



**Attachment 1 – Mandatory Non-Instructional Student Service Fee Report for the Fiscal Year Ending March 31, 2022. Please note, reports from 2015-2016 onwards are available at [www.ucalgary.ca/student-services/guide-services-students](http://www.ucalgary.ca/student-services/guide-services-students). Earlier years can be requested from [vpse@ucalgary.ca](mailto:vpse@ucalgary.ca).**

	2020-2021	2021-2022	Change
<p><b>Office of the Registrar</b> - is the central unit responsible for the student record, academic calendar course and program schedules, admissions, recruitment, student systems, exams and grades, awards and financial aid and convocation. The Enrolment Services unit is the University of Calgary's central contact point for students to seek support on matters relating to registration, grades, final exam schedules, awards financial aid, and all student financials and fee assessments. For more information on goods and services - <a href="https://www.ucalgary.ca/registrar/home">https://www.ucalgary.ca/registrar/home</a>.</p> <p>E-Services: Student Advising Communication</p> <ul style="list-style-type: none"> <li>• Outbound Advising communications (emails): 48,262</li> <li>• Chatbot Inquiries: live chat and responses: 30,600</li> <li>• Workshops &amp; webinar attendance/viewership (8 webinars): 7,471</li> <li>• Front desk inquiries (data only available from Sept 2021 – Mar 31): 1,977</li> <li>• Service Requests: 4,879</li> <li>• Student Email inquiries: 10,191</li> <li>• Faculty/Staff Advising email inquiries: 866</li> <li>• Phone Advising: 34,174</li> <li>• Advising appointments (Zoom and 3 months of in-person): 1,150</li> <li>• Third-party sponsorship applications processed: 560</li> </ul> <p>Financial Literacy Program</p> <ul style="list-style-type: none"> <li>• Money Smart Financial Literacy Program Workshops (14 workshops): 1,043</li> <li>• 1-on-1 Financial budget coaching appointments: 13</li> <li>• Online module participants: 197 total participants (47 students completed)</li> </ul> <p>Student Financial Support Overall:</p> <ul style="list-style-type: none"> <li>• Award, Scholarship &amp; Bursary Funds Disbursed: \$221,374,044</li> <li>• Undergraduate Award, Scholarship and Bursary Applications processed: 18,687</li> <li>• Graduate Bursary applications processed: 2,035</li> <li>• Outbound communications: Emails responded to: 10,536</li> </ul> <p>Merit Based Funding:</p> <ul style="list-style-type: none"> <li>• Award and Scholarship funding disbursed (internal and external): \$20,526,454</li> <li>• Award and Scholarship recipients: 9299</li> <li>• Scholarship webinar attendance: 500+</li> </ul> <p>Needs Based Funding:</p> <ul style="list-style-type: none"> <li>• Bursary funds disbursed: \$8,327,755</li> <li>• Bursary recipients: 3589</li> <li>• Emergency funding applications processed (GRAD and UGRD): 635</li> <li>• Emergency Funding disbursed: \$167,733</li> <li>• Student loan borrower funding processed: \$177,072,675</li> <li>• Student loans processed: 12,250</li> <li>• Student Interest free requests processed: 4,237</li> </ul> <p>Student Exams, Grades and Transcripts</p> <ul style="list-style-type: none"> <li>• Official Transcripts issued: 26,989</li> <li>• Degree Audits for conferral processed: 8,349</li> <li>• Student Conduct rulings processed: 291</li> <li>• Student Enrolment Verification processed: 1610</li> <li>• Outbound communications: Emails responses: 39,978</li> <li>• Student Requests Processed (DFT &amp; Reappraisal): 922</li> <li>• Applications processed for CR Grade: 3867</li> <li>• Change of Grade processed: 6025</li> <li>• (NEW) Credit Granted (CG) applications processed: 1466</li> <li>• Student Registration Exemptions applications processed: 505</li> <li>• Student Extenuating Withdrawal applications processed: 345</li> <li>• Final Examinations: <ul style="list-style-type: none"> <li>○ Deferred Final Examinations Scheduled: 1024</li> <li>○ Change of Program request processed: 6873</li> <li>○ Calendar/Academic Requirements Updates: 1000</li> <li>○ Course Components Scheduled: 10996</li> </ul> </li> </ul> <p>Enrolment Advisor to student ratio: 1:3,754</p>	4,272,759	4,718,040	445,282

	2020-2021	2021-2022	Change
<p><b>Faculty of Graduate Studies</b> - provides leadership and support for graduate education and research. Manages graduate student records and enrolment, from the time of recruitment and admission through to graduation. Responds directly to student inquiries before, during and after program completion. Provides student services and support including academic advising to students encountering obstacles to their academic success, and graduate professional development with My GradSkills. The graduate awards office provides support to students as they seek funding opportunities throughout their academic career and is responsible for managing all processes and payments involved in graduate scholarship funding. For more information on goods and services - <a href="https://grad.ucalgary.ca/">https://grad.ucalgary.ca/</a>.</p> <p><b>Admissions and Records</b></p> <ul style="list-style-type: none"> <li>Hours of in-person and virtual reception service: 1,264</li> <li>Student Services Inquiries - In person and virtual reception: 1,225</li> <li>Student Services Inquiries - Email 29,000</li> <li>Student Services Inquiries – Phone 760</li> <li>Student Services Inquiries - Total 30,985</li> <li>Forms processed: 6,008</li> <li>Thesis submissions: 758</li> <li>Transcripts verified: 9,858</li> <li>Convocation clearing (May 1 – April 30): 3,097</li> <li>Exam notices: 743</li> <li>Extension (to program or candidacy): 380</li> <li>Visiting and exchange applications processed: 202</li> <li>GPA workshops: 4 (105 participants)</li> <li>Number of GPO staff: 6.0</li> <li>GPO to Student Ratio (based on Fall enrolment): 1 to 1333</li> </ul> <p><b>My GradSkills</b></p> <ul style="list-style-type: none"> <li>My GradSkills Website: 43,180 page views by 18,039 users (9,277 new visitors)</li> <li>Workshops promoted by My GradSkills: 183 workshops offered 439 times</li> <li>Workshops hosted by My GradSkills: 3 workshops delivered 10 times</li> <li>Ambassadors: 7 ambassadors, 552 connections with prospects and students</li> <li>3 Minute Thesis: 4 workshops, 48 practice &amp; feedback sessions, 62 participants (from 19 programs)</li> <li>3 Minute Thesis - National Winners: 1</li> <li>Images of Research: 2 workshops, 42 participants, 9 feedback sessions</li> <li>Entrepreneurship support (ENTI 781/785 courses): 18 students, tuition support \$21,074</li> <li>Entrepreneurship support (Summer Inc/Catalyze): 6 students, tuition support \$43,200</li> <li>Transformative Talent Internship: 54 active internships, \$202,725 scholarship support (total)</li> <li>Transformative Talent Internship workshops: 8 workshops, 186 attendees</li> <li>Transformative Talent Internship student support: 51 student meetings, 256 new email/phone inquiries</li> </ul> <p><b>Graduate Awards Office</b></p> <ul style="list-style-type: none"> <li>Scholarship competitions: 23</li> <li>Scholarship applications: 3,697</li> <li>Workshops (student and program): 12</li> <li>Certified copies of transcripts provided for students: 2,459</li> <li>Scholarship processing - total funds administered: \$30.9M</li> <li>Scholarship processing - students: 2,446</li> <li>Enquiries (email, phone, in-person) handled by team of six: 9000</li> <li>Graduate Leaders Circle - current members: 31 current members, 2 graduate assistantships, 15 Scholarship Cafes</li> </ul> <p><b>Student Advisor Team</b></p> <ul style="list-style-type: none"> <li>Student Advising meetings: 241</li> <li>Contributed to Grad Success Week (May 2021), GradO (Sept. 2021 &amp; Jan. 2022)</li> <li>GRADTIPS program for students under academic probation: 52</li> <li>Let's Talk Supervisor Presentations for graduate students: 4</li> <li>Academic review meetings: 105</li> </ul> <p><b>Supervisory Development</b></p> <ul style="list-style-type: none"> <li>New Supervisor Orientations: 6 orientations with 105 participants</li> <li>Meetings with GPDs or Supervisors: 123</li> <li>GPD Orientation Attendees: 47</li> </ul>	1,650,211	1,658,421	8,210

	2020-2021	2021-2022	Change
<p><b>Student Services Administration</b> - provides supports for students from admission to graduation, promotes student development and learning, and enhances the student experience. For more information on goods and services - <a href="https://www.ucalgary.ca/student-services/student-conduct">https://www.ucalgary.ca/student-services/student-conduct</a>.</p> <p><b>Student Conduct Administration:</b></p> <p>All cases</p> <ul style="list-style-type: none"> <li>248 complaints were reviewed and processed by the Student Conduct Office. 200 complaints were considered actionable. 48 were considered information only.</li> </ul> <p>Actionable cases</p> <ul style="list-style-type: none"> <li>27 hearings were adjudicated under Student Non-Academic Misconduct Procedures.</li> <li>139 CovidSafe Campus compliance warning letter were issued (48 final decision letters were issued) 23 complaints were resolved through informal resolution</li> <li>8 complaints were resolved through Interim Measures</li> <li>3 complaints were withdrawn by the Complainant prior to investigation/adjudication.</li> </ul> <p>Information only cases</p> <ul style="list-style-type: none"> <li>14 complaints were referred to other policies or departments due to lack of jurisdiction.</li> <li>28 complaints were submitted by the complainant for information only and did not require action.</li> <li>6 complaints included unfounded allegations or contained insufficient evidence to proceed to investigation.</li> </ul> <p><b>Proactive and Preventative Training</b></p> <ul style="list-style-type: none"> <li>947 community members were trained to be active bystanders.</li> <li>95 community members were trained on how to identify, address, combat and prevent online harassment.</li> <li>274 community members were trained on how to work together to productively manage conflict.</li> <li>60 community members were trained in understanding anger and deescalating conflict</li> <li>86 community members were trained in understanding conflict styles.</li> <li>358 students are actively registered in the Upstanders Harm Reduction Digital Badge Program</li> <li>84 students are actively registered in the Conflict Management Digital Badge Program</li> </ul>	928,065	502,013	(426,052)
<p><b>Leadership &amp; Student Engagement (LSE)</b> - provides programs that contribute to overall success including transition support for both undergraduate and graduate students, leadership development, community engagement and student life programming, and support of the UCalgaryStrong initiative. For more information on goods and services - <a href="https://www.ucalgary.ca/student-services/leadership">https://www.ucalgary.ca/student-services/leadership</a>.</p> <p><b>Leadership Programs</b></p> <ul style="list-style-type: none"> <li>Emerging Leaders program, 130 students, 80 mentors/buddies</li> <li>Sophomore Leadership Program, 63 participants</li> <li>CliftonStrengths programming, 2,824 students learned how to use their Strengths through group work in academic programs, and co-curricular programs.</li> <li>Co-Curricular Record (CCR), 822 activities, 1493 validations</li> </ul> <p><b>Life Design, Volunteer and Work-Integrated Learning Programs</b></p> <ul style="list-style-type: none"> <li>Life Design: 150 student participants in 9 life design workshops since staff completed the Stanford Life Design training in Dec. 2021</li> <li>Career-skill Articulation Program (CAP): 85 student employees participated in CAP, working in 9 campus offices</li> <li>Peer Helper Professional Development Program: 266 post-secondary undergraduate students took on 8-month volunteer roles across 10 different departments</li> </ul> <p><b>Orientation and First Year Experience Programs</b></p> <ul style="list-style-type: none"> <li>Virtual Fall Orientation (undergraduate), 4,197 students registered, including 479 international students</li> <li>Keynote speaker: Sam Effah, Canadian sprinter and UCalgary Alumni "Manifest a Growth Mindset" 2435 viewers</li> <li>Fall Orientation Leaders (OL), 158 volunteer student OLs (from across the globe)</li> <li>Graduate Student Orientation: Fall 2021, 700 attended; Winter 2022 114 attended</li> <li>Virtual Parent/Family Orientation was canceled, and recorded presentation offered on website</li> <li>Ask Me Tent: 304 interactions</li> <li>Virtual Campus Expo 1730 exhibitor booth views</li> <li>Online Orientation: 6,729 users in D2L Online Orientation course; 2,404 active users.</li> </ul>	883,859	841,638	(42,221)

	2020-2021	2021-2022	Change
<p><b>Community-Engagement Programs</b></p> <ul style="list-style-type: none"> <li>• ucalgarycares Days of Service offered in person and virtually two times during the Fall semester: 165 participants, 24 student Team Leads, 13 community service opportunities via not-for-profit organizations</li> <li>• ucalgarycares Global Citizenship virtual program May 3-6, 2021, 24 participants</li> <li>• ucalgarycares Indigenous Leadership and Engagement virtual program, 15 participants, 2 project leaders June 21-24, 2021</li> <li>• UN Sustainable Development Goals; collaborative event between Leadership and Student Engagement and the Office of Sustainability; 12 attendees</li> <li>• Trick or Eat campaign: 80 student volunteers collected 1608 pounds of food in support of both the Campus SU Food Bank and Calgary Food Bank along with \$400 monetary donations</li> </ul> <p><b>Student Life Programs</b></p> <ul style="list-style-type: none"> <li>• Virtual UCalgaryStrong Festival: 216 attendees over 26 events over the month of April <ul style="list-style-type: none"> <li>○ Unwind: 30 events (20 virtual) 989 registered, 944 attended</li> <li>○ 3 outdoor Unwind: Campfire events (360 attended)</li> </ul> </li> <li>• Last Lecture: 3 events, 385 registered, 150 attended. <ul style="list-style-type: none"> <li>○ (Hybrid) “The Courage to Change: Masculinity, Misogyny, and Bro Culture” with Dr. Michael Kehler</li> <li>○ (Virtual) “Way Finding with Wild Dogs” with Dr. Shelley Alexander</li> <li>○ (Virtual) “Establishing Anti-Establishment: Exploring the Politics &amp; Academic Parallels of Punk Rock” with Dr. Mark Machacek</li> </ul> </li> </ul>			
<p><b>Student Success Centre</b> - offers programs and services that enhance students’ learning and personal development from inquiry to degree completion. For more information on goods and services - <a href="https://www.ucalgary.ca/student-services/student-success">https://www.ucalgary.ca/student-services/student-success</a>.</p> <ul style="list-style-type: none"> <li>• Academic Development Specialists <ul style="list-style-type: none"> <li>○ 2541 individual learning support/ advising appointments, *excluding Thrive</li> </ul> </li> <li>• Academic Integrity Programs <ul style="list-style-type: none"> <li>○ Workshops 69 sessions, 1548 attendees</li> </ul> </li> <li>• Faculty and department orientation presentations: 15 sessions</li> <li>• Academic Turnaround Program <ul style="list-style-type: none"> <li>○ Weekly seminars 7 sections fall, 2 sections, winter, 255 participants</li> </ul> </li> <li>• Dinos GPS (Grade Point Success): <ul style="list-style-type: none"> <li>○ 288 academic coaching appointments</li> <li>○ 58 exploratory advising appointments</li> <li>○ Drop-In math tutoring 191 attendees, Drop-in writing tutoring 64 attendees</li> <li>○ Dinos Academic Support Seminars 9 sessions, offered weekly, 32 students enrolled</li> <li>○ Academic Transition Workshops 3 sessions, 67 attendees</li> </ul> </li> <li>• First Year Scholars, fall 2020 Cohort <ul style="list-style-type: none"> <li>○ First Year Scholars Information Sessions - 598 attendees</li> <li>○ Workshops – 18 sessions, 452 attendees</li> </ul> </li> <li>• First-year Transition Support <ul style="list-style-type: none"> <li>○ Peer- led Study Groups 34 Fall / 19 Winter</li> <li>○ Summer Workshop Series for First-year Students 9 sessions, 308 attendees</li> <li>○ 13 Transitioning to First year Small Group Sessions 40 attendees</li> </ul> </li> <li>• Graduate Student Support <ul style="list-style-type: none"> <li>○ Grad Success Week – 35 sessions, 291 attendees</li> <li>○ Writing at the Graduate Level Series—6 sessions, 5 attendees</li> </ul> </li> <li>• Graduate Writing Community—weekly sessions, 610 attendees</li> <li>• International Student Support Programming <ul style="list-style-type: none"> <li>○ Transitioning to the Canadian Classroom, 2 sessions, 49 attendees</li> <li>○ 13 Transitioning to first year for International students, Small group sessions, 110 attendees</li> </ul> </li> <li>• Majors Exploration Advising: <ul style="list-style-type: none"> <li>○ 722 advising appointments</li> <li>○ 17 workshops, 45 attendees</li> </ul> </li> <li>• New Student Registration Assistance <ul style="list-style-type: none"> <li>○ 1086 appointments</li> </ul> </li> <li>• Neurodiversity Student Meet ups <ul style="list-style-type: none"> <li>○ 27 sessions, 135 attendees</li> </ul> </li> </ul>	2,475,247	2,669,821	224,574

	2020-2021	2021-2022	Change
<ul style="list-style-type: none"> <li>• Open Study Advising <ul style="list-style-type: none"> <li>○ 769 advising appointments (503 Open Studies, 238 Prospective)</li> <li>○ 34 workshops, 56 attendees</li> </ul> </li> <li>• Peer Assisted Study Sessions (PASS) 7821 student interactions, 37 classes, 146 sections</li> <li>• Scholars Academy <ul style="list-style-type: none"> <li>○ 76 students</li> <li>○ 1 Scholars Academy Retreat, 51 attendees,</li> <li>○ 4 Scholars Academy Information Sessions, 110 attendees</li> <li>○ 1 Rhodes Information Session, 85 attendees</li> </ul> </li> <li>• Success Seminars and Academic Development Workshops <ul style="list-style-type: none"> <li>○ 105 sessions offered, 1594 attendees</li> </ul> </li> <li>• Thrive Priority Support Network (Early Alert) <ul style="list-style-type: none"> <li>○ Number of students identified Spring/Summer/Fall/Winter 2536, 616 appointments / email advising, 24% uptake</li> </ul> </li> <li>• Writing Support <ul style="list-style-type: none"> <li>○ Writing Support Appointments 2409</li> <li>○ Faculty Requested Workshops and Information Sessions 41</li> <li>○ Residence Drop-in Writing Space 40 sessions, 77 attendees</li> <li>○ Writing Workshops (Undergraduate) 5 sessions, 44 attendees</li> <li>○ Writers' Space 33 sessions, 88 attendees</li> <li>○ Writing Symbols Lodge Support: 24 sessions, 37 attendees</li> </ul> </li> </ul>			
<p><b>Career Services</b> - serves students by providing guidance for their career development and coaching/advising on engaging with employers and employment opportunities. Career Services organizes various opportunities throughout the year for students to network with employers including Employer Information Session, Job Fairs, and Career Conversations. Career Services also hosts an online job board where employers advertise employment and co-op/internship opportunities. For more information on goods and services <a href="https://www.ucalgary.ca/student-services/careers">https://www.ucalgary.ca/student-services/careers</a>.</p> <ul style="list-style-type: none"> <li>• <b>Individual Student Appointments</b> to support career development and job readiness: 2,854</li> <li>• <b>Workshops</b> on topics including interview &amp; networking skills, Linked In, resume preparation, and more. <ul style="list-style-type: none"> <li>○ Offered by Career Services: 100</li> <li>○ Facilitated by Career Services in-class or other group settings: 58</li> <li>○ Number of students registered for workshops: 4900</li> </ul> </li> <li>• <b>Job Board Postings by Employers:</b> increased 54% from 2,030 to 4431 <ul style="list-style-type: none"> <li>○ Job Posting Views by Students – increased 14% from 150,910 to 176,298</li> </ul> </li> <li>• <b>Employer Engagement/Job Fairs</b> to bring students and employers together for networking and recruitment. <ul style="list-style-type: none"> <li>○ Industry Career Fair 2021 – 50 exhibitors</li> <li>○ Grad School 2021 – 33 exhibitors</li> <li>○ Winter Career Fair 2022 – 89 exhibitors</li> <li>○ Education Career Fair 2022 – 55 exhibitors</li> <li>○ Volunteer &amp; Involvement Career Fair – 12 exhibitors</li> <li>○ Employer Information Sessions – 31 sessions with industry partners</li> </ul> </li> <li>• <b>Explore Micro-Placements</b> is a new program that was launched to link students with industry partners for short project-based opportunities or job shadowing. <ul style="list-style-type: none"> <li>○ 101 postings/opportunities created, and 35 students placed.</li> <li>○ 243 students registered as potential participants in program.</li> <li>○ Continued promotion and engagement of industry partners to grow placement opportunities for students</li> </ul> </li> <li>• <b>Social Media Engagements:</b> <ul style="list-style-type: none"> <li>○ Facebook: 1387 likes (increased 13% from previous year)</li> <li>○ Instagram: 1787 followers (increased 75% from previous year)</li> <li>○ LinkedIn showcase page was established in 2020, follower count as of March 31, 2022, was 267</li> </ul> </li> </ul>	1,164,548	1,058,171	(106,377)
<p><b>International Student Services</b> - offers non-academic advising and organized programs and activities to assist international students with their unique needs, their adjustment to the University of Calgary and to Canada, and to connect them with Canadian students. ISS also includes one full-time Regulated Canadian Immigration Consultant (RCIC), and a Regulated International Student Immigration Advisor (RISIA) for temporary residence immigration advising (study permits, work permits, and visas), and one casual RCIC for permanent residence</p>	434,121	418,726	(15,395)

	2020-2021	2021-2022	Change
<p>immigration advising. There are approximately 6,000 international students at UCalgary (including undergraduate, graduate, exchange and visiting international students). For more information on goods and services - <a href="https://ucalgary.ca/student-services/iss">https://ucalgary.ca/student-services/iss</a>.</p> <p><b>International Student Advising Services:</b></p> <ul style="list-style-type: none"> <li>• Student immigration matters including study permits, work permits, visas and permanent resident options, US visitor visas</li> <li>• Requirements to obtain a social insurance number (SIN)</li> <li>• Information on banking and Canadian tax returns for international students</li> <li>• Health insurance and the Canadian medical system</li> <li>• New student transition support and orientation to the city of Calgary (transit, food, places of worship, housing etc.)</li> <li>• Referrals to services and resources at the University and in Calgary</li> <li>• Personal and cultural transition to Canada</li> <li>• International student programs (e.g., ISS social events, International Mentorship Program, USpeak Global Program, International Student Stories Series <a href="https://ucalgary.ca/student-services/iss/student-life">https://ucalgary.ca/student-services/iss/student-life</a>)</li> <li>• Specialized advising for incoming visiting student researchers and sponsored students</li> <li>• Specialized orientation program for new international students</li> <li>• Advising and programming for spouses/partners/accompanying family members of international students</li> <li>• Advising Faculty and Programs regarding immigration requirements for templates and new programs</li> <li>• Specialized support for students in crisis (UkraineHelp)</li> </ul> <p><b>International Student Advising &amp; Programming – Statistics:</b></p> <ul style="list-style-type: none"> <li>• Immigration Advising (emails/zoom): 9,616 students</li> <li>• Permanent residence information sessions: 286 participants, 10 sessions were provided, 166 PR appointments</li> <li>• General information and advice (non-immigration: emails/zoom): 6127 students</li> <li>• International Student Orientation attendance: 946 students*</li> <li>• International Student Mentorship Program: 878 participants</li> <li>• ISS Social events – 14 different social events were offered both virtual and in-person events, included the launch of a new social program called Explore Calgary, 185 students attended</li> <li>• Immigration Webinars: 221 participants, 6 sessions provided</li> <li>• USpeak Global Program: 233 students participate</li> <li>• International Student Stories Series: 3 live podcast tapings, 4 featured student guest speakers (<i>Attendance numbers at live events and podcast listening post event: stats not available</i>)</li> </ul> <p>*2021-2022 posed a unique situation where our services had to pivot between in-person and virtual due to on-going changes in health regulations. During this time, we saw a significant increase in virtual advising during uncertain and shifting times. To ensure that students receive updated information regarding travel and quarantine requirements we maintained and updated our ISS COVID-19 FAQ and Self-Isolation Supports for New Students pages.</p> <ul style="list-style-type: none"> <li>• ISS COVID-19 FAQ webpage visits: 10,834 visits</li> <li>• Self-Isolation Supports for New Students webpage visits: 3284 visits</li> <li>• Welcome Webinars (pre-orientation/arrival webinars): 2798 attendees, 18 webinars hosted</li> </ul>			
<p><b>UCI Study Abroad/Global Learning</b> - is a central unit responsible for developing and administering global experiential academic opportunities (exchange, faculty-led, research, internship, co-curricular, etc.) for students from all faculties. Responsibilities include program development, implementation and management, including recruitment, risk management, and assessment. Supports all faculties with global learning initiatives for students. Provides comprehensive advising and support to instructors and students before, during and after their program, including offering pre-departure orientations for all UCalgary students going abroad in line with the University's International Travel Policy. Administers travel grants available to all UCalgary students. Administers the incoming exchange application process. Fosters positive relationships with partner universities and organizations around the world. For more information on goods and services - <a href="https://www.ucalgary.ca/international/study-abroad">https://www.ucalgary.ca/international/study-abroad</a>.</p> <p><b>Virtual Programming:</b> With traditional travel-based study abroad restricted for much of this reporting period, UCalgary Global Learning continued its focus on virtual programming for students:</p>	1,042,592	785,293	(257,299)

	2020-2021	2021-2022	Change
<ul style="list-style-type: none"> <li>• UCalgary Global Online (UGo) provides students with the opportunity to take online courses offered by our partner universities, participate in an online internship or do a virtual research placement, supported by intercultural development workshops and activities (133 students)</li> <li>• Global Community Challenge YYC is an 8-week virtual competition program in which teams of students from UCalgary and from our international partner universities work together to develop solutions to issues faced by local Calgary organizations with a global focus.</li> <li>• World's Challenge Challenge continued in an online format and included a series of workshops and mentorship for the teams selected for the UCalgary and Global finals.</li> </ul> <p><b>Program Participation Numbers:</b></p> <ul style="list-style-type: none"> <li>• Group Study Programs: 88 students <ul style="list-style-type: none"> <li>○ all 2021 travel-based programs cancelled due to ongoing COVID-19 travel restrictions</li> <li>○ virtual: 88 students (6 virtual Group Study Programs)</li> </ul> </li> <li>• Outgoing International Exchanges: 99 students <ul style="list-style-type: none"> <li>○ In person: 71 students</li> <li>○ Virtual: 28 students</li> </ul> </li> <li>• Incoming International Exchanges: 152 students <ul style="list-style-type: none"> <li>○ In person: 150 students (66 Fall, 47 Winter, 37 Full year)</li> <li>○ Virtual: 2 students</li> </ul> </li> <li>• Virtual International Internships: 7 students</li> <li>• Virtual Research Placements: 10 students</li> <li>• Global Community Challenge: 85 students <ul style="list-style-type: none"> <li>○ Fall 2021: 85 students from 22 universities (including UCalgary) working on 14 challenges set by 13 community partners</li> </ul> </li> <li>• World's Challenge Challenge: 36 students <ul style="list-style-type: none"> <li>○ Winter 2022: 36 UCalgary students worked on 12 teams innovating unique solutions to student-generated issues</li> </ul> </li> <li>• Student Volunteers: 15 Global Learning Ambassadors completed a combined total of 235 volunteer hours</li> </ul> <p><b>Advising, Workshop and Other Stats:</b></p> <ul style="list-style-type: none"> <li>• Advising statistics (5 advisors + 2 frontline staff): <ul style="list-style-type: none"> <li>○ Booked Advising Appointments: 1089 (including payments)</li> <li>○ Drop In Advising Appointments: 929</li> <li>○ Emails: Average 300 per week</li> </ul> </li> <li>• Group Study Programs info sessions: 50 sessions <ul style="list-style-type: none"> <li>○ Approximately 700 online views of recorded information sessions</li> </ul> </li> <li>• Exchange, Research &amp; Internship info sessions: 25 sessions</li> <li>• UGo Wraparound Program workshops: 10 workshops and community development activities</li> <li>• Global Community Challenge: 12workshops, 1 semi-final event, 1 finals event</li> <li>• Worlds Challenge Challenge: 2 workshops, 1 semi-finals event, 1 finals event</li> <li>• Other sessions (new student orientation/open house presentations, funding workshops, Faculty/Department specific info sessions, re-entry workshops, etc.): 27 sessions</li> <li>• Global Learning 101: 2,670 views of the online recording</li> <li>• Approximately 100 classroom presentations done by staff and student volunteers</li> <li>• Go Global Month 2021: shifted to a fully virtual format with 35+ events throughout the month</li> </ul>			
<p><b>Writing Symbols Lodge</b> - provides a culturally appropriate environment that encourages and supports the success of Indigenous students in their pursuit of knowledge and higher education. Offers social and programming space for students within the Centre, and provides Indigenous students access to an on-site computer lab (8 computer stations). Staff provide one-on-one advising related to pre-admissions, general academics, financial, personal (non-academic) or self-declaration to current and prospective Indigenous Students. For more information on goods and services - <a href="https://www.ucalgary.ca/student-services/writing-symbols/home">https://www.ucalgary.ca/student-services/writing-symbols/home</a>.</p> <ul style="list-style-type: none"> <li>• 675 students, staff and community members participated in cultural workshops hosted by Writing Symbols Lodge</li> <li>• 110 staff, students, and community affiliates participated in the Indigenous Relations Leadership Program</li> <li>• 735 Indigenous youth from across Alberta participated in the Ótáp imisskaan: the Indigenous Youth Leadership Program.</li> </ul>	335,783	318,685	(17,098)

	2020-2021	2021-2022	Change
<ul style="list-style-type: none"> <li>ISAP Peer and Pass mentorship programs were a great success, with 19 Peer mentors, and 3 Pass mentors. ISAP cohort increased from 22 to 33 students, with an estimated 40 for Fall 2022.</li> <li>IRTP had a successful change of instructors and addition of online modules during pandemic.</li> </ul>			
<p><b>Indigenous Student Access Program</b> - Writing Symbols Lodge coordinates a one-year Open Studies (OS) transition program for Indigenous students. The program is dedicated to supporting its students in Academics, Mental Health and Wellness, celebrating Community and Culture, and has a reenergized focus on Leadership and Mentorship. This program includes three university courses: INDG 201, ENGL 251, and INDG 397, to be taken by all ISAP students as a cohort/community. Additionally, ISAP hosts weekly academic workshops on topics in: Academics, Mental Health and Wellness, celebrating Community and Culture, and Leadership and Mentorship, as well as supports its students with dedicated and personalized academic, and wellness advising support, cultural, and peer support. For more information on goods and services - <a href="https://www.ucalgary.ca/student-services/writing-symbols/prospective-students/isap">https://www.ucalgary.ca/student-services/writing-symbols/prospective-students/isap</a>.</p> <p><b>2020-2021 ISAP Cohort</b></p> <ul style="list-style-type: none"> <li>Admitted: 21</li> <li>Cancelled funding: 1</li> <li>Never Attended: 2 <ul style="list-style-type: none"> <li>Withdrawn due to online format: 3</li> </ul> </li> <li>Admitted into programs: 10</li> <li>Continued in OS: 6</li> <li>From ISAP program Applicants: Fall 2021 – 60 students unable to join program and reason: <ul style="list-style-type: none"> <li>Incorrect application (non-Indigenous): 3</li> <li>Loss of funding: 3</li> <li>Other Opportunities: 10</li> <li>Accepted into other post-secondary education outside of U of C: 4</li> <li>Accepted into U of C Programs: 2</li> <li>Other: 4</li> <li>Inability to provide needed documentation: 3</li> <li>No further correspondence with ISAP Coordinator or Assistants: 7</li> </ul> </li> <li>ISAP Students Admitted: Fall 2021 – 34</li> <li>Students under ISAP Support: Fall 2021 - 36</li> </ul> <p><b>ISAP Peer Mentorship Program</b></p> <ul style="list-style-type: none"> <li>Consulted with various established peer support programs and Indigenous pathways programs to ensure best practices throughout the development stages. Programs consulted included the University of Saskatchewan Indigenous Pathways program, UCalgary Faith and Spirituality Centre, Big Brothers Big Sisters Canada, and UCalgary Peer Listening Program</li> <li>Implemented in Fall 2021</li> <li>18 student volunteers paired with 33 students</li> <li>Peer mentors were provided 2 days of training to develop leadership and peer support skills</li> <li>Peer Mentors were matched with students based off program interest, level of support needed, and overall personality</li> <li>Volunteers connected with their students on a weekly basis throughout the year to provide support</li> </ul> <p><b>ISAP PASS Program</b></p> <ul style="list-style-type: none"> <li>ISAP PASS Program is a new initiative to help support ISAP students with their academics, where student staff facilitate Peer Assisted Study Sessions (PASS) for all ISAP mandatory courses; INDG 201, ENGL 251, INDG 397</li> <li>PASS leaders attend all classes for their designated course and use the material to host 2 1-hour long sessions per week</li> <li>Sessions improve student understanding of course material</li> </ul> <p><b>Wednesday Workshop</b></p> <ul style="list-style-type: none"> <li>Weekly mandatory workshop for all ISAP Students</li> <li>Focused on various topics to support students at all levels, academic, mental health and wellness, and cultural</li> </ul>	88,776	87,750	(1,026)



	2020-2021	2021-2022	Change
<p><b>Women's Resource Centre</b> - provides a safe and supportive place to advance gender equality and build community through sharing, learning and teaching where all experiences are valued, and everyone is offered the resources necessary to make informed choices. For more information on goods and services - <a href="https://www.ucalgary.ca/student-services/womens-centre/home">https://www.ucalgary.ca/student-services/womens-centre/home</a>.</p> <ul style="list-style-type: none"> <li>● Number of visitors: Physical spaces were closed occasionally due to COVID-19 <ul style="list-style-type: none"> <li>○ 680 visitors (based on visitor sign-in database)</li> <li>○ Undergraduate Students 84.12%</li> <li>○ Graduate Student 8.82%</li> <li>○ Alumni 2.94</li> <li>○ Faculty/Staff: 3.53%</li> </ul> </li> <li>● One-on-one peer support inquiries (Zoom, email, phone): 78</li> <li>● Workshops and events: 33 events held on Zoom <ul style="list-style-type: none"> <li>○ 1155 registered, 752 attended</li> </ul> </li> <li>● Major events: <ul style="list-style-type: none"> <li>○ Women Leaders Speaker Series: 3 speakers/events; 84 attendees</li> <li>○ Ask First 2: Sexual Assault Prevention Project - Challenging Attitudes &amp; Beliefs <ul style="list-style-type: none"> <li>▪ Hosted 12 educational workshops and events</li> <li>▪ 709 registered, 446 attended</li> </ul> </li> </ul> </li> <li>● Peer Helper Program <ul style="list-style-type: none"> <li>○ Number of active peer helpers: 49</li> <li>○ Volunteer hours total: 2473 (based on Better Impact entries)</li> </ul> </li> </ul>	76,597	75,237	(1,360)
<p><b>Student Accessibility Services</b> - facilitates an accessible learning environment for students with disabilities including temporary impairments and permanent disabilities. Students are supported in order to identify reasonable academic accommodations for their academic pursuits. For more information on goods and services - <a href="https://www.ucalgary.ca/student-services/access">https://www.ucalgary.ca/student-services/access</a>.</p> <ul style="list-style-type: none"> <li>● Total number of students registered to receive specialized support – 2369</li> <li>● Accommodated Exams arranged and supervised – 8755 (majority of exams were still remote due to COVID-19)</li> <li>● Students referred for further assessment of learning difficulties - 64</li> <li>● Exam Centre has 2 computer labs and 18 private rooms. The Exam Centre can accommodate up to 100 students at any one time, making it one of the largest exam centres for students with disabilities in Canada.</li> </ul> <p>Student Accessibility Services assisted 507 students to apply for disability related grants. Amount of funding received by students with disabilities totaled \$2,175, 259.</p>	1,339,508	1,375,400	35,892
<p><b>Student Wellness Services</b>- offers comprehensive, holistic, and accessible programs and services to foster all dimensions of student wellness. For more information on goods and services - <a href="https://www.ucalgary.ca/wellness-services">https://www.ucalgary.ca/wellness-services</a>.</p> <p>Student Wellness Services include:</p> <ul style="list-style-type: none"> <li>● Health Services include family medicine, travel medicine for study abroad students, chiropractic care, psychiatry, massage therapy</li> <li>● Health Services - Attended appointments (Physician, Psychiatry, Massage, Chiropractic) Total: 12,764. Note medical clinic mental health appointments were 1448 of this total.</li> <li>● Health Promotion and Outreach, including peer support and activities</li> <li>● Health promotion and outreach: 7518 students, faculty and staff reached in regular programming, training, workshops, and events. The Campus Community Hub was not open to students during this reporting period. There are 560 peer supporters within Student Wellness, Access &amp; Support. Of this group 150 peer supporters are involved in health promotion and mental health support (includes SMR, Peer Listeners, and Wellness Health Awareness Team). Peer supporters are engaged in virtual and in-person activities.</li> <li>● Mental Health Services includes peer support, daily peer listening, individual counselling and case management supports, self-help resources, student-at-risk support, workshops and group programs, and short-term counselling services for personal, academic and career development. An After-Hours Telephone line, in collaboration with the Distress Centre and Wood's Homes Community Resource Team, is available whenever the Centre is closed.</li> <li>● Mental Health - Attended appointments total: 6885, inclusive of case management for international students and quarantine program. Note medical clinic mental health appointments were 1448, not included in 6885 total, which is exclusively the mental health team.</li> </ul>	2,351,022	3,080,150	729,128

**Faith & Spirituality Centre** - seeks to cultivate a pluralistic community by encouraging cultural and religious literacy, community building, and social change as an integral part of the student experience. For more information - <https://www.ucalgary.ca/student-services/faith-spirituality>.

- FSC's events, outreach activities & workshops
  - 37 events
  - 767 attendees
- Chaplains/Faith Representatives
  - 20 Chaplains/Faith Representatives
    - Baha'i, Buddhist, Christian (Anglican, Baptist, Catholic, Christian Reformed, Lutheran, Pentecostal, United), Hindu, Jewish (Chabad, Hillel), Muslim (Ahmadiyya, Sunni), Sikh
  - 86 events/gatherings/prayers hosted by faith representatives
  - 3119 students attended events or met with faith representatives
- Peer Helper Program
  - Number of active peer helpers: 20
- Multi-Faith Space/Vitruvian Space
  - Muslim Student Association booked the Vitruvian Space every Friday
  - About 15 other student groups booked the Multi-Faith Space/Vitruvian Space
  - Usage: average 266 people weekly

**COVID-19 Support Initiative** - established in March 2020 to mobilize volunteer support to help members of UCalgary community who have found themselves in difficulty as a result of COVID-19.

- Number of volunteers: 57
- Volunteer hours total: 580 hours (based on Better Impact entries)
- Activities:
  - UCalgaryTogether Events (April 2021 – November 2021)
    - 55 events (Stretch Together, Craft Together, Bollywood Dance Together, Exercise Together, Play Video Games Together)
    - 745 registered; 656 attended
  - Errands Support for students who are quarantined (April – June 2021)
  - Convocation Support (June 2021)
  - Residence Move-In Support (August 2021)
  - Together Again Support (August 2021)
  - Campus Recognition Support (August 2021)
  - COVID Rapid Test Repackaging (August 2021)
  - Flu Clinic Support (October 2021)

**Environmental Health/Safety/Compliance** - provide a diverse range of services including support for the Safe Walk and Working Alone programs, security for student events, risk assessments, WCB coverage for distance education students, international travel registration, various types of liability, vehicle and accident insurance required for students to complete academic programs and research, health and safety and environmental programs, and international and domestic emergency response. For more information on goods and services - <https://www.ucalgary.ca/risk/environment-health-safety/environment-health-safety>.

- International Travel: 602 travelers registered with 54 countries visited (April 1, 2021 – March 31, 2022)
- Emergency Management support in 2021/22 included:
  - Lead the COVID-19 Task Force,
    - Interpreting and operationalizing the ever-changing restrictions, requirements and guidelines to safely support both in person and online teaching, learning and working
    - Support the Executive COVID-19 Decisions Group in the strategic management and crisis response of the pandemic
  - the UC Emergency Alertus Mobile and Desktop Apps
  - emergency drills 2x/yr. for all Residence buildings
- Campus Security support
  - Total activities (calls for assistance into the Security Operations Centre – all categories) 19,968 activities logged in our Dispatch log (includes all medical calls and calls relating directly to the Den / MacEwan Hall events). This is currently a skewed (low side) number\*\*
  - Total phone calls to and from the Security Operations Centre (220-5333 / 6333) for service or requesting service (9-1-1 etc.): 93,606.
  - Management of the Security Operations Centre and of the CCTV and Electronic Access control System – 3279 cameras and 2310 doors.

2,019,446

2,491,138

471,692

	2020-2021	2021-2022	Change
<b>Total Expenses</b>	19,062,534	20,110,482	1,047,948
<b>Total Revenue</b>	16,061,760	17,099,823	1,038,063
<b>Net Revenue Over Expense</b>	(3,000,775)	(3,010,660)	(9,885)

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

	2020-2021	2021-2022	Change																				
<p><b>Student Ombuds Office</b> - is a confidential, independent, and impartial resource for all members of the university community on student related questions and issues. The Student Ombuds helps students interpret and understand policies and procedures, discusses strategies for raising concerns constructively and addressing conflict, and provides coaching and guidance to help students make informed decisions. Students may access the office at any stage in a problem or dispute. For more information - <a href="https://www.ucalgary.ca/student-services/ombuds">https://www.ucalgary.ca/student-services/ombuds</a></p> <ul style="list-style-type: none"> <li>• Incoming phone calls – 165</li> <li>• Outgoing phone calls (including scheduled meetings) – 222</li> <li>• Incoming emails – 1,996</li> <li>• Student meetings (including video conferences) – 364</li> <li>• Letters reviewed (e.g., appeal letters) – 40</li> <li>• New files opened – 594</li> <li>• Student contact hours – 798</li> </ul>																							
<p><b>Protected Disclosure and Research Integrity Office</b> - serves as a centralized resource to all members of the university community and the central point of contact for dealing with Protected Disclosures and Research Integrity issues. For more information - <a href="https://www.ucalgary.ca/pdri">https://www.ucalgary.ca/pdri</a></p> <ul style="list-style-type: none"> <li>• In person consultations/protected disclosures (undergraduate and graduate students) - 25</li> </ul>																							
<p><b>Office of Equity, Diversity and Inclusion</b> - serves as a centralized resource for equity, diversity, and inclusion through resources and education, fostering a community of change-makers. They support the development of future leaders to work effectively in a safe community where individuals feel valued for their skills, abilities, and contributions. For more information - <a href="https://www.ucalgary.ca/equity-diversity-inclusion">https://www.ucalgary.ca/equity-diversity-inclusion</a></p> <p><b>Educational Workshops and Learning Opportunities</b></p> <ul style="list-style-type: none"> <li>• During the reporting period there were 95 workshops presented totaling 160.5 hrs. with 926 attendees across the 95 sessions.</li> </ul>																							
<p><b>Sexual and Gender Based Violence Support</b> - provides confidential support and care for any university community member impacted by sexual or gender-based violence, whether it occurred on or off campus, or before their time at UCalgary. For more information - <a href="https://www.ucalgary.ca/sexual-violence-support/sexual-violence-support">https://www.ucalgary.ca/sexual-violence-support/sexual-violence-support</a></p> <ul style="list-style-type: none"> <li>• 53 clients <ul style="list-style-type: none"> <li>◦ 211 support case management meetings encompassing 151+ client hours</li> </ul> </li> <li>• 217 consultations/requests for referrals and/or information from non-clients <ul style="list-style-type: none"> <li>◦ 48 hours responding to consultation request emails/calls</li> </ul> </li> <li>• 41 presentations, at local and national levels, reaching 835 attendees</li> </ul> <table border="1"> <thead> <tr> <th>Audience Type</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Community Ambassadors – Resident Advisors</td> <td>71</td> </tr> <tr> <td>Community Members</td> <td>182</td> </tr> <tr> <td>Faculty</td> <td>114</td> </tr> <tr> <td>Graduate Students</td> <td>9</td> </tr> <tr> <td>Staff</td> <td>52</td> </tr> <tr> <td>Student Athletes</td> <td>130</td> </tr> <tr> <td>Student Medical Response Team</td> <td>30</td> </tr> <tr> <td>Students</td> <td>247</td> </tr> <tr> <td><b>Total</b></td> <td><b>835</b></td> </tr> </tbody> </table>	Audience Type	Total	Community Ambassadors – Resident Advisors	71	Community Members	182	Faculty	114	Graduate Students	9	Staff	52	Student Athletes	130	Student Medical Response Team	30	Students	247	<b>Total</b>	<b>835</b>			
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<b>Total Expenses (Student Ombuds, PDRI Office and Sexual and Gender Based Violence Support)</b>	<b>877,229*</b>	<b>802,787*</b>	<b>(74,442)</b>																				

\*Expenses related to PDRI Office - Protected Disclosure Fees, Student Ombuds and Sexual and Gender Based Violence Support