



UNIVERSITY OF
CALGARY

SES

Student and Enrolment Services

ANNUAL REPORT 2020-2021



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We acknowledge the traditional territories of the people of the Treaty 7 region in Southern Alberta, which includes the Blackfoot Confederacy (comprising the Siksika, Piikani, and Kainai First Nations), as well as the Tsuut'ina First Nation, and the Stoney Nakoda (including the Chiniki, Bearspaw, and Wesley First Nations). The City of Calgary is also home to the Métis Nation of Alberta, Region III.



“

When work from home started, we all believed it would only be a matter of weeks before we returned to normal.

The 2020/21 academic year will forever be defined by the COVID-19 pandemic.

It played out very differently and pushed everyone in our community to think very differently about what providing outstanding student service meant when working remotely.

I am very proud of our SES community who used a collective positive creative mindset to ensure we continued to meet the needs of our students. We also had a number of key staff for whom work from home was never an option and worked throughout the pandemic on campus.

Together we got through 2020/21, and everyone's contribution made a difference to our students.

With gratitude,

Dr. Susan Barker

Vice-Provost (Student Experience)



Office of the Registrar

The Office of the Registrar serves the whole academic community at UCalgary. It oversees all aspects of the student record to help ensure compliance with academic regulations and university policies, as well protect the privacy of the student record. The team works closely with all faculties.

The office is organized into four main units: Recruitment and Admissions, Enrolment Services, Convocation, and Planning and Systems.

Overarching goals for 2020/2021

- Revise tuition fee assessment processes in light of the new Alberta Tuition Framework, including online payment options for students and a payment plan.
- Complete the final phase of the admission renewal project which focuses on increasing the automation of international applications.
- Complete the implementation of the chatbot
- Initiate a plan to review and revise information recorded in the student record. (grading schemes, degree audits, transcripts notations).
- Revision the recruitment workplan to work toward a 15% undergraduate international target.

Enrolment Services

The Enrolment Services team provides frontline support and advising to assist students with registration, finances, awards and financial aid. They oversee the adjudication of all undergraduate awards, the distribution of government student assistance, the administration of final exams and the collection of final grades.

- Enhance Enrolment Service models and expand support modalities for students during COVID
 - COVID 19 created an innovative service model that truly allowed our mission statement of meeting the student where they are at occur without disruption.
 - Identify critical internal and external dependencies, adaptable solutions beyond in-person service resolution and prepare to adapt to support students as needed.
 - Continue to improve virtual access to advising, self-service and communications to all students throughout the cycle.
- Improve regulations impacting student financial support and access to funding
 - Implement universal payment plan option for all students to reduce financial stress
 - Expand funding for underserved students
 - Review of award classifications and GPA standards for awards and bursary eligibility



- Increase funding partnerships across campus (GSA, SU)
- Implementation of MyCreds (national digital credentials wallet) 2-year goal
 - Pilot program implementation of the MyCreds lite-touch implementation to launch by May 2021.
 - Create access to self-service on demand transcripts for all students
 - Initiate Working group to improved student experience through the UCalgary portal, lead change management cost for service option while upholding the integrity of the student record.
 - Design phase 2 implementation letters, and parchments

BY THE NUMBERS -- ENROLMENT SERVICES

Inquiries	2019-2020	2020-2021
In-person	14,481	0
Phones - incoming	30,842	34,709
Phones - answered	30,111	31,573
Reception	6,277	3,712
Mail	729	218
Drop box	1,212	0
Email	9,681	19,340
Service requests		401
Fee payments (cashiering)	4,305	65
Statutory declarations	1,220	0
Chatbot and live chat**		10,373
Outbound proactive communications		58,599
Webinar attendance/viewership (8 webinars)		5,515

*SRQS LAUNCHED FEBRUARY 2021 WITH
PROMOTION IN AUGUST

**CHATBOT LAUNCHED DEC 2020

Grades and Exams	2019-2020	2020-2021
Transcript requests completed		27,778
Deferred exams - students	1,031	575
Deferred exams - exams	1,402	322
Student conduct notations		162
Grade changes		11,991 total 8061 add grades 3930 change grades
Registration exemptions		224
EW appeals		267
Reappraisal of final grades		74
Education verification		1,111
Emails sent (exam info)		20,405
Emails sent (Exam Centre)		9,368
Emails sent (transcript request)		15,394
External exams - number of candidates*		247

*EXAM CENTRE CLOSED MARCH - SEPTEMBER
2020

BY THE NUMBERS -- FINANCIAL AID & AWARDS

Undergraduate awards	2019-2020	2020-2021	% Change
Award applications reviewed	13,228	17,569	33%
University of Calgary and Donor Funds			
Entrance (scholarships, bursaries and awards)			
Number	758	733	-3%
Dollar value	\$5,550,033	\$6,545,549	18%
Continuing (scholarships, bursaries and awards)			
Number	3,413	2,949	-14%
Dollar value	\$14,166,275	\$19,012,059	34%
Alberta Student Aid (ASA no longer provides reporting so number is lower than actual)			
Number	7,056	7,879	12%
Dollar value	\$11,417,800	\$12,677,400	11%
Awards Selected & Disbursed by Student Financial Support			
Scholarships			
Number	1,504	2,887	92%
Dollar value	\$7,019,716.00	\$8,601,506.50	23%
Bursaries			
Number	1,806	5,405	199%
Dollar value	\$5,801,576.38	\$11,071,019.30	91%

Undergraduate awards	2019-2020	2020-2021	% Change
Awards			
Number	1,488	1,764	19%
Dollar value	\$4,048,677.35	\$5,095,663.98	26%
Indigenous Award Recipients			
Number	262	272	4%
Dollar value	\$1,261,080.05	\$1,330,533.54	6%
International Award Recipients			
Number	356	649	82%
Dollar value	\$1,811,009.91	\$3,042,124.79	68%
New awards established	75	50	-33%
Information/webinar/training sessions (Student and Staff)			
Number	18	16	-11%
Attendance	2,200	1,500	-32%
Email responses	4,389	6,015	37%

Financial Aid	2019-2020	2020-2021	% Change
Total Financial Aid	\$147,591,412.30	\$166,623,114.00	13%
Alberta Student Aid			
Alberta Student Aid	Alberta Student Aid	Alberta Student Aid	Alberta Student Aid
Alberta Student Aid	Alberta Student Aid	Alberta Student Aid	Alberta Student Aid
Other provinces			
Number of borrowers	1,218	1,341	10%
Dollar value	\$9,973,560.30	\$13,179,355.00	32%
US loans			
Number of borrowers	39	27	-31%
Dollar value	\$471,782.00	\$533,659.00	13%
Emergency funding			
Number of recipients	21	239	1038%
Dollar value	\$13,715.00	\$253,247.40	1746%
Interest free confirmations			
Number of recipients	3,010	3,988	32%
Email responses	6,523	7,182	10%

BY THE NUMBERS -- CONVOCATION

Convocation	2019-2020	2020-2021
Students who applied to graduate	7461	7766 ¹
Students who graduated	7297	7704 ¹
Students who requested mailing/pickup	6155*	732 ²
Students who attended convocation	817**	0 ³
Volunteers	192	10-15 ⁴

Convocation	2019-2020	2020-2021
Phone calls	546	
Emails	11001	
Unclaimed parchments (if available)		50

¹ Number of graduates, not number of overall awarded designations (due to varying numbers of combined students part of each cohort)

² 728 graduates from November 2020 elected and paid to have their degree mailed out to them, which was done by courier delivery. In addition, an on-campus pickup at no cost was offered, then all remaining degrees were elected to be mailed out standard mail. Graduates for February and May 2021 were originally requested to indicate a selection through their Student Centre, but this was redacted prior to the 2021 ceremony and students mass refunded any mail payment made, and it was elected for the entire cohort to receive their degrees through courier mailing without making a payment/selection. Students owing fees to the UofC were not mailed their degrees until the debt was settled.

³ Unknown as we did not request attendance to be indicated for the virtual celebrations, which could be accessed as a live stream on the conferral day, as well as following as archived on a website, and statistics not captured for viewing for these online ceremonies

⁴ Lack of in-person Convocation meant no volunteers used during a traditional in-person event; however, volunteers from various offices on campus (Alumni, ES, etc.) came and assisted for short periods of time around degree generation with packaging and mailing of parchments for each cohort

* Number of students who indicated mail/pick up from November 2019 (499) including the entire graduated body of both February 2020 and June 2020 (5798) minus the unclaimed parchments for this period (142). While the Feb + June 2020 group did not actually make this selection, this is the number of degrees sent out/picked up as this selection was ultimately not required to be made.

** Number of indicated students for the Nov 2019 ceremony, under the impression (used in previous statistic collection) that the number of students who stated they would attend and then do not balances with the number of walk-ins for the ceremony day.

Systems and Reporting

This group is accountable for the planning, development and maintenance of all student and registrar systems, providing operational and strategic oversight for course scheduling, exam scheduling, and instructional space utilization. They also provide oversight on tuition and the assessment of general fees, as well as official enrolment reporting and accountability reporting to the government.

GOALS FOR 2020/2021

- Direct the operations of Campus Solutions ensuring change management requests are effectively managed and implemented ensuring Campus Solutions continues to be an effective tool for the evolving needs of the university
- Provide operational reporting to support the operations of the office of the registrar
- Provide academic scheduling ensuring the optimal use of university instructional space
- Oversee the delivery of key “student” projects, ensuring human and financial resources are efficiently used

Scheduling/Exams/Curriculum	2019-2020	2020-2021
Classes scheduled	6,913	6,739
Course components scheduled	11,036	10,946
Course components scheduled in central rooms	33.4%	1.8%
Calendar changes made	1,266	1,887
New courses	258	396
Deleted Courses	136	189
Average campus space utilization rate (RO rooms – prime hours per week (8:00 AM to 5:00 PM))	19.1	8.6*
Average campus space utilization rate (non-RO rooms)	9.4	5.9*

Scheduling/Exams/Curriculum	2019-2020	2020-2021
Ad Astra users	495	495
New reports created for scheduling	4	3
Total Distinct Final Exam Events (Computed)	146,220	114,024
Exams scheduled	1,706	1,241
Common Exams	197	152
Ad-hoc room booking requests	12,705	6,472*

**COVID REQUIRED THAT THE MAJORITY OF COURSES AND EVENTS
REMAIN ONLINE AND OFF-CAMPUS.*

Recruitment and Admissions

The Recruitment and Admissions office is the first point of contact for future undergraduate students. Services include application and admissions advising, high school presentations, education fairs, career fairs, and application and admission workshops. Other services provided include centralized undergraduate application and admission services for domestic and international applicants, evaluation of domestic and foreign credentials for purposes of admission and transfer credit, and coordination and facilitation of requests for transfer credit agreements from other Alberta post-secondary institutions.

GOALS FOR 2020/2021

- Implement phase 2 of the admissions project (auto-evaluation) and enhance changes made in phase 1 as well as incorporate training throughout the team and faculties (as needed).
- Implement chatbot for prospective students/admissions
- Define targets for Recruitment (ISV's, Fairs and Student meetings) and admissions (evaluations, transcripts, advising)
- Support recruitment travel planning including flexibility and continuous planning adjusting to changing environment (re: COVID restrictions)
- Work with Faculties and units across campus to understand the timelines within the cycle to support and enhance conversion
- Decrease time to offer <metric goal of reducing by 1 week
- Focus on International evaluations and review (streamlining processes, restructuring tasks and roles, and creating transparency in evaluations and student facing information (ie. Widget)
- Increase internal reporting to support evaluations and recruitment planning – for transparency in the team and to support understanding and measuring of goals
- Define service standards for each method of communication (phones, advising, emails, social media, chatbot, etc.)
- Review of open studies admission processes
- Ensure team engagement and support given Institutional enrolment targets and changes to work due to COVID.
- Work with Enrolment Services on a comprehensive, coordinated frontline service model
- Support return to campus and a in-person campus presence for prospective and incoming students

BY THE NUMBERS - ADMISSIONS

Campus events	Number of events	Number of attendees
Campus Tours	50	101
Virtual 360 live campus tours (views)	30	9,162

Campus events	Number of events	Number of attendees
Open House (virtual)	1	3,456 pre-registered. 1,479 attendees
You at UCalgary	1	2,302; 1,479 attendees
Webinars	59	4,627 pre-registrants; 2,028 attendees

Recruitment (off-campus)	Individual school visits (ISVs and fairs)	Student meetings
Campus Tours	50	101
Virtual 360 live campus tours (views)	30	9,162

Digital recruiting	Quantity	Number
Total leads (recruitment)		5,703
Total leads (purchased)		126,986
Regional email support	23 accounts	34,659
Social media (organic)	806 posts	987,023 reach 17,649 clicks
Social media (paid)	770 posts	61,501,063 reach 2,196,171 clicks
WhatsApp regional accounts	10 accounts	7,776
Conversion postcard campaign		22,869
Call campaigns EzRecruit (including faculty supported)	14 campaigns	1,852 students called
Mail-outs	6,305	5,301 packages to Canadian schools; 282 packages internationally; 700 Indigenous packages; 10 independent requests

Guidance Counsellor Networking	2019-2020		2020-2021	
	Event	Attendees	Event	Attendees
Counsellor Update	2	216	1	316 pre-registered 179 attendees
Counsellor Helpline calls		535		486

Advising	2019-2020	2020-2021
Admissions Emails	20,765	25,882
Chat-bot conversations*		33,519
Chat-bot clicks*		80,493
Phone calls	32,502	31,311
Average speed to answer	4:49	5:39
Future students unique page views	3,162,614	4,318,335
Evaluations		146,962
Education updates		135,138

*Chat-bot implemented in December 2020

Key achievements

Given the collaboration required to achieve the various goals across the Office of the Registrar, the achievements have been combined for the entire unit.

- COVID-19 response and actions: In this period, the RO was still in a largely work from home format, but we focused on providing support where it was needed.
 - Seamlessly transitioned services to virtual access for all student inquiries.
 - While providing services virtually, always ensured in-person support on campus to assist students in need. This included a workplace safety plan was implemented to ensure we had a presence on campus to support prospective students and incoming students. Supported staff through the transition.
- Enrolment Services led transitions in services to by implementing a variety of service modalities
- To support the move to online teaching modalities, we pivoted to 100 percent online final exams including successfully implementing online exam regulations
- Approval of Indigenous Admissions Supplementary policy which paved the way for future pathways programs
- Successfully transitioned convocation from in-person to online format for November 2020 and June 2021. Used new technology to ensure all graduands could be recognized individually in the online ceremonies, and organized degree packages to be mailed out to all graduates.
- Working with representatives from all the faculties, adjusted class modalities on an institutional scale in response to changes in pandemic situation, including supporting exceptions for in-person delivery as required
- Moved to online recruitment for domestic and international students: worked across time zones to support applicants from around the world, enhanced our digital presence, created and delivered successful virtual events including Open House (1479 attendees) and You at UCalgary (1882 attendees)
- Recruitment team transitioned most activities virtually, including tours (9,263 views. +37%), visits (1,863, 48% increase), virtual open house and supported the team in completing over 180 night shifts.
- Adjusted our admissions processed to support international students impacted by changes to national exams, reduced access to English



language testing services and difficulty accessing documents.

- Continued with 'CR' grading option process to assist students bridging changes in modality (changed from all course eligible to allow only one CR per term)
- Supported students navigating a large increase of Extenuating Circumstances Withdrawals requests and Registration Exemptions as students navigated the impacts of modality changes, student visa and travel restrictions and challenging personal circumstances related to the pandemic
- Managed an increased number of conduct notations, which was balanced by a sharp decrease in the number of deferred final exams
- Implementation of the first phase of MyCreds (our national digital credentials wallet) for UCalgary: students and alumni now have access to self-service, on demand transcript requests.
- Implemented the Tuition Reinvestment Bursary and the UCalgary Students' Union Quality Money COVID Relief Bursary to increase student financial support
- Significant enhancement of social media presence and targeted social media to increase applications
 - 228M impressions and generating 2.2M clicks to our websites.
- Applications for admission were up 10% domestic (including 12.5% international and 12.5% Indigenous). Evaluations were up 5,389 with an average 19.5 days to evaluate (-3.7 days less than last year, -11.3 days for international evaluations). These were supported by the restructure of tasks and roles as well as streamlined processes.
- Introduced an internal 'Global Report' so that all admission evaluations and status' can be seen by all team members allowing prioritization and transparency. 32 reports were created to support being proactive throughout the admission cycle. Monthly recruitment reporting was created for all activities and to identify early any opportunities or challenges within regions.
- Conversion work continues for Faculty buy-in. Supported postcards for conversion, follow-up presentations, ask a student webinars, and You at UCalgary (welcoming 2200 incoming high school students to their Faculty virtually).
- Admissions and Recruitment service standards defined to the area level. Reporting complete or in-progress to the advisor level to support performance management and service standards.
- Transfer credit process mapping started and enhanced information available for transfer students in the admission requirements widget. Work to understand best practice and system and process enhancements planned for next cycle.



- Continued enhancement of Phase 1 of the admissions project and this November, implementation of Phase 2 were huge successes. Implementation enabled the team to:
 - Process the application pool in 4 minutes (something that used to take 24-72 hours)
 - Process applications nightly, rather than weekly
 - Ensuring that students were not missed during processing
 - Limit manual intervention and touchpoints
- Open studies admission processes were reviewed, and calendar changes approved. System changes to align with undergraduate systems and reduce manual touchpoints are planned to be implemented for next cycle including staff training and resources.
- Continue to look to invest in the team culture and awareness of student supports.
- A total of 224 Change Management requests were processed via projects, standard changes or monthly releases. These change requests improved services and enhanced operations.
- A number of key “Student” changes were delivered during the review period including:
 - The PeopleTools and PeopleSoft middleware upgrade and PUM images upgrade was delivered during the review period. This substantial upgrade to Campus Solutions and the associated supporting applications recovered 4 years of delayed upgrades. In addition to making Campus Solutions safer and more secure it also delivered new functionality that supported the automation of student services as well as providing for enhanced “Advising” functionality in support of students.
 - The “Student Chatbot” was delivered in December and harmonized with the existing university infrastructure
- to support student questions. The Chatbot is accessible via a Signal Sign On protocol enabling students to seamlessly access and interact with “Rex”.
 - 25K+ conversations and 66K+ button clicks in the first 6 months, enabling an enhanced student experience and decreased timelines to respond
- A mapping of all integrations with Campus Solutions was completed to identify all destinations for student information. This is foundational work that supports a number of projects to ensure that the “student” data is well controlled, and a student’s “preferred name” can be utilized.
- Reports in the RO SIDH Data Site were run 575 times during this time period, and 17 new reports were created.



Student Services

The University of Calgary provides a variety of programs, supports and services to facilitate student success and leadership development, build a strong campus community, and provide opportunities for co-curricular learning.

These services include Career Services, International Student Services, Leadership and Student Engagement, the Writing Symbols Lodge, the Student Conduct Office, and the Student Success Centre.

Career Services

Career Services works to inspire students and alumni to embrace their potential and strive for excellence in their future careers. Advisors work one-on-one with students to connect passion to purpose in exploring and determining career direction.

Career Services connects employers with top talent, future leaders and innovators through a variety of programs designed to bring students and employers together for recruitment and career-related events. Career Services also manages an online job board for students and alumni to find employment, as well as co-op and internship opportunities.

GOALS FOR 2019/20

- Develop a strategy to engage with students & employers through virtual platforms and navigate the online space for advising & events
- Achieve student and employer participation for all events virtually
- Create an online communications strategy to continue our promotions to students digitally strengthen our digital resources for students
- Increase access to virtual career support for students

- Maintain and continue to build existing collaborations while adapting to the new online environment

KEY ACHIEVEMENTS

- Virtual platforms such as vFairs, Simplicity and Zoom were used to navigate the virtual space and had great student and employer engagement & feedback
- Uninterrupted delivery of appointments, drop-ins, workshops & events during the pandemic
- Virtual front desk was implemented to cater to general inquiries for students
- Nine career information sessions for Indigenous students hosted with over 100 student participants
- 27 employer information and engagement sessions were hosted virtually
- Career Conference 2021 was three-day event targeting graduating students offered through Zoom and had over 150 students engaged in various events
- Increased the number of webinars offered to students, included offering webinars on specialized topics, such

as Journaling, Via Character Strengths, and Career Resilience, along with weekly group drop-in sessions

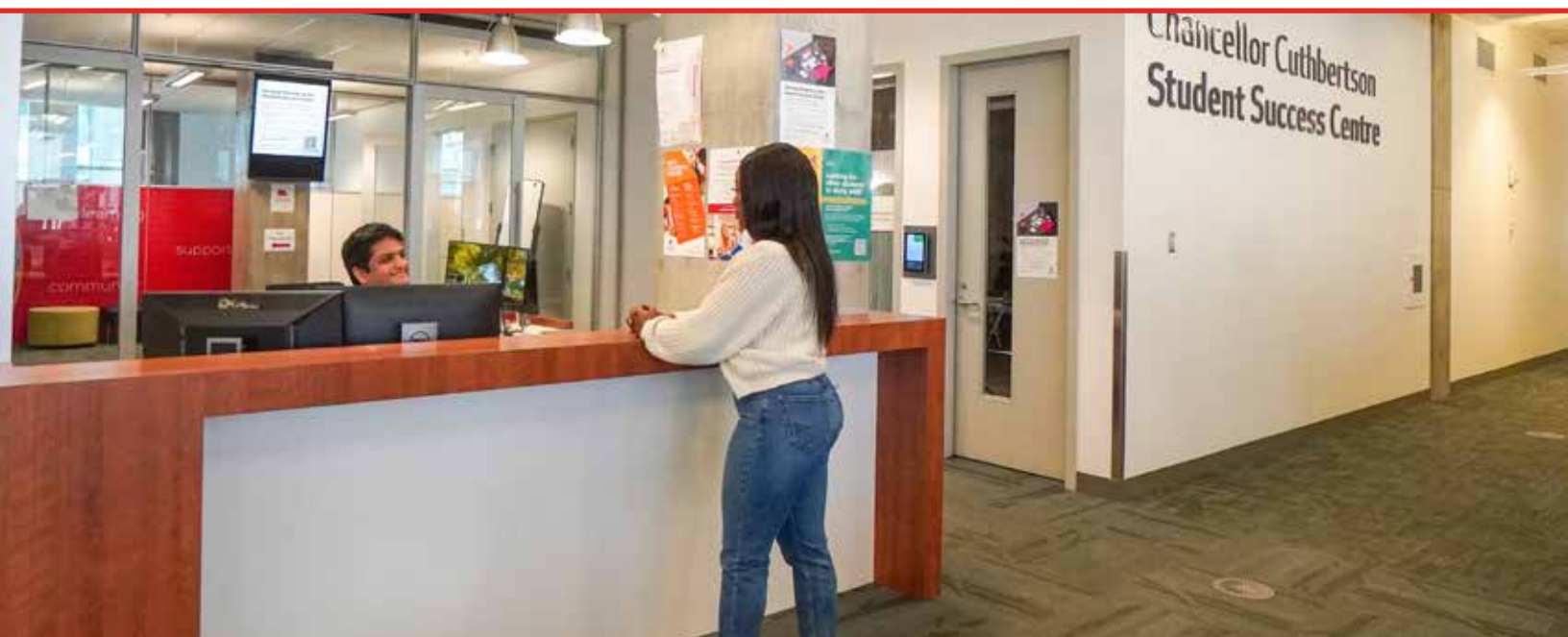
- Expanded our virtual career clips for students
- Launched "In the Works" a podcast series to discuss a range of career development topics
- Continued to support the UCalgary Qatar campus through career development webinars

PUBLICATIONS

- Liliana Gonzalez – Listening across cultures an article for FORUM Magazine, European Association for International Education Pulling Together: A Collaborative Model For Student-Centred Career Support, University Affairs, Warner S and Geddes M

CONFERENCES

- Alberta Energy Conference 2021: Speed Career Development, Liliana Gonzalez
- GPDN National Career Symposium, Stephanie Warner



International Student Services

International Student Services (ISS) provides support services to all international students.

Specialized orientation and transition support programs and a long-standing mentorship program help students transition to life in Canada and to our campus.

The Global Friendship program connects local and international students for shared social experiences, and the Global Families program supports the spouses and children of international students.

Individual supports in ISS include advising on non-academic matters and immigration advising. ISS also works closely with other SES units that offer specialized supports for international students.

GOALS FOR 2020/21

- Maintain service standard of 2 business days response time for immigration advising
- Develop enhanced communication tools to assist international students and the faculty and staff who support them in navigating travel restrictions and changing government regulations during the COVID Pandemic.
- Remodel the approach to providing

service to International students during the global pandemic through offering limited in-person events and advising, and introducing programming that supported and connected students who were studying from their home countries, and here in Calgary

- Initiate change management supports for the ISS team, both in terms of their return to work on campus, and in managing a significant change the team experienced in spring 2021
- Evaluate the model around provision of PR advising with temporary immigration staff

KEY ACHIEVEMENTS

- Enhanced communication tools for immigration advising during COVID-19 pandemic
 - Provided Immigration Advising through zoom to 7737 students with a response time within one business day for emails.
 - Created a COVID FAQ page to keep staff and students informed of the ongoing changes with travel restrictions and requirements to enter Canada. The website saw

17,570 visits during the reporting period.

- Created a separate email inbox dedicated to immigration inquiries to prioritize and address urgent immigration matters, and allow for efficient triaging of non-immigration inquiries.
- Developed a new webinar targeted to students travelling into Canada on "How to prepare for your arrival in Calgary during the COVID-19 Pandemic" to ensure students had the proper documents and were aware of any changing or newly updated COVID protocols.
- Remodeled how to provide transition support
 - General information and advice for non-immigration/transition inquiries were answered through emails and zoom meetings; 5,947 students supported.
 - Created "Self-Isolation Supports for New Students" webpage for students that were required to quarantine when entering Canada. The goal of the page was to provide clear direction, as well as

transition and social support. The webpage saw 4,020 visits.

- Welcome Webinars (pre-orientation/arrival webinars) series was introduced that responded to current pandemic related issues and provided new students the opportunity to engage in the information they needed prior to the fall term orientation program: 871 attendees, 23 webinars hosted. Sessions were recorded and the videos were available on demand for students who were not able to join "live" due to issues with internet access or time zones.
- 1046 students attended International Student Orientation in Fall and Winter, 92% of attendees joined from outside of Canada. Sessions were also recorded and made available to students on ISS website. Orientation Social Events were provided virtually to give new incoming students and opportunity to connect with other, 279 participants attended
- Continued our International Student Mentorship Program (510 participants) and USpeak Global Program (276 participants) virtually
- ISS Social events were online events for international students. A total of 278 students attended 16 events.
- Created the International Student Stories Series which provides an

opportunity for new and current UCalgary international students to connect remotely and learn from the lived experiences of upper year international students

- Evaluate the model around provision of PR advising
 - ISS delivered 11 Permanent Resident (PR) information sessions with 339 participants. To facilitate capacity issues with ISS advisors who provide immigration advising services, temporary immigration advisors were contracted to deliver these sessions.
- Developed a new staffing model in 2021 to ensure all ISS student advisors had either an RCIC or RISIA designation and could provide both immigration and non-immigration advising and support to UCalgary International students.
- This model allows ISS to offer both immigration and PR advising through existing ISS staff, resulting in efficiency and a more holistic service model for our students.

STAFF AWARDS AND RECOGNITION

- Gruber, Kirsty - Provost Star Award - Individual Award
- Ricky, Ramdhaney - Provost Star Award - Team Award (Student Quarantine Team)

PUBLICATIONS

- Cross-cultural Conceptualizations of Mental Health, Campus Mental Health Strategy Progress Event – Garrett Beatty (collaboration with Staff Wellness, Student Wellness Services, Office of Diversity, Equity and Protected Disclosure)
- GEEK Talk: Race and Gender in Pop Culture, Garrett Beatty and Keeta Gladue
- Canada, It's Complicated. Garrett Beatty and Keeta Gladue

CONFERENCES

- Healthy Campus Alberta two-part webinar series on supporting international students during COVID-19
- CBIE session on collaborative approaches to supporting international students presented with Heather Clitheroe
- National Citizenship and Immigration Conference 2020 (NCIC), Lien Tran
- CAPIC – Express Entry 101 webinar, Express Entry 201 webinar, Express Entry 301 webinar, Breaking down the new pathways - the lucky 90,000! and Student Challenges and More – webinar, Lien Tran
- Devant – Immigration Q&A: Canada's New Pathways for Graduates, Lien Tran

Leadership and Student Engagement

The Leadership and Student Engagement office is committed to helping students thrive through offering comprehensive new student orientation programming and facilitating connections with peers through leadership, student life and community engagement programming. The LSE connects students to one another, to the campus community, and to local, national and international communities.

Through programming and initiatives, LSE provides hands-on learning opportunities for students to develop leadership skills and strengths, build intercultural competencies and deepen awareness of social justice topics. Through co-curricular volunteer experience,

immersive service-learning programming, drop-in activities, and leadership and paraprofessional training, LSE supports students in their development to become engaged students, well-rounded citizens and lifelong learners. One-on-one advising is provided to students to further personal development and connect them with key co-curricular supports, technology and initiatives on campus.

GOALS FOR 2019/20

- Focus on enhanced transition support and connecting students to peers: Deliver an online Fall Orientation

program alongside the third iteration of Online Orientation (D2L). Augment the program by integrating enhanced first-year experience supports and extended initiatives for second year students. Provide flexible online options and resources for mentors (staff and senior students) and mentees (first year students) in the Emerging Leaders program.

- Focus on equity, diversity and inclusion in student leadership training, community engagement programs, student life and orientation. Design and deliver a series of online ucalgarycares programs. Continue to

focus on support and implementation of the Indigenous Strategy through collaborative work across all portfolios in partnership with the Writing Symbols Lodge.

- Focus on experiential and work-integrated learning through online delivery of the Career Skills Articulation program (CAP) and the Peer Helper Professional Development program, as well as through supporting students with flexible options for co-curricular and involvement opportunities. Through ucalgarycares programs, provide opportunities for students to engage in remote service-learning activities with not-for-profit organizations including a reflection activity. Through participation in the the CAP program, provide mentorship and support professional development for student staff working remotely in LSE.
- Evidenced based planning and projects: Continue to focus on evidence-based planning and projects which includes the application of a curricular approach to programs and further refinement of program outcomes and evaluation across all portfolios. This also includes updates to program details in Curriculum Links (via the Taylor Institute of Teaching and Learning) and utilize an evidence-based approach to program development. In collaboration with the Office of Institutional Analysis, effectively organize and efficiently analyse qualitative data for Orientation.

KEY ACHIEVEMENTS

New Student Orientation

- Total event registration: 4,587 (760 International)
- UCalgaryStrong Carnival: N/A canceled the event for 2020
- Virtual Fall Orientation survey received 905 responses
 - 92% students who completed the Orientation survey indicated they feel the University of Calgary is a support environment for its campus community members
 - 85% of students who completed the survey indicated they have an understanding of academic expectations at the university

- Virtual Fall Orientation leaders 170
- Ask Me Program adapted to a virtual front desk model
- Parent and Family Orientation registration: 173
- 5,934 Online orientation users enrolled
- 3,732 users visited Online Orientation (pre-arrival) content pages with an average engagement time of 15 minutes
- Equity, Diversity and Inclusion content added to Online Orientation in collaboration with the Office of Equity, Diversity and Inclusion
- First Year Experience committee launched, FYE leaders trained ; staff obtained training in FYE curriculum; Your First Year website page developed reflecting the mindsets of design thinking
- Virtual Campus Expo 33 exhibitors drew 3,490 visitors and 1,146 unique chat message exchanges

Leadership

- Emerging Leaders Program: 157 first-year participants and 56 staff/faculty/upper-year student mentors or buddies.
- Sophomore Leadership Program: 61 upper-year participants.
- Leadership on Demand: 86 participants in 6 workshops.
- Career Skills Articulation Program: 110 students participated in the program alongside 40 staff mentors. The new, self-directed FUSION Skill Development part of the program taught professional communication, metacognition, and problem-solving skills to participants.
- Peer Helper Professional Development Program: 374 Peer Helpers across 16 offices and 17 online workshops.
- Strengths Programming: 3,210 students participated in CliftonStrengths programming as part of both co-curricular activities and academic courses.

Student Life

- The UCalgaryStrong Carnival did not run in the 2019/2020 year due to COVID-19 restrictions.

- Unwind, 27 events, 463 students attended
- UCalgaryStrong Festival events (virtual) – 216 attendees
- UCalgary Meet-Up, 121 registrants for self-organized events.
- Last Lecture, 4 virtual events, 241 students attended
- Dr. Rita Yembilah - “Finding your identity in the world of work”
- Dr. Darrin Flynn - “A Sacred Trust: Indigenous Languages in Canada”
- Dr. Maureen Hiebert – “Genocide: the crime of crimes”
- Dr. Joshua Goldstein - “Blueprints, Bucket Lists and Being at Home in the World”

Involvement/Co-Curricular Program

- 782 CCR activities in CCR database for time period
- 4751 CCR positions in CCR database for time period
- 2,712 approved positions added to students' personal records
- 1,325 new personal CCR student records created
- 1,704 new personal CCR student records created
- Policies adjusted due to Covid-19 to provide flexibility for students with tracking their experiences
- Adapted the co-curricular program and promotions to integrate with the new Elevate platform.

Community Engagement

- Trick or Eat: 31 Student volunteers collected 1689 lbs of food and \$275 in monetary donations which was donated to the SU Campus Food Bank and Calgary Interfaith Food Bank
- ucalgarycares programs (virtual):
 - Three Day of Service events with 266 registered participants, 82 in attendance and 55 student group leaders.
 - There were 7 volunteer organizations in total that participated in 2020 Day of Service programs.

- Global Citizenship - 24 participants; 100% survey respondents indicated program met or exceeded expectations
- Homelessness at Home 22 participants; 83% survey respondents indicated program met or exceeded expectations
- Sustainable Cities 26 participants; 79% survey respondents indicated program met or exceeded expectations
- Indigenous Leadership and Engagement – 13 participants, 3 were Indigenous Program Leaders; 100% survey respondents indicated program met or exceeded expectations

STAFF AWARDS AND RECOGNITION

- Xing Zhu - Five Years of Service
- Carllie Necker - 15 Years of Service

GRANTS OR FUNDING

- Students' Union Quality Money:
 - Student Activities Fund
 - Peer Helper Professional

Development Program

- ucalgarycares Indigenous Leadership and Engagement
- ucalgarycares Diversifying Participation in Experiential Learning
- Unwind Bonfire

- Anonymous Donor: UCalgaryStrong

PUBLICATIONS

- [UCalgary's online orientation journey.](#) Written by Clare Hickie, Gareth McVicar, Carllie Necker, Kelly Kay Spurlock and Clara Rofaeil.

CONFERENCES

- Stanford Life Design Training for University Educators, Dec. 2020, Carllie Necker
- M.Ed. Adult Learning (first year, Victoria Hirsche)
- Annual Conference on The First-Year Experience (February 15-19, 2021), Kelly Kay Spurlock and Gareth McVicar
- Leadership Educators Institute (December 15-16, 2020), Gareth McVicar
- "Strengths-based Teaching: Postsecondary students with a

teaching role" at the 2021 CONGRESS Conference, Gareth McVicar, plus 2 UCalgary faculty and 2 grad students

- CACUSS 2021 (Virtual), Carllie Necker, Clare Hickie, Heather Lee
- Gareth McVicar: presented "Strengths in Action – Building a Campus Approach" at CACUSS along with a team of student affairs professionals from Western, UToronto, Ryerson and Guelph-Humber
- Adobe MAX – five-day conference, Travis Dickie
- Master of Planning, University of Calgary, Travis Dickie
- Elders Teachings Series: Indigenous Ways of Healing Trauma-Informed Teaching and Learning Practices Post-COVID, David Marallag
- Designing Learning, Continuing Education, University of Calgary, Foundations of Collaborative Conflict Resolution, Workplace Focus, Continuing Education, University of Calgary, Kelly Kay Spurlock

Student Conduct Office

The Student Conduct Office works with all members of the university community to facilitate the resolution of alleged student non-academic misconduct.

GOALS FOR 2019/20

- Expand conflict management support to include additional workshops and 1:1 conflict coaching
- Enhance support to faculties in responding to issues arising in virtual classroom environments, including expansion of student resources related to expectations of online behaviour.
- Respond to emerging issues through expansion and customization of existing training resources.

- Support Legal Services in drafting revisions to Student Non-Academic Misconduct Policy and Procedures.

KEY ACHIEVEMENTS

Conflict Management

- Launched 1:1 Conflict Coaching to support students in resolving conflict, and to facilitate personal development in developing awareness of own conflict styles, and how to work effectively with alternate conflict styles
- Developed a training program for peer conflict coaches and selected two student leaders in the residence community to serve in these roles
- Expanded workshop offerings related

to conflict management with the introduction of the Understanding Anger 60 minute workshop

- Managing behaviour in online environments
- Developed a new web resource for students, staff, and faculty on "Student Conduct in the Virtual Classroom." This resource includes guidelines for conduct, information on relevant policies, suggestions for students who are witnessing inappropriate behaviour, and a nomination form to recognize someone for intervening in damaging or disruptive online behaviour
- Created and delivered customized workshops for faculty members who were experiencing concerns related to student conduct in virtual classrooms

- Created a reporting form for concerning online behaviour that included a myriad of response options including provision of education for individual or entire classroom and formal or informal intervention
- Developed a “calling in vs calling out” and “setting and communicating boundaries” presentation that was delivered in the classroom environment

Student Non-Academic Misconduct Policy and Procedures

- Drafted major revisions to policy and procedures, based on insight and information gathered over previous 5 years of policy implementation
- Revisions included addition of restorative process and resolving complaints through an alternate process (which has included informal opportunity for resolution)
- Developed Student Conduct Office infographic to support student understanding of the office and SNAM Policy
- Developed and delivered understanding your rights and responsibilities presentation for first year orientation program
- Provided enhanced training on credibility assessments to Hearing Board members
- Developed informal resolution processes as a means of managing complaints
- Developed sanctions and resources related to restorative practices and repairing harm
- Redeveloped Residence’s procedures for responding to violations of Residence policies, culminating in a “Residence Guidelines, Procedures, and Community Standards” document
- Expansion of training resources
- Collaborated with Student Wellness Services and the CASE Club on a “Sex in Residence” program, providing three workshops related to consent, healthy sexuality, and bystander intervention training
- The Upstanders harm reduction training program was featured in the HCA “Provincial Mental Health Promising Practices Toolkit” (<https://www.healthycampusalberta.ca/toolkit/toolsforsuccess/>)

www.healthycampusalberta.ca/toolkit/toolsforsuccess/)

- Developed new content for Bystander Intervention Training Program in response to identified and emerging issues, including addressing discrimination, de-escalating conflicts, and bystander intervention in contextualized environments (eg. online and in medical settings).
- Trained every member of the Cumming School of Medicine Class of 2022 in Bystander Intervention over the winter term
- Partnered with Advancement (Alumni Engagement) to recognize “Neighbour Day” in Calgary with a special offering of Bystander Intervention Training for Alumni. This session also raised funds the Upstanders Program, which provides students with 20+ hours of harm reduction training in an effort to build a stronger, more caring campus community.
- 31 students were recognized for completing all 20 hours of Upstanders training over the year; an additional 226 students joined the program in 2020/21 and began work towards completing training requirements.

CONFERENCES & PROFESSIONAL DEVELOPMENT

- Healthy Campus Alberta Toolkit Webinar on Promising Practices (Renata Gordon and Alex Klassen with Student Wellness Services)
- Anti-Asian Racism Conversations event for Asian Heritage Month, Bystander Intervention Training, Renata Gordon
- Student Conduct in the Virtual Classroom, GFC Teaching and Learning Committee, Jennifer Quin and Renata Gordon
- Liberating Structures Workshop, Renata Gordon and Andrew Barry
- LivingWorks Start Online Suicide Prevention Training, Renata Gordon
- “Handling Challenges in the Zoom Classroom” webinar, Renata Gordon
- “Courageous Conversations: Anti-Racism and Decolonization in the University” Presentation offered

through the Office of EDI, featuring Dr. Verna St. Denis and Dr. Shirley Anne Tate, Renata Gordon

- “Decolonizing Student Conduct” webinar, CACUSS, Renata Gordon and Andrew Barry
- MaxFest (conference related to Maxient case management software), Renata Gordon and Andrew Barry
- “Restorative Practices in Residence Halls” webinar, University of San Diego Centre for Restorative Justice, Renata Gordon
- “Building Better Boundaries” workshop, Recovery Centre of Calgary, Renata Gordon and Andrew Barry
- Conflict Coaching Level 1 and 2, Continuing Education, Andrew Barry
- Negotiation Level 1, Continuing Education, Andrew Barry
- Conflict Dynamics in Groups, Continuing Education, Andrew Barry
- Mediation Level 1, Continuing Education, Andrew Barry
- The Evolving Nature of Student Activism: Supporting Student Voices in a Landscape Altered by Racial Justice Protests, COVID-19, and a Volatile Political Climate, Education Advisory Board webinar, Jennifer Quin
- Advanced Threat Assessment and Threat Management: Front Line Defense for Evolving Threats, Specialized Training Services, Jennifer Quin
- Coming to the Fire: Embodying Anti-Racist Culture and Practice, St. Mary’s University 4-part workshop, Jennifer Quin
- Restorative Justice, Guiding Principles for Schools and Communities, Jennifer Quin
- Supporting Displaced Students in Crisis, Chronicle of Higher Education, Jennifer Quin

Student Success Centre

The Student Success Centre (SSC) supports students through programs and services that enhance learning and personal development from inquiry to degree completion. It does this through collaboration, research and community involvement.

The SSC focuses on three distinct areas: academic advising, learning and writing support to provide tailored learning assistance and advising programs, and no-cost one-on-one services for all undergraduate and graduate students. It also plays a key role in supporting several advising initiatives across campus.

GOALS FOR 2019/20

- Increase academic first-year transition programming for incoming students
- Develop and launch online learning resources to support student success during remote instruction
- Implement ongoing equity, diversity and inclusion professional development for Student Success Centre staff
- Work collaboratively to create flexible and inclusive programming and service models in response to shifting needs
- Contribute to the development of supportive practices to address student challenges by participating in working groups and committees across campus

KEY ACHIEVEMENTS

Enhanced first-year transition programming

- Developed and delivered a workshop series in the months of July and August. Topics included tools for online learning, note-taking and study skills, maintaining motivation and preparing for tests and assessments. Sessions had over 900 attendees.
- Introduced twice weekly 'Transition to University Learning' and 'Transition to University Learning for International Students' small group sessions to provide regular, online sessions for students to connect with Academic Support staff regarding everything from accessing textbooks to UCalgary academic grading scales.
- Launched Introduction to Online

Learning D2L Module providing students access to videos and activities on topics related to online learning. Content within the module included self-directed learning strategies, how to create discussion posts, time management and technology tools for learning.

Implemented monthly professional development program on equity, diversity, and inclusion (EDI) for SSC staff

- After initial consultation with Dr. William Yimbo, Senior Advisor, EDI Literacy, Education, and Training in the Office of Equity, Diversity, and Inclusion, the SSC launched an ongoing EDI professional development program with the goals of supporting our individual and group learning and enhancing the inclusivity and culturally responsiveness of services.
- Beginning November 2020, SSC staff participated in monthly sessions on various EDI literacy topics delivered via a combination of in-house facilitated workshops with pre-reading and sessions led by external speakers.

Enhanced focus on accessible, inclusive and responsive resources and programs

- Introduced a captioning and accessible transcript documentation process for newly created online Student Success Centre recorded workshops and videos.
- Provided various information and program delivery models (large webinar style sessions, small group sessions, drop-in virtual front desk, self-serve materials, etc.) to provide students with multiple means to engage in services.
- Piloted an expanded identification model for the Thrive Priority Support Network to enhance outreach to students in response to Covid-related grading system changes.
- Expanded Academic Integrity workshop and resource offerings to increase student access to sessions and respond to student queries regarding learning and assessment practices within an online learning environment.

Increased participation on committees

and project teams to support responsive university processes and student resources.

- Supported planning and implementation of flexible grading options due to COVID
- Supported the development of online resources in collaboration with other units including the Open Studies Registration Handbook, International Students Studying Remotely Guide, and Studying with Others web resources.

GRANTS OR FUNDING

- SOTL Teaching and Learning Grant: Intrinsic Learning: a study of assessment practices in the Scholars Academy service projects, Jessica Cohen, Coordinator, Scholars Programs
- Student Union Quality Money Grant: Peer assisted study program, Steve Mason, Manager, Learning Support Programs

STAFF AWARDS AND RECOGNITION

- Steve Mason – Arts Co-op Employer of the Year Honourable Mention 2020-21
- Student Success Centre team – Spring 2021 Provosts Star Award (Student Success in COVID)

PUBLICATIONS

- Secord, J., 2020. Christian Intellectuals and the Roman Empire: From Justin Martyr to Origen. Inventing Christianity. College Park, PA: Pennsylvania State University Press.
- Secord, J., 2021. "Irenaeus at Rome: The Greek Context of Christian Intellectual Life in the Second Century." In Irénée entre Asie et Occident. Collection des Études Augustiniennes. Série Antiquité 201. Ed. Agnès Bastit. Turnhout: Brepols, 141-160.
- Secord, J., 2021. Review of Christian Thru Djurslev, Alexander the Great in the Early Christian Tradition: Classical Reception and Patristic Literature. Classical Journal 116.4, 503-5.

CONFERENCES

- Alberta Advising Symposium,

November 2020, Attended/ Organizer:
Lesley Gerein, Steve Mason
Presented: Deirdre Mooney & Karen
Quinn, Exploratory Service Log

- CACUSS Symposium on Supporting International Students, Feb. 2021, Attended: Jennifer Parsons
- NACADA Region 8, March 2021, Presented: Deirdre Mooney & Karen Quinn, Exploratory Service Log
- CACUSS, June 2021

Presented: Deirdre Mooney & Karen
Quinn, Exploratory Service Log
Presented: Jessica Cohen & Stephanie
Lee, Experiential Learning

- International Centre for Academic Integrity Annual Conference, March 2021, Presented: Lee-Ann Penaluna & Leanne Morrow, Student Services and Library Collaborations for Academic Integrity Success
- International Centre for Academic Integrity session: How to raise the

profile of academic integrity through
quality assurance, Attended: Lee-Ann
Penaluna

- CACUSS Coast-to-Coast International Advisors Community Discussions, Nov. 2020-June 2021, Participated: Jennifer Parsons
- CACUSS Accessibility and Inclusion Summit, April/ May 2021, Attended: Mariann Howell & Heather Thompson

Writing Symbols Lodge

Writing Symbols Lodge provides culturally appropriate services to facilitate the success of Indigenous students in their pursuit of knowledge and higher education. Students can access academic, personal and cultural support services and programs. These include academic retention, career and employment, and youth outreach programming, as well as one-on-one advising and leadership training. Writing Symbols Lodge also provides a warm and supportive environment for the entire campus community.

GOALS FOR 2019/20

- Ensuring the daily operation of the Writing Symbols Lodge to provide a safe space for students to gather and enhance their post-secondary learning experience
- Providing Indigenous student services with an in-person and virtual format
- Ensuring the programs coordinated by the Writing Symbols Lodge team are delivered in a manner that promotes a culturally sensitive and welcoming atmosphere
- Provide academic advising Undergraduate Arts to Indigenous students
- Deliver the Ótáp ímisskaan: Indigenous Youth Leadership Program to area high schools and to UCalgary Indigenous students
- Coordinate the delivery of the ISAP Indigenous Student Academic Access Program for incoming annual cohort. Working with the Registrars Office, Recruitment Team, Enrolment Services, Student Success Centre and Faculty of Arts to ensure ISAP cohort's

applications, class registration and weekly PASS sessions and workshops are successfully delivered

- Ensure the cultural programming is delivered to Indigenous students through the Tiya Dagumisasriy Student Success Program
- Collaborate with the Student Wellness Team's Indigenous Student Support Advisor to ensure Indigenous students are receiving support as needed
- Coordinate the delivery of IRTIP Indigenous Relations Training Program to the UCalgary campus community and external audience

KEY ACHIEVEMENTS

- Writing Symbols Lodge re-opened up July, 2021 with staff providing hybrid support environment with in-person and virtual appointments for programs
- Fall 2021 WSL staff delivered an Orientation week for ISAP students where the UCalgary tipi was raised and engagement with Elders was provided to incoming students
- Worked with the Students Success Centre to train 3 PASS mentors to delivered academic support for the ISAP cohort classes INDG 201, ENGL 251 and INDG 397
- Created the ISAP Peer Mentorship program where 20 UCalgary students were recruited and training to provide support to the ISAP cohort of 35 students
- Provided weekly Wednesday workshops for ISAP students to provide support,

team building and culturally appropriate learning opportunities through the Fall and Winter semesters

- Delivered online Indigenous Relations Training Program virtually to 180 participants

GRANTS AND FUNDING

- ATCO grant \$50,000 as per our contract which was renewed January 2020 our primary sponsor for our Indigenous Relations Training Program
- Toronto Dominion Bank \$13,000 Indigenous Student Tech fund
- Anonymous Donor Grant: Supporting Indigenous Students in Transition and in Emergency, for the Indigenous Student Access Program (ISAP) Year 1 of grant spent over 2020-2022 of \$100,000/year
- Suncor grant of \$50,000 in support of the Ótáp ímisskaan Youth Leadership Program
- TC Energy grant of \$25,000 in support of the Ótáp ímisskaan Youth Leadership Program
- Werklund School of Education – Indigenous Education Grant Opportunity -\$10,000 led by Sieera Koochicum, Ótáp ímisskaan Way Finder
- TCE Energy grant \$10,000 in support of the Indigenous Graduation celebration
- Judy McLelland, community donor grant \$5,000 year 1 in support of the Indigenous Graduation

CONFERENCES

- CACUSS 2021, Reagan Markwell

Student Wellness, Access & Support

UCalgary works to create a campus environment where students, faculty and staff feel empowered to support each other and participate in maintaining their own health and wellbeing. Using a student-centered approach, Student Wellness, Access and Support offers comprehensive, holistic and accessible programs and services to foster all dimensions of wellness. These include the Faith and Spirituality Centre, Student Accessibility Services, Student Wellness Services, and the Women's Resource Centre.

Faith and Spirituality Centre

The Faith and Spirituality Centre (FSC) is a religion-positive space that welcomes people from all religious, spiritual, secular-based, and questioning or seeking viewpoints.

It offers a variety of spiritual and faith-based practices and encourages religious literacy, interfaith dialogue, cooperation, and action as a critical part of the student experience so students can be their authentic selves.

GOALS FOR 2020/21

Remote Delivery

- Provide virtual service delivery and continue to provide virtual options post-pandemic through the following offerings:
 - Delivering 1-1 video conferencing for student and chaplains/representatives
 - Providing a virtual inclusive space for conversation and community building
 - Recording presentations and speakers and allowing them to be virtually accessible

Mental Health

- Work to enhance support in congruence with the expected increase in mental health issues due to pandemic concerns and isolation for students, staff, and faculty by:
 - Developing a framework to offer peer support through our centre. We will partner with Wellness Services and the Women's Resource Centre to develop this framework.
 - Utilizing social media platforms to amplify the voices of those doing mental health work on campus through an Instagram series.

Social Justice Issues

- work to better support marginalized students, staff, and faculty through:
 - Providing alternative text to social media images allowing screen reading software to describe images
 - Providing closed captioning (subtitles) on videos allowing people with hearing impairments

to participate in the video

- Partnering with Writing Symbols Lodge and other Indigenous communities to provide chaplains/representatives and staff with firsthand Indigenizing experience

KEY ACHIEVEMENTS

- 21 Chaplains/representatives provided support to hundreds of students through one-on-one meetings
- Through our other programming, events, workshops, and outreach activities, we engaged with over 5461 students, staff, and faculty
- Continued to offer 4 regular community building programs virtually: DiversiTEA, Taste of Tuesday, Open Circle and Virtual RealITEA (a new virtual study program)
- Supported a volunteer team of 19 peer helpers
- Hosted 2, 8-week Compassion Cultivation Trainings with 82 registrants and 45 students completing the training



- Developed a mentorship program between the faith representatives and the peer helpers
- Facilitated 3 virtual sacred space visits with international hosts
- Hosted a 12 Days of Winter Break virtual program to help support students stuck in Calgary over the Winter break.
- Worked with the Womens Resource Centre and the Wellness Centre to develop a framework supporting the development of an FSC (Faith and Spirituality Centre) peer support team.
- Partnered with the Faculty of Classics and Religion to host a lecture with Francis X. Clooney reaching over 70 participants.
- Created an 8 days of Chanukah Instagram series in partnership with local synagogues
- Hosted a virtual Black History Month event in partnership with Ordinary Black Girl Podcast reaching over 50 participants
- Created a Black History Month Instagram series highlighting the intersections between Blackness and Religion
- Created a Messages of Hope Instagram series during Equity, Diversity, and

Inclusion Week, highlighting messages from our chaplains/representatives.

- Hosted a virtual Sex and Gender Wellness Week event with Pam Rocker looking at faith and belonging reaching over 50 participants.
- Created a video with the peer helpers providing messages of love to the Queer community for Sex and Gender Wellness Week
- Painted the rock outside of the Dining Centre with a message for students to have a peaceful Ramadan
- Partnered with the Faculty of Nursing and 19 to Zero to host a How to Talk to Your _____ About Vaccines event.
- Developed a relationship with the National Council of Canadian Muslims
- Invited students, staff, and faculty to stand in solidarity with the faith representatives and the FSC during the candlelight vigil mourning the loss of the Afzaal family in London, Ontario

GRANTS OR FUNDING

- SU Quality Money Grant for Compassion Cultivation Training

CONFERENCES

- International Conference on Religious, Secular, and Spiritual Identities in

Higher Education, Sarah Ashton

- National Dialogues and Action on anti-Black racism and Black inclusion in Canadian higher education, Sarah Ashton
- Calgary Interfaith Symposium, Sarah Ashton
- Advising Panel - Compassion Fatigue, Sarah Ashton
- Kindle and Connect Conference: An Interfaith Gathering of Women Leaders , Sarah Ashton

PUBLICATIONS

- <https://www.ucalgary.ca/news/studying-and-writing-exams-during-ramadan>
- <https://news.ucalgary.ca/news/how-you-can-support-students-observing-ramadan-during-exams>
- <https://news.ucalgary.ca/news/four-ways-connect-spiritually-semester>
- <https://ucalgary.ca/news/three-things-you-didnt-know-about-compassion>
- <https://thegauntlet.ca/2020/09/18/prayer-spaces-amid-covid-19/>

Student Accessibility Services

Student Accessibility Services works collaboratively and innovatively with the campus community to create an accessible, equitable and supportive learning and living environment to enhance each student's academic and personal development.

Student Accessibility Services offers the following services: academic accommodations advising, campus accessibility advising, coordination of assistive services for students with disabilities, arranging disability-related funding for students, administering exam accommodations, running the Accessible Testing Centre, helping students identify and acquire appropriate assistive devices/technology, and running the Nat Christie Adaptive Technology Centre.

GOALS FOR 2020/21

- Implement first two modules of new Accessibility Management Database
- Prepare work plan for MSC building maintenance projects
- Develop new reporting format for provincial funders

KEY ACHIEVEMENTS

- Total number of students registered to receive specialized support – 2272 registered
- Total number of students who accessed Advising services through SAS – not reported this year. Unable to track
- Accommodated Exams arranged and supervised – 107 exams – only MD students wrote in person, all other exams were remote
- Exam Centre has 2 computer labs and 18 private rooms. The Exam Centre can accommodate up to 100 students at any one time, making it one of the largest exam centres for students with disabilities in Canada.
- Students with perceptual disabilities receive textbooks / course reading materials in alternate formats (i.e. Braille, electronic format etc.) – 244 texts converted
- Students receive individualized training and support to use assistive

technologies – 128 students

- Students referred for further assessment of learning difficulties – 19 students
- Student Accessibility Services arranged for a variety of assistive services including 682 hours of note-taking support in April 1- 15, 2020 only. Students used 3rd party note-taking services for remainder of terms; 260 hours of individualized learning strategist support
- Student Accessibility Services assisted 348 students to apply for disability related grants. Amount of funding received by students with disabilities totaled \$1, 626, 208.00. Significant increase in funding was a result of increase to disability grants amount during COVID-19.
- The Nat Christie Adaptive Technology Lab and Adaptive Technology Workrooms in the TFDL – were closed due to COVID-19

Student Wellness Services

Student Wellness Services works to create a campus environment where students, faculty and staff feel empowered to support each other and participate in maintaining their own health and wellbeing.

Everyone has a role to play in creating a healthy campus community. Using a student-centered approach, Student Wellness Services offers comprehensive, holistic and accessible programs and services to foster all dimensions of wellness. This includes health services, counselling, and various events and programs.

GOALS FOR 2020/21

Re-entry: adapting to Fall/Winter terms with campus re-entry

- Virtual Service Delivery

- Financial Impacts
- Psycho-social Impact of Re-entry
 - Connections and engagement to community

Mental Health

- Coordination aspects of all health outreach and support throughout the portfolio
- Pilot single session triage model and coordinated care in Student Wellness
- Anticipated growth in all mental health concerns, impact on students with disabilities, sexual violence portfolio

System Updates

- Implementation of new student medical

record system

- Enhancements to sexual violence record system
- Increase in on-line exams

Social Justice Issues

- Apply an intersectional perspective to programming and services – using anti-racial, anti-colonial lens
- Commitment to enhanced training for staff in intersectionality and diversity

KEY ACHIEVEMENTS

- Full adaption to virtual support without interruption of service.
- Establishing the role of Manager, Peer Support & Outreach combined health

promotion, Women's Resource Centre and Faith & Spirituality Centre and centralizing peer support options.

- Establishing an adaptation to the current Coordinated Care mental health service model, changing the first contact a student has with Student Mental Health services from a brief screening and referral interview to longer one-at-a-time sessions, providing more timely access to mental health services when students need it
- Establishing neurodiversity support advisor, in collaboration with the Sinneave Foundation, has begun to build support for students and faculty in the classroom
- Launching the Suicide Awareness & Prevention Framework developing a foundational understanding of 'Zero Suicide' including how UCalgary will lead a supportive and caring campus environment to reduce suicides in our student community
- Implementation of new electronic medical system, including ability for booking on-line appointments

GRANTS AND FUNDING

- Advanced Education: Post-secondary Mental Health and Addictions

- SU Quality Money:
 - Ignite: Peer Support to Promote Physical Activity
 - SU Mental Health Grant/Award
- GSA Quality Money:
 - Nomads, Peer Support
- Donor Funding:
 - Sinneave: Neurodiversity student support advisor
- Students Greatest Needs
 - Substance Harms Reduction
 - Students Helping Students
 - COVID Student Relief
- Taylor Institute Teaching & Learning Grant

STAFF AWARDS AND RECOGNITION

- Debbie Bruckner, Kevin Wiens, Provosts Award, International Students Quarantine Team

PUBLICATIONS

- Thannhauser, J., Block, M., Fox, A., Klassen, A., Nieuwenhuis, P., & Say, Z.

(2021). Roots of Resiliency: Facilitator's Manual. <https://ucalgary.ca/wellness-services/programs/roots-resiliency/roots-resiliency-program-home>

PRESENTATIONS

- CACUSS: Attended:
 - Presented: Debbie Bruckner, Jennifer Thannhauser, Kevin Wiens
- Threat Assessment Training, BSU City of Calgary Police: Debbie Bruckner
- Canadian Association for Suicide Prevention: Attended: Debbie Bruckner
- Calgary Civil Liberties, Anti-Racism Workshop: Attended: Mental Health Team
- Reducing Alcohol Harms in Municipalities: Attended: Debbie Bruckner, Yasmeen Nossbi
- 34th Annual Sebastian K. Littmann Research Day: Presented: Jennifer Thannhauser, Alberta Services for Students Conference: Jeff Vander Werf

Numbers served			
	2018-2019	2019-2020	Change
Counselling Centre appointments	8,728	7,192	-17.6%
Outreach/training participants (events, workshops, training programs)	11,457	10,909	-4.8%
Health appointments	30,405	28,903	-7.6%

Women's Resource Centre

The Women's Resource Centre (WRC) provides a safe and supportive place to advance gender equality and build community. It focuses on sharing, learning and teaching so that experiences are valued and everyone can access the resources necessary to make informed choices.

The WRC focuses on three pillars of work: wellness, leadership and diversity. Wellness supports women to achieve a healthy,

balanced lifestyle. Leadership works to inspire self-awareness so women can lead consciously and authentically. Diversity promotes inclusivity and human rights, as well as building understanding.

GOALS FOR 2020/21

- Provide support to students by moving programming and services to a hybrid model during re-entry

- Increase awareness about mental health supports, including peer support and our space
- Bolster focus on social justice issues in the context of covid, by applying an intersectional perspective to programming and services with anti-racist and anti-colonial lens
- Implement accessible and informative



events and workshops to empower students to confront, challenge, and dismantle oppression

- Strategize a campus-wide awareness campaign (Ask First), aimed at identifying accessible language and messaging to eradicate negative stereotypes and myths about sexual and gender based violence
- Provide and facilitate comprehensive and meaningful anti-oppression training modules for volunteer peer helpers, team leaders and staff

KEY ACHIEVEMENTS

- Hosted virtual 40 events/workshops; total of 875 attendees. Some major events included:
- Women Leaders Speaker Series (172 attendees)
 - Leadership in Community Development with Nketti Johnston-Taylor, Monday, Oct. 19
 - Leadership in Animal Welfare with Kim Hessel, Wednesday, Nov. 18
 - Leadership in Psychiatry with Dr. Jean Addington, Tuesday, Dec. 1

- Leadership in Law with Kim Grimwade, Wednesday, Jan. 13
- Leadership in Anti-Racism with Dr. Pamela Dos Ramos, Monday, Feb. 1 (hosted in conjunction with EDI Week 2021)
- Unleashing Your Potential Series with Dr. Nketti Johnston-Taylor (180 attendees)
 - The Importance of Visioning, Tuesday, Jan. 28
 - Overcoming Limiting Beliefs, Friday, Mar. 26
 - Discipline and Overcoming Procrastination, Thursday, Apr. 8
 - Surround yourself with greatness, Thursday, May 6
- WRC Awards Announcement on March 8, 2021:
 - Distinguished Alumna: Sue Shane Tsomondo
 - Distinguished Graduate Student: Leda Stawnychko
 - Distinguished Undergraduate Student: Jessica Revington

- The Sheila O'Brien Award for Excellence in Leadership: Karolina Krisandova

- During the 16 Days of Activism Against Gender Based Violence we hosted/created:

- December 6th Memorial Candle Sale Fundraiser (15 orders; raised over \$300)
- December 6/16 Days of Activism social media campaign highlighting 8 UCalgary members whose work have contributed to raising awareness/ending gender-based violence
- Who Needs Feminism Zoom Photo Booth, Thursday – Friday, Nov. 26 – 27
- During UFlourish 2021, we hosted:
 - Re-Thinking Prevention with Calgary Communities Against Sexual Abuse, Monday, Nov. 2 (17 attendees)

- Calling In: Doing Social Justice Compassionately with Karen B.K. Chan – Workshop and 2 Group Dialogue Events, Wednesday – Friday, Nov. 4 – 6 (96 attendees)
- We're Together Ending Poverty: The Case for Basic Income in Canada with We're Together Ending Poverty (WTEPYC), Tuesday, Jan. 26 (26 attendees)

Week 2021, we hosted 2 workshops with Karen B.K. Chan (60 attendees):

- Guilt-Free Boundaries, Tuesday, Feb. 9
- Amazing Relationships, Wednesday, Feb. 10
- Multiple Masculinities with Next Gen Men, Thursday, Mar. 18 (18 attendees)
- Queer Coding in Media, Thursday, Mar. 25 (10 attendees)
- Misogyny's All Around me: Intersections of Misogyny and Race, Saturday, Mar. 27 (7 attendees)
- The Power of Immigrant Women with Leda Stawnychko, Thursday, Apr. 1 (15 attendees)
- Misogyny in Disability, Thursday, Apr. 1 (23 attendees)

- In partnership with WMST 405 class, hosted Social Change Over the Past Year Event, Thursday, Apr. 8 (58 attendees)
- Collaborated with Leadership and Student Engagement to host 2 Unwind Jeopardy events on Wednesday, Feb. 17 and Wednesday, Mar. 31 (35 attendees)
- TED & Tea: Hosted 4 TED Talk screenings throughout fall and winter (67 attendees)

Ask First 2 – Challenging Attitudes and Beliefs

- Conducted literature review on social norms theory and example campaigns
- In process of completing and submitting IRISS application
- Drafted survey questions that will inform campaign material

GRANTS OR FUNDING

- SU Quality Money: Ask First 2 – Challenging Attitudes & Beliefs (July 2018 – June 2023)

STAFF AWARDS AND RECOGNITION

- Nanako Furuyama – 2020 Arts Co-op Employer of the Year Awards – Honorable Mention

WRC Peer Helper Program

Active Peer Helpers	50
Total Volunteer Hours	2,230

Impact (assessment by Peer Helper Survey)

- 96% of peer helpers have indicated that they are more aware of diversity and respect differences regarding race, culture, gender, sexual orientation, ethnicity, religion, physical ability age and appearance.
- 80% of peer helpers have developed a deeper understanding of Indigenous people, history, and culture through events and activities
- 90% feel more confident having conversations that challenge negative stereotypes and myths about sexual assault
- 80% feel safe reporting sexual assault and harassment, knowing that campus is dedicated to providing resources and a community of support
- 100% are satisfied with their volunteer experience with the WRC
- 100% recommend the WRC to others who are looking for volunteer opportunities on campus



Student Ombuds Office

The Student Ombuds Office helps resolve student problems and complaints within the university. The office is neutral and functions independently of the university administration. An ombuds can be described as an advisor, and may look into whether proper procedures were followed. The ombuds may bring to the attention of the university administration gaps and/or inadequacies in existing rules and regulations in an attempt to achieve fairness and due process for those involved.

GOALS FOR 2020/21

- Build and maintain key relationships with partners across campus including faculties, student support units, and student government
- Respond to emerging student issues relating to university's COVID-19 response
- Improve online resources to enhance student self-service
- Capitalize on newly accessible online PD opportunities, especially those relating to support of equity-deserving groups
- Lay groundwork for business continuity planning for Student Ombuds Office

KEY ACHIEVEMENTS

- Successfully transitioned to longer-term remote operation of the Student Ombuds Office, primarily through video conferencing
- Maintained continuity of Student Ombuds support through a 61% surge in incoming email traffic and an overall 33% increase in new cases
- Enhanced services to support students studying from their home countries
- Expanded support for academic misconduct situations: As allegations across campus increased by 56%, Student Ombuds support increased by 300%

PUBLICATIONS

- "Requirement to Withdraw: The Basics", YouTube video

CONFERENCES

- California Caucus of College and University Ombuds, Annual Conference
- Association of Canadian College and University Ombudspersons, Western Regional Mini-Conference
- National Dialogues and Action on Anti-Black Racism and Black Inclusion (U of Toronto – Scarborough)
- Alberta Network of Ombuds in Higher Education, biannual meetings
- Systemic Investigations: A Presentation for University and College Ombuds (Office of the BC Ombudsperson)
- Principles of Belonging, Introduction to EDI (U of Guelph)

Marketing and Communications

The Marketing and Communications team supports all units in Student and Enrolment Services. This involves communications advising, project management, web maintenance and design, and strategy development. The team also engages with the Office of Advancement and faculty communicators on broader university marketing and communication initiatives.

GOALS FOR 2020/21:

- Develop long-term website review and update process
- Continue to improve the consistency and quality of SES marketing and communications materials
- Provide quality services to all SES units
- Create and execute annual website content calendar

KEY ACHIEVEMENTS:

- Supported the move of most SES services to online at the outset of the COVID-19 pandemic
- Collaborated with the Office of Advancement and other units to communicate timely pandemic-related announcements to the student community
- Led communications strategies to support for key changes impacting students, such as the new flexible grading option
- Redesigned suites of materials for SES offices
- Developed improved content schedules for key student-facing websites
- Created and promoted resources to support students in online learning
- Developed and executed a content strategy for helping students in their return to in person learning



Committees, board and working group participation

Internal

Academic Integrity Discipline Group

Academic Program Sub-Committee

Academic Crisis Management Team

Academic Turnaround Working Group

Academic Turnaround Program Advisory Committee

Anglican Chaplaincy Advisory Committee

Calendar and Curriculum Sub-Committee

Campus Expo

Campus Mental Health Strategy

- Communications Subcommittee
- Faculty Subcommittee
- Implementation Committee
- Policy Review Subcommittee
- Programs Subcommittee
- Teaching & Learning Subcommittee
- Strategy Evaluation Committee

CAP Advisory Group

Career Campus Consortium

Career Skills Articulation Advisory Group

Carnegie Community Engagement Classification Advisory Group

Covid Academic Issues Team

Data Governance

December 6 Committee

Decision Support Team

Dimensions Steering Committee

Diversity and Equity Network Committee

Emergency Operations Group

Enterprise Reporting Working Committee

Equity, Diversity and Inclusion Network

Equity, Diversity and Inclusion Week Committee

Experiential Learning Advisory Committee

Experiential Learning Platform Steering Committee

Faculty of Graduate Studies Council

Faculty of Graduate Studies EDI Working Group

First Year Experience Committee

Gender and Sexuality Diversity Week Committee

General Faculties Council

Global Community Challenge Working Group

Graduate Academic Program Sub-Committee

Grad Success Week Planning Committee

Graduate Student Orientation Planning Committee

ii' taa'poh'to'p Grants Adjudication Committee

Indigenous Strategy

- Advisory Committee
- Ethical Space Committee
- Faculty and Staff Experience Committee
- Grand Committee
- Steering Committee
- Implementation Committee
- Indigenous Pathways Committee
- Indigenous Student Experience & Inclusion
- Intercultural Capacity Building

- Policies, Procedures & Practice Sub-Committee

- Reporting and Renewal Committee

Indigenous Graduate Oversight Committee

Indigenous Pow Wow and Graduation

Indigenous Student Access Program Diverse Qualification Admissions Committee

Indigenous Student Access Program Advisory Committee

Indigenous Student Access Program Oversight Committee

Indigenous Student Experience and Inclusivity Sub-Committee

International Entrance Scholarship Selection Committee

International Student Financial Need Bursary Selection Committee

International Student Services Network

International Student Support Network

Issues in Online Learning Working Group

Leadership and Student Engagement Awards Committee

Learning Technologies Advisory Committee

MacKimmie Building Project Steering Committee

National Day of Remembrance and Action on Violence Against Women, Advisory Committee

National Student Engagement Survey Committee

Newcomers and International Students Subcommittee

Online Invigilation Platform Project – Steering Committee

Online Orientation Working Group

Open House Working Group

Open Studies Advisory Group

Orientation Advisory Board

Orientation Advisory Committee

Pluralism & Religious Diversity Week

Provost International Strategy Committee

Refugee Student Board (SU)

Scholars Academy Council

Second Year Summit Working Group

Selection Committee (Alison Heal, Alyson Woloshyn, Ricky Ramdhaney Memorial Award, and Peer Helper of the Year Awards)

Senior Advisors Committee

Sexual and Gender Wellness Week Planning Team

Sexual Violence Policy Implementation Committee

Social Events Working Group

Strengths-Based Advisory Committee

Student Activities Fund Committee

Student Appeals Working Group

Student and Enrolment Services Ethical Space Team

Student at Risk Team

Student Non-Academic Misconduct Policy and Procedures Drafting Team

Suicide Awareness & Prevention Advisory Committee

Sustainability Coordinators Community of Practice

Threat Assessment Team

Tuition and Fee Consultation Committee

UCalgary Pride Planning Committee

UCalgary Social Events Working Group

UCalgary Strong Festival Committee

UCalgary Undergraduate Awards Committee

UCAN Steering Committee

UFlourish Advisory Committee

UFlourish Week Planning Committee

University of Calgary Child Care Society

Volunteer Emergency Support

Volunteer Registration and Management System Advisory Committee

Welcome Back to Campus Working Group

Werklund Health Champions

You at UCalgary Working Group

Zoom Project Steering Committee

External

AUPE Local 52 Bargaining Committee

AUPE Local 52 Executive Committee

Alberta Advising Symposium Steering Committee

Alberta Council on Admissions and Transfer (ACAT) Strategic Contact Persons

Alberta Council on Admissions and Transfer (ACAT) Operational Contact Persons

Alberta Post-Secondary Application System (APAS) Business Team

Alberta Post-Secondary Application System (APAS) Steering Committee

Alberta Post-Secondary Counsellors' Association

Alberta Post-secondary Health Association

Alberta Registrar's Association

The American Association of Collegiate Registrars and Admissions Officers (AACRAO)

The American Association of Collegiate Registrars and Admissions Officers (AACRAO) Transcript Disciplinary Notation Committee

Association of Registrar's of the Universities and Colleges of Canada (ARUCC)

Association of Student Aid Personnel of Alberta (ASAPA)

Calgary Centre for Global Community / Humainologie

Calgary Indigenous Post-Secondary Group

Calgary Interfaith Council

Calgary Local Immigration Partnership Council

Canadian Advising Coordinators Committee

Canadian Association of Student Financial Aid Administrators (CASFAA)

Calgary Regional Post-Secondary Mental Health Network

- K-12 Subcommittee
- Community Collaborations Subcommittee
- Primary Care and Alberta Health Services Subcommittee

Certified Career Development Professional

Education Liaison Association of Alberta (ELAA)

Education Liaison Association of Alberta (ELAA), PS-ARM member

Canadian Universities Event (CUE)

Canadian University Spirituality and Religious Pluralism Community of Practice

GPDN (Graduate and Postdoctoral Development Network)

Graduate and Postdoctoral Development Network

Healthy Campus Alberta

Higher Education User Group (HEUG) Admission Advisory committee

Indigenous Student Centre Network

International Centre for Academic Integrity, Content Committee

NACADA Region 8 Steering Committee

NACADA Undecided/Exploratory Advising Community Steering Committee and Research-Sub Committee

Post-Secondary Educational Partnership-Alcohol Harms

Student Advisors Articulation Committee

TEDxYYC, Calgary Leadership Committee

Transitions to Adulthood Provincial Conference Planning Committee

University Affairs and Postdoctoral Development Network

Western Association of Registrars of the Universities and Colleges of Canada (WARUCC)

Western Canada - WSL

Our SES team

Office of the Vice-Provost (Student Experience)

Susan Barker
Vice-Provost (Student Experience)

Kathy Steinhauer
Executive Assistant

Office of the Registrar

Al-Bastami, Rama
Admissions Assistant

Amero, Wendy
Analyst, ERP

Armstrong, Kishana
Enrolment Services Advisor

Ashton, Hannah
Applicant Services Manager

Azuolos, Isaac
Admissions Officer

Barclay, Shannon
Financial Aid Administrator

Belcon, Ashley
Student Recruitment Advisor

Belton, Gary
Admissions Officer

Bhaskaran, Omprakash
Senior Advisor

Borbely, Mayda
Recruitment Advisor, Intl

Brandt, Brian
Administrative Support

Brown, Marie
Analyst, ERP

Carter, Mark
Reporting Team Lead

Carter, Tim
Applications Assistant

Castronuovo, Gretchen
Training Analyst

Chan, Gillian
Student Recruitment Advisor

Chupik, Taebry
Enrolment Services Advisor

Cueto, Jenny
Admissions Officer

de Roaldes, Jennifer
Associate Registrar

Dooley-May, Joel
Assistant Registrar, SFS

Engler, Andrew
Enrolment Services Advisor

Farrell, Alison
Coordinator, National Student

Finlay, Kelsey
Indigenous Recruitment Advisor

Flynn, Sarah
Applications Assistant

Foo, Sydney
Applications Assistant

Fraser, Alexis
Student Recruitment Advisor

Galambos, Jacqueline
Community Liaison Advisor

Galappathy, Ayomi
Programmer/Analyst

Gee, Anita
Undergraduate Award Officer

Giroux-Wong, Shannon
Student Recruitment Advisor

Gollaz Mena, Monica
Admissions Officer

Hernandez, Vanessa
Enrolment Services Advisor

Hrenewich, Emily
Enrolment Services Advisor

Hutchuk, Nicole
Coordinator, Admin Services

Jones, Brian
Academic Scheduling Analyst

Jones, Michael
Manager, Scheduling

Kelly, Steven
Assistant Registrar

Khaira, Mandeep
Admissions Assistant

Khajeh, Saeideh
Senior Admission Officer

Kitcher, Thomas
Admissions Officer

Klimczuk Ozon, Jeanette
Convocation Assistant

Kurtze, Lindsay
Sr. Degree Audit Coordinator

Lee, Jusang (Jeff)
Asst Registrar, Planning Sys

Leung, Vivian
Student Records Advisor

Li, Xin
International Application Assistant

Lodge, Lisa
Registration Officer

MacKenzie, Michelle
Assistant Registrar

Martin, Kim
Undergraduate Award Officer

Maude, Jolene
Assistant Registrar

McCutcheon, Barbara
Scheduling Coordinator

McLaughlin, Steven
Asst Registrar, Planning & Sys

McLeod, Kimberley
Manager, Scheduling

McMullen, Kelly
Analyst, ERP

Melendez, Angela
Admissions Officer

Mowreen, Tanziha
Admissions Officer

Muir, Andrew
Analyst, ERP

Obiso, Maria (Hazel)
Admissions Officer

Orgill, Tiffany
Team Lead - Fees and Finance

Poland, Carol
Calendar Editor

Pols, Alynne
Admissions Officer

Pyke, Tracey
UGRD Award Tech Coordinator

Rawlings, Hannah
Applicant Support

Saweczko, Angelique
University Registrar

Saunders, Katie
Admissions Specialist

Scott, Katelyn
Undergraduate Award Officer

Sharma, Jyoti
Graduation & Convocation Officer

Shaw, Jenna
Admissions Officer

Sit, Eleanor
Business Analyst, ERP

Skjolde, Lana
Analyst, ERP

Sloan, Whitney
Enrolment Services Advisor

Smart, Courtenay
Manager, Exam Centre

Steele, Alison
Student Recruitment Advisor

Stephenson, Valerie
Spcl, Enrolment & Registration

Stewart, Renée
Award Account Officer

Sturley, Maximilien
Student Recruitment Advs, Dig

Tamagi, Mikayla
Recruitment Advisor, Intl

Tsang, Philip
Programmer/Analyst

Turcotte, Candace
Team Lead, International

Wood, Vanessa
Deputy Registrar, Enrolment Services

Zhang, Philip
Programmer Analyst

Student Services

Jennifer Quin
Senior Director, Student Services

CAREER SERVICES

Hana Al-Kebsi
Program Assistant

David Cataford
Career Development Specialist, Undergraduate Students

Cyndy Chan
Business Operations Team Lead

Lawrence Chan
Career Advisor

Matthew Geddes
Career Development Specialist,
Masters Students

Liliana Gonzalez
Career Development Specialist,
International Students

Nora Molina
Director, Career Services

Devika Pandey
Employer Relations Specialist

Ryan Andrew Klopp
Employer Relations Specialist

Stephanie Warner
Career Development Specialist,
PhD Students

Charlotte Ong'ang'a
Career Development Specialist,
PhD Students

INTERNATIONAL STUDENT SERVICES

Ricky Ramdhaney
Manager, International Student
Services

Garrett Beatty
Advisor, International Student
Intercultural Programs

Rachel Joshaghani
Administrative Assistant

Kirsty Gruber
Advisor, International Student
Transition Support

Lien Tran
International Student Specialist,
Immigration

Nicolle Hans
International Student Specialist,
Permanent Residence Support

LEADERSHIP AND STUDENT ENGAGEMENT

Lindsay Desrosiers
Coordinator, Community
Engagement

Travis Dickie
Coordinator, Marketing and
Communications

Clare Hickie
Program Assistant, Student
Engagement

Victoria Hirsche
Coordinator, Leadership and
Training Programs

Heather Lee
Coordinator, Student Life

Gareth McVicar
Manager, Student Leadership
Development

Shirin Merchant
Assistant, Office and Accounts

Carllie Necker
Manager, Leadership and
Student Engagement

Lenore Oler
Coordinator, Orientation and
Student Involvement (interim)

Kelly Kay Spurlock
Coordinator, Orientation and
Student Involvement (Mat leave)

Kelly Kay Spurlock
Coordinator, Orientation and
Student Involvement Coordinator

Xing Zhu
Assistant, Administrative

WRITING SYMBOLS LODGE

Keeta Gladue
Indigenous Student Advisor,
Lead Tiya Dagumisasriy: the
Indigenous Student Services and
Engagement Program Lead

Micah Jamison
Program Assistant, Indigenous
Student Access Program

Sierra Koochicum
Ôtáp ímisskaan Program Student
Team Lead

Karen MacDonald
Manager, Writing Symbols Lodge

Reagan Markwell
Indigenous Student Access
Program Coordinator

Sophia Pancic
Indigenous Relations Training
Program Assistant

Marla Wolf Leg
Administrative Coordinator

OFFICE OF STUDENT CONDUCT

Andrew Barry
Advisor, Student Conduct &
Conflict Management

Renata Gordon
Specialist, Conduct & Conflict
Management (Residence)

STUDENT SUCCESS CENTRE

Christine Barr
Administrative Coordinator

Daniel Birch
Prospective Student Academic
Advisor

Jessica Cohen
Coordinator, Scholars Programs

Alaa D'Abboor
Coordinator

Lesley Gerein
Senior Specialist Academic
Advisor

Kaliopi Gorgichuk
Academic Development
Specialist (Academic Turnaround
Program)

Mariann Howell
Academic Strategist (Athletes)

Stephanie Lee
Scholars Academy Program
Assistant

Melanie Li
Student Success Intern

Angela Ma
Student Success Intern

Steve Mason
Manager, Learning Support
Programs

Deirdre Mooney
Exploratory Academic Advisor

Paul Papin
Academic Development
Specialist (Graduate Students)

Jennifer Parsons
Academic Development
Specialist (International
Students)

Lee-Ann Penaluna
Specialist, Academic Integrity
and Student Support Initiatives

Karen Quinn
Exploratory Academic Advisor

Roxanne Ross
Director

Jared Secord
Academic Strategist

Courtenay Smart
Academic Strategist

Heather Thompson
Academic Strategist

Student Wellness, Access and Support

Debbie Bruckner
Senior Director, Student
Wellness, Access and Support

FAITH AND SPIRITUALITY CENTRE

Sarah Ashton
Pluralistic Engagement
Coordinator

Mahnor Fatima
Program Assistant

Nanako Furuyama
Manager, Peer Support and
Outreach

Ijun (Jessie) Seo
Project Assistant

Faith Representatives/ Chaplains:

Zahid Abid – Muslim
(Ahmadiyya)

Asif Arif – Muslim (Ahmadiyya)

Phil Aud – Christian
(Pentecostal)

Suresh Bhat - Hindu

Cristino Bouvette – Christian
(Catholic)

Danielle Braitman – Jewish (Hilel)

Sandra Brask - Bahai

Mordechai Groner – Jewish
(Chabad)

Hadi Hasan – Muslim (Shia)

Sukhman Kaur Hehar - Sikh

Kelly Johnson- Christian
(Pentecostal)

Layne Kilbreath – Christian
(Reformed)

Nidhi Lodha - Hindu

Ken Madden – Buddhist
(Unaffiliated)

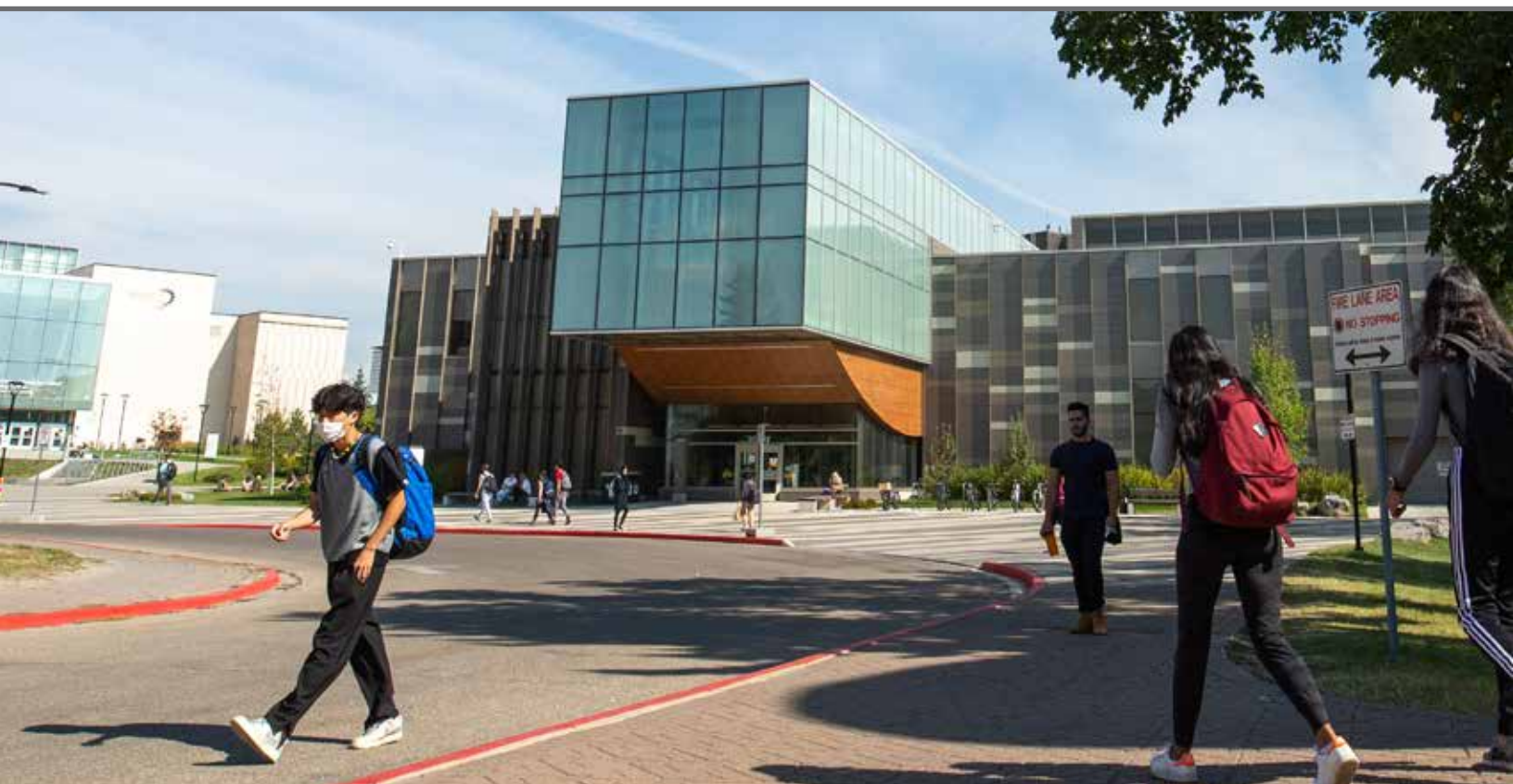
Carmen Maier – Christian
(Anglican)

Tim Nethercott – Christian
(United)

Pearl Nieuwenhuis – Christian
(Reformed)

Margaret Propp – Christian
(Lutheran)

Usha Sharma - Hindu



Fayaz Tilly – Muslim (Sunni)
 Noureen Tilly – Muslim (Sunni)
 Jef Tsui – Christian (Baptist)
 Paul Verhoef – Christian (Reformed)
 Vishavdeep Warring - Sikh

STUDENT ACCESSIBILITY SERVICES

Lisa Banash
 Access Advisor

Rob Blake
 Assistive Services Advisor

Micheal Code
 Access Advisor

Mary Cole
 Access Advisor

Mitchell Cook
 Exam Administrator

Meghan Mak
 Access Advisor

Brenda McDermott
 Exam Supervisor

Nicole Montford
 Exam Administrator

Hilary Neatby
 Exam Administrator

Judy Smith
 Administrative Coordinator

Johanne Tottle
 Director

Michele Tingley
 Administrative Assistant

60 casual staff
 Providing note taking, proctoring, and educational assistance

STUDENT WELLNESS SERVICES

Lucy Amadala
 Counsellor (Instructor)

Tiruwork Ashagra
 Medical Office Assistant

Carla Bertsch
 Sexual Violence Support

Savannah Carby
 Operations Coordinator

Anna-Lisa Ciccocioppo
 Sr Counsellor (Professorial)

Adrianna Cooper
 Student Support Advisor

Alaa Dabboor
 Manager System Implementation

Gio Dolcecore
 Counsellor (Instructor)

Stephanie Foster
 Counsellor (Sessional)

Nanako Furuyama
 Manager, Peer Support & Outreach

Roxanne Gardener
 Licensed Practical Nurse

Heather Good
 Counsellor (Instructor)

Linda Hastie
 Manager, Nursing

Alex Klassen
 Counsellor (Instructor)

Susan Koehler
 Licensed Practical Nurse

Kirstin Kot
 Neurodiversity Support Advisor

Peta Laing
 Licensed Practical Nurse

Danni Lei
 Counsellor (Instructor)

Megan MacKay
 Student Support Advisor

Yana Matusovski
 Marketing & Comms. Coordinator

Mandy McCaughley
 Coordinator, Community Training

Kelsey Lee McWilliams
 Student Support Advisor Distan

Chantel Mitchelitis
 Administrative Assistant

Yasmeen Hana Nosschi
 Harm Reduction Support Advisor

Oghenekome Odoko
 Student Support Case Mgmt Coordinator

Tania Rueda
 Administrative Coordinator



Katherine Schurer
Counsellor (Sessional)

Hilary Schweitzer
Registered Nurse

Julie Stewart
Counsellor (Instructor)

Ketan Tailor
Counsellor (Instructor)

Jennifer Thannhauser
Counsellor (Professorial) and
Associate Director (Counselling)

Paige Thomas
Indigenous Student Support Adv

Johanne Tottle
Director, Std Accessibility Svc

Kaitlin Van Geel
Provisional Psychologist

Jeffrey Vander Werf
Counsellor (Instructor)

Kevin Wiens
Mgr, Student Wellness Support

Megan Wolfe
Licensed Practical Nurse

William Wong
Immunization Program
Coordinator

Katrina Worth
Medical Office Assistant

WOMEN'S RESOURCE CENTRE

Di Honorio
Program Coordinator

Nanako Furuyama
Manager

Elizabeth Venton-Parnell
Project Assistant / Co-operative
Education Program

Student Ombuds Office

Jeff Stransky
Student Ombuds

Marketing and Communications

Nouran Abdellatif
Intercultural Marketing and
Communications Advisor

Casey Blais
Senior Marketing and
Communication Advisor

Randal Cacayuran
Web and Marketing Assistant

Kailey Lewis
Marketing and Communication
Advisor

Mohammad Haidar
Graphic Designer/Web
Developer

Amy Kornelson
Graphic Designer

David Melchin
Graphic Designer/Web
Developer

Shakera Swizdaryk
Web Communication Specialist

Stephanie Talbot
Senior Marketing and
Communication Advisor

Caleb Zimmerman
Director

**Office of the Vice-Provost
(Student Experience)**

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