



UNIVERSITY OF
CALGARY

Student and Enrolment Services

ANNUAL REPORT 2016-2017

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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 protect the privacy of the student record. The team works closely with all faculties.

The office is organized into four main units: Recruitment and Admissions, Enrolment Services (including Student Awards and Financial Aid), Convocation, and Planning and Systems. These areas are collectively responsible for:

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

OVERARCHING GOALS FOR 2016/17

Communications of the UCalgary student journey and experience

- Enhance relationships with Calgary catchment schools
- Develop comprehensive communication plan for students

Promoting a fair and just campus

- Formalize the registration exemption regulations
- Develop an appeals process for open studies students
- Review procedures and processes and training of frontline staff to ensure inclusivity of campus community

Strategic enrolment planning

- Improve registration and program planning experience
- Align recruitment efforts, admission processing and student financial support
- Support faculty through enhanced communication and reporting

Implementation of the Mental Health Strategy

- Apply a mental health lens to policies, processes, procedures and regulations

Staff planning and support

- Develop cross-training service standards to ensure staff have the tools needed to support each other and students
- Focus on succession planning

Enhancing the Indigenous student experience

- Align recruitment efforts, admission processing and student financial support for Indigenous students

KEY ACHIEVEMENTS:

Given the collaborative effort exhibited to achieve goals across the Office of the Registrar, achievements have been combined for the entire unit.

- Developed framework for the Service Standard Project
- Developed cross-training opportunities between the Recruitment and Admissions, Grades and Exams and Convocation teams
- Created the UCalgary Guidance Counsellor Advisory Committee (10 counsellors from Alberta, BC and Ontario)
- Worked with the Native Centre to revise communications regarding Aboriginal Student Access Program admission decisions
- Created long-term enrolment planning tools to stabilize enrolments and new student targets
- Created a number of new registration, admission and course tracking reports for use by Office of the Registrar staff and faculties
- Developed additional government reports as requested by the Ministry for Learning and Enrolment Reporting System (LERS), preliminary enrolment reports and the Community Initiatives Program (CIP)
- Implemented enrolment services visualization dashboard and reporting website with data definitions, report explanations and Tableau reports

- Launched Tableau platform and optimized five reports
- LERS/Government reports submitted (LERS, preliminary fall, winter and spring forecasts, ASI, TLAC, CIC, CIP revised report)
- Piloted new registration status for summer research students
- Developed procedures and processes for the use of the university academic seal
- Developed and obtained approval for the implementation of a full week fall break
- Created new processes for Indigenous identification requirements and self-identification
- \$179M in tuition and \$35M in general fees assessed in 2016-2017
- Secured SU Quality Money and grant funding for the financial literacy student initiative
- Hired part-time financial empowerment coordinator (graduate student)
- Revised T2202A process for more efficient yearend tax process
- Replaced TouchNet with an internally developed solution that was PCI compliant and saved more than \$40K per year in licensing fees
- Successfully created new scholarships in support of the UCalgary Giving Day fundraising campaign, April 2017, resulting in 170 new scholarships worth \$1.2M
- Collaboration with Office of the Provost to administer and notify 78 students engaging in undergraduate applied research for the P.U.R.E awards, equaling \$318,500
- Partnered with Dinos Athletics to administer 2016 Dinos Excellence Awards Program equaling \$343,000 for student athletes
- Partnered with the Native Centre to administer the Alberta Advanced Education's Indigenous Careers Awards Program (STEM focus) valued at \$406,000 for 105 undergraduate students
- Collaborated with the Métis Education Foundation/Rupertsland Institute Native Centre, Faculty of Graduate Studies, and Development to select Metis students for awards at \$5,000 and \$10,000
- Collaborated with University of Calgary International to administer 90 *Eyes High* 50th Anniversary International Exchange Awards for outgoing exchange students (\$3,000 each)
- Streamlined transcript request process
- Increase Indigenous applications by 7% for fall 2017
- Increased undergraduate admission applications 9% for fall 2017
- Achieved overall enrolment targets for fall 2017 and increased international enrolments to 8.1% of total undergraduate population
- Established differentiated early admission averages to help make more admission offers earlier
- Revised calendar regulations to clarify admission requirements including adding faculty-specific transfer admission requirements
- Created an online dual credit application process
- Revised PGME process for admission and returning students
- Revised and re-branded the spring conversion event (now You at UCalgary) to focus on registration and advising, and to include a parent track, resulting in a 200% increase in attendance
- Implemented EzRecruit for communications with prospective students and key stakeholders
- As of September 2017, made 60,541 record sources available for guidance counselors and prospective students and parents
- Created domestic, international, and event work plans for 2017-18, which resulted in a yearlong recruitment plan (compared to semestered planning) and regional ownership for each recruitment area
- Created recruitment communication plan to streamline messaging as potential students transition to applicants and admitted students
- Implemented phase 1 & 2 of Visual Schedule Builder, which was accessed more than 130,000 times during the review period
- Completed wave 1 and 70% of wave 2 of the Academic Advisement implementation, with the Wave 3 launch planned for November 2017
- Revised and refined processes around group study fee approvals and scheduling
- Worked with IT to select and implement a new call centre for admissions and enrolment services
- Processed approximately 300 PeopleSoft security requests
- Expanded Ad Astra users by 26 and departments using the tool for space bookings by six
- Improved use of the UCalgary email account, reducing the number of non-users from approximately 4,400 students to approximately 1,900 and revising the processes for students returning after a long absence to reactivate their UCalgary email accounts
- Created tools (reports/graphical scheduler) to assist faculties with scheduling by providing more historical course information and recommendations to match rooms to student/course requirements
- Supported the 9.2 upgrade of HCM and FSCM, allowing both upgrades to proceed on time and on budget
- Worked with IT to for effectively triage student inquiries to the helpdesk
- Increased training provided to the UCalgary community, delivering 55 formal training sessions to 410 trainees

STAFF AWARDS AND RECOGNITION:

- Admissions team, fall 2016 Provost's Star Award
- Tessa Bailey, SES OMG Award

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.

GOALS FOR 2016/17:

- Implement the new call centre for Enrolment Services and Admissions
- Implement new queuing system for Enrolment Services to meet student needs
- Revise and implement new open studies calendar regulations
- Implementation of the open studies online application
- Implement online application for exchange student admission process

- Create and implement phase two of the Financial Empowerment Initiative: enhance student wellness and overall campus experience
- Continue to develop the financial literacy program, creating more opportunities for students to develop smart financial habits
- Increase compliance with government loan policies
- Redesign systematized loan confirmation procedures
- Enhance processes associated with award adjudication and award development
- Improve early award notification for incoming students in 2017
- Revise processes related to the admission offer so students receive President's Admission Scholarship within two weeks of admission offer
- Support Giving Day through award development processes to adjudication of funds within one year of the campaign
- Complete audit of the student online application and evaluation processes in PS student award bolt on and propose enhancements

BY THE NUMBERS:

Enrolment Services	2016-2017
Inquiries	
In-person (Q-matic customers)	22,575
Phones (incoming)	41,257
Phones (answered)	32,641
Reception	7,783
Mail	1,181
Drop box	1,902
Email	4,101
Fee payments (cashiering)	4,593
Open studies admitted students	2,712
Group study applications	N/A
Exchange applications	520
Duplicate ID corrections	51

Types of Inquiries	2016-2017
Fee payment and inquiry	5,414
Transcript request	4,619
Proof of enrolment	2,929
Registration inquiry	4,642
Financial aid inquiry	4,761

Financial Aid	# Students/Contacts	Funding/Events
Student loan processing	10,597	\$132,486,887
Emergency loans		
Incoming emails	3,144	
Presentations/workshops	32	

Grades and Exams	2016-2017
Transcripts requests completed	23,816
Deferred exams (# of students)	1,077
Deferred exams (# of requests)	615
Student conduct notations	64
Grade changes	3,778
Registration appeals	516
External exams (# of students)	1,562
External exams (# of exams)	134
Phone calls	1,330
Email responses	3,900

Scholarships and Awards		2016-2017
	# Students	Funding/Events
New awards established		170
University of Calgary funds	5,808	\$16,408,877
Entrance		\$4,612,966
Continuing		\$11,166,637
Alberta scholarship program	7,083	\$11,794,600
External scholarship funds	501	\$1,156,625
Presentations and workshops	168	18
Email responses	3,171	

Convocation	2016-2017
Students who applied to graduate	7,468
Students who graduated	7,300
Students who attended convocation	4,794
Volunteers	487
Phone calls	2,396
Emails	10,916

Systems and Planning

This group is accountable for the successful and effective planning, development and maintenance of all student and registrar systems. They provide operational and strategic oversight for course scheduling, exam scheduling, and instructional space utilization. Systems and Planning also provides oversight on tuition and the assessment of general fees, as well as official enrolment reporting and accountability reporting to the government on behalf of the university.

GOALS FOR 2016/17

- Initiate project to review PGME program set up and requirements
- Phase 2 of Office of the Registrar website redevelopment: faculty and staff resources

- Work with IT to establish help desk triage structure and additional training modules around student administration
- Establish a self-serve reporting platform for key Office of the Registrar reports
- Identify faculty requested reports to support enrolment management
- Begin implementation of the Academic Advisement tool (2-year project)
- Implement Visual Scheduler Builder
- Improve tools to assist faculties with developing course schedules
- Renew the T2202A process and replace TouchNet to ensure PCI compliance
- Support rollout of PS 9.2 to HCM and FSCM
- Continue training and increase use-ability of Ad Astra

BY THE NUMBERS:

Planning and Systems	2016-2017
Change requests completed	186
Major projects completed	7
LERs/government reports	8
Weekly reports	50
New reports created (PS and Tableau)	1
Ad hoc report requests	800
Classes scheduled	7,289
Course components scheduled	10,938
Course components scheduled in central rooms	31
Calendar changes made	1,042
New courses	231
Deleted courses	141
Average campus space utilization rate (RO rooms)	25
Average campus space utilization rate (non-RO rooms)	12
Ad Astra users	215
New reports created for scheduling	3
Exams scheduled	1,788
Three in 24	92
Back-to-back	1,296
PM to AM back-to-back	1,118
Students with multiple exams on the same day	5,454
Ad-hoc room booking requests	13,124

Recruitment and Admissions

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

Services for future students include application and admissions advising, high school presentations, education fairs, career fairs, and hosted application and admission workshops.

Other services provided include centralized undergraduate application and admission services for domestic and international applicants, evaluation of domestic and foreign credentials for purposes of admission and transfer credit, and co-ordination and facilitation of requests for transfer credit agreements from other Alberta post-secondary institutions.

GOALS FOR 2016/17:

- Revise early admission regulations to increase our ability to make more offers earlier
- Revise and clarify admissions section of the university calendar, particularly transfer admission requirements and processes
- Develop online application for dual credit students
- Implement a communications plan and CRM system for prospective students and applicants
- Provide earlier admission decisions and more complete offer packages
- Implement admission deposit for new students
- Implement new online applications for international and collaborative programs students
- Implement communications plan for prospective students
- Implement domestic and international recruitment work plans

BY THE NUMBERS:

Admissions		2017
Applications		27,714
Documents processed		154,180
Offers made		15,185
Acceptances		8,431
Letter of permission		1,410
Admission appeals		1,240
Recruitment		2016-2017
Incoming email inquiries		30,000
Phone calls		26,759
Drop-in appointments		4,266
Domestic recruitment		
	# of Events	# of Contacts
School visits	778	
Experience UCalgary/You at Ucalgary	1	1,361
Open House	1	6,000
Campus tours	151	1,038
School visits	236	
Fairs	43	
E-recruiting		
School Finder lead matches	3,246	1,914
Website (unique page views)/users	3,001,095/517,386	1,914
Webinars	3/324	86
Guidance counsellor networking		
Newsletters	7	1,914
Number of contacts		1,914
Calgary counsellor update	1	86
Counsellor helpline calls		2,000





Student Services

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

OVERARCHING GOALS FOR 2016/17:

- Enhance the Indigenous student experience
- Support implementation of the Mental Health Strategy
- Promote a fair and just campus
- Communicate the UCalgary student journey and experience
- Enhance staff planning and support

KEY ACHIEVEMENTS:

Enhance the Indigenous student experience

- Worked with the Sr. Specialist, Academic Advising, to develop a training program for Indigenous Student Advisor and Aboriginal Student Access Program (ASAP) Coordinator
- Built relationship with Development to strategize fund development opportunities for the LYNX program
- Provided support and feedback to the Director, Native Centre and ASAP Coordinator conducting survey of ASAP participants
- Introduced an Indigenous Inclusion in the Workplace event
- Secured SU Quality Money funding for the ucalgarycares Indigenous Leadership and Engagement Program in the Yukon

Support the implementation of the Mental Health Strategy

- With General Counsel, and support from key stakeholders, led the drafting, community consultation and approval of the university’s Sexual Violence Policy
- Supported the Vice-Provost (Student Experience) in drafting the Sexual Violence Support Advocate job profile, as well as supporting the selection process for the successful candidate
- Through the UCalgary Welcome Centre, continued to provide new international and out-of-province students with a “soft landing” to UCalgary, engaging in 765 direct interactions with new students, distributing 500 “welcome bags” and hosting 15 events through August and September

Promote a fair and just campus

- With key stakeholders from the Implementation Committee for the Prevention of Sexual Violence, implemented the first institutional climate survey to assess students’ experiences with sexual violence and prevention initiatives
- Implemented a new case management system for files related to Student Non-Academic Misconduct Policy and Procedures
- Adjudicated 56 hearings of alleged policy violation via the Student Non-Academic Misconduct Policy and Harassment Policy
- Issued 81 sanctions related to the 56 adjudications
- Established a “good conduct standing” process for Student and Enrolment Services (SES) to ensure sanctions were used consistently to delineate students who are not in “good conduct standing” and to identify leadership opportunities within SES that require this standing
- Trained eight students to serve as hearing board members under the Student Non-Academic Misconduct Policy
- Through the Student Conduct Office, offered bystander intervention training to over 1,320 campus community members (1,089 students, 187 staff, 44 faculty)
- Created three new interactive online modules for bystander intervention training to reduce barriers to participation through shortening time required to attend in-person workshops

Communicate the UCalgary student experience

- Further developed First Year Council and launched Student Advisory Council for 2nd, 3rd and 4th year undergraduate students to provide a forum for feedback and focused student attention on programs and services at the university

Enhance staff planning and support

- Continued development of Communities of Practice (COP), expanding their scope to ensure members outside SES have full access to D2L sites and meeting materials
- Coordinated COP co-leads to present their work to the Student Services leadership team, including any recommendations for enhancements or changes to processes for consideration of the management team
- Supported Orbis COP with resources to bring enhanced Orbis training to campus for the benefit of all users

GRANTS OR FUNDING:

- Welcome Centre: received SU Quality Money funding

Career Services

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

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

GOALS FOR 2016/17:

- Build on opportunities for employers to engage with students on campus that are a low or no cost to maintain employer engagement during the downturn in the economy
- Create new internal partnerships to increase university understanding and pool resources (monetary and staffing) to deliver innovative programming and events

KEY ACHIEVEMENTS:

- Continued delivery of the Diversity in the Workplace employer panel series (LGBTQ+, Women in STEM, Accessibility and Aboriginal Inclusion panels) which began in 2016
- Resumed Rescue Pros and How to Prepare for a Career Fair employer-facilitated events/workshops offered prior to Science and Engineering Career Fair and Career Expo
- Partnered with Office of Diversity, Equity and Protected Disclosure, Women in Leadership student club, the Native Centre and Q Centre to offer diversity series
- Delivered the inaugural Women in Work Conference sponsored by the Office of the President, Leadership & Student Engagement, Haskayne Development, Haskayne Alumni, the Schulich School of Engineering and the faculties of Graduate Studies and Science

GRANTS OR FUNDING:

- Women in Work Conference: received funding from Alberta Labour

STAFF AWARDS AND RECOGNITION:

- Cyndy Chan, SES Long Service Award – 10 Years

International Student Services

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

GOALS FOR 2016/17:

- Enhance pre-arrival and post-graduation immigration advising support for international students
- Pursue further collaboration with student services units and other departments to provide a full range of programs and services to meet international student needs and enhance the international student experience

- Assess and develop appropriate support systems so that international students may have a smooth transition from their home countries to Canada and to Calgary including reception services at the Calgary airport and on campus

KEY ACHIEVEMENTS:

- Developed the UCalgary Airport Pickup Service to create a more positive arrival and transition experience
- Implemented the International Student Support Network comprised of student advisors from across campus, allowing for a discussion on best practices and issues affecting international students so as to enhance the student experience
- Restructured two International Student Advisor portfolios to strengthen focus on:
1) Communicating our specialized services to international students – increasing opportunities for proactive advising to provide additional transition support services for students who may be struggling with adjusting to studying at the university
2) Strengthening collaborations with front-line advisors across campus – allowing a more holistic approach to supporting international students with the wide range of challenges involved in adjusting to studying and living in a new city

- Developed detailed, country-specific immigration guides to help admitted international students provide complete applications, increasing chances of study permit approval and visa issuance and reducing the possibility of students having to reapply
- Developed a university-wide standardized immigration process for inviting visiting student researchers to campus
- Partnered with Immigration, Refugees and Citizenship Canada (IRCC) and Alberta Government to offer joint workshops on permanent residence for students

GRANTS AND FUNDING:

- Funding for Yemeni students: Nexen Inc. Scholarship Program (1999-2019)
- Global Families Program: Graduate Students' Association Quality Money (2015-2018)

Leadership and Student Engagement

The Leadership and Student Engagement (LSE) office works with all students to facilitate a successful transition to the university, develop leadership skills and find their community on campus.

The LSE is committed to helping students realize their potential through comprehensive orientation program, participation in StrengthsQuest and related programming, the University of Calgary Leadership Program (UCL), Leadership on Demand customized training, the Leadership Exchange annual student leadership conference, Emerging and Sophomore Leadership Programs, weekly student life programs and the Peer Helper Program. The LSE also offers one-on-one advising to students to further personal development and connect students with key co-curricular supports and initiatives on campus.

Communicating the UCalgary student journey and experience

- Further develop First Year Advisory Council and launch Student Advisory Council for 2nd-4th year students
- Further develop opportunities to connect our work with local high schools and provide ladder opportunities for local high school students to participate in programs
- Foster opportunities for international and domestic students to meet and engage in programming together
- Review the Co-Curricular Record program and redevelop the Leadership Advising Program as Involvement Advising for January 2017

Staff planning and support

- Develop service standards for LSE (using ISS service standards as a model), including improved budgeting, forecasting, record keeping, transition planning and cross-training across LSE portfolios

GOALS FOR 2016/17:

Enhancing the Indigenous student experience

- Work with staff to identify ways within current programming to connect Indigenous/non-Indigenous students, and introduce non-Indigenous students to Indigenous culture

Implementing the Mental Health Strategy

- Applying a mental health lens to programming and evaluation, including a review of key programs and how they help students thrive and support the Mental Health Strategy;
- Bolster the Strengths-Based Campus program and reposition it as a tool to support student thriving and the ability to overcome challenge.

Promoting a fair and just campus

- Explore opportunities to increase cultural competency through our programs, including considering application of the Intercultural Development Inventory
- Implement “good conduct standing” as a requirement for participation/qualification for key programs/opportunities across the LSE portfolio beginning winter 2017

Leadership programs portfolio

- Camp LEAD: 115 participants over three sessions
- CliftonStrengths for Students programming: 2,573 students, including facilitation in 30 sections of 7 courses in 4 faculties
- Co-Curricular Record (CCR): 1,614 unique records created
- Emerging Leaders program: 234 students, 198 mentors
- High school engagement: 134 students attended LSE led workshops at Experience UCalgary and through SHAD Valley
- Leadership Exchange conference: 500 participants, which included 180 high school students
- Leadership on Demand: 1,013 participants
- Peer Helper Program: 284 students across 18 offices
- Sophomore Leaders Program: 170 participants
- Student Activities Fund (September 2016 - August 2017): 338 applicants (324 individuals and 14 groups), with funding awarded to 73 (70 individuals and three groups)

Orientation and transition programs portfolio

- Fall orientation week (undergraduate): 4,980 students attendees, including 593 international students
- Fall orientation leaders: 416 student volunteers
- Graduate student orientation: 901 registrants (502 attendees) in fall orientation and 114 in winter orientation
- Kickoff: 7,512 student attendees
- Parent orientation program: 900 parents and family members

Community-engagement portfolio programs

- ucalgarycares Day of Service during orientation week: 77 first-year student participants in service placements across the city
- Six ucalgarycares immersion programs with 101 student participants: 65 in four reading week programs, 21 in one spring program (Costa Rica), and 15 in one summer program (Yukon)
- In the Yukon ucalgarycares program, students received all three levels of Native Ambassador Post-Secondary Initiative certification on their co-curricular record
- Two cooperative education students employed by the CCEL

Student life programs portfolio

- Intercultural Development Inventory (IDI), administered assessment and held appointments with 49 students
- Last Lecture: three events, 100 student attendees
- UCalgaryStrong Carnival: 2,000 student attendees
- UCalgaryStrong Festival: 4,400 participants
- UCalgary Meet-Up: 120 student registrants (60 international, 60 domestic) for pilot launch in winter 2017
- Unwind: 24 events, 1,130 student attendedees

Welcome Centre

- Created the *New-to-Calgary Student Guide* as well as a pocket-size food map of Calgary cuisine organized by neighbourhood, culture and dietary considerations
- Distributed 500 welcome bags
- Offered 14 transit tours (715 students), which included orientations on groceries, restaurants, downtown and GlobalFest
- Shopping trip to Market Mall: 150 students
- Walk-in advising sessions with student advisors: 180 students
- Welcome Party: 140 students
- ucalgary.ca/welcome website: 8,964 site visits

GRANTS OR FUNDING:

- UCalgaryStrong: private donation of \$5 million (September 1, 2014 - April 30, 2019)
- Co-Curricular Record: SU Quality Money Grant of \$180,000 (July 6, 2015 - April 30, 2018)
- Student Activities Fund: SU Quality Money Grant of \$99,000 (September 1, 2014 - August 31, 2017)
- ucalgarycares Indigenous leadership and engagement program: SU Quality Money Grant of \$57,186 (August 31, 2014 - August 31, 2017)
- ucalgarycares diversifying participation in experiential learning bursary program: SU Quality Money Grant of \$42,750 (July 2015 to August 2018)

- Indigenous Strategy ceremonial transfer: name and cultural symbols (June 21, 2017)
- Campfire Chats, co-organized with University Relations (June 21, 2017)

Program enhancements

- Administered survey of current and former ASAP students and evaluated responses
- LYNX annual report completed (March 2017)
- Hosted lunch-and-learn events and diversity in the workplace panel
- Hosted stakeholder meeting with student panel
- Improved and enhanced Orbis and launch resume book
- Improved the Indigenous Relations Leadership Training Program:
 - 141 participants
 - Migrated all readings online
 - Developed D2L site for students and instructors
 - Redesigned Indigenous knowledge course to provide interactive cultural experience
 - Recruited new facilitators for Northern circumpolar, historical overview, and current issues modules

Special events

- Hosted Graduation Banquet and Pow-wow (June 11, 2017): 800 attendees, 128 Indigenous graduates

- “Blackfoot Skies” Campfire Chats (June 21, 2017)

Student services

- Developed advising training partnership with student success centre advisors
- Worked with admissions office on improvements to self-identification process
- Worked with awards office of selection process and self-identification for award applicants

Student/volunteer communication

- Created volunteer training program
- Streamlined monthly student newsletter
- Created TNC Facebook page (300+ followers)
- Created opportunities for online event registration

GRANTS OR FUNDING:

- NAPI Program: funding from seven corporate sponsors
- LYNX Program: funding from three corporate sponsors
- Annual Graduation Banquet and Pow-wow: funding from 13 corporate sponsors
- ASSERT Program: SU Quality Money funding
- International Relations Leadership Training program: funding from ATCO Group

The Native Centre

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

GOALS FOR 2016/17:

- Indigenous Strategy: continue to support and contribute to the development of an Indigenous Strategy
- Staff: review and update job descriptions for all staff

- Fund Development: work with Development on sponsorship requests and renewals
- Program Enhancements: continually work to improve and enhance TNC Programs
- Student Services: work to improve the overall student experience with advising and one-on-one services
- Student/volunteer communication: improve volunteer registration process and experience

KEY ACHIEVEMENTS:

Indigenous Strategy:

- Gathering Stories, Inner City Dialogue – October 5, 2016
- Gathering Stories, Full Circle Campus Stakeholder Dialogue – November 4, 2016
- Traditional Knowledge Keepers Dialogue – November 18, 2016

Student Conduct Office

The Student Conduct Office is responsible for investigation, adjudication and decision making related to alleged violations of the Student Non-Academic Misconduct Policy, as well as harassment policy violations that involve students. The office focuses on the education and development of individual students, as well as the protection of community standards. It provides a centralized and consistent response to matters of non-academic student misconduct with a focus on procedural fairness and education. The Student Conduct Office also plays a significant role in training and educating the campus community on student rights and responsibilities and coordinates bystander intervention training.

GOALS FOR 2016/17:

- Continue outreach efforts to engage and inform the university community on issues relating to student conduct

- Develop an initiative to engage and inform students on issues relating to online presence and use/misuse of online spaces
- Develop a network to support community services as an on-going sanction option

KEY ACHIEVEMENTS:

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

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. The SSC achieves this through collaboration, research and community involvement. The SSC focuses on three distinct areas: academic advising, learning and writing support to provide tailored learning assistance and advising programs, and no-cost one-on-one services for all undergraduate and graduate students. The SSC also plays a key role in supporting several advising initiatives across campus.

GOALS FOR 2016/17:

- Enhance the Indigenous student experience through the development of collaborative program initiatives
- Support the implementation of the Campus Mental Health Strategy by expanding the Thrive Priority Support Network and integrating themes of wellbeing and help-seeking into our current academic support programming
- Contribute to a fair and just campus for students by providing academic support services to diverse student populations and further implementing academic integrity education
- Enhance communication of the UCalgary student journey and experience through the development of a help-seeking video series and participation in the promotion of advising services to incoming students at the You at UCalgary event
- Support the development of SSC staff and advising staff through professional development opportunities related to the Indigenous Strategy, the Campus Mental Health Strategy and the theme of a fair and just campus

KEY ACHIEVEMENTS:

- Launched drop-in writing support services, open studies workshops and success seminars in the Native Centre to increase access to academic support services for Indigenous students
- Collaborated with the Native Centre and Wellness to offer workshops for advisors and SSC staff on the Indigenous student experience and the Campus Mental Health Strategy
- Integrated stress mindset and fixed versus growth mindset curriculum into My First Six Weeks and the Academic

- Turnaround Program for more than 700 students
- Scholars programs collaborated with Wellness to offer workshops on life balance and self-compassion to our high-achieving student groups
 - Promoted Thrive Priority Support Network in more than 70 meetings with faculty and information sessions in the Faculty of Kinesiology, Werklund School of Education, Schulich School of Engineering, Faculty of Social Work, Haskayne School of Business, Faculty of Science and Taylor Institute of Teaching and Learning
 - Collaborated with Enrolment Services to support the development and delivery of advising and registration programming at the You at UCalgary event
 - Developed and piloted two online academic integrity modules within a number of Arts courses as part of a collaborative project between Writing Support Services, Student Success Centre, Libraries and Cultural Resources and the Faculty of Arts
 - Collaborated with Haskayne and Dinos Athletics to expand math tutoring services
 - Established a working group to build stronger connections between Dinos Athletics and faculties, to foster a more positive student experience for Dinos athletes
 - Expanded international students' participation in SSC programming by increasing RWRD program capacity and access writing support services

GRANTS OR FUNDING:

- Scholars Academy: received funding from multiple private and corporate donors
- Math Tutor Program: received an SU Quality Money Grant
- Academic Integrity Project: received a Teaching and Learning Grant

STAFF AWARDS AND RECOGNITION:

- Deirdre Mooney completed a MEd Adult Learning & Higher Education (June 2017)
- Lesley Gerein, Long Service Award – 15 Years

SUCCESS BY THE NUMBERS:

Scholarships and Awards	2016-2017	
	# of Events	# of Attendees
Academic support appointments		2,095
Academic Turnaround workshops	17	536
Dinos academic support appointments		276
Dinos academic support workshops	5	104
Dinos weekly seminars	13	25
First Year Scholars launch	1	245
First Year Scholars workshops	27	377
Grad coaching appointments		37
Graduate support workshops	15	77
My First Six Weeks day	18	1211
Peer Assisted Study Sessions (PASS)	40 weekly (approx.)	6,937
RWRD (int'l support) participants		287
RWRD (int'l support) conversation sessions	110	549
Scholars Academy participants		58
Scholars Academy retreat	2	67
Scholars Academy major scholarship winners		2
STEPS weekly seminars	15 sections	404
Success seminars	49	351
Thrive Priority Support Network appointments		166
W2RAP Up	2	518
Academic Advising	2016-2017	
	# of Events	# of Attendees
Choosing a major appointments		462
Choosing a major peer appointments		163
Open studies appointments		407
Math Support (Funded by SU Quality Money)	2016-2017	
	# of Events	# of Attendees
Dinos drop-in math appointments (funded by Athletics)		536
Haskayne drop-in (funded by Haskayne)		545
Residence drop-in (funded by Residence)		71
SSC math appointments		1,430
Third timer program for math and stats		73
TFDL drop-in		536
Writing Support Services	2016-2017	
	# of Events	# of Attendees
Academic integrity workshops	34	389
Dinos writing support appointments (funded by Athletics)		102
Grad Success Week (w/ Academic Support)	20	385
Faculty requested workshops and information sessions	61	
TFDL and residence drop-in appointments		818
Writing at the graduate level workshops	12	168
Writing support appointments		4,481
Writing workshops (undergraduate)	10	82



Student Wellness, Access and Support

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

OVERARCHING GOALS FOR 2016/17:

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

KEY ACHIEVEMENTS:

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

STAFF AWARDS AND RECOGNITION:

- Debbie Bruckner, Provost's Star Award

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

GOALS FOR 2016/17:

- Promote a fair and just campus
- Build a religiously pluralistic campus culture
- Improve assessment

KEY ACHIEVEMENTS:

- Launched the FSC's first Continuing Eduaction course: BMC 362 - "Building Religious & Cultural Inclusion in the Workplace"
- Welcomed several new chaplains/representatives from the Muslim (Shia), Christian (Orthodox), Sikh, and Baha'i communities

- Earned a National Association of Student Personnel Administrators (NASPA) Outstanding Spiritual Initiative Award for the Kaleidoscope project, for demonstrating a significant impact on campus by promoting spiritual and religious growth and learning among students
- Launched an Interreligious Student Alliance – bringing together members of the Student Union and the faith-based clubs on campus to work together and build solidarity and understanding
- Saw more than 2,000 visits to our centre, spaces, and programs every week

STAFF AWARDS AND RECOGNITION:

- The Kaleidoscope Project earned NASPA's Outstanding Spiritual Initiative Award for demonstrating a significant impact on campus by promoting spiritual and religious growth and learning among students

Student Accessibility Services

Student Accessibility Services (SAS) works collaboratively and innovatively with the campus community to create an accessible, equitable and supportive learning and living environment to enhance each student's academic and personal development. They offer the following services: academic accommodations advising, campus accessibility advising, coordination of assistive services for students with disabilities, arranging disability-related funding for students, administering exam accommodations, running the Accessible Testing Centre, helping students identify and acquire appropriate assistive devices/technology, and running the Nat Christie Adaptive Technology Centre.

GOALS FOR 2016/17:

- Provide academic accommodations and related supports to students with disabilities
- Continue to develop a technology ever-greening plan for technology at the Exam Centre

KEY ACHIEVEMENTS:

- Registered 1,979 students to receive specialized support and accommodations
- Arranged and supervised 14,505 accommodated exams
- Provided more than 10,000 hours of note-taking supports to undergraduate student with disabilities
- Trained 156 students on the use of various assistive technologies
- Hosted a transition/information evening for prospective students with disabilities and their families
- Improved quality of exam writing experience for students writing accommodated exams by upgrading computer monitors and expanding access to ergonomic furniture (ie. adjustable desks and ergonomic chairs)

Student Wellness Services

Located in the SU Wellness Centre, Student Wellness Services works collaboratively to create a campus environment where students, faculty and staff feel empowered to support each other and participate in maintaining their own health and wellbeing. Everyone has a role to play in creating a healthy campus community. Using a student-centered approach, they offer comprehensive, holistic and accessible programs and services to foster all dimensions of wellness. This includes health services, counselling, access to the Faith and Spirituality Centre, and various events and programs.

GOALS FOR 2016/17:

Reviewing service models for increased capacity

- Adopt new model of mental health services
- Expand peer support options
- Review services and initiatives for Indigenous students
- Enhance referral pathways

Supporting policy work

- Implement campus mental health strategy
- Establish committee and begin regional work for Post-secondary Educational Collaborative: Alcohol Harms (PEP-AH)
- Support development of sexual violence strategy

Collaborating between units and with community

- Establish productive relationships with key campus partners and develop relationships with external resources to support student wellness

KEY ACHIEVEMENTS:

Reviewing service models for increased capacity

- A full review of counselling services led to a new mental health services model, modeled on established stepped care practices. This model is referred to as "coordinated care" and aims to ensure that a student is served in a coordinated and responsive manner. Students seeking support complete an initial assessment session with a staff member to discuss primary concerns and relevant supports. Students are then matched to relevant groups, online materials, peer support, problem solving sessions, or short term counselling, with multiple assessment points. Key features of coordinated care:
 - For many student concerns, group support is an effective intervention. We offer groups such as anxiety management, roots of resiliency, and mindfulness.

- Workshops and seminars are offered throughout the year, and students can access wellness online resources at any time through the D2L learning platform. Wellness online modules are developed and updated internally by staff.
- Students who require clinical mental health assessments or specialized, long term care are supported during their transition to services with community partners.
- Social workers and psychologists are embedded in the Student Success Centre, Foothills Campus (for medical, veterinary medicine and health sciences students), Career Service and Residence Services, as well as in the Student Ombuds area.
- The Flourishing Peer Support Program was established with a pilot program in the departments of history and philosophy.
- Man Up for Mental Health began offering evening peer support.
- The Campus Community Hub was opened in March 2017 and is a space for students, staff, and faculty to engage in wellness activities and social connectedness. Staffed by the Health Promotion team, the goal is to establish the Hub as a place for social engagement and non-clinical health and community awareness. The Hub runs regular events and offers opportunities to provide support and a peer presence encouraging student engagement, positioning the space as a centre for non-academic learning about flourishing on campus.
- PEP-AH Advisory Committee was established with three members from Student Wellness Services. A Western Symposium was hosted in March 2017. Students had a role in introducing speakers, leading table discussions and acting as general hosts. There was a mixture of research presented as well as the opportunity to work toward goals and consider successes and challenges.
- Inter-disciplinary teams with student support advisors were established, including initial discussions and planning with the Faith & Spirituality Centre and the Native Centre on projects supporting understanding of Indigenous culture.
- A project was established with Counselling, Case Management and Health Services to begin working on a common referral form and consultation opportunities.
- Health Services added a full time registered nurse position to support physicians and psychiatrists in the clinic. Some of the responsibilities of this role include:
 - Increased communication within Health Services regarding mental health programming
 - Consultation with Physicians and Psychiatry regarding patient management
 - Case management of psychiatry patients
 - Assistance with student deferrals
 - Liaising with Counselling, Student Support Advisors and Student at Risk Team
 - Emergency triage support for students presenting in crisis

- General case management, including: facilitating connecting students with community resources; medication follow up and management for students by Mental Health Nurse; and assistance with external mental health referrals and supporting students with referral pathway/system navigation.
- Connecting with the campus community to provide education and support for the fentanyl crisis and the take home naloxone program.
- In addition to the Mental Health Nurse position, an additional psychiatrist was brought on one day per week to assist with the increased demand for psychiatric appointments.

Supporting policy work

- Campus Mental Health Strategy: The University of Calgary’s 2016 Mental Health Strategy identified six strategic focus areas and 28 key recommendations. Organization of a formal strategy implementation committee, working sub-committees and the ongoing development of processes are in place to ensure that relevant campus policies and processes are supportive of mental health on campus. The one year anniversary of the strategy, in March of 2017, announced full or partial progress on 26 of the 28 recommendations. One of the first tasks this committee completed was to prioritize the 28 recommendations into short (one year), medium (three years), and long-term (five years) goals using a group facilitated exercise. Through this process, a set of recommendations were identified as early priorities and are currently being worked on by the implementation committee and subcommittees. The membership of the implementation committee includes representatives from wellness, faculties, teaching and learning, communications, researchers and the student community.

Student Wellness Services has been evaluating all of our health promotion and direct service initiatives since 2013. The results of these evaluation processes have informed the development of programming and prompted the facilitation of focus groups with students. The Mental Health Strategy Advisory Implementation Committee Evaluation Subcommittee hired summer students in 2017 to undertake a scoping study on the current state of evaluation practices in student programming. A broad group of campus stakeholders were interviewed about their current knowledge and comfort implementing evaluation best practices, and participant feedback was gathered on opportunities for further guidance and resources. In addition to measuring program outcomes, this evaluation subcommittee will also be examining ways to measure student mental health, including innovative measures of social connectedness and resiliency, and program outcomes at the university level. These methods will supplement the National College Health Assessment (NCHA) data that is already being implemented at the University of Calgary.

- Indigenous Strategy: The leadership team reviewed relevant recommendations from the Truth and Reconciliation Calls to Action Report 2015. Two staff attended one of the “gathering stories” community engagement dialogues.
- Sexual Violence Policy: Contributions were made to the website, resources, and advocate job profile. Calgary Communities Against Sexual Abuse training was available for student support advisors and student at risk team members. The Associate Director, Counselling chaired the survivor subcommittee.

Collaboration between units and with community

- Launched 24-hour mental health support to provide after-hours care. Any student can access 24/7 mental health support at the SU Wellness Centre. When one calls the Wellness Centre after hours, one has the option to speak with a crisis counsellor from the Wood’s Homes Community Resource Team, or a highly trained volunteer at the Distress Centre (available in over 200 languages). This assistance is also available to the families of students.
- The revised “Responding to Students in Distress” folder was launched, which was adapted by Staff Wellness to create “Assisting Colleagues in Distress.”
- The Healthy Campus Alberta community of practice continues to flourish and expand. The Senior Director sits on the design team, which has been very active building a dynamic and engaged community. Through connections that the facilitator made during a session supporting the UCalgary Indigenous Strategy, Indigenous colleges are engaging and have a representative on the design team. We have also begun moving toward a new structure, with sponsorship from CMHA Alberta to support the independence of the COP and garner increased resources. Healthy Campus Alberta, in collaboration with the university, hosted the 2017 annual Wellness Summit on Building Resilient Communities. Announced at the Summit was the commitment of Advanced Education to supporting mental health and additions on provincial post-secondary campuses.
- Alberta universities, in collaboration with Advanced Education, have developed a common mental health and addictions framework and metrics. Preliminary provincial metrics are established, which the University of Calgary meets and exceeds. This provincial work was highlighted at the the national CACUSS conference this year.
- We continue to collaborate with Staff Wellness and the Student Union to provide a mass influenza clinic for the campus community. This will be the third year in succession the influenza clinic will be held. This year, we reached our goal of establishing on-going funding for clinic operations and space in MacEwan Student Centre where the clinic has been and will continue to be held in the future.
- The Faculty of Veterinary Medicine vaccination program was piloted during the 2016/2017 academic year.

Supporting Student Accessibility to Services

- Reception staff are fully cross trained in booking processes and procedures for medical and counselling appointments to increase student access to wellness services.
- In spring 2017, a new call centre will provide quicker and more reliable phone service. New technology will allow two additional phone lines for access to counselling services. There will be less offline time, and call flows can be managed to optimize callers’ accessibility to all services.
- Communication within Health Services regarding mental health programming increased.
- Consultation took place with Physicians and Psychiatry regarding patient management.
- Case management of psychiatry patients was provided.
- Assistance was provided for student deferrals.

GRANTS OR FUNDING:

- Student mental health and addictions programming: received funding from Alberta Health Services
- UCalgaryStrong: received a private donation
- Movember: received a grant through Dr. Keith Dobson, Department of Psychology
- Student Medical Response Team: received SU Quality Money funding
- National College Health Assessment Project: received funding through SU Quality Money and Alberta Health Services

STAFF AWARDS AND RECOGNITION:

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

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 2016/17:

- Support the Mental Health Strategy by providing formal and informal peer support
- Engage students in programming and activities to enhance and strengthen their holistic experience on campus
- Empower students to challenge negative stereotypes and myths about sexual violence through the Ask First: Sexual Assault Prevention Project
- Engage students in conversations to have a greater awareness of their own worldview and biases and have the confidence to engage others in dialogue about inclusivity

KEY ACHIEVEMENTS:

Visitors to the WRC

- 6,900 visitors (about 38 per day): 90% undergraduate students, 3% graduate students, 2% alumni, 2% faculty, and 3% staff

Peer support

- 135 peer support inquiries (in-person, email, phone)
- The number of one-on-one peer support requests has seen an increase of 20% since the 2015-2016 academic year. Informal group peer support has occurred regularly during casual conversations about the weekly table topics, weekly knitting circle and “Ask Amy,” a journaling peer support inspired by the SES Holiday Amaryllis Competition.
- 25 experienced peer helpers and four staff received an additional three-hour training to better support survivors of sexual assault.

Ask First: Sexual Assault Prevention Project – Creating a Culture of Consent

- Guinness World Record attempt to play the largest game of Red Light/Green Light: 1,400 participants
- 2-day Ask First Symposium: 32 presenters, 120 attendees
- Consent & Christianity: 25 attendees
- “Audrie and Daisy” Film Screening and Discussion: 35 attendees
- Porn Sex vs. Sex IRL: 85 attendees
- 2 Sessions by Karen B.K. Chan: 60 attendees
- Sexual Pursuit: Test Your Sex IQ: 80 attendees

Outreach

- Going around the campus with a mobile cart to raise awareness on mental health issues, gender based violence, and sexual and gender wellness: 16 days; 600 students reached
- 5 classroom presentations to promote services and programming at the WRC: 350 students reached
- Consent & Christianity: 25 attendees
- “Audrie and Daisy” Film Screening and Discussion: 35 attendees

Workshops and events:

- 72 events held
- 4,300 attendees

Major events:

- UFlourish Week: 5 events hosted
- Diversity Week: 3 events hosted
- Sexual and Gender Wellness Week: four events hosted
- December 6th Ceremony and Panel Discussion: 145 attendees
- December 6th Memorial Candle Making: 60 participants
- 16 Days of Activism Against Gender Violence Campaign: five events/activities and 190 attendees
- Women Leaders Speaker Series: six speakers/events and 260 attendees
- International Women's Day Spoken Words Event at the Genesis Centre: 70 participants
- Annual Women's Leadership Conference & WRC Awards Ceremony: 130 attendees (award winners were 2017 Distinguished Alumna Charlene Butler, 2017 Distinguished Graduate Student Eliana El Khoury, 2017 Distinguished Undergraduate Student Chrystal Campbell, and the 2017 Sheila O'Brien Award for Excellence in Leadership recipient Lorna B.)
- 5th Annual Benefit Production of Eve Ensler's The Vagina Monologues: 400 attendees and 22 cast members
- Who Needs Feminism Campaign: five photo booths and 200 participants
- Create a Dreamcatcher workshop: 40 attendees
- Craft event at the Family Housing: 50 attendees
- TED & Tea: 4 sessions, 110 attendees
- Stitch n' Bitch (weekly event): 25 sessions and 270 participants

Peer Helper Program

- Active peer helpers: 77
- Volunteer hours: 5,600 (based on VolunteerImpact entries)

- Training: five mandatory and 29 optional training
- Impact (assessment by Peer Helper Suvey, April 2017):
 - 89% of peer helpers indicate that their holistic experience on campus has been enhanced and strengthened
 - 96% of peer helpers indicate that as a result of their involvement at the WRC, they are more engaged in the campus community and feel that they are part of a community
 - 85% of peer helpers indicate that they have made contact that have helped them in their personal life at the WRC
 - 99% of peer helpers recommend the WRC to others who are looking for volunteer opportunities
 - 75% of peer helpers indicate that their impression of their leadership potential has changed as a result of their involvement at the WRC
 - 96% of peer helpers say they are more aware of diversity and respect difference regarding race, culture gender, sexual orientation, religion, physical ability, age and appearance

GRANTS OR FUNDING:

- Women's Leadership Conference: received GSA Quality Money funding (2016 - 2018)
- Women's Leadership Program: received SU Quality Money funding (until June 2018)
- Sexual Assault Prevention Project - Creating a Culture of Consent: received SU Quality Money funding (2015 - 2018)

STAFF AWARDS AND RECOGNITION:

- Nanako Furuyama, honourable mention for the 2016 On Campus Arts Co-op Employer of the Year (Faculty of Arts Co-op Awards)



Marketing & 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 2016/17:

- Develop online systems to make it easier for prospective students to answer their top questions, particularly those regarding programs, entrance requirements, and cost
- Improve processes for communicating to current students through email
- Continue to refine recruitment materials to better target specific audiences, especially international students
- Improve the consistency and quality of SES marketing and communications materials by working to ensure they are produced by the Marketing and Communications team
- Provide quality services to all SES units

KEY ACHIEVEMENTS:

- Launched 104 unique undergraduate program pages for prospective students, each with descriptions, possible careers, student or alumni quotes, and program highlights
- Created information sheets for undergraduate programs
- Created recruitment materials tailored to international students in each country visited by UCalgary recruitment advisors
- Developed and launched admissions requirements widget to help prospective students understand the entrance requirements for their program of choice

- Consolidated the websites for awards, student finances, enrolment services, and the Office of the Registrar
- Redesigned the student awards landing page to be more inviting and less intimidating to students
- Developed a custom cost calculator to help prospective students understand the cost of their education.
- 1,327 requests submitted to the team, consisting of 958 web-related request and 369 other requests (communication plans, creative design, event promotion, etc.)

AWARDS AND RECOGNITION:

Canadian Council for Advancement and Support of Education (CASE VIII)

- Bronze award for viewbooks and prospective student publications

MarCom Awards

- Gold award for recruitment publications (University of Calgary 2016 suite of undergraduate recruitment materials)
- Platinum award for undergraduate viewbook (University of Calgary 2016 viewbook)

Hermes Creative Awards

- Honourable mention - brochure (University of Calgary walking tour)

Communicator Awards

- Silver award of distinction for brochure - educational (University of Calgary 2015 walking tour)
- Silver award of distinction for marketing/promo - design (University of Calgary 2016 admission package)
- Silver award of distinction for marketing/promo - other (University of Calgary 2016 admission package)

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.

KEY ACHIEVEMENTS:

- Actively participated on committees (University of Calgary Advisory Network, United Way, Sexual Harassment and Sexual Violence Implementation Committee, Integrated Advising sessions)
- Enhanced campus-wide awareness of the Student Ombuds Office
- Presented to staff and faculty groups on the function and role of the Student Ombuds office, including presentations of Student Ombuds Office Annual Report

OVERARCHING GOALS FOR 2016/17:

- Create a business continuity plan and training manual
- Create a new student feedback questionnaire
- Continue to build awareness of the Ombuds Office on campus

Our SES team

Office of the Vice-Provost (Student Experience)

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Vice-Provost (Student Experience)

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Executive Assistant

Office of the Registrar

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Claudia Barrett
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Garrett Beatty/Devika Pandey
Employer Relations Specialist

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Liliana Gonzalez
International Career Development Specialist

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Brianna Huene
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Nicolle Hans
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International Student Advisor

Kirsty Gruber
International Student Support Advisor

Mayda Borbely
International Student Programs Assistant

LEADERSHIP AND STUDENT ENGAGEMENT

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Emily Coulter
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Travis Dickie
Marketing and Communications Coordinator

Carlle Necker
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Gareth McVicar
Manager, Student Leadership Development

Victoria Hirsche
Coordinator, Leadership and Training Programs

Teri Jones
Coordinator, Orientation and First Year Experience

Shirin Merchant
Office and Accounts Assistant

Alanna Wiercinski
Interim Coordinator, Orientation and First-Year Experience

Alycia Lauzon
Coordinator, Service Learning

Kirsten McGowan
Student Life Coordinator, International

Xing Zhu
Administrative Assistant

NATIVE CENTRE

Shawna Cunningham
Director

Cheryle Chagnon Grey-Eyes
Administrative Coordinator

Mallaina Friedle
NAPI Program Coordinator

Keeta Gladue
Program Advisor (Success and Engagement)

Cate Hanington
Program Coordinator (Aboriginal Student Access)

Jennifer Ksionzena
LYNX Project Manager

OFFICE OF STUDENT CONDUCT

Troy Brooks

Manager, Student Conduct

STUDENT SUCCESS CENTRE

Christine Barr
Administrative Coordinator

Vacant Manager
Learning Support Programs

Jessica Cohen
Coordinator, Scholars Programs

Lesley Gerein
Senior Specialist, Academic Advising on leave

Asher Ghaffar
Coordinator, Writing Support Services

Carina Huggins
ADS, student athletes

Kaliopi Kollias
ADS, Academic Turnaround Program lead

Callie Lathem
SSC Program Assistant

Clinton Loo
Math Coordinator

Steve Mason
Coordinator, Academic Advising (interim)

Jolene Maude
Academic Advisor, Prospective Students

Caillie Mutterback
Scholars Academy Program Assistant

Glenn Norrie
Systems

Paul Papin
ADS, graduate students

Jennifer Parsons
ADS, International

Roxanne Ross
Director Student Success Centre

Julie Stewart
ADS, Thrive Coordinator

Dina Taher
ADS, student athletes

Alison McIntosh
Thrive Research Assistant

Deirdre Mooney
Academic Advisor, Open Studies/Prospective students

Student Wellness, Access and Support

Debbie Bruckner
Senior Director, Student Wellness, Access and Support

FAITH AND SPIRITUALITY CENTRE

Adriana Tulissi
Manager

Elyse Brazel
Education Coordinator

Jessica Burke
Program Coordinator

Seth Erais
Kaleidoscope Project Coordinator

Naveid Dar
Program Assistant

Sandra Brask
Baha'i Representative

Roy Darcus
Chaplain/Anglican

Minh O.P. Doan
Chaplain/Catholic

Kelly Johnson
Chaplain/Pentecostal

Tim Nethercott
Chaplain/United/Presbyterian

Pearl Nieuwenhus
Chaplain/Christian Reformed

Margaret Propp
Chaplain/Lutheran

Fayaz Tilly
Chaplain/Muslim

Jef Tsui
Chaplain/Baptist

Paul Verhoef
Chaplain/Christian Reformed

Harleen Kaur Virk
Sikh Student Representative

Vishavdeep Singh Warring
Sikh Student Representative

Hadi Hassan
Muslim (Shia) Chaplain

Peter Rougas
Christian Chaplain

STUDENT ACCESSIBILITY SERVICES

Lisa Banash
Access Advisor

Rob Blake
Assistive Services Advisor

Mary Cole
Access Advisor

Selena Greenough
Administrative Assistant

Brenda McDermott
Exam Supervisor

Nicole Montford
Exam Administrator

Hilary Neatby
Exam Administrator

Jacqueline Smith
Access Advisor

Judy Smith
Administrative Coordinator

Johanne Tottle
Director

75 casual staff who provide note taking, proctoring, and educational assistance

STUDENT WELLNESS SERVICES

Ahmed Ali
Student Support Advisor

Shawna Bava
Manager, Student Support

Debbie Bruckner
Senior Director, Student Wellness, Access & Support

Georgia Carstensen
Manager, Health Promotion and Outreach

Dr. Judy Chew
Senior Counsellor

Michelle Churchill
Team Lead, Reception

Dr. Anna-Lisa Ciccocioppo
Counsellor

Jan Crook
Associate Director, Counselling

Katherine Denslow
Co-op student

Roxanne Gardener
Licensed Practical Nurse

Nilufer Hasanova
Registered Nurse

Linda Hastie
Nurse Manager
Jennie Hayward
Reception

Courtney Hunt
Program Assistant

Dr. Priya Kharat
Counsellor

Johanna Kischkel
Reception

Alex Klassen
Student Support Advisor

Susan Koehler
Licensed Practical Nurse

Erin Kordich
Student Support Advisor

Peta Laing
Licensed Practical Nurse

Dr. Ann Laverty
Senior Counsellor

Kailey Lewis
Marketing and Communications Advisor

Mandy Little
Community Training Coordinator

Chantel Michelitis
Reception

Kome Odoko
Student Support Advisor

Susan Perry
Administrative Manager

Kimberly Rollo
Reception

Dr. Lara Schultz
Counsellor

Hilary Schweitzer
Registered Nurse

Danielle Stewart-Smith
Healthy Campus Alberta Coordinator

Dr. Jennifer Thannhauser
Counsellor

Russell Thomson
Health Promotion Coordinator

Jeff Vander Werf
Counsellor

Tricia Wilson
Licensed Practical Nurse

Sarah Yoo,
Registered Nurse

Bonny Peng
Counsellor

Contractors: 4 Chiropractors, 1 Dietitian, 6 Massage therapists, 17 Physicians, 1 Psychiatrist

WOMEN'S RESOURCE CENTRE

Nanako Furuyama
Coordinator

Haley Anderson
Program Assistant

Ashley Morrison
Ask First Project Assistant

Dianne Honorio
Project Assisant/Co-operative Education Program

Alana Augart
Project Assistant/Co-operative Education Program

Student Ombuds Office

Kevin Wiens
Ombuds

Marketing and Communications

Melissa Lackey
Director

Casey Blais
Marketing and Communication Advisor

Randal Cacayuran
Web and Marketing Assistant

Justina Contenti
Marketing and Communication Advisor

Audrey Delamont
Graphic Designer/Web Developer

David Melchin
Graphic Designer/Web Developer

Shakera Swizdaryk
Web Communication Specialist

Stephanie Talbot
Marketing and Communication Advisor



**Office of the Vice-Provost
(Student Experience)**

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