STUDENT AND ENROLMENT SERVICES

ANNUAL REPORT 2015-2016
Student and Enrolment Services (SES) continues to nurture a community that values student engagement and help students to explore their potential. Our units encourage student success through sharing and developing best practices, developing and maintaining programs, and supporting the academic enterprise of the University of Calgary.

In support of the university’s Eyes High™ strategic direction, we focus on three foundational commitments: sharpening focus on research and scholarship, enriching the quality and breadth of learning, and fully integrating the university with the community.

In December 2015, the university launched a new Campus Mental Health Strategy, which recognizes the importance of support, collaboration and work-life balance for optimizing mental health and wellbeing for the entire campus community. All of our units have been encouraged to view their work through this lens and support the 28 recommendations of this strategy.

In February 2016, the university participated for a second time in the National College Health Assessment (NCHA), which revealed that students continue to report high levels of stress, anxiety and sleep difficulties. Programs informed by the health priorities identified by the 2013 NCHA data continue to be provided, including the Roots of Resiliency program, Thrive (Early Alert) program, the Community Helpers program, and Applied Suicide Intervention Skills Training (ASIST). However, continued high rates of loneliness, stress and anxiety emphasize the importance of expanding peer support offerings through our Peer Helper Program, as well as programs aimed at educating students, staff and faculty about responding to students-at-risk.

Our work ahead will focus on aligning our work with the energized Eyes High strategy. We’ll do this via six thematic priorities: student success and engagement, fair and just campus, health and wellbeing, inclusive community, and innovation and sustainability. These themes will focus our SES priorities and build on our previous achievements as we continue to support and enhance the student experience.

We look forward to the upcoming year as we continue to support and enhance the student experience, while building on our achievements and successes of the previous year.

Dr. Susan Barker
Vice-Provost (Student Experience)

STAFF AWARDS AND RECOGNITION:

- Kathy Steinhauer, SES OMG Award; SES Long Service Award - 10 Years
- Prevention of Sexual Harassment and Sexual Violence Committee, U Make a Difference Award (SES Recipients: Nanako Furuyama, Renata Gordon, Meg Martin and Jennifer Quin)
The Marketing and Communications team provides marketing and communication support to all units in Student and Enrolment Services. This involves communications advising, project management, web maintenance and design, and strategy development. They liaise with University Relations to ensure brand compliance, and also engage with faculty communicators on broader university marketing and communication initiatives.

GOALS FOR 2015/16:

- Update overall marketing and communications plan to support broad SES goals, particularly the following: initiatives related to the Campus Mental Health Strategy implementation, Office of the Registrar communications planning, and supporting recommendations for the update to the Sexual Violence Policy
- Continue identifying areas and opportunities to engage in data collection and research to drive informed marketing and communication recommendations and decisions
- Look for ways to use technology to track projects and requests, and improve efficiency
- Support the redesign of the future students website for prospective students
- Work with, and build connections to, other communicators on campus

KEY ACHIEVEMENTS:

- 1,027 requests submitted to the team, including 826 digital and web-related, 332 other (communication plans, creative design, event promotion, etc.) – some tickets have multiple requests
- Launch of the future students website in collaboration with University Relations and the Office of the Registrar to replace existing prospective student and admissions website
- Supported the roll-out of the new admissions and recruitment Customer Relationship Management (CRM) system
- Introduced Basecamp for project management
- Website updates completed or in progress for Career Services, Degree Guide, Future Students, Office of the Registrar, Ombuds Office, Open House, Orientation, Student and Enrolment Services

STAFF AWARDS AND RECOGNITION:

- Casey Blais, SES Long Service Award – 5 Years
- MarCom Awards – 1 gold for admissions package, 1 gold for walking tour, and 1 platinum for viewbook
- Hermes Awards – 2 gold for the admission package, and 1 honourable mention for the walking tour
- Communicator Awards – 2 silver for the admission package and 1 silver for the walking tour

MARKETING AND COMMUNICATIONS
OFFICE OF THE REGISTRAR

The Office of the Registrar serves the whole academic community at UCalgary. They’re responsible for overseeing 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 (including Student Awards and Financial Aid), Convocation, and Planning and Systems. These areas are collectively responsible for:

- Recruiting future students to the university
- Admission
- Registration
- Convocation coordination
- Scheduling classes, maintaining the university academic calendar and scheduling exams
- Curriculum management
- Managing student awards and government student financial assistance programs
- Ensuring adherence to the policies and academic regulations
- Providing data or analysis for provincial and federal reporting, and supporting operational needs
- Maintaining the permanent student record
- Tuition and Fee assessments

OVERARCHING GOALS FOR 2015/16

- Strategic Enrollment Management - improving processes, timelines and communication
- New recruitment strategy including implementation of a Customer Relationship Management (CRM) system for future students
- Review new online advising/degree audit solutions to improve advising support for students
- Increasing data sharing and collaboration with academic units
- Increasing campus and student participation in the celebration of convocation

KEY ACHIEVEMENTS:

- Completed the administrative processes review for the Open Studies review
- Completed initial review of the impact of changing the add/drop dates
- Developed and implemented procedures to support dual credit registration for high school students
- Revised and realigned budgets with within the Office of the Registrar portfolio
- Launched a new Registrar’s Office website
- Restructured and re-initiated the Domestic and International Student Recruitment Networks
- Initiated the weekly distribution of admission and registration reports to faculties
- Developed a new enrolment model showing projections to a steady enrolment state
- Increased convocation applications
- Established a formal project plan to implement Academic Advisement to replace degree navigator. Secured funding and initiated implementation.
- Developed communications plans for Recruitment, Admissions, Convocation and Enrolment Services
- Developed new calendar regulations for extenuating circumstance withdraw and visiting researchers

STAFF AWARDS AND RECOGNITION:

- Claudia Barrett, SES Long Service Award – 10 Years
- Tiffany Ogil, SES Long Service Award – 10 Years
- Dmitry Romanov, Provost’s Star Award
- Kimberly Wittner, SES OMG Award

SUCCESS BY THE NUMBERS:

<table>
<thead>
<tr>
<th>Convocation</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td># of students who applied to graduate</td>
<td>7,222</td>
</tr>
<tr>
<td># of students who attended Convocation</td>
<td>4,578</td>
</tr>
<tr>
<td># of students who graduated</td>
<td>6,946</td>
</tr>
<tr>
<td># of volunteers</td>
<td>129</td>
</tr>
</tbody>
</table>
Enrolment Services is composed of four key areas: Enrolment Services, Grades and Exams, Student Awards, and Financial Aid. 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. Every student engagement is viewed as an opportunity to create a positive student experience. The team also provides training support to academic units on various student registration functions.

GOALS FOR 2015/16:

- Align scholarship programs and funding to support recruitment efforts and review current selection process for high school (and other) scholarships
- Update registration process and systems to improve the student experience
- Enhance the student experience through strategic staffing
- Ensure timely processing of awards and financial aid to student population
- Improve the transparency of the financial aid process and develop framework for a financial empowerment strategy for students
- Develop and initiate implementation of tactics for cashless student account payments
- Enhance training for academic units (e.g. online grading and exam scheduling)
- Implement annual communication plan for final exams (student/staff)
- Attract and retain outstanding, dedicated staff

KEY ACHIEVEMENTS:

- Implemented the Government of Alberta’s new Indigenous Awards Program
- Completed review of the administrative processes for the Open Studies
- Developed and implemented processes to go cashless for student payments in September 2016 including international funds transfer through Western Union
- Enhanced the online transcript process by updating the most requested universities and businesses, enhancing automation, and improving tracking for students and alumni
- Financial Aid successfully secured three grants (including a SU Quality Money grant) totaling $38,264 to research, design and implement a Financial Empowerment initiative
- Streamlined the US loan process (including assessment and loan origination/disbursement), resulting in a 50% reduction in processing time and increased proactive student outreach
- Developed and delivered training sessions and revised job aides to support faculty and staff with online grading processes, final exam requests, grade roster maintenance, convocation processes and reporting
- Registration 2016 included enhancements to Letter of Permission processing, transfer student management and a 35% increase in the use of waitlists

SUCCESS BY THE NUMBERS:

Enrolment Services 2015-2016

<table>
<thead>
<tr>
<th>Service</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Person (Qi-Matic Customers)</td>
<td>64,139</td>
</tr>
<tr>
<td>Phones (Incoming)</td>
<td>45,124</td>
</tr>
<tr>
<td>Reception</td>
<td>11,488</td>
</tr>
<tr>
<td>Mail</td>
<td>2,353</td>
</tr>
<tr>
<td>Drop Box</td>
<td>4,067</td>
</tr>
<tr>
<td>Email</td>
<td>4,909</td>
</tr>
<tr>
<td>Fee payments (cashiering)</td>
<td>$15,203,059</td>
</tr>
<tr>
<td>Open Studies admitted students</td>
<td>2,661</td>
</tr>
<tr>
<td>Group study applications</td>
<td>282</td>
</tr>
<tr>
<td>Exchange applications</td>
<td>510</td>
</tr>
</tbody>
</table>

Financial Aid

<table>
<thead>
<tr>
<th>Service</th>
<th># Students/Contacts</th>
<th>Funding/Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student loan processing</td>
<td>9,268</td>
<td>$112,506,288</td>
</tr>
<tr>
<td>Emergency loans</td>
<td>10</td>
<td>$5,692</td>
</tr>
<tr>
<td>Incoming emails</td>
<td>4,324</td>
<td></td>
</tr>
<tr>
<td>Presentations/workshops</td>
<td>12</td>
<td></td>
</tr>
</tbody>
</table>

Grades and Exams 2015-2016

<table>
<thead>
<tr>
<th>Service</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transcripts requests completed</td>
<td>31,803</td>
</tr>
<tr>
<td>Deferred exams (# of students)</td>
<td>1,478</td>
</tr>
<tr>
<td>Deferred exams (# of requests)</td>
<td>936</td>
</tr>
<tr>
<td>Student conduct notations</td>
<td>293</td>
</tr>
<tr>
<td>Grade changes</td>
<td>16,306</td>
</tr>
<tr>
<td>Registration appeals</td>
<td>478</td>
</tr>
<tr>
<td>External exams (# of students)</td>
<td>2,298</td>
</tr>
<tr>
<td>External exams (# of exams)</td>
<td>3,696</td>
</tr>
</tbody>
</table>

Scholarships and Awards 2015-2016

<table>
<thead>
<tr>
<th>Service</th>
<th># Students</th>
<th>Funding/Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>New awards established</td>
<td>52</td>
<td></td>
</tr>
<tr>
<td>University of Calgary funds</td>
<td>6,007</td>
<td>$15,000,524.00</td>
</tr>
<tr>
<td>Entrance Continuing</td>
<td></td>
<td>$4,196,228.00</td>
</tr>
<tr>
<td>Alberta scholarship program</td>
<td>5,880</td>
<td>$11,794,600.00</td>
</tr>
<tr>
<td>External scholarship funds</td>
<td>510</td>
<td>$1,156,625</td>
</tr>
<tr>
<td>Presentations and workshops</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Email responses</td>
<td>2,885</td>
<td></td>
</tr>
</tbody>
</table>
This group is accountable for the successful and effective planning, development and maintenance of all student and registrar systems. They provide 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 on behalf of the university.

GOALS FOR 2015/16

• Direct the change management processes related to PeopleSoft Campus Solutions by managing change requests, ensuring they are correctly and precisely captured, developed, tested and deployed in order that business needs are met
• Participate in all formal and ad hoc planning processes to ensure the long-term success and viability of the student systems
• Ensure key projects (such as Web App III, tuition deposit, Registration 2016, and academic advisement) are implemented on time and on budget
• Improve the registration experience by enhancing course and exam scheduling
• Implement tools to increase data sharing with academic units
• Support the PeopleSoft 9.2 upgrade and oversee campus solution aspect of the upgrade

KEY ACHIEVEMENTS:

• Increased the use of Ad Astra to improve tracking of space utilization and increase online room bookings
• Optimized course scheduling to align enrolments with the appropriate sized classrooms. This enabled approximately 2,000 seats to be added to high demand courses
• Reduced the number of courses with reserve capacities by 16%
• Supported faculties to reduce exam conflicts by 33%
• Released the final exam schedule one week earlier
• Created a series of tableau reports to standardize admission and registration reporting for faculties and provide a self-serve option
• Fully supported the planning and execution of the PeopleSoft 9.2 upgrade, and completed the HR component
• Initiated the Reporting Working Group and the Scheduling Working Group to meet standard reporting and scheduling needs across campus

SUCCESS BY THE NUMBERS:

<table>
<thead>
<tr>
<th>Planning and Systems</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change request completed</td>
<td>216</td>
</tr>
<tr>
<td>Major projects completed</td>
<td>10</td>
</tr>
<tr>
<td>LERs/government reports</td>
<td>6</td>
</tr>
<tr>
<td>Weekly reports</td>
<td>900</td>
</tr>
<tr>
<td>New reports created (PS and Tableau)</td>
<td>5</td>
</tr>
<tr>
<td>Classes scheduled</td>
<td>6,495</td>
</tr>
<tr>
<td>Course components scheduled</td>
<td>10,290</td>
</tr>
<tr>
<td>Course components scheduled in central rooms</td>
<td>33%</td>
</tr>
<tr>
<td>Calendar changes made</td>
<td>1,589</td>
</tr>
<tr>
<td>New courses</td>
<td>184</td>
</tr>
<tr>
<td>Deleted courses</td>
<td>178</td>
</tr>
<tr>
<td>Average campus space utilizations rate (RO rooms)</td>
<td>26.87</td>
</tr>
<tr>
<td>Average campus space utilizations rate (non-RO rooms)</td>
<td>14.7</td>
</tr>
<tr>
<td>Ad Astra users</td>
<td>148</td>
</tr>
<tr>
<td>New reports created for scheduling</td>
<td>6</td>
</tr>
<tr>
<td>Exams scheduled</td>
<td>1,764</td>
</tr>
<tr>
<td>Direct conflicts</td>
<td>0</td>
</tr>
<tr>
<td>Three in 24</td>
<td>132</td>
</tr>
<tr>
<td>Back to back</td>
<td>1,412</td>
</tr>
<tr>
<td>Ad hoc room booking requests</td>
<td>13,249</td>
</tr>
</tbody>
</table>
RECRUITMENT AND ADMISSIONS

The Recruitment and Admissions Office is the first point of contact for future undergraduate students. Services for future 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.

GOALS FOR 2015/16:
• Implement a communications plan and CRM system for prospective students and applicants
• Improve admission processes to provide earlier decisions and more complete offer packages
• Implement an admission deposit for new students
• Implement new online applications for international and collaborative programs
• Implement a recruitment communications plan for prospective students
• Develop and implement domestic and international recruitment work plans
• Build and lead a passionate and knowledgeable recruitment team

KEY ACHIEVEMENTS:
• Created a domestic student recruitment work plan, which resulted in a 4% increase in applications (increased school visit outreach by 137% and campus tours by 153% over previous year)
• Implemented an international recruitment work plan resulting in 300 outreach events and a 2% increase in applications
• Launched a new future student website
• Implemented a CRM system for prospective students and applicants, and established a communications plan with minimum targets for applicants
• Improved admission processes, average analysis and reports to provide earlier decisions (40% increase in earlier offers and 9% increase in new students registered)
• Implemented a digital lead-capturing system for future student contact information
• Implemented an admission deposit for new students

SUCCESS BY THE NUMBERS:

<table>
<thead>
<tr>
<th>Admissions</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>26,248</td>
</tr>
<tr>
<td>Documents processed</td>
<td>105,698</td>
</tr>
<tr>
<td>Phone calls</td>
<td>25,494</td>
</tr>
<tr>
<td>Incoming email inquiries</td>
<td>29,754</td>
</tr>
<tr>
<td>Drop-in appointments</td>
<td>5,587</td>
</tr>
<tr>
<td>Offers made</td>
<td>13,916</td>
</tr>
<tr>
<td>Acceptances</td>
<td>7,333</td>
</tr>
<tr>
<td>Letter of permission</td>
<td>2,074</td>
</tr>
<tr>
<td>Admission appeals</td>
<td>300</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E-Recruiting</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Finder lead matches</td>
<td>4,678</td>
</tr>
<tr>
<td>Future students e-newsletter</td>
<td>5</td>
</tr>
<tr>
<td>Website (unique page views)</td>
<td>2,760,630</td>
</tr>
<tr>
<td>Webinars</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Undergraduate Student Recruitment</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>School visits</td>
<td>778</td>
</tr>
<tr>
<td>Experience UCalgary</td>
<td>524</td>
</tr>
<tr>
<td>Open House</td>
<td>1,000</td>
</tr>
<tr>
<td>Campus tours</td>
<td>128</td>
</tr>
<tr>
<td>Special tours</td>
<td>32</td>
</tr>
<tr>
<td>Special events</td>
<td>98</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>International Recruitment</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>School visits</td>
<td>173</td>
</tr>
<tr>
<td>Fairs</td>
<td>127</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance Counsellor Networking</th>
<th>2015-2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newsletters</td>
<td>8</td>
</tr>
<tr>
<td>Number of contacts</td>
<td>1,527</td>
</tr>
<tr>
<td>Calgary Counselor Update</td>
<td>1</td>
</tr>
<tr>
<td>Counselor helpline calls</td>
<td>2,020</td>
</tr>
</tbody>
</table>
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.

OVERARCHING GOALS FOR 2015/16:

1. Build awareness among the student body about the office and the services it provides
2. Communication among the campus community about fairness for how decisions are made, and regarding how fairness can be incorporated into decision-making models
3. Promote collaboration across campus on individual student issues to resolve problems sooner

KEY ACHIEVEMENTS:

- Improved student service offerings and accessibility of the Student Ombuds Office
- Enhanced campus-wide awareness of the Student Ombuds Office
- From July 1, 2015 to June 30, 2016 there were 438 individual students who received support from the Student Ombuds Office
STUDENT SERVICES

The University of Calgary provides a variety of programs, supports, and services to facilitate student success and leadership development on campus, build a strong campus community, and provide opportunities for co-curricular learning on campus, in the community, and abroad. These services include Career Services, the Centre for Community-Engaged Learning, International Student Services, the Leadership and Student Engagement Office, the Native Centre, the Student Conduct Office, and the Student Success Centre.

OVERARCHING GOALS FOR 2015/16:

• Develop programs and initiatives responding to NSSE data, and prepare for the 2017 NSSE survey
• Increase cohesiveness across student services and with faculties
• Develop a plan for effective use of external software
• Develop a parent and family strategy
• Raise the profile of student services at UCalgary

KEY ACHIEVEMENTS:

• Led the development and drafting of final report of institutional recommendations for the prevention of sexual harassment and sexual violence
• Implemented First Year Council to provide first-year students the opportunity for meaningful involvement in feedback processes for university programs and services
• Developed and launched seven “Communities of Practice” that integrated staff across Student Services (includes external units in topic areas that cross portfolios)
• Worked to consolidate Orbis contracts prior to renewal; developed and implemented a plan to ensure staff working with Orbis, Volunteer Impact and Campus Labs had access to training and support to facilitate use of the products
• Enhanced parent and family orientation program
• Presented at international student affairs conference (ACPA) on UCalgaryStrong and the strengths-based campus initiative
• Further developed Welcome Centre programming for new-to-Calgary students, including the launch of webinars and instructional videos and the development of a handbook and food guide for people new to Calgary

GRANTS OR FUNDING:

• Welcome Centre, SU Quality Money
• Welcome Centre, ATB Financial
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 coop and internship opportunities.

GOALS FOR 2015/16:
• Update service model to integrate specialized International and PhD Career Development Specialist roles
• Build low- or no-cost opportunities for employers to engage with students on campus to maintain employer engagement during economic downturn
• Create new internal partnerships to increase university understanding and pool resources (monetary and staffing) to deliver innovative programming and events
• Updated website with how-to videos

KEY ACHIEVEMENTS:
• Developed specialized essential skills training for international graduate students and delivered 13 new workshops for international students
• International career development specialist worked on placement of German exchange students from a new exchange agreement
• Developed Diversity in the Workplace employer panel series in partnership with the Women in Leadership student club, the Native Centre, the Q Centre, and the Office of Diversity, Equity, and Protected Disclosure
• Added a fall offering of Graduate Career LiveLibrary
• Collaborated with the alumni group on Grad Day, produced a networking podcast, and piloted a virtual career event
• Collaborated on marketing cross-promotion with the Dinos
• Collaborated with the Student Conduct Office to develop and deliver a Digital Identity Workshop
• Updated website with how-to videos

STAFF AWARDS AND RECOGNITION:
• Matthew Geddes, SES Long Service Award - 5 Years
• Sue Kersay, Long Service Award - 25 Years
• Carol Wert, SES Long Service Award - 10 Years

GRANTS OR FUNDING:
• Women in STEM event, sponsored by GE
CENTRE FOR COMMUNITY-ENGAGED LEARNING

The Centre for Community-Engaged Learning (CCEL) supports student learning and leadership development, and encourages life-long community engagement through projects and partnerships with the non-profit sector. The CCEL connects students to the community by providing service-learning opportunities through local, national and international immersion experience in the ucalgarycares program. Students learn about food security issues through participation in the UCalgary/CCEL chapter of Meal Exchange, and they participate in meaningful 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.

GOALS FOR 2015/16:

- Review program offerings within the CCEL, update ucalgarycares curriculum, and explore ways to boost applications to the program
- Formalize the ucalgarycares Project Leader role as an opportunity for professional development for SES staff, extending this opportunity beyond LSE and CCEL

KEY ACHIEVEMENTS:

- Launched the first-year exclusive ucalgarycares program (Global Citizenship in Toronto)
- Replaced previous information sessions with a ucalgarycares ‘recruitment party’ that formalizes peer-to-peer referral to ucalgarycares immersion programs
- Completed the first inventory of Community-Engaged Learning activities documenting 327 opportunities and 16,533 undergraduate student interactions with CCEL activities (Sept. 2015 - Aug. 2016)

STAFF AWARDS AND RECOGNITION:

- Alycia Lauzon, SES Long Service Award – 5 Years

GRANTS OR FUNDING:

- Indigenous Leadership (ucalgarycares Yukon program) Quality Money
- Diversifying Participation in Experiential Learning (ucalgarycares – bursary program) Quality Money
International Student Services (ISS) provides dedicated 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 dedicated immigration advising. ISS also works closely with other SES units who offer specialized supports for international students.

GOALS FOR 2015/16:

- Collaborate with student service units to provide a full range of services that meet international student needs and enhance the international student experience
- Increase immigration support and resources for international students for study permits, work permits, visas and permanent residence issues
- Promote the internationalization of campus while providing international students and their families opportunities to connect with Canadian students through family and cross-cultural programming

KEY ACHIEVEMENTS:

- Manager, International Student Services (ISS) passed Immigration Consultants of Canada Regulatory Council (ICCRC) entry-to-practice exam and obtained Regulated International Student Immigration Advisor (RISIA) designation to resume immigration advising
- Appointed a second Regulated Canadian Immigration Consultant (RCIC) to advise on permanent residency pathways
- One RCIC and the RISIA specialize in answering temporary residence questions, and a casual RCIC specializes in answering permanent residency questions
- Assisted with the UCalgary Welcome Centre and participated in updating the student handbook
- Increased collaboration with Enrolment Services, Career Services and departmental advisors to help students access courses and placements
- Working with Career Services on a workshop series for international students on career resources, work regulations and permanent residence options during their studies and post-graduation
- Working with the SU Wellness Centre to build a strong connection between programs and services
- Offered the Global Families Program in collaboration with the Graduate Students’ Association and Residence Services to support students and their families

STAFF AWARDS AND RECOGNITION:

- Fazeela Kayyum, retired after 25 years of service

GRANTS OR FUNDING:

- Nexen Inc. Scholarship Program - Yemeni Students, 1999-2019
- Graduate Students’ Association Quality Money - ISS Global Families Program (GFP), 2015-2017
LEADERSHIP AND STUDENT ENGAGEMENT

The Leadership and Student Engagement (LSE) Office works with all students to facilitate a successful transition to the university, develop leadership skills and find their community on campus. The LSE is committed to helping students realize their potential through comprehensive orientation program, participation in StrengthsQuest and related programming, the University of Calgary Leadership Program (UCL), Leadership on Demand customized training, the Leadership Exchange annual student leadership conference, Emerging and Sophomore Leadership Programs, weekly student life programs and the Peer Helper Program. The LSE also offers 1:1 advising to students to further personal development and connect students with key co-curricular supports and initiatives on campus.

GOALS FOR 2015/16:

• Develop virtual “pre-orientation” programming for undergraduate students to serve more students and for students outside of Calgary to replace in-person summer orientation
• Launch strengths-based campus programming, expand strengths programming into academic classes and launch the StrengthsQuest Operating System
• Update the Emerging Leaders Program to appeal to more incoming students, including those who do not identify as ‘leaders’
• Review Camp LEAD and make recommendations for program changes
• Implement changes to the UCL program, including eliminating non-credit certificates and moving towards a workshop series
• Evaluate key programs (Strengths-Based Campus, Emerging Leaders Program, Orientation and the Co-Curricular Record)

KEY ACHIEVEMENTS:

• StrengthsQuest operating system launched, which improved the distribution of codes to UCalgary students and replaced the manual distribution and tracking of codes
• Incorporated strengths-based programming into seven academic courses
• Launched transition and leadership development streams for new students in the Emerging Leaders Program
• Designed a new Fall Orientation Week survey, including a separate survey to guide programming for parents and family in 2015/16
• Student life programming reached 1,700+ students and 3,700+ people
• Introduced a full-time co-op student to the Peer Helper Program to introduce centralized training, oversee program administration and assist with recruiting students for over 300 Peer Helper positions across campus

GRANTS OR FUNDING:

• UCalgaryStrong, private donation
• Student Activities Fund, SU Quality Money
• Co-Curricular Record, SU Quality Money
The Native Centre provides culturally appropriate supports and services to facilitate the success of First Nations, Métis and Inuit students in their pursuit of knowledge and higher education. Future and current students can access academic, personal and cultural support services and programs at the centre. Services include one-on-one advising, participation in specialized indigenous leadership training, academic retention programming, career and employment programming, and a youth outreach program. The Native Centre also provides a warm and supportive environment for the entire campus community.

GOALS FOR 2015/16:
• Support, and contribute to, the development of an Indigenous Strategy
• Develop program enhancements
• Fund development for LYNX, ASAP, NAPI, ARLTP and ASSERT
• Enhance and improve student communication
• Support on-campus cultural events and inclusion, and Indigenous community events
• Complete Cultural Protocol Guidelines for the university

KEY ACHIEVEMENTS:
• Provost’s Initiative for Development of the Indigenous Strategy started in March 2016
• Assisted with the planning of Aboriginal inclusion for 50th Anniversary events and Congress 2016

STAFF AWARDS AND RECOGNITION:
• Shawna Cunningham, Chief David Crowchild Award (City of Calgary)
• Cheryle Chagnon-Greyeyes, SES Long Service Award - 10 Years
• NAPI Program, Lighthouse Award (Calgary Board of Education), Dec. 2015

GRANTS OR FUNDING:
• NAPI Aboriginal Youth Leadership Program (seven corporate sponsors)
• LYNX Aboriginal Student Career and Employment Program (four corporate sponsors)
• Annual Graduation Banquet and Pow-wow (12 corporate sponsors)
• ASSERT; Aboriginal Student Retention Program 2016 (SU Quality Money)
• Aboriginal Relations Leadership Training Program (ATCO Group)
The Student Conduct Office is responsible for investigation, adjudication and decision making related to alleged violations of the Student Non-Academic Misconduct Policy, as well as harassment policy violations that involve students. The office focuses on the education and development of individual students, as well as the protection of community standards. They provide a centralized and consistent response to matters of non-academic student misconduct with a focus on procedural fairness and education. The Student Conduct Office also plays a significant role in training and educating the campus community on student rights and responsibilities and coordinates Bystander Intervention Training.

GOALS FOR 2015/16:

- To continue outreach efforts to engage and inform the university community on issues relating to student conduct
- Develop an initiative to engage and inform students on issues relating to online presence and use/misuse of online spaces
- Develop a network to support community services as an on-going sanction option

KEY ACHIEVEMENTS:

- Provided training across campus about the Non-Academic Misconduct Policy and Procedures
- Collaborated on the development and implementation of a digital citizenship workshop presented to all Schulich internship students, and to students during fall orientation week
- Conducted curriculum revisions for Bystander Intervention Training
- Collaborated with campus stakeholders to introduce community service as a sanction option for students found responsible for non-academic misconduct
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. 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. The SSC also plays a key role in supporting several advising initiatives across campus.

**GOALS FOR 2015/16:**

- Provide responsive programming that links learning support and advising services to students’ experience at the classroom, department and faculty level
- Increase accessibility and responsiveness of SSC programming and advising for students
- Support the SES theme of a fair and just campus by playing a role in highlighting inconsistencies and challenges in the student experience
- Implement an early alert program and develop a strategic model for supporting academically at-risk students
- Further develop strategies to support the SSC team’s professional development and understanding of the university context

**KEY ACHIEVEMENTS:**

- Offered support and training for the advising community through the Advising Fundamentals program and advising working groups
- Collaborated to host the 3rd Alberta Advising Symposium at Mount Royal University
- All team members participated in one of three SSC committees to develop a suite of opportunities to learn, connect and support each other as a team
- Developed or expanded the following programs: math tutoring program, academic integrity support workshops, academic turnaround program, RWRD (Read, Write, Review, Develop), Thrive and Dinos GPS

**STAFF AWARDS AND RECOGNITION:**

- Steve Mason, U Make a Difference for Innovation and Curiosity
- Kaliopi Kollias, SES OMG Award
- ATP Team, UCalgary Award for Team Teaching
- Carina Huggins, SES Long Service Award - 5 Years
- Roxanne Ross, SES Long Service Award - 5 Years

**GRANTS OR FUNDING:**

- Scholars Academy, funded by multiple private and corporate donors
- Graduate Coaching Program, carryover GSA funding
- SSC Study Space, SU Quality Money Grant
- Math Tutor Program, SU Quality Money Grant
- Academic Integrity Project, Teaching and Learning Grant
STUDENT WELLNESS, ACCESS AND SUPPORT

The University of Calgary provides a variety of programs, supports and services to encourage and promote student wellness and create an accessible and supportive environment for all students. These services include the Faith and Spirituality Centre, Student Accessibility Services, the SU Wellness Centre, and the Women’s Resource Centre.

OVERARCHING GOALS FOR 2015/16:

• Support the implementation of the Campus Mental Health Strategy and facilitate the development of the Alberta provincial post-secondary mental health framework and community of practice
• Find permanent multi-faith space on campus
• Educate and share information about new policies and procedures as they relate to Student Wellness, Access and Support throughout the university
• Administer the second cycle of the National College Health Assessment (NCHA) survey

KEY ACHIEVEMENTS:

• SU Wellness Centre and Counselling Services received a 90% satisfaction rating globally and 91% in Canada in the iGraduate Survey
• Opened 4,000-sq. ft. multi-faith Vitruvian space
• Provided leadership for the implementation of a provincial mental health community of practice
• Completed second cycle of NCHA survey with a 20.1% response rate
• Introduced new programming including: the Inquiring Mind (a stigma reduction program) developed in partnership with the Mental Health Commission of Canada, UFlourish week, and mental health promotion week
• Supported training and professional development across campus on new Student Accommodation Policy

STAFF AWARDS AND RECOGNITION:

• Debbie Bruckner, Provost’s Star Award
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. They offer a variety of spiritual and faith-based practices and encourage religious literacy, interfaith dialogue, cooperation, and action as a critical part of the student experience so students can be their authentic selves.

**GOALS FOR 2015/16:**

- Enhance intercultural competencies on campus
- Enhance student support and build community
- Provide student leadership opportunities through the Peer Helper Program

**KEY ACHIEVEMENTS:**

- Launch of the Kaleidoscope Project as part of Reading Week 2016 where participants engaged in a co-curricular program to experience religious diversity
- Grand opening of Vitruvian Space, a new 4,000 sq. ft. multi-faith space to support spiritual wellness
- Enhanced student drop-in space due to SU Quality Money, resulting in increased student use
- Launched an interfaith dinner where faith- and secular-based student club leaders and community members came together to discuss shared commitments, learn about the campus climate and build relationships with one another

**STAFF AWARDS AND RECOGNITION:**

- Kelly Johnson, SES OMG Award
- Tim Sampson, SES Long Service Award – 10 Years
- Adriana Tulissi, U Make a Difference Award, SES Long Service Award – 5 Years

**GRANTS OR FUNDING:**

- Interreligious Programming Funding, SU Quality Money
- Multi-faith space renovations, SU Quality Money
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, 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 2015/16:

• Complete staffing plan for SAS Exam Centre
• Support campus-wide training/professional development on new Student Accommodation Policy
• Provide academic accommodations and related supports to students with disabilities
• Collaborate with CONGRESS 2016 organizers to address access issues and ensure conference was accessible to delegates and participants

KEY ACHIEVEMENTS:

• Developed training materials for staff/faculty on accommodating students with disabilities
• Registered 1,784 students to receive specialized support and accommodations
• Arranged and supervised 11,172 accommodated exams
• Reduced overtime hours/liability by implementing new staffing model at Exam Centre
• Hosted a transition/information evening for future students with disabilities and their families
• Conducted access audit of campus buildings, washroom facilities and public areas to ensure access for CONGRESS participants
• Ensured CONGRESS 2016 conference session materials were available in alternate format

STAFF AWARDS AND RECOGNITION:

• Rob Blake, SES Long Service Award – 5 Years
• Judy Smith, Long Service Award – 15 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. 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 Wellness Centre provides Health Services, Counselling, access to the Faith and Spirituality Centre, and various events and programs.

GOALS FOR 2015/16:

• Participate in the implementation of the Campus Mental Health Strategy
• Take a leadership role in the implementation of a provincial mental health community of practice
• Explore extending our programming, peer support, and student engagement opportunities
• Build culturally responsive services and resources based on identified needs and work collaboratively with campus partners
• Set priorities and focus areas from the National College Health Assessment (NCHA) data

KEY ACHIEVEMENTS:

• Partnered with Residence Services to establish Counsellor in Residence Program
• Extended service hours and staffing in counselling, case management, and some medical services
• Hired two counsellors and two provisional psychologists to expand existing psychological services by 50%
• Launched the Campus Mental Health Strategy
• Established a case management and student support team to deal with an increase in demand, which resulted in an increase in group and workshop offerings and the engagement of third-party groups to offer immediate support to waitlisted students
• Implemented a triage process for students requiring walk-in service
• First on-campus mass influenza clinic in fall 2015 vaccinated 2,192 students
• Collaborated with SES and FOIP office on expansion of Early Alert Program
• Wellness Summit in June hosted 200 attendees from across Alberta
• Completed the second cycle of the NCHA survey with a 20.1% response rate
• Health Promotion and Outreach Team’s activities and workshops reached 5,600 students
• Introduced the Inquiring Mind (a stigma reduction program) and UFlourish week
• Approximately 70 student leaders supported and trained in the areas of Nursing Support, Man-Up for Mental Health, the Student Medical Response Team, the Wellness and Health Awareness Team

STAFF AWARDS AND RECOGNITION:

• Ashley Humeniuk, Provost’s Star Award for SES; SES OMG Award
• Jeff Vander Werf, SES Long Service Award – 10 Years
• Tricia Wilson, SES Long Service Award – 5 Years

GRANTS OR FUNDING:

• Student mental health and addictions programming, funded by Alberta Health Services
• UCalgaryStrong, private donation
• November, grant through Dr. Keith Dobson, Department of Psychology
• Student Medical Response Team, SU Quality Money
• National College Health Assessment Project, SU Quality Money, and Alberta Health Services
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 promoting inclusivity and human rights, and building understanding.

**GOALS FOR 2015/16:**
- Launch the Sexual Assault Prevention Project - Creating a Culture of Consent
- Enhance the existing peer support service
- Launch the Women Guiding Women Mentorship Program
- Complete anti-oppression training to better promote inclusivity and human rights
- Continue to collaborate with external partners to co-host a city-wide International Women’s Day event
- Support the Male Allies to promote gender equity and inclusivity for all

**KEY ACHIEVEMENTS:**
- 7,100 visitors (112 one-on-one peer support inquiries, 75 events and 5,000 attendees)
- 90% of peer helpers feel empowered in dealing with their own health and sexuality as a result of their involvement at the WRC
- 89% of peer helpers and workshop attendees say that the impression of their leadership potential has changed and they see themselves as a leader
- 96% of peer helpers indicate they’re more aware of diversity and respect differences regarding race, culture, gender, sexual orientation, ethnicity, religion, physical ability, age and appearance
- 92% of peer helpers indicate their holistic experience on campus has been enhanced and strengthened as a result of their involvement at the WRC

**STAFF AWARDS AND RECOGNITION:**
- Nanako Furuyama, honourable mention in On Campus Arts Co-op Employer of the Year 2015; U Make a Difference Awards
- Women’s Resource Centre, BPW Centennial Recognition Award

**GRANTS OR FUNDING:**
- Sexual Assault Prevention Project, Creating a Culture of Consent 2015 – 2018; SU Quality Money
- Women’s Leadership Program, SU Quality Money
- Women’s Leadership Conference, GSA Quality Money
OFFICE OF THE VICE-PROVOST (STUDENT EXPERIENCE)

MARKETING AND COMMUNICATIONS
Melissa Lackey, Director (on leave until Feb. 2016)
Casy Blais, Marketing and Communication Advisor
Randal Cacayuran, Web and Marketing Assistant
Justina Content, Marketing and Communication Advisor
Rich Farr, Graphic Designer/Web Developer
David Melchin, Graphic Designer/Web Developer
Shaara Swaraj, Web Communication Specialist
Stephanie Tabet, Marketing and Communication Advisor
Shannon Thomas, Interim Director (Feb. 2015 - March 2016)

OFFICE OF THE REGISTRAR
Angélique Sawezcho, Registrar
Steven McLaughlin, Associate Registrar, Planning & Systems
Scott Robinson, Associate Registrar, Admissions & Recruitment
Vanessa Wood, Associate Registrar, Enrolment Services
Lee-Ann Bainbridge, Assistant Registrar, Enrolment Services
Jennifer de Roaldes, Assistant Registrar, Planning and Systems
Kai Li, Assistant Registrar, Undergraduate Admissions
Valerie Alexander, Senior Degree Audit Coordinator
Wendy Amano, Business Analyst
Shahin Attayeh, Administrative Assistant
Tessa Bailey, Aboriginal Student Recruitment Officer
Dan Balkwell, Enrolment Services Advisor
Claudia Barnett, Manager, Undergraduate Awards
Ashley Belton, Financial Aid Officer
Gayton Belton, Admissions Officer, International
Pam Bergeson, Systems Analyst
Daniell Birch, Admissions Assistant
Brian Brandt, Document Services Coordinator
Kelly Brown, Exam Invigilator
Marie Brown, Business Analyst, ERP
Mark Carter, Programmer/Analyst
Aggie Chan, Student Recruitment Officer, International
Jenny Coutu, Admissions Officer, International
Valerie Deschamps, Admissions Officer, International
Tammy Diegel, Enrolment Services Advisor
Cassie Dixon, Student Recruitment Officer, International
Tara Doyle, Enrolment Services Advisor
Francois Dubreuil, Admissions Officer, ACAT Transfer Credit Coordinator

Lisa Pang, Manager of Recruitment
Maria Fielkeberg, International Registration Officer
Monica Gallaz, Admissions Officer
Christian Hamilton, Applications Assistant
Tyrone Hamilton, Enrolment Services Advisor
Michelle Holden Loewen, Enrolment Services Advisor
Sony Jagaal, Exam Invigilator
Brian Jones, Academic Scheduling Specialist
Angela Jung, Admissions Officer, Team Lead
Caitlin Kane, Student Recruitment Officer
Caitlin Karpetz, Student Recruitment Officer
Saudah Khajasia, Recruitment Officer
Nina Klimczuk, Exams and Grades Coordinator
Charlana Kowbel, Transcripts and Grades Assistant/Exam Proctor
Vivian Kruiger, Admissions Officer
Chuanling (Ling) Li, Enrolment Services Advisor
Lisa Lodge, Registration Officer
Michelle MacKenzie, Manager, Financial Aid
Vivian MacMurchy, Awards Accounts Administrator
Dana Marahi, Financial Aid Administrator (Special Projects)
Nayjaquil Mari, Recruitment Services Advisor
Kim Martin, Awards Administrator
Laura Martiniaus, Coordinator, Undergraduate Awards Competitions
Kathryn McCallum, Student Recruitment Officer, International
Tristan McCallum, Student Recruitment Officer
Barbara McCutcheon, Scheduling Coordinator
Kelly McHillen, Business Analyst, ERP
Marian McMurran, Registration Officer
Angela Melendez, Admissions Assistant
Eqie Mitchell, External Examination Centre Administrator
Tarzush Mewesen, Admissions Officer, International
Andrew Mur, Business Analyst
Hazil Obiose, Applications Assistant, International
Tiffany Orgill, Fees & Finance, Team Lead
Koia Ortenwiz, Recruitment Events Coordinator
Veronika Otyati, Financial Aid Administrative Support
Jeanette Ozon, Exams, Grades and Transcripts Administrator
Carol Poland, Calendar Editor
Lindsay Praza, Coordinator, Administrative Services
Tracey Pyle, Awards Administrator
Dmitry Romanov, Programmer/Analyst
Hsiu Said, Convocation Assistant
Victoria Salome, Business Analyst
Katie Saunders, Admissions Officer

Jyoti Sharma, Graduation/Convocation Officer
Jenna Shaw, Admissions Assistant
Eleanor St-Pierre, Planning & Systems
Lana Skjolden, Business Analyst
Lori Smith, Student Recruitment Officer
Valerie Stephenson, Administrative Officer
Jeff Stansky, Senior Enrolment Advisor

Matthew Turney, Student Recruitment Officer
Brittney Toth, Exam Invigilator
Philip Tsang, Programmer/Analyst
Candace Turcotte, Admissions Officer, International
Kim Vandam, Admissions Technical Analyst
Cindy Wheadoson, Enrolment Services Advisor
Chanda Wiebe, Enrolment Services Advisor/Receptionist
Kimberly Wittner, Manager, Scheduling, Exams and Curriculum
Laureen Wong, Student Recruitment Officer
Sue Woods, Senior Advisor
Mike Yun, Admissions Officer

STUDENT OMBUDS OFFICE
Kevin Wiens, Ombuds

STUDENT SERVICES
Jennifer Quin, Senior Director, Student Services
Renata Gordon, Operations Coordinator, Student Services

CAREER SERVICES
Colleen Bangs, Manager
Garrett Beauty, Employer Relations Specialist
David Cattard, Career Development Specialist
Cindy Chan, Information Systems Specialist
Alicia Clifford, Aboriginal Relations Assistant
Carol Cook, Career Development Specialist
Stephanie Cousseau, PhD Career Development Specialist
Manea Crandall, Career Development Specialist (until March 2016)
Matthew Geddes, Graduate Career Development Specialist
Andrea Geeraert, Events and Communications Coordinator
Liliana Gonzalez, International Career Development Specialist
Jule Gow, Administrative Assistant
Stephanie Haaksi, Employer Relations Specialist
Mumira Hirji, Business Operations Coordinator
Harold Horstman, Aboriginal Relations Assistant
Natalie Jazwadeh, Administrative Assistant, Events and Communications Coordinator
Angela Jude-Staiss, Science Without Borders Placement Coordinator
Sue Kersal, Career Development Specialist
Tristan McCallum, Employer Relations Specialist
Meagan O’Brien, Events and Communications Coordinator
Lauren Remple, Employer Relations Specialist
Andy Robertson, Marketing Coordinator (until Sept. 2015)
Stephanie Warner, PhD Career Development Specialist
Carol Wert, Manager, Career Development

CENTRE FOR COMMUNITY-ENGAGED LEARNING
Sara Klimes, Manager, Service Learning (resigned post maternity leave)
Alaya Lauzon, Acting Manager, Service-Learning (until May 2016)
Coordinator, Service Learning
Eduardo Ramirez, Coordinator, Service Learning (resigned April 2016)

INTERNATIONAL STUDENT SERVICES
Ricki Ramlithanyi, Manager, International Student Services
Bonna Hanes, International Student Specialist - Immigration
Meghan Denega, International Student Specialist, Permanent Residence Support
Matthew Knox, International Student Advisor
Pazuela Kayum, Coordinator, International Student Support and Incoming Exchanges
Sonja Nguyen, International Student Programs Assistant

LEADERSHIP AND STUDENT ENGAGEMENT
Erin Kaipainen, Manager, Leadership and Student Engagement
Jessy Chuang, Interim Student Life Coordinator (May - June 2016)
Emily Coutter, Student Life Coordinator
Travis Dickie, Marketing and Communications Coordinator
Madelaine Hardy, Coordinator, Leadership and Training Programs (until March 2016)
Alison Heald, Acting Manager, Leadership and Student Engagement (Oct. 2014 - March 2015)
Victoria Hirsch, Coordinator, Leadership and Training Programs
Tari Jones, Coordinator, Orientation and First Year Experience (on leave until Feb. 2017)
Shrin Merchant, Office and Accounts Assistant
Alanna W parcione, Interim Coordinator, Orientation and First-Year Experience
Xing Zhu, Administrative Assistant

NATIVE CENTRE
Shawn Cunningham, Director
Charle Chaganin Grey-Eyes, Administrative Coordinator
Alicia Clifford, LYNN Marketing Assistant part-time
Maliana Friedel, NAPI Program Coordinator
Katie Gladue, Program Advisor (Success and Engagement)
Cate Harington, Program Coordinator (Aboriginal Student Access)
Jennifer Kisonen, LYNN Project Manager
Katelyn Ross, NAPI Program Assistant part-time
NAPI Ambassadors (Part-Time Student Casuali)
Vicki Bouvier, Michael Broadfoot, Jackson Campus, Kalista Laplata, Holly Logan, Richard Logan, Reagan Markell, Natasha Proulx, Kim Van Patten

OFFICE OF STUDENT CONDUCT
Troy Brooks, Manager, Student Conduct
Jenenn Martens-Forrestor, Bystander Intervention Training Coordinator

STUDENT SUCCESS CENTRE
Rosanne Ross, Manager
Christina Barr, Administrative Coordinator
Dale Block, Manager, Learning Support Services
Jessica Cohen, Coordinator, Scholars Programs
Liskeley Gersen, Senior Specialist, Academic Advising
Ashah Ghaffar, Coordinator, Writing Support Services
Carina Huggins, Academic Development Specialist - Student Athletes
Kaliopi Kollias, Academic Development Specialist - Academically At-Risk Students
Callie Lathem, Program Assistant
Clinton Loo, Math Coordinator
Steve Mason, Academic Advisor, Majors Exploration
Jolene Maude, Academic Advisor, Prospective Students (on leave)
Cailie Mutterback, Scholars Academy Program Assistant
Glenn Norrie, Systems
Paul Papin, Academic Development Specialist - Academically At-Risk Students, Graduate Students
Jennifer Parsons, Academic Development Specialist - International
Julie Stewart, Academic Development Specialist - Thrive Coordinator
Dina Taher, Academic Development Specialist - Student Athletes
Opoku Asenso, Thrive Research Assistant
Deirdre Mooney, Academic Advisor - Open Studies/Prospective Students

Anna-Lisa Cicciocioppo, Counsellor
Jan Crook, Associate Director, Counselling
Audrey Delamont, Marketing and Communications Assistant
Roxanne Gardener, Licensed Practical Nurse
Lisa Gust, Provisional Psychologist
Linda Hastie, Nurse Manager
Jennie Hayward, Reception
Laura Henderson, ManUp for Mental Health (Movember funded position)
Dennis Hsu, Registered Nurse
Ashley Humenuik, Manager, Health Promotion and Outreach
Priya Kharat, Counsellor
Alex Klassen, Intake Coordinator
Susan Koehler, Licensed Practical Nurse
Danielle Kuzniak, Licensed Practical Nurse
Peta Laing, Licensed Practical Nurse
Ann Lavery, Counsellor
Sarah Lissaman, Reception
Mandy Little, Community Training Coordinator
Derek Luk, Mental Health Education Coordinator
Reilly MacDonald, Student Support Advisor
Chantel Michelitis, Reception
Tanner Murtagh, Student Support Advisor
Georginia Nwoke, Student Support Advisor
Susan Perry, Administrative Manager
Kimberly Rollo, Reception
Lara Schultz, Counsellor

WOMEN’S RESOURCE CENTRE
Nanako Furuyama, Coordinator
Victoria Hirsche, Program Assistant (until May 2016)
Ashley Morrison, Project Assistant/Co-operative Education Program
(Sept. 2015 - Aug. 2016)