

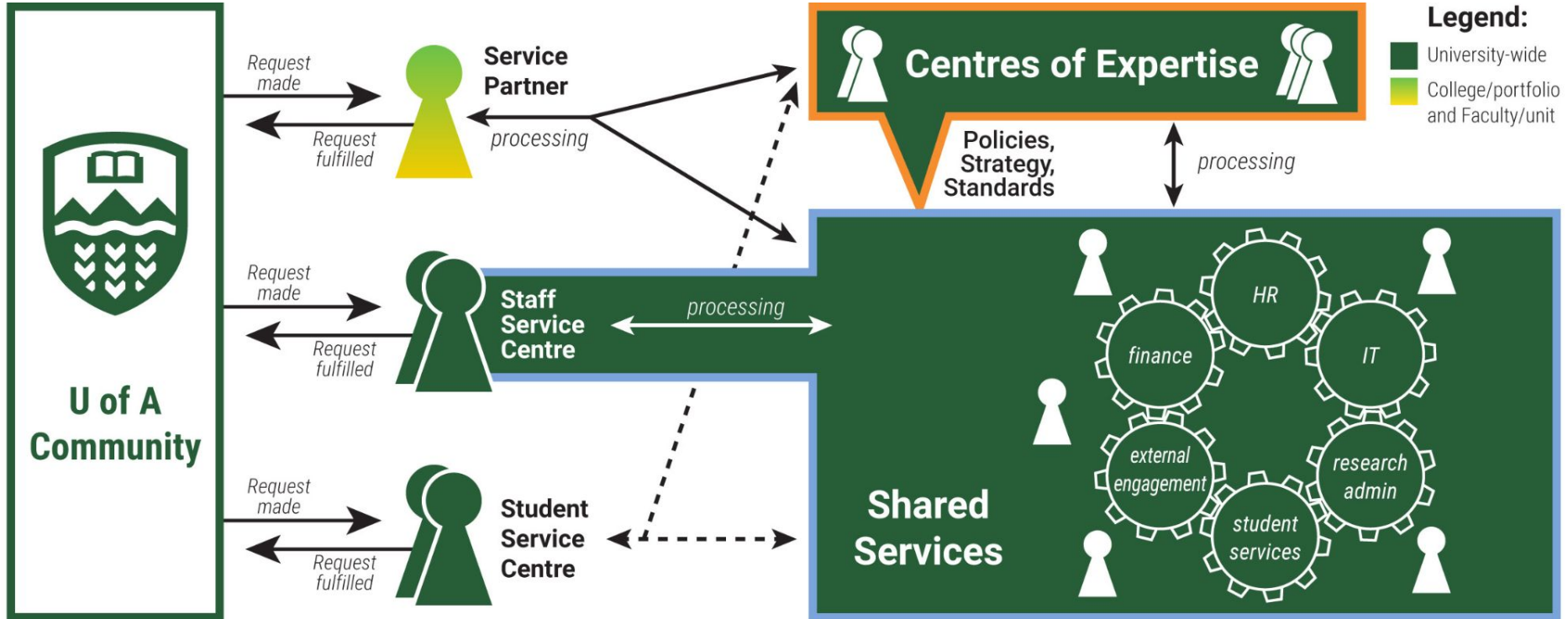
UofA for
TOMORROW

Ask SET Anything: Student Services

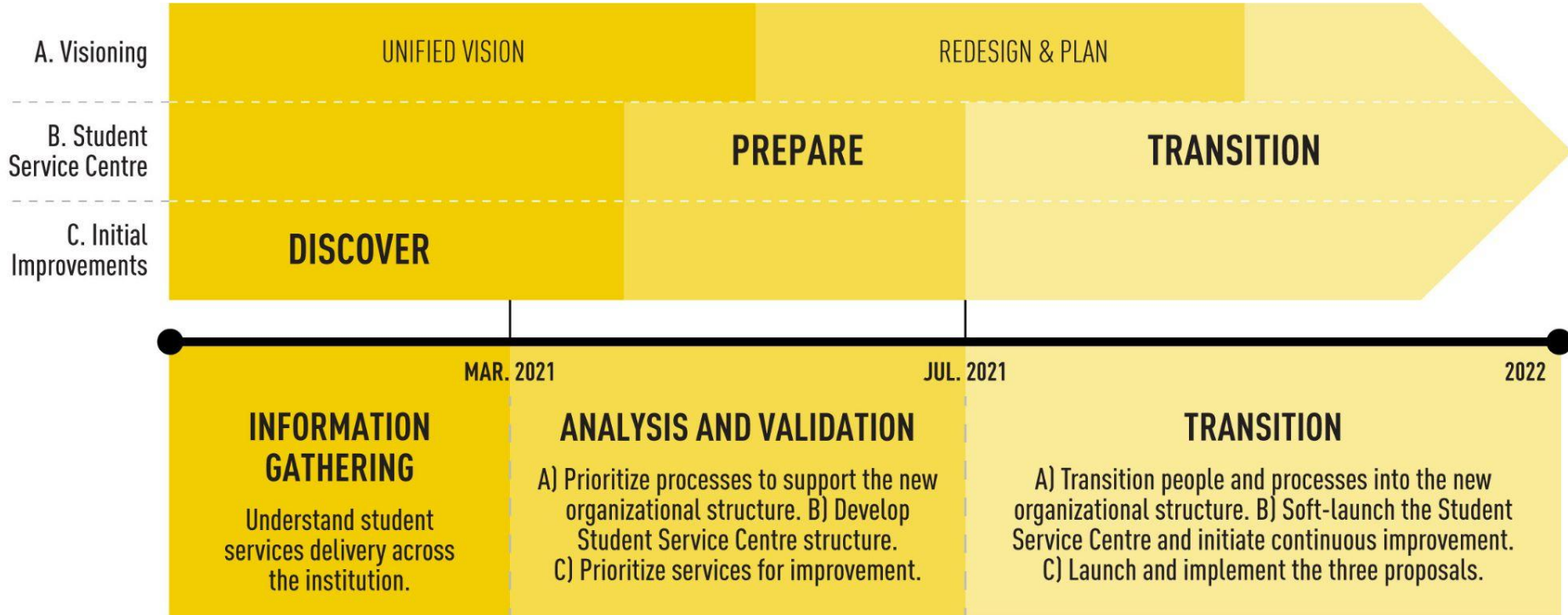
September 17, 2021



Administrative operating model at the U of A



Some solutions have moved into the transition stage



The stream has achieved a number of key objectives to date

- ✓ Launch of the Student Service Centre on August 16
- ✓ Streamlined processes in student awards to increase transparency and accountability
- ✓ Creation of a Student Recruitment Centre of Expertise
- ✓ Creation of an Enrollment Management Centre of Expertise
- ✓ Commenced a process to automate and centralize parts of the transfer student admissions
- ✓ Commenced development of a future vision for student services

The stream is preparing the U of A for a future of growth

The Student Services stream is making change for a future of student services that will:

1. Prepare the U of A for enrolment growth
2. Continue to improve and evolve the student experience

The intent of the future state vision is to:

Service **all students** through simple access points

Maintain our expertise in **different student experiences** without referring students multiple times

Lessen the burden on students to **navigate student services** at U of A

While the vision is not yet confirmed, we understand the likely areas for change

Out of scope for SET

Some services we know will remain at the faculty or college level, for example:

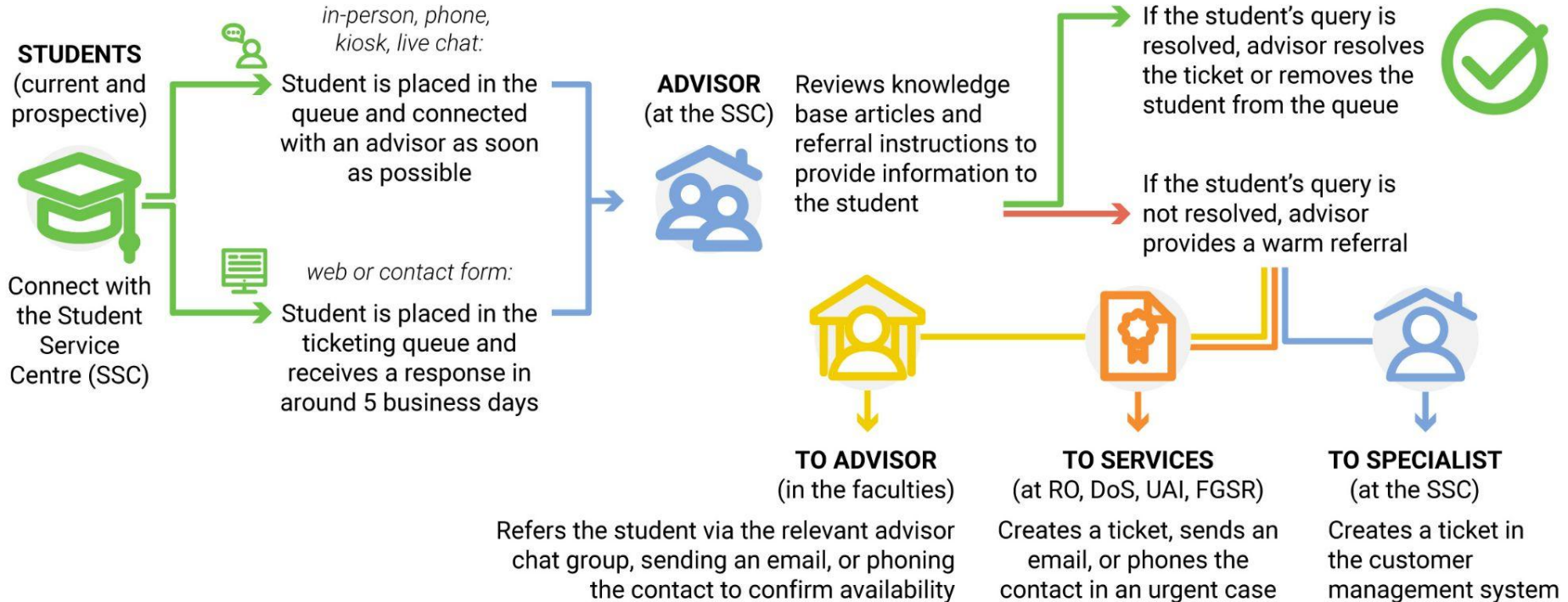
- Program-specific advising
- Academic standing
- Setting program-specific requirements
- Program-specific placements
- Program-specific exam and graduation administration

Up for discussion

While other services we know could be improved by a different structure, for example by:

- Increasing efficiency of high-volume services
- Improving student access and experience of high-quality student supports
- Setting up other portfolios for growth

The SSC has launched



Other improvements in student services

Streamlined processes
in student awards to
increase transparency
and accountability

**Creation of two Centers
of Expertise:**
Domestic Student
Recruitment and
Enrollment
Management

**Automation and
centralization** of some
elements of transfer
admissions



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Questions