



UNIVERSITY OF  
CALGARY

# Student and Enrolment Services

ANNUAL REPORT 2017-2018



# Table of Contents

<b>Message from the Vice-Provost (Student Experience)</b>	<b>5</b>
<b>Office of the Registrar</b>	<b>6</b>
Enrolment Services	7
Admissions and Recruitment	9
Systems and Reporting	11
<b>Student Services</b>	<b>14</b>
Career Services	15
International Student Services	16
Leadership and Student Engagement	16
Native Centre	18
Student Success Centre	19
Student Conduct Office	21
<b>Student Wellness, Access and Support</b>	<b>22</b>
Faith and Spirituality Centre	23
Student Accessibility Services	23
Student Wellness Services	24
Women's Resource Centre	26
<b>Student Ombuds Office</b>	<b>28</b>
<b>Marketing and Communications</b>	<b>29</b>
<b>Committee, board and working group participation</b>	<b>30</b>
<b>SES staff directory</b>	<b>32</b>







**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.



## Overarching goals for 2017/2018

- Implement 9.2 Campus Solutions and phase 4 of Academic Advisement
- Review admission policy for Indigenous students
- Enhance student communication with a focus on admission messaging (website, Student Centre and print)
- Review and revise admission systems to simplify processes, remove redundant customizations and enhance service for students
- Expand the Financial Literacy Program to international and graduate students and align award resources to balance between student needs and strategic priorities
- Develop international enrolment modelling and planning tools
- Implement the RO Service Values and develop a new frontline service model for Enrolment Services that aligns online and face-to-face interactions

## 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 2017/18

- Implement phase 2 of the Financial Literacy Program, creating a student ambassador strategy for Money Smart and increasing international and graduate student engagement
- Improve the service experience for students through increased notification and communication via PeopleSoft and implementation of a new call centre and mobile queuing system
- Align awards and scholarships with conversion and retention activities and improve the timing for making scholarship offers (includes communicating with faculty and revising the application system to expedite decision making to align with student cycle)

### BY THE NUMBERS

Scholarships and Awards	2017-2018		2016-2017	
	Number	Funding	Number	Funding
New awards established	71	\$718,400	85	\$692,500
University of Calgary funds	6,266	\$17,157,238	5,766	\$16,651,690
<i>Entrance</i>	1,240	\$4,400,441	1,440	\$4,373,496
<i>Continuing</i>	5,026	\$12,756,797	4,362	\$12,278,194
Alberta scholarship program	6,145	\$9,792,000	7,083	\$12,129,600
External scholarship funds	-	-	501	\$1,152,310
Presentations and workshops	18	-	168	-
Email responses	3,479	-	3,171	-



Inquiries	2017-2018	2016-2017
In-person (QLess customers)	29,856	22,575
Phones - incoming	33,211	41,257
Phones - answered	26,446	32,641
Reception	4,976	7,783
Mail	693	1,181
Drop box	2,396	1,902
Email	4,252	4,101
Fee payments (cashiering)	6,442	4,593
Open Studies admitted students	-	2,712
Exchange applications	-	520
Duplicate ID corrections	36	51

Types of inquiries (phones & QLess)	2017-2018	2016-2017
Fee payment and inquiry	8,850	5,414
Transcript request	5,327	4,619
Proof of enrolment	4,960	2,929
Registration inquiry	6,095	4,642
Financial aid inquiry	5,259	4,761
Awards	1,358	-
Convocation	536	-
Referrals	1,621	-
Exams	955	-
Other/general	13,288	-
No code (phones)	8,053	-
<b>Total</b>	<b>56,302</b>	<b>-</b>

Financial Aid	2017-2018		2016-2017	
	Students/contacts	Funding	Students/contacts	Funding
Student loan processing	11,337	\$148,105,503	10,597	\$132,486,887
Emergency loans	24	-	-	-
Incoming emails	4,088	-	3,144	-
Presentations/workshops	35	-	32	-

Grades and Exams	2017-2018	2016-2017
Transcripts requests completed	22,223	23,816
Deferred exams (# of students)	1,080	1,077
<i>Summer</i>	29	-
<i>Fall</i>	509	-
<i>Winter</i>	442	-
<i>Spring</i>	100	-
Deferred exams (# of requests)	1,471	615
<i>Summer</i>	33	-
<i>Fall</i>	700	-
<i>Winter</i>	619	-
<i>Spring</i>	119	-
Student conduct notations	31	64
Grade changes	3,986	3,778
Registration exemptions	376	516
External exams (# of students)	-	1,562
External exams (# of exams)	-	134
Education verifications	627	-
Phone calls	1,140	-
Email responses	3,536	3,900

Convocation	2017-2018	2016-2017
Students who applied to graduate	7,261	7,468
Students who graduated	7,004	7,300
Students who submitted attendance notification (or walk-on)	6,194	6,489
Students who attended convocation	4,545	4,794
Volunteers	535	487
Phone calls	1,202	2,396
Emails	8,419	10,916
Unclaimed parchments	638	781

## Admissions and Recruitment

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.

### GOALS FOR 2017/18

#### Student security access

- Continue, with faculties, to convert staff to new rolesets to ensure appropriate and efficient provisioning of access

#### Reporting

- Continue to enhance self-serve reporting through training of team members, the creation of additional reports and working with faculties to communicate reports and training
- Create and work with the reporting working group to analyze current

reports, create new standardized reports with training documents and cull reports (3-year project)

- Ensure submission of government reports are made on time and ad-hoc reporting needs from the enrolment services community are responded to in a timely manner

#### Enrolment management

- Revise enrolment target models to include analysis of international student and a long-term planning (includes data-driven admission averages to ensure we are setting averages appropriately to improve conversion)

### BY THE NUMBERS - ADMISSIONS

Overall fall admissions	Fall 2017	Fall 2018	Change
Applicants	17,917	19,618	9%
1 <sup>st</sup> and 2 <sup>nd</sup> choice applications	33,180	35,686	7%
Offers made on or before May 1 <sup>st</sup>	8,678	12,318	30%
International tuition residency	Fall 2017	Fall 2018	Change
Applicants	3,022	4,279	29%
1 <sup>st</sup> and 2 <sup>nd</sup> choice applications	5,225	7,161	27%
Offers made on or before May 1 <sup>st</sup>	1,072	1,915	44%
Indigenous	Fall 2017	Fall 2018	Change
Applicants	468	513	9%
1 <sup>st</sup> and 2 <sup>nd</sup> choice applications	856	918	7%
Offers made on or before May 1 <sup>st</sup>	186	255	27%

Winter, spring and summer admissions	2017	2018	Change
Applicants	796	849	6%
Offers made	349	379	8%
Acceptances	287	314	9%

Overall Open Studies	2016-2017	2017-2018	Change
Applicants	3,979	4,336	8%
Offers made	3,297	3,522	6%
Acceptances	3,289	3,515	6%

Transfer credit posted	2016-2017	2017-2018	Change
Total	83,441	91,379	9%

Admission documents processed	2016-2017	2017-2018	Change
Total	154,180	170,945	10%

Applications for current UC students	2016-2017	2017-2018	Change
Letters of permission	1,997	2,767	28%
Outgoing exchange	350	385	9%
Change of program	2078	2063	-1%

Advising	2016-2017	2017-2018	Change
Phone calls	26759	26656	0%
Email admission change request	1240	2860	57%
Acceptances	3289	3515	6%

## BY THE NUMBERS - RECRUITMENT

Domestic recruitment	School visits	Fairs
Calgary high schools	66	1
Calgary community groups	20	3
Alberta	43	2
ELAA	N/A	139
British Columbia	133	23
Saskatchewan	26	6
Manitoba	3	7
Ontario	33	12
Indigenous	8	6
<b>Total</b>	<b>332</b>	<b>199</b>
<i>National meet and greets</i>	12	273
<i>Private student meetings</i>	10	-

International recruitment	School visits	Fairs
Asia	94	6
India/Sri Lanka	29	2
Africa	8	0
Middle East	61	1
Central/South America	40	11
United States	37	25
<b>Total</b>	<b>269</b>	<b>45</b>
<i>International meet and greets</i>	6	107
<i>Trade commissioner meetings</i>	3	N/A
<i>Private student meetings</i>	11	N/A

E-recruiting	Quantity	Total reached
Total prospects collected 2017-18	-	25,948
Admission emails	-	35,423
Recruitment emails	-	199,384
SchoolFinder banner ads	6	104,227
SchoolFinder feature articles	19	5,137
Digital leads	4	6,593
Webinars	1	-
Website (unique page views)	-	2,397,855

Campus events	Events	Attendance
Campus tours (public)	133	750
Open House	1	3,912
Indigenous U	1	123
You at UCalgary	1	3,154
Application workshops	2	150
Scholars Dinner (Calgary)	1	21
Student Fly-In (out-of-province)	1	29

Counsellor networking	Quantity	Number
Newsletters	11	27,029
Number of contacts	-	2,394
Calgary counsellor update	1	87
Regional counsellor updates	6	216
Counsellor Fly-In (out-of-province)	1	9
Counsellor helpline calls	-	892
Student Fly-In (out-of-province)	1	29
Counsellor helpline calls	-	892

Advising	Total served
Manual future student email responses	29,285
Drop-in appointments	4,329

## Systems and Reporting

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 Reporting 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 2017/18

- Support the review of and revisions to admission systems to simplify processes, remove duplicate processing and enhance service and communication to students
- Direct the operations of Campus Solutions, ensuring change management requests are managed and implemented and that Campus Solutions continues to be updated to meet the evolving needs of the university
- Oversee the completion of key projects, ensuring that teams, budgets and schedules are put in place to support key projects such as Academic Advisement, Admissions Renewal, APAS Update and COR/FINA

## BY THE NUMBERS

	2017-2018	2016-2017
Change requests completed	202	186
Major projects completed	4	7
LERs/government reports	8	8
Weekly reports	30	50
New reports created	2	1
Ad hoc report requests	1100	800
Classes scheduled	7265	7246
Course components scheduled	11315	11,334
Course components scheduled in central rooms	33.5%	32.8%
Calendar changes made	2,056*	1,042
New courses	272	231
Deleted courses	132	141
Average campus space utilization rate (RO rooms)	24.4	25.0
Average campus space utilization rate (non-RO rooms)	11.5	12.0
Ad Astra users	277	215
New reports created for scheduling	4	3
Exams scheduled	1,943	1,788
<i>Direct conflicts</i>	-	-
<i>Three exams in 24 hours</i>	108	92
<i>Back-to-back exams</i>	1,221	1,296
<i>PM to AM back-to-back exams</i>	1,312	1,118
<i>Students with more than one exam on the same day</i>	6,700	5,454
<i>Common exams scheduled</i>	193	177
Ad hoc room booking requests	13,448	12,407



## Key achievements

Given the collaborative effort exhibited to achieve the various goals across the RO, the achievements have been combined for the entire unit.

- Launched Campus Solution 9.2 upgrade in November 2017 (several enhancements also incorporated to support admission processing)
- Launched the new online advising/course planning tool Academic Advisement (AA) for Arts, Science, Schulich, Haskayne and Nursing
- Created a new Indigenous student website to profile pathways for admissions and available services ([ucalgary.ca/future-students/undergraduate/indigenous](http://ucalgary.ca/future-students/undergraduate/indigenous))
- Collaborated with the Native Centre to clarify documentation requirements for verifying Indigenous ancestry
- Streamlined admission decision communication to students
- Initiated the community outreach research project to review Indigenous admission regulations
- Formulated an admission working group to review and update all admission communication
- Added new pages to the future student website regarding first and second choice offers, alternative offers, and documents required for admission
- Revised web-based information regarding open studies and visiting student researchers
- Established clear and earlier timelines for releasing admission decisions
- Formalized the alternative offer process
- Enhanced the admissions process, which resulted in more than 10,400 admission offers being made by May 1 (34% increase over the previous year)
- Rebranded the Financial Literacy Program to Money Smart; hosted a month-long awareness campaign to align with Financial Literacy Month; and worked with the GSA, FGS and ISS to expand programming for international and graduate students
- Created and secured funding for a student ambassador Money Smart strategy
- Created the “Helping You Home Award” to assist out-of-province first-year students with going home for reading week in support of the Mental Health Strategy (306 students supported with monetary amounts varying by home location)
- Enhanced entrance scholarship adjudication process to align with admissions decisions (29% increase in entrance scholarships being awarded before the May 1 response deadline)
- Aligned awards and scholarships with Registrar’s Office conversion and retention targets
- Revised the award application system to expedite decision making and align award application timeline to student needs
- Revised standard practices for award development in partnership with gift compliance and development
- Revised enrolment models to highlight current number of international students and established targets to achieve the 10% international undergraduate student target
- For the fall 2017 intake, increased international student registrations by 16% (undergraduate) and 8% (graduate) when compared to fall 2016
- Created new enrolment management tools that support data-based decisions modelling to meet enrolment targets and set admission averages (resulted in higher domestic and international admission averages for most faculties/programs and increased transparency with faculties through enhanced access to admission and registration data)
- Incorporated service standards that were translated into goals set for each unit as part of the annual review process
- Implemented a new mobile/online queuing system (QLess) for Enrolment Services and Admissions to help students better utilize their time by joining the enrolment services queue from a smart phone, website, phone or kiosk (reduced the average wait time from 13 to 6.5 minutes for in-person interactions, with wait times for phone interactions now averaging less than two minutes)
- Created a new Community Outreach Advisor position to help support prospective undergraduate students in the greater Calgary area with a specific focus on underrepresented groups, such as first-generation students, and additional support for indigenous students, new immigrants and students from low-socioeconomic backgrounds
- Slightly exceeded fall 2017 undergraduate enrolment targets (by 2%)
- Created a new registration process for current UCalgary student researchers participating in research projects during the summer so they can meet insurance and WCB requirements
- Held on-campus and in-school application workshops, fly-in visits for the top 30 out-of-province applicants, and the Scholars Dinner for the top Calgary applicants to enhance conversion (student fly-ins converted 65% of attendees and the Scholars Dinner converted 74% of attendees)
- Established fly-in opportunities for key out-of-province guidance counsellors to help improve awareness of UCalgary in key Canadian markets
- Revised the You at UCalgary conversion event with 3,200+ incoming students and guests attending and 1,500 new students registering for courses that day (double the previous year’s registrations)
- Conducted a relationship-building recruitment trip to India that resulted in improved relations with top schools, increased recruiter access and an invitation to present at the IC3 conference in August 2018
- Revised or established a number of new academic regulations, including:
  - New regulations for examinations for online/distance delivery courses
  - Revised regulations for types of credentials and sub-degree nomenclature, Canadian high school admission requirements, EW Regulations, Open Studies, tuition and general fees, part-time studies, registration and residence, hood regulations, academic schedules, medical notes and statutory declarations
- Released a student-centric final exam schedule for winter 2018 term, which involved scheduling 131,232 individual student exams (despite a 5% increase in the number of exams scheduled, back-to-back exams were reduced by 27%, ‘three-exams in 24 hours’ were reduced by 34%, and direct exam conflicts were avoided)
- Conducted an administrative review of the admissions office at the University of Manitoba
- Supported the ACAT research project on transfer students
- Covered the shortfall of \$90,000 for Alberta Student Aid’s Indigenous Careers Award so that all eligible Indigenous students who applied for the award received funding
- Created templates and streamlined processes to be more responsive to award development
- Increased efficiency for offering automatic admissions awards (1,097 awards offers by April 2018, an increase of 826 when compared to April 2017)
- Utilized Brightspace (D2L) for undergraduate awards selection committee document dissemination, ranking and selection
- Continued to work on staff engagement and supporting professional and personal development across the unit





# 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, the Native Centre, 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. 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 2017/18

- Increase student attendance at workshops and events
- Increase employer registrations for career fairs
- Eliminate the job posting fee
- To maintain employer engagement during the downturn in the economy, continue to build on low-cost or free opportunities for employers to engage with students on campus
- Create new internal partnerships to increase on-campus understanding of Career Services, 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) that began in 2016
- Offered employer-facilitated workshops (Resume Rescue Pros and How to Prepare for a Career Fair) 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 and Student Engagement, Haskayne Development, Haskayne Alumni, the Faculty of Graduate Studies, the Faculty of Science and the Schulich School of Engineering

### GRANTS OR FUNDING

- Women in Work Conference: received grant from the Alberta Ministry of Labour and Immigration
- \$3,200 grant from the Campus Mental Health Strategy



## 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 2017/18

- Continue to enhance immigration advising support and services for international students during times of constant changes in immigration policy and procedures
- Pursue further on-campus collaboration to provide a full range of programs and services that meet international student needs and enhance the international student experience
- Assess and develop appropriate support systems so international students have a smooth transition from their home countries to Canada and Calgary

### KEY ACHIEVEMENTS

- Implemented supplementary admission letters for programs that offer practicum placements to ensure their students have the proper work authorizations prior to beginning their programs
- Collaborated with undergraduate admissions team to establish accurate and timely communication to incoming international students who attended Canadian high schools
- Continued development and expansion of the International Student Support Network Community of Practice
- Built upon collaborative programming with Career Services
- Collaborated with the Wellness Centre to encourage international students to engage in mental health related self-help behavior
- Worked with on-campus groups to develop a holistic and informed support network to assist new-to-Calgary families
- Expanded orientation sessions, peer support programming opportunities, and proactive outreach to at-risk international students

### GRANTS AND FUNDING

- Global Families Program: Graduate Students' Association Quality Money (2015 – 2019)
- Breakfast Series: Middle-year undergraduate international students: Campus Mental Health Strategy Grants Program

### STAFF AWARDS AND RECOGNITION

- Garrett Beatty & Kirsty Gruber — Dr. Joseph Crowshoe Award (presented to the SES Blanket Exercise team)
- Bree Huene — Five years of service
- Mayda Borbely — SES OMG Award

## 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 a 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.

### GOALS FOR 2017/18

- Design the modified Fall Orientation and new online Orientation program in consultation with multiple on-campus stakeholders
- Incorporate strengths-based programming into courses across campus to support students in group work, leadership, conflict resolution and communication

- Incorporate Indigenous cultural and educational components into existing leadership programs and increase connection with local high schools
- Continue to foster and build strong community partnerships to support the delivery of meaningful student volunteer opportunities through ucalgarycares programs
- Launch the Involvement Portal to feature students' co-curricular opportunities with continued development of program tracking, tagging and visual enhancements.

- Build community among students through unique and engaging student life programming
- Continue to focus on assessing portfolio and program learning outcomes in conjunction with the Taylor Institute

### KEY ACHIEVEMENTS

#### Community engagement

- ucalgarycares Orientation Week Day of Service: 70 first-year student participants
- Launched ucalgarycares Night of Service in January 2018
- Offered five ucalgarycares immersion programs with 55 student participants
- Trick or Eat campaign: 76 student participants, 561 kg of food and \$700 in online donations collected
- Two Cooperative Education students employed by Community Engagement

#### Leadership

- Camp LEAD: 91 participants over three sessions
- CliftonStrengths: 2,612 student participants
- Co-Curricular Record (CCR): 1,350 unique records created
- Emerging Leaders program: 261 student participants
- High school engagement: 140 student participants
- Leadership Exchange Conference: 325 participants
- Leadership on Demand: 1,148 participants
- Peer Helper Program: 260 student participants across 19 offices
- Sophomore Leaders Program: 142 participants
- Student Activities Fund: 223 applicants, 72 of which received a total of \$28,800

#### Orientation and transition

- Fall Orientation Week: 4,648 student attendees (including 585 international students) and 285 Orientation Leaders

- Graduate Student Orientation: 838 registered (600 attended) in fall and 96 in winter
- Parent and Family Orientation: 622 parent/family members registered (600 attended), and pre-recorded sessions were viewed 486 times
- Prelude: 5,235 unique page views

#### Student life

- Intercultural Development Inventory (IDI): administered assessment and held appointments with 120 students
- Last Lecture: 95 student attendees for three events
- UCalgaryStrong Carnival: 2,000 student attendees
- UCalgaryStrong Festival: 2,500 participants
- UCalgary Meet-Up: 180 student registrants (65 domestic, 115 international) for 59 events
- Unwind: 1,117 student attendees for 29 events

#### Welcome Centre

- Distributed 500 welcome bags
- Walk in advising sessions: 619 student participants
- UCalgary Strong Festival Friendship Circle Making: 250 student participants
- Campus Expo: 200 student visitors
- Offered three transit and orientation tours and 12 social events with 132 student attendees
- Airport pick up Meet and Greet services accessed by 24 students

### GRANTS OR FUNDING

- UCalgaryStrong: private donation of \$5 million (Sept. 1, 2014 - April 30, 2019)
- Co-Curricular Record: SU Quality Money Grant of \$180,000 (July 6, 2015 - April 30, 2018; extended to April 30, 2019)
- Student Activities Fund: SU Quality Money Grant of \$99,000 (Sept. 1, 2014 - Aug. 31, 2017)

- ucalgarycares: Indigenous leadership and engagement program: SU Quality Money Grant of \$57,186, (Aug. 31, 2014 - Aug. 31, 2017)
- ucalgarycares: Indigenous leadership and engagement program: SU Quality Money Grant of \$37,100 (Sept. 2017-present)
- ucalgarycares bursary program: SU Quality Money Program - Diversifying Participation in Experiential Learning
- ucalgarycares: Diversifying participation in experiential learning (bursary program): SU Quality Money Grant of \$42,750 (July 2015 - Aug. 31, 2019)

### STAFF AWARDS AND RECOGNITION

- Kirsten McGowan — Calgary Immigrants of Distinction Award
- Gareth McVicar — Graduate Students' Association Champion Award and the Dr. Ralph Steinhauer Award
- Teri Jones — Provost's Star Award



## 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 2017/18:

Support the Indigenous Strategy by:

- Increasing the accessibility and awareness of the Indigenous Relations Training Program, exploring the viability of allowing staff to use tuition credits for the program and developing a communication plan to engage more staff and students
- Developing Indigenous Zone training opportunities for leadership and students

Support community involvement and awareness of the Native Centre by:

- Providing an annual orientation for the recruitment team and working closely with the Indigenous recruiter
- Working with Enrolment Services to develop an open house for prospective Indigenous students
- Working with UCalgary Alumni to support a mentorship program that matches Indigenous students with Indigenous alumni

Develop robust and supportive student leadership offerings by:

- Revisiting our current volunteer opportunities, implementing an hour tracking system, and developing leadership opportunities for volunteers
- Developing volunteer/service opportunities with Indigenous communities in and around Calgary

### KEY ACHIEVEMENTS:

- Increased the number of registrants for the Indigenous Relations Training Program
- Provided additional supports to the Indigenous Strategy Launch Event, Campfire Chats, and several on-campus presentations
- Completed Intersections in Diversity training modules
- Collaborated with Alumni Services to begin the development of an Indigenous alumni database
- Worked on developing a fourth Native Ambassador Post-Secondary Initiative (N.A.P.I.) module focused on Indigenous populations and communities from a global perspective
- Explored mentorship opportunities through partnerships with Supporting Aboriginal Graduate Enhancement (SAGE), employers, community partners, Leadership and Student Engagement, and UCalgary's awards office
- Revised the Aboriginal Student Access Program (ASAP), with new program strategies being implemented fall 2018

### GRANTS AND FUNDING

- ASSERT Program: SU Quality Money funding
- Annual Graduation Banquet and Powwow: funding from 11 sponsors

### STAFF AWARDS AND RECOGNITION

- Cheryle Chagnon-Greyeyes and Keeta Gladue — Dr. Joseph Crowshoe Award (presented to the SES Blanket Exercise Team)



## 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 2017/18:

- Make programming more inclusive through expanded outreach initiatives
- Focus on developing unit and program-level assessment practices
- Increase faculty awareness of SSC programming
- Establish learning outcomes for advisors
- Enhance team environment and staff support through onboarding and professional development initiatives

### KEY ACHIEVEMENTS:

- Increased program initiatives to support students accessing the SSC for the first time, including:
  - Targeted email campaigns to academically at-risk students
  - More academic integrity workshops for students experiencing academic misconduct challenges
  - Extended My First Weeks (MFSW) orientation programming
  - Continued drop-in writing support services, open studies workshops and success seminars for Indigenous students
  - Expanded support of 2+3 International students in Science and Engineering
- Introduced assessment sharing in unit meetings and developed an assessment tool to understand student usage by faculty, program and year of study

- Promoted the Student Success Centre and the Thrive Priority Support Network to 140+ faculty at department meetings and collaborated with faculty to conduct 50+ course-based writing and academic integrity workshops

- Established a working group with advisors representing all faculties to create a repository of training materials and identify core advisor competencies
- Organized professional development sessions and social events, established onboarding buddies and an onboarding checklist, and launched a recognition table to encourage staff recognition

### GRANTS OR FUNDING

- Scholars Academy: received funding from multiple private and corporate donors
- Math Tutor Program (completed August 2018): received SU Quality Money Grant
- Academic Integrity Project (completed June 2018): received a Teaching and Learning Grant

### STAFF AWARDS AND RECOGNITION

- Jennifer Parsons — U Make a Difference Award
- Steve Mason — 10 years of service



Academic support 2017-2018		
	Number of events	Number of attendees
Academic support appointments	-	1993
Academic Turnaround workshops	15	474
Dinos academic support appointments	-	313
Dinos academic support workshops	8	134
Dinos weekly seminars	22	23
First-Year Scholars launch	1	163
My First Six Weeks day	-	1520
My First Six Weeks extended sessions	6	428
Peer Assisted Study Sessions (PASS)	40 weekly (approx.)	7383
RWRD (Intl support) participants	-	251
RWRD (Intl support) conversation sessions	87	544
Scholars Academy participants	-	53
Scholars Academy retreats	2	86
STEPS weekly seminars	16 sections	441
Success seminars	62	1105
Thrive Priority Support Network appointments	-	252
W2RAP Up	2	506

Academic advising 2017-2018		
	Events	Attendees
Choosing a major appointments	-	305
Choosing a major peer appointments	-	168
Open Studies appointments	-	535
Exploratory workshops	17	154
Prospective appointments	-	375
Student registration assistants appointments	-	993
UCAN advisor events	7	165

Math support 2017-2018 (Funded by SU Quality Money)		
	Events	Attendees
Dinos drop-in math appointments (funded by Athletics)	-	877
Haskayne drop-in (funded by Haskayne)	-	572
Residence drop-in (funded by Residence)	-	130
SSC math appointments	-	1638
Third-timer program for math and stats	-	56
TFDL drop-in	-	282
Math support workshops	8	68

Writing support services 2017-2018		
	Events	Attendees
Academic integrity workshops	42	476
Dinos writing support appointments (funded by Athletics)	-	98
Grad Success Week (w/academic support)	41	641
Faculty requested workshops and information sessions	54	
TFDL and residence drop-in appointments	-	697
Writing at the graduate level workshops	15	138
Writing support appointments	-	3638
Writing workshops (undergraduate)	9	70
Writing support in the Native Centre	25 sessions	-
Graduate Writing Community	weekly	229

## Student Conduct Office

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

### KEY ACHIEVEMENTS

- In collaboration with the Sexual Violence Support Advocate, developed and implemented trauma informed training for hearing board members
- Implemented procedures for Sexual Violence Policy as they pertain to student respondents and continued to facilitate Bystander Intervention (a recognized training program for the prevention of gender based and sexual violence) training to students, faculty and staff
- Implemented Maxient and trained key stakeholders on campus to facilitate their use of the software in working with the Student Conduct Office
- Implemented weekly case management meeting with Campus Security and Student Wellness Services, and monthly case management meetings with Residence Services

### GOALS FOR 2017/18

- Implement Sexual Violence Policy as it pertains to student respondents
- Implement secure case management software for all student non-academic misconduct files
- Develop stronger partnership with key stakeholders to facilitate communication and seamless supports for students involved in student conduct processes



# Student Wellness, Access & Support

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.



## 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 2017/18

- Work with the Native Centre to offer collaborative activities and begin building relationships with Elders in the community
- Chaplains work with mental health services to develop a spirituality and wellness workshop for students
- Work to build an academic course for the Kaleidoscope project
- Begin developing workshops to support religious and cultural literacy in professional programs
- Foster on-campus opportunities for inter-religious engagement

### KEY ACHIEVEMENTS

- Offered several collaborative opportunities with the Native Centre and co-facilitated five Blanket Exercise offerings
- All current chaplains completed the Intercultural Development Inventory
- Collaborated with the Faculty of Social Work to develop an online lecture on intercultural competence and religious literacy
- Offered four opportunities to engage with religious communities, and three Tzedakah-Sadaqah offerings

### STAFF AWARDS AND RECOGNITION

- Elyse Brazel, Paul Verhoef, and Kelly Johnson — Dr. Joseph Crowshoe Award (presented to the SES Blanket Exercise Team)

## 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 2017/18

- Implement new Accessibility Management System (AMS) software
- Develop and launch a new website for Student Accessibility Services
- Increase the support that we offer to graduate students who have disabilities

### STAFF AWARDS AND RECOGNITION

- Rob Blake — SES OMG award
- Hilary Neatby — Five years of service



# 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, Student Wellness Services offers 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 2017/18

- Indigenous experience: work to implement ii' taa'poh'to'p – ensuring cultural relevance of service and a presence within the Native Centre; working with a Werklund scholar to begin to build welcoming spaces for Indigenous students, staff, and faculty; integrating indigenous ways of knowing into programming; and increasing cultural understanding and educational opportunities
- Mental health strategy implementation: complete a full evaluation plan, expand harms reduction work, and address gaps in programming – including preparing for the impact of cannabis legalization, enhancing peer support, and implementing the SMART Recovery program
- Examine the recommendations from the Advisory Panel on Post-Secondary Mental Health and work with our sister Alberta institutions on a review of the Mental Health & Addictions Framework and metrics
- Review mental health services and the impact on all areas within the portfolio, with strong consideration of our support and approach of specialized and marginalized populations: international students, students from diverse cultures, students with mental health challenges, and graduate students
- Support the implementation of the Sexual Violence Policy and the development of processes, including the presence of a Calgary Communities against Sexual Abuse counsellor on a regular basis

- Enhance a supportive working culture, developing in the areas of diversity and inclusivity, as well as responding to feedback regarding campus/unit climate

## KEY ACHIEVEMENTS

Indigenous experience: implementation of strategy, ensuring cultural relevance of service with all areas and creating a presence within the Native Centre

- A working group from the Faith and Spirituality Centre and a Student Support Advisor began meeting regularly with members of the Native Centre. A student support advisor has regular office hours in the Native Centre, participating in events and activities and meeting with students.
- Staff participated in professional development opportunities, including the Blanket Exercise and a retreat on Indigenizing mental health services.
- The Senior Director is a member of the ii' taa'poh'to'p implementation committee. Members of the Wellness Centre were participants in the strategy's community consultations.
- An ii' taa'poh'to'p wall panel was installed in Wellness Centre reception area and territorial acknowledgement plaques were installed in meeting areas.

Mental health strategy implementation, including full evaluation plan and work in the area of harm reduction, as well as work to address gaps in programming

- Developed a robust evaluation process to measure the long-term impact and sustainability of collective mental health and well-being initiatives. This evaluation information is used at both the programming level and to assess individual counselling appointment effectiveness. Reports are developed to ensure ongoing evidence based review of interventions and programs. A final evaluation tool kit is available online and presentations have been made nationally and internationally on our evaluation processes. The evaluation tool kit was launched and promoted on the National Best Practices Network website: bp-net.ca.
- A review of the Campus Mental Health Strategy resulted in the recommendation to consider harm reduction generally. A new Harms Reduction Support Advisor

is now working in the Wellness Centre. A Substance Use Advisory Committee was established, as well as an Opioid Advisory Committee to oversee the Alberta Health funded awareness program.

- Hosted the western regional PEP-AH symposium featuring: 2 student projects (peer support at MRU, student medical response at UCalgary), John Galloway from Centre for Addictions and Mental Health, and Tim Dyck and Catriona Remocker from the Canadian Institute for Substance Use Research.
- Developed the Post Alcohol Support Space pilot project for those who are excessively intoxicated and need a safe, judgment free, medically monitored space.
- Developing a response to legalization of cannabis, including supportive resources and programming. A working advisory group was established with broad stakeholder representation. Working with the Mathison Centre on research-informed education and communications.

Examine the recommendations from the Advisory Panel on Post-Secondary Mental Health and work with our sister Alberta institutions on a review of the Mental Health and Addictions Framework and metrics.

- Regional Post-Secondary Mental Health Coordinating Committee: Senior Director is serving as co-chair of Calgary Post-Secondary Regional Network meetings (invited community partners, established terms of reference, responded to proposed provincial metrics, and developed strategic plan).
- The original framework was amended with input from all institutions in the summer of 2017. The reporting metrics continue to be reviewed in collaboration with Advanced Education.

Review of mental health services, including support of specialized populations (including international and graduate students) and peer support programming.

- Retreat: Established a mental health services retreat with all Wellness Centre managers to work with an external consultant. The goal was to review our mission and engage in strategic planning to assist in meeting the demands of students and manage the burden on staff.

- Diversity: Publication accepted in Canadian Journal of Higher Education (as last author) on building inclusivity and pluralism on campus and oversight of Faith and Spirituality Centre programming. Advanced Education funding includes programming and reporting on mental health support for at risk populations and addressing gaps.
- Mental Health Literacy for At-Risk Populations: partnering with new Grad Student Association sponsored G2 group for LBGTQ+ students, enhancing connection and defining role with Nomads (international student peer support group), established presence in Native Centre. Wellness based international student team provided workshops to students and their families living in family housing. Hosted western regional symposium for Post-Secondary Educational Partnership: Alcohol Harms.
- Enhanced mental health support during peak final exam period: increased sessional hours, added single session problem solving appointments and workshops, solidified embedded counsellor times for the Cumming School of Medicine and the Faculty of Veterinary Medicine, and established embedded counselling hours in Schulich School of Engineering.
- Increased peer support programming at Campus Community Hub and received Advanced Education grant to Indigenize health promotion programming.
- Review of mental health services and the impact on all areas in the portfolio, with strong consideration of specialized and marginalized populations.
  - Completion of first full year of Collaborative Care Model. Expanded group and workshop offerings to ensure students are able to access timely support. Introduced multidisciplinary referral process to enhance communication and coordination between service providers within Wellness Centre. Introduced Solution-Oriented Single Sessions (145 booked) and Coordinated Care Sessions (107) to provide more timely access to appropriate supports.
- Wellness Centre developing mission and scope of care statement, including consideration

of further brief intervention training and development for mental health services team.

Support the implementation of the Sexual Violence Policy and the development of processes, including the presence of a Calgary Communities against Sexual Abuse counsellor on a regular basis.

- Worked with other units (Women's Resource Centre, Bystander Intervention Program, Residence Services, Campus Security) to develop collaborative processes and have wellness representatives on sexual violence subcommittees.
- Mental health managers received training on trauma informed support.
- Monthly meetings with sexual violence support advocate position to provide consultation on programming and other points of collaboration.
- Introduction of advocate position to mental health and health services, as well as Women's Resource Centre.
- SVSA position now a member of the SWAS portfolio and located in our expanded space (summer 2018).
- Collaborative agreement signed with Calgary Communities Against Sexual Abuse.
- CCASA counsellor available weekly in 2017/2018.
- Two counsellors planned for fall 2018.

Enhancing a supportive working culture.

- The leadership team of the Wellness Centre meets monthly to review programming, problem solve and discuss a supportive working culture.
- An annual retreat was held this year in January with the theme of Indigenizing Mental Health. Staff have asked for bi-annual opportunities to network, and a breakfast event was held in July.
- Mixed small group staff meetings for open discussions on employee climate are held each spring. Notes are reviewed by the leadership team and an action plan is developed to attend to concerns.

## Numbers Served

- Counselling Centre: 4863 appointments, an increase of 6.2% over the previous

year (4581)

- Case Management/Intake: 3582 appointments, an increase of 6.0% over the previous year (3377)
- Groups: 296 students attending, a decrease of 14.5% over the previous year (346). Due to change in registration procedures, the number of students attending groups is under-reported.
- Outreach/Training: 7441 students, faculty and staff reached through events, workshops, training and programs, an increase of 6.2% over the previous year (7,001)
- Health appointments: 32,347, an increase of 3.2% over the previous year (31,345)

## GRANTS AND FUNDING

- Advanced Education Mental Health and Addictions Grant
- Alberta Health Services Opioid Awareness Grant
- CIHR Patient-oriented Research Collaboration Grant
- Community Helpers Grant
- Flourishing Project: Flanagan Foundation Grant
- Indigenous Mental Health Grant
- Mental Health and Resiliency Peer Support: SU Quality Money grant
- Masculinity Project: SU Quality Money grant
- Nomads Peer Support: GSA Quality Money Grant
- UCalgaryStrong: received a private donation

## STAFF AWARDS AND RECOGNITION

- Jan Crook — U Make a Difference Award
- Kome Odoko — Dr. Joseph Crowshoe Award (presented to the SES Blanket Exercise Team)
- Mandy McCaughley — 'Shining Star Award' from Risk Management
- Student Medical Response Team — 'Shining Star Award' from Risk Management



## 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 2017/18

- Promote awareness and education of Indigenous people and culture through events and activities
- Increase exposure of the peer support service by collaborating with other on-campus peer support groups and participating in campus-wide publicity
- Empower students to challenge negative stereotypes and myths about sexual violence through the final phase of the Ask First: Sexual Assault Prevention project

### KEY ACHIEVEMENTS

#### Support the Indigenous Strategy

- Hosted workshops and events to promote awareness and education of Indigenous people and culture:
  - Isihcikéwin - Indigenous Approaches to Holistic Wellness: 65 attendees
  - Blanket Exercise: 22 attendees
  - Create a Dreamcatcher Workshop: 42 attendees
  - Women Leaders Speaker Series featuring Cheryle Chagnon-Greyeyes: 35 attendees
  - Supported WRC peer helpers to host three workshops on Indigenous history, culture, and people: 75 attendees
  - Led three sessions at Women's Leadership Conference 2018
- Impact on WRC Peer Helpers as a result of their involvement at the WRC (WRC Peer Helper Survey, April 2018):
  - 82% of peer helpers have developed a deeper understanding

of Indigenous people, history, and culture through events and activities.

- 100% 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.

#### Support the Mental Health Strategy

- One-on-one peer support inquiries (in-person, email, phone): 148
- Monthly "TED & Tea" to create a safe space to have dialogue and supportive community: average of 27 attendees per session
- Mobile cart to raise awareness on mental health issues, gender based violence, and sexual and gender wellness: 20 days; 600 students reached
- Three outreach events at Family Housing: 86 attendees
- 26 peer helpers and 4 staff received 3-hour training to better support survivors of sexual assault
- Impact on WRC Peer Helpers as a result of their involvement at the WRC (WRC Peer Helper Survey, April 2018):
  - 95% of peer helpers indicate that their holistic experience on campus has been enhanced and strengthened.
  - 90% of peer helpers are more engaged in the campus community and feel that are part of a community.
  - 79% of peer helpers have made contacts that have helped them in their personal life at the WRC.
  - 83% of peer helpers feel empowered in dealing with their own health and sexuality.
  - 85% of peer helpers have learned how to balance their school work and social life with additional responsibilities required as a peer helper.

#### Support the Implementation Committee for the Prevention of Sexual Violence

- Ask First: Sexual Assault Prevention Project - Creating a Culture of Consent
  - Successfully completed the 3-year project in July 2018

- Hosted 11 educational workshops and events
- Rejection Resilience Campaign
- Hosted 1 major event (Dr. Jackson Katz): 445 attendees
- Impact on WRC Peer Helpers as a result of their involvement at the WRC (WRC Peer Helper Survey, April 2018):
  - 86% of peer helpers are more aware of what consent is.
  - 93% of peer helpers feel more confident having conversations that challenge negative stereotypes and myths about sexual assault.
  - 74% of peer helpers feel safe reporting sexual assault and harassment, knowing that campus is dedicated to providing resources and a community of support.

#### Other achievements/activities

- 7,170 visitors (about 40 visitors per day): 92% undergraduate students, 2% graduate students, 1% alumni, 2% faculty, and 3% staff
- 56 workshops and events, with 2280 attendees
- UFlourish Week 2017: 4 events hosted
- Diversity Days 2018: 2 events hosted
- Sexual and Gender Wellness Week 2018: 3 events hosted

#### GRANTS OR FUNDING

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

#### STAFF AWARDS AND RECOGNITION

- Dr. Joseph Crowshoe Award - Haley Anderson (presented to the SES Blanket Exercise team)





# 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 2017/18:

- Continue identifying areas and opportunities to engage the campus community on issues of fairness and the services and supports offered through the Ombuds Office
- Further develop, enhance, and finalize continuity plan for Ombuds Office
- Update and add resources to website (FAQ, process guides, etc.)
- Complete Essentials for Ombuds training course
- Present at annual ombuds conference

## KEY ACHIEVEMENTS:

- Actively participating on committees (Steering committee member of Appeals Policy and Academic Misconduct Policy, University of Calgary Advisory Network, Sexual Harassment and Sexual Violence Implementation Committee, Integrated Advising sessions)
- Presenting to staff and faculty groups on the function and role of the Student Ombuds office, as well as connecting both formally and informally with advisors in all faculty offices

# 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 2017/18:

- Launch new Current Students website
- Reduce reliance on email by further developing suite of standard communication tactics
- Continue to refine recruitment materials to better target specific audiences
- Continue to improve the consistency and quality of SES marketing and communications materials
- Provide quality services to all SES units

## KEY ACHIEVEMENTS:

- Built and launched new Current Students website that makes use of mobile-responsive design, reorganized structure based on student feedback and thorough user testing, and designated space for stories and other engaging content

- Completed an SES-wide initiative to make student spaces more inviting to international and Indigenous students

- Added Intercultural Marketing and Communications Advisor to the team to ensure materials are engaging to all students in the UCalgary community

- Redeveloped admission requirements widget in order to include on the Future Students website

- Continued to better target materials that focus on recruitment, including new full international and domestic counsellor handbooks

- 1,451 requests submitted to the team, consisting of 948 web-related request and 503 other requests (communication plans, creative design, event promotion, etc.)

## STAFF AWARDS AND RECOGNITION

- Shakeria Swizdaryk — 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

Emergency Operations Group

Emergency Response Team 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

International 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

Rhodes Scholarship Committee

Schulich Awards Committee

Senate

Senior Advisors Committee

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 Registrar's Association

Alberta Services for Students Conference – Provincial Planning Committee

American Association of Collegiate Registrars and Admissions Officers

American Association of Collegiate Registrars and Admissions Officers – Transcript Disciplinary Notation Committee

Association of Registrar's 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 Brokers Team

Ignitech Solutions Inc.

Inter-provincial 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

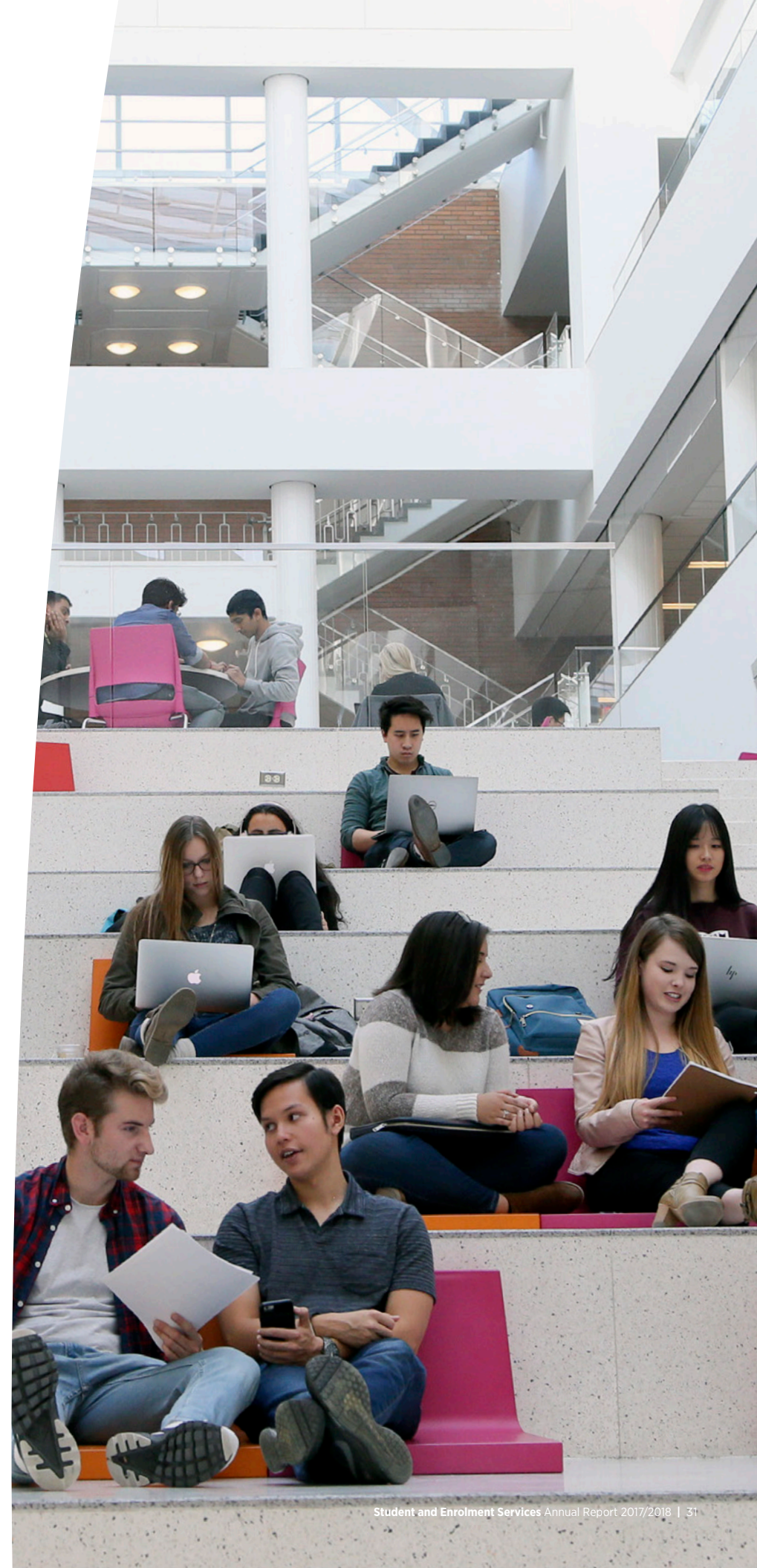
Post-Secondary Access and Disability Resource Association – Calgary Chapter

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





# Our SES team

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

**Dr. Susan Barker**  
Vice-Provost (Student Experience)

**Kathy Steinhauer**  
Executive Assistant

## Office of the Registrar

**Angelique Saweczko**  
Registrar

**Vanessa Wood**  
Deputy Registrar, Enrolment Services

**Steve McLaughlin**  
Associate Registrar, Systems and Reporting

**Jennifer de Roaldes**  
Associate Registrar, Recruitment and Admissions

**Rama Al-Bastami**  
Admissions Officer

**Valerie Alexander**  
Sr. Degree Audit Coordinator

**Wendy Amero**  
Analyst, ERP

**Tanner Ashton**  
Admissions Assistant

**Isaac Azuelos**  
Applications Assistant

**Shannon Barclay**  
Receptionist

**Ashley Belcon**  
Recruitment Officer

**Gary Belton**  
Admissions Officer

**Pamela Bergeson**  
Student Services Officer

**Monika Bhatt**  
International Application Assistant

**Daniel Birch**  
Administrative Support

**Kelly Brown**  
Exam Proctor

**Marie Brown**  
Analyst, ERP

**Mark Carter**  
Programmer/Analyst

**Gretchen Castronuovo**  
Training Analyst

**Aggie Chan**  
Recruitment Advisor (International)

**Gillian Chan**  
Student Recruitment Officer

**Stephanie Corbett**  
Exam Proctor

**Jenny Cueto**  
Admissions Officer

**Valerie Deschamps**  
Admissions Officer

**Tammy Diegel**  
Enrolment Services Advisor

**Cassie Dixon**  
Student Recruitment Officer

**Andrew Engler**  
File and Mail Clerk

**Alison Farrell**  
Financial Aid Officer

**Marni Fieldberg**  
International Reg Officer

**Lora Fong**  
Transcripts Assistant

**Anita Gee**  
Administrator, Awards

**Lisa Genest**  
Exam Proctor

**Matthew Geppert**  
Junior Business Process Analyst

**Monica Gollaz Mena**  
Admissions Officer

**Christian Hamilton**  
Admissions Assistant

**Lauren Heatherington**  
Administrative Coordinator

**Vanessa Hernandez**  
Enrolment Services Advisor

**Sarah Jacknife**  
Admissions Officer (Aboriginal)

**Sonia Jovic**  
Enrolment Services Advisor

**Brian Jones**  
Academic Scheduling Analyst

**Komal Kapadia**  
Exam Centre Administrator

**Sarah Karasiuk**  
Receptionist

**Steven Kelly**  
Manager, Undergraduate Student Recruitment

**Saeideh Khajeh**  
Senior Admission Officer

**Abhinav Khanna**  
Manager, Financial Aid and Operations

**Thomas Kitcher**  
International Applications Assistant

**Jeanette Klimczuk Ozon**  
Convocation Assistant

**Renate Klimczuk**  
Exam, Grades and Transcripts Coordinator

**Charlene Kowbel**  
Exam Proctor

**Vivian Krueger**  
Student Services Officer

**Lindsay Kurtze**  
Senior Degree Audit Coordinator

**Mark Labrecque**  
Exam Proctor

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Administrative Assistant

**Jeff Lee**  
Assistant Registrar, Planning and Systems

**Vivian Leung**  
Examination/Grade Administrator

**Lisa Lodge**  
Registration Officer

**Priyanka Lopez**  
Enrolment Services Advisor

**Michelle Mackenzie**  
Assistant Registrar, Enrolment Services

**Vivian MacMurchy**  
Awards Accounts Administrator

**Zainab Malik**  
Recruitment Advisor (international)

**Courtenay Markwell**  
Enrolment Services Advisor

**Kim Martin**  
Student Awards Administrator

**Joel May**  
Manager, Student Awards

**Tristan McCallum**  
Recruitment Officer

**Barbara McCutcheon**  
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**Emma McDowall**  
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**Kelly McMullen**  
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**Edie Mitchell**  
Exam Proctor

**Tanzuha Mowreen**  
Admissions Officer

**Andrew Muir**  
Business Analyst, Student ERP

**Maria (Hazel) Obiso**  
Admissions Assistant

**Jordan Ogilvie**  
Coordinator, Future Student Events

**Tiffany Orgill**  
Team Lead - Fees and Finance

**Veronica Oyatsi**  
Financial Aid Administrative Support

**Carol Poland**  
Calendar Editor

**Tracey Pyke**  
Awards Administrator

**Pradeep Rajbanshi**  
File and Mail Clerk

**Dmitry Romanov**  
Programmer Analyst

**Victoria Salmon**  
Analyst, ERP

**Katie Saunders**  
Admissions Specialist

**Jyoti Sharma**  
Graduation and Convocation Officer

**Jenna Shaw**  
Admissions Officer

**Eleanor Sit**  
Business Analyst, ERP

**Lana Skjolde**  
Analyst, ERP

**Valerie Stephenson**  
Specialist, Enrolment and Registration

**Jeffrey Stransky**  
Academic Advisor Technical Analyst

**Terumi Taylor**  
Senior Advisor

**Philip Tsang**  
Programmer/Analyst

**Candace Turcotte**  
Admissions Officer

**Taryn Walker**  
Advisor, Enrolment Services

**Damien Weleschuk**  
International Application Assistant

**Chandra Wiebe**  
Enrolment Services Advisor

**Zac Wiens**  
Manager Scheduling and Curriculum

**Susan Woods**  
Community Liaison Advisor

**Kailli, Xu**  
Assistant Registrar, Admissions

**Harrison Ho-Yee Yeung**  
Enrolment Services Advisor

## Student Services

**Jennifer Quin**  
Senior Director, Student Services

**Renata Gordon**  
Operations Coordinator, Student Services

### CAREER SERVICES

**Nora Molina**  
Manager, Career Services

**David Cataford**  
Career Development Specialist

**Cyndy Chan**  
Information Systems Specialist

**Lawrence Chan**  
Career Advisor

**Sonya Emslie**  
Administrative Assistant

**Matthew Geddes**  
Graduate Career Development Specialist

**Liliana Gonzalez**  
International Career Development Specialist

**Munira Hirji**  
Business Operations Coordinator

**Natalie Jayawardena**  
Events & Communications Coordinator

**Sue Kersey**  
Manager, Career Development

**Jennifer Ksionzena**  
Lynx Program Coordinator

**Jemimah Ogundele**  
Events & Communications Coordinator

**Devika Pandey**  
Employer Relations Specialist

**Lauren Remple**  
Employer Relations Specialist

**Dr. Stephanie Warner**  
Career Development Specialist

### INTERNATIONAL STUDENT SERVICES

**Ricky Ramdhaney**  
Manager, International Student Services

**Garrett Beatty**  
International Student Advisor, Intercultural Programs

**Mayda Borbely**  
International Student Services Assistant

**Kirsty Gruber**  
Advisor, International Student Support

**Nicolle Hans**  
International Student Specialist, Permanent Residence Support (casual)

**Brianna (Bree) Huene**  
International Student Specialist, Immigration

### LEADERSHIP AND STUDENT ENGAGEMENT

**Carlie Necker,**  
Manager, Leadership and Student Engagement (interim)

**Andrew Barry**  
Coordinator, Community Engagement

**Naveid Dar**  
Student Life Coordinator

**Travis Dickie**  
Marketing and Communications Coordinator

**Victoria Hirsche**  
Coordinator, Leadership and Training Programs

**Teri Jones**  
Coordinator, Orientation and First-Year Experience

**Heather Lee**  
Student Life Program Assistant

**Kirsty McGowan**  
Student Life Coordinator (International)

**Gareth McVicar**  
Manager, Student Leadership Development

**Shirin Merchant**  
Office and Accounts Assistant

**Emily Optyker**  
Student Life Coordinator

**Xing Zhu**  
Administrative Assistant

### NATIVE CENTRE

**Amanda Ens**  
Manager

**Tessa Bailey**  
Program Assistant

**Amy Beevor-Potts**  
NAPI Ambassador

**Jake Campbell**  
NAPI Ambassador

**Katie Campbell**  
NAPI Ambassador

**Cheryle Chagnon-Greyeyes**  
Administrative Coordinator

**Mallaina Friedle**  
NAPI Program Coordinator

**Keeta Gladue**  
Aboriginal Student Program Advisor

**Cate Hanington**  
Indigenous Student Access Program Coordinator

**Sierra Koochicum**  
NAPI Ambassador

**Jennifer Ksionzena**  
LYNX Project Coordinator

**Curtis Lefthand**  
NAPI Ambassador

**Reagan Markwell**  
NAPI Ambassador

**Kerrie Moore**  
Integrative Healing Therapist

**Natasha Proulx**  
NAPI Ambassador

**Kelsey Ross**  
NAPI Ambassador

**Nicholas Scott**  
Indigenous Relations Program Assistant

**Kayla Simpson**  
NAPI Ambassador

**Adrianna Tulissi**  
Interim manager

### OFFICE OF STUDENT CONDUCT

**Sarah Newcombe**  
Student Conduct Specialist

### STUDENT SUCCESS CENTRE

**Roxanne Ross**  
Director, Student Success Centre

**Christine Barr**  
Administrative Coordinator

**Jessica Cohen**  
Coordinator, Scholars Programs

**Destiny Dedemus**  
ADS, Academic Turnaround Program lead (interim)

**Lesley Gerein**  
Senior Specialist, Academic Advising

**Asher Ghaffar**  
Coordinator, Writing Support Services

**Sarah Ha**  
PASS Coordinator

**Carina Huggins**  
ADS, student athletes (on leave)

**Kaliopi Kollias**  
ADS, Academic Turnaround Program lead (on leave)

**Krystal Leung**  
Scholars Academy Program Assistant



**Clinton Loo**  
Math Coordinator

**Steve Mason**  
Manager, Learning Support Programs

**Jolene Maude,**  
Academic Advisor (exploratory students)

**Jasmine Mian**  
ADS, student athletes (interim)

**Deirdre Mooney**  
Academic Advisor (exploratory students)

**Shermin Murji**  
ADS, Thrive Coordinator

**Lukundo Nakazwe**  
SSC Program Assistant

**Glenn Norrie**  
Systems

**Dr. Paul Papin**  
ADS (graduate students)

**Jennifer Parsons**  
ADS (international students)

**Dr. Karen Quinn**  
Academic Advisor (Open Studies Students)

**Dina Taher**  
ADS, student athletes

## Student Wellness, Access and Support

**Debbie Bruckner**  
Senior Director, Student Wellness, Access and Support

### FAITH AND SPIRITUALITY CENTRE

**Adriana Tulissi**  
Manager

**Ms. Sandra Brask**  
Baha'i Representative

**Elyse Brazel**  
Education Coordinator

**Rev. Roy Darcus**  
Christian (Anglican) Chaplain

**Seth Erais**  
Pluralistic Engagement Coordinator

**Imam Hadi Hasan**  
Muslim (Shia) Chaplain

**Rev. Kelly Johnson**  
Christian (Pentecostal) Chaplain

**Rev. Tim Nethercott**  
Christian (United/Presbyterian) Chaplain

**Pearl Nieuwenhuis**  
Christian (Christian Reformed) Chaplain

**Rev. Margaret Propp**  
Christian (Lutheran) Chaplain

**Rev. Fr. Peter Rougas**  
Christian (Orthodox) Chaplain

**Jagdeep Singh Virk**  
Sikh Representative

**Imam Fayaz Tilly**  
Muslim (Sunni) Chaplain

**Father Haven Tran**  
Christian (Catholic) Chaplain

**Jef Tsui**  
Christian (Baptist) Chaplain

**Faye Urmeneta**  
Program Assistant

**Rev. Paul Verhoef**  
Christian (Christian Reformed) Chaplain

### STUDENT ACCESSIBILITY SERVICES

**Dr. Johanne Tottle**  
Director

**Lisa Banash**  
Access Advisor

**Rob Blake**  
Assistive Services Advisor

**Micheal Code**  
Access Advisor

**Mary Cole**  
Access Advisor

**Mitchell Cook**  
Exam Administrator

**Meghan Mak**  
Access Advisor

**Brenda McDermott**  
Exam Supervisor

**Nicole Montford**  
Exam Administrator

**Hilary Neatby**  
Exam Administrator

**Judy Smith**  
Administrative Coordinator

**Leanne Wong**  
Administrative Assistant

**60 casual staff**  
Providing note taking, proctoring, and educational assistance

### STUDENT WELLNESS SERVICES

**Shawna Bava**  
Manager, Student Support

**Georgia Carstensen**  
Manager, Health Promotion and Outreach

**Ahmed Ali**  
Student Support Advisor

**Kelsey Berntson,**  
Program Assistant

**Dr. Judy Chew**  
Senior Counsellor

**Michelle Churchill**  
Team Lead, Reception

**Dr. Anna-Lisa Ciccocioppo**  
Counsellor

**Adrianna Cooper**  
Student Support Advisor

**Jan Crook**  
Associate Director, Counselling

**Naveid Dar**  
Project Coordinator

**Michele Edwards**  
Student Support Advisor

**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

**Chenwei Lian**  
Reporting and Administrative Coordinator

**Mandy McCaughley**  
Community Training Coordinator

**Chantel Mitchelitis**  
Reception

**Kome Odoko**  
Student Support Advisor

**Bonny Peng**  
Counsellor

**Susan Perry**  
Administrative Manager

**Zsuzsi Regmi**  
Student Support Advisor

**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

**Raveen Virk**  
Peer Support Assistant

**Tricia Wilson**  
Licensed Practical Nurse

**Sarah Yoo**  
Registered Nurse

**17 Physicians**  
**5 Massage Therapists**  
**1 Psychiatrist**  
**3 Chiropractors**  
**1 Dietitian**

### WOMEN'S RESOURCE CENTRE

**Nanako Furuyama**  
Coordinator

**Haley Anderson**  
Program Assistant

**Sharleen Nijjar**  
Project Assistant/Co-operative Education Program

**Eleonora Rudenko**  
Project Assistant/Co-operative Education Program

## Student Ombuds Office

**Kevin Wiens**  
Ombuds

## Marketing and Communications

**Caleb Zimmerman**  
Director

**Rand Al-Hashmy**  
Intercultural Marketing and Communications Advisor

**Casey Blais**  
Senior 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 Swizardaryk**  
Web Communication Specialist

**Stephanie Talbot**  
Senior Marketing and Communication Advisor





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

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