

SENATE MEETING MINUTES January 14, 2011

The 530th Meeting of the Senate of Saint Mary's University was held on Friday, January 14, 2011, at 2:30 PM, in the Secunda Marine Boardroom. Dr. D. Naulls, Chairperson, presided.

PRESENT: Dr. Dodds, Dr. Gauthier, Dr. Dixon, Dr. Enns, Dr. Smith, Dr. Vessey, Dr. Naulls, Dr. Austin, Dr. Barclay, Dr. Beaulé, Dr. Bjornson, Dr. Ivanoff, Dr. Kimery, Dr. Pendse, Dr. Russell, Dr. Stinson, Dr. Sun, Mr. Hotchkiss, Ms. Marie DeYoung, Ms. MacDonald, Mr. Anderson, Miss. Dix, Mr. Gomez, Miss. Mashoodh, Ms. G. Morrison and Ms. Bell, Secretary to the Office of Senate.

REGRETS: Dr. Barr, Dr. Dawson, Dr. Neatby, Dr. Stanivukovic, Dr. Wicks, and Mr. Hall

Meeting commenced at 2:32 P.M.

10033 **REPORT OF THE AGENDA COMMITTEE**

The report of the Agenda Committee was accepted. Items were reordered as follows: Nominations to the Presidential Review Committee are to be addressed first, followed by minutes, winter graduation listing and the presentation by G. Morrison.

10034 **MINUTES OF THE PREVIOUS MEETING**

Minutes of the meeting of December 17, 2010, were *circulated as Appendix A*.

- Page 2, first bullet point – changed to “It was submitted to the Faculty of Arts”. Further down in that point change to “One of the original criticisms of the program was that there was too much course work and not enough *time* for actual research.”
- Page 3, third line down - change to, “If all 5 students were individually supervised by a different faculty member, and if all of those exercised the course release option, the cost could increase significantly.
- Page 4, first bullet point - strike the section beginning “The Graduate Diploma...and ending with ‘that are appropriate’”.
- Page 4 under item .02, first bullet point - change to “for a period of two hours *each*.”

Moved by DeYoung, and seconded, **‘that the minutes of the meeting of December 17, 2010 are approved as amended.’ Motion carried.**

10035

BUSINESS ARISING FROM THE MINUTES

None

10036

SERVICE EXCELLENCE VISION AND COUNCIL TERMS OF REFERENCE

Documents circulated as *Appendix B*. Presentation by Gabrielle Morrison.

Key Discussion Points:

- Senior University Administration has specified customer service as a key priority. Exemplary service must be the hallmark of SMU.
- Key practices of organizations that provide excellent service are: they regularly talk about it, everyone understands the expected behaviour, and customer feedback is continually sought and reviewed/analyzed.
- Some activities that have already been initiated are: A Shared Visioning workshop. A Vision Statement has been developed. A Service Excellence Council has been established and several initiatives have been initiated.

➤ **Vision**

Building on a strong tradition as a caring and close community, we will provide excellent service stemming from fully engaged faculty, staff, and students. We strive to continuously improve our service quality by responding to the changing needs and expectations of all groups who make up our community. We envision that all Saint Mary's students will achieve their educational goals, exhibit extreme pride in the University and become enthusiastic Alumni.

➤ **Purpose**

The Service Excellence Council is a multi-stakeholder group of committed leaders from across the University charged with cultivating an environment that inspires employees to excel in service delivery.

Building on University wide experiences, the Council ensures the integration of service excellence principles and practices into current activities, as well as establishes and coordinates new service excellence initiatives.

The Council fosters excellent service practices across campus, while maintaining a focus on student success, recognizing that we serve students, as well as each other within Saint Mary's University and our larger community.

The Council supports, coordinates and liaises with the Senate-approved committee already tasked with student success from an academic perspective.

➤ **Responsibilities**

1. Develop a Saint Mary's University service excellence model, standards and expectations, based on the shared vision of Service Excellence, including:
 - a. The technical and functional aspects of "excellent" or "quality" service....
 - Was the right thing done?
 - Was the thing done right?

- b. The principle of asking students and other clients what they want and need
 2. Collaborate with the Senate Committee on Student Success
 3. Collaborate with the CN Centre for Occupational Health and Safety regarding specific research on leadership development, employee engagement and their impact on service outcomes
 4. Guide the establishment of a leadership training and development program for Senior Administrators in their role of creating a service excellence culture, including the development of departmental action plans in which technical service improvement opportunities and their specific departmental staff training needs are identified
 5. Guide the establishment of training and development programs for managers and front line staff
 6. Guide the establishment of training and development programs for department chairs, in their role of creating a service excellence culture in relation to their responsibilities for overseeing faculty and for managing departmental support staff.
 7. Guide the development of a promotion and communication strategy that may include such things as branding the Service Excellence Initiative, telling the story of current service successes in This Week at Saint Mary's and identifying/celebrating excellent service practices, situations and incidents
 8. Oversee the integration of service excellence principles and practices into current activities and new initiatives
 9. Establish and maintain a baseline and ongoing inventory of technical and functional service excellence initiatives and activities throughout the University
 10. Adopt, develop and maintain performance metrics and measurements, including such tools as using external surveys, feedback forums and individual feedback
- The Council will explore the benefits and potential of adopting a formalized process improvement approach. This will be done in relation to technical service improvement methods in support of the change initiatives. (Examples of current change initiatives are the Banner implementation, and the changes in Enrolment Services and Student Advising.)
 - Investing in people is one component that is being looked at. We need to ensure people have the tools available, and skills to undertake their responsibilities. We also need to ensure that staff is equipped to deal with stress on the job.
 - Members were advised that Continuing Education offers programs and courses to the private sector in a number of the areas already mentioned. These courses have been tested and found beneficial.
 - The area of Department Chair engagement has been identified for training in the short term (management chairs and staff). Programs are being considered for next fall in the area of leadership development, employee engagement and service outcomes.
 - The potential for collaboration with the Senate Committee on Student Success is being discussed at this time.

10037

WINTER GRADUATION LIST

Hard copy documentation was circulated as **Appendix C** for this meeting.

Key Discussion Points:

- There are 207 grads on the January grad list for 229 credentials. This is up substantially from last year.
- We have not received marks from external institutions for some of the students that took courses last semester on letters of permission and have applied to graduate in January. It is through no fault of the student that we have been unable to put their names on the graduation list. As those marks are received, we would like to be able to add them to this list.

Moved by Dr. Dixon, and seconded, **“to confer degrees and distinctions on those represented on the list circulated as Appendix C. Students will be invited to participate in the Spring Convocation if they wish to do so.” Motion carried unanimously.**

Moved by Dr. Dixon, and seconded, **“to enable the Registrar to add such graduates to this list as have applied to graduate, and who meet the requirements of their degree programs once the University receives final grades from the outside institutions involved.” Motion carried unanimously.**

10038

NEW BUSINESS FROM

- a. Floor (not involving notice of motion)
The Senate website still needs work. Updates have been delayed due to limited resources and the Senate Office focus on the generation of the undergraduate and graduate academic calendars for 2011-2012.
- b. Floor (moved to the beginning of the agenda)
 - Request from the Board of Governors for the nomination of two faculty members of the Senate to a Presidential Review Committee.
 - Gauthier gave a brief overview of the structure of the review committee. The process will likely take three months from the date of the next Board of Governors meeting at the end of January. The review committee membership will be considered for approval at that meeting. The commitment will likely be a few hours per week over that period of time. After the initial meetings, material will be developed and will need review. Members were advised that the Board of Governors as a whole is concerned that faculty have representation in this process. 7 Governors will be appointed and one of those seven will be one of the faculty members that have been elected to the Board of Governors.
The following Senate members were nominated/ appointed:
 1. Dr. K. Kimery, Finance, Information Systems and Management Science.

10039

PRESIDENTS REPORT

Key Discussion Points:

Dr. Dodds advised members that

- The BMO lounge In the Loyola building has been taken over for financial services in an attempt to consolidate the department and improve the student experience. The Student Service Centre project in the McNally Building will provide a one stop service centre for all related services.
- There is still no date for the MOU negotiations. This week, when the premier was asked what role students would play in the MOU renewal process, he stated that they were working on it. The premier said that we would be working on the MOU process soon. There is the potential that there will be no MOU process. It is possible the Government will just come up with a decision on cuts and allocations.
- A cabinet shuffle has occurred and a new department of labour and advanced education was formed. There was a precedent in the 1980s. Moore has been moved to that position which will provide continuity. A new deputy has been appointed from community, who will need time to get up to speed. There is no way of knowing what impact (if any) these developments will have on the MOU process.
- Work in McNally continues in the south wing. The hope is that it will be completed by March. There are new street lights at the front of the university. We are confident the audit on project costs will be completed without any issues. The government has relaxed the original timetable somewhat and everyone currently working on a project within this program has some leeway.

10040

QUESTION PERIOD

Key Discussion Points:

- A senator noted that the landscaping on west and east sides of the campus is finished and adds greatly to the look of the campus.
- The Atrium has really opened up the access to the Library.
- More needs to be done to encourage students to use the Arts Commons Area. It provides a very quiet environment for students to work.
- January 29th is the date for the kick off for 11th annual International Night. The highlight of this night is always the exemplary variety and international flavor of the food and entertainment! The SMU campus is enriched by our very large community of international students. This is a wonderful way to celebrate that multicultural environment. Tickets are available for the International centre.

10041

ADJOURNMENT

The meeting adjourned at 3:37 P.M.

Barb Bell,
Secretary to the Office of Senate