

Student Life Programs & Services **Annual Report 2018**

Student Life

Student Life Programs & Services 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.

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. Some examples of how students help guide our work include:

- Centre for International Experience Student Advisory Committee (CIESAC)
- First Nations House Student Advisory Committee
- Housing Services Student Advisory Committee
- Semi-annual Student Faith Leaders meetings
- Health & Wellness Student Advisory Committee
- Centre for Community Partnerships Advisory Councils and Community-Engaged Initiative Grant Committee
- Accessibility Services Annual Focus Group
- Academic Success peer staff
- Committee on the Allocation of Student Activity Space (CASAS)
- Student Initiative Fund Committee
- Gradlife Advisory Committee
- Graduate Conflict Resolution Centre G2G (grad-to-grad) peer advisor staff
- Ulife Advisory Committee
- Co-Curricular Record Advisory Committee & Consultations
- Student Life Community Crew
- National College Health Assessment Survey
- National Survey of Student Engagement
- Canadian Graduate and Professional Student Survey
- Multi-Institutional Study on Leadership
- Student Experience Mentorship Program (students mentor staff and share insights on their experiences)
- Regular assessment surveys for all our events
- Regular unit and program level assessment surveys and focus groups

Planning Through Strategic Alignment



Innovation Hub

The Innovation Hub uses design thinking and other collaborative and community-based methodologies to generate data to gain deeper insights into student experiences. The Hub conducts in-depth interviews and observations with diverse students to better understand their stories, finding themes and needs that can be used as inspiration for program, service and resource design and redesign to better meet these needs. The methodology allows us to design with students rather than for students, resulting in increased student engagement in a co-creative process. There are five domains to give scope to the Innovation Hub work:

1. Access for Every Student
2. Fostering Connectedness
3. Future-Ready Students
4. Integrated Learning Experience
5. Whole Student Development



Truth and Reconciliation Commission Report (TRC)

In early 2016, University of Toronto president Meric Gertler and vice-president and Provost Cheryl Regehr established a steering committee to respond to the federal Truth and Reconciliation Commission's request that Canadians further the process of reconciliation.

The final report, entitled *Wecheehetowin*, which means "working together" in Cree, included 34 calls-to-action for U of T in six areas:

- Indigenous spaces
- Indigenous faculty and staff
- Indigenous curriculum
- Indigenous research ethics and community relationships
- Indigenous students and co-curricular education
- Institutional leadership and implementation



Experiential learning white paper (EL)

During the 2016-17 academic year, the University of Toronto Task Force on Experiential Learning developed a white paper proposing that the University grow its experiential, work-integrated and community-engaged learning offerings. Under the umbrella framework of Integrated Learning Experiences (ILEs), this growth would collectively enhance both the student learning experience and the University's ability to support broader community and societal needs.



Policy on Sexual Violence and Sexual Harassment (SV)

U of T's policy regarding sexual violence and sexual harassment came into effect January 1, 2017. In line with this new policy, we work to increase training and education to prevent sexual violence and to improve our services.



Mental Health Framework (MHF)

The Report of the Provostial Advisory Committee on Student Mental Health, released in November 2014, recommends that the University adopt a "systems approach" to student mental well-being.

The report makes recommendations focusing on five key areas:

- Developing a communication strategy that ensures students are informed of all programs and services available and how and when to access them.
- Expanding strength-based programming to develop positive mental health and resilience that engages students early in order to prevent exacerbation of any problems.
- Developing mental health literacy of students, staff and faculty.
- Coordinating, benchmarking and assessing the efficacy of programs and initiatives to ensure they are accessible, sustainable and cohesive.
- Further leveraging external community resources to help meet the full spectrum of health needs of our students.

The International Strategic Plan (TISP)

The International Strategic Plan (July 2017) includes two key areas in Student Life: the international student experience here on campus and global student mobility, that is safety and learning abroad, for all students who undertake university activity abroad. Our work in these areas is guided and supported by the strategy and the institutional commitment to these goals.

In addition, the strategic frameworks that guide our programs are:

Presidential priorities (PP)

- Leverage our urban location more fully, for the mutual benefit of University and city.
- Strengthen and deepen key international partnerships.
- Re-imagine and re-invent undergraduate education.

Themes from the Strategic Mandate Agreement (SMA):

- Experiences that provide global competencies
- Work-integrated and experiential learning opportunities
- Student access and diversity
- Graduate student experience
- Community engagement

Student Life by the numbers



14,064

students made
58,973
visits to Health & Wellness (includes primary care and mental health visits)

5,182

on-campus jobs were posted on the Campus & Career Learning Network (CLNx),
28%
of those positions were in research or laboratories.

10,371

students were validated for
14,638
positions on the Co-Curricular Record.

3,502

students took part in
282
curricular and co-curricular opportunities through the Centre for Community Partnerships.

84,000+

views of the ASKmeAnything Facebook Live videos.



47,228

sets of notes were provided for
5,785
students through the note-taking service.

4,216

students registered with Accessibility Services, a
10%
increase from last year.

265,919

logins to the Housing Finder off-campus rental ads registry.

Student Life services were provided at

32

locations across campus.

409

student employees in Student Life, with a combined salary of

\$895,707

The Multi-Faith Centre celebrated its

10-year

anniversary.



14

opportunities per week for students to practice mindfulness meditation to increase relaxation, resilience and focus.

10,187

users accessed the Student Life app

78,334

times.



4,319

U of T students completed university activities abroad.

200

Students, staff and faculty received individual coaching through the Graduate Conflict Resolution Centre.

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. Examples of our initiatives follow.

Experiential learning opportunities (PP, EL)

Building capacity of our peer colleagues

Work Study is one of the most popular experiential learning opportunities at the University of Toronto. Through the Work Study program more than 3,500 students were able to develop workplace competencies, create further connections between their career aspirations and academic learning and reflect on how their values, strengths and interests relate to employment opportunities. This year a Professional Development Workbook for Student Staff was made available online to support Work Study students and supervisors in having meaningful career conversations.

Student Life provided 409 Work Study opportunities in 2017–18, enabling students to gain experience across the division. Student colleagues and student leaders are essential to our work and students acknowledge that the peer-to-peer approach not only normalizes the student experience but ensures programs remain relevant.

Campus & Career Learning Network (CLNx)

The Co-curricular Record and the Career Learning Network merged into the new CLNx, the new experiential learning program for the University.

Community-Engaged Learning

We increased the number of community-engaged learning courses we support, including the involvement of new disciplines.

Current Initiatives

- Get Experience Fair – January 2019
- Support the launch and customization of University experiential learning modules
- Expansion of research abroad opportunities and funding

Supporting Indigenous initiatives (TRC)

Indigenous Peer Career Advisors

Indigenous Peer Career Advisors focus on supporting the career development needs of U of T's Indigenous student population through awareness, research, and in-person support. Their work includes conducting a landscape analysis that will detail the diverse career needs of U of T's Indigenous student population (both undergraduate and graduate), and will offer programming and structural recommendations for next steps. The Indigenous Peer Career Advisors are available to Indigenous students weekly, on location at First Nations House.

Current initiatives

- Development of a new Indigenous website
- Supporting the identification and expansion of Indigenous space across the University.

Supporting students with disabilities

New on-location advisors

Following a program review of Accessibility Services, the Provost provided funding for 12 new Accessibility Advisors. Through a new service delivery model, ten Accessibility Advisors work on-location in academic programs. Being on location creates opportunities to liaise more closely with faculty and staff and to learn more about the specifics of academic programs to develop more effective accommodations. There is now an Accessibility Advisor in most of the undergraduate Colleges; one at the School of Graduate Studies; three in the Professional Faculties. Accessibility Services provides specific expertise across disabilities, continues to meet with students, and remains the hub for services and supports.

New Student Handbook

A new undergraduate student handbook was developed and distributed to help student navigate their disability-related accommodations at the University of Toronto.

System upgrades

To implement the new service delivery model Accessibility Services moved to an electronic student file; digitized 4,000 files and developed an online registration process that includes the uploading of documentation. The volunteer notetaking system was also upgraded with a new system.

Global Learning

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.



International Student Experience

First and Second cohort of Pearson Scholars

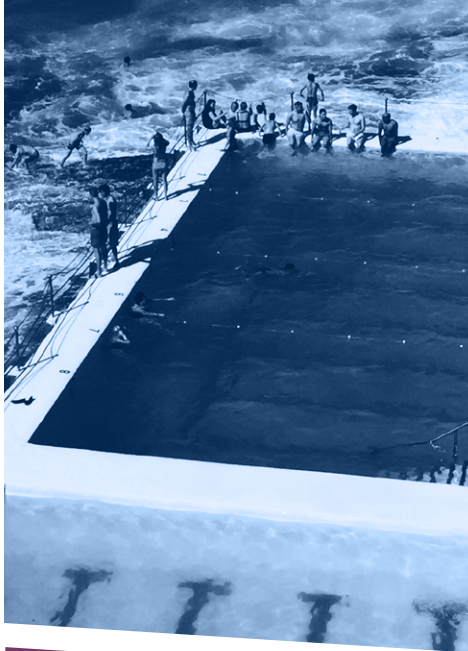
We welcomed and supported first cohort of the Pearson Scholars, providing students with support in navigating U of T, community building, preparing for enrichment activities and preparing for peer leadership of the second cohort.

On-location Pre-arrival Orientation

Undergraduate pre-arrival orientation was offered in three Chinese cities in partnership with the Faculty of Arts & Science.

Grad Step-up Program

Grad Step-Up Orientation, in partnership with the School of Graduate Studies, changed its timing to occur before the start of the academic year to allow international graduate students to settle before the semester fully starts, with an increased participation to over 130 students.



English Conversation Communities for Grads (ECCG)

These communities give graduate students a chance to practice speaking English with a friendly, informal group. Volunteer graduate students who are welcoming and supportive lead the drop-in groups.

Current Initiatives:

- Laidlaw Research Scholars (funding for research abroad) – Spring 2019

Learning & Safety Abroad

Safety Abroad Online Modules

We launched four safety abroad modules: Introduction to the Safety Abroad Office, Health and Wellness, Safety and Security Abroad and Cultures, Customs and Law. Students can access the modules through Quercus.

Learning Abroad Website

A new learning abroad website was launched, learningabroad.utoronto.ca, which provides options and opportunities for learning abroad experiences across all three campuses in one location.

Current initiatives:

- Increase needs-based Learning Abroad awards and increased research abroad awards (over 2M for 2019)
- Launch of new Safety Abroad Registry (winter 2019)
- Global U program embedding global opportunities on campus and abroad



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.



New Drop-in Hours and Extended Hours

In an effort to respond to students' needs and improve access to our services, the Health and Wellness Centre has extended its hours of operation until 7 p.m. on Tuesday, Wednesday and Thursday. We have also introduced a primary care, same-day clinic from Monday to Friday in the afternoon to address acute issues.

New online appointment booking system

Health & Wellness launched a new online booking system for students to book appointments and receive reminders.

Identify, Assist, Refer Learning Module

Funded by a Rossy Family Foundation grant, the Identify, Assist, Refer learning module is now available online (iar.utoronto.ca). The training prepares students, staff and faculty to support individuals experiencing significant mental health challenges.

Programs and Services for Graduate Students

We work with campus partners to provide opportunities for professional and personal growth and development specifically tailored to the needs of graduate students.



Grad Support Community of Practice (COP)

The Grad Support Community of Practice is comprised of partners from across campus who support graduate students in a number of ways. The objectives are to exchange information, build relationships and coordinate efforts to enhance the graduate student experience.



Grad Connections Bi-weekly Chats

This program allows graduate students to take a break and connect with other students at a themed bi-weekly chat forum. An expert staff facilitator is available to answer questions related to each week's theme.

Grad Orientation Tours

In partnership with the School of Graduate Studies, we offer a week of campus tours in late August for incoming graduate students. The tours are led by the Gradlife intern and Grad CRC peer advisors.

Increased number of Grad Writing Groups

We increased the number of peer mentors employed from five to seven, offering 12 sessions across seven days with junior and senior peer facilitator positions established.

Graduate Resources in Student Life app

A specific section with graduate student-focused resources are now included in the Student Life app, as well as schedules for the Grad Escapes, Grad Talks and Grad Connections programs.

English Communication Communities for Grads (ECCG)

These communities give graduate students a chance to practice speaking English with a friendly, informal group. Volunteer graduate students who are welcoming and supportive lead the drop-in groups.

Grad Talks

Academic Success, Gradlife, and the Grad Room partner to offer learning sessions to help graduate students build academic skills and achieve balance.

Academic Support (PP)



Access & Inclusion Peer Program

The Access and Inclusion Peer Program is a program helping first-year students belonging to historically marginalized, minority or under-represented group(s). This program pairs new students with experienced upper-year Mentor Navigators to help them avoid potential barriers to success, access and inclusion at U of T. Our Mentor Navigators help students who identify as Indigenous, African/ Black/Caribbean, LGBTTI2QQ+, 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 Navigator and a series of events and workshops to connect students to each other and the U of T community and build important skills for success.

Divisional and University Support Services



Increased On-location services

Student Life services are now provided at 32 locations across campus, up from 27 last year.

Accessibility Services Online Registration

Students can now register with Accessibility Services and upload their medical documentation online.

TCard Services Mobile Kiosks

The number of TCard mobile kiosk welcome events increased from 12 to 21 (during the summer, at residence move-in events, and Orientation Week).

New TCard chip technology

TCards now have contactless chip technology for tap transactions, which will be used in the future by services and systems on campus that upgrade their technical infrastructure.

New Electronic Medical Records (EMR) System

We upgraded to a more modern, interactive, intuitive and customizable EMR. Students can use it to book certain medical appointments, receive confidential lab results and more.

Student Life app

The Student Life app was expanded to include more information. To date, 10,187 users accessed the Student Life app 78,334 times.

Future Plans



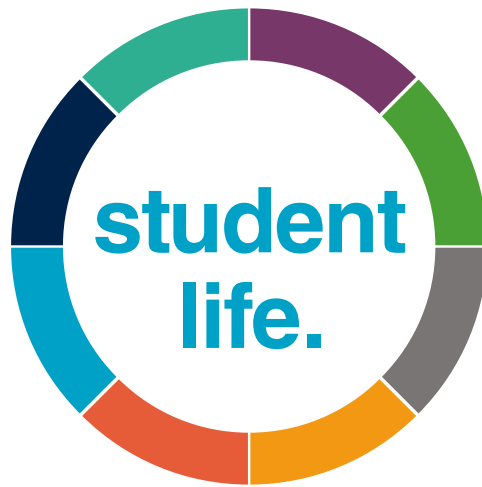
Expert panel on the undergraduate experience & Development of New Strategic Plan

In the fall of 2018, the Provost announced an expert panel to develop an institutional vision for the undergraduate student experience at U of T that aligns with institutional values, with broad consultation across the University. Articulating a shared vision for the undergraduate education and student experience at the University will be an important component of the framework as we begin the development of a strategic plan for Student Life. This strategic plan will help guide and prioritize the work of Student Life in the coming years.

Website redesign

In 2019, Student Life will move forward with the development of an integrated 5-year digital plan and optimize the web experience for students, staff and faculty.





studentlife.utoronto.ca



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