



Attachment 1 – Mandatory Non-Instructional Student Service Fee Report for the Fiscal Year Ending March 31, 2019. Note: previous 3 years reports available at www.ucalgary.ca/student-services/guide-services-students and others on request from vpse@ucalgary.ca

| | 2017-2018 | 2018-2019 | Change |
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| <p>Office of the Registrar (including Enrolment Services) – is the central unit responsible for the student record, academic calendars and schedules, admissions, recruitment, student systems, exams and grades, awards and financial aid and convocation. Enrolment Services unit is the central contact point for students to seek support on matters relating to registration, grades, scheduling, awards financial aid, and fees.</p> <ul style="list-style-type: none"> • In-Person Inquiries: 29,169 • Phone calls: 35,251 • Email responses: 29,283 • Documents Processed: 3,092 • Transcripts issued: 23,206 • Grade Changes: 2,454 • Undergraduate Award Applications: 12,990 • Total Funding Disbursed: \$26,618,007 • Student Loan Processing: \$159,119,568 • Workshops for current students: 31 • Change of Programs: 2,050 • Degree Audits: 7,326 • Course Components Scheduled: 11,044 • Exams Scheduled: 1,834 • Registration Exemptions/EW requests: 474 • Statutory Declarations: 1,434 • Calendar/Degree Navigator Updates: 1,241 • Enrolment Advisor to student ratio: 1:3,263 | 4,102,578 | 4,576,269 | 473,691 |
| <p>Faculty of Graduate Studies – provides leadership and support for graduate education and research. Through graduate professional development with My GradSkills, direct student service assistance, and questions regarding graduate fees. The scholarship office provides support to students as they seek funding opportunities throughout their academic career and is responsible for managing all processes involved in scholarship funding. The Student team provides academic advising to students encountering obstacles to their academic success *indicates recorded numbers. All other numbers are estimates.</p> <p>Admissions and Records</p> <ul style="list-style-type: none"> • Front counter inquiries: in person - 4832; email – 5015; phone - 2400 • Forms processed: 4904* • Thesis submission: 819* • Convocation clearing: 2224* (May 1 – April 30) • Exam notices: 1012* • Extension (program): 184* • Payment plans: 1926* • Visiting and exchange: 317* (Fall and Winter included) • GPA workshops: 8* (123 participants) • Student to GPO ratio: 5 GPO staff members - 6,343* • Hours of front counter service: 1637* <p>My GradSkills</p> <ul style="list-style-type: none"> • My GradSkills website: 51,081*page views, 13,335* users (12,821 new visitors) • My GradSkills workshops: 47* (workshops offered 102* times) • Ambassadors: 27* (5* returning for a second or third year as lead Ambassadors), they delivered 20+ presentations and connected with people 230+ times • 3 Minute Thesis: 7 workshops, 7 practice & feedback sessions, 75* participants (30*programs), 5 heats. National People’s Choice winner. | 1,021,840 | 1,041,897 | 20,057 |

| | 2017-2018 | 2018-2019 | Change |
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| <p>Scholarship Office</p> <ul style="list-style-type: none"> Scholarship applications: 5222* Workshops (student and program): 22 workshops, 200+ attendees Certified copies of transcripts provided for students: 2263 Scholarship processing (\$): 28.6M* Scholarship processing (students): 3233 Scholarships Enquiries by email, phone or in person managed daily by a team of 6 Graduate Leaders Circle: 74* current members, 2 graduate assistantships, Scholarship cafes with GLC mentors included in workshop #, Rising Leaders Forum as part of Grad Success Week <p>Student Advisor Team</p> <ul style="list-style-type: none"> 297* student meetings Supported coordination of and prepared/delivered content for Grad Success Week (May 2018), GradO (Sept. 2018, Jan. 2019) GRADTIPS program for students under new academic probation status (launched Jan. 2019) Presentations Let's Talk Supervisor presentations (for graduate students): 4 Managing Complex Student Issues presentations (for student services professionals and faculty): 1 Student experience contributions: Foothills Campus office hours (started Sept. 2018) Advisor webpage and online appointment booking system (launched Oct. 2018) <p>Supervisory Development</p> <ul style="list-style-type: none"> New supervisor orientation participants: 97* New supervisor orientations: 7* Supervision meetings: 6* (individual meetings with supervisor) Reworked as a student workshop Other meetings with GPDs or supervisors: 5* GPD Orientation: 15 attending Alternative to in person meetings, workbook to develop supervisory practice | | | |
| <p>Student Services Administration – provides supports for students from admission to graduation, promotes student development and learning, and enhances the student experience.</p> <p>Student Conduct Administration:</p> <ul style="list-style-type: none"> 112 complaints were reviewed and processed by the Student Conduct Office (65 complaints were considered actionable, 47 were considered information only) 51 formal hearings were adjudicated under Student Non-Academic Misconduct Procedures. 8 complaints were resolved informally by units other than the Student Conduct Office (i.e. Campus Security) 20 complaints were referred to other policies or departments due to lack of jurisdiction; 18 complaints were submitted by the complainant for information only and did not require action 5 Complaints were withdrawn by the Complainant prior to investigation/adjudication <p>Bystander Intervention Training Program:</p> <ul style="list-style-type: none"> 849 community members trained to be active bystanders; 16 students registered for new Upstanders program; 8 Active Bystanders present during the Crowchild Classic. <p>Welcome Centre</p> <ul style="list-style-type: none"> 1:1 advising sessions with Student Advisors, 711 students Assisted students from 60 countries and 5 provinces; 9% of walk-in students identified as domestic students and 91% identified as International Total student interactions (in-person, via email, online); 1180 students 500 Welcome bags distributed | 463,458 | 462,114 | (-1,344) |

| | 2017-2018 | 2018-2019 | Change |
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| <ul style="list-style-type: none"> Offered 11 on-campus social programs and 1 off-campus event (GlobalFest) | | | |
| <p>Leadership & Student Engagement (LSE) –provides programs that contribute to overall success including transition support for both undergraduate and graduate students, leadership development, community engagement and student life programming, and support of the UCalgaryStrong initiative.</p> <p>Leadership Programs</p> <ul style="list-style-type: none"> Camp LEAD, 57 participants CliftonStrengths programming, 2,925 students A Strengths Based Advisory Committee created comprised of 25 faculty, staff and students Co-Curricular Record (CCR), 1223 unique records created Emerging Leaders program, 150 students, 80 mentors/buddies High School Engagement: 348 students Leadership Exchange conference, 264 participants Leadership on Demand, 1227 participants Peer Helper Program, 380 students across 12 offices Sophomore Leaders Program, 160 participants Student Activities Fund: 249 applicants, 89 awarded funding <p>Orientation and Student Involvement Programs</p> <ul style="list-style-type: none"> Fall Orientation Week (undergraduate), 4,690 students attended, including 732 international students Fall Orientation Leaders (OL), 309 volunteer student OLs Graduate Student Orientation: Fall, 886 registered (698 attended), Winter, 96 registered Parent and Family Orientation program: 705 parents and family members attended Prelude (summer online orientation resources): 1814 unique page views Online Orientation: 5,746 users enrolled in D2L Online Orientation course; 2581 active users, 9,354 unique page views <p>Community-Engagement Programs</p> <ul style="list-style-type: none"> ucalgarycares day and night of service orientation programming: 85 participants Offered 5 ucalgarycares immersion programs with 62 student participants. Diversity Days ucalgarycares 'Night of Service' 21 students volunteered at three service placements: HIV Community Link, Medical Mercy Canada and YWCA (Mary Dover House) Trick or Eat campaign: 95 students collected 2,115 pounds of food in support of both the Campus Food Bank and Calgary Interfaith Food Bank along with \$1,480 in online donations Community Engagement employs two full-time Cooperative Education Students each year. <p>Student Life Programs Portfolio</p> <ul style="list-style-type: none"> Last Lecture series, 4 events, 125 students attended UCalgaryStrong Carnival, 1800 students attended UCalgaryStrong Festival, 2,500 participants UCalgary Meet-Up: 342 students registered (156 international, 186 domestic); 30 events Unwind, 24 events, 1,006 students attended | 732,137 | 728,268 | (-3,869) |
| <p>Student Success Centre – offers programs and services that enhance students' learning and personal development from inquiry to degree completion.</p> <ul style="list-style-type: none"> Academic Development Specialists – 2183 individual learning support/ advising appointments,*excluding Thrive Academic Integrity Programs: <ul style="list-style-type: none"> Workshops: —46 sessions, 392 attendees Faculty and department orientation presentations: 11 sessions, approximately 800 attendees Weekly STEPS Seminars - 432 students enrolled Academic Turnaround Workshops—Fall 2018 Cohort– 12 workshops, 437 attendees | 1,956,404 | 2,325,326 | 368,922 |

| | 2017-2018 | 2018-2019 | Change |
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| <ul style="list-style-type: none"> Dinos GPS (Grade Point Success) 194 individual learning support / advising appointments Drop-In math and writing tutoring: 73 visits (*Dinos introduced online tutoring program) Academic Support Seminars (academically at-risk students)--22 weekly sessions, 26 students Academic Support Workshops—4 sessions,26 attendees First Year Scholars, Fall 2018 Cohort <ul style="list-style-type: none"> Scholars Night—235 attendees Scholars Lounge events—22 First Year Scholar events, 154 attendees Graduate Student Support <ul style="list-style-type: none"> Grad Success Week – 34 sessions, 641 attendees Writing at the Graduate Level Series—15 sessions, 134 attendees Graduate Writing Community—83 weekly sessions, 563 attendees Majors Exploration Advising – 402 appointments <ul style="list-style-type: none"> Choosing a major peer advising program — 53 appointments Peer Assisted Study Sessions (PASS) - Number of courses supported: Fall 10, Winter 14; approx. 40 weekly PASS sessions run; Number of unique student attendees: 3153 (total attendees 8466) Prospective Students / Open Study Advising – 814 appointments (409 Open Studies, 405 Prospective); 14 workshops, 59 attendees RWRD (Read, Write, Review, Develop) International Program <ul style="list-style-type: none"> Spring 98 participants, Fall 54 participants, Winter 32 participants Weekly conversation groups: 64 sessions, 376 attendees (118 unique) 8 Academic language skills/ RWRD workshops, 116 attendees Scholars Academy, <ul style="list-style-type: none"> 62 students 2 Scholars Academy Retreats Fall 52 attendees, Winter 34 attendees Scholars Lounge events—1425 Scholar attendees 57 scholarship/awards, academic portfolio and well-being workshops: 655 attendees Student Registration Assistance—894 appointments Success Seminar Series—48 sessions offered, 839 attendees Thrive Priority Support Network (Early Alert) – # of students identified Fall/Winter: 1067, 208 student appointments (19.49% uptake) W2RAP UP Exam Preparation Events– Fall 2018: 455 unique attendees, Winter 2018: 45 unique attendees Writing Support <ul style="list-style-type: none"> Faculty Requested Workshops and Information Sessions-32 TFDL and Residence Drop-in Appointments -881 Writing Support Appointments -2637 Writing Workshops (Undergraduate)- 17 sessions, 163 attendees Weekly drop-in tutoring in the Native Centre- 24 sessions | | | |
| <p>Career Services- provides guidance to students for their career development process and brings employers on campus for face to face information and recruiting activities. Career Services also maintains an online job board where employers advertise employment and co-op/internship opportunities.</p> <ul style="list-style-type: none"> 3,837 appointments Standard workshops: 63 Customized workshops: 83 Social Media - Facebook - 1,167 likes (+8.7%), Twitter - 2,646 followers (+1.0%) Industry Career Fair –87 exhibitors Grad School Fair – 66 exhibitors Education Fair – 65 exhibitors Winter Career Fair (formerly Career Expo) - 91 exhibitors Employer Information Sessions - 42 Job Postings – 3012 (increase of 57% increase in two years) Average number of postings per active employer – 3.23Job Posting Views by students – 230,013 (39% increase in one year) | 889,172 | 1,206,236 | 317,064 |

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| <ul style="list-style-type: none"> Career Exchange Conference - 142 The Lynx Aboriginal Student Job Board has been retired as numerous other national job boards are filling this role. Career support for our Indigenous students is now provided through a dedicated Indigenous Career Development Specialist role. | | | |
| <p>International Student Services - offers non-academic advising and organized programs & activities to assist international students with their unique needs, their adjustment to the University of Calgary and to Canada, and to connect them with Canadian students. ISS also includes one full-time Regulated Canadian Immigration Consultant (RCIC), two Regulated International Student Immigration Advisors (RISIAs) for temporary residence immigration advising (study permits, work permits, and visas), and one casual RCIC for permanent residence immigration advising. There are approximately 3,400 international students at UCalgary (including undergraduate, graduate, exchange and visiting international students)</p> <p>International Student Advising Services:</p> <ul style="list-style-type: none"> Student immigration matters including study permits, work permits, visas and permanent resident options, US visitor visas Requirements to obtain a Social insurance numbers (SIN) Information on banking and Canadian tax returns for international students Health insurance and the Canadian medical system New student transition support and orientation to the city of Calgary (transit, food, places of worship, housing etc.) Referrals to services and resources at the University and in the city of Calgary Personal and cultural transition to Canada International student programs (e.g. Global Friendship Program, International Mentorship Program, Global Families Program, USpeak Global Program) www.ucalgary.ca/iss/programs-services Specialized advising for incoming visiting student researchers and sponsored students Specialized orientation program for new international students Advising and programming for spouses/partners/accompanying family members of international students Any other non-academic questions or concerns (academic questions are referred to the Student Success Centre and Faculty Advisors) <p>International Student Advising & Programming – Statistics:</p> <ul style="list-style-type: none"> Immigration Advising (in person): 2,510 students General information and advice (non-immigration): 4,148 students International Student Orientation attendance: 1,117 students International Student Mentorship Program: 573 participants - 241 mentors; 332 mentees Global Friendship Program (trips and events for international students) - 807 students attending 15 events Global Families Program - 492 participants (students, spouses/partners, children included) attending 17 events USpeak Global Program – 229 participants | 506,051 | 512,807 | 6,756 |
| <p>Study Abroad Office – is a central unit responsible for developing and administering international experiential academic opportunities (exchange, faculty-led, research, internship, etc.) for students from all faculties. Involved with program development, implementation and management, including recruitment, risk management, and assessment. Supports all faculties with international learning initiatives for students. Provides comprehensive advising and support to instructors and students before, during and after their program, including offering pre-departure orientations for all UCalgary students going abroad in line with the University's International Travel Policy. Administers travel grants available to all UCalgary students. Administers the incoming exchange application process. Fosters positive relationships with partner universities and organizations around the world.</p> <ul style="list-style-type: none"> Group Study Programs participants: 548 Outgoing International Exchanges: 247 Incoming International Exchanges: 311 Semester long Internships: 36 Summer Research Placements: 45 | 1,348,046 | 1,393,074 | 45,028 |

| | 2017-2018 | 2018-2019 | Change |
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| <ul style="list-style-type: none"> • Advisor statistics (5 advisors + 2 frontline staff): One on one student advising appointments: average 20-25/day; Emails: 150-200/day, Phone calls: 35/day • Workshops and information sessions offered throughout the year (in person): 126 total <ul style="list-style-type: none"> - Group Study Program info sessions: 60 sessions (550 students attended) - Study Abroad 101: 24 in-person sessions (plus 936 views of the online session) - GSP participant travel clinics: 7 sessions (126 Students attended) - Other sessions (exchange partner specific info sessions, Faculty/Department specific info sessions, new student orientation/open house presentations, re-entry workshops, funding workshops etc.): 35 sessions - Approximately 221 classroom presentations done by staff and student volunteers • Pre-Departure Briefings for students from across campus: 151 total (to more than 1,000 students) <ul style="list-style-type: none"> - Exchange in person Pre-Departure Briefings: 28 sessions - Group Study Pre-Departure Briefings: 28 sessions - Final Exchange Preparation Meetings: 75 briefings - Tailored briefings for various Departments and individuals (i.e. Teaching Across Borders, Schulich Internships, Master of Social Work practicum students, etc.): 20 • Other Events: <ul style="list-style-type: none"> - Go Global Day 2018: approximately 600 students attending - Faculty of Arts Study Abroad Fair Fall 2018: approximately 100 students - Faculty of Science Study Abroad Fair Winter 2019: approximately 115 students - International Photo Contest: 200 in person entries, 66 online entries, 2181 likes/votes on Facebook, 520 in-person votes - International Video Contest: 11 entries, 5132 total views, 597 total likes/votes • Student Volunteers: a total of 690 student volunteers completing a combined total of 3236 volunteer hours • Website Views <ul style="list-style-type: none"> ○ Study Abroad Home Page: 46,473 views (34,734 unique views) ○ Study Abroad Program Finder: 43,652 views ○ Incoming Exchange Page: 15,097 views (11,774 unique views) • Social Media: <ul style="list-style-type: none"> - Facebook page: 1345 likes, 208-221 average reach monthly, ~211 post engagements monthly - Facebook group: 700 members - Twitter: 1227 followers, 44,867 tweet impressions - Instagram: 1360 followers, - YouTube: 127 subscribers • International Study Travel Grant: 662 travel grants awarded • International Research Grant: 34 grants awarded • Eyes High 50th Anniversary International Exchange Awards: 52 awards allocated | | | |
| <p>Writing Symbols Lodge- provides a culturally appropriate environment that encourages and supports the success of Indigenous students in their pursuit of knowledge and higher education. Offers social and programming space for students within the Centre, and provides Indigenous students access to an on-site computer lab (8 computer stations). Staff provide one-on-one advising related to pre-admissions, general academics, financial, personal (non-academic) or self-declaration to current and prospective Indigenous Students.</p> <ul style="list-style-type: none"> • Welcome Back Feast, 72 • Orientation, 8 • Tea ceremonies, 257 • Sage picking, 28 • Healing Therapy appointments, 40 | 308,371 | 395,939 | 87,868 |

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| <ul style="list-style-type: none"> Annual graduation banquet and pow wow, 396 Banquet attendees, 820 Pow-wow attendees, 193 Indigenous graduates ASSERT Workshops, 21 workshops, 600 attendees Student Advising, 401 Advising topics covered: <ul style="list-style-type: none"> Cultural: 68 Pre-admissions: 129 Academic: 198 Financial: 107 Personal (non-academic): 79 Self-declaration 27 Intercultural capacity building, 21 workshops, 823 participants (535 students, 288 faculty and staff) NAPI Aboriginal Youth Leadership Training and Outreach Program: <ul style="list-style-type: none"> 2606 participants trained, 283 participants completed program 9 UCalgary student ambassadors deliver training | | | |
| <p>Indigenous Student Access Program – Writing Symbols Lodge coordinates a transition year program through Open Studies, for Indigenous students. The program includes three university courses, taken as a cohort, as well as weekly academic workshops, dedicated advising support, cultural support and peer support - 29 enrolled.</p> <ul style="list-style-type: none"> ISAP program advising: 128 ISAP academic success workshops: 18 | 189,169 | 181,060 | (-8,109) |
| <ul style="list-style-type: none"> Social Media <ul style="list-style-type: none"> Facebook Followers: April 1, 2018 – 354 and March 31, 2019 – 5,751 (increase of 1525%) <ul style="list-style-type: none"> Average monthly reach – 1898 Post engagement monthly – 77 Instagram Followers – 342 <ul style="list-style-type: none"> Reach – 226 Impressions – 1124 | | | |
| <p>Women's Resource Centre –provides a safe and supportive place to advance gender equality and build community through sharing, learning and teaching where all experiences are valued, and everyone is offered the resources necessary to make informed choices.</p> <ul style="list-style-type: none"> Number of visitors: 6858; 38 visitors per day (based on visitor sign-in database) -Undergraduate Students 91%; Graduate Student 3%; Alumni 1%; Faculty 2%; Staff 3%; One-on-one peer support inquiries (in-person, email, phone):135 Workshops and events: 62 events; 1030 attendees Major events: <ul style="list-style-type: none"> December 6th Memorial Candle Making: 65 participants 16 Days of Activism Against Gender Violence Campaign: 6 events/activities; 165 attendees Women Leaders Speaker Series: 5 speakers/events; 170 attendees Annual Women's Leadership Conference & WRC Awards Ceremony: 142 attendees Who Needs Feminism Campaign: 5 photo booths, 150 participants Women Guiding Women Celebration Dinner: 26 mentors and 26 protégées Ask First 2: Sexual Assault Prevention Project – Challenging Attitudes & Beliefs <ul style="list-style-type: none"> A new 3-year project (SU, QM - started in July 2018 Hosted 10 educational workshops and events Hosted 1 major event (Karen BK Chan): 89 attendees Peer Helper Program <ul style="list-style-type: none"> Number of active peer helpers: 72 Volunteer hours total: 4355 (based on Better Impact entries) Training: 4 mandatory and 41 optional training | 146,327 | 158,370 | 12,043 |
| <p>Student Accessibility Services–facilitates an accessible learning environment for students with disabilities including temporary impairments and permanent disabilities. Students</p> | 1,336,536 | 1,591,365 | 254,829 |

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| <p>are supported in order to identify reasonable academic accommodations for their academic pursuits.</p> <ul style="list-style-type: none"> Total number of students registered to receive specialized support – 1756 registered. Total number of students who accessed Advising services through SAS - 1864 Accommodated Exams arranged and supervised –16079 Exam Centre has 2 computer labs and 18 private rooms. The Exam Centre can accommodate up to 100 students at any one time, making it one of the largest exam centres for students with disabilities in Canada. Students with perceptual disabilities receive textbooks / course reading materials in alternate formats (i.e. Braille, electronic format etc.) – 298 texts converted Students receive individualized training and support to use assistive technologies - 179 students Students referred for further assessment of learning difficulties – 40 students Student Accessibility Services arranged for a variety of assistive services including 7036 hours of note-taking support and 782 hours of individualized learning strategist support Student Accessibility Services assisted 413 students to apply for disability related grants. Amount of funding received by student with disabilities totalled \$506,765 The Nat Christie Adaptive Technology Lab and Adaptive Technology Workrooms in the TFDL provided accessible study space and access to assistive technology to 990 students with disabilities. | | | |
| <p>Student Wellness Services- offers comprehensive, holistic and accessible programs and services to foster all dimensions of student wellness. Services include:</p> <ul style="list-style-type: none"> Health Services include family medicine, travel medicine for study abroad students, chiropractic care, psychiatry, nutrition, massage therapy Health Services - Attended appointments (Physician, Psychiatry, Massage, Chiropractic, Nutrition) Total: 30,722 Health Promotion and Outreach, including peer support and activities at the Campus Community Hub Health promotion and outreach: 9964 students, faculty and staff reached in regular programming, training, workshops, and events. The Campus Community Hub engaged a total of 1525 students in their community-based engagement options. There are 110 peer supporters involved in health promotion and peer listening programs. Mental Health Services includes Wellness Online (D2L course), case management, student-at-risk support, workshops and group programs, and short-term counselling services for personal, academic and career development. An After-Hours Telephone line, in collaboration with the Distress Centre and Wood’s Homes Community Resource Team, is available whenever the Centre is closed. Mental Health - Attended appointments Total: 7,641 | 2,387,202 | 2,015,391 | (-371,811) |
| <p>Faith & Spirituality Centre - seeks to cultivate a pluralistic community by encouraging cultural and religious literacy, community building, and social change as an integral part of the student experience. Faith and Spirituality Centre events:</p> <ul style="list-style-type: none"> An average of 500 students attended the FSC’s programming, events, outreach activities, workshops, and visited the centre on a weekly basis. Another 150 students on average attended chaplain events or met with chaplains on a weekly basis. The FSC had an average of 30 student, staff, and faculty groups book our multi-faith spaces every month, with an average of 700 unique visits to those spaces per week. Another 1,000 visits per week were used for drop-in use of the spaces. | | | |
| <p>Environmental Health / Safety / Compliance – provide a diverse range of services including support for the Safe Walk and Working Alone programs, security for student events, risk assessments, WCB coverage for distance education students, international travel registration, various types of liability, vehicle and accident insurance required for students to complete academic programs and research, health and safety and environmental programs, and international and domestic emergency response.</p> | 1,961,990 | 2,020,182 | 58,192 |

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| <ul style="list-style-type: none"> • Safewalk: 451 Safewalk escorts in total, 203 escorts done by student volunteers during Fall and Winter semesters, 248 escorts done by Campus Security during off hours and Spring and Summer semesters • International Travel: 3440 travellers registered with 96 countries visited (Sept 1, 2018 – Aug 31, 2019). • Of the 19,729 health and safety course completions from April 2018 – March 2019 the Top 3 courses were: <ul style="list-style-type: none"> ○ Hazard Assessment Training – 4820 ○ Occupational Health and Safety Orientation – 4818 ○ WHMIS 2015 - 1937 • Campus Security support including medical assistance for student campus events and for the Den, and operation of PASS room. • General emergency management support including the UCEmergency Apps – Solosafe and HelpLine and emergency drills in all buildings including two in each residence building during the academic year. | | | |
| Total Expenses | 17,349,281 | 18,608,297 | 1,259,016 |
| Total Revenue | 12,633,225 | 12,953,350 | 320,125 |
| Net Revenue Over Expense | (4,716,056) | (5,654,947) | (938,891) |

In addition, but not included in this MNIF Report are:

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| <p>Student Ombuds Office - is a confidential, independent, and impartial resource for all members of the university community on student related questions and issues. The office provides students with: guidance and advice to help them understand policies and procedures, discusses strategies and tips for constructively raising and resolving concerns, and provides coaching and guidance to help students make informed decisions. Students may access the office at any stage in a problem or dispute.</p> <ul style="list-style-type: none"> • Incoming Phone calls – 200 • Incoming Emails – 1447 • Student Meetings – 435 • Appeal letters reviewed – 156 • April 1, 2018 –March 31, 2019: 590 new files opened (as compared to 548 in 2017-2018) | | | |
| <p>The Office of Diversity, Equity and Protected Disclosure - provides leadership and serves all constituencies on campus, including students through partnerships, advocacy, advice and consultation, protected disclosure investigations, education opportunities, learning events, committee work and funding for diversity, equity and inclusion related events on campus.</p> <p>ODEPD and the Protected Disclosure Advisor provide a forum where students can voice their concerns in a safe and confidential setting. Students brought a range of concerns forward to the Protected Disclosure Advisor, including issues of unfair grading, bullying behaviors from peers as well those in positions of authority, breach of research integrity and sexual violence. People sought advice via email, telephone and in person and were provided with information on policy, procedure options for resolution and referral to the appropriate on campus resources. Some situations were resolved relatively quickly through one or two meetings; others, involving more complex disclosures, took multiple meetings over extended periods of time. The Director also advises students on DEI course work/research, provides letters of reference and works with student groups on their DEI initiatives.</p> <ul style="list-style-type: none"> • In Person Consultations conducted by ODEPD Director – 115 • Phone Calls - 127 • Email Inquiries received by odepd@ucalgary.ca - 109 • In person consultations/protected disclosures (undergraduate and graduate students) and diversity inquiries/consultations with Protected Disclosure Advisor - 148 <p><i>Events</i></p> <ul style="list-style-type: none"> • Diversity Days 2019 events – Included students as participants, organizers, presenters and volunteers • Taylor Institute Speed Dating – provided information about ODEPD to TA’s • Impact of ID in the Classroom (done in collaboration with Taylor Institute) for graduate students • Teaching Controversial Subjects (workshop for graduate students) • Deconstructing and Moving Past Sexualized Violence workshop (for all students) – this workshop was organized in collaboration with the Women’s Resource Centre and Sexual Violence Support Advocate • Diversity and Unconscious Bias (workshop for graduate students) • Respect in the Research Environment (workshop for graduate students) • The DNA of Diversity and Respect in 21st century (workshop for graduate students) • Student Leadership in Diverse University Environment (workshop for Students Union Leaders) • The Power in Your Story with Cheryl Foggo (for all students) • The Art of Memory with Denise Chong (for all students) • The Impact of Erasure (The Black History Month event) • Pride Parade participation • Indigenous Awareness Week – participated in the events and workshops • Campus Expo-participation via booth presentation on what ODEPD does for students and campus community • UCalgary Strong participation | | | |

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| <ul style="list-style-type: none"> Graduate Students Orientation Sessions – participation via booth presentation on what ODEPD does for students #UNI for the first year students’ Orientation Week – provided financial support and organized it Wellness Fair – participation via booth presentation on what ODEPD does for students and campus community Faculty of Social Work Student Fair - participation via booth presentation on what ODEPD does for students Mechanical Engineering Graduate Students Conference - participation via booth presentation on what ODEPD does for students and campus community <p><i>Financial or In-Kind Support for Events for Students</i></p> <ul style="list-style-type: none"> The ABC’s of LGBTQ+ Black History Month How to be an Ally – Q Centre Ask Me Initiative Mental Health Day events – committee member and organizer | | | |
| <p>Sexual Violence Support – provides confidential support and care for any university community member impacted by sexual violence, whether it occurred on or off campus, or before their time at UCalgary.</p> <ul style="list-style-type: none"> 123 clients 50 presentations, key note, or panel events (Offered to provincially accredited <i>First Responder Trainings</i>, one community/public training) 4 raising awareness booth events 9 committees Collaborate with other PSI’s in Calgary during Sexual Violence Awareness Month Attended Western Sexualized Violence Community of Practice Symposium | | | |
| Total Expenses (Student Ombuds, ODEPD, and Sexual Violence Support) | 823,124 * | 880,960 | (-57,836) |

*ODEPD and Student Ombuds & Sexual Violence Support