



Attachment 1 – Mandatory Non-Instructional Student Service Fee Report for the Fiscal Year Ending March 31, 2021. Please note, reports from 2015-2016 onwards are available at www.ucalgary.ca/student-services/guide-services-students. Earlier years can be requested from vpse@ucalgary.ca.

	2019-2020	2020-2021	Change
<p>Office of the Registrar – is the central unit responsible for the student record, academic calendar course and program 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, final exam schedules, awards financial aid, and all student financials and fee assessments.</p> <p>E-Services: Student Advising Communication</p> <ul style="list-style-type: none"> • Outbound Advising communications (emails): 76,862 • Phone Advising: 33,426 • Chatbot inquiry live chat questions (launched December 2020): 9898 (NEW) • Virtual Front Desk: 3313 (NEW) • In-Person Inquiries: Suspended due to campus closure • Workshops & webinar attendance/viewership (8 webinars): 5515 • Service Requests (launched February 2021): 119 (NEW) <p>Financial Literacy Program</p> <ul style="list-style-type: none"> • Money Smart Financial Literacy Program Workshops: 2: 256 attendees • 1-on-1 Financial budget coaching appointments:40 • Online module participants: 196 total participants <p>Student Financial Support Overall:</p> <ul style="list-style-type: none"> • Award, Scholarship and Bursary Funds Disbursed: \$34,785,596 (Increase of 16% from 2019/20) • Undergraduate Award, Scholarship and Bursary Applications processed: 17,749 • Graduate Bursary applications processed: 1,120 (NEW) • Outbound communications: Emails responded to: 12,751 • Merit Based Funding: • Award and Scholarship funding disbursed (internal and external): \$24,648,761 • Award and Scholarship recipients: 10,222 • Scholarship webinar attendance: 500+ <p>Needs Based Funding:</p> <ul style="list-style-type: none"> • Bursary funds disbursed: \$10,136,835 • Bursary recipients: 2,975 • Emergency funding applications processed (GRAD and UGRD): 466 • Emergency Funding disbursed: \$268,979 • Student loan borrower funding processed: \$166,406,794 • Student loans processed: 11,602 • Student Interest free requests processed: 3,660 <p>Student Exams, Grades and Transcripts</p> <ul style="list-style-type: none"> • Official Transcripts issued: 26,565 (Increase of 15% from 2019/20) • Degree Audits for conferral processed: 7672 • Student Conduct rulings processed: 221 • Student Enrolment Verification processed: 910 • Outbound communications: Emails responded to: 24,328 • Student E-Service Requests Processed (DFT & Reappraisal): 643 • Applications processed for CR Grade: 14,788 (NEW) • Change of Grade processed: 15,383 • Student Registration Exemptions processed: 386 • Student Extenuating Withdrawal processed: 250 • Final Examinations, DFE Scheduled: 1517 • Deferred Final Examinations Scheduled: 440 • Change of Program request processed: 7582 • Calendar/Academic Requirements Updates: 1887 • Course Components Scheduled: 10946 <p>Enrolment Advisor to student ratio: 1:3,894</p>	4,505,061	4,272,759	(232,302)

	2019-2020	2020-2021	Change
<p>Faculty of Graduate Studies – Provides leadership and support for graduate education and research. Manages graduate student records and enrolment, from the time of recruitment and admission through to graduation. Responds directly to student inquiries before, during and after program completion. Provides student services and support including academic advising to students encountering obstacles to their academic success, and graduate professional development with My GradSkills. 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 graduate scholarship funding. *indicates estimates.</p> <p>Admissions and Records</p> <ul style="list-style-type: none"> • Student Services inquiries (total 16,342*) <ul style="list-style-type: none"> ○ In person and virtual reception: 210* ○ Email: 15,968* ○ Phone: 164* • Forms processed: 5,895 • Thesis submission: 743 • Transcript verification: 8,828 • Convocation clearing: 2,596 (May 1 – April 30) • Exam notices: 769 • Extension (program): 392 • Payment plans: 2,470 • Visiting and exchange (# of applications processed): 223 • GPA workshops: 5 (171 participants) • Student to GPO ratio (based on Fall enrollment): 1 to 1,552 • Hours of in-person and virtual reception service: 376 <p>My GradSkills</p> <ul style="list-style-type: none"> • My GradSkills website: 48,809 page views, 11,583 users (9,012 new visitors) • My GradSkills workshops: 207 (workshops offered 331 times) • 3 Minute Thesis: 4 workshops, 60 practice & feedback sessions, 40 participants (from 17 programs), 4 heats • Images of Research Contest: 2 workshops; 23 participants; 10 feedback sessions • Entrepreneurship support: <ul style="list-style-type: none"> ○ (ENTI 781/785 courses): 16 students; tuition support: \$19,674 ○ (Summer Inc/Catalyze): 7 students; scholarship support: \$60,000 • Transformative Talent Internships: <ul style="list-style-type: none"> ○ 42 active internships; scholarship support: \$148,739 ○ 9 workshops; 173 attendees ○ 83 student meetings; 139 new email/phone inquiries <p>Scholarship Office</p> <ul style="list-style-type: none"> • Scholarship competitions: 23 • Scholarship applications: 3,720 • Workshops (student and program): 9 workshops, 200+ attendees* • Certified copies of transcripts provided for students: 2,517 • Scholarship processing (\$): 29.8M • Scholarship processing (students): 2,238 • Enquiries by email, phone or in person managed daily by a team of 6: 8,500 • Graduate Leaders Circle: 68 current members, 2 graduate assistantships, 19 Scholarship cafes <p>Student Advisor Team</p> <ul style="list-style-type: none"> • 213 student advising meetings (remote) • Academic review meetings: 58 • Supported coordination of and prepared/delivered content for Grad Success Week (May 2020), GradO (Sept. 2020, Jan. 2021) • GRADTIPS program for students under new academic probation status (launched Jan. 2019): 61 students • Let's Talk Supervisor presentations (for graduate students): 3 <p>Supervisory Development</p> <ul style="list-style-type: none"> • New supervisor orientations: 9 • New supervisor orientation participants: 81 • Supervision meetings: 49 (individual meetings with supervisor) • Other meetings with GPDs or supervisors: 7 • GPD Orientation: 35 attending 	1,055,223	1,650,211	594,988

	2019-2020	2020-2021	Change
<p>Student Services Administration – provides supports for students from admission to graduation, promotes student development and learning, and enhances the student experience.</p> <p>Student Conduct Administration:</p> <p><u>All cases</u></p> <ul style="list-style-type: none"> 75 complaints were reviewed and processed by the Student Conduct Office. 43 complaints were considered actionable. 32 were considered information only. <p><u>Actionable cases</u></p> <ul style="list-style-type: none"> 23 hearings were adjudicated under Student Non-Academic Misconduct Procedures. All of these hearings took place before a Hearing Officer. 14 complaints were resolved through informal processes with the Student Conduct Office. 4 complaints were withdrawn by the Complainant prior to investigation/adjudication. 1 complaint was resolved through a sexual violence investigation. 1 hold was placed on a student’s account since they are not currently taking courses. <p><u>Information only cases</u></p> <ul style="list-style-type: none"> 10 complaints were referred to other policies or departments due to lack of jurisdiction. 9 complaints were submitted by the complainant for information only and did not require action. 9 complaints included unfounded allegations or did not have sufficient evidence to action. 4 complaints were resolved informally by units other than the Student Conduct Office (i.e. Campus Security). <p>Proactive and Preventative Training</p> <ul style="list-style-type: none"> 868 community members were trained to be active bystanders. 108 community members were trained on how to identify, address, combat and prevent online harassment. 349 community members were trained on how to work together to meaningfully manage conflicts. 53 community members were trained on how to manage their own anger, and respond to anger in others and deescalate conflicts. 26 community members were trained on how to use conflict styles. 280 students are actively registered in the Upstanders Program; this program trains students in addressing and reducing harm within our community. 	389,363	928,065	538,703
<p>Leadership & Student Engagement (LSE) –provides programs that contribute to overall success including transition support for both undergraduate and graduate students, leadership development, community engagement and student life programming, and support of the UCalgaryStrong initiative.</p> <p>Leadership Programs</p> <ul style="list-style-type: none"> Emerging Leaders program, 200 students, 70 mentors/buddies Sophomore Leadership Program, 95 participants Leadership on Demand, 2,682 participants CliftonStrengths programming, 2,182 students learned how to use their Strengths in group work and academics. Peer Helper Program, 239 students across 12 Peer Helper groups; 14 online workshops for the Peer Helper Professional Development Program <p>Orientation and Student Involvement Programs</p> <ul style="list-style-type: none"> Co-Curricular Record (CCR), 2,155 unique records created Involvement Advising Program, 25 appointments facilitated Fall Orientation (undergraduate), 4,587 students attended, including 760 international students Fall Orientation Leaders (OL), 170 volunteer student OLs Graduate Student Orientation: Fall 2020, 450 attended, Winter 2021, 165 attended 173 participants attended online Parent/Family Orientation. 118 views on online Parent/Family Orientation presentation, 73 views of Family webpage Online Orientation: 5,934 users enrolled in D2L Online Orientation course; 3,732 active users, with engagement doubling from previous year. 	738,082	883,859	145,777

	2019-2020	2020-2021	Change
<p>Community-Engagement Programs</p> <ul style="list-style-type: none"> • Ucalgarycares Days of Service offered virtually 3 times, twice during the Fall semester, and once during the Winter semester: 82 participants, 55 student Group Leaders, 15 community organizations (Accessible Housing Society, Calgary Alpha House, Calgary Bridge Foundation, Calgary Progressive Lifestyles, Calgary Women’s Emergency Shelter, GenHelp, Immigrant Services Calgary, Jewish Family Services Calgary, Kids Up Front Calgary, The Calgary Outlink Center, The Calgary Food Bank, The Mustard Seed, Vibrant Communities Calgary, Wellspring Calgary, and Women’s Center of Calgary.) • Offered 4 ucalgarycares virtual programs with 75 student participants. • Trick or Eat campaign: 31 students collected 1,689 pounds of food in support of both the Campus Food Bank and Calgary Interfaith Food Bank along with \$275 grocery store gift cards. • Community Engagement employed two full-time Cooperative Education students during this period <p>Student Life Programs Portfolio</p> <ul style="list-style-type: none"> • Last Lecture series, 3 events, 316 registered, 151 attended • A Sacred Trust: Indigenous Languages in Canada with Dr. Darin Flynn • Genocide: Understanding the “Crime of Crimes” with Dr. Maureen Hiebert • On Blueprints, Bucket Lists, and Being at Home in the World with Dr. Joshua Goldstein • Online Unwind, 32 events, 895 registered, 522 students attended 			
<p>Student Success Centre – offers programs and services that enhance students’ learning and personal development from inquiry to degree completion.</p> <ul style="list-style-type: none"> ○ Academic Development Specialists <ul style="list-style-type: none"> ▪ 1923 individual learning support/ advising appointments, *excluding Thrive ○ Academic Integrity Programs <ul style="list-style-type: none"> ▪ Workshops 105 sessions, 1893 attendees ▪ Faculty and department orientation presentations: 22 sessions, approximately 1000 attendees ○ Academic Turnaround Program <ul style="list-style-type: none"> ▪ Weekly seminars 5 sections fall, 2 sections, winter, 229 participants ○ Dinos GPS (Grade Point Success): <ul style="list-style-type: none"> ▪ 314 individual learning support / advising appointments ▪ Drop-In math tutoring 81 attendees, Drop-in writing tutoring 36 attendees ▪ Dinos Academic Support Seminars 12 sessions, offered weekly, 26 students enrolled ▪ Academic Transition Workshops 4 sessions, 96 attendees ○ First Year Scholars, fall 2020 Cohort <ul style="list-style-type: none"> ▪ Scholars Night and Workshops – 24 sessions, 509 attendees ○ First-year Transition Support <ul style="list-style-type: none"> ▪ Weekly Virtual Study Halls 202 attendees ▪ Summer Workshop Series for First-year Students 7 sessions, approximately 1050 attendees, 400 views of recorded sessions ▪ 32 Transitioning to First-year Small Group Sessions 133 attendees ▪ Online Learning D2L Module 228 students enrolled, over 1500 content views ○ Graduate Student Support <ul style="list-style-type: none"> ▪ Grad Success Week – 32 sessions, 618 attendees ▪ Writing at the Graduate Level Series— 12 sessions, 127 attendees ○ Graduate Writing Community—weekly sessions, 508 attendees ○ International Student Support Programming <ul style="list-style-type: none"> ▪ Conversation Sessions 5, 12 attendees 	2,254,438	2,475,247	220,809

	2019-2020	2020-2021	Change
<ul style="list-style-type: none"> ▪ 12 Academic Support Workshops for International Students, 81 attendees ○ Majors Exploration Advising: <ul style="list-style-type: none"> ▪ 626 advising appointments ▪ 20 workshops, 65 attendees ○ Open Study Advising <ul style="list-style-type: none"> ▪ 802 advising appointments (537 Open Studies, 265 Prospective) ▪ 24 workshops, 76 attendees ○ Peer Assisted Study Sessions (PASS) <i>(some carryover Quality Money funded for the fall term only)</i> ○ 28 Courses supported Fall and Winter (44 sections), approximately 14,696 attendees ○ Scholars Academy <ul style="list-style-type: none"> ▪ 76 students ▪ 2 Scholars Academy Retreats Fall 55 attendees, Winter 46 attendees ▪ 11 Scholars Online Events 281 attendees ○ Student Registration Assistance <ul style="list-style-type: none"> ▪ 750 appointments ○ Success Seminars and Academic Development Workshops <ul style="list-style-type: none"> ▪ 89 sessions offered, 1125 attendees ○ Thrive Priority Support Network (Early Alert) <ul style="list-style-type: none"> ▪ # of students identified Spring/Fall/Winter 1158, 292 appointments / email advising, 25% uptake ○ W2RAP UP Exam Preparation Events <ul style="list-style-type: none"> ▪ Spring 2020 5 sessions, 18 attendees ○ Writing Support <ul style="list-style-type: none"> ▪ Writing Support Appointments 2739 ▪ Faculty Requested Workshops and Information Sessions 56 ▪ Residence Drop-in Writing Space 22 sessions, 82 attendees ▪ Writing Workshops (Undergraduate) 7 sessions, 203 attendees ▪ Writers' Space 32 sessions, 95 attendees ▪ Writing Symbols Lodge Support: 24 sessions 			
<p>Career Services- Career Services 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"> • 3,506 appointments • Standard Workshops – increased from 98 to 149 • Custom Workshops – decreased from 83 to 59 • Social Media - Facebook - 1,282 likes (+9.9%), Instagram – launched in 2019 and now at 1,021 followers, Twitter was discontinued due to lack of engagement on this platform • Industry Career Fair – decreased from 91 to 37 exhibitors • Grad School Fair – decreased from 73 to 48 exhibitors • Education Fair – decreased from 87 to exhibitors • Winter Fair (formerly Career Expo) – decreased from 83 to 36 exhibitors • Employer Information Sessions – decreased from 51 to 31 • Job Postings – decreased by 26% from 2,738 to 2,030 • Average number of postings per account active employer – decreased from 3.18 to 2.69 • Job Posting Views by students – decreased from 202,284 to 150,910 • Virtual Career Conference – <i>It's your move: navigating the new work of work</i> had 149 students and 41 employers taking part in this first e-day virtual 	1,314,916	1,164,548	(150,369)

	2019-2020	2020-2021	Change
<p>International Student Services - offers non-academic advising and organized programs and 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 a 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 5,000 international students at UCalgary (including undergraduate, graduate, exchange and visiting international students).</p> <p>International Student Advising Services:</p> <ul style="list-style-type: none"> • Student immigration matters including study permits, work permits, visas and permanent resident options, US visitor visas • Requirements to obtain a Social insurance numbers (SIN) • Information on banking and Canadian tax returns for international students • Health insurance and the Canadian medical system • New student transition support and orientation to the city of Calgary (transit, food, places of worship, housing etc.) • Referrals to services and resources at the University and in Calgary • Personal and cultural transition to Canada • International student programs (e.g. ISS social events, International Mentorship Program, Global Families Program, USpeak Global Program, International Student Stories Series https://ucalgary.ca/student-services/iss/student-life) • Specialized advising for incoming visiting student researchers and sponsored students • Specialized orientation program for new international students • Advising and programming for spouses/partners/accompanying family members of international students <p>International Student Advising & Programming – Statistics:</p> <ul style="list-style-type: none"> • Immigration Advising (emails/zoom): 6,560 students • Permanent residence information sessions: 305 participants, 10 sessions were provided • General information and advice (non-immigration: emails/zoom): 4,363 students • International Student Orientation attendance: 1,046 students * • International Student Mentorship Program: 510 participants - 235 mentors; 275 mentees * • ISS Social events (online events for international students) – 278 students attending 16 events * • Global Families Program - Two remote Global Families events were planned in September 2020 but both saw low registration and almost no attendance. Because of this, the decision to suspend Global Families until we could return to running the program in-person. • USpeak Global Program –276 participants • International Student Stories Series: Oct 2020-March 2021 live podcast tapings: 5, Featured student guest speakers: 8 <ul style="list-style-type: none"> ○ Attendance numbers at live events and podcast listening post event: stats not available <p><i>*2020-2021 posed a unique situation where our services were moved online and virtual. While we saw a slight decrease in involvement with our programs, we had added orientation social events due to lack of socializing component to orientation events that have moved from in-person to online. During this time, we had created an ISS COVID FAQ page and self-isolation support page for new students. We had also run a series of welcome webinars that was held before orientation and arrival webinars to ensure students were informed about settling into the Calgary and arriving to Canada during COVID.</i></p> <ul style="list-style-type: none"> • ISS COVID-19 FAQ unique webpage visits: 14,374 visits • Self-Isolation Supports for New Students unique webpage visits (Aug 1, 2020- March 1, 2021): 2359 visits • Welcome Webinars (pre-orientation/arrival webinars): 871 attendees, 23 webinars hosted 	506,775	434,121	(72,654)

	2019-2020	2020-2021	Change
<ul style="list-style-type: none"> • <i>Orientation Social Events (Virtual): 279 participants</i> 			
<p>UCI Study Abroad/Global Learning – a central unit responsible for developing and administering global experiential academic opportunities (exchange, faculty-led, research, internship, co-curricular, etc.) for students from all faculties. Involved with program development, implementation and management, including recruitment, risk management, and assessment. Supports all faculties with global learning initiatives for students. Provides comprehensive advising and support to instructors and students before, during and after their program, including offering pre-departure orientations for all UCalgary students going abroad in line with the University's International Travel Policy. Administers travel grants available to all UCalgary students. Administers the incoming exchange application process. Fosters positive relationships with partner universities and organizations around the world.</p> <p>New Virtual Programming: With traditional study abroad restricted to students who were already in-country, UCalgary Study Abroad developed new virtual programming for students:</p> <ul style="list-style-type: none"> ○ UCalgary Global Online (UGO) provides students with the opportunity to take online courses offered by our partner universities, participate in an online internship or do a virtual research placement (143 students) ○ Global Community Challenge YYC is an 8-week virtual competition program in which teams of students from UCalgary and from our international partner universities work together to develop solutions to issues faced by local Calgary organizations with a global focus. ○ World's Challenge Challenge shifted from an in-person to an online format and included a series of workshops and mentorship for the teams selected for the UCalgary and Global finals. Two UCalgary teams made the Global Finals, one of which won 3rd place. ○ W20 Covid Re-Entry: UCI Study Abroad also developed and co-facilitated two re-entry sessions with Student Wellness for Winter 2020 exchange students who were abroad during the initial Covid-19 shutdown to help them process the stress that they experienced <p>Program Participation Numbers:</p> <ul style="list-style-type: none"> • Group Study Programs: <i>all 2020 programs cancelled due to the pandemic</i> • Outgoing International Exchanges: 61 students • In person: 6 students (4 Fall + 2 Winter) • Virtual: 55 students (12 Summer, 14 Fall, 29 Winter) • Incoming International Exchanges: 70 students • In person: 15 students (0 Fall, 15 Winter) • Virtual: 55 students (27 Fall, 28 Winter) • Virtual International Internships: 7 students • Virtual Research Placements: 5 students • Global Community Challenge: 190 students • Fall 2020: 54 students from 20 universities in 14 countries working on 9 challenges set by 6 community partners • Winter 2021: 136 students from 23 universities in 13 countries working on 24 challenges set by 17 community partners • World's Challenge Challenge: 24 students • Student Volunteers: 15 Global Learning Ambassadors completed a combined total of 235 volunteer hours <p>Advising, Workshop and Other Stats:</p> <ul style="list-style-type: none"> • Advising statistics (5 advisors + 2 frontline staff): • Booked Appointments: 645 • Drop In Appointments: 467 • Group Study Programs info sessions: 47 sessions • 332 students attended synchronously, 949 viewed the online recordings • Exchange, Research & Internship info sessions: 39 	1,434,543	1,042,592	(391,952)

	2019-2020	2020-2021	Change
<ul style="list-style-type: none"> • 230 students attended synchronously, 400 viewed the online recordings • UGo (UCalgary Global Online) workshops: 10 workshops and community development activities • Global Community Challenge workshops: 17 sessions • Other sessions (new student orientation/open house presentations, funding workshops, Faculty/Department specific info sessions, re-entry workshops, etc.): 29 sessions • Study Abroad 101: 2,670 views of the online recording • Approximately 100 classroom presentations done by staff and student volunteers <ul style="list-style-type: none"> • Go Global Month 2020: shifted to a fully virtual format with 40 events throughout the month and approximately 300 students attending 			
<p>Writing Symbols Lodge- provides a culturally appropriate environment that encourages and supports the success of Indigenous students in their pursuit of knowledge and higher education. Offers social and programming space for students within the Centre, and provides Indigenous students access to an on-site computer lab (8 computer stations). Staff provide one-on-one advising related to pre-admissions, general academics, financial, personal (non-academic) or self-declaration to current and prospective Indigenous Students.</p> <ul style="list-style-type: none"> • Re-Entry Ceremony - 7 • Orientation, 33 • Tea ceremonies, 278 • Sage picking, 10 • Healing Therapy appointments, 40 • Annual graduation banquet and pow wow, event was cancelled due to COVID pandemic • Tiya Dagumisasry (formerly ASSERT) Workshops, 13 workshops, 466 attendees • Student Advising, 473 • Advising topics covered: <ul style="list-style-type: none"> ○ Cultural: 33 ○ Pre-admissions: 41 ○ Academic: 179 ○ Financial: 70 ○ Personal (non-academic): 42 ○ Self-declaration 66 ○ Other: 43 • Intercultural capacity building, 21 workshops, 823 participants (535 students, 288 faculty and staff) • Ótáp ímisskaan Indigenous Youth Leadership Program: (August 2020 – March 2021, no program activity from April – July 2020 due to COVID Pandemic) <ul style="list-style-type: none"> ○ 733 participants trained, 71 participants completed program, 464 Education Outreach participants ○ 5 UCalgary student ambassadors deliver training 	371,991	335,783	(36,208)
<p>Indigenous Student Access Program – Writing Symbols Lodge coordinates a one-year Open Studies (OS) transition program for Indigenous students. The program is dedicated to supporting its students in Academics, Mental Health and Wellness, celebrating Community and Culture, and has a reenergized focus on Leadership and Mentorship. This program includes three university courses: INDG 201, ENGL 251, and INDG 397, to be taken by all ISAP students as a cohort/community. Additionally, ISAP hosts weekly academic workshops on topics in: Academics, Mental Health and Wellness, celebrating Community and Culture, and Leadership and Mentorship, as well as supports its students with dedicated and personalized academic, and wellness advising support, cultural, and peer support.</p>	98,292	88,776	(9,516)

	2019-2020	2020-2021	Change
<p>Women's Resource Centre –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"> • Number of visitors: the physical space was closed due to COVID-19 • One-on-one peer support inquiries (Zoom, email, phone): 31 • Workshops and events: 34 events held on Zoom; 637 attendees <ul style="list-style-type: none"> ○ Major events: <ul style="list-style-type: none"> ▪ Women Leaders Speaker Series: 5 speakers/events; 172 attendees ▪ Ask First 2: Sexual Assault Prevention Project - Challenging Attitudes & Beliefs <ul style="list-style-type: none"> ▪ Hosted 4 educational workshops and events ▪ Hosted 2 major event (Karen BK Chan): 97 attendees ▪ Peer Helper Program <ul style="list-style-type: none"> ▪ Number of active peer helpers: 73 <p>Volunteer hours total: 2799 (based on Better Impact entries)</p>	145,273	76,597	(68,676)
<p>Student Accessibility Services—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"> • Total number of students registered to receive specialized support – 2272 registered. • Accommodated Exams arranged and supervised – 107 (only MD students wrote in person, all other exams were remote) • Exam Centre has 2 computer labs and 18 private rooms. The Exam Centre can accommodate up to 100 students at any one time, making it one of the largest exam centres for students with disabilities in Canada. • Students with perceptual disabilities receive textbooks / course reading materials in alternate formats (i.e. Braille, electronic format etc.) – 244 texts converted • Students receive individualized training and support to use assistive technologies - 128 students • Students referred for further assessment of learning difficulties – 19 students • Student Accessibility Services arranged for a variety of assistive services including 682 hours of note-taking support for April 1-15, 2020 only. Students used third party note taking services for the remainder of term. There were 260 hours of individualized learning strategist support • Student Accessibility Services assisted 348 students to apply for disability related grants. Amount of funding received by students with disabilities totaled \$1,626,208. This was a significant increase in funding which was a result of increase to disability grant amounts during COVID. 	1,564,969	1,339,508	(225,461)
<p>Student Wellness Services- offers comprehensive, holistic, and accessible programs and services to foster all dimensions of student wellness. This reporting period shows a significant decline in health services appointments and event attendance, as a result of the COVID-19 pandemic and resulting restrictions.</p> <p>Student Wellness Services include:</p> <ul style="list-style-type: none"> • Health Services include family medicine, travel medicine for study abroad students, chiropractic care, psychiatry, massage therapy • Health Services - Attended appointments (Physician, Psychiatry, Massage, Chiropractic) Total: 9662 • Health Promotion and Outreach, including peer support and activities at the Campus Community Hub • Health promotion and outreach: 5518 students, faculty and staff reached in regular programming, training, workshops, and events. The Campus Community Hub was not open to students during this reporting period. There are 712 peer supporters within Student Wellness, Access & Support. Of this group 117 peer supporters are involved in health promotion and mental health support (includes SMR, Peer Listeners, and Wellness Health Awareness Team). Peer supporters continued to be engaged in virtual activities. • Mental Health Services includes peer support, daily peer listening, individual counselling and case management supports, self-help resources (videos, apps, learning modules with 1411 page views for self-help and 1243 views for mindfulness online) student-at-risk support, workshops and group programs, and short-term counselling 	1,846,150	2,351,022	504,872

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<p>services for personal, academic and career development. An After-Hours Telephone line, in collaboration with the Distress Centre and Wood's Homes Community Resource Team, is available whenever the Centre is closed.</p> <ul style="list-style-type: none"> Mental Health - Attended appointments total: 6541, inclusive of case management for international students and quarantine program. Note medical clinic mental health appointments were 599, not included in 6541 total, which is exclusively the mental health team. <p>Faith & Spirituality Centre - seeks to cultivate a pluralistic community by encouraging cultural and religious literacy, community building, and social change as an integral part of the student experience. Faith and Spirituality Centre events:</p> <ul style="list-style-type: none"> About 40 students attended the FSC's programming, events, outreach activities, and workshops on a weekly basis. There were 19 peer volunteers involved in programming. About 150 students on average attended chaplain/faith representative events or met with faith representatives on a weekly basis. The FSC had one student group (Muslim Student Association) booked the Vitruvian Space every Friday. <p>COVID-19 Support Initiative - was established in March 2020 to mobilize volunteer support to help members of UCalgary community who have found themselves in difficulty as a result of COVID-19.</p> <ul style="list-style-type: none"> Number of volunteers: 524 Volunteer hours total: 7281.41 hours (based on Better Impact entries) Activities <ul style="list-style-type: none"> Virtual Support (March – July 2020) <ul style="list-style-type: none"> 122 submissions Mask Repackaging and Distribution (July – October 2021) <ul style="list-style-type: none"> 40,000 disposal masks repackaged and distributed 16,000 reusable masks repackaged and 6,000 reusable masks distributed Flu Clinic Support (October 2021) Errands Support for students who are quarantined (September 2020– March 2021) <ul style="list-style-type: none"> 76 submissions UCalgaryTogether Events (June 2020 – March 2021) <ul style="list-style-type: none"> 192 events hosted 1585 registered, 885 attendees 			
<p>Environmental Health/Safety/Compliance – provide 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"> International Travel: 145 travelers registered with 38 countries visited (April 1, 2020 – March 31, 2021) Of the 23,148 health and safety course completions from April 2020 – March 2021, the Top 3 courses were: <ul style="list-style-type: none"> Harassment and Violence Awareness Training—10,999 Hazard Assessment Training – 3,567 Occupational Health and Safety Orientation – 3,456 Emergency Management support in 2020/21 included: <ul style="list-style-type: none"> Continue to lead the COVID TaskForce, <ul style="list-style-type: none"> Interpreting and operationalizing the ever-changing restrictions, requirements and guidelines to safely support both in person and online teaching, learning and working Support the Executive COVID Decisions Group in the strategic management and crisis response of the pandemic 	2,098,930	2,019,446	(79,484)

	2019-2020	2020-2021	Change
<ul style="list-style-type: none"> ▪ the UC Emergency Alertus Mobile and Desktop Apps ▪ emergency drills 2x/yr for all Residence buildings ▪ emergency drills in all buildings other will have been postponed due to the pandemic, planned to re commence Sept 2022 <ul style="list-style-type: none"> • Campus Security support <ul style="list-style-type: none"> ○ Total activities (calls for assistance into the Security Operations Centre – all categories) 36571(includes all medical calls and calls relating directly to the Den / MacEwan Student Centre events ○ Safewalk – 109 safewalks were conducted in total – all done by Campus Security as the Safewalk Student Volunteer program was suspended during Covid. ○ Student Medical Response Team and the Post Alcohol Support Space operations suspended during Covid ○ Management of the Security Operations Centre and of the CCTV and Electronic Access control System – 2675 cameras and 2144 doors. 			
Total Expenses	18,324,006	19,062,534	738,528
Total Revenue	14,132,745	16,061,760	1,929,015
Net Revenue Over Expense	(4,191,261)	(3,000,775)	1,190,487

In addition, but not included in this MNIF Report are:

2019-2020 2020-2021 Change

Student Ombuds Office - is a confidential, independent, and impartial resource for all members of the university community on student related questions and issues. The Student Ombuds helps students interpret and understand policies and procedures, discusses strategies for raising concerns constructively and addressing conflict, and provides coaching and guidance to help students make informed decisions. Students may access the office at any stage in a problem or dispute.

- Incoming phone calls – 118
- Outgoing phone calls (including scheduled meetings) – 239
- Incoming emails – 2077
- Student meetings (including video conferences) – 326
- Letters reviewed (e.g. appeal letters) – 46
- New files opened – 525
- Student contact hours – 704

Protected Disclosure and Research Integrity Office - serves as a centralized resource to all members of the university community and the central point of contact for dealing with Protected Disclosures and Research Integrity issues.

- In person consultations/protected disclosures (undergraduate and graduate students) - 36

Office of Equity, Diversity and Inclusion - The OEDI serves as a centralized resource for equity, diversity, and inclusion through resources and education, fostering a community of change-makers. They support the development of future leaders to work effectively in a safe community where individuals feel valued for their skills, abilities, and contributions.

Educational Workshops and Learning Opportunities

Workshop Topic	Unit/Department	Date Delivered	Duration (Hrs)	No. of Participants
Implicit Bias	CSM	4/25/2020	1.0	17
Overview of EDI	SAPL Faculty Forum	5/7/2020	1.5	26
Implicit Bias	CSM	7/7/2020		
EDI Basics	Graduate Science Education Students	8/31/2020	1.0	
EDI Overview	English GAT Orientation	9/01/2020	1.0	
EDI Overview	SAPL Student Orientation	9/02/2020	2.0	
Unconscious Bias	Postdoc Appreciation Week	9/25/2020	2.0	
Unconscious Bias	Office of the President	10/01/2020	1.5	11
Unconscious Bias	Office of the President	10/05/2020	1.5	13
Unconscious Bias	Student Learning and Engagement Librarian Recruitment	10/05/2020	2.0	7
Unconscious Bias	CRC Selection Committee Information Session - Complex Neural Systems	10/15/2020	2.0	9
Unconscious Bias	Library Services	11/24/2020	1.5	18
Implicit Bias workshop	CSM	10/15/2020	1.5	53
W21C Anti-racism Part 1	W21C Coms, Partnerships, Relationships, CSM	10/28/2020	1.5	
Anti-racism Workshop - Part 1	W21C Coms, Partnerships, Relationships, CSM	11/25/2020	1.5	20
Discussing Equity, Diversity and Inclusion in the Postsecondary Classroom	Werklund School of Education	1/5/2021	2	72
An Overview of EDI	Cumming School of Medicine	2/2/2021	1.5	22
Power and Privilege	CSM Undergrad Medical Education - Community Engaged Learning	2/16/2021	2	19

					2019-2020	2020-2021	Change																
EDI: An Overview of the Basics	CSM Undergrad Medical Education	2/16/2021	2.5	21																			
EDI: An Overview of the Basics	CSM Undergrad Medical Education	3/1/2021	2.5	21																			
EDI: An overview of the basics	Department of Geography Graduate Students and Postdocs	3/15/2021	1.5	14																			
<p>Sexual and Gender Based Violence Support – provides confidential support and care for any university community member impacted by sexual or gender based violence, whether it occurred on or off campus, or before their time at UCalgary.</p> <ul style="list-style-type: none"> • 50 clients <ul style="list-style-type: none"> ○ 420 support case management meetings encompassing 254+ client hours • 96 consultations/requests for referrals and/or information from non-clients <ul style="list-style-type: none"> ○ 52 hours responding to consultation request emails/calls • 10 presentations, all at a local level <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Audience Type</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Community Members (Non University Members)</td> <td>39</td> </tr> <tr> <td>Faculty</td> <td>10</td> </tr> <tr> <td>Graduate Students</td> <td>7</td> </tr> <tr> <td>PHD Student</td> <td>1</td> </tr> <tr> <td>Staff</td> <td>88</td> </tr> <tr> <td>Students</td> <td>62</td> </tr> <tr> <td>Grand Total</td> <td>207</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • 3 outreach/awareness events • 2 unique projects (one local, one national) 					Audience Type	Total	Community Members (Non University Members)	39	Faculty	10	Graduate Students	7	PHD Student	1	Staff	88	Students	62	Grand Total	207			
Audience Type	Total																						
Community Members (Non University Members)	39																						
Faculty	10																						
Graduate Students	7																						
PHD Student	1																						
Staff	88																						
Students	62																						
Grand Total	207																						
Total Expenses (Student Ombuds, OEDI and Sexual and Gender Based Violence Support)					905,407*	877,229*	(28,178)																

*PDRI Office +Protected Disclosure Fees, Student Ombuds and Sexual and Gender Based Violence Support