



STUDENT LIFE ANNUAL REPORT 2019



UNIVERSITY OF
TORONTO

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STUDENT LIFE

Student Life supports graduate and undergraduate students in reaching their academic goals, engages students in their development and learning, and challenges students to construct their own experiences.

We partner across the University to create programs that foster leadership and community involvement, locally and internationally, and support the health and well-being of our students. We help students engage with the broader community through co-curricular and community-based learning opportunities.

We are also increasingly connected globally. We welcome and support our international students and build relationships with universities abroad through our international mobility and research opportunities.

Our offerings are united by a commitment to helping students flourish academically and in experiences beyond the classroom. We aim to make all of our programs and services engaging, accessible and inclusive, respecting and reflecting the diverse needs of the students we serve.





WHO WE ARE AND WHAT WE PROVIDE

Accessibility Services

Our team assists in navigating disability-related barriers to your academic success at U of T, for your on-going or temporary disability. We provide services and supports for learning, problem solving and inclusion.

What we provide:

- In-class, test & exam accommodations
- Adaptive software & equipment
- learning strategies
- Peer support
- learning & social opportunities

Academic Success

We help you reach your highest learning potential. Your life is more complex than your academic responsibilities, so we look at the whole picture and tailor our support to you.

What we provide:

- Exam & note-taking strategies
- Personalized learning skills
- Ways to manage time & priorities
- Sharpened concentration & motivation

Centre for International Experience

We help you engage with the world. We provide an array of services unique to international students and enable global learning for all students at U of T.

What we provide:

- International study, research, internships & awards
- Supporting student safety while abroad
- Help with Canadian study & work permits, health insurance in Ontario
- Global skills & intercultural communication development
- Tools to build community & succeed in Canadian campus life and global workplaces

Career Exploration & Education

We support students and recent graduates as they build their future in our changing world. We help students explore what they can do with their degree, discover job opportunities and further education.

What we provide:

- Options: Meet employers, industry experts & alumni to discover opportunities
- Strategies: Identify goals & navigate career decisions
- Resources: Improve your resume, interviews & online presence

Centre for Community Partnerships

We work with students to envision and enact their vision of a better world. Through community-based learning and research experiences, students have the chance to make a positive impact, contribute towards a more just society, and make the city a better place to live.

What we provide:

- Course placements and volunteer opportunities in community and government agencies to gain knowledge and skills to help address community-identified challenges
- Mentorship, connections, resources, support and grants to start and lead your own initiatives, and act upon social issues you care about

Clubs & Leadership Development

We support students in formal leadership positions (clubs, groups and representative leaders), students wanting to join clubs and students who want to develop leadership skills.

What we provide:

- A searchable database of more than 1,000 campus clubs and groups
- Leadership and self-awareness development
- Training to develop critical skills in team dynamics, conflict resolution, equity and inclusion

Graduate Student Experience Programs & Services

Gradlife staff support graduate students through a wide variety of co-curricular programs, events and resources. The Graduate Conflict Resolution Centre supports the graduate community in taking steps to prevent, manage or resolve conflict.

What we provide:

- Leadership, career, academic & conflict management skills development
- Opportunities to build social & professional networks outside of your department
- Connections to campus resources

Health & Wellness

We offer medical care, mental health services, wellness programs and health information to help support you in achieving your personal and academic best.

What we provide:

- Appointments with a variety of clinicians
- Immunizations
- Sexual & reproductive health consultations
- Nutrition counselling & education
- Skills-building workshops & group therapy
- Student-led HealthyU Crew

Housing

The staff at Housing can help you find a great home. Use your UTORid to login to the Off-Campus Housing Finder to start your search, save and compare your favourite listings, learn about your rights and responsibilities and search for a roommate using the Roommate Finder.

What we provide:

- Housing fairs to meet other students & landlords
- Help dealing with landlord & roommate conflicts & other housing issues/challenges
- Info on tenant rights & responsibilities
- Residence application assistance, current vacancies & tour schedules

Indigenous Student Services/First Nations House

We provide culturally relevant services to Indigenous students to support academic success, personal growth and leadership development. We offer learning opportunities for all students to engage with Indigenous communities at U of T and beyond.

What we provide:

- Academic support
- Financial aid & planning
- Meetings with Elders & traditional teachers
- Cultural & social events

Mentorship & Peer Programs

Our team provides training, programming, events and resources to mentors and support for students looking for mentors. We also offer mentorship programs to help students maximize their UofT experience.

What we provide:

- Insight & support from upper year students
- Mentoring, leadership & coaching skills
- Opportunities to network & make important connections
- Exposure to different points of view

Multi-faith Centre

Our team supports the spiritual well-being of everyone on campus and provides opportunities for people to learn from each other through interfaith dialogue, arts and social justice. While U of T is a secular institution, we respect everyone’s right to worship.

What we provide:

- Discussions about meaning & purpose
- Social justice & religious diversity workshops
- Mindfulness meditation, worship, yoga & other practices

Orientation Transition & Engagement

Starting with university orientation and continuing to graduation and beyond, we support active participation in campus life and a broad range of co-curricular involvement opportunities.

What we provide:

- Many exciting ways to engage in campus life
- Official recognition of your campus involvement on the Co Curricular Record
- Events & activities to support your transition to U of T

TCard Services

Your TCard is your student ID. Use it to gain access to places on campus, put money on it for food, printing, laundry and more.

What we provide:

- Gives access to places on campus, email service, wireless networks & ACORN
- Put money on it for food, printing, laundry etc.
- Use it as a debit card for your purchases at participating vendors

DIVISION OF STUDENT LIFE

STUDENT EXPERIENCE	↔	STUDENT LIFE PROGRAMS & SERVICES	HEALTH & WELLNESS	GLOBAL LEARNING AND INTERNATIONAL STUDENT EXPERIENCE
<ul style="list-style-type: none">• Student Crisis Response, Progress & Support• Chief Administrative Officer• Student Life Communications• Student Life IT• Assessment & Analysis• Project Management• Innovation Hub		<ul style="list-style-type: none">• Career & Experiential Learning<ul style="list-style-type: none">• Career Exploration & Education• CCP• Accessibility Services• Housing & TCard<ul style="list-style-type: none">• Housing• TCard• Academic Success• Indigenous Student Services• Student Success• Student Engagement<ul style="list-style-type: none">• Student & Campus Community Development (Orientation, Transition & Engagement, Clubs & leadership Development, Mentorship & Peer Programs)• Multi-faith Centre• Graduate Conflict Resolution Centre• On-Location Student Life Programs & Services	<ul style="list-style-type: none">• Health & Wellness Centre• Health Promotions• On-Location Health & Wellness Services	<ul style="list-style-type: none">• Global Learning on Campus• International Student and Scholar Experience• Learning and Safety Abroad• On-Location International Experience Services





OUR MISSION

The Division of Student Life brings coherence to complexity and creates opportunities for students to build skills, experience diverse communities and integrate learning. We connect life to learning.

OUR VISION

Through our work and partnerships, every student will have the opportunity to actively participate in university life; find connection, community and friendship; encounter new ways of thinking and being in the world; and experience leadership, independence and success.

AREAS OF STRATEGIC PRIORITY

- **Student development and engagement:** Expand opportunities for student learning through diverse experiences.
- **Internationalization:** Opportunities for international mobility through study and research programs that strengthen global partnerships and encourage a unique approach to learning.
- **Health and wellness:** Support the physical, emotional, social and spiritual health and well-being of students.
- **Programs and services for graduate students:** Expand programs and services to meet the diverse needs of graduate students.
- **Academic support:** Support students in achieving their academic goals.
- **Divisional and University support services:** Enhance, support and coordinate quality services for students.

PLANNING THROUGH STRATEGIC ALIGNMENT

We align our work with the needs and values of our students and with strategic University documents that help guide our path.

Student involvement

Student involvement is central to our work. Students shape our work through advisory councils, consultations, focus groups, assessment surveys and committees. All of our involvement committees include representation from full-time and part-time undergraduate students, second-entry professional faculty students and graduate students. Some examples of how students help guide our work include:

- Academic Success Advisory Committee
- Career Exploration & Education and Accessibility Services Advisory Committee
- Career Exploration & Education Guidelines for Student Engagement
- CCR Local Evaluation Committee
- Centre for Community Partnerships Advisory Committee
- Committee for the Allocation of Student Activity Space
- Conflict Resolution Centre Advisory Committee
- Feedback Loop for EDI Education
- Gradlife Advisory Committee
- Health and Wellness Advisory Group

- Housing Service Student Advisory Committee
- Indigenous Student Services Advisory Committee
- International Student Experience Advisory Committee
- Multi-Faith Centre Advisory Council
- Student Initiative Fund Committee
- Student Life Budget Committee

The strategic frameworks and University documents that guide our programs are:

- Innovation Hub: uoft.me/innovationhub
- Truth and Reconciliation Commission Report: uoft.me/trcreport
- Experiential learning white paper: uoft.me/whitepaper
- Policy on Sexual Violence and Sexual Harassment: uoft.me/svsh
- Mental Health Framework: mentalhealth.utoronto.ca
- Institutional Priorities: threepriorities.utoronto.ca
- Themes from the Strategic Mandate Agreement: uoft.me/sma

STUDENT LIFE BY THE NUMBERS

4,275

students, staff & faculty have completed the online IAR training

14,230

students visited Health & Wellness **72,794** times — a **23.5%** increase in visits

12,408

students recorded **18,004** validations for **7,666** opportunities on their CCR

15%

increase in safeTALK course offerings

4,686

students registered with Accessibility Services — an **11%** increase

2,725

work study students hired — a **15%** increase

360

student employees in Student Life with a combined salary of **\$988,425**

20

Mindful Moments drop-in sessions a week — increased from **14**

3,500

Exam Ready kits distributed

4,839

students completed learning abroad activities — a **12%** increase over 2 year period

13.6%

increase in on-campus job postings on CLNx

10,475

appointments or interactions at Student Life on-location services

STUDENT DEVELOPMENT AND ENGAGEMENT

Student Life provides opportunities for developing leadership skills, experiential and work-integrated learning and leveraging our urban location by connecting with community partners and employers. Examples of our initiatives follow.

Experiential learning opportunities

Design Thinking Experience Program

A 10-week program that provides training in equity-centred design thinking to teams of students and staff working together to tackle challenges that U of T student may experience.

Interfaith Leadership Certificate

The Interfaith Leadership Certificate is an opportunity for students to gain religious and cultural fluency so that they can better understand and work with diverse faith communities in professional and social contexts. The program consists of four learning sessions and an experiential component.

Mindfulness Meditation Student Facilitation Certificate Program (MindFIT)

This program equips students with the skills, knowledge and personal insights to facilitate mindfulness meditation practice for their peers. MindFIT involves participation in Mindful Moments drop-in meditations, in-class training (four, two-hour sessions) and co-facilitating meditation sessions.

Finding Your Own Mentor - Online Modules

These six self-directed interactive modules lead students through determining what they are looking for in a mentor, mapping their own network, supporting them through informational interviews, moving those initial conversations into mentoring conversations and then ideas for sustaining a mentoring relationship.

Career Exploration Online Orientation

This online orientation prepares students for experiential career learning such as job shadowing or “in the field” opportunities. By moving the orientation online, we have increased capacity, allowing more students to learn about and participate in these programs.

Experiential Learning modules

Student Life participated in the development of a series of short, online student learning modules, which were created to help students understand the different components of experiential learning and how to prepare for these opportunities. There are eight subject-specific modules, ranging from topics focused on student development, such as “Setting Goals for Experiential Learning” and “Developing a Personal Learning Plan for Competency Development”, to topics introducing students to specific types of experiential learning, such as “Community-Engaged Learning”.

Improvements to Work Study Program

Supported changes to the program where course-load requirements were reduced in order to increase accessibility to the program and supports were created to better align the program with a Work Integrated Learning framework. Students now earn a minimum of \$15/hour and are eligible for at least two hours of professional development.



Supporting Indigenous initiatives

How do students engage with Indigenous Student Services?

Conducted a deep dive into Indigenous student engagement at First Nations House. A major theme was that students desired more social and cultural programming. We are developing more hands-on cultural programming for the upcoming year.

Continued Indigenization of programs and services

We continue to offer focused and targeted support around Indigenous initiatives. Some examples include Indigenous learning strategists, Indigenous career peers, Mentor Navigators, Indigenous career fairs and the Blanket Exercise. We are also moving towards more focused health and wellness support for Indigenous students.

Supporting students with disabilities

Revised Service Animal Protocols and communications

Worked closely with the AODA Office and accessibility offices at UTM and UTSC to advise and support a standardized procedure for students bringing service animals on campus to ensure that students receive both the support and accommodation they require.

Assisted Technology Videos

Worked with accessibility offices at UTM and UTSC to create six instructional videos on the use of commonly used adaptive technologies, including Kurzweil 3000, Dragon and JAWS.

New handbooks in development

Two new handbooks are in development: Graduate Student handbook and a professional faculty resource on practicums, placements and labs. These resources will help faculty provide better accommodations to students.



Equity, Diversity & Inclusivity Initiatives

Access & Inclusion Peer Programs

The Access and Inclusion Peer Program is a mentorship program helping first-year students belonging to historically marginalized, minority or under-represented groups. Students can connect with experienced upper-year Mentor Navigators to avoid potential barriers to success, access and inclusion at U of T. Our mentors can help students who identify as Indigenous, African/Black/Caribbean, LGBTQ2+, a first-generation student or a member of an under-represented religious or spiritual group. The program offers all students one-on-one meetings with a mentor and a series of events and workshops to connect students to each other and the U of T community.

Anti-Islamophobia training for staff

Partnered with the Anti-Racism & Cultural Diversity Office and the Centre for Learning, Leading & Culture to provide training on understanding Islamophobia to staff.

Increased career programming for under-represented communities

We have added new programs for under-represented communities to access career services, such as the EDI breakfast at the Graduating and Alumni Career Fair and the LGBTQ+ alumni/student career networking event.

INTERNATIONALIZATION AND STUDENT MOBILITY

Global perspectives and international opportunities are critical to the student experience. We support opportunities for students to develop intercultural competencies and participate in international experiences through curricular and co-curricular programs, study abroad opportunities and services for international students.

Global Citizen Program

A co-curricular program where students explore multiple perspectives on what global means when applied to three key competency areas:

1. community and civic engagement
 2. fostering inclusivity and equity
 3. global perspective and engagement
- This program allows students to gain a global perspective, locally.

Increased supports for international students

- Partnered with University Settlement to provide appropriate settlement services to international students.
- Doubled immigration advising capacity and planning to further expand in 2020.
- A small-scale renovation in the Centre for International Experience made the front desk and UHIP service more accessible.

Future development: Global classrooms

We are working with academic divisions to provide virtual mobility and projects with courses in other countries.



HEALTH AND WELLNESS

Student Life provides resources that focus on physical health, mental health and overall wellness. In addition to our clinical services, programming focuses on mindfulness, physical activity, nutrition, healthy relationships and fostering balance. All of these elements contribute to a positive university experience.

My SSP (Student Support Program)

Launched a pilot of this service that provides 24/7 immediate, ongoing multilingual mental health support, which is now available to all students.

Exam Ready

Distributed 3,500+ study kits to students across campus in March and November, providing resources and support services. Exam Ready booths staffed by Student Life and Health promotions staff to engage students in discussion about dealing with end-of-term stress.

Same-day counselling

Counsellors are available for same-day, single-session counselling for help with issues like roommate conflict, exam stress, relationship problems, sadness or nervousness and more. Same-day appointments are available Tuesdays and Thursday afternoons.

Drop-in counselling at Robarts

Offered drop-in counselling to all students with My SSP counsellors during the April and December exam periods. Counselling was offered in English, Hindi, Punjabi and Mandarin.

Consultations to improve services

Implemented a series focus groups and ongoing consultations with students to improve Health & Wellness services.

Interactive communications

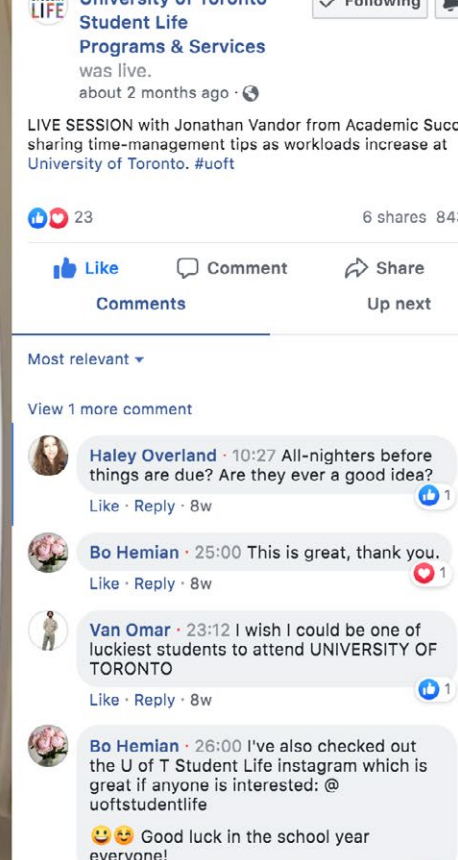
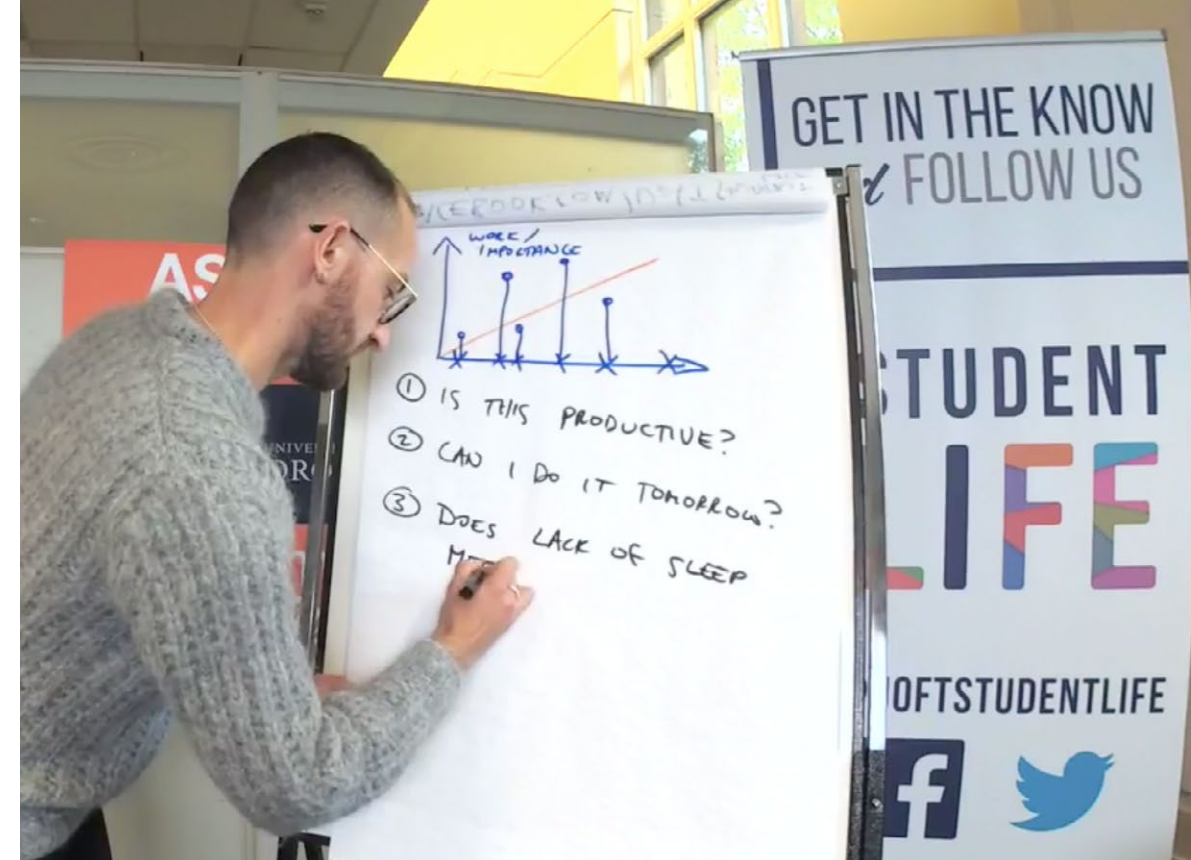
Increased social media presence for health communications, including live sessions for students to interact with Health & Wellness staff and ask questions.

Flu clinics

Organized seven days of flu clinics on the St. George campus for students, staff and faculty.

Identify, Assist, Refer

Expanded online and in-person Identify Assist Refer training to prepare students, staff and faculty, including through Joint Orientation Leader Training and other student leader training, to support individuals experiencing significant challenges to their mental health.



ACADEMIC SUPPORT

Study Hubs

Provided peer-facilitated, community hosted study spaces across campus, ten times a week, to help undergraduate students meet their academic goals and objectives.

Graduate Writing Groups

We host 10-12 graduate writing communities facilitated by 6 graduate student facilitators with the support of a learning strategist to support graduate students' focus on writing.

Increased social media presence

Learning strategists facilitated Facebook Live sessions to meet students in existing online community. These sessions increase our capacity to reach students and are available on social media at any time. We also released a series of study hack videos to help reach students.

Class Ambassadors program

In collaboration with PSY100, MAT135, and HMB300, a team of 10 peer class ambassadors regularly presented just-in-time, course specific learning strategies to their peers to support their in-class academic experience.

Increases in Service Capacity

In addition to our regular workshops, programs, and case-by-case 1:1 appointments, we piloted small group coaching sessions, which increased available student service appointment capacity by 388%.



DIVISIONAL AND UNIVERSITY SUPPORT SERVICES

Student Space Enhancement University Fund

Informed by the work and insights of the Innovation Hub, the Provost created a fund helps create more usable space on all campuses that reflect the diverse needs of our student population, create greater impact on the student experience and support the health and wellbeing of all students. Co-chairing this fund, we have awarded several projects aimed to meet the objectives of the fund.

TCard – submit your own photo pilot project

Implemented new software that allows students to submit their own photos online. A small group of students on the downtown campus piloted the software this August. It will go live to all students in the winter term.

Transforming the instructional landscape

In partnership with Academic + Campus Events and the Centre for Teaching Support and Innovation, this project explores how learning spaces might be redesigned to serve a wide range of students and how classroom space can open the door to new possibilities in teaching and learning.

New Residence Application Portal

The new StarRez portal will launch in January 2020, providing a single, enhanced site for students to apply for residence. The new system simplifies the application processes on all three campuses.

Student Life Budget Committee

The goal of the Budget Committee is to have open dialogue and discussion about the Student Life budget in a transparent and productive forum. Representatives from UTSU, APUS and UTGSU on the St. George campus are included.

FUTURE PLANS

New strategic plan

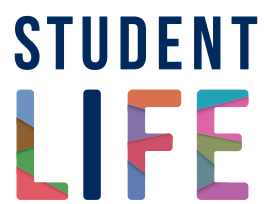
We are stepping into a strategic planning process as a way to further our commitment to supporting and enhancing the student experience. We strive to do this through reviewing our mission, vision and values, and developing a strategy for the Division for the next three to five years. We are envisioning ways to coordinate and collaborate with internal and external partners to help support this work.

Implementing recommendations

We will be implementing the relevant recommendations from the Task Force on Student Mental Health and the Expert Panel on the Undergraduate Student Educational Experience.

Website redesign

We are moving forward with year two of our integrated five-year digital plan to optimize the web experience. The new website, launching in March 2020, will be student-task driven, allowing students to find the resources they need with greater ease.



studentlife.utoronto.ca



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