



Atlantic Association of College and University Student Services

2009-2010 Annual Report



"Energize: Mind, Body & Spirit."

*University of New Brunswick, Saint John
May 30 - June 2, 2010*

Table of Contents

2009-2010 Executive	3
President's Report	4
Past President's Report	6
Treasurer's Report	7
Communications Report	8
Divisional Reports	9
<i>Chief Student Affairs</i>	
<i>Counselling</i>	
<i>Financial Aid</i>	
<i>Generalist</i>	
<i>Health and Wellness</i>	
<i>Housing</i>	
<i>International</i>	
<i>Accessibility</i>	
<i>Employment/Career</i>	

2009-2010 AACUSS Executive

2009-2010 Executive Officers

Tamara Leary	President	University of Prince Edward Island
LoriLynn Rowsell	Past- President	Memorial University
Marc Braithwaite	President-Elect	Dalhousie University
Sean Ryan	Treasurer	St. Francis Xavier University
Shauna Foote	Communications Officer	St. Thomas University
Anne Bartlett	Secretary	University of Prince Edward Island
Kevin Bonner	Conference Chair	University of New Brunswick Saint John

Divisional Representatives

Rice Fuller	Counselling	University of New Brunswick
Dean Martin	Housing	Acadia University
Sara Rothman	Generalist	University of New Brunswick
Lynn O'Donnell	Financial Aid	St. Francis Xavier University
Shawna Peddle	International	Sir Wilfred Grenfell College
Diane Tinkham	Health	Mount Saint Vincent University
Roseanne Chapman	Career/Employment	Nova Scotia Agricultural College
Anne Forrestall	Chief Student Affairs Officer	University of New Brunswick
Ryan Moody	Accessibilities	Dalhousie University

President's Report

Dear Colleagues,

Thank you for your continued commitment to and support for AACUSS. Our membership for the 2009-2010 year was 168 strong! The AACUSS membership and the executive committee worked together to ensure there was a network of support to drawn upon throughout the year.

Your 2009-2010 AACUSS Executive diligently met via telephone conferences each month to share information from each division and to collectively address matters of concern. I want to thank and recognize each executive member for his/her contribution – it is a volunteer role that adds to an already full employee portfolio. THANK YOU!

The 2009-2010 academic year will be fondly remembered by most of us as the “**H1N1 year**”. We welcomed students to campus with bottles of sanitizers in hand and words of caution posted everywhere on how to wash your hands, how to sneeze and how close to stand to your BFF! The pandemic resulted in post secondary staff and student absences across the region and as such the 2009 AACUSS Fall Workshop was postponed until fall 2010. Thank you to Cindy Crossman and the organizing committee for their flexibility and willingness to host the Workshop in Fall 2010.

The Executive formed an ad hoc committee to review the format of the AACUSS Fall Workshop and to identify issues related to the continuation of the event. Registration numbers have been dwindling over the past few years as members find it difficult to finance attendance at both the Fall Workshop and the Spring Conference. The committee is preparing a report to share with the membership at this year's annual general meeting and again at the 2010 Fall Workshop to outline the challenges/benefits/options for the Fall Workshop. The Executive also asked an ad hoc committee to review and update the Conference Cancellation Policy to ensure the responsibilities of the Association, the hosting institution and the membership are clearly stated. This policy can be found on the AACUSS website, <http://aacuss.ca/new/index.php/conferences/conference-cancellation>.

This year your executive set to work on revising the AACUSS website – *Phase 1* was released early in the spring and plans for *Phase 2* include reviewing the logo and the esthetics of the webpage. The process involved a review and update of many of the forms and membership information. The revisions have been well received by the membership and we look forward to continued feedback and ideas from members for *Phase 2*. It was a group effort on the part of the executive – a special note of thanks to Anne Bartlett for her assistance and to Mathew Guy, the hired consultant, who guided us through the process.

The theme of my first AACUSS conference in 2001 was *Spanning the Millennium: Bridging the Gap* hosted by Mount Saint Vincent's University and this year's 2010 conference theme - *Energize: Mind, Body & Spirit* both themes, and the many themes in between, are testimonies to the commitment within our profession to do and to be all that we can to ensure students succeed. I am honored to be a member of this profession and to have served as the AACUSS President this year. I look so very forward to my term as past president and my continued membership.

Respectfully submitted,

Tamara

Tamara Leary 2009-2010 AACUSS President
UPEI

Past President's Report

Greetings from your Past President! It has been my honour to have served you for the past three years on the AACUSS executive and I have thoroughly enjoyed being part of a fantastic team. As part of this team, I have had the opportunity to work with a number of ad hoc committees to improve our services to you. In particular we have looked at the fall workshop and details surrounding that as well as launched a new website that we all feel was much needed. It has been updated and is much easier to navigate. This is an important part of keeping our professional image as an Association and the work done on this was amazing. There will no doubt, be more added in the future.

One role of past president involves running the nominations and election of Officers at the AGM. Also, it is my duty to find replacements for any divisional reps that are leaving. Each year we are fortunate to have a full slate of individuals who work hard for the Association and I am sure this year will be no different. Being involved in AACUSS is a rewarding role and I encourage you all, if not this year, in years to come, to get involved! It is thoroughly enjoyable and you won't regret it.

This year, in my role as past president I have had the opportunity to chair the award nomination and grant committee as well as updating all the forms and have them online in one easy-to-find place. In reviewing all submitted nominations/applications, it is truly an honour to see all of the wonderful things members get involved in and all of the hard work and dedication individuals have within their respective institutions across the 4 Atlantic Provinces. Individually you are all amazing, collectively we are mind blowing. Student Services rock!!

There are times when we are slugging it out during the year that we may ask ourselves "why?". The answer is obvious. We work hard at our jobs to provide the best service possible because we care about students. We all need to use the spring and summer to recharge our batteries!! In the end though, students are all the more better because you are there to help, guide, learn and provide.

In closing, I would like to add a huge thanks to a really great AACUSS executive. The past 3 years have been wonderful! I will miss the meetings, planning, enthusiasm and dedication of each of you. However, I leave knowing that a new, fresh executive wait in the wings to provide the best service possible to the Association and its members. I will remain as member of AACUSS and look forward to many more conferences and workshops and the bright future of AACUSS.

Respectfully submitted,

LoriLynn Rowsell 2009-2010 Past President, AACUSS
Memorial University of Newfoundland

Treasurer's Report

AACUSS Treasurers Report
As of March 2010

Beginning Balance R/E of March 31/09	\$15,982.61	
Revenues		
Membership fees	\$6,630.00	
Donations - Corporate		
O/S Payables fr 08/09	\$1,815.00	
AACUSS Summer Conference Profit 2009	\$5,302.00	
AACUSS Fall Conference Profit 2009		
Bank Credit Adjustment	\$1.35	
Total Revenue	\$29,730.96	
Expenses		
Fall Workshop Expenses (keynote cancellation fee)	\$375.00	
Spring Workshop Expenses (out-going executive dinner)	\$1,015.31	
Travel Grants	\$1,500.00	
Awards Expenses	\$1,000.00	
Website Maintenance	\$1,362.65	
Conference Calls	\$1,318.52	
Banking Charges	\$48.54	
Administrative Expenses	\$2,973.44	
Closing Balance - (Revenue - Expenses)	\$9,593.46	\$20,137.50
Less Excess cash transferred to GIC-Term Deposit	\$8,695.50	
Plus o/s Receivables	\$80.00	
Less o/s Payables		
Funds Available March 31, 2010		
Balance per RBC account@	\$20,137.50	

Respectfully Submitted,

Sean Ryan , 2009-2010 Treasurer
St. Francis Xavier University

Communications Officer Report

The 2009 year began as a busy one for Communications. I published the Fall edition of AACUSS Talks and sent out various emails for different members. I also helped to initiate work on the AACUSS website by having Matthew Guy pull down our old site.

In January I volunteered to work with a sub-committee about Fall workshops and their feasibility. I enjoyed this experience very much. Unfortunately, in February I became very ill and ended up in hospital for an extended period of time. Because of this I have not been able to do any work for AACUSS as I am just returning to my full work capacity now. I'd like to take this opportunity to thank Anne Bartlett, Secretary, and Tamara Leary, President, for working on the website and sending emails in my absence.

My 2 year term is up, and due to my health I am unfortunately not able to continue. I have enjoyed the past 2 years in this role and wish the 2010-2011 executive all the best.

Respectfully submitted,

Shauna Foote, 2009-2010 Communications Officer
St. Thomas University

Divisional Reports

Chief Student Affairs Division

By summer 2009 Chief Student Affairs Officers (CSAOs) were preparing for a pandemic: the H1N1 flu virus was starting to appear in the Atlantic provinces and the fall term was fast approaching. Preparation and planning took a huge amount of time and resources. Although it varied from campus to campus, most CSAOs reported an increased work load for all health and wellness personnel, with interventions that ranged from on-campus flu shots to isolation rooms in residence to increased flexibility in academic regulations around documenting absence from exams. In general, most felt the proactive approach contributed to limiting the spread of the virus.

While the fall seemed to be consumed by H1N1, the CSAOs still managed a face-to-face meeting on March 10, 2010. Hosted at Mount Allison by Ron Byrne, the CSAOs spent a day discussing the following topics:

- Roundtable update from each institution
- Student co-curricular records
- H1N1 and pandemic planning
- Budgets and demographics
- Student Affairs organizational structures
- Behaviour intervention strategies
- AACUSS 2010

Although the CSAO list serve was fairly quiet this past year (likely due to the H1N1 overload) there was a good discussion on campuses recognizing (or not)fraternities and sororities on our campuses.

I believe most CSAOs would agree that 2009-10 was a good but challenging year and we look forward to seeing what the next year will bring. That's why we love our jobs: always something new to challenge us!

Respectfully Submitted,

Anne Forrestall

University of New Brunswick- Fredericton

Counselling Division

I have just assumed the responsibilities of AACUSS Counselling Division Representative from Meredith Henry who will be returning to this role in May 2011 after her Maternity Leave. This report is based on Meredith's minutes submitted for the quarterly Executive Meetings.

The Counselling Division appears to have been fairly quiet over the course of the past year. There were reports from a handful of members that there has been a significant increase in the number of students presenting at member counselling centres. Back in the fall semester people were reporting increases in the range of 30-50%. It is not clear whether these increases have continued (or could be sustained) over the course of the rest of the academic year. Here at UNB-Fredericton we ended the year seeing 10% more students than last year and last year we saw 10% more than the previous year. The general trend across North America is an increase in the number of students presenting for services at counselling centres and the Directors of these centres report that the students are presenting with more complex problems.

It also appears that more students are requesting career counselling. This is something that we have seen at UNB-Fredericton as well. We have seen such a large increase that we are now considering charging for the two standardized tests (MBTI and Strong Interest Inventory) we administer as part of our career counselling process.

Looking forward to the coming year I would like to consider conducting a survey of the members of the Counselling Division to get more concrete data on practices at the different member institutions. The last Canadian Counselling Centre survey was conducted in 2004 and the results reported in 2005, this information is rapidly becoming obsolete. I am not thinking of doing something as expansive as that survey, but as a relatively new Director I would find it helpful to know what my colleagues in the Maritimes are doing and I imagine this data would be useful to other Director's as well. I will speak with Counselling Division members at the Spring Conference at UNBSJ to get their thoughts about a survey and proceed from there.

I look forward to working with you over the course of the next year.

Submitted Respectfully,

Rice Fuller

University of New Brunswick, Fredericton

Financial Aid Division

The Financial Aid Division is comprised of 17 members. This year, our dear colleague from CBU, Beverly Patterson resigned and her associate John Mayich joined us. We all wish Bev the best, thank her for her contribution to AACUSS and regretfully say goodbye. We hope John will feel welcome and look forward to getting to know him.

This year the most frequent topic discussed in our division was definitely American Student Loans. The U.S. Department of Education is considering proposals currently being considered by Congress including specific provisions to allow for the participation

of foreign schools in the Direct Loan Program. These changes could considerably change the processes and responsibilities that Financial Aid Officers must perform. CASFAA (Canadian Association of Financial Aid Administrators) members will be given the opportunity to participate with the U.S. Department of Education, Institutional Improvement Specialists, and Foreign Schools Team as they present a two-day [Pre-Conference Workshop](#) on William D. Ford Direct Loan Program Processing and Disbursement. The two-day work shop begins on Saturday, June 5th (1 day lecture) and ends Sunday, June 6th (computer lab day), 2010. This pre-conference workshop will give all the opportunity to learn, review, discuss and complete hands-on computer training for the Direct Loan Program. Many of the AACUSS members of the Financial Aid Division will be attending.

The new Canada Student Grants Program (CSGP) consolidates federal student financial assistance grants into a single program that will provide more effective support for students and families and help them manage the cost of post-secondary education. The new CSGP provided support to over 245,000 students this school year. The grants available under the new CSGP are predictable, easy to apply for, and are provided to students at the beginning and middle of the school year.

Some positive changes are being made to the NS Summer Loan Extension Program. Improving the program amounts to more money for students (maximizing grants). We continue to enjoy a close working relationship with the Department of Education thus ensuring that NS students are being served in the best possible way.

We look forward to working together, sharing best practices and on-going communication between members in the coming year.

Respectfully submitted,

Lynn O'Donnell
St. Francis Xavier University

Generalist Division

As the AACUSS Executive, generalist representative, I respectfully submit this year-end report.

I only assumed the role of General Representative in Late October, so activity has been limited to e-mail communication with division members. I look forward to meeting with the division at the upcoming AACUSS conference in Saint John.

E-mails to members have focused on introducing myself (January) and announcing the conference call for presentations (February with reminder in March). Members were

encouraged to submit proposals or indicate any topics of interest so that possible presenters could be explored.

The most recent membership information indicates that within our division:

- We have 27 members
- from 9 institutions
- 7 members in this division are from UPEI, more than any other institution
- areas range from health services to recruitment to student success to diversity to admissions
- Dr. Donna-Hardy Cox recently released *Achieving Student Success: Effective Student Services in Canadian Higher Education*, co-authored with C. Carney Strange (McGill-Queen's University Press, 2010)

I look forward to the year ahead and seeing my colleagues at the conference.

Sincerely,

Sara Rothman

University of New Brunswick

Health and Wellness Division

For the 2009/10 year, there were 12 active members in the AACUSS Health and Wellness Division. We communicated via the list serve prior to each executive teleconference meeting, and afterwards to disseminate any pertinent information of interest to the group.

Most members reported a very busy fall term with the H1N1 situation and extensive proactive planning for a possible pandemic. Most universities updated their emergency plans to include particular emphasis on H1N1. Many campuses unveiled preventive "Hand washing" publicity campaigns using a variety of methods from posters all over campuses, to handing out individual sanitizers with accompanying instruction blurbs about correct hand washing and coughing technique. Some universities used a highly effective permanent anti-bacterial coating called "Aegis" on all door knobs, banisters etc to prevent bacteria from attaching to these frequently used areas. Most health services were inundated with a barrage of questions from students worried that they had H1N1, and with inquiries about if/when there was vaccine available; consequently, it was an extremely busy term.

Winter term was about catching up after the difficult fall, dealing with the regular daily issues, particularly the stresses that students' are encountering, forging ahead with wellness programming and managing dwindling budgets.....all challenging issues.

Members, who are able to attend the spring conference, are looking forward to the round table discussion about our major problem areas.

Respectfully submitted,

Diane Tinkham
Mount Saint Vincent University

Housing Division

I made regular contacts with Housing members to provide information on a variety of topics and to seek input from Housing colleagues throughout the region. I also assisted in distributing surveys and questions to all housing members upon request. We have a total of 21 AACUSS members with Housing being the primary division, which is up from last year at this time.

Due to the cancelation of the Fall Workshop, a divisional meeting was not held in the fall.

The annual Atlantic Residence Conference was not held in the fall of 2009 as no institution showed interest in hosting. The Atlantic Residence Conference was last held in 2008 and was hosted by Acadia University. It is a wonderful event that brings together residential student staff from institutions across the region. Hopefully there will be interest in bringing this event back in 2010. I have begun to seek interest from institutions in hosting this year.

The Annual Spring Conference that was held at St. FX last spring had a number of housing related sessions. I am also pleased to report that there was good representation of housing division members at the conference. The divisional meeting included discussions on residence damages, alcohol usage, assignment procedures and staff training. The upcoming conference at UNB Saint John will be an excellent opportunity for housing members as a number of concurrent sessions are related to housing. I have been sending reminders out throughout the winter and spring encouraging housing representatives to attend and present. A reminder was also sent about the awards and grants available to all members.

I will not be returning as the Housing Divisional Representative for the 2010-2011 period. After serving two terms I feel it is time to move on and let someone else fill this role. I have begun to search for members who may be interested in becoming the housing divisional role.

It has been a great year and I thank everyone for their assistance and support.

Sincerely,

Dean Martin
Acadia University

International Division

This year in the International Division we saw a slight increase in our numbers from last year. Once again this year, as an attempt to encourage others to get involved, an e-mail was sent out to the ISA offices in Atlantic Canada to explain the AACUSS organization as well as the International Division.

With the cancelation of the fall workshop because of H1N1, the Division did not have an opportunity to get together this year other than the spring conference. This lack of personal contact that normally takes place in the fall, was greatly noticed. The fall workshop gives members an opportunity to get together and discuss issues we are facing and to assist and support each other.

There were a number of challenges that ISA's faced this year, one of the most noticeable one being the system issues with the electronic notification system for the off campus work permit program. These issues resulted in longer wait times for students, as well as frustration on both students and ISA's part in terms of processing the permits. The resolution to these issues took too many weeks, and I think it may have caused a few grey hairs!

And of course H1N1, no 2009-2010 report would be complete without a little talk of H1N1. For the international students there were a number of concerns about the possibilities of campus shut downs, international travel, etc. Communication was key to our international students as the understanding of our health care system is sometimes lacking. With it all said and done, we as institutions and as ISA's got through the H1N1 pandemic.

The communication with the division was not as frequent as I would have liked, but due to health issues, I was away from the office for a significant period of time.

I am sad to say I have moved on to a new position within Memorial, and will no longer be involved in AACUSS, but I have enjoyed my time being an AACUSS member, as well as the International Divisional Rep. I have made great friends, learned lots, and had many a good laugh. I wish each of you all the best.

Regards,

Shawna Peddle
Memorial University, SWGC

Accessibilities Division

This year has been a successful one for the Accessibilities Division. We have traditionally been a small division but we are growing. We currently have 12 members of the Accessibilities Division.

We are looking forward to having an Accessibilities Divisional Meeting at the Spring Conference as our numbers have grown over last year at this time. Perhaps this conference will be our largest divisional meeting to date.

This year the Accessibilities Divisional Representative has made regular contact with the Accessibility Divisional Members. Contact took place via email in October and November 2009, and January, March, April, and May 2010. The email correspondence to Accessibility Division members consisted of:

1. Reminders for the Fall Conference(Before Cancellation)
2. Reminders of the upcoming Spring Conference
3. Encouragement to submit a proposal for a presentation at the Spring Conference
4. Information Related to the Travel Grants available to AACUSS members for the Spring Conference
5. Solicitation for suggested topics of discussion for the upcoming divisional meeting
6. Encouragement to submit an article to AACUSS Talks

It has been a pleasure to serve two years as the AACUSS Accessibilities Divisional Representative. I am glad to welcome Erin Peterson of UPEI as the incoming AACUSS Accessibility Divisional Representative.

Many thanks,

Ryan Moody
Dalhousie University

Career/Employment Division

No Report Submitted