

**MANAGEMENT REPORT**

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| *Report Title:* | **Student Services Committee Terms of Reference** |
| *Report Number:* | **SS.12.09.078** | ***Date to Committee:*** | **Sept 12, 2012** | ***Date to Board:***  | **Sept 12,2012** |
| *Report To:* | **[ ]  AUDIT, FINANCE & INFRASTRUCTURE** **[ ]  GOVERNANCE** **[ ]  PROGRAM DEVELOPMENT & RENEWAL** **[x]  STUDENT SERVICES****[ ]  NOMINATING****[ ]  OTHER:** | **[x]  BOARD****[ ]  MEG****[ ]  SMT** |
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| *Item Class:* | CLOSED | [ ]  | OPEN | [x]  | DECISION | [x]  | INFORMATION | [ ]  |

1. **RECOMMENDATION:**

**THAT** the Board of Governors receive Report SS.12.09.078: Student Services Committee *Terms of Reference for approval.*

1. **Purpose & EXECUTIVE SUMMARY:**

The purpose of this report is to present the Student Services Committees’ Terms of Reference, approved by the Board of Governors on September 8, 2010 and revised September 2011 as a guiding document to their deliberations.

1. **BACKGROUND:**

The revisions to the Terms of Reference for the Student Services Committee broadens the focus of the Committee. The revised focus will include service issues within the Student Services group as well as an expanded focus on service coordination and excellence in other areas of the College. The broader focus emphasizes the research that indicates that students reflect on the entire student experience rather than individual service interactions.

1. **RELATIONSHIP TO STRATEGIC PLAN:**

Quality Services

1. **DISCUSSION:**

The Terms of Reference guide the work of the Student Services Committee. The broader focus will require special reports to the Committee from time to time to monitor service issues. The inclusion of Human Resources as a Resource to the Committee reinforces the importance of staff as a critical component of service excellence.

1. **IMPACT ON STUDENTS:**

The Student Services Committee will promote cross functional cooperation and coordination to ensure that service to students has a consistent focus within all areas of the College.

1. **FINANCIAL MATTERS:**

N/A

1. **Human resources matters:**

The establishment, monitoring and reporting of standards will require ongoing support from the Human Resources branch.

1. **ENVIRONMENTAL MATTERS:**

N/A

1. **COMMUNICATION MATTERS:**

N/A

1. **legal matters:**

N/A

1. **CONCLUSION:**

The minor revisions to the Terms of Reference clarifies that the Student Services Committee will have a broad focus to service excellence rather than a narrow focus on the Student Services Group.

Respectfully submitted, Approved for Submission

**ORIGINAL SIGNED BY WAYNE POIRER ORIGINAL SIGNED BY ROB MACISAAC**

Wayne, Poirier Rob MacIsaac

Vice President, Student Services President

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| A***ppendices:*** | Appendix A - Terms of Reference, Student Services Committee |
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| ***Staff & Others Consulted:*** | Name | Telephone |
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| ***Notifications:*** | Name | Mailing or E-mail Address |
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| ***Special Instructions:*** |  |

**Appendix A:**

**Terms of Reference - Student Service Committee**

**Preamble:**

The Board of Governors has a general and encompassing duty to demonstrate a reasonable standard of care in performing the Board’s duties as set out in legislation, regulation and Board bylaws. The Student Services Committee has been established by Board resolution to help Mohawk achieve and maintain excellence in the provision of services to students.

**Responsibilities:**

1. To ensure excellence in the quality of services provided to students by recommending to the Board of Governors strategies, policies and standards for serving, rewarding and recognizing the College’s students**.**
2. To establish metrics and service standards and to monitor the performance and efficiency of services to students against the approved standards.
3. To identify the needs of specific groups of students, including but not limited to, international, full-time, part-time, continuing education, mature, disabled, ethnically diverse, and students with families.
4. To obtain a current student perspective and to consult with students from time to time, including meeting annually with the executive of the Mohawk Students’ Association and the Mohawk College Association of Continuing Education Students.

**Membership (minimum):**

* Chair of the Board (ex officio)
* College President (ex officio)
* Three external governors
* One internal governor
* VP, Student Services (Resource)
* Chief Human Resources and Organizational Officer (Resource)
* Director, Business Development and Retail (Resource)
* Director, Alumni Relations (Resource)

**Quorum:**

A simple majority of the Committee members.

 **Meetings:**

A minimum of four times per year.

**Record Keeping:**

The Student Services Committee shall keep records and minutes of its proceedings that accurately reflect the proceedings of the Committee. Minutes will be formally approved by agenda at the next Student Services Committee meeting and forwarded to the Board of Governors for information purposes. The records and minutes shall be retained in the President’s Office.