



Attachment 1 – Mandatory Non-Instructional Student Service Fee Report for the Fiscal Year Ending March 31, 2020. Please note, reports from 2015-2016 onwards are available at www.ucalgary.ca/student-services/guide-services-students. Earlier years can be requested from vpse@ucalgary.ca.

	2018-2019	2019-2020	Change
<p>Office of the Registrar – 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. The Enrolment Services unit is the University of Calgary's central contact point for students to seek support on matters relating to registration, grades, final exam schedules, awards financial aid, and fees.</p> <ul style="list-style-type: none"> • In-Person Inquiries: 28,133 • Phone calls: 31,388 • Email: 38,176 • Documents Processed: 5,034 • Transcripts issued: 22,480 • Grade Changes: 2790 • Undergraduate Award Applications: 11,150 • Undergraduate Awards Funding Disbursed: \$29,044,910 • Student Loan Processing: \$153,292,314 • Workshops for current students: 12 • Change of programs applications: 7,562 • Degree Audits: 7297 • Course Components Scheduled: 11,036 • Exams Scheduled: 1,706 • Registration Exemptions/EW requests: 504 • Statutory Declarations: 1,220 • Calendar/Degree Navigator Updates: 1,266 • Enrolment Advisor to student ratio: 1:3,052 	4,576,269	4,505,061	-71,208
<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 estimates.</p> <p>Admissions and Records</p> <ul style="list-style-type: none"> • Front reception inquiries <ul style="list-style-type: none"> ○ In person: 4580* ○ Email: 5475* ○ Phone: 2200* • Forms processed: 4842 • Thesis submission: 773 • Convocation clearing: 2298 (May 1 – April 30) • Exam notices: 740* • Extension (program): 70* • Payment plans: 1912 • Visiting and exchange (# of applications processed): 269 • GPA workshops: 5 (83 participants) • Student to GPO ratio (based on Fall enrolment): 1 to 1226 • Hours of front counter service: 1410.5 <p>My GradSkills</p> <ul style="list-style-type: none"> • My GradSkills website: 38,607 page views, 31,324 users (14,914 new visitors) • My GradSkills workshops: 77 (workshops offered 126 times) • Ambassadors: This program was put on hold • 3 Minute Thesis: 8 workshops, 6 practice & feedback sessions, 111 participants (20 programs), 3 heats 	1,041,897	1,055,223	13,326

	2018-2019	2019-2020	Change
<ul style="list-style-type: none"> • Entrepreneurship support: <ul style="list-style-type: none"> ○ (ENTI 781/785 courses): 29 students; tuition support: \$31,611 ○ (Summer Inc/Catalyze): 7 students; scholarship support: \$60,000 • Transformative Talent Internships: <ul style="list-style-type: none"> ○ 82 active internships; scholarship support: \$464,515.65 ○ 6 workshops; 192 attendees ○ 58 student meetings; 189 new email/phone inquiries. <p>Scholarship Office</p> <ul style="list-style-type: none"> • Scholarship competitions: 22 • Scholarship applications: 4565 • Workshops (student and program): 40 workshops, 190 attendees • Certified copies of transcripts provided for students: 2307 • Scholarship processing (\$): 26.8M • Scholarship processing (students): 2064 • Enquiries by email, phone or in person managed daily by a team of 6: 8100 • Graduate Leaders Circle: 47 current members, 2 graduate assistantships, 9 Scholarship cafes <p>Student Advisor Team</p> <ul style="list-style-type: none"> • 159 student meetings (11 Foothills campus; 148 Main campus/remote) • Supported coordination of and prepared/delivered content for Grad Success Week (May 2019), GradO (Sept. 2019, Jan. 2020) • GRADTIPS program for students under new academic probation status (launched Jan. 2019): 35 students* • Presentations <ul style="list-style-type: none"> ○ Let's Talk Supervisor presentations (for graduate students): 7 ○ Managing Complex Student Issues presentations (for student services professionals and faculty): 4 <p>Supervisory Development</p> <ul style="list-style-type: none"> • New supervisor orientation participants: 82 • New supervisor orientations: 11 • Supervision meetings: 41 (individual meetings with supervisor) • Other meetings with GPDs or supervisors: 19 • GPD Orientation: 36 attending • Workbooks created to develop supervisory practice: 2 			
<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"> • All cases <ul style="list-style-type: none"> ○ 126 complaints were reviewed and processed by the Student Conduct Office. 85 complaints were considered actionable, 41 were considered information only • Actionable cases <ul style="list-style-type: none"> ○ 50 hearings were adjudicated. ○ 28 were resolved through informal processes with the Student Conduct Office. ○ 6 were withdrawn by the Complainant prior to investigation/adjudication. • Information only cases <ul style="list-style-type: none"> ○ 12 complaints were resolved informally by units other than the Student Conduct Office (i.e. Campus Security). ○ 17 complaints were referred to other policies or departments due to lack of jurisdiction. ○ 6 complaints were submitted by the complainant for information only and did not require action. ○ 6 complaints did not have sufficient information to action <p>Programming:</p> <ul style="list-style-type: none"> • 794 community members participated in active bystander workshops. • 47 students were trained on how to identify, address, combat and prevent online harassment. • 63 students were trained on how to work together to meaningfully resolve conflicts. 	462,114	389,363	-72,751

	2018-2019	2019-2020	Change
<ul style="list-style-type: none"> 52 students registered for the Upstanders program. 			
<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, 90 participants CliftonStrengths programming, 3,069 students in 122 sections of 12 courses in 5 faculties Emerging Leaders program, 160 students, 60 mentors/buddies Leadership Exchange conference, 329 participants Leadership on Demand, 3,000 participants Peer Helper Program, 303 students across 16 offices Sophomore Leaders Program, 70 participants Student Activities Fund: 204 applicants, 56 applicants awarded funding (joint initiative with SU Quality Money) <p>Orientation and Student Involvement Programs</p> <ul style="list-style-type: none"> Co-Curricular Record (CCR), 1,328 unique records created Fall Orientation Week (undergraduate), 4, 626 students attended, including 652 international students Fall Orientation Leaders (OL), 304 volunteer student OLs Graduate Student Orientation: Fall, 1105 registered (780 attended), Winter, 120 attended 332 views on online Parent/Family Orientation presentation Online Orientation: 5,744 users enrolled in D2L Online Orientation course; 2,147 active users, 9,730 unique page views <p>Community-Engagement Programs</p> <ul style="list-style-type: none"> ucalgarycares day and night of service orientation programming: 63 participants, 10 student Group Leaders, 9 community organizations (Dress for Success, Calgary Drop-in & Rehab Centre, Women in Need Society, Ronald McDonald House Charities, Habitat for Humanity, HIV Community Link, Calgary Food Bank, Alberta Wilderness Association, Children's Cottage Brenda's House) Offered 5 ucalgarycares immersion programs with 66 student participants. Diversity Days' ucalgarycares night of service, 21 students volunteered at three service placements: Children's Cottage Brenda's House, Calgary Drop-In and Rehab Centre, Ronald McDonald House Charities Trick or Eat campaign: 76 students collected 2,027 pounds of food in support of both the Campus Food Bank and Calgary Interfaith Food Bank along with \$400 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, 2 events, 50 students attended UCalgaryStrong Carnival, 1,050 students attended UCalgaryStrong Festival, 2,500 participants UCalgary Meet-Up: 319 students registered (72 international, 247 domestic); 10 events Unwind, 24 events, 1,811 students attended Ice Box Carnival, 200 students attended 	728,268	738,082	9,814
<p>Student Success Centre – offers programs and services that enhance students' learning and personal development from inquiry to degree completion. Includes Science and Arts Advising.</p> <ul style="list-style-type: none"> Academic Development Specialists <ul style="list-style-type: none"> 2255 individual learning support/ advising appointments, *excluding Thrive Academic Integrity Programs <ul style="list-style-type: none"> Workshops: —52 sessions, 594 attendees Faculty and department orientation presentations: 15 sessions, approximately 1700 attendees Dinos GPS (Grade Point Success): 	2,325,326	2,254,438	-70,888

	2018-2019	2019-2020	Change
<ul style="list-style-type: none"> ○ 300 individual learning support / advising appointments ○ 41 Drop-In math and writing tutoring (*Dinos introduced online tutoring program) ○ Academic Support Seminars (academically at-risk students) 16 sessions, offered weekly, 43 students ○ Academic Transition Workshops—3 sessions, 99 student attendees ● First Year Scholars, fall 2019 Cohort <ul style="list-style-type: none"> ○ Scholars Night—256 registrants ○ Workshop – 6 sessions, 61 attendees ○ Scholars Lounge events—22 First Year Scholar events, 104 attendees ● Graduate Student Support <ul style="list-style-type: none"> ○ Grad Success Week – 29 sessions, 623 attendees ○ Writing at the Graduate Level Series—11 sessions, 41 attendees ○ Graduate Writing Community—84 sessions, 473 attendees ● Majors Exploration Advising: <ul style="list-style-type: none"> ○ 636 advising appointments ○ 7 workshops, 40 attendees ● Open Study Advising <ul style="list-style-type: none"> ○ 666 advising appointments (666 Open Studies, 428 Prospective) ○ 13 workshops, 108 attendees ● RWRD (Read, Write, Review, Develop) International Program <ul style="list-style-type: none"> ○ Spring / Summer 74 participants, Fall 36 participants, Winter 38 participants ○ Weekly conversation groups: 54 sessions, 216 attendees (118 unique) ○ 3 RWRD workshops, 28 attendees ● Scholars Academy: <ul style="list-style-type: none"> ○ 57 students ○ 2 Scholars Academy Retreats Fall 50 attendees, Winter 40 attendees ○ Scholars Lounge events—1083 Scholar attendees ● Student Registration Assistance: <ul style="list-style-type: none"> ○ 959 appointments ● Success Seminars and Academic Development Workshops: <ul style="list-style-type: none"> ○ 102 sessions offered, 750 attendees, ● Thrive Priority Support Network (Early Alert): <ul style="list-style-type: none"> ○ # of students identified Spring/Fall/Winter: 1612, student appointments 340 (21% uptake) ● W2RAP UP Exam Preparation Events: <ul style="list-style-type: none"> ● Fall 2019: 243 attendees (131 unique attendees), Winter 2020: 11 attendees (10 unique attendees) ● Writing Support: <ul style="list-style-type: none"> ● 1793 Writing Support Appointments, 252 Distance Writing Appointments ● Faculty Requested Workshops and Information Sessions-26 ● TFDL and Residence Drop-in Appointments -719 ● Writing Workshops (Undergraduate)- 4 sessions, 57 attendees ● Writers’ Space 13 sessions, 45 attendees ● Writers’ Space for International Students 9 Sessions, 9 attendees ● Writing Symbols Lodge ISAP Support: 26 sessions 			
<p>Career Services - serves students in providing guidance for their career development process and bringing employers on campus for face-to-face information and recruiting activities in addition to an online job board where employers advertise employment and co-op/internship opportunities.</p> <ul style="list-style-type: none"> ● 3,695 appointments ● Standard Workshops offered– increased from 63 to 98 ● Custom Workshops - 83 	1,206,236	1,314,916	108,680

	2018-2019	2019-2020	Change
<ul style="list-style-type: none"> Social Media - Facebook - 1,282 likes (+9.9%), Instagram – launched in 2019 and now at 1,021 followers, Twitter was discontinued due to lack of engagement. Industry Career Fair – increased from 87 to 91 exhibitors Grad School Fair – increased from 66 to 73 exhibitors Education Fair – increased from 65 to 87 exhibitors Winter Fair (formerly Career Expo) – decreased from 91 to 83 exhibitors Employer Information Sessions – increased from 42 to 51 Job Postings – decreased by 19% from 3,399 to 2,738 Average number of postings per account active employer – decreased from 3.23 to 3.18 Job Posting Views by students – decreased from 314,695 to 202,284 Women in Work 2020 – 142 students took part in this event offered jointly for the first time with the Women’s Resource Centre 			
<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), and a Regulated International Student Immigration Advisor (RISIA) for temporary residence immigration advising (study permits, work permits, and visas), and one casual RCIC for permanent residence immigration advising. There are approximately 4,000 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 Calgary Personal and cultural transition to Canada International student programs (e.g. Global Friendship Program, International Mentorship Program, Global Families Program, USpeak Global Program) https://ucalgary.ca/student-services/iss/student-life 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 <p>International Student Advising & Programming – Statistics:</p> <ul style="list-style-type: none"> Immigration Advising (in person): 2,723 students General information and advice (non-immigration): 5,342 students International Student Orientation attendance: 1,255 students International Student Mentorship Program: 571 participants - 250 mentors; 321 mentees Global Friendship Program (trips and events for international students) - 645 students attending 14 events Global Families Program - 287 participants (students, spouses/partners, children included) attending 11 events USpeak Global Program –196 participants 	512,807	506,775	-6,032
<p>UCI Study Abroad – a central unit responsible for developing and administering global 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 global 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>	1,393,074	1,434,543	41,469

	2018-2019	2019-2020	Change
<ul style="list-style-type: none"> • Group Study Programs participants: 522 • Outgoing International Exchanges: 235 (Note that the Winter 2020 semester was interrupted by COVID-19, impacting 122 of the 235 students, plus students on Schulich internships, Arts Co-Op placements, etc.) • Incoming International Exchanges: 267 • International Internships: 19 • Summer Research Placements: 41 • Actively worked to bring 188 in field UCalgary students home and to assist 158 incoming exchange students with their return in response to COVID-19 travel restrictions • 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): 112 total <ul style="list-style-type: none"> ○ Group Study Program info sessions: 60 sessions (550 students attended) ○ GSP participant travel clinics: 7 sessions (130 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.): 45 sessions ○ Approximately 225 classroom presentations done by staff and student volunteers ○ Study Abroad 101: 1,000+ views of the online session • Pre-Departure Briefings for students from across campus: 134 total (to 1,000+ students) <ul style="list-style-type: none"> ○ Exchange in person Pre-Departure Briefings: 19 sessions (prior to COVID-19 shutdown) ○ Group Study Pre-Departure Briefings: 20 sessions (prior to COVID-19 shutdown) ○ Final Exchange Preparation Meetings: 75 briefings ○ Tailored briefings for various Departments and individuals (i.e. Teaching Across Borders, Schulich Internships & Global Experience Trips, Master of Social Work practicum students, etc.): 20 • Other Events: <ul style="list-style-type: none"> ○ Go Global Day 2019: approximately 650 students attending ○ Faculty of Arts Study Abroad Fair Fall 2019: approximately 100 students ○ Faculty of Science Study Abroad Fair Winter 2020: approximately 100 students ○ International Photo Contest: 191 in person entries, 65 online entries, 2000+ likes/votes on Facebook, 600+ in-person votes • Student Volunteers: a total of 675 student volunteers completing a combined total of 3225 volunteer hours • International Study Travel Grant: 544 travel grants awarded • International Research Grant: 35 grants awarded • Eyes High 50th Anniversary International Exchange Awards: 33 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. WSL offers social and programming space for students 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"> • Re-Entry Ceremony, 9 • Orientation, 8 • Tea ceremonies, 98 • Sage picking, 28 • Healing Therapy appointments, 40 • Annual graduation banquet and pow wow, 396 Banquet attendees, 820 Pow-wow attendees, 193 Indigenous graduates 	395,939	371,991	-23,947

	2018-2019	2019-2020	Change
<ul style="list-style-type: none"> • ASSERT Workshops, 19 workshops, 468 attendees • Student Advising, 477 – advising topics covered: <ul style="list-style-type: none"> ○ Cultural: 61 ○ Pre-admissions: 95 ○ Academic: 115 ○ Financial: 89 ○ Personal (non-academic): 76 ○ Self-declaration 40 • Ótáp ímisskaan is a community-based Indigenous youth leadership program (formerly the Native Ambassador Post-secondary Initiative or NAPI): <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 <ul style="list-style-type: none"> • Social Media <ul style="list-style-type: none"> ○ Facebook Followers: April 1, 2019 – 5753 and March 31, 2020 – 5,666 (decrease of 2%) <ul style="list-style-type: none"> ▪ Average monthly reach – 1898 (2019) to 7828 (increase of 312%) ▪ Post engagement monthly – 77 (2019) to 498 (increase of 547%) ○ Instagram Followers – 499 (current) <ul style="list-style-type: none"> ▪ Reach – 226 ▪ Impressions – 1756 	181,060	98,292	-82,768
<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: 5168; 25 visitors per day (based on visitor sign-in database) <ul style="list-style-type: none"> ○ Undergraduate Students 93%; Graduate Student 4%; Alumni 1%; Faculty 1%; Staff 1%. • One-on-one peer support inquiries (in-person, email, phone):75 • Workshops and events: 82 events; 1503 attendees <ul style="list-style-type: none"> ○ Major events: <ul style="list-style-type: none"> ▪ December 6th Memorial Candle Making: 55 participants ▪ 16 Days of Activism Against Gender Violence Campaign: 4 events/activities; 226 attendees ▪ Women Leaders Speaker Series: 4 speakers/events; 75 attendees ▪ Women in Work (annual Women's Leadership Conference) & WRC Awards Ceremony: 105 attendees ▪ Vagina Monologues: 300 attendees ▪ Ask First 2: Sexual Assault Prevention Project - Challenging Attitudes & Beliefs <ul style="list-style-type: none"> • Hosted 8 educational workshops and events • Hosted 1 major event (Karen BK Chan): 72 attendees ▪ Peer Helper Program <ul style="list-style-type: none"> • Number of active peer helpers: 90 • Volunteer hours total: 3296 (based on Better Impact entries) • Training: 4 mandatory and 4 optional training 	158,370	145,273	-13,096
<p>Student Accessibility Services–facilitates an accessible learning environment for students with disabilities including temporary impairments and permanent disabilities.</p>	1,591,365	1,564,969	-26,396

	2018-2019	2019-2020	Change
<p>Students 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 – 1892 registered. Total number of students who accessed Advising services through SAS - 1949 Accommodated Exams arranged and supervised –16,651 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.) – 375 texts converted Students receive individualized training and support to use assistive technologies - 117 students Students referred for further assessment of learning difficulties – 24 students Student Accessibility Services arranged for a variety of assistive services including 7989 hours of note-taking support and 635 hours of individualized learning strategist support Student Accessibility Services assisted 297 students to apply for disability related grants. Amount of funding received by students with disabilities totaled \$874,142. The Nat Christie Adaptive Technology Lab and Adaptive Technology Workrooms in the TFDL provided accessible study space and access to assistive technology to 1090 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: 29,104 Health Promotion and Outreach, including peer support and activities at the Campus Community Hub Health promotion and outreach: 9586 students, faculty and staff reached in regular programming, training, workshops, and events. The Campus Community Hub engaged a total of 1745 students in their community-based engagement options. There are 82 peer supporters involved in health promotion and peer listening programs (includes SMR, nursing, peer listening, WHAT and peer engagers). 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: 7182 	2,015,391	1,846,150	-169,241
<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. There were 21 peer volunteers involved in programming. Another 150 students on average attended chaplain events or met with faith representatives on a weekly basis. The FSC had an average of 30 student, staff, and faculty groups book our multi-faith spaces every month. On average, 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</p>	2,020,182	2,098,930	78,748

	2018-2019	2019-2020	Change
<p>students to complete academic programs and research, health and safety and environmental programs, and international and domestic emergency response.</p> <ul style="list-style-type: none"> • International Travel: 3249 travelers registered with 109 countries visited (April 1, 2019 – March 31, 2020). • Of the 17,386 health and safety course completions from April 2019 – March 2020, the Top 3 courses were: <ul style="list-style-type: none"> ○ Hazard Assessment Training – 3,731 ○ Occupational Health and Safety Orientation – 3,697 ○ WHMIS 2015 – 1,673 • Emergency Management support included: <ul style="list-style-type: none"> ○ Developing and leading the COVID-19 Taskforce, the body responsible for centralized coordination and management of the University’s ongoing response to the novel coronavirus (COVID-19). <ul style="list-style-type: none"> ▪ Initial planning for the COVID-19 pandemic began January 23, 2020 and the Taskforce was formally mobilized on March 4 ▪ Incorporated expertise and representation from across the institution, responded to the pandemic and supported staff and students with international travel, online learning, remote working, and infection prevention. ○ Facilitating updates to Business Continuity Plans for faculties and departments at the onset of the COVID-19 pandemic to ensure critical operations could continue. • General emergency management support including the UC Emergency Apps – Solosafe and HelpLine and emergency drills in all buildings including two in each residence building during the academic year. • Campus Security support <ul style="list-style-type: none"> ○ Total activities (calls for assistance into the Security Operations Centre – all categories) 37688 (includes all medical calls and calls relating directly to the Den / MacEwan Student Centre events ○ Safewalk – 462 escorts in total, 167 escorts done by Student Safewalk Volunteers and 295 escorts done by Campus Security members. ○ Partnership with the Student Medical Response Team and support of the Post-Alcohol Support Space. ○ Management of the Security Operations Centre and of the CCTV and Electronic Access control System – 2490 cameras and 2039 doors. 			
Total Expenses	18,608,297	18,324,006	-284,290
Total Revenue	12,953,350	14,132,745	1,179,395
Net Revenue Over Expense	-5,654,947	-4,191,261	1,463,685

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

	2018-2019	2019-2020	Change
<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 Student Ombuds helps students interpret and understand policies and procedures, discusses strategies for raising concerns constructively and addressing conflict, 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 – 159 • Outgoing phone calls (including scheduled meetings) – 159 • Incoming emails – 1411 • Student meetings (including video conferences) – 471 • Letters reviewed (e.g. appeal letters) – 159 • New files opened – 459 (down from 590 in 2018-2019) • Student contact hours – 826 (up from 670 in 2018-2019) 			
<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. The Protected Disclosure Advisor is available to all members of the university community and serves as a confidential resource. This position continues to provide a forum where students can voice their concerns in a safe and confidential setting. Students brought a range of concerns forward.</p> <ul style="list-style-type: none"> • In person consultations/protected disclosures (undergraduate and graduate students) and diversity inquiries/consultations - 163 <p>Educational Workshops and Learning Opportunities</p> <ul style="list-style-type: none"> • Training Workshops included: <ul style="list-style-type: none"> ○ EDI: An Overview ○ Power and Privilege ○ Microaggressions in the work, learning and teaching environment ○ Intercultural Communication ○ Recognizing and Mitigating Unconscious Bias ○ Inclusive Teaching and Learning ○ Gender Equity ○ Inclusive Language: Communicating Respect ○ LGBTQ2S+ and Inclusivity ○ Intercultural communication • Presentations by Invitation - 18 • Selection Committees' Unconscious Bias Workshops – 7 presentations • Other training workshops delivered - 4 • Lunch and Learns – 8 topics covered <p>Diversity Days 2020</p> <ul style="list-style-type: none"> • The ODEPD coordinated plans for and facilitated a variety of educational events and activities as part of the 2020 Diversity Days. <ul style="list-style-type: none"> ○ Diversity Days Events - 25 ○ Event Statistics: Attendance and Web Page Views <ul style="list-style-type: none"> ▪ 6292 individuals viewed Diversity Days web page ▪ 894 people attended events. 			
<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"> • ~105 clients (including 233+ support meetings with the ongoing case management needs) • 207 consultations • 55 presentations (5 included the broader Calgary community, 2 at an international level, 2 at national level). There were 3 presentations cancelled due to COVID-19. • Participated in 6 booth/awareness events • 4 unique projects 			
Total Expenses (Student Ombuds, ODEPD and Sexual Violence Support)	880,960*	905,407*	24,446

*ODEPD, Student Ombuds and Sexual Violence Support