounting
 - Ancillary budget is in strong financial health. There were no questions or concerns at that meeting
 - Two more meetings are schedule
 - SARG then recommends to University Affairs Board, UAB (March), who approves the plans
 - Then we can post rates applicable for next academic year
 - If all ancillaries meet four core principles it is unlikely the budget will be rejected
- **Human resources:**
 - Work studies changes:
 - Hourly rate
 - Manner of online approvals hiring
 - New learning outcomes, feedback, questions in process
 - One example of how the university is streamlining hiring at U of T
 - Business services coordinator left one year ago, as of Friday Nov 22 the posting for new coordinator has closed
 - Interviews begin next week, then test (financial skills)
 - hope to have someone in place in the new year
- **IT:**

Jason Daye, IT coordinator, reported the following:

 - VOIP has been migrated to the college
 - Fax machine doesn't work with transition. The fax number is unlikely to change.
 - ITS legacy email: University is de-commissioning old email addresses that don't correspond to new system
 - By January 2020 all legacy emails will be de-commissioned
 - Primarily implicates emeritus faculty members, who are asked to migrate to @alumni.utoronto.ca addresses.
 - We are not set to lose any legacy emails since our de-commissioned are not in use
 - IT Help Desk:
 - Four work study staff
 - Slight transformation within a few weeks, invested in new desk; existing furniture will be repurposed; the new desk will be on lockable casters; it will accommodate two people
 - help desk will become a more broadly informational hub, a one-stop shop for college information. Studies show inquiries are more general purpose (e.g., wayfinding).
 - Goal is to staff it year round, by students
 - Charlie: discussion about efficacy and how much use that function is getting, but principal's advisory group is going to talk about that

- In addition to collecting couriered mail, Johnson recommended the help desk service include accepting student society mail
 - Jason Daye will continue to supervise the desk
 - College website redevelopment:
 - Two focus group sessions over the summer, one for students and one for staff/faculty
 - Envisions Synergy was contracted to facilitate the sessions
 - Staff conducted a visionary map of operational functions
 - The request for proposals (RFP) was issued, and several design/development companies were approached
 - The platform (i.e., Drupal versus Wordpress) is as yet undecided.
- **Facilities:**
 - Reminder: if anyone has questions about space/facilities in general (use, temperature etc.) please let Joyce or Jason know. They have a system for inquiries.
 - Security and access is a top-of-mind priority
 - Given downtown location, open access, if anyone has any concerns or questions, please let them know. Smoking on the east wing third floor was recently reported.
 - Ideas for making building more safe are welcome (e.g., wireless and fob locks)
 - East atrium lobby – third table:
 - Long procurement process because it is a custom build; it was ordered and should arrive within a few weeks.
 - General painting and refresh over the summer
 - West wing second floor bathroom has repeatedly been damaged (i.e., sink keeps coming out of the wall)
 - Rooms 204 and 209 (i.e., ACE classrooms) now have long-awaited new tables and chairs after
 - Keil noted that centrally booked “ACE” classrooms are not controlled by the College. Their furnishings are handled by the central office.
 - The accessible washroom in the west wing first floor is still out of service. Caretaking attempted to address, to no avail. A request has been submitted via property management, and it should be resolved within a few weeks.
 - Building Renewal and Expansion open house was on November 21, hosted by the College with presentations from Montgomery Sisam (architects) and Brooks-McElroy (landscape architects).
 - Project is now in design/development phase, involving representatives from the College and other internal U of T administrators.
 - Poster boards with designs on display in lobby; hope to have some in residence and rotate so everyone is able to see everything.
 - Comments and questions encouraged. Use post-it notes or email Joyce Hahn.
 - Keil noted that the design is becoming increasingly refined, but it is closely tied to “space program” and works within budgetary constraints. Window is now closing on consultation (i.e., certain aspects are unchangeable at a certain point in design development). There will be no further large-scale alterations to allocations of space. Once architects have submitted cost estimates it becomes hard to change.

ADJOURNMENT

A motion to adjourn was moved (Redmond), seconded (Zhao), and carried.