

The University of Dublin

Trinity College

Minutes of Student Services Committee Meeting, 2nd February 2010

Present Dr Amanda Piesse (Chair), Dr D McGrath (Secretary), Dean of Students (Dr G Whyte); Senior Lecturer (Dr A Douglas); College Secretary (Ms A FitzGerald). Senior Tutor (Dr M O'Regan), Deputy Treasurer's Representative (Ciara Lynch), Director, College Disability Service (Mr. D Treanor). SU Welfare Officer (Mr C Cashman), GSU President (Mr R Hodson).

Apologies Vice-Provost (CAO) (Prof P Prendergast); Dr. E. MacCarthaigh; Head of School (Dr Donal O'Donovan);

In attendance Mrs A. Williams.

SECTION A

SS/09-10/25 Minutes The Minutes of the meeting held on 3rd November were taken as read, approved following the deletion of highlight in SS/09-10/20 on second half of 1st sentence, and deletion of section 3) in SS/09-10/23.

SS/09-10/26 Matters Arising from the Minutes Matters arising from the Minutes were discussed and are recorded below, (see Minute SS/09-10/27; SS/09-10/28).

SS/09-10/27 College Day Nursery The Day Nursery Advisory Group met and will meet again in one month's time to talk through the proposed restructuring. It was decided to include one parent representative and one staff representative in the Group.

SS/09-10/28 Student Centre and Accommodation for Student Services The Vice-Provost and the GSU Representative will meet with the Planning Committee of the Luce Hall next week.

Estimates Estimates will be available in March when the matter has gone to Board. The COO accepted a memo concerning estimates from the last meeting. The Chair stressed that the achievements of the services, despite the difficult economic conditions, should be highlighted.

SS/09-10/29 Careers and Advisory Service Annual Report Orlaith Tunney presented the report on behalf of Sean Gannon. The Service is under increasing pressure due to uncertainty on the jobs front and staffing levels being affected by the government embargo on replacements. The average unemployment figure last year for all students was 13½%. International students are particularly affected due to a change to the work permit scheme. Usage of the service increased by 10%. There is a high demand for face-to-face contacts – 1200 not including group work, guidance etc. 4000-5000 contacts in total with priority given to JS and SS in particular. Level of IT investment in the Service did not materialise as was hoped.

- SS/09-10/30 College Day Nursery Annual Report** On presenting the report Michelle Butler listed the achievements of the service during the year; registration with the NCIA for which 8 children will be eligible, a consultant one day per week to assist staff while awaiting the appointment of the new nursery manager, recruitment of 2 new staff, the absence of any cases of H1N1, the acquisition of new furniture and equipment and plans for some restructuring of the premises in accordance with HSE regulations and more practical use of the space. It became evident that the €50,000 College Insurance excess would have to be addressed following the closure of the Nursery on two occasions during the year due to the vomiting bug and flooding. The Head of Counselling suggested a sinking fund might be considered to cover this excess. It is proposed next year to introduce 'drop in' childcare, maximum 2hrs per child. The current waiting list has grown to 135 and needs to be addressed as demand for places is expected to increase due to expected growth in student numbers and student diversity. It is proposed to conduct a customer satisfaction survey. Options for the future of the nursery include updating the present premises and re-locating to expanded premises, preferably on campus. The Chair expressed appreciation for the Day Nursery facility and for the work done by the nursery manager since her appointment.
- SS/09-10/31 College Health Service Annual Report** Dr. David McGrath thanked the staff of the College Health Service for what was a challenging year with increased demand for the Service due to a rise in student numbers, in particular international and mature students, and extra usage due to the downturn in the economy resulting in an exceptionally busy summer and an increased waiting list for appointments. The Swine Flu vaccination programme for those in the 'at-risk' categories, and the loss of a nurse due to pregnancy resulted in a decrease in the number of Nursing consultations. There were a number of hospitalisations but no deaths as a result of the Swine flu epidemic, and they are awaiting the go-ahead from the HSE to carry out a mass vaccination programme for the College population as a whole. Alteration to the emergency appointment system improved matters, but space constraint is still a problem, however plans have been submitted with regard to the impending relocation of the Health Service to the Luce Hall. The Eating Disorder Programme was hugely successful and an upgrade of the Helix Health IT Medical package is now installed. The €32,000 Budget deficit is as a result of a drop in demand for the Travel Vaccination Clinics, due to the downturn in the economy and also the loss of our Travel Vaccine fridge to the value of €24,000 earlier in the year. This figure will hopefully be reduced to €13,000 following an expected favourable response to our application for a rebate. Dr. McGrath explained the intricacies of the GMS list, and the economic importance of it to the Health Centre. Negotiations are in place with the HSE regarding the likely transfer of the list to Dr. McGrath on Dr. Thomas' retirement next year.
- SS/09-10/32 Disability Service Annual Report** Declan Treanor reported a successful year – a highlight being the Recruitment and Outreach programme. Increased numbers of 30% was a key issue, as the Service's capacity is limited, as well as failure of students to disclose disability on entry due to concerns over discrimination. The Service is considering increased usage of Web, Facebook and U. Tube. Significant funds were granted by the Buildings Office to bring College into line with universal access requirements. A guide for disabled

students was produced. A pilot fund was set up, all courses were audited, and a Fitness to Practise policy drawn up by the Dean of Students was implemented. A review of library services was carried out to facilitate students with disabilities. The Unilink Quality Review of 07/08 recommended a 2 year post from the Occupational Therapy School. Although the service has been asked to make cutbacks, it is essential to continue to meet the needs of students. The Chair commented on the improvement in the system for special accommodations in examinations system and welcomed the work on the inclusive curriculum. Deirdre Flynn expressed surprise in the present changing climate of reduced disclosure at entry.

SS/09-10/33 Sport and Recreation Annual Report Michelle Tanner reported a second very successful year, with 300,000 visits, and the introduction of new programmes for non members and children in the form of a Family Day, work experience groups sports groups etc. Although there is a general downturn in gym membership elsewhere due to the economy, TCD is not affected due to students having automatic membership. 9,255 attended on at least one occasion, the most popular areas being the Fitness Theatre, climbing wall and swimming pool. Other highlights included the Sports scholarship, involvement in World University Games, College Health Week, joint projects with the Science Gallery, Student Clubs and Intervarsity events and introduction of the Trinity Hall of Fame. Maintenance work was carried out at the tennis courts as well as refurbishment to the pitches at Santry, the Pavilion Bar and the Changing Rooms. Although cuts in the *Cista Communis* budget were implemented, there are plans to relocate finances to the College Health Service to fund a Health Promotion Officer. The Head of Counselling commented on the excellent partnerships amongst all the services.

SS/09-10/34 Student Counselling Service Annual Report Deirdre Flynn reported 5000 student contacts during the year with the Counselling Service and other related programmes with an increase in face to face contacts. There was a general increase in on-line usage with regard to mental health and eating disorders. There was an increased waiting list last year due to the continuing demand for one to one counselling. Other services provided included the CAM service, Niteline and Peer Support Programme. Student Learning Development workshops were run, training being an important part of the work. A new data base was rolled out and tributes were paid to the staff at the service, ISS, the Dean of Students and the Committee. The Service will be re-locating to Phoenix House shortly. The Chair asked that the Service's Financial Report be attached to the Annual Report.

SS/09-10/35 Tutorial Service Dr. Myra O'Regan reported an extremely busy year, the highlight being the launch of the Postgraduate Advisory Service in March. Funding remains a priority. The Orientation process needs to be reviewed – perhaps look at a 'First Year Experience.' There were 180 applications to the Financial Assistance Programme. 'Trinity takes to the Streets' raised €35,000 for the FAP. Usage of the E-Strategy system, which is working well between the tutors and the Service needs to be increased. Deirdre Flynn and Myra O'Regan had reported to the Provost and COO on their participation in the CSSI American visit. There has been a significant increase in those wishing to sign up for the role of tutor. A new Senior Tutor will be appointed in July and Dr. O'Regan thanked the Student

Counselling Service, the Dean of Students and the College Health Service for their co-operation during her term of office. The Chair expressed her congratulations on the very successful Post Graduate Advisory Service. Ronan Hodson (GSU) seconded this. The Dean of Students complimented the Service on having the welfare of students at heart.

The Chair stated that the impact of the demographic shift towards an increase in international students and non-traditional students for the past two years needs to be calculated and addressed as future plans and funding projections are made. Also a policy issue is required regarding the impact of retirements and non-renewal of contracts, and recognition of the value of the Service with its holistic approach to the student experience in College.

The College Secretary thanked the Services for supporting the Secretary's Office, and highlighted the IT and E Strategy and Insurance issues.

Ciara Lynch echoed her thanks of support.

The Chair thanked the Committee and Alison Williams for co-ordinating information for the meeting.

SS/09-10/36 Any Other Business

The Student Welfare Officer tabled a document regarding the definition of student services following the increase in the Student Registration Fee to €1500 this year. The Provost is to address this issue at Board tomorrow.

The Chair drew attention to the proposal to include the Library and IT services under the Student Service costs.

The Dean of Students added that Registration and Exam expenses are also traditionally included.

The Secretary to the College suggested that further discussions on this subject could take place at a special meeting of the Student Services Committee.

SECTION B

There were no items in this section

SECTION C

There were no items in this section

Signed:.....

Date:.....