



**Attachment 1 – Mandatory Non-Instructional Student Service Fee Report for the Fiscal Year Ending March 31, 2016**

	2014-15	2015-16	Change
<p><b>Office of the Registrar (including Enrolment Services)</b> – The central unit responsible for the student record, academic calendars and schedules, admissions, recruitment, student systems, exams and grades, awards and financial aid and convocation. The Enrolment Services unit is the University of Calgary's central contact point for students to seek support on matters relating to registration, grades, scheduling, awards financial aid, and fees.</p> <p><b>Registrar and Enrolment Services Metrics</b></p> <ul style="list-style-type: none"> <li>• In-Person Inquiries: 69,726</li> <li>• Phone calls: 72,638</li> <li>• Email responses: 41,872</li> <li>• Reception/Triage: 11,488</li> <li>• Documents Processed: 213,846</li> <li>• Transcripts issued: 23,496</li> <li>• Deferred Exams: 1,478</li> <li>• Grade Changes: 16,306</li> <li>• New Awards established: 52</li> <li>• Undergraduate Award Applications: 5,952</li> <li>• Total Funding Disbursed: \$27,951,749</li> <li>• Student Loan Processing: \$112,506,288</li> <li>• Workshops for current students: 27</li> <li>• Change of Programs: 2,866</li> <li>• Degree Audits: 7,222</li> <li>• Course Components Scheduled: 10,290</li> <li>• Exams Scheduled: 1,764</li> <li>• Calendar/Degree Navigator Updates: 1,589</li> <li>• Enrolment Advisor to student ratio: 1:2,034</li> </ul>	3,049,312	3,557,623	508,311
<p><b>Faculty of Graduate Studies</b> – Provides leadership and support for graduate education and research. Through graduate professional development with My GradSkills, direct student service assistance, and questions regarding graduate fees. The scholarship office provides support to students as they seek funding opportunities throughout their academic career and is responsible for managing all processes involved in scholarship funding. *indicates recorded numbers. All other numbers are estimates.</p> <p><b>Admissions and Records</b></p> <ul style="list-style-type: none"> <li>• Front counter/email inquiries: 22,000</li> <li>• Forms processed: 1975</li> <li>• Convocation clearing: 1570</li> <li>• Exam notices: 1085</li> <li>• Extension (program and candidacy): 445</li> <li>• Payment plans: 1785</li> <li>• Visiting and transfers: 280</li> <li>• GPA workshops: 10</li> <li>• Student to GPO ratio: 1160</li> </ul> <p><b>My GradSkills</b></p> <ul style="list-style-type: none"> <li>• My GradSkills website: 71,401 page views, 17,945 users (60% new visitors)</li> <li>• My GradSkills workshops: 60 (workshops offered 140 times)</li> <li>• Ambassadors: 21 (9 returning for a second or third year as lead Ambassadors), they delivered 56+ presentations and connected with people 1200+ times</li> <li>• 3 Minute Thesis: 4 practice &amp; feedback sessions, 54 participants (29 programs), 5 heats</li> <li>• Graduate Leaders Circle: 57 current members, 2 graduate assistantships, 4 Scholarship cafes with GLC mentors</li> </ul> <p><b>Scholarship Office</b></p> <ul style="list-style-type: none"> <li>• Scholarship applications: 4867</li> <li>• Workshops (student and program): 31 workshops, 500+ attendees</li> </ul>	861,055	840,613	-20,442

	2014-15	2015-16	Change
<ul style="list-style-type: none"> <li>In person, email &amp; phone inquiries: 19000</li> <li>Certified copies of transcripts provided for students: 1844</li> <li>Scholarship processing (\$): 25.1M</li> <li>Scholarship processing (students): 2412 Scholarships</li> </ul> <p><b>Student Advisor Team</b></p> <ul style="list-style-type: none"> <li>107 student cases resolved</li> <li>Graduate Extended Orientation sessions: 7 sessions; 125 participants</li> </ul> <p><b>Supervisory Development</b></p> <ul style="list-style-type: none"> <li>New supervisor orientation participants: 75</li> <li>New supervisor orientations: 4</li> <li>Supervision meetings: 25</li> <li>Supervision workshop participants: 50</li> <li>Other workshops or Faculty/Program visits: 26</li> <li>Other meetings with GPDs or supervisors: 7</li> </ul>			
<p><b>Student Services Administration</b> – Comprehensive supports for students from admission to graduation that support students, promote student development and learning, and enhance the student experience. Administers the Student Non-Academic Misconduct (NAM) Policy and related procedures, including the Bystander Intervention training program. Implemented and manages the spring/summer term Welcome Centre for new to Calgary students.</p> <p><b>Student Conduct Administration:</b></p> <ul style="list-style-type: none"> <li>99 incidents were reported to the Student Conduct Office, resulting in 100 Hearings</li> <li>Digital identity and citizenship workshop developed with Career Services; delivered to 240 Orientation Leaders, as elective session during Orientation Week, and as mandatory training to all Schulich Engineering students participating in the internship program.</li> <li>Recruited and trained 5 students and 6 faculty to serve on Hearing Board per NAM procedures</li> <li>UCalgary Bystander Intervention training launched; 1800 students and 211 faculty/staff trained.</li> </ul> <p><b>Welcome Centre 2015</b></p> <ul style="list-style-type: none"> <li>Ucalgary.ca/welcome website - 1,375 site visits</li> <li>Created six videos for the website on a variety of topics; 788 views</li> <li>Offered 8 transit tours, which included orientations on groceries, restaurants, downtown, and GlobalFest, and created “DIY” tour guide documents for students to take with them</li> <li>Created a “New-to-Calgary Student Guide” as well as a pocket-size food map of Calgary cuisine, organized by neighbourhood, culture, and dietary considerations</li> <li>Online and telephone interactions with students, 102</li> <li>Shopping trip to Market Mall, 270 students attended</li> <li>Welcome Party, 130 students attended</li> <li>500 Welcome bags distributed</li> </ul>	559,262	458,625	-100,638
<p><b>Leadership &amp; Student Engagement (LSE)</b> – Programs that contribute to overall success including transition support for both undergraduate and graduate students, leadership development and student life programming, and support of ucalgarystrong initiative Leadership Exchange conference, 558 student attendees</p> <ul style="list-style-type: none"> <li>StrengthsQuest programming, 2,943 students, including workshops in 7 academic courses</li> <li>Emerging Leaders program, 220 students, 140 mentors</li> <li>Sophomore Leaders Program, 64 students, 64 mentors</li> <li>Peer Helper Program, 337 students across 18 offices</li> <li>Leadership on Demand, 802 student participants</li> <li>Camp LEAD, 92 participants</li> <li>Views from the Loft/Unwind, 25 events, 481 students</li> <li>Co-curricular Record (CCR), 1,609 unique records created</li> <li>Fall Orientation Week (undergraduate) – 4047 students registered</li> <li>Graduate Student Orientation – 930 (Fall &amp; Winter Orientation)</li> <li>Orientation Leaders – 240</li> <li>Parent Orientations – 1,000 at Fall Orientation</li> </ul>	543,613	419,639	-123,974

	2014-15	2015-16	Change
<ul style="list-style-type: none"> <li>• Common Reading Program – 1,667 participants</li> <li>• Last Lecture – 3 lectures, 124 participants</li> <li>• UCalgaryStrong Festival – 3,700 participants in April 2016; 2,700 in April 2015</li> </ul>			
<p><b>Centre for Community Engaged Learning (CCEL)</b> – The Centre works in partnership with local, national and international non-profit organizations, student groups, faculty and departments across campus to provide students with opportunities to work with organizations throughout their academic career through course-based and co-curricular service-learning programs.</p> <ul style="list-style-type: none"> <li>• ucalgarycares Day of Service during Orientation Week - 98 first year students participated in various service placements across the city</li> <li>• ucalgarycares Day of Service on the last day of Winter term classes - 44 students</li> <li>• Service on Demand – 72 students</li> <li>• Offered five ucalgarycares programs (4 over Reading Week, one in Summer) with 63 students participants. ucalgarycares Costa Rica with 18 participants (Spring term) was cancelled in March due to the Zika Virus. A new program specific to first year students was launched in Toronto.</li> <li>• Annual Trick or Eat program engaged 311 students who collected 5,500 pounds of food in support of the Campus Food Bank and Calgary Interfaith Food Bank along with \$1,213 in on-line donations</li> <li>• The CCEL employs two Cooperative Education students each year</li> </ul>	181,670	198,168	16,498
<p><b>Student Success Centre</b> – Through collaboration, research and community involvement, the SSC supports students offers programs and services that enhance students' learning and personal development from inquiry to degree completion.</p> <ul style="list-style-type: none"> <li>• Academic Development Specialists – 2245 individual learning support/ advising appointments</li> <li>• Academic Integrity Support Workshops—28 sessions, 234 attendees</li> <li>• Academic Turnaround Program (ATP), Fall 2015 Cohort <ul style="list-style-type: none"> <li>- Weekly STEPS Seminars—17 sections; 360 students enrolled</li> <li>- Success Rates—67% ATP Science students and 64% ATP Arts students were successful in achieving a cumulative annual GPA of 2.0 and qualifying to continue at the university.</li> <li>- Academic Turnaround Workshops—Fall 2015 and Fall 2016 Cohorts combined – 13 workshops, 393 attendees</li> </ul> </li> <li>• Dinos GPS (Grade Point Success) <ul style="list-style-type: none"> <li>- Drop-In math and writing tutoring: 505 visits</li> <li>- Dinos Academic Support Workshop in Winter 2016— (for at-risk student athletes – Fall GPA less than 1.7) 28 students attended weekly seminars</li> </ul> </li> <li>• First Year Scholars, Fall 2015 Cohort <ul style="list-style-type: none"> <li>- Scholars Night—270 attendees</li> <li>- 40 workshops, 295 attendees</li> <li>- Registration event (Fall 2016 cohort)—148 attendees</li> <li>- First Year Scholars continue to access the First Year Scholars and Scholars Academy Lounge in MB 202. This year the space was well-utilized by 1050 of the University of Calgary's top scholars.</li> </ul> </li> <li>• Graduate Student Support <ul style="list-style-type: none"> <li>- Grad Success Week – 28 sessions, 736 attendees</li> <li>- Writing at the Graduate Level Series—12 sessions, 277 attendees</li> <li>- Graduate Support Workshops—10 sessions, 96 attendees</li> </ul> </li> <li>• Majors Exploration Advising – 539 appointments <ul style="list-style-type: none"> <li>- Choosing a major peer advising program — 190 appointments</li> </ul> </li> <li>• Math Support (Funded by SU Quality Money) <ul style="list-style-type: none"> <li>- 1610 individual tutoring appointments</li> <li>- Third-timer program for Calculus- 7 workshops, 70 attendees</li> </ul> </li> <li>• My First Six Weeks Day – 375 unique students (1434 session attendees across 23 sessions)</li> <li>• Peer Assisted Study Sessions (PASS) - Number of courses supported: Fall 8, Winter 11; 50 weekly PASS sessions run; Number of unique student attendees: 1938; the average GPA differential between regular PASS attendees (5+ sessions) and non-attendees per course was Fall 2015—1.12 / Winter 2016—0.66</li> <li>• Prospective Students / Open Study Advising – 556 appointments (292 Open Studies, 269 Prospective); 11 workshops, 55 attendees</li> <li>• RWRD (Read, Write, Review, Develop) International Program</li> </ul>	1,917,266	2,012,732	95,466

	2014-15	2015-16	Change
<ul style="list-style-type: none"> <li>- Fall 45 participants, Winter 49 participants, Spring 102 participants</li> <li>- Weekly conversation groups: 80 sessions, 783 attendees (186 unique)</li> <li>- 4 Academic language skills workshops, 68 attendees</li> <li>• Scholars Academy, 2015-2016 <ul style="list-style-type: none"> <li>- 45 students</li> <li>- Scholars Academy Retreat 37 attendees</li> <li>- Scholars had access to 4 Speakers Series events (Dr. Tom Keenan, Lourdes Juan, Nan Eskenazi, Maureeta Percy)</li> </ul> </li> <li>• Scholars Academy, 2015-2016 <ul style="list-style-type: none"> <li>- Two new application deadlines, 29 new students entering into cohort 6</li> </ul> </li> <li>• Student Registration Assistance (April-August) – 3276 phone calls taken; 473 appointments</li> <li>• Success Seminar Series—57 sessions offered, 448 attendees</li> <li>• Thrive Priority Support Network (Early Alert) – Fall 2015 (system development)/Winter 2016, Spring 2016: 146 academically at-risk students contacted, 23 student appointments</li> <li>• W2RAP UP Exam Preparation Events– 1331 student attendees, (534 unique)</li> <li>• Writing Support—5151 appointments; 11 undergraduate writing workshops, 148 student attendees; 67 in-class workshops for courses across faculties</li> </ul>			
<p><b>Career Services-</b> serves students in providing guidance for their career development process and bringing employers on campus for face to face information and recruiting activities in addition to an online job board where employers advertise employment and co-op/internship opportunities.</p> <ul style="list-style-type: none"> <li>• Students served (in person, drop in, telephone and email advising) – 2,594 <ul style="list-style-type: none"> <li>- 1,559 Undergraduate, 645 Graduate, International students served 415, PhD students served 152</li> </ul> </li> <li>• Undergraduate workshops: 27 offered, 308 attended</li> <li>• Graduate workshops: 25 offered, 283 attended</li> <li>• International: 13 offered, 248 attended</li> <li>• TOWES for International graduate students 52 enrolled for exam, 29 attended upskilling workshops and re-wrote exam</li> <li>• Strong Interest Inventory Assessments, 68</li> <li>• Myers-Briggs Type Indicator Assessments, 24</li> <li>• StrengthsFinder Assessments, 50</li> <li>• Resume Rescue, 711 reviews</li> <li>• eResume Reviews, 194 reviews</li> <li>• Career Development program (through D2L), 31 completed (4 from Qatar campus)</li> <li>• Science and Engineering Careers Fair 89 exhibitors, 3500 students, 43 volunteers</li> <li>• Grad School Fair 51 exhibitors, 1,050 students, 29 volunteers</li> <li>• Education Fair 35 exhibitors, 450 students, 18 volunteers</li> <li>• Career Expo 74 exhibitors, 3000 students, 20 volunteers</li> <li>• Summer Hiring Fair 27 exhibitors, 975 students, 10 volunteers</li> <li>• Employer Information Sessions 52</li> <li>• 2 Employer Sponsored Welcome events (Fall – Kal-Tire, Winter - PwC), 550 students</li> <li>• 2 Career LIVEbrary events (Fall &amp; Winter), 2 PhD LIVEbrary events (Fall &amp; Spring)</li> <li>• Two Networking Galas (Fall &amp; Winter)</li> <li>• Customized programming and placement assistance offered to 10 Science Without Borders students from Brazil, 100% placement</li> <li>• Collaboration with Arts, Science, Engineering and Haskayne on Campus Recruitment Breakfast</li> <li>• CareerLink Stats: <ul style="list-style-type: none"> <li>- Job Postings, 1902</li> <li>- Average number of postings per account (active employer), 2.81</li> <li>- Job Posting Views, 196,266</li> </ul> </li> <li>• Employer how-to video views, 1055</li> <li>• Social Media: Facebook- 724 likes (+31%), Twitter, 2,385 followers (+10%), 661 new tweets</li> <li>• YouTube (online workshops and informational videos), 222 subscribers</li> </ul>	743,197	800,579	57,382

	2014-15	2015-16	Change
<p><b>International Student Services</b> - ISS Advisors offer non-academic advising and organized programs &amp; activities to assist international students with their unique needs, their adjustment to the University of Calgary and to Canada, and to connect them with Canadian students. ISS also includes one full-time Regulated Canadian Immigration Consultant (RCIC) and one Regulated International Student Immigration Advisor (RISIA) for temporary residence immigration advising (study permits, work permits, and visas), and one casual RCIC for permanent residence immigration advising. There are approximately 3,300 international students at UCalgary (including undergraduate, graduate, exchange and visiting international students)</p> <p><b>International Student Advising Services:</b></p> <ul style="list-style-type: none"> <li>• Student immigration matters including study permits, work permits, visas and permanent resident options, US visitor visas</li> <li>• Requirements to obtain a Social insurance numbers (SIN)</li> <li>• Information on banking and Canadian tax returns for international students</li> <li>• Health insurance and the Canadian medical system</li> <li>• Referrals to services and resources at the University and in the city of Calgary</li> <li>• Personal and cultural transition to Canada</li> <li>• International student programs (e.g. Global Friendship Program, International Mentorship Program, Global Families Program, Language Bank) <a href="http://www.ucalgary.ca/iss/programs-services">www.ucalgary.ca/iss/programs-services</a></li> <li>• Specialized advising for incoming exchange and sponsorship students</li> <li>• Specialized orientation program for new international students</li> <li>• Advising and programming for spouses/partners/accompanying family members of international students</li> <li>• Any other non-academic questions or concerns (academic questions are referred to the Student Success Centre and Faculty Advisors)</li> </ul> <p><b>International Student Advising &amp; Programming – Statistics:</b></p> <ul style="list-style-type: none"> <li>• Drop-in advising – non-immigration: 8090 students (includes repeated visits)</li> <li>• Immigration information and advising: 911 individual students over 1,979 appointments</li> <li>• International Student Orientation – attendance: Fall 2015, 585; Winter 2016, 110</li> <li>• Global Friendship Program: 19 events organized, 1,245 total attendees</li> <li>• Global Families Program: 10 events organized, 376 attendees</li> <li>• International Student Mentorship Program, Fall 2015, 105 Mentors matched with 185 Mentees, Winter 2015, 47 Mentors matched with 50 Mentees</li> <li>• Exchange and sponsored students supported: Incoming exchange students, 240, Nexen Inc. Yemen Scholarship Program students, 9, Emerging Leaders of the Americas Program students, 15, Mitacs Globalink, 52</li> </ul>	429,782	432,045	2,263
<p><b>Study Abroad Office</b> – Provides all University of Calgary students with information and opportunities to add an international academic component to their degree. Programs are available in every semester and range in length from 2 weeks to 2 full semesters. There are suitable options for all majors to earn credit toward their major, minor or option requirements. They also support Faculties in developing Group Study Programs for their students. In addition, they provide comprehensive pre-departure orientations for all University of Calgary students going abroad as part of their degree in line with the University's International Travel Policy.</p> <ul style="list-style-type: none"> <li>• Students participating in International Exchanges – 210 total through the Study Abroad Office</li> <li>• Students participating in semester long internships in Germany, Ghana, Uganda and Washington, D.C. – 23 total through the Study Abroad Office</li> <li>• Students participating in Group Study Programs – 458 total (note, the Canadian programs no longer run through UCI so dip from last year's numbers reflects this change)</li> <li>• Advisor statistics: Appointments: average 25-30/day; Emails: 200/day, Phone calls 50/day</li> <li>• Workshops and information sessions offered throughout the year – 131 total <ul style="list-style-type: none"> <li>- Group Study Program info sessions – 64 sessions</li> <li>- Study Abroad 101 – 44 sessions</li> <li>- GSP participant travel clinics – 5 sessions</li> <li>- Re-Entry Workshops – 3 sessions</li> </ul> </li> </ul>	835,432	1,054,351	218,920

	2014-15	2015-16	Change
<ul style="list-style-type: none"> <li>- Other (exchange partner specific info sessions, Faculty/Department specific info sessions, new student orientation/open house sessions, etc.) – 15 sessions</li> <li>- Also approximately 160 classroom presentations done by staff and student volunteers</li> <li>• Pre-Departure Briefings for students from across campus: 127 total</li> <li>• Exchange Pre-Departure Briefings – 51 sessions <ul style="list-style-type: none"> <li>- Group Study Pre-Departure Briefings – 38 sessions</li> <li>- General Monthly Pre-Departure Briefings – 12 sessions</li> <li>- One-on-one briefings – 17 briefings</li> <li>- Tailored briefings for various Departments (i.e. Teaching Across Borders, Schulich Internships, Master of Social Work practicum students, Hunter Center students, etc.) – 9</li> </ul> </li> <li>• Other Events: <ul style="list-style-type: none"> <li>- Go Global Day 2015 – approximately 500 students attending</li> <li>- Faculty of Arts Study Abroad Fair – approximately 200 students attending</li> <li>- International Photo Contest – 164 entries, 2647 likes on Facebook</li> <li>- International Video Contest – 15 entries, 1520 votes</li> </ul> </li> <li>• Social Media: Facebook page 671 likes, Facebook group 311 members, Twitter 1149 followers, Instagram 1520 followers</li> <li>• International Study Travel Grant – 631 applications, 548 travel grants awarded</li> <li>• The Study Abroad continues to have 2 PASS Students during the Fall and Winter semesters and employs one summer student each year.</li> </ul>			
<p><b>Native Centre</b> - provides a culturally appropriate environment that encourages and supports the success of First Nations, Métis, and Inuit students in their pursuit of knowledge and higher education (includes provision of social space and computer lab)  One-on-one advising on admission, program, personal, financial, or self-declaration to current and prospective Aboriginal Students, 441</p> <ul style="list-style-type: none"> <li>• LYNX career lunch and learns, 81</li> <li>• Indigenous Lecture Series, 120</li> <li>• Tea ceremonies, 195</li> <li>• Sage picking, 20</li> <li>• Annual graduation banquet and pow wow, 750</li> <li>• Welcome Back BBQ, 55</li> <li>• TNC orientation/circle of welcome, 30</li> <li>• Conference – LYNX session - 20</li> <li>• Total of 1,082 participants</li> <li>• ASSERT: Aboriginal Student retention program for new and continuing students, 287 participants, 11 workshops</li> <li>• LYNX Aboriginal Career and Employment Program, 3,038 students, 796 job postings</li> <li>• NAPI Aboriginal Youth Leadership Training and Outreach Program, 3,427 participants</li> <li>• Aboriginal Relations Leadership Program, 126 participatory certificates of completion</li> <li>• Kluane ucalgarycares partnership with the Centre for Community Engaged Learning (CCEL)</li> </ul>	369,034	371,030	1,996
<p><b>Aboriginal Student Access Program</b> – The Native Centre helps facilitate a transition year program through Open Studies, for Aboriginal students. The program offers two levels of study and includes post-secondary classes, as well as academic advising, cultural support, peer support and tutorials. 29 enrolled.</p>	171,882	169,840	-2,042
<p><b>Women's Resource Centre</b> –provides a safe and supportive place to advance gender equality and build community through sharing, learning and teaching where all experiences are valued, and everyone is offered the resources necessary to make informed choices.</p> <ul style="list-style-type: none"> <li>• Number of visitors: 7,100; 50 visitors per day (based on visitor sign-in database) - Undergraduate Students 77.1%; Graduate Student 5.4%; Alumni 2.4%; Faculty 2%; Staff 5.6%; Community 7.5%</li> <li>• One-on-one peer support inquiries (in-person, email, phone):112</li> <li>• Workshops and events: 75 events; 5,000 attendees</li> <li>• Major events:</li> </ul>	142,734	148,972	6,238

	2014-15	2015-16	Change
<ul style="list-style-type: none"> <li>- December 6<sup>th</sup> Ceremony and Panel Discussion: 160 attendees</li> <li>- 16 Days of Activism Against Gender Violence Campaign: 6 events/activities; 260 attendees</li> <li>- Calgary International Women’s Day Celebration at Jack Singer Concert Hall: 3,000 attendees</li> <li>- Women Leaders Speaker Series: 6 speakers/events; 220 attendees</li> <li>- Annual Women’s Leadership Conference &amp; WRC Awards Ceremony: 155 attendees</li> <li>- 4<sup>th</sup> Annual Benefit Production of Eve Ensler’s The Vagina Monologues: 350 attendees</li> <li>- Judy Project with Kim Armstrong, Deputy Minister, Alberta Status of Women: 78 attendees</li> <li>• Ask First: Sexual Assault Prevention Project – Creating a Culture of Consent <ul style="list-style-type: none"> <li>- A kick-off event with Laci Green “Taking Down Rape Culture” -400 attendees <ul style="list-style-type: none"> <li>- “The Hunting Ground” Film Screening and Discussion: 55 attendees</li> <li>- “I Believe You” Information Session: 25 attendees</li> <li>- The Bedroom Talks Event: 50 students</li> <li>- Healthy Relationship Workshop: 20 attendees</li> <li>- New website was created (<a href="http://www.ucalgary.ca/askfirst">http://www.ucalgary.ca/askfirst</a>)</li> </ul> </li> </ul> </li> <li>• Peer Helper Program <ul style="list-style-type: none"> <li>- Number of active peer helpers: 80</li> <li>- Volunteer hours total: 5,454 (based on BetterImpact entries)</li> <li>- Training: 5 mandatory and 30 optional training</li> </ul> </li> </ul>			
<p><b>Student Accessibility Services</b>—facilitates an accessible learning environment for students with disabilities including temporary impairments and permanent disabilities. Students are supported in order to identify reasonable academic accommodations for their academic pursuits.</p> <ul style="list-style-type: none"> <li>• Registering of Students with disabilities to receive specialized support – 1784 registered.</li> <li>• Accommodated Exams arranged and supervised – 11,172</li> <li>• Exam Centre has 2 computer labs and 18 private rooms. The Exam Centre can accommodate up to 100 students at any one time, making it one of the largest Exam Centres for Students with Disabilities in Canada.</li> <li>• Students with perceptual disabilities receive textbooks / course reading materials in alternate formats (i.e. Braille, electronic format etc.) - 1005 texts converted</li> <li>• Students with disabilities receive 1-1 weekly support from Learning Strategists to develop/improve time management and study skills - 143 students</li> <li>• Students receive individualized training and support to use assistive technologies - 171 students</li> <li>• Students referred for further assessment of learning difficulties – 49 students</li> <li>• Nat Christie Adaptive Technology Lab and Adaptive Technology Workroom in the TFDL available to support students with studies.</li> </ul>	1,268,352	1,347,667	79,315
<p><b>SU Wellness Centre</b> - With a student-centered approach, we offer comprehensive, holistic and accessible programs and services to foster all dimensions of wellness.</p> <ul style="list-style-type: none"> <li>• Services include: <ul style="list-style-type: none"> <li>- Health Services in family medicine, chiropractic care, psychiatry, nutrition, massage therapy</li> <li>- Health promotion and outreach</li> <li>- Mental Health support: case management, student-at-risk support and counselling services for personal, academic and career development.</li> <li>- Health Services - Attended Appointments (Physician, Psychiatry, Massage, Chiropractor, Nutrition) Total –30496, an increase of 9.4%, extended hours pilot saw 589 health service appointments</li> <li>- Counselling appointments: 3702, Case management and triage 1807, increase in appointments by 7.9%. Of this number 474 appointments were during extended hours.</li> <li>- Health promotion and outreach: 5965 students, faculty and staff reached through 199 outreach and training events, which represents an increase of 7.7% participants and 200 participants at the 2015 Wellness Summit</li> </ul> </li> </ul>	1,607,506	1,674,206	66,700

	2014-15	2015-16	Change
<p><b>Faith &amp; Spirituality Centre</b> - We 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 at the University of Calgary so that students can be their authentic selves in a religion positive campus culture.</p> <ul style="list-style-type: none"> <li>Faith and Spirituality Events: 65,878 participants &amp; visits (includes use of space by student groups as well as FSC drop-ins, events and one-on-one support)</li> </ul>			
<p><b>Environmental Health / Safety / Compliance</b> – A diverse range of services including support for the Safe Walk and Working Alone programs, security for student events, risk assessments, WCB coverage for distance education students, international travel registration, various types of liability, vehicle and accident insurance required for students to complete academic programs and research, health and safety and environmental programs, and international and domestic emergency response.</p> <ul style="list-style-type: none"> <li>Safewalk* 590 escorts, approximately 334 by student volunteers during the Fall and Winter semesters, and 256 by Campus Security (CS) during off hours and Spring and Summer semesters)</li> <li>International Travel: 2,542 trip were registered with 99 countries visited.</li> <li>Health and Safety Training for Undergrad/Grad Students/Faculty/Staff - 5022 (27 courses) delivered from April – March.</li> <li>Security for Special Events, including Den, BSD, concerts* etc. -m10 events, including the 50<sup>th</sup>, UN Sec. Gen visit, Convocations, Governor General visit, ELT functions, Congress, etc.</li> <li>Pro-life events – 10 events</li> <li>Controversial speakers 4-5 yearly, 2 C.S. staff per event</li> <li>13 presentations to student and staff groups regarding Campus Security services at start fall and winter terms.</li> <li>Protests of issues; 6-10 yearly, C.S. officers respond accordingly</li> <li>Emergency Management –Currently 7267 active users; Negotiated and Finalized Partnership Agreement with vendor, including a royalty based undergraduate scholarship; began development of Studying &amp; Working Alone module and HELP! Button</li> <li>Active assailant Response Training - Personal Safety Awareness Training 41 sessions, 951 people</li> <li>Evacuation drills- 50 Buildings (34 Main, 9 Student Residence, 3 Foothills, 3 Spyhill and 1 Downtown</li> <li>Emergency Warden Training – 86 on ELM, 248 Wardens</li> <li>EOG &amp; CMT Training/ Exercises- 5</li> <li>CFD Responses- 75</li> <li>336 BCP for all departments and units completed and 86 ERPs for high risk departments</li> <li>Fort McMurray Fire Evacuee support effort - May 4 - July/16; 1452 evacuees; led by EM</li> <li>Urban Shield TTX- Active Shooter tabletop began planning of multi-agency tabletop (CPS, CFD, CEMA, AHS/EMS) exercise to be held late fall 2016</li> </ul> <p>* Student's Union makes a financial contribution towards these costs.</p>	1,492,291	1,656,359	164,068
Total Expenses	14,172,389	15,142,448	970,059
Total Revenue	11,651,990	11,835,143	183,153
Net Revenue Over Expense	(2,520,399)	(3,307,305)	(786,906)