Mandatory Non-Instructional Fees (MNIF) Report
Student and Enrolment Services

Fiscal Year Ending March 31, 2024

Purpose:

This report outlines the goods and services that students receive for the mandatory non-instructional fees (MNIFs) that they are required to pay to complete an approved program or classroom instruction and that enhance the student experience.

The Tuition and Fees Regulation (TFR)[2] requires that institutions provide all necessary information to compare the revenue from mandatory non-instructional fees to the costs of the specific goods and services.

All MNIF reports for the University of Calgary use the same format and financial methodology including approaches to direct and indirect expenses.

Background:

Mandatory non-instructional fees are governed by the *Alberta Post Secondary Learning Act*[1], the *Alberta Tuition and Fees Regulation*[2] and the *Alberta Tuition Framework*[3] as well as the terms of reference documents of the Board of Governors (BoG), Finance and Properties Committee (FPC), and Tuition and Fees Consultation Committee (TFCC).

Definitions:

Key definitions that have been used in preparation of this report can be found in Appendix A that follows this report.

- Goods and Services
- Direct/Indirect Expenses

You can find more detailed information about establishing tuition and fees on the Tuition and Fees Reporting website.

Goods and services listed in this report are provided five days a week during regular operating hours of the University of Calgary using a variety of modalities to ensure accessibility. Depending on student demand and needs, provision of events, programs and services may extend past normal operating hours of the university. These goods and services may vary annually depending on student demand and needs.

[1] Post-Secondary Learning Act
[2] Alberta Tuition and Fees Regulation
[3] Alberta Tuition Framework

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	2022-2023	2023-2024	Change
Student Services Fee A mandatory non-instructional fee (MNIF) assessed to students used to support the delivery of services	$18,676,846	$20,571,473	10.14%
Other Revenue[4] Revenue earned from fees used to support student services (for example wellness services, career fairs, gown rental)	$ 3,431,347[5]	$ 3,598,923	4.88%
Total Revenue	$22,108,193	$24,170,396	9.33%
Direct Expenses			
Office of the Registrar The Office of the Registrar provides goods and services related to student records, the academic calendar, course and program schedules, student systems, examinations and grades, awards, financial aid, and convocation. Goods and services are provided using a variety of modalities to ensure accessibility which includes face to face and virtual. Goods and services are provided five days a week during regular operating hours and are provided via email, call-centre phone, in-person and virtually. Depending on student demand and needs, provision of services may extend past normal operating hours of the university. **Enrolment Services Unit** The Enrolment Services unit provides a central point of contact for students who need advising and support on matters relating to registration, awards, financial aid, tuition and fee assessments, final examinations, grades, student records, and convocation. For more information on specific goods and services: http://www.ucalgary.ca/registrar/home **Summary of Service Areas within the Enrolment Services Unit:** **Enrolment Services** provides front-facing administration and advising for course registration, student financials, student financial support, examinations, and student records. Goods and Services Summary:	$3,654,367	$4,165,606	13.99%

[4] In accordance with the government reporting template, external-source funds earmarked for the MNIF-supported service will be reported under line item "Other Revenue".

[5] 2022/2023 other revenue reported for the fiscal year ending March 31, 2023, was $1,426,743. For the fiscal year ending March 31, 2024, 2022/2023 other revenue has been restated for comparability to include other revenue for EHS and Study Abroad.

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The following is a list of specific goods and services provided, which may vary annually depending on student demand and needs. Goods and services summary: ○ Reception and triage services during hours of operation ○ Individual student advising services delivered through multiple-modalities (call centre, in-person, live chat, Student Centre service request, and email) ○ Student registration support ○ Financial advising ○ Student name change advising and support services ○ Third party sponsorship financial program advising services ○ Opt-in/opt out options; financial advising and referral services for UPass, bursary, health and dental, etc. ○ International student tuition and fee advising ○ https://www.ucalgary.ca/registrar/registration ○ https://www.ucalgary.ca/registrar/finances/tuition-and-fees Programming: ○ Multiple-modality workshops, webinars, and pop-up presentation services: registration, student financial assessment, payments (domestic and international sessions) ○ Presentations, Group Study student programs, financial advising, and processing services ○ New student Next Steps workshops ○ University 101 with Professor Rex (Student Centre 101, Open Studies 101, Registration 101, Financial Aid 101, Fees 101, International Student Financials 101) **Student Financial Support** provides goods and services related to funding for students which includes bursaries and financial aid, emergency funding, scholarships, and awards dispersing $32+ million to eligible students. Goods and Services Summary: ○ Provincial and federal government financial aid program advising and processing services ○ United States government financial aid program advising and processing services, emergency funding			

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advising, application review, assessment, selection, notification, and disbursement services ○ Student merit-based award creation, advising, application review, assessment, selection, notification, and disbursement ○ Needs-based award creation, advising, application review, assessment, selection, notification, and disbursement ○ Coordination with outside student funding agencies and organizations, including award programs from provincial and federal sources that include advising, assessment, selection notification, and disbursement services ○ Financial literacy programing, communication, workshop facilitation and online programs ○ https://www.ucalgary.ca/registrar/finances **Student Records** provides goods and services related to all official student record verifications, transcripts, grading functions, final examination scheduling and administration, deferred final examinations scheduling and administration. Goods and Services Summary: ○ Administer and coordinate final examinations ○ Deferred final examinations advising, application review, communications, notification, and administrative services ○ Reappraisal of final grade services processing services ○ Flexible grade option (CG) requests, advising, evaluation and administration services each term ○ Official student record transcript services ○ https://www.ucalgary.ca/registrar/exams **Systems and Planning Unit** The Systems and Planning Unit develops, improves, and maintains the information technology systems that support all aspects of the student record and academic journey. Goods and Services Summary: The following is a list of specific goods and services provided. ○ Student Portal including academic report, course schedule, student financial information, and course locations			

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○ Develops class schedules, maintains registration systems, and supports final examination scheduling system ○ Provides reporting on student data for all faculties and service units (Deans List, degree progression reporting, academic standing, exchange group study) ○ Provides student communication systems: call centre, live chat, Student Centre functionality, queuing systems ○ Publishes and supports academic calendar (includes academic schedule, tuition and fees, and academic regulations) ○ https://www.ucalgary.ca/registrar/student-centre/academic-requirements ○ https://www.ucalgary.ca/registrar/student-centre/change-your-faculty-program-or-declare-major ○ https://www.ucalgary.ca/registrar/student-centre/updating-personal-information ○ https://calendar.ucalgary.ca **Convocation and Document Services Unit** The Convocation and Document Services unit provides goods and services through planning and execution of convocation ceremonies and prepares parchments, reprints, and certified copies. Goods and Services Summary: ○ Manage and administer student convocation student communications, applications, advising degree/parchment services ○ Verify and validate the graduands official report, produce all UCalgary parchments ○ Accountable for the convocation program and convocation logistics for all convocation ceremonies ○ Provide administrative services to support international attendees for convocation ○ https://www.ucalgary.ca/graduation			
Student Services Administration **Student Conduct Office** The Student Conduct Office facilitates the resolution of alleged student non-academic misconduct. Goods and services include case	$625,233[6]	$860,994	37.71%

[6] 2022/2023 direct expenses reported for the fiscal year ending March 31, 2023, was $506,625. For the fiscal year ending March 31, 2024, direct expenses have been restated for comparability as the methodology for reporting in 2023/2024 changed due to the restructuring of the unit resulting in the movement of certain roles from Student Wellness Services to Student Services Administration.

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	2022-2023	2023-2024	Change
management, adjudication and resolution of complaints, alternative dispute resolution, coaching, and tailored support designed to support the student experience. Goods and Services Summary: • Formal Student Conduct Administration • Customized Complaint Resolution Processes • Conflict Management Support and Education • Residence-Specific Conduct Support • Prevention Education Advising: • Reporting, intake, and referral processes for complaints and concerns (reporting form) • Facilitate non-disciplinary measures to maintain a positive living, learning, and working environment on campus • Case management • Formal case adjudication, including investigations • Customized informal complaint resolution options • Restorative processes including restorative circles and conferences • Tailored support and guidance for community members experiencing conflict, including conflict coaching appointments Programming: • Prevention and proactive training programs • The Upstanders Harm Reduction Digital Badge Program • The Conflict Management Digital Badge Program • A virtual resource hub with self-service videos, guides, and resources related to office mandate • Community volunteer opportunities related to building a safe and strong campus community • Student Non-Academic Misconduct Hearing Board recruitment and training • Residence Appeal Board recruitment and training, and coordination of the residence appeals process **Student Ombuds Office** Goods and Services Summary: The Student Ombuds Office offers impartial, independent, and confidential support services for students experiencing difficult situations, uncertainty, or conflict. Students may access the support services of the Student Ombuds at any stage in a problem or dispute. Student Ombuds Office Summary of Service Areas:			

	2022-2023	2023-2024	Change
• Support navigating university policies, procedures, or regulations at the department, faculty, or institutional level • Interpretation of university communications, including decision letters pertaining to academic standing and notices of misconduct allegations, and discussion of options for follow-up • Coaching on strategies for raising concerns constructively, addressing conflict, and communicating respectfully with university faculty, staff, and students • Providing feedback on appeal statements prepared by students when required as part of a formal appeal process • Coaching for graduate students encountering supervisory issues • Attendance as an advisor or observer at formal hearings or informal meetings with university faculty or staff, to provide moral support, insight, and interpretation • Referral to appropriate student support units across campus **Sexual and Gender Based Violence Prevention and Support**[7] Goods and Services Summary: The Sexual and Gender Based Violence Prevention and Support Office (SGBVPSO) provides programming and support focused on prevention, support, and response to Sexual and Gender Based Violence (SGBV). The SGBVPSO collaborates with campus stakeholders to foster an equitable, inclusive environment shaped by a culture of respect and consent. Goods and services include confidential support and care for any university community member impacted by SGBV, and education and training that builds capacity within the University of Calgary community to respond to disclosures of sexual or gender-based violence and provides a coordinated approach to SGBV across campus. Sexual and Gender-Based Violence Support Summary of Service Areas: Support Services • Individualized support services in understanding all available options for reporting SGBV and support with decision making • Trauma-informed support services and referrals for individuals reporting, or engaged in formal investigation or complaint processes related to SGBV • Reporting, intake, and referral processes for complaints, concerns, disclosures of sexual and gender-based violence; Case management			

[7] In the prior year, Sexual and Gender Based Violence Prevention and Support was reported under Student Wellness Services.

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	2022-2023	2023-2024	Change
• Accompaniment and emotional support for victims/survivors navigating reporting or formalized processes related to SGBV response Programming • Specialized training and capacity building related to implementation of the Sexual and Gender-Based Violence Policy • Responding to Disclosures Training • First Responder to Sexual Assault and Abuse Training • Consent and Prevention education • Awareness campaigns and initiatives • Risk Assessment and safety planning • Virtual resources			
Student Success Centre Goods and Services Summary: The Student Success Centre offers accessible and inclusive academic support services aimed at enhancing the learning and personal development of undergraduate and graduate students from inquiry to degree completion. Summary of Service Areas: • Academic Support Services • Exploratory Advising Services • Writing Support Services • Peer Assisted Support • Scholars Academy Goods and Services Listing: • *Reception and referral services* provided in person, by email and via a virtual front desk • *Academic transition workshops* and *registration support* for new students (ucalgary.ca/student-services/student-success/learning/first-year-students) • *Individual academic skill development and holistic advising* for undergraduate and graduate students (ucalgary.ca/student-services/student-success/learning-support/academic-development) • *Individual academic writing tutoring services* (ucalgary.ca/student-services/student-success/writing-support) • *Academic integrity education services* provided through workshops, classroom visits and online materials *(ucalgary.ca/student-services/student-success/learning/academic-integrity)* • *Early alert outreach advising (Thrive)* offered to undergraduate students experiencing academic challenges	$2,057,786	$2,263,837	10.01%

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	2022-2023	2023-2024	Change
via an internal case management system (ucalgary.ca/student-services/student-success/advising/help) • *Peer-led, course-based study support (PASS)* provided by student staff for designated courses (ucalgary.ca/student-services/student-success/learning-support/pass) • *Individual exploratory advising* for undergraduate, open studies and prospective students (ucalgary.ca/student-services/student-success/advising/exploratory-advising) • *Academic support and events for neurodivergent students, International students, and Dinos athletes* • *Digital Badge programs* on academic skills and leading others in learning (ucalgary.ca/student-services/student-success/badges) • *Scholarship and graduate application support* events and individual services (ucalgary.ca/student-services/student-success/learning/aspire) • *Referral services: Self-help resources (ucalgary.ca/student-services/student-success/learning/study-skills, https://www.ucalgary.ca/student-services/student-success/learning/time-management)* • *Annual workshops for undergraduate and graduate students* on academic skills, academic writing, degree exploration and varying topics related to student demand and needs • *Intensive support program for students at-risk of being required to withdraw* offered in collaboration with participating faculties (ucalgary.ca/student-services/student-success/learning-support/turnaround)—*Participants pay an additional fee for this program • Mentorship support for First in Family undergraduate students (First-in-Family | Student Success Centre | University of Calgary (ucalgary.ca)) • *Program for academically high achieving students (Scholars Academy) (ucalgary.ca/student-services/scholars-academy)* Other Goods and Services: • Sensory-friendly space (TFDL 355D)			
Student Accessibility Services Goods and services include academic accommodations and supports for students with disabilities. Other Goods and Services: • SAS Exam Centre (MSC 460) • Nat Christie Adaptive Technology Lab (MSC 456)	$1,205,306	$1,533,409	27.22%

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Centre for Career and Personal Development[8] Goods and Services Summary: Goods and services include comprehensive career education and advising support for undergraduate and graduate students, and employer engagement opportunities to support career success for students. Services also including orientation, first year experience, co-curricular, leadership, food security and student life programs to support successful transition, skill development, personal success, leadership development and community engagement. Summary of Service Areas: • Career Advising & Coaching • First Year Experience (including Orientation and First Year Council) • Industry Engagement and Events • Leadership Development • Life Design • Student Life Goods and Services are provided five days a week during regular operating hours of the university, both in-person and virtually. Depending on student demand and needs, provision of events, programs and services may extend past normal operating hours of the university. The following is a list of specific goods and services provided, which may vary annually depending on student demand and needs. • Reception Services including in person, email, and telephone service during hours of operation • Camp LEAD • Campus Wide Job Board • Career Advising • Career Articulation Program • Career Assessments (Fee) • Career Development Workshops • Career Fairs - including Industry Fair, Winter Career Fair, Education Fair, and Graduate School Fair • CliftonStrengths Assessments & Workshops • Employer Information Sessions • First Year Experience Programs, including First Year Council and Designing Your First Year • Industry Events – including panel presentations and mini-fairs focusing on specific sectors • Launch Your Career Conference • Leadership Development • Life Design Workshops & Advising • Micro-Placement Program	$1,633,424	$1,720,786	5.35%

[8] In the prior year, Leadership & Student Engagement and Career Services were reported separately. Due to restructuring, these areas now fall under the Centre for Career and Personal Development.

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• Orientation, Campus Expo, and UCalgaryStrong Carnival • Peer Helper Program • Peer Helper Professional Development Program • UCalgary Strong Festival • Unwind • Volunteer & Involvement Fair Other Goods & Services: • Interview rooms available for employers and students (MSC 188) • Life Design Hub (MSC 171) • Space for meetings, workshops, and additional service provision (MSC 458, 459)			
International Student Services Goods and Services Summary: Goods and services include non-academic advising and organized programs and activities to assist international students with their unique needs, immigration support, their adjustment to the University of Calgary and to Canada, and to connect them with Canadian students. Summary of Service Areas: • Immigration and Visa Support • Pre-Arrival Services • International student Orientation • Cultural and Social Integration Services • Transition/Settlement Services Goods and Services Listing: Advising: • Reception Services including in person, email, and telephone service during hours of operation • Advising on immigration matters for study permits, work permits, visas for students and their dependents: ucalgary.ca/student-services/iss/immigration • Pre-arrival information and resources to help students prepare for their transition to UCalgary ucalgary.ca/student-services/iss/life-ucalgary/first-year-international-student-programming/pre-arrival-program • Information and settlement support services ucalgary.ca/student-services/iss/settling-calgary Programming: • International student orientation series. ucalgary.ca/student-services/iss/life-ucalgary/first-year-international-student-programming/orientation • Social activities and events to facilitate networking and integration with other students. ucalgary.ca/student-services/iss/events	$452,770	$450,011	-0.61%

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• Welcome Centre to help new incoming students navigating campus life. ucalgary.ca/student-services/welcome-centre • Language sharing program to promote cross-cultural understanding and appreciation. ucalgary.ca/student-services/iss/life-ucalgary/getting-involved/language-sharing-program • Mentorship programs, connecting new international students with experienced students who can provide guidance and support. ucalgary.ca/student-services/iss/life-ucalgary/getting-involved/mentorship-program • Resources and guidance on campus engagement opportunities and volunteer work. ucalgary.ca/student-services/iss/life-ucalgary/getting-involved/student-opportunities-iss Other: • Student space available for students casual and informal use during hours of operation in MacEwan Student Centre (MSC) 275			
UCI Study Abroad/Global Learning Goods and Services Summary: Global Learning goods and services include the development and administration of global experiential academic and co-curricular opportunities for both current undergraduate and graduate students from all faculties. This includes program development, implementation, and management, including recruitment, risk management and assessment, along with comprehensive student support from the point of inquiry through to their return. Global Learning also administers and provides a variety of study abroad funding in support of international learning experiences. Summary of Service Areas: • Incoming and Outgoing International Exchange Programs • Incoming and Outgoing International Research and Internship Programs • Group Study Programs (Faculty-Led International Field Schools) • Co-curricular Global Learning Programs • Study Abroad Scholarship and Grant administration • Risk Management and in-field support while abroad • Intercultural Capacity Development workshops and events	$1,416,752[9]	$1,631,483	15.16%

[9] 2022/2023 direct expenses reported for the fiscal year ending March 31, 2023, was $536,872 (total revenues $879,880 minus total costs $ 1,416,752). For the fiscal year ending March 31, 2024 2022/2023 direct expenses has been restated for comparability as revenues are now reported separately in other revenue.

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• Peer Support and Outreach Goods and Services Listing: Advising and administration: • Reception Services, including in-person, email, telephone and Zoom during hours of operation • Individual and group advising (both drop-in and pre-booked appointments), using a variety of modalities to ensure accessibility, during hours of operation (with pre-booked appointments also available outside office hours by request to accommodate students in different time zones) • Incoming and Outgoing International Exchange Programs • Exchange Partner relationship management • Incoming and Outgoing International Research and Internship programs • Group Study Programs • Risk Management and in-field support for all students/ programs while abroad, including 24/7 emergency support Programming: • Ombuds • Study Program development, implementation, and program management, including financial management, in collaboration with faculties, departments, individual instructors and Enrolment Services • Global Learning Program Wraparound Support for all programs, including comprehensive pre-departure orientation sessions, in-field support, and post-return workshops • Study Abroad scholarship and grant administration • Co-curricular Global Learning program development and administration, including the Global Community Challenge and World's Challenge Challenge • Intercultural Capacity Development workshops and events • Student engagement and professional development activities • Global Learning Ambassador student volunteer and peer helper program			
Writing Symbols Lodge Goods and Services Summary: Writing Symbols Lodge (WSL) 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. One-on-one advising is provided related to pre-admissions, general academics, financial, personal (non-academic) or self-declaration to current and prospective Indigenous students.	$209,133	$305,862	46.25%

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	2022-2023	2023-2024	Change
Writing Symbols Lodge Summary of Service Areas: • General student advising for Indigenous students • Drop in advising • Cultural programming for Indigenous students • Community building • Annual Indigenous graduation celebration • Volunteer opportunities • Ótáp ímisskaan Indigenous Youth Leadership Program • The Indigenous Relations Training Program The following services are provided for Indigenous students: • Weekly Indigenous Wellness Circles • Advising on class registration and withdrawal, Indigenous citizenship documentation, and referrals to campus services • Weekly drop-in time slots with various Faculty Advisors, Writing Support, Library Support and Ombuds • Indigenous cultural programming with activities such as ribbon skirt making, moccasin making, beading, medicine pouch making, drum making, men's face painting, Cree Grandmothers Tea Ceremony, Two Spirit teachings and learning the UCalgary Honour song • Community building through bringing Indigenous students and the campus community together with events such as End of the Year Feasts featuring Bannock tacos to celebrate the completion of the Fall and Winter semesters. • Community Elders are brought in to make cultural connections and share cultural experiences, with Indigenous students • Volunteer opportunities for Indigenous students at the front desk greeting visitors to WSL and volunteering at the various cultural events hosted			
Indigenous Student Access Program (ISAP) Writing Symbols Lodge (WSL) coordinates a one-year Open Studies (OS) transition program for Indigenous students. The program is dedicated to supporting incoming Indigenous students using a cohort model with dedicated staff to assist in transitioning into their chosen field of study. ISAP Program. Goods and Services Listing: • Support services to ISAP students applying to faculties of their choice with support from WSL staff • Peer mentorship training and matching incoming ISAP students with former ISAP students, Indigenous students,	$60,551	$86,312	42.54%

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and non-Indigenous students • Peer Assisted Study Sessions (PASS) for the ISAP classes led by student PASS Mentors • Workshops are provided to ISAP students teaching academic skills, mental health and wellness and cultural connection			
Women's Resource Centre Good and Services Summary: Providing a safe, inclusive, and welcoming place for students, staff, and faculty to promote equality and build community. Women's Resource Centre Goods and Services Listing: • Program, events, and services including activities and workshops which vary annually depending on student demand and need • Daily Peer Support • Women's Resource Centre Awards of Excellence • Library • Online Resources • Peer Helper Program Other Goods and Services: • Spaces (MSC 482): common space, library, safe haven rooms	$101,850	$123,981	21.73%
Student Wellness Services Goods and Services Summary: Goods and Services include comprehensive, holistic, and accessible support options for current undergraduate and graduate students which support all dimensions of student wellness aligned with both academic and personal success. Student Wellness Services Summary of Service Areas: • Student Health Services • Student Mental Health Services • Student-At-Risk Support • Health Promotion and Outreach Goods and Services Listing: • Reception services including in person, email, and telephone service during hours of operation • Individual primary/family healthcare service supported through physicians and nurses, in collaboration with Primary Care Network - Healthcare	$3,036,940[10]	$2,638,046	-13.13%

[10] 2022/2023 direct expenses reported for the fiscal year ending March 31, 2023, was $3,155,547. For the fiscal year ending March 31, 2024, 2022/2023 direct expenses have been restated for comparability. The methodology for reporting in 2023/2024 changed due to the restructuring of the unit resulting in the movement of certain roles from Student Wellness Services to Student Services Administration.

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• Travel medicine services supported through both physicians and nurses - Healthcare • Immunization services supported through nurses - Healthcare • Individual mental healthcare service supported through psychiatrists, physicians, nurses, counsellors, student support advisors and a graduate practicum internship program – Mental Health Support • Short-term counselling services for personal, academic and career development and student support advisors – Mental Health Support • Wellness and cultural support embedded within Writing Symbols Lodge • Chiropractic services – on campus services at reduced rates for students • Massage therapy services – on campus services at reduced rates for students • Health promotion and outreach including training, workshops, and programs which vary annually based on student demand and needs • After-hours mental health support service accessed via telephone, in collaboration with the Distress Centre and Wood's Homes Community Resource Team • Services and resources for distance students • Case management services including student at risk • Advising and support services for neurodiverse students • Daily Peer Support • Referral Services: Self-Help Resources, Community Resources • Peer Helper Programs: Wellness & Health Awareness Team, Wellness Classroom Visits Peer Helper, SWS Peer Listeners, Nursing Volunteers • Student Medical Response Team providing qualified and skilled pre-hospital emergency medical care Other Goods and Services: • Neurodiversity Lounge (MSC 450) **Faith and Spirituality Centre** Good and Services Summary: Comprehensive programming and services to cultivate a pluralistic community by encouraging cultural and religious literacy, community building, and social change. Faith and Spirituality Centre Goods and Services Listing:			

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• Programming and services including activities and workshops • Administration of multi-faith spaces on campus • Spirituality and support services provided by up to 20 chaplains/faith representatives • Resources to build a more pluralistic campus including religious and spiritual observances • Peer Support • Peer Helper Program Other Goods and Services: • Spaces (MSC 487): common space, reading nook, meeting room, communal kitchen • Multi-Faith Spaces: Vitruvian Space (DC 12), MacEwan Hall Multi-Faith Rooms (MH 317/317A), Foothills Multi-Faith Room (HSC 1001)			
Faculty of Graduate Studies Current and prospective graduate students are supported by multiple teams in the Faculty of Graduate Studies working together to provide a holistic set of services ranging from application, onboarding, and registration support through to awards and funding, academic advising and non-credit training, work-integrated learning, and graduate student professional skills. For additional information on specific goods and services, please see: grad.ucalgary.ca/ **Graduate Student Services** is the first point of contact for incoming inquiries and requests. The team provides in-person, email, and virtual centralized support as well as document processing services for prospective, incoming, and current graduate students across all programs. The Graduate Enrolment and Program Support Team maintains student records and provides clarification of regulations, policies, and tuition fee assessments throughout the student journey. They provide liaison and referral services to connect students with Graduate Programs, Enrolment Services, Student Finance, International Student Services, and the Graduate Students' Association. Goods and Services Summary: • Reception Services including in-person, virtual, email and telephone service • Response to incoming inquiries related to all aspects of the graduate student journey • Technical assistance with the online application system	$3,882,147	$4,349,510	12.04%

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• Processing and verifying official transcripts, GPA calculations, and test scores (English Language Proficiency and GRE)
• Assessing the accreditation of applicant's previous institutions
• Admissions support for visiting, sponsored and exchange graduate students
• Liaison with prospective Indigenous graduate students
• Liaison for special admissions cases including readmission and applicants not meeting minimum requirements
• Unibuddy Ambassadors support conversations with prospective graduate students
• Advising on:
  ○ Navigating the Student Centre (online)
  ○ Registration for all graduate students
  ○ Tuition and general fees and fee payment options
  ○ Submission and processing of documents and student requests
  ○ Assistance with advanced credit, transfer credit, and exchange programs and agreements
  ○ Assistance with changing supervisors
  ○ Assistance with Annual Performance Review reassignments
  ○ Assistance with registration in courses taken outside of a graduate student's program
• Examination and candidacy support for thesis-based students
• Convocation supports that include:
  ○ Supporting graduate students through graduation processes, ensuring they are cleared to graduate
  ○ Processing thesis exam results
  ○ Reviewing and processing thesis submissions for upload into University of Calgary's Institutional Repository PRISM
  ○ Processing requests for Confirmation of Degree Completion letters
 	
Graduate Academic and International Specialists support all graduate students with matters impacting academic and personal success.
 	
Goods and Services Summary:
• Drop-in and email advising support, as well as one-on-one scheduled advising appointments in-person or online when students have questions, concerns, or challenges within their Graduate Program
• Specialized immigration advising related to the impacts of taking a leave of absence from studies			

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	2022-2023	2023-2024	Change
• Supporting students in Academic Standing and Academic Misconduct processes and related review meetings with Associate Deans • Coordinating Grad Tips Survey and follow-up tasks for graduate students in poor academic standing • Coordinating the process for probation removal and communicating with students • Referral of graduate students to appropriate campus partners (Student Success Centre, Student Wellness Services, Student Accessibility Services, Student Ombuds, International Student Services, Students at Risk, Graduate Programs, etc.) for further support • Delivering workshops on advising topics (at Grad Success Week, Welcome events, or through various campus partner collaborations) • Supporting outreach and due diligence to students who may be unresponsive, missing in action, not progressing adequately, at risk for RTW (required to withdraw), experiencing extenuating personal circumstances and requesting a voluntary withdrawal (VW) **My GradSkills** is the source for academic support and career development for graduate students during and after their programs. The program connects graduate students with training, support, and opportunities for academic support, research communications training and competitions, internship training and funding, entrepreneurial training, and personal growth to help them prepare for life after grad school. Goods and Services Summary: • Student onboarding through GRADgreet newsletters, hybrid orientation (GradO) and D2L modules to support and enrich topics presented at orientation, including academic integrity • My GradSkills website and calendar - providing resources to internal and external service providers delivering graduate student specific academic and professional skills training • Transformative Talent Internships (TTI) – supporting graduate students with Experiential Learning/Work Integrated Learning opportunities, including funding support and D2L modules to support finding internships and enriching the internship experience • Research communications training and competitions including the annual 3 Minute Thesis and Images of Research competitions, including numerous workshops, feedback sessions and one on one support			

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	2022-2023	2023-2024	Change
Graduate Awards and Reporting provides support to incoming and current students in seeking scholarship and funding and processes all payments related to graduate scholarship funding. Goods and Services Summary: • Annually disburse graduate student funding • Administration of federal and provincial scholarship competitions, Indigenous competitions, university wide competitions, program specific recommended scholarships, including donor funded scholarships • Ensure graduate students and programs have accurate, timely competition information communicated through newsletters and award website • Assist applicants in navigating the scholarship application process including determining eligibility, meeting application requirements and application submission • Provide certified copies of transcripts to graduate students which meet funder requirements as required by individual competitions • Provide access to support resources such as workshops on how to write a strong scholarship application and one-on-one mentoring opportunities presented by the Graduate Leaders Circle • Provide additional support to Indigenous graduate students seeking scholarship funding through targeted emails and focused workshops • Act as liaison with federal and provincial funding agencies, program directors/supervisors/program administrators, Advancement, SAGE, the Writing Symbols Lodge, and other UCalgary units • Adjust graduate student funding as required due to ongoing changes in eligibility • Process funding from programs, institutions, and external agencies to graduate students. **The Graduate College** brings a diverse community consisting of University of Calgary graduate students, degree-holding professional students, post-doctoral scholars, and medical resident physicians selected from all faculties on campus together for engaged discourse on important and challenging topics. Focusing on its three foundational themes—connect, enrich, and energize—the Graduate College supports dialog, leverages diversity, and prepares its Scholars to provide the leadership required to address complex issues facing Calgary, Canada, and the global community. Goods and Services			

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	2022-2023	2023-2024	Change
• Conduct bi-annual forums to provide members of the Graduate College with opportunities to gather, learn and discuss various issues affecting graduate students, residents of Alberta and beyond • Facilitate outreach initiatives to provide Graduate College scholars with opportunities to engage with members of the university, City of Calgary and beyond • Facilitate leadership development by providing Graduate College scholars with opportunities to gain leadership skills via leading and planning various types of events			
Environmental Health / Safety / Compliance Good and Services Summary: Environmental Health/Safety/Compliance provides a diverse range of services including: • support for the Safe Walk and Working Alone programs, • security for student events as required • support for student risk assessments • Worker' Compensation 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 • International and domestic emergency response. For more information on goods and services - ucalgary.ca/risk/environment-health-safety/environment-health-safety.	$1,687,939[11]	$1,804,786	6.92%
Total Direct Expenses	$ 20,024,198	$ 21,934,623	9.54%
Surplus/(Deficit)	$ 2,083,995	$ 2,235,773	7.28%
Indirect Expenses[12]	$8,009,679	$8,773,849	9.54%
Total Surplus/(Deficit)	($5,925,684)	($6,538,076)	10.33%

[11] 2022/2023 direct expenses reported for the fiscal year ending March 31, 2023 was $1,519,268. For the fiscal year ending March 31, 2024, 2022/23 direct expenses have been restated for comparability as revenues are now reported separately in other revenue.

[12] In accordance with the government reporting template, indirect expenses will be reported under line item "Indirect Expenses". This report includes indirect expenses at a rate of 40%, consistent with Financial Information Reporting Systems and the University of Calgary's research overhead formula.

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Appendix A

Goods and Services:

Goods or services

A6 Promised goods or services may include, but are not limited to:

(a) goods produced by a public sector entity for sale (for example, municipal water provided for a fee);

(b) goods purchased by a public sector entity for resale (for example, recycling bins);

(c) use of tangible capital property for a specified period (for example, rental of space for skating at a community centre);

(d) services provided, including those that involve another party (for example, routes operated by a contracted service provider for a public transit commission for a fee);

(e) standing ready to provide goods or services (for example, paramedics on site at an athletic competition organized by a community group);

(f) an asset constructed, manufactured or developed for a payor (for example, connecting a private dwelling to the municipal water system);

(g) rights provided to use intangible assets owned or controlled by the Crown (for example, an agreement to use electromagnetic spectrum, licence providing rights for natural resources or licence for patented technology);

(h) options granted to purchase additional goods or services (when those options provide the payor with a concessionary right);

(i) an agreed-upon task (for example, day-care services provided for a fee); and

(j) a decision provided and having the appropriate documentation ready (for example, issuing a driver's licence to a qualified driver).

Source: CPA Canada Standards and Guidance Collection (CPACHB)- Public Sector Accounting >> Public Sector Accounting Standards >> Specific Items — Financial Statement Items [PS 3030 — PS 3510] >> PS 3400 Revenue

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Appendix A (con't)

Direct/Indirect Expenses:

3 Definitions In this policy:

a) "Direct Costs" means costs that are identified as directly attributable to a Research Project. Direct Costs include but are not limited to the costs of:
   i. salaries and related benefits of Research Project personnel, pro rata if the individuals are working on multiple projects;
   ii. equipment;
   iii. capital costs;
   iv. consumables;
   v. insurance; and
   vi. travel.

b) "Indirect Costs" means central, faculty and departmental costs that the University incurs to support research and other operations which are not directly attributable to a specific Research Project. Indirect Costs include but are not limited to the costs of:
   i. heat, light and water;

The electronic version obtained from www.ucalgary.ca/policies is the official version of this document.

   ii. cleaning;
   iii. general liability, property damage and other insurance;
   iv. departmental administrative support;
   v. research services;
   vi. legal and financial administration;
   vii. environmental health and safety services;
   viii. IT services;
   ix. building maintenance services; and
   x. libraries and library services.

Source: https://www.ucalgary.ca/legal-services/university-policies-procedures/research-overhead-policy