Student and Enrolment Services
ANNUAL REPORT 2017-2018
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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)
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.

**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></th>
<th>2017-2018</th>
<th>Funding</th>
<th>2016-2017</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>New awards established</td>
<td>71</td>
<td>$718,400</td>
<td>85</td>
<td>$692,500</td>
</tr>
<tr>
<td>University of Calgary funds</td>
<td>6,266</td>
<td>$17,157,238</td>
<td>5,766</td>
<td>$16,651,690</td>
</tr>
<tr>
<td>Entrance</td>
<td>1,240</td>
<td>$4,400,441</td>
<td>1,440</td>
<td>$4,371,496</td>
</tr>
<tr>
<td>Continuing</td>
<td>5,026</td>
<td>$12,756,797</td>
<td>4,362</td>
<td>$12,271,934</td>
</tr>
<tr>
<td>Alberta scholarship program</td>
<td>6,345</td>
<td>$9,792,000</td>
<td>7,083</td>
<td>$12,129,600</td>
</tr>
<tr>
<td>External scholarship funds</td>
<td>-</td>
<td>-</td>
<td>501</td>
<td>$1,052,310</td>
</tr>
<tr>
<td>Presentations and workshops</td>
<td>18</td>
<td>-</td>
<td>188</td>
<td>-</td>
</tr>
<tr>
<td>Email responses</td>
<td>3,479</td>
<td>-</td>
<td>3,371</td>
<td>-</td>
</tr>
</tbody>
</table>

**BY THE NUMBERS**

- 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 align online and face-to-face interactions
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 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 facilities, to convert staff to new roles to ensure appropriate and efficient provisioning of access

- Reporting
  - Continue to enhance self-service 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 call 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

<table>
<thead>
<tr>
<th></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>515</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>
<tr>
<td>Winter, spring and summer admissions</td>
<td></td>
<td></td>
<td></td>
</tr>
<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>
<tr>
<td>Overall Open Studies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applicants</td>
<td>3,979</td>
<td>4,336</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>
<tr>
<td>Transfer credit posted</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>53,441</td>
<td>55,377</td>
<td>4%</td>
</tr>
<tr>
<td>Overall Open Studies</td>
<td></td>
<td></td>
<td></td>
</tr>
<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>2018</td>
<td>2063</td>
<td>-1%</td>
</tr>
<tr>
<td>Applications for current UC students</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>154,180</td>
<td>170,945</td>
<td>10%</td>
</tr>
<tr>
<td>Admissions documents processed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>26,759</td>
<td>26,656</td>
<td>0%</td>
</tr>
<tr>
<td>Advising</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone calls</td>
<td>1240</td>
<td>2860</td>
<td>57%</td>
</tr>
<tr>
<td>Email admission change request</td>
<td>3289</td>
<td>3515</td>
<td>6%</td>
</tr>
</tbody>
</table>
### BY THE NUMBERS - RECRUITMENT

<table>
<thead>
<tr>
<th>Domestic recruitment</th>
<th>School visits</th>
<th>Fairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calgary high schools</td>
<td>66</td>
<td>1</td>
</tr>
<tr>
<td>Calgary community groups</td>
<td>20</td>
<td>3</td>
</tr>
<tr>
<td>Alberta</td>
<td>43</td>
<td>2</td>
</tr>
<tr>
<td>ELAA</td>
<td>N/A</td>
<td>139</td>
</tr>
<tr>
<td>British Columbia</td>
<td>133</td>
<td>23</td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>26</td>
<td>6</td>
</tr>
<tr>
<td>Manitoba</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Ontario</td>
<td>33</td>
<td>12</td>
</tr>
<tr>
<td>Indigenous</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>332</td>
<td>199</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>International recruitment</th>
<th>School visits</th>
<th>Fairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia</td>
<td>94</td>
<td>6</td>
</tr>
<tr>
<td>India/Sri Lanka</td>
<td>29</td>
<td>2</td>
</tr>
<tr>
<td>Africa</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Middle East</td>
<td>61</td>
<td>1</td>
</tr>
<tr>
<td>Central/South America</td>
<td>40</td>
<td>11</td>
</tr>
<tr>
<td>United States</td>
<td>27</td>
<td>25</td>
</tr>
<tr>
<td>Total</td>
<td>269</td>
<td>45</td>
</tr>
</tbody>
</table>

| National meet and greets   | 12            | 273   |
| Private student meetings   | 10            | -     |

### E-recruiting

<table>
<thead>
<tr>
<th>Total prospects collected</th>
<th>25,948</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td>25,948</td>
</tr>
<tr>
<td>Admission emails</td>
<td>35,423</td>
</tr>
<tr>
<td>2017-18</td>
<td>199,384</td>
</tr>
<tr>
<td>Recruitment emails</td>
<td>104,227</td>
</tr>
<tr>
<td>SchoolFinder banner ads</td>
<td>5,137</td>
</tr>
<tr>
<td>SchoolFinder feature articles</td>
<td>6</td>
</tr>
<tr>
<td>Digital leads</td>
<td>6,593</td>
</tr>
<tr>
<td>Webinars</td>
<td>1</td>
</tr>
<tr>
<td>Website (unique page views)</td>
<td>2,239,655</td>
</tr>
</tbody>
</table>

### Systems and Reporting

#### 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.
- Oversea the completion of key projects, ensuring that teams, budgets, and schedules are put in place to support key projects such as Academic Advising, Admissions Renewal, APAS Update and COR/FFNA

### BY THE NUMBERS

<table>
<thead>
<tr>
<th>Change requests completed</th>
<th>202</th>
<th>186</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major projects completed</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>LERs/government reports</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Weekly reports</td>
<td>30</td>
<td>50</td>
</tr>
<tr>
<td>New reports created</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Ad hoc report requests</td>
<td>1100</td>
<td>800</td>
</tr>
<tr>
<td>Classes scheduled</td>
<td>726</td>
<td>724</td>
</tr>
<tr>
<td>Calendar changes made</td>
<td>2,056*</td>
<td>1,042</td>
</tr>
<tr>
<td>New courses</td>
<td>272</td>
<td>231</td>
</tr>
<tr>
<td>Deleted courses</td>
<td>132</td>
<td>141</td>
</tr>
<tr>
<td>Average campus space utilization rate (RO rooms)</td>
<td>24.4</td>
<td>25.0</td>
</tr>
<tr>
<td>Average campus space utilization rate (non-RO rooms)</td>
<td>11.5</td>
<td>12.0</td>
</tr>
<tr>
<td>Ad Astra users</td>
<td>277</td>
<td>215</td>
</tr>
<tr>
<td>New reports created for scheduling</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Exams scheduled</td>
<td>1,943</td>
<td>1,788</td>
</tr>
<tr>
<td>Direct conflicts</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Three exams in 24 hours</td>
<td>108</td>
<td>92</td>
</tr>
<tr>
<td>Back-to-back exams</td>
<td>1,221</td>
<td>1,296</td>
</tr>
<tr>
<td>PM to AM back-to-back exams</td>
<td>1,312</td>
<td>1,178</td>
</tr>
<tr>
<td>Students with more than one exam on the same day</td>
<td>6,700</td>
<td>5,454</td>
</tr>
<tr>
<td>Common exams scheduled</td>
<td>193</td>
<td>177</td>
</tr>
<tr>
<td>Ad hoc room booking requests</td>
<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 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)
- 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 50,400 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 release admission decisions being made by May 1 (response deadline)
- 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 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 offered 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 Family 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 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 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 Huene — Five years of service.
- Maya 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 customized training, the Leadership on Demand program, consultation with multiple on-campus stakeholders, and continued connection with local high schools. 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, $61 kg of food and $700 in online donations collected.
- Two Cooperative Education students employed by Community Engagement.

**Leadership**

- Camp LEAD: 71 participants over three sessions.
- CliftonStrengths: 2,632 student participants.
- Co-Curricular Records (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.
- Sophomores Leaders Program: 142 participants.
- Student Activities Fund: 233 applicants; 72 of which received a total of $28,800.
- Student Activities Fund: Breakfast Week: 4,648 student attendees; 585 international students; and 285 Orientation Leaders.
- Gradate 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 workshops were viewed 468 times.
- Prelude: 5,235 unique page views.

**Special Populations and Programming**

- ucalgarycares: Indigenous leadership and engagement program: SU Quality Money Grant of $75,000 (Sept. 2017 - present).

**STAFF AWARDS AND RECOGNITION**

- Kirstin 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.

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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.
- Developing one-on-one advising, leadership training, services and programs. These include academic, personal and cultural support to provide tailored learning strategies being implemented fall 2018.

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 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.
- Powwow: funding from 11 sponsors.

STAFF AWARDS AND RECOGNITION

- Cheryl Chagnon-Greyeyes and Keeta Gladue — Dr. Joseph Crowshoe Award.
- Cheryle Chagnon-Greyeyes and Keeta Gladue — Indigenous Relations Training Program.
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- Revised the Aboriginal Student Access Program (ASAP), with new program strategies being implemented fall 2018.

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 30+ course-wide 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</th>
<th>Number of events</th>
<th>Number of attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic support appointments</td>
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<tr>
<td>Academic Tumaround 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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<td>23</td>
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<tr>
<td>First-Year Scholars launch</td>
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<tr>
<td>My First Six Weeks day</td>
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<tr>
<td>My First Six Weeks extended session</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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<td>RWRD (Intl support) conversation sessions</td>
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<td>Scholars Academy participants</td>
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<td>Scholars Academy retreats</td>
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<td>Thrive Priority Support Network appointments</td>
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<td>W2RAP Up</td>
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### Writing support services 2017-2018

<table>
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<tr>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>Academic integrity workshops</td>
<td>42</td>
<td>476</td>
</tr>
<tr>
<td>Dinos writing support appointments (funded by Athletics)</td>
<td>99</td>
<td>98</td>
</tr>
<tr>
<td>Grad Success Week (academic support)</td>
<td>41</td>
<td>641</td>
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<tr>
<td>Faculty requested workshops and information sessions</td>
<td>54</td>
<td>697</td>
</tr>
<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>
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<tr>
<td>Writing support in the Native Centre</td>
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<tr>
<td>Graduate Writing Community</td>
<td>weekly</td>
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### Academic advising 2017-2018

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<tr>
<th>Event</th>
<th>Events</th>
<th>Attendees</th>
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</thead>
<tbody>
<tr>
<td>Choosing a major appointments</td>
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<td>305</td>
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<tr>
<td>Choosing a major peer appointments</td>
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<td>168</td>
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<tr>
<td>Open Studies appointments</td>
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<td>535</td>
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<tr>
<td>Exploratory workshops</td>
<td>17</td>
<td>154</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>
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<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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<tr>
<th>Event</th>
<th>Events</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dinos drop-in math appointments (funded by Athletics)</td>
<td>-</td>
<td>877</td>
</tr>
<tr>
<td>Haskayne drop-in (funded by Haskayne)</td>
<td>-</td>
<td>572</td>
</tr>
<tr>
<td>Residence drop-in (funded by Residence)</td>
<td>-</td>
<td>130</td>
</tr>
<tr>
<td>SSC math appointments</td>
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<td>1638</td>
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<tr>
<td>Third-timer program for math and stats</td>
<td>-</td>
<td>56</td>
</tr>
<tr>
<td>TFDL drop-in</td>
<td>-</td>
<td>282</td>
</tr>
<tr>
<td>Math support workshops</td>
<td>8</td>
<td>68</td>
</tr>
</tbody>
</table>

### 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 partnerships 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
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 at the SU Wellness Centre, Student Wellness Services works collaboratively to create a safe and empowering environment for all students, faculty, and staff to develop healthy routines, support each other, and participate in creating, sustaining, and enhancing 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, counseling, access to the Faith and Spirituality Centre, and various events and programs.

GOALS FOR 2017/18

- Indigenous experience: work to implement ‘Ita’ito’po’t/p – ensuring cultural relevance of service and a presence within the Native Centre; working with a Wukkwit scholar to begin to build welcoming spaces for Indigenous students, staff, and faculty; integrating Indigenous ways of knowing into programming; and increasing cultural and understanding 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, and implementing the SMART Recovery program
- Review the recommendations from the Advisory Panel on Post-Secondary Mental Health and work with our SU colleagues in the Office of the Residential Dean; a working group from the Faith and Spirituality Centre. A student support advisor has regular meetings with the Native Centre staff, and the SVSA position now a member of the SWAS portfolio and located in our expanded space (summer 2018).
- Review of mental health services, including full evaluation plan and work in the area of harm reduction, as well as work to address gaps in programming.
- Explore ways to measure the long-term impact and sustainability of collective mental health and well-being initiatives. This evaluation information is used both at the programming level and to assess individual counseling appointment effectiveness. Reports are due 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 was launched in June 2017 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 2PE-AH symposium featuring: 2 student projects (peer support at MMU, student medical response at UCalgary), John Galloway from Centre for Addictions and Mental Health, and Tim Dyck and Carline Remoek 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, adjudged 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 Matison Centre on research informed education and communications.
- Examine the recommendations from the Advisory Panel on Post-Secondary Mental Health and work with our Student Association on a review of the Mental Health and Addictions Framework and metrics.
- Regional Post-Secondary Mental Health Coordinating Centre: 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 the Advanced Education Mental Health and Resiliency Peer Support: SU Quality Money grant.
- Two counselors planned for fall 2018. Enhancing a supportive working culture.
- The leadership team of the Wellness Centre meets regularly to consult on programming, problem solve and discuss a supportive working culture.
- An annual retreat was held this year in January with the theme of Indigeneous Mental Health. Staff have asked for bi-annual opportunities to network, and a second retreat was held in July.
- Missed small group staff meetings for open discussions on employee climate and for feedback on the vision of the SU Wellness Centre and an action plan is developed to attend to concerns.

Numbers Served

- Counselling Centre: 4,663 appointments – an increase of 6.2% over the previous year (4,381)
- Case Management/Intake: 3,363 appointments, an increase of 6.0% over the previous year (3,136)
- Groups: 296 students attending, a decrease of 14.5% over the previous year (3,543). 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 program meetings, an increase of 6.2% over the previous year (3,105)
- Health appointments: 32,347, an increase of 3.3% over the previous year (31,360)

GRANTS AND FUNDING

- Advanced Education Mental Health and Addictions Grant
- Alberta Health Services Opioid Awareness Grant
- CHRI Patient-oriented Research Collaboration Grant
- Community Helpers Grant
- Floressing 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 — U Make a Difference Award
Kome Odiko — 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: 1) Isichikwini - Indigenous Approaches to Holistic Wellness: 65 attendees 2) Blanket Exercise: 22 attendees 3) Create a Dreamcatcher Workshop: 42 attendees 4) Women Leaders Speaker Series featuring Cheryle Chagnon-Greyeyes: 35 attendees 5) Supported WRC peer helpers to host three workshops on Indigenous history, culture, and people: 76 attendees 6) Led three sessions at Women’s Leadership Conference 2018
- Impact on WRC Peer Helpers as a result of their involvement at the WRC: 1) Peer Helper Survey, April 2018: a) 82% of peer helpers have developed a deeper understanding of Indigenous people, history, and culture through events and activities b) 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 2) 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 3) 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: 1) Peer Helper Survey, April 2018: a) 95% of peer helpers indicate that their holistic experience on campus has been enhanced and strengthened b) 90% of peer helpers are more engaged in the campus community and feel that are part of a community c) 79% of peer helpers have made contacts that have helped them in their personal life at the WRC d) 83% of peer helpers feel empowered in dealing with their own health and sexuality e) 85% of peer helpers have learned how to balance their school work and social life with additional responsibilities required as a peer helper.

Other achievements/activities

- 1710 visitors (about 40 visitors per day): 10% undergraduate students, 2% graduate students, 1% alumni, 3% faculty, and 3% staff 2) 56 workshops and events, with 2280 attendees
- UFlourish Week 2017: 4 events hosted 3) Diversity Days 2018: 2 events hosted 4) Sexual and Gender Wellness Week 2018: 3 events hosted

GRANTS OR FUNDING


STAFF AWARDS AND RECOGNITION

1) Dr. Joseph Crowcho 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 counselor handbooks
• 1451 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

• 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
- MyGradSkills Program Advisory Committee
- National Survey of Student Engagement Support Team
- 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 Subcommitee
- 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
- Ignitch 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 – Provincial Board
- Resolve Alberta Steering Committee
- The Hangar Flight Museum
- Western Association of Registrars of the Universities and Colleges of Canada
Office of the Vice-Provost (Student Experience)

Dr. Susan Barker
Vice-Provost (Student Experience)

Kathy Stainhauser
Executive Assistant

Office of the Registrar

Angelique Saweczko
Registrar

Vanessa Wood
Deputy Registrar, Enrolment Services

Steve McLaughlin
Associate Registrar, Systems and Reporting

Jennifer de Rauldus
Associate Registrar, Recruitment and Admissions

Rama Al-Bastami
Admissions Officer

Valerie Alexander
Sr Degree Audit Coordinator

Wendy Amore
Analyst, ERP

Tanner Ashton
Admissions Assistant

Issac Azeez
Applications Assistant

Shannon Barclay
Recruitment Coordinator

Ashley Becon
Recruitment Officer

Gary Bolton
Admissions Officer

Pamela Bargason
Student Services Officer

Monika Bhatt
International Application Assistant

Daniel Birch
Administrative Support

Kathy Brown
Exam Proctor

Office of Student Services

Marie Brown
Analyst, ERP

Mark Carter
Programme/Analyst

Gregoriets Gwamnou
Training Analyst

Aggie Chan
Recruitment Advisor (International)

Gillian Chan
Student Recruitment Officer

Stephanie Corbett
Exam Proctor

Jeney Curtis
Admissions Officer

Valerie Deschamps
Admissions Officer

Terry Diegel
Enrolment Services Advisor

Cassie Dixon
Student Recruitment Officer

Andrew Engler
File and Mail Clerk

Alison Farrell
Financial Aid Officer

Mani Fieldi
International Reg Officer

Lora Fong
Transport Coordinator

Anita Gao
Administrator, Awards

Lisa Genest
Exam Proctor

Matthew Gossip
Junior Business Process Analyst

Monica Gollaz Mon
Admissions Officer

Christian Hamilton
Admissions Assistant

Lauren Heathwarding
Administrative Coordinator

Vanessa Hernandez
Enrolment Services Advisor

Sarah Jacknine
Admissions Officer (Aboriginal)

Sonia Jokic
Enrolment Services Advisor

Brian Jones
Academic Scheduling Analyst

Komol Kapadia
Exam Centre Administrator

Sarah Karaskic
Recruitment Officer

Steve Kelly
Manager, Undergraduate Student Recruitment

Saeddah Khajah
Senior Admission Officer

Abhinav Khanna
Manager, Financial Aid and Operations

Thomas Kitcher
International Applications Assistant

Jeanette Klimczuk Oton
Convocation Assistant

Renata Klimczuk
Exam, Grades and Transcripts Coordinator

Charlene Kiziviel
Exam Proctor

Vivian Krueger
Student Services Officer

Lindsay Kurtz
Senior Degree Audit Coordinator

Mark Labrecque
Exam Proctor

Roxanne Lattad
Administrative Assistant

Jeff Lee
Assistant Registrar, Planning and Systems

Vivian Leung
Examination/Grade Administrator

Lisa Lodge
Registration Officer

Prayana Lopez
Enrolment Services Advisor

Michelle Mackenzie
Assistant Registrar, Enrolment Services

Vivian MacMurchy
Awards Accounts Administrator

Zahid Malik
Recruitment Advisor (International)

Courtney Markwell
Enrolment Services Advisor

Kim Martin
Student Awards Administrator

Joel May
Manager, Student Awards

Tristan McCullom
Recruitment Officer

Barbara McCutcheon
Senior Research Coordinator

Emma McDowall
Recruitment Officer

Urshla McFadyen
Enrolment Services Advisor

Kimberley McLeod
Manager, Scheduling

Kelly Mullen
Analyst, ERP

Marion Marron
Registration Officer

Anita Melendez
Admissions Officer

Eda Mitchell
Examination/Grade Administrator

Tanzila Moueen
Admissions Officer

Andrew Muir
Business Analyst, Student ERP

Maria (Haizy) Obalo
Admissions Assistant

Jordan Ogilvie
Coordinator, Future Student Events

Tiffany Ong
Team Lead, Finance and Treasury

Vesnata Oposita
Financial Aid Administrative Support

Carol Polond
Calendar Editor

Tracey Pyke
Awards Administrator

Pradeep Rajbanshi
File and Mail Clerk

Dmitry Romanov
Programme Analyst

Victoria Salmon
Analyst, ERP

Katie Saunders
Admissions Specialist

Jodi Shafran
Graduation and Convocation Officer

Jenna Shaw
Admissions Officer

Eleanor Sit
Business Analyst, ERP

Lana Skjold
Analyst, ERP

Valerie Stephenson
Specialist, Enrolment and Registration

Jeffrey Stranks
Academic Advisor Technical Analyst

Taran Taylor
Senior Advisor

Philip Tsang
Programme/Analyst

Candace Turcotte
Admissions Officer

Taryn Walker
Enrolment Services Advisor

Damien Weissbuch
International Application Assistant

Chandra Wible
Enrolment Services Advisor

Zac Wiens
Manager, Scheduling and Curriculum

Susan Woods
Community Liaison Advisor

Kall, Tu
Assistant Registrar, Admissions

Harrington-Young, Yeung
Enrolment Services Officer

Student Services

Jennifer Quin
Senior Director, Student Services

Renata Gordon
Operations Coordinator, Student Services

CAREER SERVICES

Nara Molina
Manager, Career Services

David Catford
Career Development Specialist

Cindy Chua
Information Systems Specialist

Lawrence Chan
Career Advisor

Songa Esmail
Administrative Assistant

Matthew Geddes
Graduate Career Development Specialist

Liliana Gonzalez
International Career Development Specialist

Munira Hirji
Business Operations Coordinator

Natalia Jayawardena
Events & Communications Coordinator

Sue Kersey
Manager, Career Development

Jennifer Kiszewana
Lynne Program Coordinator

Jeminah Ogunde
Events & Communications Coordinator

Devika Pandey
Employer Relations Specialist

Lauren Remple
Employer Relations Specialist

Dr. Stephanie Warner
Career Development Specialist

INTERNATIONAL STUDENT SERVICES

Ricky Ramshney
Manager, International Student Services

Garrett Beatty
International Student Advisor, International Programs

Maya Borboley
International Student Services Advisor

Kerry Gruber
Advisor, International Student Support

Nicole Hans
International Student Specialist, Permanent Residence Support (Canada)

Brianne (Bree) Huene
International Student Specialist, Immigration

LEADERSHIP AND STUDENT ENGAGEMENT

Carlie Necker,
Manager, Leadership and Student Engagement (International)

Andrew Berry
Coordinator, Community Engagement

Nived Dar
Student Life Coordinator

Travis Dickie
Manager, Communications Coordinator

Victoria Hirsch
Coordinate Leadership and Training Programs

Tori Jones
Coordinator, Orientation and First-Year Experience

Heather Lee
Student Life Program Assistant

Kirity McGowan
Student Life Coordinator

Garth McVicar
Manager, Student Leadership Development

Shrin 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
Student Leadership Coordinator

Jake Campbell
NAPI Ambassador

Katie Campbell
NAPI Coordinator

Cheryl Chagnon-Greyeyes
NAPI Program Coordinator

Nickola Kuss
International Student Specialist, Permanent Residence Support (Canada)

Mallana Friedle
NAPI Program Coordinator

Koona Gladue
Aboriginal Student Program Advisor

Katie Hantingon
Indigenous Student Access Program Coordinator

Sierra Koschlic
NAPI Ambassador

Jennifer Kiszewana
LYNN Project Coordinator

Curtis Lutfi
NAPI Ambassador

Reagan Markewell
NAPI Ambassador

Kerrie Moore
Integrative Healing Therapist

Natascha Proulx
NAPI Ambassador

Kelley Ross
NAPI Ambassador

Nicholas Scott
NAPI Program Coordinator

Kayla Simpson
NAPI Advisor

Adrianna Talissee
Intern Manager

OFFICE OF STUDENT CONDUCT

Sarah Newport
Student Conduct Specialist

STUDENT SUCCESS CENTRE

Rosanne Ross
Director, Student Success Centre

Christine Barr
Administrative Coordinator

Jessica Cohen
Coordinator, Scholars Programs

Destiny Dedumas
ADS, Academic Turnaround Program (International)

Lesley Gurney
Senior Specialist, Academic Advising

Asher Gaffar
Coordinator, Writing Support Services

Sarah Huen
PASS Coordinator

Carina Huggins
ADS, Student Athletes (on leave)

Kalipri Kollas
ADS, Academic Turnaround Program (on leave)

Krystal London
Scholars Academy Program Assistant

Our SES team
Student Wellness, Access and Support

Debbie Bruckner
Senior Director, Student Wellness, Access and Support

Clinton Loo
Math Coordinator

Steve Mason
Manager, Learning Support Programs

Jolene Maido,
Academic Advisor (exploratory students)

Jasmine Man
ADS, student athletes (interim)

Deirdre Mooney
Academic Advisor (exploratory students)

Shemim Hujri
ADS, Thrive Coordinator

Lukundo Nakazwe
SSC, Program Assistant

Glenn Norris
Systems

Dr. Paul Papin
ADS (graduate students)

Jennifer Parsons
ADS (international students)

Dr. Karen Quinn
ADS (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 Tutilli
Manager

Ms. Sandra Brask
Baha’i Representative

Elyse Brzel
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 Nouwenhuis
Christian (Christian Reformed) Chaplain

Rev. Margaret Propp
Christian (Lutheran) Chaplain

Rev. Fr. Peter Rogus
Christian (Orthodox) Chaplain

Jagdeep Singh Virk
Sikh Representative

Imam Fazay Tilly
Muslim (Sunni) Chaplain

Father Haven Tran
Christian (Catholic) Chaplain

Jef Tsui
Christian (Christian Reformed) 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
Administrative Services Advisor

Michael Cope
Access Advisor

Mary Cole
Access Advisor

Mitchell Cook
Exam Administrator

Meghan Malik
Access Advisor

Brenda McDermott
Exam Supervisor

Nicole Montfort
Exam Administrator

Hilary Nearby
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 Carstens
Manager, Health Promotion and Outreach

Ahmed Ali
Student Support Advisor

Kelsey Berntson
Program Assistant

Dr. Judy Chew
Senior Counsellor

Michelle Churhill
Team Lead, Reception

Dr. Anna-Lisa Coccoccio
Counsellor

Adrianna Cooper
Student Support Advisor

Jan Crook
Associate Director, Counselling

Naveed Dar
Project Coordinator

Michelle Edwards
Student Support Advisor

Ronan Garde
Licensed Practical Nurse

Nilufar Hasanova
Registered Nurse

Linda Hastie
Nurse Manager

Jennie Howard
Reception

Courtney Hunt
Program Assistant

Dr. Priya Kharat
Counsellor

Johanna Kitchell
Reception

Als Lassen
Student Support Advisor

Susan Koehler
Licensed Practical Nurse

Erin Kordich
Student Support Advisor

Peta Laing
Licensed Practical Nurse

Dr. Ann Laverty
Senior Counsellor

Kelley Lewis
Marketing and Communications Advisor

Chenwei Lian
Reporting and Administrative Coordinator

Mandy McLaughlin
Community Training Coordinator

Chantal Mitchell
Reception

Kome Odako
Student Support Advisor

Bонні Yong
Counsellor

Susan Perry
Administrative Manager

Zsuzsi Regmi
Student Support Advisor

Kimberly Rollo
Reception

Dr. Laura Schultz
Counsellor

Hilary Schweitzer
Registered Nurse

Danielle Stewart-Smith
Healthy Campus Alberta Coordinator

Dr. Jennifer Thamhauser
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

Hailey Anderson
Program Assistant

Sharleen Nijjar
Project Assistant/Co-operative Education Program

Elisona Rudenke
Project Assistant/Co-operative Education Program

Student Ombuds Office

Kevin Wiens
Ombuds

Marketing and Communications

Caleb Zimmerman
Director

Rand Al-Haishy
InterCultural Marketing and Communications Advisor

Casey Blais
Senior Marketing and Communication Advisor

Randal Cayacaron
Web and Marketing Assistant

Justina Contenti
Marketing and Communication Advisor

Audrey Delamont
Graphic Designer/Web Developer

David Milchin
Graphic Designer/Web Developer

Shakira Swibany
Web Communication Specialist

Stephanie Talbot
Senior Marketing and Communication Advisor

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