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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.

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)

Scholarships and Awards

<table>
<thead>
<tr>
<th>Scholarship Category</th>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>New awards established</td>
<td>71</td>
<td>85</td>
</tr>
<tr>
<td>University of Calgary funds</td>
<td>6,266</td>
<td>5,766</td>
</tr>
<tr>
<td>Entrance</td>
<td>1,240</td>
<td>1,440</td>
</tr>
<tr>
<td>Continuing</td>
<td>5,026</td>
<td>4,362</td>
</tr>
<tr>
<td>Alberta scholarship program</td>
<td>6,545</td>
<td>7,083</td>
</tr>
<tr>
<td>External scholarship funds</td>
<td>-</td>
<td>501</td>
</tr>
<tr>
<td>Presentations and workshops</td>
<td>18</td>
<td>958</td>
</tr>
<tr>
<td>Email responses</td>
<td>3,479</td>
<td>3,771</td>
</tr>
</tbody>
</table>

BY THE NUMBERS

Scholarships and Awards 2017-2018  
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
Entrance 1,240 $4,400,441 1,440 $4,371,496
Continuing 5,026 $17,756,797 4,362 $12,278,194
Alberta scholarship program 6,545 $9,792,000 7,083 $12,129,600
External scholarship funds - - 501 $1,652,310
Presentations and workshops 18 - 958 -
Email responses 3,479 - 3,771 -
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 reposit to ensure appropriate and efficient provisioning of access

**BY THE NUMBERS - ADMISSIONS**

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

<table>
<thead>
<tr>
<th>Winter, spring and summer admissions</th>
<th>2017</th>
<th>2018</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants</td>
<td>796</td>
<td>849</td>
<td>6%</td>
</tr>
<tr>
<td>Offers made</td>
<td>349</td>
<td>379</td>
<td>8%</td>
</tr>
<tr>
<td>Acceptances</td>
<td>287</td>
<td>314</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Overall Open Studies</th>
<th>2016-2017</th>
<th>2017-2018</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants</td>
<td>3,979</td>
<td>4,136</td>
<td>8%</td>
</tr>
<tr>
<td>Offers made</td>
<td>3,297</td>
<td>3,522</td>
<td>6%</td>
</tr>
<tr>
<td>Acceptances</td>
<td>3,289</td>
<td>3,515</td>
<td>6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transfer credit posted</th>
<th>2016-2017</th>
<th>2017-2018</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>83,441</td>
<td>91,379</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applications for current UC students</th>
<th>2016-2017</th>
<th>2017-2018</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letters of permission</td>
<td>1,997</td>
<td>2,767</td>
<td>28%</td>
</tr>
<tr>
<td>Outgoing exchange</td>
<td>350</td>
<td>385</td>
<td>9%</td>
</tr>
<tr>
<td>Change of program</td>
<td>2076</td>
<td>2063</td>
<td>-1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Admission documents processed</th>
<th>2016-2017</th>
<th>2017-2018</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>154,180</td>
<td>170,945</td>
<td>10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advising</th>
<th>2016-2017</th>
<th>2017-2018</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone calls</td>
<td>26759</td>
<td>26656</td>
<td>0%</td>
</tr>
<tr>
<td>Email admission change request</td>
<td>1240</td>
<td>2860</td>
<td>57%</td>
</tr>
<tr>
<td>Acceptances</td>
<td>3289</td>
<td>3151</td>
<td>6%</td>
</tr>
</tbody>
</table>
**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

**BY THE NUMBERS**

### E-recruiting

<table>
<thead>
<tr>
<th>Quantity</th>
<th>2017-18</th>
<th>2016-17</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total prospects collected</td>
<td>25,948</td>
<td>24,262</td>
<td>4.0%</td>
</tr>
<tr>
<td>Admission emails</td>
<td>35,423</td>
<td>35,013</td>
<td>1.2%</td>
</tr>
<tr>
<td>Recruitment emails</td>
<td>199,384</td>
<td>187,011</td>
<td>6.5%</td>
</tr>
<tr>
<td>SchoolFinder banner ads</td>
<td>104,227</td>
<td>88,674</td>
<td>15.7%</td>
</tr>
<tr>
<td>SchoolFinder feature articles</td>
<td>5,137</td>
<td>5,031</td>
<td>2.0%</td>
</tr>
<tr>
<td>Digital leads</td>
<td>6,593</td>
<td>6,549</td>
<td>0.7%</td>
</tr>
<tr>
<td>Webinars</td>
<td>1</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Website (unique page views)</td>
<td>2,239,655</td>
<td>2,075,903</td>
<td>7.3%</td>
</tr>
</tbody>
</table>

### Counsellor networking

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newsletters</td>
<td>27,029</td>
</tr>
<tr>
<td>Number of contacts</td>
<td>3,594</td>
</tr>
<tr>
<td>Calgary counsellor update</td>
<td>87</td>
</tr>
<tr>
<td>Regional counsellor updates</td>
<td>216</td>
</tr>
<tr>
<td>Counselor Fly-in (out-of-province)</td>
<td>9</td>
</tr>
<tr>
<td>Counselor Fly-in (out-of-province)</td>
<td>892</td>
</tr>
<tr>
<td>Counselor helpline calls</td>
<td>892</td>
</tr>
</tbody>
</table>

### Advising

<table>
<thead>
<tr>
<th>Total served</th>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual future student email responses</td>
<td>29,285</td>
<td>26,128</td>
</tr>
<tr>
<td>Drop-in appointments</td>
<td>4,329</td>
<td>4,075</td>
</tr>
</tbody>
</table>

### Change requests completed

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>202</td>
<td>186</td>
</tr>
</tbody>
</table>

### Major projects completed

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>7</td>
</tr>
</tbody>
</table>

### LERs/government reports

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>

### Weekly reports

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>50</td>
</tr>
</tbody>
</table>

### New reports created

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

### Ad hoc report requests

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1100</td>
<td>800</td>
</tr>
</tbody>
</table>

### Classes scheduled

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>7265</td>
<td>7246</td>
</tr>
</tbody>
</table>

### Course components scheduled

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>11315</td>
<td>11,334</td>
</tr>
</tbody>
</table>

### Course components scheduled in central rooms

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>33.5%</td>
<td>32.8%</td>
</tr>
</tbody>
</table>

### Calendar changes made

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,056*</td>
<td>1,042</td>
</tr>
</tbody>
</table>

### Average campus space utilization rate (RO rooms)

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>24.4</td>
<td>25.0</td>
</tr>
</tbody>
</table>

### Average campus space utilization rate (non-RO rooms)

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.5</td>
<td>12.0</td>
</tr>
</tbody>
</table>

### Ad Astra users

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>277</td>
<td>215</td>
</tr>
</tbody>
</table>

### New reports created for scheduling

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>

### Exams scheduled

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,943</td>
<td>1,788</td>
</tr>
</tbody>
</table>

### Direct conflicts

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Three exams in 24 hours

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>108</td>
<td>92</td>
</tr>
</tbody>
</table>

### Back-to-back exams

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,221</td>
<td>1,296</td>
</tr>
</tbody>
</table>

### PM to AM back-to-back exams

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,712</td>
<td>1,718</td>
</tr>
</tbody>
</table>

### Students with more than one exam on the same day

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,700</td>
<td>5,454</td>
</tr>
</tbody>
</table>

### Common exams scheduled

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>193</td>
<td>177</td>
</tr>
</tbody>
</table>

### Ad hoc room booking requests

<table>
<thead>
<tr>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>13,448</td>
<td>12,407</td>
</tr>
</tbody>
</table>
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 Advising (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).

• 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.

• Formulated 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 (336 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 deadlines).

• 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 (Glass) 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 50 out-of-province applicants, and the Scholars Dinner for the top UCalgary applicants to enhance conversion (student fly-ins converted 65% of attendees and the Scholars Dinner converted 74% of attendees).

• Established fly-in opportunites as 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 Career 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 offered by April 2018, an increase of 826 when compared to April 2017).

• Utilized Brightspace (D2L) for undergraduates 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

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

• Breakfast Series: Middle-year undergraduate international students
Campus Mental Health Strategy Grants Program

STAFF AWARDS AND RECOGNITION

• Garnett Beatty & Kirsty Gruber – Dr. Joseph Crowshoe Award (presented to the SES Blanket Exercise team)
• Brea Huewe – 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.

GRANTS OR FUNDING

• UCalgaryStrong, private donation of $5 million (Sept. 1, 2014 - April 30, 2019)
• Co-Curricular Record: SU Quality Money Grant of $30,000 (April 1, 2015 - April 30, 2016)
• Student Activities Fund: $1,000 (July 1, 2016 - June 30, 2017)

STAFF AWARDS AND RECOGNITION

• Kirstan McCowan – Calgary Immigrants of Distinction Award
• Garrett Beatty & Kirsty Gruber – Dr. Joseph Crowshoe 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
- 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

Support community involvement and awareness of the Native Centre by:

- Revising the Aboriginal Student Access Program (ASAP), with new program strategies being implemented fall 2018
- Developing Indigenous Zone training opportunities for leadership and students
- Developing 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 Chat, 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 award 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-Grayeyes and Keeta Gladue — Dr. Joseph Crowshoe Award
- Steve Mason — 10 years of service
- Jennifer Parsons — U Make a Difference Award

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 Z+ 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 Networks 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

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Number of events</th>
<th>Number of attendees</th>
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<tbody>
<tr>
<td>Academic support appointments</td>
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<td>1993</td>
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<tr>
<td>Academic Turnaround workshops</td>
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<tr>
<td>Dinos academic support appointments</td>
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<tr>
<td>Dinos weekly seminars</td>
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<tr>
<td>First-Year Scholars launch</td>
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<td>My First Six Weeks day</td>
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<td>My First Six Weeks extended sessions</td>
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<td>Peer Assisted Study Sessions (PASS)</td>
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<td>RWRD (Intl support) participants</td>
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<tr>
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<td>Scholars Academy retreats</td>
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## Academic advising 2017-2018

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<th>Event Type</th>
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<th>Attendees</th>
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<td>Choosing a major peer appointments</td>
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<td>Open Studies appointments</td>
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<tr>
<td>Exploratory workshops</td>
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<tr>
<td>Prospective appointments</td>
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<td>375</td>
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<tr>
<td>Student registration assistants appointments</td>
<td>-</td>
<td>993</td>
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<tr>
<td>UCAN advisor events</td>
<td>7</td>
<td>165</td>
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## Math support 2017-2018 (Funded by SU Quality Money)

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<th>Event Type</th>
<th>Events</th>
<th>Attendees</th>
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<tbody>
<tr>
<td>Dinos drop-in math appointments (funded by Athletics)</td>
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<td>877</td>
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<tr>
<td>Haskayne drop-in (funded by Haskayne)</td>
<td>-</td>
<td>572</td>
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<tr>
<td>Residence drop-in (funded by Residence)</td>
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<td>130</td>
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<tr>
<td>SSC math appointments</td>
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<td>Third-tier program for math and stats</td>
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<td>56</td>
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<tr>
<td>TFDL drop-in</td>
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<td>282</td>
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<td>Math support workshops</td>
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## Writing support services 2017-2018

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<tr>
<th>Event Type</th>
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<th>Attendees</th>
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<tr>
<td>Academic integrity workshops</td>
<td>42</td>
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</tr>
<tr>
<td>Dinos writing support appointments (funded by Athletics)</td>
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<td>98</td>
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<tr>
<td>Grad Success Week (w/academic support)</td>
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<td>641</td>
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<tr>
<td>Faculty requested workshops and information sessions</td>
<td>54</td>
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<tr>
<td>TFDL and residence drop-in appointments</td>
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<td>128</td>
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<tr>
<td>Writing at the graduate level workshops</td>
<td>15</td>
<td>3638</td>
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<tr>
<td>Writing support appointments</td>
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<td>70</td>
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<tr>
<td>Writing workshops (undergraduate)</td>
<td>9</td>
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<tr>
<td>Writing support in the Native Centre</td>
<td>25 sessions</td>
<td>41</td>
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<tr>
<td>Graduate Writing Community</td>
<td>weekly</td>
<td>229</td>
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## 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.

**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

**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
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 Wellness Services, Student Accessibility 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.
Located in the SU Wellness Centre, Student Wellness Services works collaboratively to create a safe and welcoming environment for students, faculty and staff. We are student-focused and strive to support each other and participate in maintaining our 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

- 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 retrain on indigenizing mental health services.

- The Senior Director is a member of the Itaahtoollapi implementation committee. Members of the Wellness Centre were participants in the strategy’s community consultations.

- An Ifi’i/’htaapii wall panel was installed in Wellness Centre reception area and territorial acknowledgments plaques were installed in meeting areas.

- Mental health strategy implementation: 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 institutions on a review of the Mental Health and Addictions Framework and metrics.

- Review mental health services and the impact on all areas within the portfolio, with strong consideration of our support and engagement with specialized and marginalized populations: international students, students from diverse cultural groups, students with mental health challenges, and graduate students.

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

- 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 LGBTQ+ students, enhancing connection and defining role with Nomads (international student peer support group), established presence in Native Centre. Wellness based international student group provided workshops to students and their families living in family housing. Hosted western regional symposium for Post-Secondary Educational Partnership. Alcohol Harms Reduction Support Advisor began meeting regularly with members of the Native Centre meets monthly to review feedback regarding campus/unit climate.

- Mental Health legal 101 session with law firm: introduced and updated (summer 2018). Developed a mental health support staffing peak fall exam period: increased session 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 Indigenous health promotion programming.

- Review of mental health services and the impact on all in the portfolio, with strong consideration of specialized and marginalized populations.

- Compilation of first full year of Collaborative Care Model. Expanded group and workshop offerings to 18 students and created ability 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 Counselling Care Sessions (307) to provide more timely access to appropriate supports.

- Wellness Centre development 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 counselor on a regular basis.

- Worked with other units (Women’s Resource Centre, Byander 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 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.

- SYSA 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.


- Two counsellors planned for fall 2018.

- Enhancing a supportive working culture.

- The leadership team of the Wellness Centre meets regularly to develop 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 breakaway event was held in July.

- Mixed small group staff meetings for open discussions on employee climate (as held each spring). Notes are reviewed by the leadership team and an action plan is developed to attend to concerns.

- Numbers Served:

- Counselling Centre: 4,832 appointments, an increase of 6.2% over the previous year (4,581)

- Case Management/Intake: 3,542 appointments, an increase of 6.0% over the previous year (3,377)

- Groups: 226 students attending, a decrease of 14.5% over the previous year (346). Due to change in registration procedures, the number of student attending groups is under-reported.

- Outreach/Training: 341 students, faculty and staff reached through events, workshops, and peer educator programs, an increase of 6.2% over the previous year (314).

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

- UCalgary/Strong received a private donation

STAFF AWARDS AND RECOGNITION

- Jan Crook — UC Make a Difference Award

- Kome Odiok — Dr. Joseph Crowshoe Award (presented to the SES Blanket Donation)

- Randy 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:  
  • Ischikwêwin - 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: 76 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):
  • 93% of peer helpers feel more confident having conversations that challenge negative stereotypes and myths about sexual assault
  • 86% of peer helpers are more aware of what consent is
  • 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 9 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

• 1,710 visitors (about 40 visitors per day): 50% undergraduate students, 2% graduate students, 1% alumni, 3% faculty, and 3% staff
• 56 workshops and events, with 2,280 attendees
• 3 events hosted
• 100% of peer helpers say they
• 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

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 Crawshoe Award - Haley Anderson (presented to the SES Blanket Exercise team)
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

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

STAFF AWARDS AND RECOGNITION

• Shakara 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
- 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 Brinkers 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
**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

Elise Brazel  
Education Coordinator

Rev. Roy Darcus  
Christian (Anglican) Chaplain

Seth Erais  
Pluralistic Engagement Coordinator

Imam Hadi Hasan  
Muslim (Shia) Chaplain

Rev. Kelly Johnson  
Christian (Presbyterian) Chaplain

Rev. Tim Nethercott  
Christian (United/Presbyterian) Chaplain

Pearl Nieuwenhuis  
Christian (Reformed) Chaplain

Rev. Margaret Propp  
Christian (Lutheran) Chaplain

Rev. Fr. Peter Rougas  
Christian (Orthodox) Chaplain

Jagdeep Singh Vik  
Sikh Representative

Imam Fayaz Tilly  
Muslim (Sunni) Chaplain

Father Haven Tran  
Christian (Catholic) Chaplain

Jef Tsu  
Christian (Greek) Chaplain

Fay Umreneta  
Program Assistant

Rev. Paul Verhoef  
Christian (Reformed) Chaplain

**STUDENT ACCESSIBILITY SERVICES**

Dr. Johanne Tottle  
Director

Lisa Banash  
Access Advisor

Rob Blake  
Assistant Services Advisor

Michael 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

Georgina Carstensen  
Manager, Health Promotion and Outreach

Ahmed Ali  
Student Support Advisor

Kelsey Berntson  
Program Assistant

Dr. Judy Chew  
Senior Counselor

Michelle Churchill  
Team Lead, Reception

Dr. Ana-Lisa Ciccocioppo  
Counsellor

Adrianna Cooper  
Student Support Advisor

Jan Crook  
Associate Director, Counselling

Nawed Dar  
Project Coordinator

Michelle Edwards  
Student Support Advisor

Rosanne Gardener  
Licensed Practical Nurse

Nilufar Hasanova, Registered Nurse

Linda Hasted  
Nurse Manager

Jennie Hayward  
Receptionist

Courtney Hunt  
Program Assistant

Dr. Priya Khatri  
Counsellor

Johanna Kischke  
Receptionist

Alex Klassen  
Student Support Advisor

Susan Koehler  
Licensed Practical Nurse

Erin Kordich  
Student Support Advisor

Peta Lai  
Licensed Practical Nurse

Dr. Ann Laverty  
Senior Counselor

Kelley Lewis  
Marketing and Communications Advisor

Chenwei Lian  
Reporting and Administrative Coordinator

Mandy McCaughtry  
Community Training Coordinator

Chantal Mitchell  
Receptionist

Kome Osoko  
Student Support Advisor

Bonny Peng  
Counsellor

Susan Perry  
Administrative Manager

Uzziq Regmi  
Student Support Advisor

Kimberly Rollo  
Receptionist

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**

Namako Funuyama  
Coordinator

Hailey Anderson  
Program Assistant

Sharien Nijjar  
Project Assistant/Co-operative Education Program

Elexonara Rudenke  
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 Caclaryan  
Web and Marketing Assistant

Justina Contenti  
Marketing and Communication Advisor

Audrey Delamont  
Graphic Designer/Web Developer

David McNeil  
Graphic Designer/Web Developer

Shakura Swizdaryk  
Web Communication Specialist

Stephanie Tabet  
Senior Marketing and Communication Advisor

**TOTAL**

60 casual staff