

STUDENT SERVICES COMMITTEE PROTOCOL

EFFECTIVE: April 30, 2011

SUPERSEDES: April 24, 1995

RELATED DOCUMENTS:

- Appendix A: Ministry of Education and Training Compulsory Ancillary Fee Guidelines

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PREAMBLE:

The University administers a number of student services designated to enhance the academic program of the university and provide enrichment beyond the academic domain. These services are supported, in whole or in part, through non-tuition related compulsory ancillary fees levied by the University on the student body. It is therefore essential that there be genuine student involvement in establishing the levels of fees charged for these services.

The administration and the students of The University of Western Ontario (UWO), represented by the University Students' Council (USC), the Society of Graduate Students (SOGS), and the Master of Business Administration Association (MBAA), have established a Student Services Committee (SSC) to deliberate on a number of issues pertaining to student services as outlined in the following terms of reference. The purpose of this Committee is to develop proposals and recommendations relating to the scope of student services and their fee levels, which shall be submitted to the UWO President, the Property and Finance Committee of the Board of Governors (PFC) and subsequently the Board of Governors. Student Governments, by signing this protocol, agree that any recommendations of the Student Services Committee to increase fees for a specified purpose will constitute student approval of fee increases for that purpose, as required by the Ministry of Education and Training's Compulsory Ancillary Fee guidelines announced on March 23, 1994 (Appendix A), (hereinafter referred to as "Ministry Guidelines").

The Board of Governors, through the UWO President and Administration, retains its full authority over the management, direction, and planning of all services which charge compulsory ancillary fees. It is recognized that there are other participants in the budget process, and that the recommendations of the SSC will be balanced against other sources of input. The Board of Governors will continue to have final authority over the services and fees of the units concerned subject to any Ministry policies or guidelines in effect.

TERMS OF REFERENCE:

- 1.00** For the purposes of this agreement, a "student service" shall be defined as a service of the University, funded in whole or in part by non-tuition related compulsory ancillary fees (hereinafter referred to as "fees") as outlined in section 4.00.
- 2.00** The SSC shall make submissions to the UWO President, the PFC and the Board of Governors on:
 - 2.01 changes or increases to fees relating to services outlined in section 4.00;
 - 2.02 any user fees collected as a pre-condition for use of a student service;
 - 2.03 any new fee or service; and,
 - 2.04 the direction and scope of student services.
- 3.00** Should a fee increase or new fee be instituted without the agreement of the SSC it will be considered to be contrary to the provisions outlined in the Ministry guidelines and information on

such fee changes will be forwarded by the SSC to the Ministry of Education and Training. Any new fee or service that is approved under this protocol is subject to this protocol.

4.00 The SSC will submit recommendations and proposals on the level and distribution of the following separate fees for which student services are provided:

- Campus Recreation
- Financial Aid
- Indigenous Services
- Intercollegiate Athletics
- Off Campus Housing & Housing Mediation
- Services for Students with Disabilities
- Student Development Centre
- Student Success Centre (Careers Component and Undergraduate Student Component)
- Student Health Services
- Thompson Recreation and Athletic Centre
- Western Foot Patrol

4.01 Should a proposed fee increase exceed four (4) dollars for a specific unit, or should there be a total proposed fee increase in excess of five (5) percent of the previous year's fees, then said increase(s) shall be put to a referendum of the student body, to be held concurrently with the USC Presidential elections. The aforementioned referendum will include graduate students, undergraduate students, and, where applicable, affiliated college students and will be subject to referendum policies agreed upon by the USC, SOGS, and the MBAA. A quorum, calculated on the full-time equivalent enrolment for the previous year, of twenty (20) percent of the entire student body will be required for the referendum to be valid. If quorum is not reached, the proposed increases will be referred back to the SSC for the development of submissions to PFC and the Board of Governors. The referendum question will be developed by the SSC in conjunction with the administration. Proposed fee increases that will be subject to approval by referendum must be submitted to the SSC before the second Monday in January.

5.00 The SSC will also:

- 5.01 present recommendations and proposals annually to the PFC;
- 5.02 meet annually with the Senate Committee on University Planning (SCUP) to discuss issues pertaining to student services;
- 5.03 serve, as deemed necessary by the SSC and the UWO administration, as a medium of information, communication and coordination between student services and the respective members of the University community;
- 5.04 serve as a forum for discussion on student life issues at the University as they relate to the student services, and;
- 5.05 establish its own rules of procedure and establish sub-committees as necessary to facilitate the work of the SSC.

6.00 The SSC will seek input from a number of sources in arriving at recommendations, including, but not limited to, the following:

- 6.01 unit-level advisory committees which may be in operation to deliberate on unit-specific planning and budgeting. These advisory committees shall provide recommendations and relevant documentation to the SSC no later than February 15 of each year;
- (1) Where no advisory committee exists for a student service, the unit may forward fee recommendations and relevant documentation directly to the SSC no later than February 15 of each year.
- 6.02 annual performance data from student services, as requested by the SSC, including criteria such as, but not limited to, the number of students utilizing the service, student satisfaction and changes with respect to past performance to be forwarded no later than February 15 of each year;
- 6.03 annual occupancy models pertaining to student service units outlined in section 4.00 as part of the budgetary and planning formation to be forwarded no later than February 15 of each year;
- 6.04 management and coordinators of student services, and;
- 6.05 other subject matter experts when appropriate.
- 7.00** Annual fee levels are expected to be sufficient to provide funding for the operation of each service. When, due to factors beyond the control of the University, the annual budgets are not sufficient to meet the needs of a particular service and its operating revenues have been exhausted, then it is understood agreed that appropriate funding will be transferred from other units up to the limit of their operating reserves, and any discretionary expenditures, to ensure the provision of a service. It is understood and agreed that such transfers shall be reported to the SSC on a timely basis. It is further agreed that any funding transferred shall be recovered by the donor unit(s) from the recipient services fees in subsequent years.
- 8.00** The membership of the SSC will be as follows:
- Two undergraduate students appointed by the USC (voting)
 - One graduate student appointed by SOGS (voting)
 - One USC Executive Officer other than the President, appointed by the President (voting)
 - One member appointed by the Board of Governors (non-voting)
- Ex-Officio*
- USC President, or designate (voting)
 - SOGS President, or designate (voting)
 - SOGS VP Student Services (voting)
 - MBAA President, or designate (voting)
 - Vice-President Finance & Operations (non-voting)
 - Vice-Provost (Academic Programs and Students) (non-voting)
 - Associate Vice-President (Housing & Ancillary Services) (non-voting)
 - Manager, Financial Analysis & Budget Administration (non-voting)
 - USC General Manager (non-voting)
 - USC Senior Manager Finance (non-voting)
- 8.01 The Chairperson shall be elected annually in April from among the voting members by the voting members.

- 8.02 Terms of office for appointed USC and SOGS student members shall be two years, commencing April 1, and terminating March 31, provided they remain students of the University. Terms of office for the Board of Governors shall also be two years, provided they remain in their positions.
- 8.03 Meetings will be at the call of the Chairperson, and there must be a minimum of one meeting per calendar month between September and April. There must be a minimum of two meetings during the period of May 1 to August 31. Fourteen days notice must be given for all meetings except in cases where all of the voting representatives agree to shorter notice at a duly called meeting for a subsequent meeting.
- 8.04 Meetings shall normally be open to the public; however, legal, contractual, and personnel matters will be considered in confidential session. Attendance and/or participation confidential sessions of those other than regular members will be at the discretion of the voting members.
- 8.05 Quorum for duly called meetings shall be a majority of voting members representing at least two student governments. Therefore, if all voting positions are filled quorum shall be five out of eight members.
- (1) If there are unfilled voting positions, quorum shall be a majority of the positions filled representing at least two student governments. For example, if only five voting members have been appointed quorum shall be three members from at least two student governments.
- 8.06 Fees levied or proposed concerning only one of the student bodies shall only be voted upon by the representatives of that student body and will affect only the fees of those students within that body. The number of voting members and governments that constitute a majority is reduced accordingly.
- 8.07 In the case of the inability of a voting member to fulfil the term of appointment, the appointing organization may appoint a replacement member for the duration of that respective term.
- 8.08 If a voting member cannot attend a meeting she may, with at least 48 hours notice given to the Chairperson, designate a proxy to act on her behalf for that meeting. The Chairperson shall be empowered to accept or deny the request.
- (1) The committee shall be informed of the Chairperson's decision in advance of the meeting. Members may appeal the Chairperson's decision at the beginning of the meeting as per established procedures in Roberts Rules of Order.
- 8.09 If all voting members consent thereto, an electronic mail ballot can be used to consider a resolution. A resolution passed by a majority of voting members using this method shall have the same force and effect as if passed at a regularly constituted meeting of the SSC.
- 9.00** Rules of procedure for SSC meetings shall be determined, in order of preference by:
- Operating procedures established by the SSC; and,
 - Robert's Rules of Order.

10.00 APPROVAL AND AMENDMENTS

- 9.01 This agreement may be changed only with the approval of the administration and a majority of student governments representing a majority of students.
- 9.02 The SSC and these terms of reference shall take effect upon receiving approval from the USC, SOGS, MBAA, and the Board of Governors of the University. A review of this protocol shall be initiated by the signatory organizations responsible for its development every five years.

11.00 TERMINATION

- 9.03 Should the Ministry remove any requirement for the existence of a protocol for student approval to ancillary fee increases, the University is committed to remaining accountable to the University community at large and in particular student governments for the administration of student services by continuing to recognize this agreement.
- 9.04 Agreement to this Protocol may be terminated by either the University administration or by a consensus of all the signing student governments—by giving the others eighteen months written notice.
 - (1) Should this agreement be terminated by either the University, or all of the student governments, it is understood that the SSC will be dissolved, and approval for increases in fees will be subject to Ministry policies or guidelines in effect.

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