Student and Enrolment Services
ANNUAL REPORT 2018-2019
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- Our SES team
Student and Enrolment Services (SES) continues to nurture a community that values student engagement and helps students 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 the year ahead, we will continue to align our work with the university’s Eyes High strategy. We’ll do this via six thematic priorities: student success and engagement, a fair and just campus, health and well-being, inclusive community, innovation and sustainability. These themes will guide us as we set our SES priorities.

We look forward to the upcoming year as we support and enhance the student experience while building on our past achievements.

Dr. Susan Barker
Vice-Provost (Student Experience)
Office of the Registrar

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

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

Overarching goals for 2018-2019

- Implement the Indigenous Strategy with a focus on revising the admission policy for Indigenous students and indigenizing convocation
- Revise admission processing for transfer and international students
- Initiate a review of transcripts and grade conversion scales (percentages to letter grades) across campus with the goal of developing a proposal for a university standard
- Explore solutions and develop a pilot to improve the management of email/online inquiries and improve response times across the Office of the Registrar
- Review award reporting and establish a standard annual report that can help drive funding strategies by identifying gaps and opportunities with our current award complement
- Initiate the Student Centre revitalization project to improve the student experience

Enrolment Services

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.

BY THE NUMBERS

<table>
<thead>
<tr>
<th>Inquiries</th>
<th>2017-2018</th>
<th>2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-person (QLess customers)</td>
<td>29,856</td>
<td>20,018</td>
</tr>
<tr>
<td>Phones - incoming</td>
<td>33,211</td>
<td>32,008</td>
</tr>
<tr>
<td>Phones - answered</td>
<td>26,446</td>
<td>26,916</td>
</tr>
<tr>
<td>Reception</td>
<td>4,976</td>
<td>9,151</td>
</tr>
<tr>
<td>Mail</td>
<td>693</td>
<td>1,091</td>
</tr>
<tr>
<td>Drop box</td>
<td>2,396</td>
<td>2,001</td>
</tr>
<tr>
<td>Email</td>
<td>4,252</td>
<td>2,739</td>
</tr>
<tr>
<td>Fee payments (cashiering)</td>
<td>6,765</td>
<td>6,086</td>
</tr>
<tr>
<td>Statutory declarations</td>
<td>-</td>
<td>1,434</td>
</tr>
</tbody>
</table>
Types of inquiries 2017-2018 2018-2019
Fee payment and inquiry 8,850 11,298
Transcript request 5,327 6,040
Proof of enrolment 4,960 5,044
Registration inquiry 6,095 6,782
Financial aid inquiry 5,259 5,834
Awards 1,358 1,980
Convocation 536 712
Referrals 1,621 5,114
Exams 955 3,902
Other/general 13,288 3,902
No code (phones) 8,053 874
Total 56,302 48,038

Grades and Exams 2017-2018 2018-2019
Transcript requests completed 22,223 23,206
 Deferred exams (students) 1,083 1,121
 Deferred exams (exams) 1,460 1,531
 Student conduct notifications 31 67
 Grade changes 3,986 2,454
 Registration exemptions 276 312
 EW appeals 176 162
 Reappraisal of final grades 173 182
 Education verifications 627 750
 Phone calls 1,140 900
 Email responses 3,536 3,650

Scholarships and Awards 2017-2018 2018-2019
New awards established 71 -
University of Calgary funds 6,266 $17,157,238 4,906 $17,094,807
Entrance 1,240 $4,400,441 903 $4,854,320
Continuing 5,026 $12,756,797 4,003 $12,240,487
Provocably funded awards* 6,145 $9,792,000 5,883 $9,523,200
Award applications reviewed 12,006 - 12,990 -
Email responses 3,479 - 3,605 -
* ASA no longer provides reporting so number is lower than actual

Student 11,357 $148,105,503 11,834 $159,119,568
Loan processing 11,357 $148,105,503 11,834 $159,119,568
Emergency loans 24 - 29 -
Incoming emails 4,088 - 5,893 -
Presentations/workshops 35 - 31 -

Convocation 2017-2018 2018-2019
Students who applied to graduate 7,261 7,326
Students who graduated 7,004 7,125
Mailing/pickup requests 1,649 1,835
 Students who attended convocation 4,545 4,623
Volunteers 535 723
Phone calls 1,202 2,343
Emails 8,419 13,396
Unclaimed parchments 638 420

GOALS FOR 2018-2019
• Implement student first service model to ensure transparency and supportive communication using technology (student portal, chatbots, email)
• Improve tracking and triaging of incoming inquiries
• Review future student communication (Viewbook, website) and introduce virtual reality and podcasts into the recruitment matrix
• Implement phase 1 of the admission renewal project
• Review transfer credit database to enhance the ability to successfully recruit and transition transfer and dual credit students (multi-year) and to reduce transfer credit evaluation timelines
• Improve and streamline admission processes and decrease decision timelines
• Expand recruitment initiatives including implementing our first agent, establishing recruitment targets and benchmarks, and applying travel evaluations into recruitment activities
• Enhance campus event attendance tracking using EffiRecruit and redesign the structure and registration process for check-in at campus events
• Expand online armchair recruitment strategies
• Review international curriculums including US and BI admissions procedures
• Review and revitalize the campus tours program, including introducing an ambassadors program (multi-year)

BY THE NUMBERS - RECRUITMENT

Domestic recruitment
Calgary high schools 137 47
Calgary community groups* 23 9
Alberta 29 55
British Columbia 96 38
Saskatchewan 42 6
Manitoba 0 7
Ontario 10 53
Indigenous 27 66
East Coast (NB, NS, NL) 26 0
Total 390 281
National meet-and-greets 4 72
Private student meetings - 8
* six month unexpected role vacancy

International recruitment
Asia 79 13
India/Sri Lanka 25 36
Africa 44 7
Central/South America 53 21
United States 8 32
Europe 22 0
Total 230 109
International meet-and-greets 2 15
Trade commissioner meetings - 4
Private student meetings - 14

Advising
Manual future student email responses 18,000
Drop-in appointments 6,521

Counsellor networking
Quantity Total reached
Newsletters 19 13,046
Number of contacts 4,770
Calgary counsellor update 1 99
Out-of-province counsellor fly-in 1 10
Counsellor helpline calls 1 683

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

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Digital recruiting | Quantity | Total reached
--- | --- | ---
Total prospects collected - | - | 26,290
College Board leads - | - | 15,080
TOEFL leads - | - | 2,429
Recruitment e-mails 238 campaigns | 244,945 emails
School Finder banner ads - | - | 113,957 views
School Finder feature articles - | - | 6,783 views
School Finder emails - | - | 16,702 emails
Digital leads - | - | 44,377
Webinars (live) 2 | 171 students
YouTube channel 28 videos | 5,325 views
Google 360 street view 100 | 797,570 views
Student recruitment podcast 9 episodes | 354 listeners
Automated EzRecruit messages 37 campaigns | 44,214 emails
Call campaigns EzRecruit (including faculty supported) 47 | 631
Facebook account | 2,618 followers 2,618

**BY THE NUMBERS - ADMISSIONS**

<table>
<thead>
<tr>
<th>Overall fall admissions</th>
<th>Fall 2018</th>
<th>Fall 2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants</td>
<td>18,011</td>
<td>19,877</td>
<td>4%</td>
</tr>
<tr>
<td>1st and 2nd choice applications</td>
<td>35,040</td>
<td>36,732</td>
<td>5%</td>
</tr>
<tr>
<td>Offers made on or before May 1</td>
<td>12,119</td>
<td>12,169</td>
<td>0%</td>
</tr>
<tr>
<td>Acceptances on or before June 30th</td>
<td>7,337</td>
<td>6,960</td>
<td>-5%</td>
</tr>
<tr>
<td>International*</td>
<td>Fall 2018</td>
<td>Fall 2019</td>
<td>Change</td>
</tr>
<tr>
<td>Applicants</td>
<td>3,633</td>
<td>4,287</td>
<td>15%</td>
</tr>
<tr>
<td>1st and 2nd choice applications</td>
<td>6,478</td>
<td>7,647</td>
<td>15%</td>
</tr>
<tr>
<td>Offers made on or before May 1</td>
<td>1,858</td>
<td>2,024</td>
<td>8%</td>
</tr>
<tr>
<td>Acceptances on or before June 30</td>
<td>950</td>
<td>853</td>
<td>-11%</td>
</tr>
<tr>
<td>Indigenous*</td>
<td>Fall 2018</td>
<td>Fall 2019</td>
<td>Change</td>
</tr>
<tr>
<td>Applicants</td>
<td>551</td>
<td>576</td>
<td>4%</td>
</tr>
<tr>
<td>1st and 2nd choice applications</td>
<td>988</td>
<td>1,023</td>
<td>3%</td>
</tr>
<tr>
<td>Offers made on or before May 1</td>
<td>277</td>
<td>324</td>
<td>15%</td>
</tr>
<tr>
<td>Acceptances on or before June 30</td>
<td>202</td>
<td>204</td>
<td>1%</td>
</tr>
</tbody>
</table>

*International* and *Indigenous* are subsets of *Overall fall admissions.*

<table>
<thead>
<tr>
<th>Winter, spring and summer admissions</th>
<th>2018</th>
<th>2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants</td>
<td>842</td>
<td>833</td>
<td>-1%</td>
</tr>
<tr>
<td>Offers made</td>
<td>381</td>
<td>390</td>
<td>2%</td>
</tr>
<tr>
<td>Acceptances</td>
<td>315</td>
<td>321</td>
<td>2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>2,767</td>
<td>2,604</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Campus events</th>
<th>Events</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus tours (public and private)*</td>
<td>334</td>
<td>1,869</td>
</tr>
<tr>
<td>Open House</td>
<td>1</td>
<td>8,000 (5,737 students)</td>
</tr>
<tr>
<td>Indigenous U</td>
<td>1</td>
<td>253</td>
</tr>
<tr>
<td>You at UCalgary</td>
<td>1</td>
<td>2,091</td>
</tr>
<tr>
<td>Application workshops</td>
<td>2</td>
<td>112</td>
</tr>
<tr>
<td>Prospective student awards workshops</td>
<td>2</td>
<td>288</td>
</tr>
<tr>
<td>Scholars Dinner (Calgary)</td>
<td>1</td>
<td>75</td>
</tr>
<tr>
<td>Student fly-in (out-of-province)</td>
<td>1</td>
<td>29</td>
</tr>
<tr>
<td>Faculty information nights</td>
<td>9</td>
<td>777</td>
</tr>
</tbody>
</table>

* Does not include specialized events (Indigenous, engineering, business, incoming, fine arts)

<table>
<thead>
<tr>
<th>Change of Programs for Faculty of Arts</th>
<th>2017-2018</th>
<th>2018-2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>2,063</td>
<td>2,050</td>
<td>-1%</td>
</tr>
<tr>
<td>Offers</td>
<td>1,832</td>
<td>1,810</td>
<td>-1%</td>
</tr>
</tbody>
</table>

**Admission documents processes**

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2018-2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>170,945</td>
<td>82,139*</td>
</tr>
</tbody>
</table>

*A Does not include documents processed with new document upload feature in the Portal.

**GOALS FOR 2018-2019**

- Direct the operations of Campus Solutions – Ensure change management requests are managed and implemented and that Campus Solutions continues to be updated to meet the evolving needs of the University of Calgary
- Oversee the completion of key student-focused projects, ensuring resources (financial and human) are available for key projects such as the new student portal, Graduate Studies student awards, student financial aid redesign, admissions renewal, secure SIN collection, infrastructure renewal and Ad Astra upgrade.

**BY THE NUMBERS**

<table>
<thead>
<tr>
<th>Classes scheduled</th>
<th>2017-2018</th>
<th>2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course components scheduled</td>
<td>11,315</td>
<td>11,044</td>
</tr>
<tr>
<td>Course components scheduled in central rooms</td>
<td>33.5%</td>
<td>34.6%</td>
</tr>
<tr>
<td>Calendar changes made</td>
<td>2,056</td>
<td>1,241</td>
</tr>
<tr>
<td>New courses</td>
<td>272</td>
<td>259</td>
</tr>
<tr>
<td>Deleted courses</td>
<td>132</td>
<td>136</td>
</tr>
<tr>
<td>Average campus space utilization rate (RO rooms – prime hours per week – 8 AM to 5 PM)</td>
<td>24.4</td>
<td>21.5</td>
</tr>
<tr>
<td>Average campus space utilization rate (non-RO rooms)</td>
<td>11.5</td>
<td>11.0</td>
</tr>
<tr>
<td>Ad Astra users</td>
<td>277</td>
<td>383</td>
</tr>
<tr>
<td>New reports created for scheduling</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Exams scheduled</td>
<td>1,943</td>
<td>1,834*</td>
</tr>
<tr>
<td>Direct conflicts</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Three in 24 hours</td>
<td>108</td>
<td>7</td>
</tr>
<tr>
<td>Back-to-back</td>
<td>1,221</td>
<td>847</td>
</tr>
<tr>
<td>PM to AM back-to-back</td>
<td>1,312</td>
<td>174</td>
</tr>
<tr>
<td>Students with more than one exam on the same day</td>
<td>6,700</td>
<td>7,824</td>
</tr>
<tr>
<td>Common class sections</td>
<td>567</td>
<td>573</td>
</tr>
<tr>
<td>Common exams</td>
<td>193</td>
<td>197</td>
</tr>
<tr>
<td>Ad-hoc room booking requests</td>
<td>13,448</td>
<td>12,348</td>
</tr>
</tbody>
</table>

* Courses that were cancelled after computing were not reflected in 2019 total exams scheduled. They may have been included in previous years.
Conducted an initial review of grading

- Created online versions of admissions applicant’s student recruitment, as well as a pilot trip to the East Coast)

- Internationally, attended 230 events in 24 countries

- Completed initial review of PureCloud and Qless for admission inquiries to implement a proactive support model.

- Expanded the use of Efile to support conversion messaging for accepted students.

- Enhanced armchair recruitment with virtual reality simulations (500,000+ views), podcasts and other social media channels (Facebook, YouTube) – and received approval of Instagram plan with implementation starting for the fall 2020 recruitment cycle

- Increased the number of leads collected by 69% and the number of emails to prospective students by 23%

- Enhanced online recruitment events during conversion and recruitment periods, with a 15% increase in conversion four attendance and a 28% increase in campus events. Highlights include:
  - Welcomed 3,700 prospective students and their parents to UCalgary in campus for Open House to learn about our faculties and services
  - Hosted 300 counselling sessions from Calgary and the surrounding area for a counsellor event
  - In partnership across UCalgary, showcased our campus and services to over 2,300 incoming high school students and their parents at UCalgary open house events
  - Provided the first online experience for You at UCalgary, highlighting our campus and services digitally to over 300 incoming high school students from outside of the Calgary area

- Introduced faculty-specific admission offers and expanded on-campus application workshops, online scholarship workshops and online recruitment presentations

- Hosted second student and councilor fly-in event (75% conversion rate for students attending the fly-in event and 64% conversion rate for students attending the Scholars Dinner)

- Conducted an initial review of grading conversion rates for students attending the fly-in event and 64% conversion rate for students attending the Scholars Dinner)

- Updated and reviewed current transcript notations, reviewing system- related notations to ensure they align with approved regulations

- Created an email guide to help students submit inquiries to the appropriate unit and reduce the number of multiple messages submitted

- Increased the number of mobile check-in units across campus

- For Enrollment Services, had an average wait time of seven minutes for in-person visits and 90 seconds for phone calls, with 74% using mobile check-in

- Initiated the project to purchase a chatbot – with implementation planned for the fall 2020 academic year

- Implemented an internal award report to track award disbursements that will allow for further analysis of award programs (report is still being refined)

- Aligned entrance awards with admission processing to improve top applicant’s receipt of scholarship offers in a timely manner

- Improved the student experience with a mobile-responsive design and a content strategy that highlights information most relevant to students

- Prepared and supported three additional ceremonies: Honorary Doctorates for the Aiga Khan, the Chancellor Installation, and the President Installation

- Made compliance and regulation updates: completed the renewal of the ADR; supported the review of the new provincial tuition framework; and implemented the provincial credential framework

- Reviewed and updated current regulations for examinations, online courses, and embedded certificates and created the BM symbol

- Supported the creation of two new reports to support academic units with course management

- Expanded the Academic Advisor framework for the first to our undergraduate faculties (Werkund School of Education, Faculty of Social Work, Cumming School of Medicine, and Faculty of Kinesiology) and the Qatar campus to enable more students to track their program requirements

- Launched Student Workforce to support the deferred final exam application in the Student Centre and to identify students who have more than four ofE’s for enhanced advising support

- Implemented major system changes and enhancements for the CRFINA IT project to allow students to be active participants in the loan confirmation process by increasing transparency and student-focused communications in the student portal

- Continued to improve support and financial aid funding for students:
  - Disbursed $363,000 to first-year students from outside Alberta through the Helping You Home award to help them go home for reading week
  - Provided an additional $68,000 for Alberta Student Assisted Indigenous Careers Award to ensure all eligible undergraduate Indigenous students received the award

- Increased efficiency for offering all awards for entering students in April (previously had been done each June)

- Launched Student Peer Assault Bursary Application in winter 2019, keeping the application open all term to increase access (1,297 applications processed with $309,420 disbursed)

- Had 1,000+ students participate in two online events (podcast and webinar) on how to prepare a prestige award application

- Enhanced Money Smart program to increase student financial literacy – with program sessions continuing to reach capacity and 96 students participating in lunch-and-learn events (compared to 16 in the inaugural year)

- Exceeded fall 2018 undergraduate enrollment targets by 2%

- Planned and supported the move into the MacKinnie Tower and supported initial planning for the development of the MacKinnie Block

- Supported the implementation of the new tuition funding model and review of provincial tuition framework

- Supported the scheduling of over 7200 classes and 13,500 course components

- Revised the final exam algorithm to enhance the student experience, eliminating all direct exam conflicts, reducing the number of students writing three exams in 24 hours from 108 to 7, and reducing the number of back-to-back exams from 1,221 to 847

- Enhanced the Graphic Design tool to support faculties, including the introduction of custom colour coding

- Integrated over 1,200 changes, including 259 new courses, into the university calendar

- Created 52 new self-service reports and prepared more than 600 ad hoc reports

- Deployed new Graduate Student Awards module, which received very positive reviews by staff and students

- In response to changes in national payment standards, modified Office of the Registrar systems to be PCI compliant

- Implemented an online process to collect social insurance numbers to align with new compliance requirements for the issuing of the T2202 tax receipt

- Website traffic
  - Office of the Registrar website: 2,185,723 page views (1,758,328 unique views)
  - Future Students website: 3,915,750 page views (2,876,607 unique views)

- STAFF AWARDS AND RECOGNITION
  - Vivian Leung – SES OMOV Award
  - Brian Jones – You Make a Difference Award
  - Vanessa Wood – Provost Star Award

- GRANTS OR FUNDING
  - SU Quality Money Grant – Money Smart Program

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Student Services

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

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

Career Services

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

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

GOALS FOR 2018-2019

- Increase student attendance at workshops and events through improved student marketing
- Increase employer registrations for career fairs through an improved employer outreach strategy
- Conduct an in-depth review of the Lynx Program and develop a future strategy for supporting Indigenous Students at UCalgary
- Successfully roll out the Digital Skills for Youth Program, a new federally funded internship program, in partnership with Continuing Education

KEY ACHIEVEMENTS

- In partnership with Continuing Education, launched the Digital Skills for Youth program with 58 youth participants within a very tight timeline of six weeks following the Government of Canada announcement

GRANTS OR FUNDING

- Digital Skills for Youth - $240,000 for skills training and internship wage subsidies from Innovation Science and Economic Development Canada (an additional $1.3 million allocated for the current fiscal year)

STAFF AWARDS AND RECOGNITION

- Liliana Gonzalez - Completed the UAdvance Program
International Student Services

International Student Services (ISS) provides support services to all international students. Specialized orientation and transition support is given as part of a long-standing mentorship program to help students transition to life in Canada and to our campus. The Global Friendship program connects local and international students for shared social experiences, and the Global Families program supports the spouses and children of international students. Individual supports in ISS include advising on non-academic matters and immigration advising. ISS also works closely with other SES units that offer specialized supports for international students.

GOALS FOR 2018-2019

- Engage in an in-depth evaluation of one long-standing program: take a “deep dive” into ISS’s transition support and orientation programming.
- Identify one area of delivery that staff will focus on: enhance student engagement by creating and implementing an evaluation system to better integrate advising practices, programming and supports.
- Continue to enhance immigration advising support and services for international students during times of constant changes in immigration policy and procedures.

KEY ACHIEVEMENTS

Taking a “deep dive” into ISS’s transition support and orientation programming:

- New for 2018-2019
- Coordinated an Airport Reception Service to welcome new international students
- Re-launched the “My Welcome Program” and campus tours, which helped significantly with the social and physical acculturation process
- Introduced break-out sessions (conference style concurrent sessions) to cover a broader range of topics

Enhancing student engagement:

- Improved sharing of information by making data easily accessible for all staff when doing presentations and programming, and by building a culture of evaluation and reporting during staff meetings
- Provided intentional programming in ISS lounge space to increase student engagement:
  - Global Café (social time for students to meet, interact, play games, discuss issues, etc.)
  - iSpeak Global program (students teaching and learning languages in the ISS lounge)
- Cross-promoted ISS events to increase student participation and to avoid overlap

Enhancing immigration advising support and services:

- Worked with the Haskayne School of Business MBA program and Schulich School of Engineering course-based master’s programs to change program structure to allow international students to have a calendared “scheduled break” in the spring and summer terms, thereby allowing international students to work full-time off-campus and accept full-time internships
- Developed a system with HR Immigration, Faculty of Graduate Studies, Office of the Registrar and faculties inviting Visiting Student Researchers (VSRs) to streamline process for determining immigration pathways for VSRs
- With the Office of the Registrar, implemented supplementary admission letters for programs that offer practicum placements to ensure their students have the proper work authorizations (co-op work permits and medical exams) prior to beginning their programs (education, social work, and nursing) at both the undergraduate and graduate level
- Provided immigration resources and support to other student support services professionals on campus regarding specific documentation they may need to provide to students for the purposes of applying for work permits and obtaining employment
- Effectively and promptly communicated immigration changes and updates to international students
- Developed an immigration checklist for new students arriving in Canada for the first time to ensure a seamless transition of their study permits with correct work conditions
- Maintained already high services standards both for 1:1 student drop-in immigration advising and email replies

STAFF AWARDS AND RECOGNITION

Garrett Beatty – Internationalization Achievement Award (UC)
Maya Borbely – SES OMG Award

Leadership and Student Engagement

The Leadership and Student Engagement (LSE) office is committed to helping students thrive by offering comprehensive new student orientation programming and facilitating connections with peers through leadership, student life and community engagement programming. The LSE connects students to one another, to the campus community, and to local, national and international communities. Through programming and initiatives, LSE provides hands on learning opportunities for students to develop leadership skills and strengths, build intercultural competencies and deepened awareness of social justice topics. Through co-curricular volunteer experiences, immersive service-learning programming, drop-in activities, and leadership and paraprofessional training, LSE supports students in their development to become engaged students, well-rounded citizens, and lifelong learners. One-on-one advising is provided to students to further personal development and connect them with key co-curricular supports, technology and initiatives on campus.

GOALS FOR 2018-2019

- Priority 1: Orientation
  Deliver the modified Fall Orientation program and launch the first iteration of Online Orientation with contributions from multiple campus stakeholders
- Priority 2: Peer Helper Program
  Strengthen the Peer Helper Program with professional development components to help students articulate and reflect upon the development of their skills and learning
- Priority 3: Involvement Portal
  Continue to develop the Involvement Portal (a module in Orbits, the campus engagement platform) to feature students’ co-curricular opportunities and determine trends and required technological and service supports for the co-curricular record and related programs
- Priority 4: Mapping portfolio goals
  Map program and activity learning outcomes with portfolio goals with support of the Taylor Institute and research theoretical frameworks to support evaluation and assessment of programs
- Priority 5: Strengths-based training
  Through the Strengths-based Advisory Council, develop programming for strengths-based training from first year to graduate level, and establish learning outcomes for each stage
- Priority 6: Indigenous Strategy
  Incorporate Indigenous cultural and educational components into existing leadership programs, student life and community engagement programs

KEY ACHIEVEMENTS

Priority 1: Orientation
- Transformed Fall Orientation to a two-day format, delivering key messages via interactive panel discussions on campus resources and academic success strategies
- Received 615 Orientation survey responses (about 200 more than in 2017), which indicated that students found Fall Orientation to be engaging and valuable in creating social connections, a sense of belonging to campus, and reducing concerns about entering the university
- Enrolled 7,476 students in a new Online Orientation and released weekly content essential to new students

Priority 2: Peer Helper Program
- Submitted a successful Students’ Union Quality Money application to enhance the Peer Helper Program, which consists of 380 students across 12 offices
- Planned the Peer Helper Professional Development Program, an innovative structure that will:
  - Help students refine their goals, reflect, self-assess their achievements, grow their skills, and articulate the contributions they are making through their volunteer roles on campus

Priority 3: Involvement Portal
- Head a Program Assistant, Student Engagement to support the involvement portal, catalogue, co-curricular record program and involving advising
- Provided enhanced documentation and communications to co-curricular record validators and portal users
- Updated co-curricular record and involvement portal marketing and communications plans
- Developed plans for gathering information on best practices and researching trends for co-curricular involvement
- Contributed to the Experiential Learning Program’s definitions of experiential learning, including co-curricular and community engagement activities

Priority 4: Mapping portfolio goals
- Collaborated with the Educational Development Unit at the Taylor Institute for Teaching and Learning to establish outcomes for each of the four portfolios of programs
- Input activities and assessment strategies for Leadership and Student Engagement’s Peer Helper Program into Curriculum Links, a curriculum mapping tool
- Identified theoretical models and resources to support program delivery, assessment and evaluation

Priority 5: Strengths-based training
- Through the Strengths-based Advisory Committee (25 faculty, staff and students), created a tailored program structure and associated learning outcomes for strengths
Will work with the Faculty of Science and the Werklund School of Education on a funded research study to explore how strengths influence future teachers’ self-perspectives in their learning and teaching.

Priority 6: Indigenous Strategy

- Supported a Last Lecture event, with Dr. Michael Hart, Vice-Provost (Indigenous Engagement), presenting “Shape shifting for the academy, or Wîsahkecâhk, nîmihitowina, ëkwa smìcwâw.”
- In collaboration with Writing Symbols Lodge, identified several Indigenous panellists to participate in the Leadership Exchange event including Elder Hali Egjetahl, who also delivered an opening greeting, and Snack Dose, an actor who appeared in the movie The Revenant, who provided a keynote address.
- Collaborated with Writing Symbols Lodge to include the Karos Blanket Exercise at Camp LEAD.
- Through the (Yukon) ucalgarycarcs program, provided the opportunity for Indigenous Leadership and Engagement students to receive all three levels of NAPI (Native Ambassador Post-Secondary Initiative) certification on their co-curricular record.

STAFF AWARDS AND RECOGNITION

- Carla Nicker – University of Calgary U Make a Difference Award
- Victoria Hirsch – University of Calgary U Make a Difference Award
- Andrew Barry – Employer of the Year Award, Faculty of Arts and Science Co-operative Education Awards
- Gareth McVicar – SES 10 year service recognition
- Jennifer Quin – SES 10 year service recognition
- Renata Gordon – SES 5 year service recognition
- Andrew Barry – Employer of the Year
- Carllie Necker – University of Calgary RECOGNITION
- Gareth McVicar – SES 10 year service recognition
- U Mak e a Differen ce Award

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

GOALS FOR 2018-2019

- Developed programming that builds on the success of the bystander intervention program and encourages prosocial behaviour and intervention when witness to problematic behaviour (in-person and online) and increases awareness of harm reduction strategies
- Continue to implement Maxient case management software, exploring the use of Maxient with stakeholders beyond the Student Conduct Office
- Enhance collaboration and partnership with Residence Services and align the response to university policy violations in residence with student non-academic misconduct procedures
- Enhance training offerings and communication with members of the SNAP hearing boards, and purse a process to open hearing board membership to staff
- Continue to explore informal measures as a means to respond to allegations of student misconduct, including conflict resolution and enhanced policy education among students

KEY ACHIEVEMENTS

- Launched a new training, “The Comments Section,” to introduce discussion and resources to students about addressing and responding to harassment and bullying in their online communities
- Partnered with Student Wellness Services to launch “Upstanders” – a program that encourages students to complete 20 hours of harm reduction training to earn the “Upstander” credential, which is recognized on their Co-Curricular Record and through a Taylor Institute badge program
- With the Faculty of Graduate Studies (FGS) and Residence Services, explored implementing Maxient within those units
- Determined that Maxient would not be a good fit for FGS
- Supported Residence Services in the creation of Maxient files for every residence conduct case in 2018/19 (Maxient to be fully implemented by Residence Services in 2019/20)
- Increased collaboration with Residence Services:
  - Supported Residence Services in updating Residence Community Standards and Residence Agreement to better align with institutional policy and to reduce redundancy
  - Co-adjudicated several cases with Residence Services, allowing for more serious violations of university policy to be managed efficiently by both units
  - Developed a new position, to be active during the 2019/2020 year that reports to the Student Conduct Office, to help align student conduct processes so that all students who are responding to an allegation of non-academic misconduct are following the same procedures

Community engagement programs

- ucalgarycarcs Day and Night of Services participants 85
- ucalgarycarcs immersion program participants (5 programs) 62
- February Night of Services participants 21
- Trick or Eat participants* 95
- Co-operative Education students employed 2

* 2,175 pounds of food collected for the Campus Food Bank and Calgary Interfaith Food Bank, along with $1,480 in online donations

Student Conduct Office
HEARINGS AND SANCTIONS

From July 1, 2018 to June 30, 2019, 114 complaints were reviewed, with 62 considered “actionable” and 52 considered “information only.” (This categorization was introduced during the reporting period, in conjunction with a new secure case management software system, to facilitate more effective overall case management.) Of the 62 “actionable” complaints, 48 hearings were adjudicated, resulting in 74 findings of responsibility and 81 sanctions issued.

Santions Issued
- Written reprimand: 12
- Discretionary sanction: 11
- No-contact order: 11
- Probation for non-academic misconduct: 2
- Access restriction: 9
- Financial restitution: 8
- Mandatory meeting: 3
- Monetary fine: 1
- Suspension: 1
- Expulsion: 1

Hearing outcomes – Student Non-Academic Misconduct Policy
- Category of prohibited conduct: Findings of responsibility: Findings of not responsible:
  - Protection of individuals: 14 / 4
  - Protection of Property: 9 / 0
  - Protection of University Functions, Activities and Services: 2 / 1
  - False Information and Identification: 10 / 1
  - Possession of Dangerous Objects, Drugs or Alcohol: 1 / 0
  - Contravention of Other Laws and University Policies: 17 / 3
  - Failure to Comply with a Sanction: 1 / 0

Hearing outcomes – Other policies
- Category: Findings of responsibility: Findings of not responsible:
  - Sexual Violence Policy: 9 / 4
  - Harassment Policy: 10 / 0
  - Cannabis Policy: 1 / 0

Comprehensive reporting data is available via the Student Non-Academic Misconduct Policy GFC annual report.

Student Success Centre

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

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

GOALS FOR 2018-2019

For the 2018/2019 year, the Student Success Centre adopted the broad goal of ensuring SSC programs and services are well known and respected among University of Calgary students, faculty and staff.

1. Identify students currently not supported and developing targeted initiatives to encourage participation
2. Highlight key SSC work and successes
3. Clarify SSC messaging and internal communications processes

KEY ACHIEVEMENTS

- Identified students currently not supported and developing targeted initiatives to encourage participation
- Conducted several program assessment projects and service usage analysis to further our understanding of students who are not accessing SSC services
- Collaborated with faculties, departments and student groups to facilitate accessible and inclusive programming and encourage more participation from target groups identified as less likely to participate in supports (including workshops ‘on location’ within faculties and departments, support for the FGS Grad1000 initiative, and Scholars Academy information sessions in less-represented faculties)
- Collaboratively redesigned and delivered academic skills-based workshops and seminars for orientation, expanding outreach from 330 first-year students to approximately 1800 students
- Collaboratively redesigned service models for Writing Support Services and Considering Graduate School supports to increase capacity to meet student demand
- Liaised with IT to redesign Thrive analytics to enhance our identification of academically at-risk students and increase future outreach initiatives

Highlighting key SSC work and successes
- Participated in several promotional and outreach activities across the university, which included meetings with the Associate Deans to discuss student academic integrity initiatives, faculty and staff consultations on revisions to the Academic Turnaround Program and the development of university stories, newsletters and online content
- Shared programming successes within the field of student affairs via conferences and requested meetings from members of the post-secondary community (including presentations by the Exploratory Advising team about their unique exploratory advising model at several local advising and student affairs conferences)
- Clarifying SSC messaging and internal communications processes
- Completed branding exercise with SES Marketing and Communications to develop unified and cohesive print and web material for the SSC in line with the UCalgary brand guidelines
- Developed internal communication processes to support the broader communication of events and services to students

Academic support 2018-2019

<table>
<thead>
<tr>
<th>Academic support appointments (excluding THRIVE)</th>
<th>Events</th>
<th>Attendees</th>
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<tr>
<td>Academic Turnaround workshops</td>
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<td>Dinos academic support appointments</td>
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<td>First-Year Scholars launch</td>
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<td>Peer Assisted Study Sessions (PASS)</td>
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</tr>
<tr>
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<tr>
<td>Scholars Academy participants</td>
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<td>W2RAP Up</td>
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Writing support services 2018-2019

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<th>Events</th>
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<tr>
<td>Faculty-requested workshops and information sessions</td>
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<td>FTPC, and residence drop-in appointments</td>
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<td>Grad Success Week</td>
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Academic advising 2018-2019

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<th>Academic advising 2018-2019</th>
<th>Events</th>
<th>Attendees</th>
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<tbody>
<tr>
<td>Choosing a major appointments</td>
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<tr>
<td>Choosing a major peer appointments</td>
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<td>Open Studies appointments</td>
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<td>Exploratory workshops</td>
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<td>Prospектив appointments</td>
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<tr>
<td>Student registration assistants appointments</td>
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<tr>
<td>UCAN advisor events</td>
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Writing Symbols Lodge

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

GOALS FOR 2018-2019

- Seek out best practices in supporting Indigenous students with mental health challenges
- Support the Indigenous Strategy implementation, including enhancing program offerings within Writing Symbols Lodge to include intercultural capacity building for Indigenous and non-Indigenous students and other UCalgary community members.

KEY ACHIEVEMENT

- Strengthened mental health supports through the engagement of Traditional Knowledge Keepers, research and a practicum project completed by Keeta Gladue, hosting an inaugural man’s ceremony, and the Mental Health Grant.
- Gifted a new name for the ASSERT program: Tiyu Dagumisasriy – Indigenous Student Success and Engagement Program (translated “all of you try hard”).
- Increased Tiya Dagumisasriy programming attendance 76% (from 339 to 600 students), focusing on cultural-based programming that best supports the mental health and wellness of Indigenous students.
- Built intercultural capacity through one-on-one consulting with students, workshops, ceremonies open to non-Indigenous members of the UCalgary community, the Indigenous Relations Training Program, presenting at conferences, supporting faculty-based student initiatives, the ucalgarycares Yukon service learning trip, and additional workshops as requested.
- Supported the Indigenous Strategy by:
  - Participating in Campfire Chats (working group and event)
  - Participation in the November 2018 Report to Community, providing panelist input and supporting Elders and volunteers.
  - Promoting all ii’itah’poh’to’p events and initiatives with registration lists, newsletters, emails, word-of-mouth and social media postings.
  - Participating in the Indigenous Strategy Implementation Committee.
  - Leading and participating in six Indigenous Strategy Sub-Committees and Task Forces.
  - Supporting SES units and students applying for ii’tah’poh’to’p grants including proposal review and informal training.
  - Reviewing policies and procedures through an Indigenous lens.
  - Providing recommendations on metrics for measuring the impact of the Indigenous Strategy.
  - Working with SES units on best practices for implementing Indigenous practices and communicating with Indigenous students.
- After months of consultation with Elders and campus stakeholders, gifted a new name for The Native Centre – Writing Symbols Lodge – in a ceremony including 11 Traditional Knowledge Keepers and members of the campus community (the new name, with signage including translations in four Indigenous languages, was revealed at the Indigenous Graduation Banquet and Powwow on June 1, 2019).
  - With valuable input from Traditional Knowledge Keepers and youth involved in NAPI programming, as well as funding from corporate donors, expanded the content of the modules offered in the NAPI program.

GRANTS AND FUNDING

- Mental Health Strategy Grant support for Traditional Knowledge Keeper and Mental Health programming – $50,000.
- SU Quality Money to deliver programming and engage Traditional Knowledge Keepers – approx. $48,000 over two years.
- Continued TCDC sponsorship for Indigenous Relations Training Program – $50,000 annually.
- Financial support for the Indigenous Graduation Banquet and Powwow from TD Bank, Suncor, Canadian Natural Resources, Schlumberger, RBC Foundation, and a number of UCalgary faculties and units.
- Financial support for the NAPI Program from Imperial Oil, Repsol, and Suncor.

STAFF AWARDS AND RECOGNITION

- Keeta Gladue – Annual SES PD Day OMG Award
- Cate Hanington – Gifted Indigenous name by Elder Reg Crowshoe in celebration of 10 years of support to Indigenous students in Indigenous Student Access Program
- Amanda Ens – Transferred rights to manage the newly named Writing Symbols Lodge in ceremony by Reg and Rose Crowshoe
UCalgary works to create a campus environment where students, faculty and staff feel empowered to support each other and participate in maintaining their own health and wellbeing. Using a student-centered approach, Student Wellness, Access and Support offers comprehensive, holistic and accessible programs and services to foster all dimensions of wellness. These include the Faith and Spirituality Centre, Student Accessibility Services, Student Wellness Services and the Women’s Resource Centre.

**Student Wellness, Access & Support**

**Faith and Spirituality Centre**

The Faith and Spirituality Centre (FSC) is a religion-positive space that welcomes people from all religious, spiritual, secular-based, and questioning or seeking viewpoints. It offers a variety of spiritual and faith-based practices and encourages religious literacy, interfaith dialogue, cooperation, and action as a critical part of the student experience so students can be their authentic selves.

**GOALS FOR 2018-2019**

**Building our experiential learning work**

To align with research-based theoretical models on experiential learning:

- Meet with the Taylor Institute (TI) to find ways to be informed by theoretical models and the work TI is doing and apply it to:
  - the Kaleidoscope Project
  - a Continuing Education course
  - events with experiential components (e.g., sacred space visits) in order to develop a strong intentionality
- Collaborate with faculty, the Calgary Interfaith Council and several sacred spaces to develop a protocol/guideline document for sacred space visits and share that resource across campus and in the community

**Supporting the campus Indigenous Strategy**

As part of the roll-out of 'taa phótopp:

- Work with Writing Symbols Lodge and its Campus Mental Health grant to deliver sweat lodge ceremonies for the broader community
- Work with the new Indigenous Cultural Education and Protocol Specialist, Indigenous Strategy, to set up a professional development opportunity for the team
- In consultation with Elders, Writing Symbols Lodge, and the Indigenous Strategy office, develop a plan to Indigenize the FSC

**Increasing intercultural and internationalization capacity on campus**

To continue building intercultural capacity and providing opportunities for internationalization:

- Work with the Graduate Students’ Association, cultural clubs and international clubs to build relationships and host collaborative events
- Launch a new program called “Taste of Tuesdays,” in which different cultural clubs/communities share a favourite cultural meal with students and have them help prepare some of the meal (six events, with feedback collected to allow for assessment)
- Host three lunch-and-learn events with the Women’s Resource Centre, International Student Services and Writing Symbols Lodge to introduce and recruit culturally diverse students for the Kaleidoscope Project
- Develop a plan to build relationships and connections with Residence Services and Family Housing

**Focusing on collaborative community building**

To continue the FSC’s focus on collaborative community building:

- Apply for a federal grant to create a position focused on building community with faith-based and cultural clubs, the Calgary Interfaith Council, and religious/cultural communities in the city
- Start a new peer helper position called Interfaith Animators that builds relationships with faith and cultural clubs
- Connect with MRU and SAIT to discuss offering a collaborative offering for World Interfaith Harmony Week in February 2019

**KEY ACHIEVEMENTS**

- Continued to offer four regular community building programs: DiversiTEA, Taste of Tuesday, Wisdom Wednesday and Food for Thought (1,000+ student participants)
Established Peer Listening program
Alberta Health Services: Opioid
Increased mental health awareness
Provided advising on academic
CIHR SPOR Grant: Roots of Resiliency
Had 12 students participate in the
SU Quality Money: Electronic
Coordinated assistive services for
GSA Quality Money: Graduate Student
26
Student Accessibility Services
Student Accessibility Services works collaboratively and innovatively with the campus community to create an accessible, equitable and supportive learning and living environment to enhance each student’s academic and personal development. Student Accessibility Services offers the following services: academic accommodations advising, campus accessibility advising, coordination of assistive services for students with disabilities, arranging disability-related funding for students, administering exam accommodations, running the Accessible Testing Centre, helping students identify and acquire appropriate assistive devices/technology, and running the Nat Christa Adaptive Technology Centre.

GOALS FOR 2018-2019
• Implement first two modules of new Accessibility Management Database
• Prepare work plan for MSC building maintenance projects
• Develop new reporting format for provincial funders

KEY ACHIEVEMENTS
• Provided advising on academic accommodations and campus accessibility to 1,864 students
• Coordinated assistive services for students with disabilities

• 7,036 hours of note-taking support
• 782 hours of academic strategist support
• 179 Assistive Technology assessments completed
• 271 requests for Reduced Course Load status processed
• 415 applications for disability-related grant funding completed
• 16,079 exams written at the Accessible Testing Centre
• Nat Christie Adaptive Technology Lab accessed by 900 students

Established Peer Listening program four afternoons per week, with peer listener and peer engagers available at the Campus Community Hub
Partnered with Leadership and Student Engagement to combine harm reduction with bystander intervention to create Upstander Program for student peer support
Increased mental health awareness on campus with the Wellness Health Awareness Team’s mobile mental health care
Establishing viable harm reduction presence
Established harm reduction website (go.ucalgary.ca/reduce-your-harm)
Amended Post Alcohol Support Space admission criteria to include cannabis use
Established harm reduction programming with support of Harm Reduction Advisory Committee
Had a harm reduction presence at the Crowchild Classic and Diversity Days
Held harm reduction events (Clearing the Smoke, Cannabis Café, Harm Reduction 101, Opioid Awareness)
Had 21 events (842 attendees) facilitated and 99 appointments held by the Harm Reduction Support Advisor in the first year of the program
Identifying and addressing gaps in intercultural and internationalization capacity
Hosted 40+ student participants in Intersections in Diversity (a program to improve global and cross-cultural awareness through a series of workshops)

Provided peer support for approximately 40 graduate students through the Nomads program (reviewing this program in summer 2019)
Implementing “It’s a pt/ty”
Implemented full indigenous mental health training and development and hired indigenous student support advisor position
Arranged for counselling and student support advisers to receive two days of mental health training at Old Sun College
Collaborated with Weber School of Education to develop a grant proposal to fund the Indigenous Mental Health Certificate program for counselors
Collaborated with Writing Symbols Lodge to co-supervise a Bachelor of Social Work practicum student focused on enhancing collaboration between units and offering four training sessions on supporting mental health

GOALS FOR 2018-2019
• Increase earlier mental health support
• Increase focus on self-management strategies for students by addressing gaps with online resources
• Establish visible harm reduction presence with opioid and cannabis programming and the campus harm reduction website

KEY ACHIEVEMENTS
• Identify gaps in intercultural and internationalization capacity on campus and develop goals to address gaps
• Implement “It’s a pt/ty” with a focus on providing culturally relevant support

Established Peer Listening program four afternoons per week, with peer listener and peer engagers available at the Campus Community Hub
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Arranged for counselling and student support advisers to receive two days of mental health training at Old Sun College
Collaborated with Weber School of Education to develop a grant proposal to fund the Indigenous Mental Health Certificate program for counselors
Collaborated with Writing Symbols Lodge to co-supervise a Bachelor of Social Work practicum student focused on enhancing collaboration between units and offering four training sessions on supporting mental health

STAFF AWARDS AND RECOGNITION
• Russell Thomson – SES OMQ Award
• Shauna Baia and Jan Crook – Provost Team Award
• Linda Hastie – Risk Management Shining Stars Award
• Debbie Brucker – Inspiring Albertan
• Russell Thomson, Wendy McNaughten and Haley Bentzon (Health Promotion team) – U Make a Difference Award
• Jeff Vandenbrink – Alberta Services for Students’ Russ Guthrie Contribution to Student Services Award
• Alex Klassen – Alberta Services for Students’ 2019 Marion VosLab Outstanding New Professional Award
• Jennifer Thannhauser – 2018 Excellence in Practicum Supervision Award (Weberk School of Education)

Jennifer Thannhauser – 2018 Excellence in Practicum Supervision Award (Weberk School of Education)
Women’s Resource Centre

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

The WRC focuses on three pillars of work: wellness, leadership and diversity. Wellness supports women to achieve a healthy, balanced lifestyle. Leadership works to inspire self-awareness so women can lead consciously and authentically. Diversity promotes inclusivity and human rights, as well as building understanding.

GOALS FOR 2018-2019

• Apply an intersectional perspective to programming and services
• Develop a deeper understanding of Indigenous people, history, and culture through events and activities
• Provide the space for a safer campus life where discussions on attitudes and beliefs regarding issues such as power, patriarchy and oppression that manifest into sexual violence can be unpacked

KEY ACHIEVEMENTS

Hosted 62 events and workshops (total of 1,030 attendees. Some major events included:
• Five Women Leaders Speaker Series events, featuring women leaders from diverse background (total of 165 attendees)
• Annual Women’s Leadership Conference and 2019 WRC Awards Ceremony (145 attendees)
• December 6th Memorial Candle Making (48 attendees)
• Ecofeminism with Joe Kadi (48 attendees), hosted as part of UCalgary’s Sustainability Week
• Rethinking Prevention (15 attendees), a workshop facilitated by Calgary Communities against Sexual Abuse
• Shifting Perspectives: Stigma, Marginalization and Violence Against Sex Workers (27 attendees), facilitated by HIV Community Link and SHIFT Program
• How to be an Ally (25 attendees), presented by Calgary Communities Against Sexual Abuse
• Boys Will Be Boys (28 attendees), facilitated by Calgary Communities Against Sexual Abuse
• Love & Diversity (26 attendees), as part of Diversity Days 2019 and in collaboration with the Faculty of Social Work and the Disability Action Hall
• Anti-Oppression: Theory and Practice (42 attendees), as part of Sexual and Gender Wellness Week 2018 and facilitated by Karen B.K. Chan
• From Guilt to Love (47 attendees), as part of Sexual and Gender Wellness Week 2018 and facilitated by Karen B.K. Chan
• Queering Religion: A Look at Faith, Inclusivity and Leadership (35 attendees), as a key component of Pluralism and Religious Diversity Week
• Black Hair screening and discussion (48 attendees)
• Where the Millennials Will Take Us: A New Generation Wrestles with the Gender Structure (52 attendees)
• Intersectional Veganism (25 attendees)

WRC Peer Helper Program
• Number of active peer helpers: 72
• Volunteer hours: 4,335 hours
• According to an April 2019 peer helper survey:
  • 98% of peer helpers indicated that they are more aware of diversity and respect differences regarding race, culture, gender, sexual orientation, ethnicity, religion, physical ability age and appearance
  • 89% of peer helpers developed a deeper understanding of Indigenous people, history, and culture through events and activities
  • 86% of peer helpers feel more confident having conversations that challenge negative stereotypes and myths about sexual assault
  • 80% of peer helpers feel safe reporting sexual assault and harassment, knowing that campus is dedicated to providing resources and a community of support
  • 98% of peer helpers are satisfied with their volunteer experience with the WRC
  • 100% of peer helpers recommend the WRC to others who are looking for volunteer opportunities on campus

GRANTS OR FUNDING

• SU Quality Money: Ask First 2 – Challenging Attitudes & Beliefs (July 2018 – June 2021)

Student and Graduate Awards for 2018-2019
Student Ombuds Office

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

GOALS FOR 2018-2019

• With the transition to a new Student Ombuds, provide seamless delivery of Student Ombuds services, primarily supporting students in their navigation of institutional policies and procedures when they encounter problems on campus
• Re-orient faculty, staff and students to new campus-wide appeal procedures based on the new Student Misconduct and Academic Appeals Policy

KEY ACHIEVEMENTS

• Implemented a strong continuity plan and intuitive support systems
• Developed positive and constructive relationships with partners across campus, including the Student Appeals Office, Office of the Registrar, Faculty of Graduate Studies, and other SES units and faculty advising offices
• Relocated the Student Ombuds Office to a more student-friendly location in MacEwan Student Centre – and overhauled the Student Ombuds Office website to reflect updated services, policies, and procedures

Marketing and Communications

The Marketing and Communications team supports all units in Student and Enrolment Services. This involves communications advising, project management, web maintenance and design, and strategy development.

The team also engages with University Relations and faculty communicators on broader university marketing and communication initiatives.

GOALS FOR 2018-2019

• Complete the most challenging components of the SES web redesign project by August 2019
• Further reduce reliance on email by, in collaboration with SES units, creating plans that utilize a greater variety of communication tactics
• Revamp the university’s suite of student recruitment materials
• Continue to improve the consistency and quality of SES marketing and communications materials
• Provide quality services to all SES units

KEY ACHIEVEMENTS

• Began a 12-month campaign (Jan. 2019 – Jan. 2020) to redesign all SES websites, completing several major projects, including ucalgary.ca/registrar and ucalgary.ca/future-students, in time for the fall 2019 term
• In collaboration with the Admissions and Recruitment team, created a new UCalgary viewbook suite that incorporated an updated design and content strategy and included additional pieces to better target specific audiences (IB students, US students, and parents)
• Informed by user testing and user interface support from University Relations, redeveloped the university’s program pages to prioritize the content most important to prospective students
• Collaborated with SES units to diversify communications tactics in order to reduce the number of emails sent to students
• Redesigned materials for major SES initiatives, such as You at UCalgary.
• Completed a collaborative rebranding process with the Student Success Centre, providing a set look and feel for SSC materials to strengthen awareness on campus and to reduce the amount of custom design concepts required for future projects

STAFF AWARDS AND RECOGNITION

• Caleb Zimmerman — SES OMG Award
Committee, board and working group participation

Internal
Academic Discipline Group
Academic Turnaround Program Working Group
Advising Network
Advising Student Athletes Senior Advisors Working Group
Calendar and Curriculum Subcommittee Working Groups
Campus Career Consortium
Campus Mental Health Strategy - Programs Subcommittee
Campus Mental Health Strategy - Implementation Committee
Chancellor Scholarship Committee
December 6th Event Advisory Committee
Decision Support Team
Diversity and Equity Network Committee
Diversity Days Steering Committee
Employee Recognition Champions Network
Experiential Learning Advisory Committee
Faculty of Graduate Studies Council
General Faculties Council
General Faculties Council Standing Committees:
• Academic Planning and Priorities Committee
• Academic Program Subcommittee
• Calendar and Curriculum Subcommittee
• Graduate Academic Program Subcommittee
Graduate Student Association Mental Health and Wellness Committee
Implementation Committee for the Prevention of Student-to-Student Sexual Harassment and Sexual Violence - Prevention Subcommittee
Implementation Committee for the Prevention of Student-to-Student Sexual Harassment and Sexual Violence - Survivor Services Subcommittee
Indigenous Strategy Community Engagement / Places and Spaces Subcommittee
Indigenous Strategy Steering Committee
Indigenous Strategy Working Group
Institutional Data Network Survey Committee
Institutional Plan Stakeholder Committee
International Student Services Working Group
International Student Support Network
Killam Undergraduate Scholarship
Mental Health Alliance Steering Committee
Mental Health Implementation Committee
Mental Health Teaching and Learning Subcommittee
MyGradSkills Program Advisory Committee
National Survey of Student Engagement Support Team
Non-Credit Activities Program Steering Committee
Online Orientation Committee
President’s Award Selection Committee
Provost International Steering Committee
Residence Wellness Coordination Committee
Rhodas Scholarship Committee
Schulich Awards Committee
Senate
Senior Advisors
Smoking Policy Review - Cannabis Ad Hoc Working Subcommittee
Strengths-based Advisory Committee
The Faculty Association of the University of Calgary
Threat Assessment Team
Tuition and Fee Consultation Committee
UFlourish Planning Committee

External
After Hours Crisis Support
Alberta Advising Symposium Steering Committee
Alberta Council on Admissions and Transfer Contact Persons
Alberta Post-Secondary Application System Business Team
Alberta Post-Secondary Counsellors’ Association
Alberta Post-Secondary Health Association
Alberta Post-Secondary Accreditation Committee
Alberta Post-Secondary Councilors’ Association
Alberta Post-Secondary Health Association
Alberta Registrar’s Association
Alberta Service for Students Conference - Provincial Planning Committee
American Association of Collegiate Registrars and Admissions Officers
American Association of Collegiate Registrars and Admissions Officers - Transcript Diplomacy Notation Committee
Association of Registrars of the Universities and Colleges of Canada
Association of Student Aid Personnel of Alberta
Calgary Coalition on Addictions and Mental Health
Calgary Post-Secondary Mental Health Regional Network
Campus Alberta International Educators
Canadian Association of Student Financial Aid Administrators
Career Development Association of Alberta Registration Committee
College of Alberta Psychologists - Hearing and Complaints Tribunal
Education Liaison Association of Alberta Executive Committee
Ethics Oral Examination Committee
Ethno/Culturally Diverse Communities Against Domestic Violence
External Program Reviewer, Ryerson University, Writing, English Language, and Graduate Student Support
Healthy Campus Alberta - Design Team
Healthy Campus Alberta - Institutional Brinkers Team
Ignitech Solutions Inc.
Interprovincial Transfer Forum
National Academic Advising Association - Region 8 Conference Facilities and Technology Subcommittee
National Academic Advising Association - Region 8 Conference Sponsorship Subcommittee
National Academic Advising Association – Region 8 Conference Steering Committee
Post-Secondary Access and Disability Resource Association – Calgary Chapter
Post-Secondary Access and Disability Resource Association – Provincial Board
Resolve Alberta Steering Committee
The Hangar Flight Museum
Western Association of Registrars of the Universities and Colleges of Canada

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Our SES team

Office of the Vice-Provost (Student Experience)
Dr. Susan Barker
Vice-Provost (Student Experience)
Kathy Stainhauser
Executive Assistant

Office of the Registrar
Andrásque Saweczko
Registrar
Vanessa Wood
Deputy Registrar, Enrolment Services
Jennifer de Roldas
Associate Registrar, Admissions and Recruitment
Steven McLaughlin
Associate Registrar, Planning & Systems
Jeff Lee
Assistant Registrar, Planning Systems
Michelle Mackenzie
Assistant Registrar, Enrolment Services
Steven Kelly
Manager, Student Recruitment
Abhinav Khanna
Manager, Financial Aid
Joel May
Manager, Undergraduate Awards
Kimberley McLaid
Manager, Scheduling
Rama Al-Bastami
Admissions Assistant
Wendy Amos
Analyst, ERP
Kishana Armstrong
Enrolment Services Advisor
Tanner Aston
Applicant Services Manager
Issac Azuelos
Admissions Assistant
Shannon Barca
Financial Aid Administrator

Ashley Belon
Recruitment Officer
Gary Belton
Admissions Officer
Omkarshak Bhaskaran
Senior Advisor
Daniel Birch
Recruitment Officer
Brian Brandt
Administrative Support
Marie Brown
Analyst, ERP
Mark Carter
Program/Analyst
Gretchen Castronuovo
Training Analyst
Aggie Chan
Recruitment Advisor (vt)
Gillian Chan
Student Recruitment Officer
Tassbi Chupik
Enrolment Services Advisor
Jenny Cunto
Admissions Officer
Valerie Deschamps
Admissions Officer
Tayyip Dogan
Enrolment Services Advisor
Andrew Engler
Exam Centre Administrator
Alison Farrell
Financial Advisor
Lena Chalabys
Transcripts Assistant
Jacqueline Galmos
Community liaison Advisor
Arita Goe
Undergraduate Award Advisor
Monica Gollan
Admissions Officer
Jessica Hernandez
Enrolment Services Receptionist
Vanessa Hernandez
Enrolment Services Advisor
Emily Hrenwich
Enrolment Services Advisor
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Enrolment Services Administrator
Olivia Jin
Admissions Support
Brian Jones
Academic Scheduling Analyst
Komal Kapadia
Exam Centre Administrator
Mandeep Khaira
International Applications Assistant
Saadeh Khajeh
Senior Admissions Officer
Thomas Kitter
Admissions Officer
Jeanette Klimczuk Odeu
Convoonction Officer
Renata Klimczuk
Exam, Grades & Transcripts Coordinator
Charlene Kwok
Student Services Officer
Yvian Kraeger
Student Services Officer
Lindsay Kurte
3rd Degree Audit Coordinator
Rosanne Lancini
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Madelym Leal Salazar
Recruitment Advisor, International
Vivian Leung
Student Records Advisor
Lisa Lodge
Registration Officer
Piyanka Lopez
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Financial Empowerment Coordinator
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Enrolment Services Advisor
Kim Martin
Undergraduate Award Officer
Barbara McCutcheon
Scheduling Coordinator
Emma McDowell
Recruitment Advisor

Valerie Stephenson
Enrolment & Registration Specialist
Renée Stewart
Undergraduate Award Account Officer
Maximilian Storley
Student Recruitment, Digital
Philip Tsang
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Candace Turcotte
Admissions Officer
Taryn Walker
Advisor, Enrolment Services
Justine Wild
Recruitment Assistant
Philip Zhang
Program/Analyst

Student Services
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Senior Director, Student Services
Renata Gordon
Coordinator, Student Services

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Kithal Alamsa
Employer Relations Specialist
David Catford
Career Development Specialist
Cindy Chan
Business Operations Team Lead, Undergraduate Students
Lawrence Chan
Career Advisor

Student Life Program Assistant
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part-time
Academic Strategist, recurring
Heather Thompson
ADS, student athletes
Dina Taher
ADS, student athletes
Heather Thompson
Academic Strategist, recurring part-time
Kaitlin van Geel
Academic Strategist

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Jenimih Ogundile
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Devika Pandey
Program Coordinator, Digital Skills for Youth
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Career Development Specialist, PhD Students
Xing Zhu
Administrative Assistant

TRINITY STUDENT SERVICES
Ricki Ramphany
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Maya Barboley
Advisor, International Student Immigration Support
Kirsty Guber
Advisor, International Student Transition Support
Brianna Hoahe
International Student Specialist, Immigration

LEADERSHIP AND STUDENT ENGAGEMENT
Carrie Necker
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Andrew Barry
Coordinator, Community Engagement
Navid Dar
Student Life Coordinator

OFFICE OF THE STUDENT CONDUCT
Sarah Newcombe
Student Conduct Specialist

STUDENT SUCCESS CENTRE
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Alison Owen
Student Recruitment Officer

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Gareth McVicar
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Shirin Merchant
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Carla Necker,
Manager, Leadership and Student Engagement (interim)
Emily Optyker
Student Life Coordinator, PhD Students

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Amanda Ens
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Interim Indigenous Relations Training Program Assistant
Cheryl Chagnon-Greyeyes
Administrative Coordinator (retired Jan 2019)
Joel English-Dubois
Administrative Coordinator
Koeta Gladue
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Carla Hanning
Indigenous Student Access Program Coordinator
Holliston Logan
Native Ambassador Post-Secondary Initiative (N.A.P.I.) Coordinator
Karen MacDonald
Indigenous Relations Training Program Assistant

STUDENT SERVICES
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