





Student Success

4. A Student-Centred Approach

Continue to strengthen our programs and services to foster student success and increase community awareness and knowledge with regards to support services for students and students of concern.

Strategy/Action	Measure/Milestone		On Track
Advance York's commitment to creating and sustaining a healthy and safe campus.	Ongoing management of critical incident/crisis response cases. Lead and influence the direction of the Violence Threat Risk Assessment (VTRA) Program (reviewing new program with Community Safety). Participate in the implementation of Well-Being Structure. Continue to enhance supports to international students and students with disabilities through collaboration with community partners (SAS, Counselling, York International) Collaboration with FGS Well-Being Coordinator. Collaboration with CASS to support Indigenous Framework.		On Track
Integrate new pan-university referral and repository software system into CSS work processes.	Increase collaboration with YU Start Programming. Ensure CSS team have access to Action History. CSS team to be trained and able to utilize pan-university referral and repository software system.		On Track
Key stakeholder in supporting the Advisory Committee (Task Force) for Policy on Sexual Violence	Review Terms of Reference to align with Ministry guidelines Review SV policy and submit to BOG for approval by September 2019 Annual report to BOG by December 2019		Completed

Implement divisional service excellence principles and service level agreements with students and campus partners.

Increase supports and establish a protocol with campus partners to support students at Glendon, Continuing Studies, Nursing, YUELI, etc.
Ensure compliance with professional school policies (e.g. Varsity Athlete Code of Conduct, Bachelor of Science in Nursing (BScN) Student Professional Conduct policy or the Bachelor of Social Work Student Professional Behavioral Policy, IBM Cohort) and the CSRR and Policy on Sexual Violence.
Ensure CSS align with the service excellence shared service principles and service charter.



On Track

Engagement and Outreach

5. Enhanced Campus Experience

Review Code of Student Rights & Responsibilities (CSRR).

Strategy/Action

Measure/Milestone

Complete review of the Code of Student Rights & Responsibilities (CSRR).

Oversee process to complete review.
Attend Working Group (WG) Meetings.
Bring forward to VP Students WG recommendations.
VP Provost to submit final draft to President for approval.
Approved CSRR to be communicated to York community in a variety of modalities.



On Track

Engagement and Outreach

6. Enhanced Community Engagement

Employee Engagement

Strategy/Action

Measure/Milestone

OSCR/The Centre – ensure all staff have meaningful development plans

100% of staff have meaningful development plans.
100% of all staff have objectives and plans to advance collaboration, build a culture of dialogue and two-way feedback.
Ensure staff are trained on service excellence principles and shared services charter.



On Track

Enabling the Plan
7. Enabling the Plan

Measure, monitor and report on services and supports for York community.

Strategy/Action

Measure/Milestone

Enhance Data Analysis (OSCR/The Centre – and create annual reports.

Run reports on a regular basis.
Create progress reports on an annual basis (i.e. number of SV disclosures, number of SV complaints, number of supports, etc.).
Report annually to BOG on Sexual Violence response.
Progress Reports with statistics to be added to websites and initiate a YFile article.



On Track