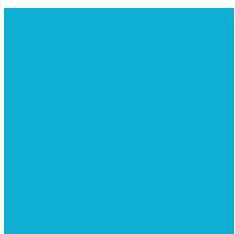
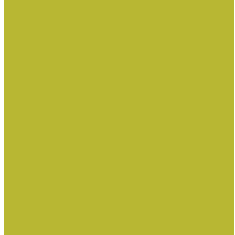
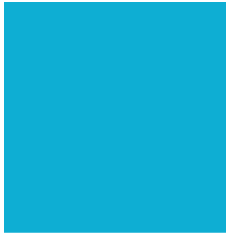


student life programs & services



annual report
and operating plan

12-13



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Our Mission

The Division of Student Life brings coherence to complexity and creates opportunities 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.



about US

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

Academic Support

We support students in achieving their academic and career goals through:

- academic and personal skills development
- career planning
- support and accommodation for students with disabilities
- support in the transition process to and from the learning environment

Health and Wellness

We encourage student success by championing healthy living and well-being on campus through:

- counselling
- health care
- health and wellness promotion, education and programs



Student Development and Learning

We challenge students to develop confidence and skills through:

- fostering connections with diverse communities
- engaging in community service placements
- exploring employment and career opportunities
- active participation in arts and culture
- independent living
- interactions with diverse faith-based communities
- leadership education and experiences
- self-reflection
- providing timely information and interactive communication
- access to infrastructure (space, information technology and resources)

Divisional Support Services

We ensure high-quality service to students by building capacity and measuring outcomes. This is achieved through:

- assessment
- communications
- coordinated programming
- fiscal accountability
- IT development support



by the
numbers

44,458

Positions posted online for students and recent graduates on the Career Centre website

74,195

Visits to UpbeaT, the Student Life blog

722

U of T students participating in international exchange programs

22,361

Sets of notes were provided by 2,300 student volunteers for 2,556 courses using the Accessibility Service's on-line note taking services

1,168

Students registered with Housing's Roommate Finder service

48,416

Visits to Health Services and Counselling and Psychological Services

3,728

Students participating in service-learning courses, training or workshops facilitated by the Centre for Community Partnerships

2,012

Students registered with Accessibility Services



350

Websites from St. George and UTM recognized student groups hosted by Student Life

2.4 million

Visits to websites hosted by Student Life departments

350%

Increase in number of registrants in the Blueprint program

1,335

Students with family responsibilities who received support from the Family Care Office through individual support, advocacy, workshops, events and groups

151

Student participants in the Early Learning Centre's family resource parent-child drop-in program

70

Faith-based student clubs served by the Multi-Faith Centre

250

Participants in the 2011 Queer Orientation

\$257,142

Grants and scholarships assessed and recommended for Aboriginal students through First Nations House

6,755

Students served through counselling, workshops, study groups and lectures through the Academic Success Centre





student involvement

Students are involved in every aspect of our work: as advisers, leaders, mentors, partners and participants.

Shaping our Work

Student input is critical in the consideration, development and assessment of our programs. Student Life consults with student unions and with student groups. Wherever possible, we partner in presenting programs.

Students also contribute through joining departmental advisory boards and committees. These bodies provide input about programming and services, and offer valuable insight about the concerns and needs of students.

Some examples:

- At the Centre for Community Partnerships, programs and events such as the Alternative Reading Week Days of Service and Serve & Learn are planned by students.
- Work-Study students at the Family Care Office contribute to workshop development, discussion groups and the FCO blog.
- Health and Wellness hosts clinical placements for students in the Health Service and Counselling and Psychological Services.
- Peer Health Educators at Health Promotions promote a healthy campus.
- Students serve as members of 'The New U' Steering Committee, the 'Grad Escapes' Planning Committee and the Committee to Allocate Student Activity Space run by Student Life.
- Students serve on tri-campus programming committees including U of T Pride, Queer Orientation and Lead with Pride with representation by students from each campus.
- Students participate in Social Media projects such as our UpbeaT and Gradlife blogs, and the Student Life Ambassador project.



To measure our progress, we conduct internal surveys, participate in national and international benchmarking surveys (including the National Survey on Student Engagement, and the MTCU-sponsored iGraduate survey for international graduate students), and conduct focus groups and consultations with students. For example, the Centre for International Experience conducted focus groups to review content for their new Online Welcome Platform and their Orientation Workshops, and our communications team conducted focus groups before embarking on the Maps project.

Mentors

Mentorships give upper-year students the opportunity to help new students develop successful strategies and connections early in their academic studies. They also provide opportunities to expand our networks and increase student access to support and engagement.

Through programs such as the Leadership Educators and Resource Network (LEARN), the Office of Student Life has trained senior students from a variety of faculties to deliver leadership workshops on campus. The Academic Success Centre in 2011 introduced peer mentors for three large first-year courses: Sociology, Biology and Chemistry. As well, many of our departments, including Student Life (First in the Family), Accessibility Services, First Nations House and the Centre for International Experience offer mentorship opportunities.



building on our strengths

One of our primary goals in building capacity across the university is to find new ways to expand our reach with existing resources.

Through an embedded-service model, we have successfully introduced our services and programs to students across the campus.

Embedded services

Student Life has developed many partnerships in strategic locations across the campus:

- Career counselling and advising services on location at the Faculty of Applied Science and Engineering, Accessibility Services, and University College
- The Family Care Office offers hours in Student Family Housing
- First Nations House holds office hours at the Factor-Inwentash Faculty of Social Work to provide academic counselling to students of Aboriginal ancestry
- Personal counselling services at the Faculty of Applied Science and Engineering, University College and the Department of Rehabilitation Sciences, and soon the Faculty of Law
- The Centre for International Experience's Transition Advising Program offers advising and support for students new to Canada at nearly a dozen college, faculty and residence locations
- The Academic Success Centre holds drop-in hours at Robarts and Gerstein Libraries



Professional Development

By conducting learning opportunities for faculty, staff and students, we can effectively share knowledge and skills. We provide training and train-the-trainer services in areas such as:

- Developing accessible materials and working with students with disabilities
- Developing academic skills
- International student education and transition
- Career development
- Health and mental health referrals, and suicide prevention
- Housing advising
- Equity, diversity and inclusion, and creating positive spaces
- Recognizing and assisting students in crisis



performance indicators

Student Life has developed five outcomes-based Key Performance Indicators that provide one tool for measuring the impact of our work.

Here is a snapshot of the indicators and some examples.

Students demonstrate the ability to communicate effectively through writing, speaking or artistic expression.

- Seventy-seven per cent of students who participated in co-curricular service-learning programs arranged through the Centre for Community Partnerships agreed with these skills.
- -Ninety-seven per cent of participants in the Centre for International Experience's English Communication Program agreed that they received the essential tools to address their language needs.

Students demonstrate the ability to problem solve and connect appropriately with campus and community resources.

- After attending "Exploring Rental Housing" sessions offered by the Housing Service, 100 per cent of participants felt more prepared to develop an action plan to identify and find suitable housing.
- -Participants in the Office of Student Life's Kickstart orientation program were 9 per cent more likely to be able to problem solve and connect with campus resources than first-year students who did not participate.



Students are able to work across differences – identifying opportunities and negotiating challenges.

- Sixty-five per cent of respondents to an Accessibility Services satisfaction survey agreed that as a result of using the service, they can work across differences, identify opportunities and negotiate challenges.
- More than eighty per cent of students who participated in study abroad programs agreed with this statement.

Students identify how they can make a positive difference in their local, national and global communities.

- Nearly ninety per cent of students who participated in Service Learning within an academic course agreed that they could make a positive difference in their communities.

Students demonstrate an understanding of how to achieve balance between education, work and leisure time.

- Eighty-three per cent of the Facilitated Study Group mentors who led workshops on academic skills for classes in Sociology, Biology and Chemistry agreed that they were better able to achieve balance.



our strategic objectives

In 2011, Student Life established a new three-year strategic plan. The plan was a result of surveys and work conducted with undergraduate and graduate students, as well as consultations with faculty and staff across the university and within Student Life.

The new strategic plan outlines seven strategic objectives.

1. Communicate interactively with students to exchange information that is relevant and delivered at the right time.
2. Engage students in their own academic development and learning.
3. Help students better understand, navigate and access available services.
4. Provide opportunities for students to explore and apply leadership skills, engage in experiential learning, participate in mentorship and connect to learning communities.
5. Support students in making successful transitions to university and through their exploration of opportunities beyond degree completion.
6. Support the unique needs of students involved in international experiences.
7. Expand programs and services to meet the needs of graduate students.

The pages that follow go into each objective in more depth, and give examples of how we're already working towards achieving those objectives.





Communicate interactively with students to exchange information that is relevant and delivered at the right time

The theme of communication is woven throughout our strategic objectives, as it is fundamental in ensuring that students are able to access the resources, services and programs they need. Too often students have told us they wish they had known about various resources and services offered at U of T when they were in first year. We are continuously working to enhance our communication strategies to ensure students get the information that they need to be successful. The Office of Student Life is building a “road map” to clarify the specific times and ways during the year that students receive important information. This will allow us to coordinate with other departments and divisions to minimize duplication of messages.

Examples of our work:

- UpbeaT, our student life blog has evolved to include partners across the university and reflect a broader perspective. This has helped grow the blog from about 5,000 visits a month in 2010-2011 to an average of 8,000 visits per month so far this year.
- We pilot other social media initiatives such as the Student Life Ambassador Program, in which five students share their day-to-day lives at U of T and talk to fellow students through Twitter; or the videos developed by the Housing Service, which make it easy to understand the process of renting off-campus housing.
- We recently developed new branding for our communication materials, making them both friendlier and more familiar. Our latest website: “Hello. Again.” uses this branding to help connect students to all the possibilities the St. George campus has to offer.
- Later this year, we will hold a “communications summit” that will bring together students, staff and faculty members who play key roles in communicating with students. This event will build on the “road map” we’re already developing to help make sure students are getting timely, appropriate information when they need it, without being overwhelmed from multiple sources.

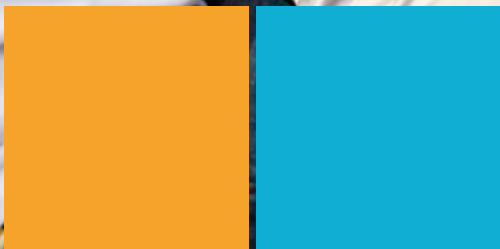
2

Engage students in their own academic development and learning

Our focus is on student success and development. We work with students to find the most effective academic success strategies to meet their personal learning needs. We work closely with our academic colleagues on programming and services so that students have a successful university experience.

Examples of our work:

- -We partner with the Centre for Teaching Support and Innovation (CTSI) to create communication strategies to bridge the relationships between students and professors. For example CTSI has a blogger on UpbeaT writing about student-faculty interactions.
- -We offer services to students in their own communities.
- -The Academic Success Centre holds drop-in hours at two St. George libraries to support learning in spaces where students do a lot of their studying.
- -First Nations house offers academic counselling at the Factor-Intenwash School of Social Work.
- -The Career Centre provides career counselling at several faculties and colleges.
- -Health and Wellness offers personal counselling at faculties, colleges and departments across the St. George campus.
- -The Centre for International Experience offers transition advising for international students at faculties, departments and colleges across the St. George campus.
- -We emphasize service learning through the Centre for Community Partnerships, including more than 2,000 students participating in service learning in the classroom.
- -We develop mentorship resources and training.





3

Help students better understand, navigate and access services available

Our goal is to enhance the transition to university by providing the information students need, when they need it and in multiple formats. Our programs, partnerships in faculties and colleges and communications strategies all contribute to helping students understand and access the services they need at U of T.

Examples of our work:

- Student Life and our partners launched a searchable, interactive campus map, which simplifies wayfinding for students on the St. George campus. The map is presented in a layered approach and staff across the campus contribute to the content. We are launching an app for iPhones and iPads that will allow students to integrate their current location into the map.
- A redesign of the Student Life publication *Life @ U of T* (formerly *Intuit*) has made it simpler for students to find important information and opportunities.
- Through a partnership with Accessibility Services and Human Resources and Equity, we are training staff on how to make communications materials accessible.
- Facilitated automated enrolment of students into their college student society portal communities means that students are immediately part of their college portal community without having to sign up.
- A new aboriginal portal (www.aboriginal.utoronto.ca) provides links to services, resources and contacts for students looking for aboriginal connections.
- To simplify the process by which student groups can book space for meetings and events, Student Life is developing a searchable database on the temporary use of space.
- A new print insert and website was created to help staff and faculty address the needs of students in distress.



4

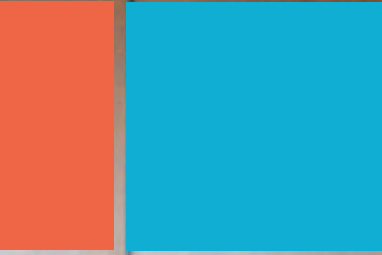
Provide opportunities for students to explore and apply leadership skills, engage in experiential learning, participate in mentorship, and connect to learning communities

Co-curricular involvement contributes to and supports a positive academic experience for students. We place a focus on developing and supporting initiatives for students to develop competencies in leadership, effective communication, cultural literacy, civic engagement, ethics, collaboration, spiritual awareness and interpersonal communication. We build new and meaningful learning communities, foundational year programming and services to student groups.

Examples of our work:

- -Student Life is spearheading the development of a co-curricular record, which will recognize student engagement and learning outside the classroom.
- The Blueprint program, an early introduction to co-curricular activities, increased its registrations by 350 per cent this year.
- Student Life is developing a “one-stop-shop” for mentoring program that would provide students with the information they need to select the mentorships programs that fit their needs.
- Our two Tony Blair Faith Foundation Fellows hosted at the Multi-Faith Centre have expanded events and programs that foster interfaith cooperation on campus.
- The group application process on the Ulife website has been streamlined, and a rebuild of the site adds more functionality.
- Health and Wellness partnered with the Faculty of Kinesiology and Physical Education to develop an Active Healthy Living program in which students mentor and communicate with other students to promote a healthy campus.





Handwritten notes on a whiteboard, mostly illegible due to blurring.

Handwritten notes on a whiteboard, including the phrase "making a great impression table".

Hopes & Dreams

- mentees want to be there
- we actually help the mentees
- mentees actually attend sessions
- mentees feel comfortable
- meet regularly with each other
- mentees are engaged/participate (eg, ask questions when necessary)
- mentees to find comfortable spaces

Fears & Challenges

- communication barriers
- being a failing a session
- email/tech problems (communication failures)
- awkward one-on-ones
- not hearing back from some mentees



5

Support students in making successful transitions to university and through their exploration of opportunities beyond degree completion

We recognize that students in their first year may need support through the transition to a post-secondary environment. Students also benefit from support in making the transition after graduation. We help senior students build, and understand, their transferable skills while they are still at U of T.

Examples of our work:

- -We communicated with newly- entering students earlier than ever, introducing them, at the earliest time possible, to co-curricular opportunities at U of T.
- Our First in the Family program provides mentoring and guidance to a growing number of students whose families did not attend post-secondary education.
- The AskMe program expanded in 2011 to include student ambassadors. AskMe participants are staff, faculty and students who make themselves available to new students who have questions in the early part of the school year.
- The Career Centre has connected with industry representatives to identify core competencies that students will require in the ever-changing workforce and is developing a toolkit of communications and in-person vehicles for students in their graduating year.
- Senior Year content has been developed for the Graduation + Beyond website.
- We provide web support and communications to students transitioning into U of T, to those making transitions while at the university, and to graduating students through our Start at U of T, Life at U of T and Graduation + Beyond websites.

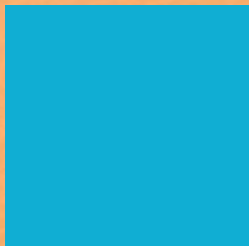
6

Support the unique needs of students involved in international experiences

We know that many U of T students welcome the opportunity to engage in international experiences by studying abroad, meeting students from other countries and being involved in activities with people from different cultures. As global citizens, we provide opportunities for our students to gain cultural competencies and new ways of understanding the world. And, as our international student population continues to grow, these students contribute to the rich culture at U of T.

Examples of our work:

- Through a partnership with the Centre for International Experience (CIE), students from Victoria, St. Michael's and Trinity Colleges are participating in a new development work internship program in Ghana and South Africa. The CIE also continues to grow the number of exchange opportunities abroad.
- A new online system eases the application process for exchange students by streamlining applications and offering a mobile site that makes it easy to fill out the application and to track its progress.
- The CIE has developed an online pre-arrival guide as a virtual orientation. International students now begin the transition to U of T before they leave their home country.
- In partnership with the Faculty of Arts & Science, the CIE now sponsors four international First-Year Learning Communities (FLCs), in which upper-year mentors with international experience facilitate groups of first-year international students.
- The Career Centre and the CIE have partnered to launch the Canadian Work Experience Program which helps international students develop job search knowledge and skills for finding meaningful employment in Canadian workplaces.
- The CIE is expanding its annual i-grad survey of international U of T students to include undergraduates.







7

Expand programs and services to meet the needs of graduate students

We work in collaboration with the School of Graduate Studies and Graduate House to offer opportunities for personal growth and development for our graduate students. We recognize that graduate students at U of T have many responsibilities outside of their studies and our goal is to involve graduate students in university life in a way that meets their needs.

Examples of our work:

- A new blog for graduate students offers a new communications vehicle for addressing specific concerns and interests.
- A redesign of the Student Life publication *GradLife @ U of T* (formerly *GradNav*), brings more clarity and cohesion to this print product, as well as profiles of graduate students who are involved in student life outside the classroom and the laboratory.
- The Centre for Community Partnerships is piloting a co-curricular service-learning program designed to engage graduate students through the Graduate Professional Skills program within the School of Graduate Studies.
- The Academic Success Centre has created a series of workshops to support the academic skills graduate students need to develop.
- Expanded online services at the Career Centre Graduate Dossier Service, supporting the academic job search of PhD candidates.
- Student Life plays a significant role in the Graduate Professional Skills Program by offering both programming and promotion.



departmental reports

we connect life to learning.



academic success centre

Koffler Student Services Centre

214 College St.

416.978.7970

asc.utoronto.ca

M to F: 9am to 5pm

(plus after hours workshops and lectures)

The ASC provides skills counselling and education to help students improve their academic performance. Primary services and programs include individual counselling, by appointment and on a drop-in basis, workshops, lectures and peer-facilitated learning skills workshops. The service regularly partners with departments, staff and faculty to provide service to students in classes and smaller groups.

2011 Highlights

- Collaborated with Rotman Commerce to train and support 20 mentors who delivered 80 workshops to 1,300 first-year Commerce students to support their academic skill development.
- Provided Facilitated Study Groups for more than 600 students in first-year courses in Sociology, Biology and Chemistry.
- Offered drop-in hours at both Gerstein and Robarts libraries, including evening hours, twice per week, during “crunch” periods.
- Provided in-class presentations and podcasts on transition to university for students in first-year biology.
- Conducted webinars focused on the needs of mature students for the Family Care Office.
- Held more workshops for First-Year Learning Communities and the Office of Student Academic Integrity.
- Facilitated a Queer Writes group, led by a former writing group participant.
- Supported a blogger on the UpbeaT student life blog.

“I learned a lot about writing by participating in the writing support circles and it did wonders for me.”



accessibility services

Robarts Library
130 St. George St., 1st Floor
416.978.8060
www.accessibility.utoronto.ca
M to F: 9am to 5pm

Accessibility Services provides services and supports to overcome disability related barriers and create a level playing field for academic work for students with disabilities.

These include:

- Access to disability-related assessments, in-class test and exam accommodations; materials in alternate formats; provision of sign language, computerized note-taking, real-time captioning; attendant care; adaptive furniture and equipment; necessary changes to schedules and course loads, classroom spaces, timing and type of evaluation.
- Access to funding to pay for required supports and services; problem solving issues as they arise.

2011 Highlights

- Enhanced communication with students through revamped website and installation of video monitor at Robarts Library.
- Undertook a review of required medical documentation to ensure that the registration process is smooth and quick.
- Enhanced volunteer note-taking service using lecture capture software and provided resources for faculty on how to facilitate accommodation, in partnership with the Centre for Teaching Support and Innovation.
- Achieved a 62 per cent increase in student note-taker volunteers, using our online system: 2,300 students provided 22,361 notes for 2,556 courses.
- Entered into a collaborative partnership with Woodsworth College to establish a full-time learning strategist position on site.
- Worked with the School of Graduate Studies to develop work plans to assess additional time requirements for graduate students.
- 2,012 students registered in 2010-2011.



career centre

Koffler Student Services Centre
214 College St.
416.978.8001
careers.utoronto.ca

M, W & F: 9am to 5pm; T: 9am to 6pm

The Career Centre serves current graduate/undergraduate students and recent graduates up to two years following graduation. Services include career counselling and education, job posting and employment; and access to resources and programs. Limited services are also provided to post-doctoral fellows.

2011 Highlights

- Developed a three-year strategic plan for the Career Centre focusing on collaborative relationships, peer-to-peer learning, expansion of networking options between students with employers, social media and transitioning-out programs.
- Identified core competencies students need to succeed in the workplace and embarked on a strategy to help students develop these competencies prior to graduation.
- Collaborated with tri-campus Career Centres to re-imagine employer relations and marketing services from which three charters on enabling student, institutional and employer relationships were produced. These charters will significantly impact future tri-campus employer recruitment and student engagement initiatives.
- Piloted a Canadian Work Experience Program with the Centre for International Experience whereby international students received employment preparation assistance and a summer placement.
- Upgraded the Graduate Dossier Service to enable online registration and document management for registrants and referees as well as email delivery and uploading of dossiers for search committees.
- Established partnerships with departmental colleagues to provide embedded career counselling and advising at the Faculty of Applied Science and Engineering, Accessibility Services and University College.

"Meeting professionals in my field helped broaden my horizons about the different possibilities and also regain some hope in my job search."

centre for community partnerships

569 Spadina Ave., Suite 314
416.946.3112
ccp.utoronto.ca
M to F: 8:45am to 5pm



The Centre for Community Partnerships provides opportunities inside and outside the classroom to help students make a positive difference in their local and global communities. We support service-learning courses, and provide short- and long-term community service placements, as well as leadership training in community service.

2011 Highlights

- Established the CCP Ambassador Program in which students from colleges, faculties, residences, recognized student groups and athletic teams were identified to promote service-learning on campus.
- Hired an Aboriginal Community Partner Liaison to help identify Aboriginal community organizations interested in taking service-learning students; promoted service-learning to faculty in Aboriginal Studies, embedded our Liaison to add support at UTSC.
- Worked with New and St. Michael's Colleges, the department of Human Biology, and the Centre for Teaching Support and Innovation to train and support pilot academic Service-Learning Teaching Assistants.
- Working with the Multi-Faith Centre and Department of Religion to implement a three-year Religious Diversity Youth Leadership Project.
- Developing and piloting a CCP Service-Learning Council.
- Piloted a co-curricular service learning program for the Graduate Professional Skills curriculum.
- Supported the "Ones" programs at St. Michael's and University Colleges to infuse a service-learning component.
- Developed and hosted a U of T Community of Practice on Outreach, Access and Retention.



centre for international experience

33 St. George St. & 214 College St., Room 202
416.978.2564
cie.utoronto.ca

Building Hours:
M to F: 9am to 8pm
Sat: 12pm to 5pm

The CIE provides orientation, advising, social/cultural programs, conversational English, counselling and health insurance for the more than 10,000 international students at U of T; offers exchange and study abroad opportunities for students looking for international experiences; and runs the Safety Abroad program.

2011 Highlights

- Embedded transition advisors in St. Michael's College, Rotman Commerce, Faculty of Applied Science and Engineering, Chestnut Residence, Trinity College and University College.
- Established Students for Development Internships, three new CIDA-funded group projects, securing up to \$300,000 funds for students over four years to participate in internships.
- Developed an Online Welcome Platform for new international students in June 2011.
- Ran a pilot SIN Card Clinic in fall 2011. Students were able to get their SIN card immediately on location at the Cumberland House. The clinic will run again in the spring.
- Hosted on-site UHIP card pick-up locations at Victoria College, Rotman Commerce and the Faculty of Applied Science and Engineering.
- Helped to implement and run a welcome booth at Pearson airport for newly arrived international students, in conjunction with the City of Toronto.
- Hosted, for the first time, four FLCs in Life Sciences, Economics, and Actuarial Science.

"The CIE has been an extremely helpful place for resources and support. All their services make the transition to university and living in Canada that much more enjoyable."

– Christopher (from Singapore)

early learning centre

7 Glen Morris St. & 252 Bloor St. W
416.978.6725
elc.utoronto.ca
M to F: 8am to 6pm



The Early Learning Centre provides childcare service and family resources for students, staff and faculty, information and resources related to parenting and early childhood development and access to temporary child minding service.

2011 Highlights

- Redeveloped website, expected to launch in January 2012.
- Ninety per cent of respondents to satisfaction survey agreed that the ELC's curriculum approach and the play-based learning activities supported their child's development.
- Provided research opportunities for OISE/UT students in the Faculty of Human Development and Applied Psychology, and the Institute of Child Studies.

"Being a student parent is a challenge, but it is a challenge that is eased by the high quality care that the U of T Early Learning Centre provides. I have peace of mind and the ability to focus on my studies knowing that my child is in good hands - the teachers have been a tremendous support over the years!"



family care office

214 College St.
416.978.0951
familycare.utoronto.ca

M, W to F: 9am to 5pm; T 9am to 6pm

The Family Care Office helps individuals who are navigating the challenges of balancing family responsibilities with education and/or work. Our staff develops knowledge, researches resources, works collaboratively with other departments and implements policies that promote educational and employment equity so that U of T can continue to provide a caring and supportive work and study environment.

2011 Highlights

- Created a Student Parent Lounge within the Family Care Office to provide community space to students with family responsibilities. A kitchen, microwave, refrigerator, coffee/tea and cookies are provided to students. Students also have access to Wi-Fi and two computer terminals.
- Coordinated and arranged for free child-minding within the Family Resource Centre for students during the exam period to provide students with some extra study time.
- Redesigned website to make it more user-friendly and accessible.

"It is easy to second guess my decision with so many family responsibilities, but knowing that I'm not the only one doing it, and that there are resources available, is a great comfort."

first nations house

563 Spadina Ave.
416.978.8227
fnh.utoronto.ca
M to R: 9am to 8pm; F: 9am to 5pm



First Nations House provides a full range of supports: academic, writing, financial, social and community development for aboriginal students, as well as outreach to aboriginal communities.

2011 Highlights

- Established the Aboriginal Law Mentorship Program, in collaboration with the Faculty of Law.
- Placed an Aboriginal staff member at UTSC to understand student need and participate in outreach activities, in collaboration with UTSC Student Affairs and the Centre for Community Partnerships.
- Established a UTM Elder in Residence to work on campus.
- Academic advisor holding hours at the Faculty of Social Work to meet with graduate students.
- Conducted an assessment of radio program Indigenous Waves, restructured, and hired an Executive Producer.

"First Nations House is like a home to me. It is comfortable to work there, hang out there, and know that your life experiences are understood....First Nations House helps you to feel like a part of a community, and that is important for those who are away from family or do not have a sense of family, It's like a little family here..."



health and wellness

214 College St., Rooms 111, 231, 232, 302

416.978.8030 (Health Services)

416.978.8070 (CAPS)

416.978.8044 (HPP)

healthandwellness.utoronto.ca

M: 8:45am to 5pm; T/W: 8:45am to 6:30pm;

R/F: 8:45am to 5pm

Health and Wellness offers students a wide range of services to support them in achieving their personal and academic best, and consists of:

- Health Services, a primary healthcare clinic
- Counselling and Psychological Services (CAPS), which provides consultation, assessment, treatment, skills building, outreach and professional training, psychiatric evaluation and treatment
- Health Promotion Programs, consisting of health information and education delivered through workshops, peer health educator program and mentorship of placement students

2011 Highlights

- Increased family physician complement to enhance service.
- Introduced new skills-building workshops such as Stressbusters, Emotional Rescue, Anxiety & Coping.
- We are providing more education to students around the role of the Health Certificate, so that they know whether they should be speaking to a doctor or to their registrars in circumstances such as missed exams.
- Re-established the Healthy U Crew and expanded Health Don program to include a pilot of Nursing students in residence.
- Commenced the Green Dot Strategy on safety and bystander intervention across three campuses.
- Embedded counsellor/wellness coordinator in the Faculties of Applied Science and Engineering, Law and Nursing, University College and the Graduate Department of Rehabilitation Science.
- Improved service integration between Health Services and CAPS through development of a shared care model, more formalized referrals between services for increased continuity of care and a shared medical record.
- Expanded October mental health month programming.



housing services

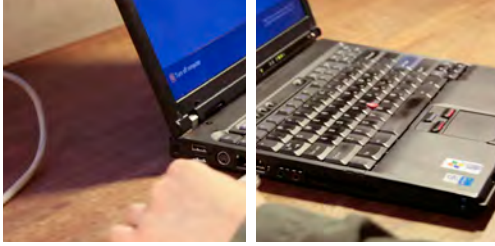
214 College Street
416.978.8045
housing.utoronto.ca
M to F: 8:45am to 5pm;
Summer: M to F: 8:45am to 4:30pm

Housing Services provides housing listings; housing-related individual and group sessions; general residence information and admission process for professional faculty and exchange students.

2011 Highlights

- Rolled out a new website that presents the content from the user's perspective.
- Created five videos for students on how to handle the rental market.
- Started the process of developing coordinated meetings with all residence staff to implement a common residence database and application gateway for all students interested in applying to residence.

*"Housing Services made it really easy!
They gave me the support, tools, and
confidence to find housing that met
my needs."*



information technology – office of the avp, student life

214 College St.
416.978.8005
studentlife.utoronto.ca
M to F: 8:45am to 5:00pm

The Information Technology Group supports Student Life Programs and Services in the following ways:

- IT support and management of data, networks, servers, computers and related devices for the Division of Student Life
- Develops policies, standards and best practices relating to information technology for the division
- Oversees the Division's software development projects through the full life cycle of inception and business case analysis to deployment and post-implementation review
- Provides technical support for a variety of third party applications
- Provides web hosting services for campus groups and Student Life
- Supports student labs at the Career Centre, Academic Success Centre, First Nations House, Multi-Faith Centre and Sussex Clubhouse
- IT consulting and project management for the Division

2011 Highlights

- Developed and launched a new web application for the Centre for International Experience's Student Exchange Program in the summer of 2011.
- Added several key features to the Career Centre's Graduate Dossier Service (GDS) online service which supports the academic job search of U of T PhD candidates.
- Developed a new Pre-Arrival Guide for International Students website for the Centre for International Experience and launched in July of 2011. -
- Launched a new aboriginal landing website in October 2011 as an initiative from First Nations House.
- Launched a new digital signage project for improving student communication in September 2011. Phase I saw an initial 6 large screen monitors installed in various Student Life buildings.
- Completed a major upgrade to the Campus Groups web server in October of 2011. This web server currently hosts over 350 websites from St. George and UTM recognized campus groups.

multi-faith centre for spiritual study and practice

569 Spadina Ave.
416.946.3120
multifaith.utoronto.ca
8am to 10pm, seven days a week



The Multi-Faith Centre provides and facilitates interfaith dialogue, presentations, forums and space for seventy student faith communities. We also provide religious accommodation and grief support services.

2011 Highlights

- Hosted two Faiths Acts Fellows who foster inter-faith co-operation on social justice issues, especially extreme poverty and global health care issues such as malaria.
- Expanding significantly the inter-faith cooperation through community service program.
- Offering a new certificate program in Religious Diversity Facilitation.
- Partnered with the Ontario Human Rights Commission to sponsor a two-day policy consultation on the intersection of religion and human rights.

"The Multi Faith Centre is a wonderful space where students come together to enrich their own faith and perspectives as well as share and gain wisdom and rich customs of other faiths and perspectives."



office of student life

214 College St. & 21 Sussex Ave.
416.946.7752
studentlife.utoronto.ca
M to F: 9am to 5pm

The Office of Student Life is responsible for communication, leadership development, training, and programming, services and space for student organizations, policy administration, and program assessment and evaluation.

2011 Highlights

- Introduced a new, integrated, topic-oriented Google-based campus map.
- Introduced a new communications strategy that more tightly integrates branding and communications across the division to provide consistent, appealing, relevant and timely messaging to students.
- Introduced a new e-Newsletter for staff across the university to increase awareness and support students around Student Life activities.
- Pursued and facilitated automated enrolment of students into the seven college student society portal communities.
- Made a significant contribution in preparation of the report U of T's Response to 'In Their Own Words' (2011) out of the Council on Student Experience.
- Trained senior students from various faculties to deliver leadership workshops through the Leadership Educators and Resource Network.
- Hosted 800 orientation leaders in the Joint Orientation Leader Training Program.
- Increased registrations by 350 per cent in the 2011-2012 Blueprint Program.
- Coordinated the second annual AskMe Campaign to engage staff in providing a warm welcome to new students – expanded to include student ambassadors.
- Developed a new partnership model for the UpbeaT student life blog, which increased the breadth of student perspective and reduced project costs by 20 per cent.



sexual and gender diversity office

21 Sussex Ave. Ste. 416 & 417
416.978.5624
www.sgdo.utoronto.ca
M to F: 8:45am to 5pm

The Sexual and Gender Diversity Office Provides support, advocacy, education and programming for the LGBTQ community and for the U of T community as a whole.

2011 Highlights

- Hired an interim program coordinator to maintain functions of the office during search to fill full-time vacancies. This position focuses on programming, training and student support.
- Delivered workshops to 180 dons and residence assistants on “Equity, Diversity and Inclusion” as well as “LGBTQ Competencies in Rez” as part of Residence Life Training for the St. George and UTSC campuses.
- Co-designed positive space workshop, “Creating Positive Space: Introduction to LGBTQ issues on campus.” The workshop will be delivered to students, staff and faculty across the university, including Otolaryngology residents in the Faculty of Medicine, staff and faculty in Engineering Science, and students in the Faculty of Engineering.

“When I came to campus I hoped I would meet other students like myself. I got some awesome support from the office, and it feels great to be connected to a queer community where I belong.”

student crisis and retention team

214 College St., Rm. 307
416.978.5536

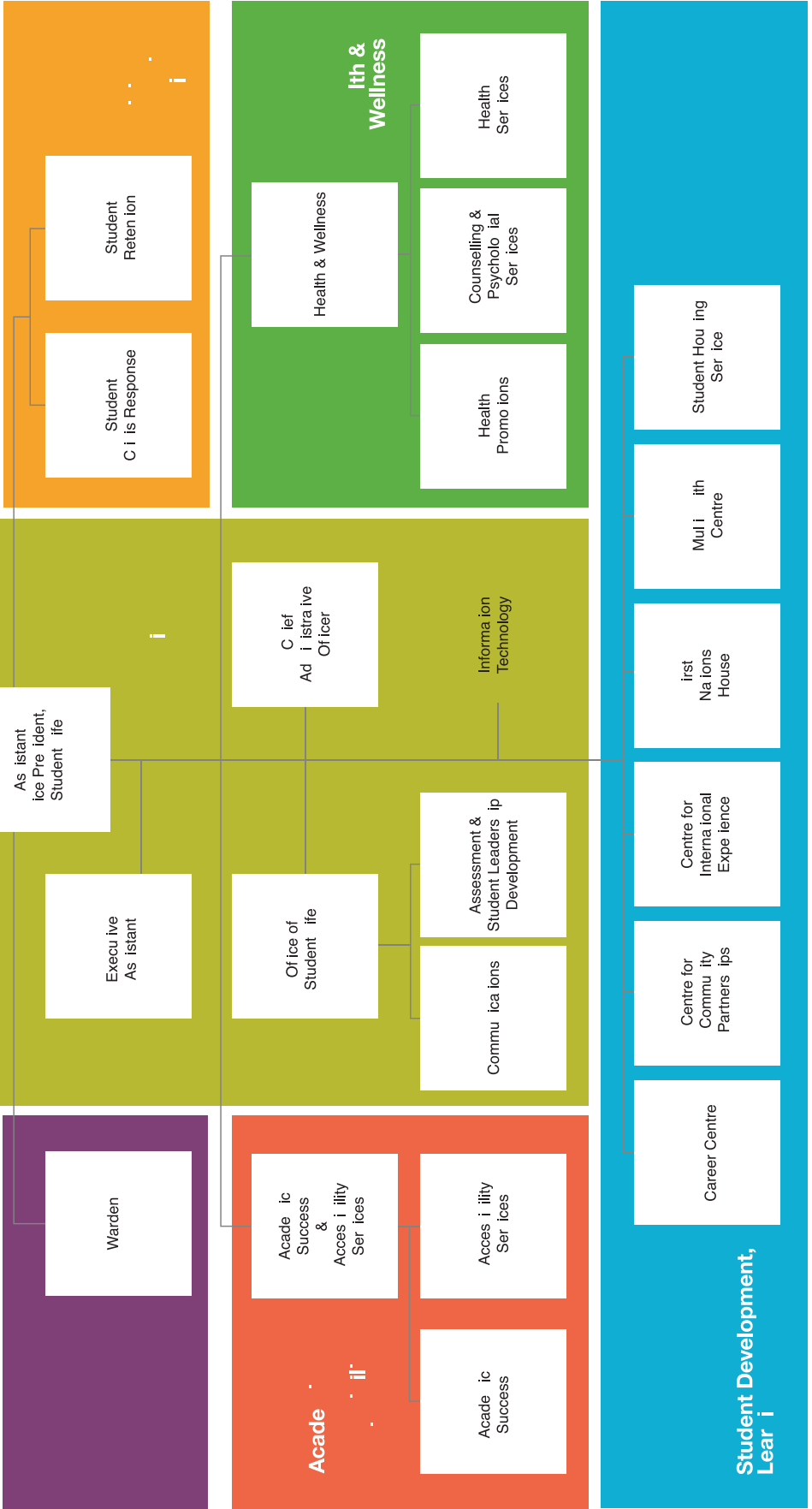
The Student Crisis and Retention Team is a resource for faculty and staff concerned about high-risk behaviours where students appear to be in crisis. We provide short-term support, crisis intervention and triage to appropriate resources. As a resource for staff and faculty, we maintain an active practice with students who face complex ongoing issues; facilitate connection to and coordination of campus and community resources for students with complex needs.

2011 Highlights

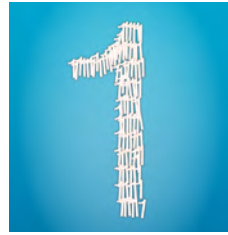
- Consulted with faculty and staff about students with complex, ongoing issues that require multiple resources and/or who, despite use of resources, continue to experience ongoing difficulties that jeopardize their ability to engage in university life and meet expectations for their academic success.
- Produced a quick reference insert and website to help faculty and staff when dealing with a student in distress.
- Provided educational development to faculty and staff, through the Centre for Teaching Support and Innovation, and Organizational Development and Learning Centre as well as direct contact with Departments and Faculties.
- Provided suicide awareness training for faculty and staff.
- Coordinated/collaborated/developed partnerships/teams in student situations of high risk, critical incidents and ongoing complex issues.

Student Life

August 2011







accessibility services



first nations house



sexual & gender diversity office

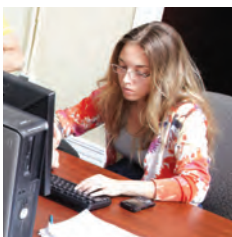


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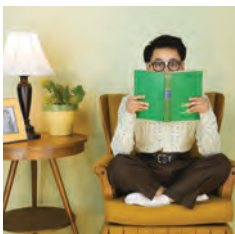
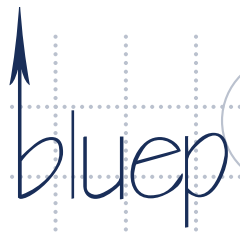
housing services



centre for community partnerships



family care office



studentlife.utoronto.ca



early learning centre

student life programs & services

proposed
budget

12-13



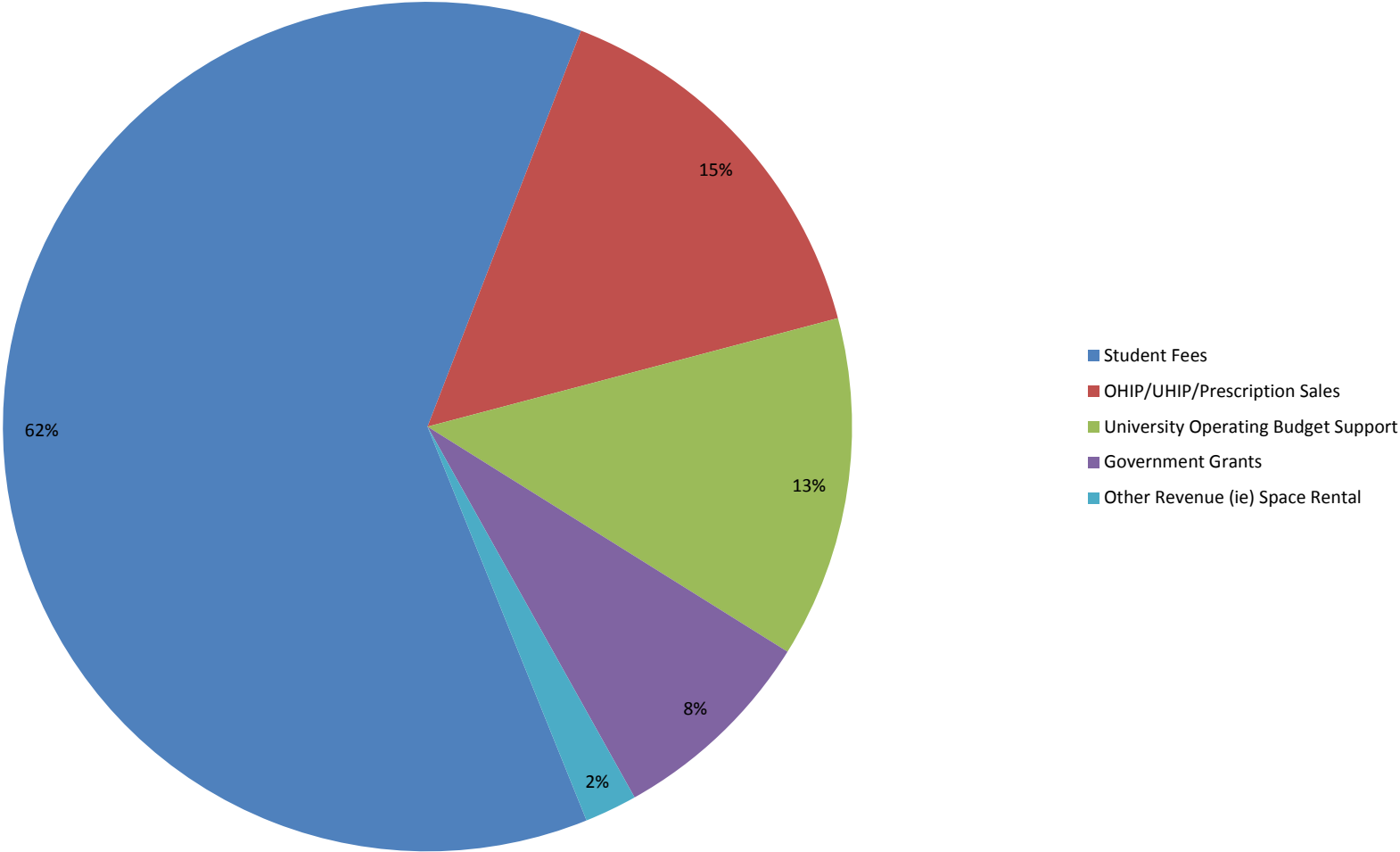
Student Life Programs and Services
Proforma Statement of Revenues and Expenses
Year ending April 30, 2013

<u>REVENUE</u>	<u>2012-13</u>	<u>2011-12</u>
Advertising revenue	156,350	156,350
Cost recovery fees	156,550	156,550
Government grants	1,620,885	1,543,700
OHIP/UHIP/Medical Insurance	3,064,124	3,190,000
Prescription drug sales	403,000	403,000
Space Rental	93,450	93,450
Student Fees	13,375,951	12,470,878
University Operating Budget Support	2,746,469	2,635,128
Misc Revenue	56,874	54,798
TOTAL REVENUE	21,673,653	20,703,854
<u>EXPENSES</u>		
Appointed Salaries and Benefits	13,899,978	13,276,006
Casual Staff Salaries and Benefits	958,793	939,993
Medical Associates	2,616,114	2,488,000
TOTAL COMPENSATION	17,474,885	16,703,999
Advertising, printing, and photocopy	323,574	323,574
Early Learning Centre subsidy	147,900	145,000
Furniture, equipment, and IT	190,240	186,510
Hospitality	158,355	155,250
Medical Supplies	260,532	251,800
Misc. Expenses	456,743	439,176
Occupancy and maintenance costs	1,839,891	1,817,400
Sign language interpreters and transcribers	415,500	415,500
Telecommunications	121,314	118,935
Travel, hosting, and professional development	149,719	146,709
Student Initiative Resource Fund	100,000	0
New Service Start Up Expenses	35,000	0
TOTAL NON COMPENSATION EXPENSES	4,198,768	3,999,855
TOTAL EXPENSES	21,673,653	20,703,854
NET OPERATING SURPLUS (DEFICIT)	<u>0</u>	<u>0</u>

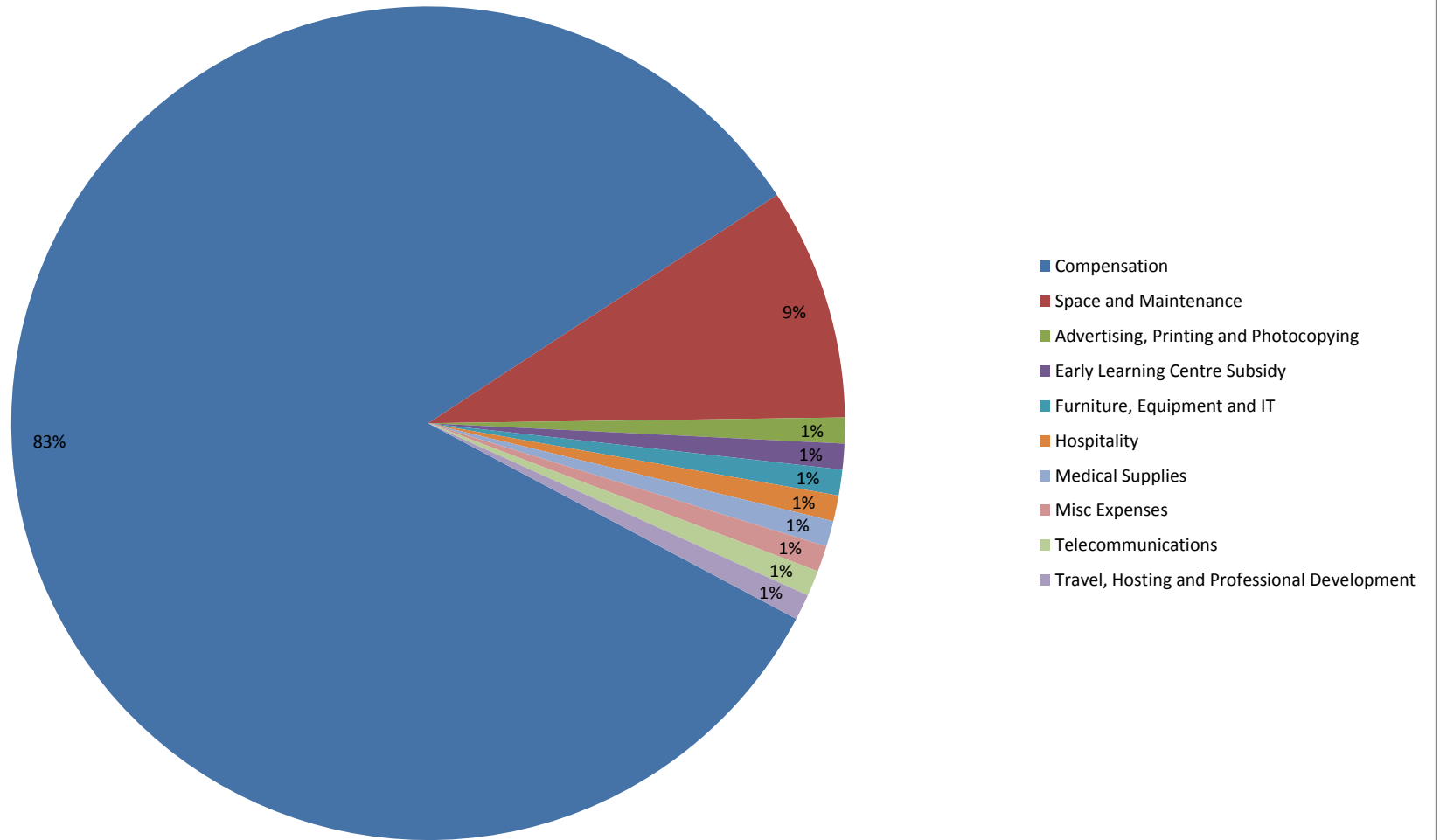
Student Life Programs and Services
2012-13
Proforma Revenue and Expenses by Area

	2012-13					2011-12	
	A	B	C	A+B-C	D	A+B-C+D	Net Operating Expense
	Compensation	Non salary expenses	Departmental Income	Net Direct Costs	Occupancy Cost	Net Operating Expense	
Student Fee Funded Departments							
Division of Student Life:							
Academic Success Centre	352,770	11,950	-	364,720	29,279	393,999	386,573
Career Centre	2,089,615	177,374	105,650	2,161,339	126,443	2,287,782	2,237,676
Centre for Community Partnerships	166,068	33,500	-	199,568	24,538	224,106	212,113
First Nations' House	573,476	25,235	95,093	503,618	30,841	534,459	525,029
Health and Wellness	5,848,833	115,409	3,061,400	2,902,842	173,320	3,076,162	2,941,412
Housing Service	385,184	41,335	82,400	344,119	32,904	377,023	365,400
Centre for International Experience	712,191	122,345	45,825	788,711	106,986	895,697	869,976
Multifaith Centre	284,432	41,535	13,000	312,967	95,915	408,882	319,161
Office of Student Life	2,834,664	780,150	23,600	3,591,214	120,581	3,711,795	3,238,977
VP, HR & Equity							
Early Learning Centre/Campus Co Op	-	147,900	-	147,900	60,396	208,296	199,381
Family Care Office	167,095	13,789	-	180,884	-	180,884	176,989
Sexual and Gender Diversity Office	100,276	6,000	-	106,276	-	106,276	103,115
Student Space							
APUS/GSU/UTSU					156,054	156,054	144,612
CIUT					43,710	43,710	43,710
The Varsity					41,181	41,181	35,231
The Newspaper					13,996	13,996	14,410
Other St. George Campus student space					715,650	715,650	657,113
Total Student Fee Funded Departments	13,514,603	1,516,522	3,426,968	11,604,157	1,771,794	13,375,951	12,470,878
Centrally funded operations	3,960,282	842,356	2,124,265	2,678,373	68,097	2,746,469	2,479,128
Total	17,474,885	2,358,878	5,551,233	14,282,530	1,839,891	16,122,420	14,950,006
Funding							
Student Fee						12,990,934	12,102,493
Attribution of costs to UTM						199,951	190,378
Attribution of costs to UTSC						185,067	178,007
Central Operating Budget support						2,746,469	2,479,128
Total Funding						16,122,420	14,950,006
Operating Surplus(Deficit)						0	0

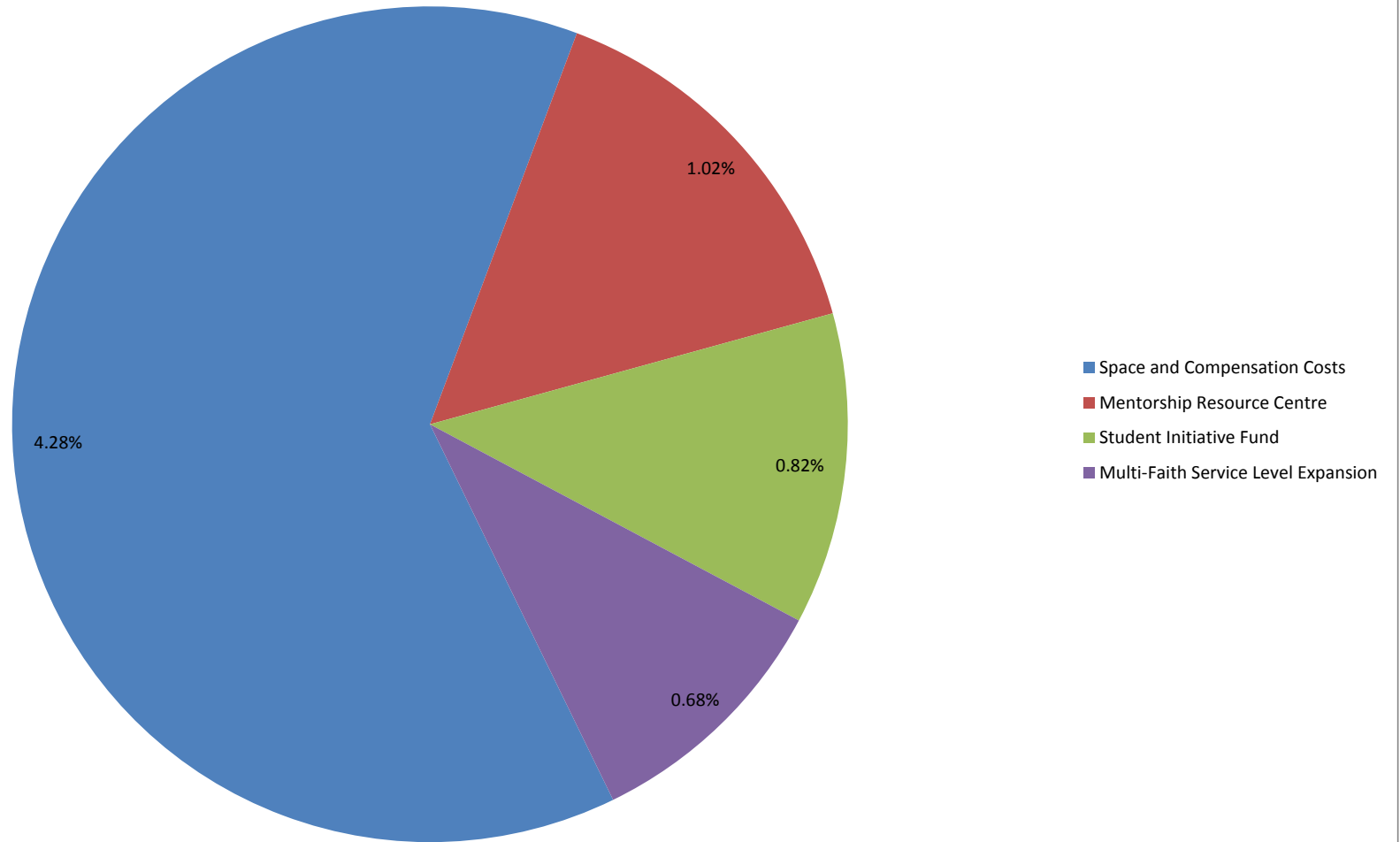
2012-13 Revenue by Source



2012-13 Expense by Type



2012-13 Percent Breakdown of Fee Increase (6.8%)



**Student Life Programs and Services
2012-13 Budget
Student Fee Calculation**

University of Toronto Index		
Appointed Salary Expenditure Base (previous year budget)	8,216,362	
Average merit/step/ATB increase/decrease for appointed staff	4.50%	
Indexed salaries	8,586,098	
Average Benefit Cost Rate	24.75%	
Indexed appointed salary expenditure base		10,711,158
Casual/PT Salary Expenditure Base (previous year budget)	366,902	
Average ATB Increase/Decrease for casual/part time staff	2.00%	
Indexed salaries	374,240	
Average Benefit Cost Rate	10.00%	
Indexed Casual/PT Salary Expenditure Base		411,664
Indexed Salary and Benefits Expenditure Costs		11,122,822
Subtract the Amount of Net Revenue from Other Sources (previous year)		-3,706,768
Add the Non-Salary Expenditure Base (previous year)		4,189,114
Add the Occupancy Costs (current year)		1,771,794
Reduce the amount by the proportion attributed to UTM and UTSC (current year).		-385,017
Cost for UTI purposes		12,991,945
Divide the difference by the projected weighted FTE enrolment (current year)		51,218
UTI Indexed Fee		\$ 126.83
\$ Amount of UTI based Increase (over adjusted fee)		\$ 12.48
Consumer Price Index		
Fee Per Session (previous year)		118.74
Less: Removal of old temporary fee (2009-10)	-	4.39
Adjusted fee for CPI (2.0%)		114.35
CPI Indexed Fee		\$ 116.64
\$ Amount of CPI based increase		\$ 2.29
Combined Fee Increase		
Fee Per Session (previous year)		118.74
Less: Removal of old temporary fee (2009-10)	-	4.39
CPI Based Fee increase	+	2.29
UTI Based Fee increase	+	12.48
Indexed Full Time Fee		\$ 129.12

Proposed Fees	2011-12	2012-13	Increase	
Full Time	\$118.74	\$126.82	\$8.08	6.80%
Part Time	\$23.75	\$25.36	\$1.61	6.80%
TST Full Time	\$109.96	\$117.34	\$7.38	6.72%
TST Part Time	\$21.99	\$23.47	\$1.48	6.73%