

Ask SET Anything

Student Services
February 7, 2022



UNIVERSITY
OF ALBERTA



Why a new vision

What does a new vision for student services mean for the university of tomorrow?

**Prepare the
university for
growth**

**Improve the
student
experience**

**Enhance
service
culture**

Who we talked to

Student services engagement 2021

184

students

**(undergraduate
and graduate)**

**reached through survey
and focus groups**

62

senior leaders

(within 18 faculties)

consulted through meetings

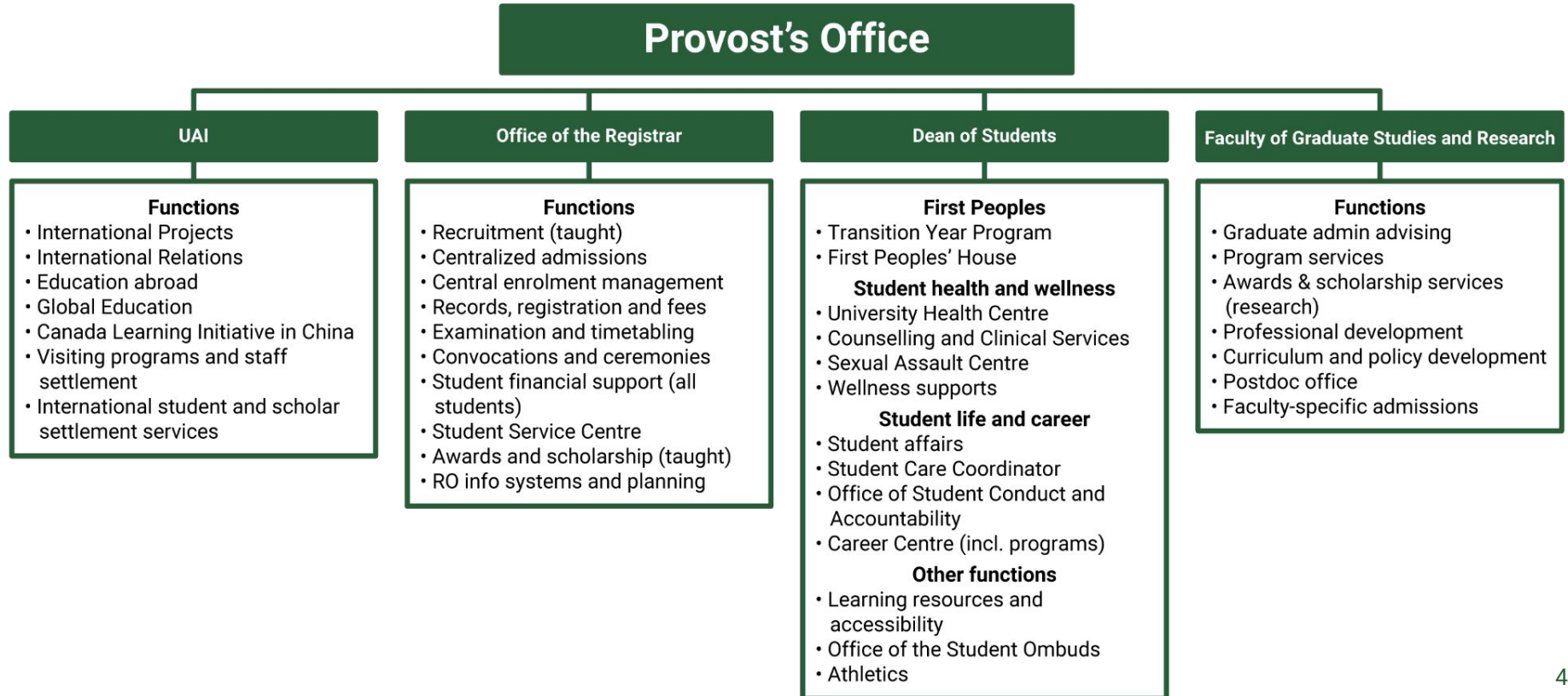
22

senior leaders

**(within 6
central units)**

consulted through meetings

Vision framework



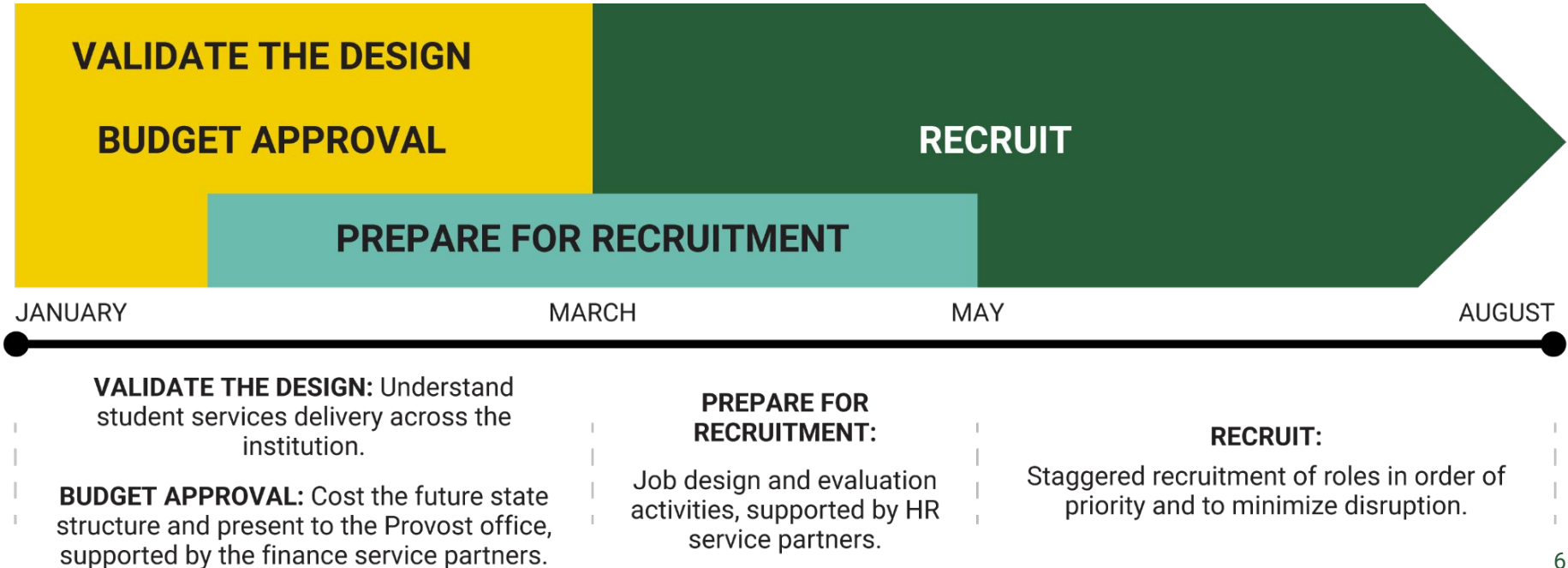
Vision roadmap

Staged approach to implementation

- To minimize the impact on student experience and staff capacity
- Fit within the annual cycle of student service delivery
- Transformation will occur over a lengthy period (up to 2 years)

Vision roadmap

Four staggered activities to minimize disruption



Recruitment

- When roles are created and evaluated, they will be posted on the Position Opportunities Page (POP) as upcoming postings.
ualberta.ca/uofa-tomorrow/position-opportunities.html
- Initial positions should be posted to POP in April or May.
- Once the position is finalized and the competition is launched, it will be posted to the [UAlberta Careers](#) site.
- Most positions will be hired over the summer to avoid disruptions.

Service catalogue

Student services catalogue released

IMPORTANT NOTES

Information on current roles reflected in the division of labour and activity in this catalogue will be the same in some cases, the catalogue no change from the current activities function, or be the opportunity and desire for change. In all cases there will be opportunity for change. In instances where roles do occur there will be appropriate phasing, and they are intended to occur all at once. Included in this draft are suggestions of impacts. These are taken as a directive by the team but rather as an attempt to identify areas of conversation.

Services will be available in English and French. The necessity of this is assumed throughout so as not to be specifically listed.

Management of the academic core academic activity and should not be seen as a service.

Important notes the division of responsibility by four key central units are the Office of the Registrar (RO), the Faculty of Graduate Studies and Research (FGSR), the Office of Student Services (DoS), and the Office of Alberta International (UAI).

Management does not specify the relationships that underpin delivery. Inherent in all student services is the need for central units to coordinate with colleges, faculties, departments, and each other to deliver services.

COLLEGE/FACULTY/UNIT AND SERVICE PARTNER

- General**
- Develop faculty-specific strategy and programs for improving student experience and retention
 - Deliver program- or discipline-specific services

Admissions/enrolment management

- Determine program-specific admission requirements
- Develop program-specific admission processes[§]
- Provide Academic Standing recommendations
- Assess shortlist where appropriate for applicants meeting minimum requirement for program-specific admissions
- Select applicants in professional and quota faculties/programs
- Address applicant complaints (specific to faculties/programs)
- Provide enrolment support
- Provide support to Centre Collegial de l'Alberta
- Assess applications for Prior Learning Assessment and Recognition (PLAR)
- Evaluation and selection of World University Service of Canada (WUSC) student files
- Manage faculty- or college-specific components of student transfer[§]
- Advise students on courses and pathways to degree completion[§]

Graduation

- Review student records and approve undergraduate student eligibility for graduation

[§] Service delivered collaboratively by FGSR and college/faculty/depart

Scholarships and funding

- Offer and distribute recruitment funding[§]
- Assess scholarship applications[§]
- Manage bursary and emergency funding for students

• Mana
• Mana
• Mana

• Admi
• asses
• Comp
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• Mana
• Mana

• Acad
• Progr
• schec

Special Issues

- Manage student leaves of absence (in some circumstances)[§]
- Administer supports for program-specific

General

- Develop institutional strategy and programs for improving student experience and retention
- Own business systems associated with student record and enrolment^{**}
- Own the official student record for all students^{**}
- Provide oversight and governance for creation of graduate programs and the minimum regulations for each program^{*}
- Create and maintain academic policy for graduate students and programs^{*}
- Create and maintain international student strategy[§]

- Monitor and resolve admissions conditions and manage student registration and progress in program^{**}
- Manage graduate student progression^{*}
- Assess applications for transfer credit^{**}
- Manage Academic Standing recommendations^{*}

Scholarships and funding

- Advise students on financial matters^{**}
- Manage student loans^{*}
- Manage awards and scholarships^{**}
- Manage bursary and emergency funding^{*}

SHARED SERVICES

STUDENT SERVICE CENTRE

- Respond to student inquiries

CENTRES OF EXPERTISE

Courses and administrative advising

- Oversee and deliver institution-wide course planning^{*}
- Provide advising administration for graduate students to progress through key program milestones^{**}
- Provide advising administration to students to support admissions, transfers, and other updates to the student record^{**}
- Manage special student issues^{*}
- Manage student leaves of absence^{**}
- Administer supports for general academic skills[†]
- Deliver general academic support and skills development[†]

Student supports

- Manage Career Centre[†]
- Offer non-discipline-specific career advising[†]
- Provide crisis management and intervention[†]
- Provide mental health support and education[†]
- Provide counselling and other health services[†]
- Provide accessibility and accommodation services[†]
- Manage Sexual Assault Centre and services and supports[†]
- Provide student group support programs[†]
- Provide non-faculty-specific Indigenous programming and student support[†]
- Manage and deliver non-faculty-specific programs that promote EDI[†]
- Provide immigration services[§]
- Provide health-care enrolment support[†]
- Manage student discipline appeals and complaints^{†,§}
- Manage post doctoral supports through the Post Doctoral Office[†]
- Offer professional development services to graduate students[†]

- Deliver settlement services for international students and visiting staff^Δ
- Provide support for student milestones and progress in graduate programs

Recruitment^{1,3}

- Develop institutional recruitment strategy^{*}
- Manage and deliver recruitment activities^{*}
- Provide outreach to high school/transfer students^{*}

Education abroad and global education

- Deliver institutional-level programming abroad – exchanges, internship placements, short-term programming
- Provide safety, study-abroad risk management – pre-departure training, monitoring and responding management, university-level funding programs^Δ
- Certificate in International Learning
- Inter-cultural training and international education focused activities^Δ
- Provide support to study-abroad students^Δ

Find the full catalogue on the student services stream web page.

www.ualberta.ca/uofa-tomorrow/services/student-stream.html

- Manage program transfers within/between faculty/institutions^{**}
- Monitor international student visa

- Manage alternate exam arrangements and accommodations[†]
- Doctoral thesis distribution[§]



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UofA for
TOMORROW

Questions