MESSAGE FROM THE VICE-PROVOST, STUDENT EXPERIENCE

Student and Enrolment Services (SES) is committed to fostering a community that values student engagement, challenges students to explore their potential, and supports each student’s success through the provision of best practice services and programs that enhance the student experience in support of the academic foundations of the University of Calgary.

Our mission is to ensure University of Calgary students can make the most of their experience at our university. We also endeavour to provide them with the necessary services and support to be successful during their academic life, and beyond.

To achieve our mission, we adhere to the highest standards of personal, interpersonal, and professional behaviour while complying with all institutional and legal requirements.

We stand on four core values:

- Respect
- Integrity
- Compassion
- Collaboration

These core values are the foundation for which we conduct ourselves day-to-day. They guide how we interact and connect with our community to create a dynamic learning environment.

As you will see throughout the following pages, we have accomplished many milestones and have provided valuable programming that has impacted our students and provided them with the support they need to succeed. I encourage you to reflect on the year and celebrate what we achieved.

I look forward to the year to come, when we will continue building on to create a strong, supportive community for everyone to reach their potential.

Dr. Susan Barker

Vice-Provost (Student Experience)
Career Services helps guide students through the career development process. They also collaborate with other units on student and alumni initiatives, and manage an online job board where students and alumni can search employment and co-op/internship opportunities.

In addition, Career Services builds and cultivates relationships with employers. This includes the development and organization of events to bring employers to campus for campus recruitment and career-related events.

HIGHLIGHTS

• Social media: Twitter campaign used to engage employers at Career Expo event
• Career fairs: Increase in sponsorship
• Science Without Borders placement initiative: 100% successful internship placements
• Degree Profiles: Launch of arts and science degree profiles; over 27,000 views in inaugural year
• Diversification of Service Model: Online workshop format for all career development workshops to allow 24/7 access for students (9,500 minutes watched)

BY THE NUMBERS

Career Development Stats at a Glance
(May 1, 2013 – April 30, 2014)
• 3,054 students served (in person, drop in, telephone and email advising)
• 11,090 online workshop views (open access site)

In-person workshops:
• Undergraduate: offered - 76, attendance - 411
• Graduate: offered - 38, attendance - 246
• Social Work: offered - 6, attendance - 237
• Education: offered - 18, attendance - 1,647
• Additional workshops: offered - 45, attendance - 1,019

Other Campus Recruitment Events in 2013/14:
• 66 employer information sessions
• 2 career LIVEbrary events (fall & winter)
• 2 networking galas (fall & winter)
• Collaboration with arts, science and Haskayne on campus recruitment breakfast and national co-op and internship week and career week

CareerLink Stats at a Glance
(July 1, 2013 – June 30, 2014)
• 7,343 job postings
• 3.64 average number of postings per account (active employer)
• 677,641 job posting views

Website Analytics at a Glance
(2013/14 Academic Year)
• 27,282 degree profile lib-guides views
• 47,834 career planning resource lib-guides views

AWARDS AND ACHIEVEMENTS

Staff Awards and Recognition:
• Meaghan O’Brien — U Make a Difference Award
• Kelly Gallant — U Make a Difference (nominee)
• Munira Hirji, Cyndy Chan, Carol Wert, David Catford, Carol Cook — SES Long Service Awards - 5 Years
• Sue Kersey — SES Long Service Award - 15 Years
• Colleen Bangs — CACEE New Member of the Year 2013
The Centre for Community-Engaged Learning (CCEL) supports student learning, leadership development, and encourages life-long community engagement through projects and partnerships with the non-profit sector. CCEL connects students to volunteer opportunities with local organizations through ucalgarycares, local and international immersion experiences, campaigns on food security through Meal Exchange, and senior leadership experiences through the Peer Helper Program. The centre also provides support to faculty developing service-learning courses, and acts as a place of contact for community organizations.
The Enrolment Services team had significant staff changes and transitions. However, a stable and strong team lead group supported these changes and led the way for consistency in service delivery through this change period. The team identified a number of areas that improved efficiency and service to students:

- Recorded a total of 92,745 student interactions
- Registration appointment times required minimal manual manipulation
- Automation of many student aid processes reduced in-person and telephone contacts

HIGHLIGHTS

The Enrolment Services team provides frontline support and advising for students to assist them with fee assessment, financial aid, awards, admissions and registration. They view every student engagement as an opportunity to create a positive student experience. Enrolment Services also oversees all aspects of the student record to help ensure compliance with university policies, which includes financial compliance and protection of privacy of the student record.
EXAMS, GRADES & TRANSCRIPTS

As part of the Office of the Registrar, the Exams, Grades and Transcripts unit coordinates hundreds of final exams and deferred exams annually. They also issue thousands of transcripts, and provide grading support for all courses. Support includes group and one-to-one training sessions, as well as external exam services.

HIGHLIGHTS

Regular Deferred Exams
Terms: Summer '13, Fall '13, Winter '14, Spring '14

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BY THE NUMBERS

Transcripts Issued
- 24,950 transcripts issued July 1, 2013 - June 30, 2014
- 15,688 issued to institute
- 3,344 issued in secure envelope
- 5,918 issued to student

FINANCIAL AID

As part of the Enrolment Services unit in the Registrar's Office, the Financial Aid department works collaboratively with the front-facing Enrolment Advising team to answer student questions, correspondence, and requests about financial aid. They also work with student services units across campus including International Student Services (ISS), Student Accessibility Services (SAS), the Student Success Centre (SSC), student recruitment, and faculties.

HIGHLIGHTS

- Use of graduated training modules for staff development

BY THE NUMBERS

- 3-5 business day standard turnaround on all questions, correspondence and requests (fewer during lower demand)
- Total of 52,298 interactions/loan processes over the course of the year

AWARDS AND ACHIEVEMENTS

Staff Awards and Recognition:
- Renate (Nina) Klimczuk, Long Service Award - 15 Years
International Student Services (ISS) provides support services and customized advising for all international students. Student support services help students get to know campus and the surrounding areas to help them adjust to studying at the University of Calgary and to life in Canada. Mentorship and friendship programs encourage friendships with both international and domestic students. International student supports include academic advising, international student advising, information for families, and support through the SU Wellness Centre.

HIGHLIGHTS

- Launched new website in June 2014 to provide easier access to information, online registration for workshops, trips and events:
  - Includes google translate and an online calendar
- Started ISS Facebook page for staff and students to interact
- Expanded international student advising team:
  - Addition of a second international student advisor in April 2014
  - Addition of an academic development specialist International (ADSI) in August 2013
- Collaboration with Leadership and Student Engagement (LSE) on UCalgary Welcome Centre for new-to-Calgary students
- Improved ISS Volunteer Resource Assistants Program using LSE Peer Helper Program for professional development and networking with other volunteers
- Increased program enrolment due to better communication and a broader range of program offerings (fall International Student Orientation, our Mentorship Program, and our Global Friendship Program)

BY THE NUMBERS

Average service numbers for Fall & Winter terms:

- Less than 24-hour response during the work week for all emails sent to our general advising account
- 100 emails/day
- 20 in-person student appointments/day
- 20 phone calls/day

Program Numbers:

- International Mentorship Program: 162 mentors and 258 mentees
- Global Friendship Program participation in all events/activities: 2,000 students
- International Student Orientation Program participation: 450 in fall and 100 in winter
- Volunteer Resource Assistants and Program Assistants for Student Services (PASS) Program participation: 5 PASS and 40 volunteers

ISS Facebook Page:

- 2,800 members

AWARDS AND ACHIEVEMENTS

Staff Awards and Recognition:

- Fazela Kayyum — SES Long Service Award - 10 Years
LEADERSHIP & STUDENT ENGAGEMENT

The Leadership and Student Engagement Office (LSE) helps undergraduate and graduate students develop their leadership potential through a series of programs and events. LSE is committed to providing all students with a well-rounded university experience from first-year through to graduation and beyond. Programs include the University of Calgary Leadership (UCL) Program, one-to-one and group leadership advising, Leadership-on-Demand, Leadership Exchange, an Emerging Leaders Program and Sophomore Leadership Program, summer and fall Orientation, the Common Reading Program and the Peer Helper Program.

HIGHLIGHTS

- Close to 40 staff and senior students were trained to use the StrengthsQuest tool
- Growth of the Peer Helper Program: 29 offices hosting students and more than 555 available positions
- 2nd annual Leadership Exchange had more than 500 students registered for the one-day, high impact event
- Increasingly recognized as the ‘go-to’ place on campus for leadership development training for Dinos LEAD, the Graduate Students’ Association (GSA) and the Students’ Union (SU)
- The office moved to their permanent location in MacEwan Student Centre

BY THE NUMBERS

Number of students accessing each program:
- Emerging Leaders Program: 280
- Sophomore Leadership Program: 120
- Camp LEAD: 125
- Leadership Exchange: 525
- Leadership-On-Demand: 1,000
- Leadership in Residence: 700
- Leadership Advising: 1,200
- ucalgarycares Namibia: 16
- Peer Helper Program: 315 students across 19 offices
- Last Lecture: 3 lectures, 210 participants
- Frostbite: 18 teams, 160 participants
- UCL Program: 800 participants
- First Year Council: 300
- Summer Orientation: 1,251
- Parent Orientation: 250
- Fall Orientation: 3,692
- Common Reading Program: 2,600
- Parent and Family Orientation Evening: 900

AWARDS AND ACHIEVEMENTS

Staff Awards and Recognition:
- Camille De Lacy — SU President’s Citation 2013-14
- Erin Kaipainen — SustainabilityON Award, Staff Leadership
The Marketing and Communications team provides marketing and communication support to all departments and units in Student and Enrolment Services. The team works on a project basis and may assume various roles as required. These roles may include: communications advising, project management, strategy development, and web maintenance and design. They work with University Relations to ensure brand compliance and also engage with faculty communicators on broader university marketing and communication initiatives.

**HIGHLIGHTS**

- Identified measurement metrics for the department and implemented a request and tracking system to be able to quantify the work that we do and the demand on resources – implemented November 2013
- NSSE communications plan assisted in a 48% participation rate from students
- Communications support for the advising review and related changes

**BY THE NUMBERS**

From online request form, based on new system and slowly transitioning requests into online form:
(time period: Nov. 1, 2013—June 30, 2014)

- 155 requests:
  - 107 web requests
  - 72 content updates
  - 13 redesign requests (Awards, Calendar and Scheduling, Centre for Community-Engaged Learning, Faith and Spirituality Centre, Indigenous Research, International Student Services, Leadership and Student Engagement, Orientation, Scholars Academy Program, Student Conduct, Student Success Centre, Native Centre, Wellness Centre)
  - 48 other (editorial, marketing and communications planning, event support, etc.)

**AWARDS AND ACHIEVEMENTS**

- Five platinum MarComm Awards for the undergraduate viewbook and admissions package
- CASE District VIII Awards — Silver for undergraduate viewbook and gold for admissions package
HIGHLIGHTS

ASSERT
• Revamped the Aboriginal Student Empowerment and Retention Track Program
• Academic support sessions include: information luncheon, 1:1 advising sessions, Participant/Support Peer Meet and Greet, five study halls, Getting Organized for the Semester session, 10 peer support drop in sessions
• Cultural support includes: Circle of Life Teachings (Casey Eaglespeaker), Dealing with Difficult Conversations (Kerrie Moore, MSW)
• Leadership Training:
  - NAPI Level I: Personal Leadership
  - NAPI Level II: Team Leadership
• Student Engagement: Snow Shoeing/Cross Country Skiing Trip

ucalgarycares Kluane Program
• Completed the pilot program in partnership with CCEL
• Native Centre student advisor helped prepare and facilitate all pre-service learning workshops, and provided input into the indigenous component of the program through literature selection and content
• Student advisor also facilitated all three levels of NAPI training for students on site

Communication/Website Redesign
• Launched a new website in November 2013
• New postcards: ASAP, ASSERT, NAPI

Indigenous Lecture Series
• 125 participants over five sessions
• Indigenous Research: Ancient Knowledge, Contemporary Practice Dr. Jacqueline Ottmann
• Honouring of the Crown in Aboriginal Dealings - David Laidlaw
• Indigenous Research Seminar Panel: What is Community Based Participatory Research? - Dr. Brian Sinclair, Dr. Caesar A spontik and Dr. Yvonne Poltias Pratt
• Finding Cultural Parallels leads to Creating Ethical Spaces - Hon. Dr. Reg Crowshoe
• Statistics Canada Aboriginal Peoples Data Information - Kathleen Crowshoe and Christine Bzier

Fund Development
• ATCO three year sponsorship renewal for the Aboriginal Relations Leadership Certificate Program
• ASSERT, SU Quality Money

AWARDS AND ACHIEVEMENTS

Staff Awards and Recognition:
• Cyndy Bermingham, SES Long Service Award - 5 Years
• Cheryl Chagnon Grey-eyes, SES Long Service Award - 5 Years
• Shaena Cunningham, SES Long Service Award - 10 Years
• Cata Hanington, SES Long Service Award - 5 Years
RECRUITMENT & ADMISSIONS

The Recruitment and Admissions Office is the first point of contact for prospective undergraduate students. Services for prospective students include application and admissions advising, high school presentations, education fairs, career fairs, and hosted 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 co-ordination and facilitation of requests for transfer credit agreements from other Alberta post-secondary institutions.

HIGHLIGHTS

- Redesign and improvement of campus tour route
- Redesign of advising modal to increase accessibility and service to prospective students
- Introduction of Experience UCalgary conversion event

BY THE NUMBERS

- Domestic Recruitment:
  - Hundreds of school visits
  - 600+ Experience UCalgary attendees
  - 3,500+ Open House attendees
  - 106 Info Sessions attendees (BC & Central AB)
  - 39 registration workshops
  - 1,423 campus tours (on-boarded and trained 35+ tour guides)
  - 33,140 prospective student inquiries:
    - Aboriginal: 2,501
    - Alberta: 2,285
    - British Columbia: 7,755
    - Calgary: 18,125
    - Manitoba: 836
    - Ontario: 1,726
    - Saskatchewan: 362

- International Recruitment:
  - Involved school visits, Council of International School (CIS) Fairs, Overseas Association of College and Admissions Counsellors Conference, Canadian Embassy Fairs and Maple Leaf Fairs:
  - 2,594 International Student Inquiries:
    - China: 1,616
    - Macao: 10
    - SE Asia: 677
    - USA: 286
    - United Kingdom: 5

- Incoming Email Inquiries:
  - 19,291 total incoming email inquiries
  - 15,000+ future students
  - 2,376 application change
  - 413 outlines

AWARDS AND ACHIEVEMENTS

Staff Awards and Recognition:
- Gary Belton, SES Long Service Award - 10 Years
- Adrian Caddeick, SES Long Service Award - 10 Years
- Stephen Johns, SES Long Service Award - 5 Years
- Vivian Krueger, SES Long Service Award - 10 Years
- Candace Turocchi, SES Long Service Award - 10 Years
- Elaine Wong, SES Long Service Award - 30 Years
Student and Enrolment Services
2013-2014 Annual Report

HIGHLIGHTS

- 1,499 students registered
- 8,994 accommodated exams arranged/supervised
- 148 students received intensive 1:1 support from an academic strategist
- 415 texts/reading packages provided in alternate formats
- 80 students trained on a variety of assistive devices/software
- 87 students referred for further assessment of learning difficulties

STUDENT ACCESSIBILITY SERVICES

Student Accessibility Services (SAS) 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. They offer the following services: academic accommodations advising, campus accessibility advising, coordinating assistive services for students with disabilities, arranging disability-related funding for students, administering exam accommodations and the Accessible Testing Centre, helping students identify and acquire appropriate assistive devices/technology, and running the Nat Christie Adaptive Technology Centre.
The Student Success Centre (SSC) supports students through programs and services that enhance learning and personal development from inquiry to degree completion. The SSC achieves this through collaboration, research and community involvement. Student services focus on three distinct areas: academic advising, learning support and writing support to provide tailored learning support and advising programs, as well as one-on-one services free of charge to all undergraduate and graduate students. In addition, the SSC plays a key role in supporting several advising initiatives across campus.

HIGHLIGHTS

- Increased visibility and campus collaboration through the Academic Development Team and Writing Support Services
- Tailored programming to meet diverse needs of students: First Year Scholars Program, International student programming and increasing Scholars Academy applications

BY THE NUMBERS

- Advising Initiatives: six monthly professional development sessions (228 attendees), 204 Alberta Advising Symposium participants representing nine institutions
- First Year Scholars: 150 September launch participants, 49 workshops/drop-in events (161 participants)
- International Student Programming:
  - 11 workshops (135 attendees)
  - 38 conversation group sessions (111 attendees)
- Majors Exploration Advising: 359 appointments, nine workshops
- My First Six Weeks: 200 participants in online course, 154 attendees for My First Six Weeks, 82 students who completed Winter Tune-Up (in-person or online), 82 students who completed the certificate
- New Student Registration Assistants (NSRA): 4,300 appointments (in-person and by phone), 1,251 Summer Orientation presentations/tours
- Peer Assisted Study Sessions (PASS): 16 courses supported (39 sections), 774 sessions, 1,967 unique attendees, F2013-0.63/W2014-0.53 grade point increase when students attended more than 5 sessions
- Prospective Students/Open Study Advising: 405 appointments (229 open studies, 176 prospective), five workshops (41 participants)
- Scholars Academy: 55 students across three cohorts and 19 newly admitted students
- Success Seminar Series: 74 sessions, 2,011 student attendees, 25 students who completed certificates
- Successful Turnaround and Educational Preparation

AWARDS AND ACHIEVEMENTS

Staff Awards and Recognition:
- Lesley Gerein — SES Long Service Award - 10 Years
- Glenn Norrie — SES Long Service Award - 10 Years
The SU Wellness Centre works collaboratively 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. They believe everyone has a role to play in creating a healthy campus community. Using a student-centered approach, they offer comprehensive, holistic and accessible programs and services to foster all dimensions of wellness. The SU Wellness Centre includes health services, counselling, health promotion and outreach, and the Faith and Spirituality Centre.

HIGHLIGHTS

- $3 million grant from Alberta Health to support student mental health and addictions
- Funds were used to hire new staff, start an outreach team, develop a healthy campus framework, strengthen mental health triage, case management and student support and reaching over 100,000 students
- Hosted the second annual Wellness Summit in June 2014
- Developing a provincial mental health framework for post-secondary institutions
- The Faith and Spirituality Centre partnered with the Department of Religious Studies to host Religious Literacy, Diversity and Transformation Week as part of the American Academy of Religion’s annual regional conference

BY THE NUMBERS

Number of people contacted, reached and attendance:

- Telephone contacts: 20,120
- Counselling Centre appointments: 5,388
- Outreach/Training/Workshops: 5,545
- Health appointments: 29,632
- Faith & Spirituality Centre: 47,400
- Total # of contacts: 108,085
HIGHLIGHTS

• $12.4 million in university-funded awards to undergraduates enrolled in Arts, Kinesiology, Nursing, Science, Social Work, Cumming School of Medicine, Warkland School of Education, Schulich School of Engineering and Haskayne School of Business (includes JD, MD and DVM students in the professional faculties)
• Collaborated to develop the terms of reference and administrative process for the Warkland Community Engaged Leadership Scholarships valued at $10,000 each for two years
• Student Awards Review Committee (SARC) approved terms of reference for 40 new undergraduate awards established by individual and corporate donors
• Hosted nine information and training sessions attended by 30 faculty advisors and administrators in spring 2014 for the U-N nominated awards competition
• In spring 2014, provided administrative assistance to the exams (38.5 hours) and convocation offices (394 hours)
• Coordinated selections for the following committees:
  o Chancellor’s Club Scholarships
  o Schulich Leader Scholarships
  o Faculty of Law Scholarships
  o Dr. Gary McPherson Leadership Scholarships

BY THE NUMBERS

Dollars awarded and where they came from:

• 14,836 award recipients
• $24.5 million in awards disbursed
• 81 gold and silver medal recipients ratified for convocation ceremonies in May and June
• Administered $11.1 million in collaboration with Alberta Scholarships Programs in Edmonton to 7,333 Alberta residents attending the University of Calgary
• Processed $294,000 P.U.R.E. research awards for 53 students engaged in applied research projects during summer 2013
• Disbursed $24,500 in awards (in partnership with the Native Centre, Faculty of Graduate Studies, Central Development and the Métis Education Foundation/ Rupertland Institute) to seven Métis students
• Over $1 million in scholarship cheques from external organizations was distributed to 491 recipients in student award payments through the external awards process

The Undergraduate Awards Office supports student success by providing awards to a diverse student population. Entrance scholarships are available for exceptional academic achievement, leadership and community service. Continuing student awards can be research-focused or recognize and support upper year students with merit-based scholarships and bursaries. The awards office also provides students with access to resources for financing a university education.
HIGHLIGHTS

• Hosted the second annual Women’s Leadership Conference in March 2014 (March 8):
  o Mobile Cart - roamed around the campus to raise awareness about the consent ant and sexual assault (November 25–December 5)
  o AdBusting (November 28)
  o Discourses of Sexual Assault: Rights, Consent and Statistics (November 28)
  o The Bandana Project (November 29)

• Who Needs Feminism Campaign:
  o Ongoing PR campaign to reclaim the word “feminism”
  o Increased popularity and well-received by students including support by Mayor Nenshi and Dean Richard Sigurdson

BY THE NUMBERS

• 6,611 visitors (a 30% increase since moving to the fourth floor of MacEwan Student Centre) (undergraduate 82%, graduate and post Graduate 11%, alumni 1%, faculty 0.8%, staff 1.5%, community 3.7%)
• 131 Women’s Leadership Conference Attendees (a 168% increase from 2013)
• Recruited 25 protégés for the fall 2014 cohort of Women Guiding Women

AWARDS AND ACHIEVEMENTS

Volunteer Recognition:
• 21 gold recipients (120 volunteer hours; participation in at least four projects, attendance at six WRC events/workshops)
• 8 silver recipients (80 volunteer hours; two projects; attendance at four WRC events/workshops)
• 19 bronze recipients (40 volunteer hours; at least one project; attendance at two WRC events)

The Women's Resource Centre (WRC) provides a safe and supportive place to advance gender equality and build community. They focus 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 health, balanced lifestyle. Leadership focuses on inspiring self-awareness so women can lead consciously and authentically. Diversity highlights building understanding and promoting inclusivity and human rights.
OUR SES TEAM

CAREER SERVICES

Staff List:
- Colleen Bangs, Manager
- David Cataford, Career Development Specialist
- Cyndy Chan, Information Systems Specialist
- Chris Fry, Aboriginal Relations Program Assistant
- Matthew Geddes, Career Specialist
- Madeleine Handy, Marketing Coordinator
- Munira Hirji, Business Operations
- Harold Horsemall, Aboriginal Relations Program Assistant
- Sue Kersey, Career Specialist
- Meaghan O’Brien, Events and Communications Coordinator
- Tristan McCallum, Employer Relations Specialist
- Bellam Moulton, Employer Relations Specialist
- Carol Wert, Manager, Career Development

New Staff:
- Sue Kersey, Career Specialist (returned from secondment in Qatar)
- Harold Horsemall, Aboriginal Relations Program Assistant

Staff Departures:
- Chris Fry, Aboriginal Relations Program Assistant

CENTRE FOR COMMUNITY-ENGAGED LEARNING

Staff List:
- Erin Kaipainen, Manager, Leadership & Student Engagement
- Sara Klimes, Manager, Service-Learning
- Alycia Lauzon, Coordinator, Service-Learning
- Brittany Vine, Assistant Coordinator, Service-Learning
- Jessica Hawkins, Service-Learning Assistant (Co-op)
- Clare Hickie, Service-Learning Assistant (Co-op)

New Staff:
- Sara Klimes, Manager, Service-Learning
- Clare Hickie, Service-Learning Assistant (Co-op)

Staff Departures:
- Brittany Vine, Assistant Coordinator, Service-Learning
- Jessica Hawkins, Service-Learning Assistant (Co-op)

EXAMS, GRADES & TRANSCRIPTS

Staff List:
- Renata (Nina) Klimczuk, Exams, Grades and Transcripts Coordinator
- Kristina Breuer, Exams, Grades and Transcripts Administrator
- Edie Mitchell, Exams, Grades and Transcripts Administrator

New Staff:
- Edie Mitchell, Exams, Grades and Transcripts Administrator

Staff Departures:
- Kristina Breuer, Exams, Grades and Transcripts Administrator

FINANCIAL AID

Staff List:
- Michelle Mackenzie, Financial Aid Officer
- Chelsea Ray, Financial Aid Officer

New Staff:
- Michelle Mackenzie, Financial Aid Officer

Staff Departures:
- Chelsea Ray, Financial Aid Officer

INTERNATIONAL STUDENT SERVICES

Staff List:
- Brianna Huena, International Student Advisor, Immigration
- Fazeela Kayyum, Coordinator, International Student Support
- Matthew Knox, International Student Advisor, Programs (April 2014)
- Ricky Ramdhaney, Manager, International Student Services

New Staff:
- Matthew Knox, International Student Advisor, Programs (April 2014)

Staff Departures:
- Melissa Ostrowski, International Student Advisor (February 2014)

LEADERSHIP & STUDENT ENGAGEMENT

Staff List:
- TJ Babey, Coordinator, Marketing & Communications
- Teri Cameron, Coordinator, Orientation & First Year Experience
- Heather DeBoer, Coordinator, Leadership Programs (Peer Helper Program)
- Camille de Lacy, Coordinator, Leadership & Training Programs
- Erin Kaipainen, Manager, Leadership & Student Engagement
- Renata Gordon, Administrative Assistant
- Tina Lambert, Administrative Assistant
- Gareth McVicar, Manager, Leadership Programs
- Meg Martin, Outgoing Coordinator, Orientation & First Year Experience
- Arunan Sivalingam, Office Assistant

New Staff:
- Arunan Sivalingam, Office Assistant
- Renee Sperling, Coordinator, Leadership Programs (Residence)

Staff Departures:
- Renata Gordon, Administrative Assistant
- Renee Sperling, Coordinator, Leadership Programs (Residence)

MARKETING & COMMUNICATIONS

Staff List:
- Casey Blais, Communications Advisor
- TJ Babey, Marketing and Communications Advisor, Leadership and Student Engagement
- Melissa Lackey, Director
- David Melchin, Web Developer and Graphic Designer
- Julie Phillips, Communications Advisor
- Shakera Swizdaryk, Web Communications Specialist (on leave)
- Duane Swizdaryk, Web Communications Specialist (on leave)
- Arunan Sivalingam, Office Assistant

New Staff:
- Julie Phillips, Communications Advisor (contract)
- Duane Swizdaryk, Web Communications Specialist (contract)

Staff Departures:
- TJ Babey, Marketing and Communications Advisor, Leadership and Student Engagement
- Jacob Quinlan, Communications Advisor

NATIVE CENTRE

Staff List:
- Cyndy Birmingham, LYNX Program Manager
- Victoria Bousier, Aboriginal Student Advisor and Team Lead
- Jessie Bryant, LYNX Marketing Assistant
- Cheryle Chagnon Grey-Eyes, Administrative Coordinator

New Staff:
- Mallaina Friedle, NAPI Program Coordinator
- Cate Hanington, ASAP Coordinator

Staff Departures:
- Mallaina Friedle, NAPI Coordinator
- Jessie Bryant, Lynx Marketing Assistant

New Staff:
- Mallaina Friedle, NAPI Coordinator
- Jessie Bryant, Lynx Marketing Assistant
OFFICE OF THE VICE-PROVOST (STUDENT EXPERIENCE)

Staff List:
• Susan Barker, Vice-Provost (Student Experience)
• Kathy Steinhauer, Executive Assistant

STUDENT ACCESSIBILITY SERVICES

Staff List:
• Rob Blake, Assistive Services Advisor
• Naor Cohen, Sessional
• Mary Cole, Access Advisor
• Kari Coleman, Academic Strategist
• Yolande de Visser, Exam Coordinator
• Robin Elichuk, Sessional
• Amanda Gibson, Sessional
• Merlin Keiller, Access Advisor
• Daryl Kowalchuk, Administrative Assistant
• Jean Mark, Sessional
• Susan Maunula, Access Advisor
• Jacqueline Smith, Access Advisor
• Judy Smith, Administrative Coordinator
• Leanne Wong, Administrative Assistant
• >60 casual staff who act as note takers, aides, proctors, etc.

New Staff:
• Robin Elichuk, Sessional
• Daryl Kowalchuk, Administrative Assistant
• Jacqueline Smith, Access Advisor

Staff Departures:
• Merlin Keiller, Access Advisor
• Susan Maunula, Access Advisor
• Robin Elichuk, Sessional
• Leanne Wong, Administrative Assistant

STUDENT SERVICES

Staff List:
• Jennifer Quin, Senior Director Student Services

STUDENT SUCCESS CENTRE

Staff List:
• Christine Barr, Administrative Coordinator
• Dale Block, Manager, Learning Support Services
• Jessica Cohen, Coordinator, Scholars Programs
• Lesley Gerin, Senior Specialist, Academic Advising
• Carina Huggins, Academic Development Specialist, Student Athletes
• Kalopi Kollas, Academic Development Specialist, Academically At-Risk Students, Wrap-Up Lead
• Steve Mason, Academic Advisor, Majors Exploration
• Megan Polson, Scholars Academy Program Assistant
• Glenn Norrie, Systems
• Paul Papin, Academic Development Specialist, Academically At-Risk Students, Graduate Studies
• Jennifer Parsons, Academic Development Specialist International
• Megan Polson, Scholars Academy Program Assistant
• Roxanne Ross, Manager
• Kelly Kay Spurlin, Academic Development Specialist, Student Athletes, My First Six Weeks Lead

New Staff:
• Julie Steward, Academic Development Specialist, Thrive Coordinator
• Dina Taher, Academic Development Specialist, Student Athletes
• Jolene Tandley, Academic Advisor, Prospective Students

New Staff:
• Dale Block, Manager, Learning Support Services
• Christine Barr, Administrative Coordinator
• Kelly Kay Spurlin, Academic Development Specialist, Student Athletes, My First Six Weeks Lead
• Megan Polson, Scholars Academy Assistant

Staff Departures:
• Mark Keller, PASS Coordinator
• Maryam Salamati, Administrative Coordinator

SU WELLNESS CENTRE

Staff List:
• Dr. Madhu Aud, Physician
• Dr. Kevin Baird, Consulting Psychiatrist
• Shawna Bava, Student Support and Case Management Coordinator
• Ginger Blieske, Massage Therapist
• Dr. Penny Borghasan, Physician
• Danielle Broughton, Massage Therapist
• Debbie Bruckner, Director
• Dr. Sarah Caimacross, Physician
• Dr. Florence Chan, Physician
• Kingsley Chan, Provisional Psychologist
• Dr. Judy Chew, Registered Psychologist, Training Director
• Michelle Churchill, Team Lead Reception
• Dr. Anna Lisa Cicciochippo, Registered Psychologist
• Carolyn Clarke, Registered Psychologist
• Jan Crook, Associate Director Counselling, Registered Psychologist
• Father Minh O.P. Doan, Chaplain/Catholic
• Dr. John Edwards, Physician
• Gail Fleck, Massage Therapist
• Dr. Lisa Friedland, Physician
• Roxanne Gardener, Nurse
• Nancy Gocal, Billing Coordinator
• Dr. Julie Hong, Head Physician
• Dennis Hsiung, Nurse
• Ashley Humenuk, Health Promotion Coordinator
• Reverend Kelly Johnson, Chaplain/Pentecostal
• Dr. Alim Kara, Chiropractor
• Vickie Key, Nursing Manager
• Dr. Sameena Khan, Physician
• Dr. Ann Laverty, Registered Psychologist
• Dr. Jen Lee, Physician
• Emi Linds, Marketing and Communications Assistant
• Derek Luk, Mental Health Education Coordinator
• Dr. wrench Lutz, Nurse
• Dr. Eileen Ma, Physician
• Jennifer McCormick, Provisional Psychologist
• Janet Moon, Nurse
• Reverend Tim Nethercott - Chaplain/United/Presbyterian
• Father Minh O.P. Doan, Chaplain/Catholic
• Dr. John Edwards, Physician
• Gail Fleck, Massage Therapist
• Dr. Lisa Friedland, Physician
• Roxanne Gardener, Nurse
• Nancy Gocal, Billing Coordinator
• Dr. Julie Hong, Head Physician
• Dennis Hsiung, Nurse
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• Dr. wrench Lutz, Nurse
• Dr. Eileen Ma, Physician
• Jennifer McCormick, Provisional Psychologist
• Janet Moon, Nurse
• Reverend Tim Nethercott - Chaplain/United/Presbyterian

New Staff:
• Shwana Bava, Student Support and Case Management Coordinator
• Michelle Churchill, Team Lead Reception
• Dr. Anna Lisa Cicciochippo, Registered Psychologist
• Dr. Joel Tappay, Physician
• Dr. Jennifer Thannhauser, Registered Psychologist
• Imam Fayaz Tilly, Chaplain/Muslim
• Dr. Lois Tartason, Physician
• Dr. Trevor Trihn, Physician
• Jef Tsi - Chaplain/Baptist
• Adriana Tulissi - Community Engagement Manager
• Jeff Vander Werf - Registered Psychologist
• Reverend Paul Verhoef, Chaplain/Christian Reformed

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• Jeff Vander Werf - Registered Psychologist
• Reverend Paul Verhoef, Chaplain/Christian Reformed

UNDERGRADUATE AWARDS OFFICE

Staff List 2013/2014:
• Claudia Barrett, Manager
• Tracey Pyke, Awards Administrator
• Laura Martineau, Coordinator, Undergraduate Award Competitions
• Pam Bergeson, Award System Analyst

WOMEN’S RESOURCE CENTRE

Staff List:
• Nanako Furuyama, Coordinator

New Staff:
• Victoria Hirsch, Project Assistant (Co-op)

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• Victoria Hirsch, Project Assistant (Co-op)

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• Victoria Hirsch, Project Assistant (Co-op)

New Staff:
• Victoria Hirsch, Project Assistant (Co-op)

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