Staff Association Area Reps Meeting
Minutes of December 12, 2019

Present:
Brian Dietrich              Steve Bradley              Liam Morland
Christine Wagner            Tammy Neal                Online:
Jennifer Morgan             Lawrence Folland          Lilian Liao
Laura McDonald              Dave McDougall            Margaret Meulensteen
Lisa Habel                  Agata Antkiewicz          Patricia Ford
Robyn Landers               Kathy Becker              Shelly Jordan
Richardo Bom                Jane Arnem
Sandra Groen                Gail Spencer
Sue Fraser                  Catherine Bolger

Guest Speaker, Nancy Heide from The Centre (Student Service Centre)

- The Centre was formed to improve student support and experience at Waterloo
- Located in NH, 1st floor. Hours: regular business hours. Additionally until 6pm on Wednesdays and extended hours for 3 weeks at start of Fall term
- 12 staff work in The Centre
- Partners
  - GSPA, RO, Student Awards and Financial Aid, SSO, WatPD/EDGE
  - Other partners - WatPD, Service Canada, Parking Services
  - Staff representatives from some partners on site monthly/peak times to support students, meet and answer questions
- Tier 1 support provided by The Centre, Tier 2 support provided by partners
- Services - transcripts, proof of enrolment, degree completion letter, diploma, OSAP/Financial Aid, course enrolment questions, pay a fine, name change, gender change, citizenship status change, WatCard refund, Forms: UHIP, OSAP, Scholarship, Commissioner of Oath
- 2019 statistics, per term, presented - number of students seen, in-person and by phone responses, online product orders
- The Bot - a chat Bot launched to help students get answers faster, and outside of regular business hours. Mainly directs students to existing websites. Also helps staff efficiencies (e.g. reduces duplication)
- The Centre Spaces: welcome space with 8 wickets, self-serve area, U-print printer, 6 consultation rooms

Q: how many staff members work the phones?
A: two staff at a time w/back-up from partners

Q: why busier in the Winter term?
A: haven't figured this out. Looked at stats but hard to determine and developing more data points to track.
  - Perhaps because more students preparing to go out on Co-op term.
  - Winter is busier because The Centre supports the admission cycle too
1. **Approval of minutes of Nov 14, 2019**
   Approved.

2. **President's Report**

   Big topics:
   - MoA - some meetings and working with lawyers
   - Policy 33 revisions - a lot of feedback received from staff. This now has to be processed,
   - Transportation and commuting working group launched
   - Advocacy work
   - UWSA Board change - Jackie Serviss taking leave. Christine Wagner has agreed to step into the role
     - Area Reps Committee Vice-Chair vacancy now. Please let Lawrence know if interested

   President's Activities:
   - Participated in the 'Responding to Disclosures of Sexual Violence" training program through the Office of Human Rights, Equity and Inclusion (HREI)
     - Encourages others to look into HREI's training programs
     - Agatha Antkiewicz is a trainer for the 'Responding to Disclosures of Sexual Violence' program - planning to present to the Area Reps at a future meeting
   - Attended Governance Boot Camp - included training on how to run a board
   - President's Blog - launched and watch for upcoming posts
   - Attended President's Community Breakfast
   - Attended EcoSummit
     - Looking to organize a UWSA-sponsored Waste Management presentation
   - Road Show for Cooperative Education
     - Relating to the transportation and commuting working group - discussion including parking locations, where need to be on campus and distances

   UWSA Activities:
   - Winterfest
   - Craft sale

   Other notes:
   - Training opportunity - Encourage staff to look into OHD's Leadership Essentials (LE) and Leadership Foundations (LF) courses
     - OHD also leads a mentorship program
     - Mentors needed for this program too - watch for calls

3. **Open forum**
   - Next Area Reps meeting is Jan 9, 2020
   - Current ideas for speakers: GWL, Payroll
     - Email Lisa Habel, Area Reps Committee Chair, with ideas and she'll connect with Steve
   - Thank you to Robyn Landers for being Area Reps Committee secretary!

Chair: Lisa Habel