



# student life programs & services

annual report  
and operating plan

13-14



# table of contents

1. our mission. our vision
2. about us
4. by the numbers
6. building capacity
8. embedded services
10. the co-curricular record
12. the student initiative fund
14. measuring our success
16. our strategic objectives
32. departmental reports
33. academic success centre
34. accessibility services

35. career centre
36. centre for community partnerships
37. centre for international experience
38. early learning centre
39. family care office
40. first nations house
41. health & wellness
42. housing services
43. information technology
44. multi-faith centre for spiritual study and practice
45. office of student life
46. sexual and gender diversity office
47. student crisis and retention team
48. student life portfolio



## mission

The Division of Student Life brings coherence to complexity and creates opportunities for students to build skills, experience diverse communities, and integrate learning. We connect life to learning.

## 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.





## student development & learning.

We engage students in their own learning and development through:

- fostering connections among diverse communities
- supporting engagement in community service placements
- helping in the exploration of employment and career opportunities
- encouraging active participation in arts and culture
- supporting independent living
- facilitating interaction with diverse faith-based communities
- providing leadership education and experiences
- developing self-reflection skills
- timely information and communication
- access to infrastructure (space, information technology, and resources)
- connections to mentorship opportunities

## 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

## about us

### academic support.

We challenge students to achieve their academic and career goals through:

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

### health & wellness.

We build student success by supporting health and well-being on campus through:

- counselling
- health care
- health education and wellness promotion

# by the numbers



**\$100,000**

Total funds available in the Student Initiative Fund to help student groups further their goals of improving the student experience at U of T

**111,504**

Visits to Life @ U of T Student Life Blog (formerly UpbeaT), a 57 per cent increase over the previous year

**20**

Years since the opening of First Nations House

**\$12,000**

Amount raised for Terry's CAUSE – a nationwide post-secondary fundraiser in honour of Terry Fox. The Office of Student Life participated in the national coordinating committee and organized the U of T 5K run held at UTSC

**2,169**

Students participating in Academic Success programs through partnerships between the ASC and colleges, programs and faculties

**2,288**

Students registered with Accessibility Services, 41 per cent of whom had registered for the first time

**1,000**

Off-campus housing advertisers listing with Housing Services

**1,569**

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

**550%**

Increase in the number of participants in the Centre for International Experience's Peer Mentorship Program

**200**

Events hosted every month at the Multi-Faith Centre

**210**

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

**2,003**

Total participants in Leadership Development workshops

**16,323**

Students receiving service from Health & Wellness

**152**

Agencies served by students in service-learning courses and co-curricular initiatives facilitated by the Centre for Community Partnerships

**5,303**

Organizations listing employment and volunteer postings with the Career Centre

**25**

Student group and campus organization partners for the 2012 Queer Orientation

**2.8 million**

Visits to websites hosted by Student Life departments





# building capacity

A key measure in achieving our objectives is to build capacity within existing resources. By collaborating with campus partners and students, and through the use of technological solutions, we are able to make our programs and services more effective and easier to access.

The list below is just a sampling of the capacity-building measures we have taken in the past year.

## campus room finder

A collaboration with Hart House and the Office of Space Management, Campus Room Finder provides campus groups with an easy-to-use search tool for finding temporary space for their campus activities.

## communications summit

We hosted a tri-campus Student Communications Summit, consisting of more than 100 students as well as key staff responsible for communicating with students, to highlight and prioritize key issues.

## community outreach & engagement network

The Centre for Community Partnerships organized a Community of Practice on Outreach, Access and Retention. More than 40 colleagues meet quarterly to create capacity within U of T in supporting our students.

## COSS retreat

Student life hosted a retreat with the members of the Council on Student Services to share priorities and determine opportunities for collaboration.

## embedded services

We place staff in strategic locations to make connections with students easier. See page 8.

## explore it

The Career Centre is working with the Faculty of Arts & Science to offer one-day job shadowing experiences.



## mentorship

Student Life created the Mentorship Resource Centre, which provides training support to student mentors. The Mentorship Resource Network is designed to find areas of collaboration amongst 25 peer-mentoring programs representing 700 peer mentors and 2,000 mentees. Our first collaborative mentorship training conference brought together 150 peer mentors.

## peer support

We continue to build peer support programs in which we train students to assist other students, such as the Career Centre Peer-to-Peer Program, in which peer advisers assist with resumes and career resources.

## professional development & training

Student Life staff have delivered or participated in many professional development activities to improve the quality of knowledge and service delivery across the campus. For example:

- The Office of Student Life piloted collaborative training for student staff
- The Academic Success Centre partnered with the Faculty of Applied Science and Engineering and the Centre for Teaching Support and Innovation (CTSI) to develop podcasts on teaching critical thinking
- Housing Services trained 233 residence dons on helping students move off-campus
- Accessibility Services provided workshops for faculty and TAs through CTSI on supporting students, student experience, and universal instructional design
- The Family Care Office provided training for residence staff at Family Housing and CAPS Pre-Doctoral Psychology Students



# Just as students do not stay in one place on campus, our work is not confined to the walls of our offices.

Through our partnerships with colleagues in all corners of the campus, we improve student access to our services by providing embedded staff in key locations.

- LS Learning Strategist
- CC Career Talk Counsellor
- TA Transition Advisor for international Students
- WC Counsellor/Wellness Coordinator
- O Local orientation programming for international students
- P Poet in Community
- FC Family Care Office Drop-in Hours
- FN First Nations House Drop-in Hours



# the co-curricular record

The Uof T experience is broad and deep, and students make contributions to their learning in many different ways every day. Research has shown that engaged students achieve higher academic success, and participation in a range of co- and extra-curricular activities, including sports, academic research projects or on-campus employment, has a positive effect on persistence and satisfaction. Furthermore, such involvement increases interaction among students, professors, and staff, which can allow for a greater sense of belonging and inclusion.

To encourage and recognize engagement on campus, Uof T will introduce the Co-Curricular Record (CCR) for the 2013-2014 academic year for all undergraduate and graduate students.

With the CCR, students will be able to search a database of involvement opportunities on campus, connect those opportunities to their learning and get recognized on an official U of T document. Students can then frame these experiences and skills for employers, graduate or professional schools, or for grant or bursary applications. The CCR will be a separate and distinct document that will complement the academic transcript.

By linking competencies to experiences, the CCR is more than just a checklist of activities. It gives students, staff, faculty and prospective employers, funders or schools a clear sense of what a student learned in their co-curricular activities.

The CCR was a recommendation of the Council on Student Experience, based on the results of a broad series of focus groups conducted in 2010. Since then, close to 80 students, staff, and faculty from all three campuses have worked to develop a plan for implementing and managing the project, and hundreds of others have participated in consultations.

For information on the Co-Curricular Record, visit [ccr.utoronto.ca](http://ccr.utoronto.ca).



# the student initiative fund

We're pleased to see a diverse group of students and student groups submitting exciting proposals for the new \$100,000 Student Initiative Fund. This fund was set up in response to student feedback, with a goal of supporting student initiatives that improve the student experience and build community on campus.

Individual students and campus groups can apply for up to \$5,000 per proposal, and recipients are selected by a student-led committee. Here are some examples of projects funded to date:

## training mentors to work in the community

Through mentor training, the U of T Immigrant Support and Awareness student group is expanding its ability to provide practical and emotional support to newcomers to both U of T and the city of Toronto. In the training, supported by the SIF, mentors develop communication skills, as well as awareness and sensitivity to the issues faced by immigrants to Canada.

## one hour in february to give back

Global Heart Hour is an exciting global movement started by medical students at U of T. Students are asked to take an hour on Valentine's Day to give back to the local and global community, and learn more about how to contribute. Lunch, music and speakers will highlight the program.

## a cross-disciplinary "hackathon"

Teams from all disciplines will be invited to Mobile Hackathon to design and build a functioning mobile app around a specific theme. Each team will have 60 hours before they must present their prototype in front of a panel of students and industry experts.

## building community in the kitchen

All Stars Cook was a special event to provide social and networking opportunities to students, especially those looking to develop their English language skills. The event, held on the Thanksgiving weekend, gave students a chance to interact and learn through a shared activity – cooking.

## marketing summit 2013

This conference, hosted by the Rotman Commerce Marketing Association, is designed to complement knowledge learned in class and help students become leaders of tomorrow. Based on the assumption that innovation and creativity come from inspiration, discussion and sharing of knowledge, the summit will give participants the opportunity to discuss and get involved in the latest marketing trends and gain insight from top industry executives and professionals.

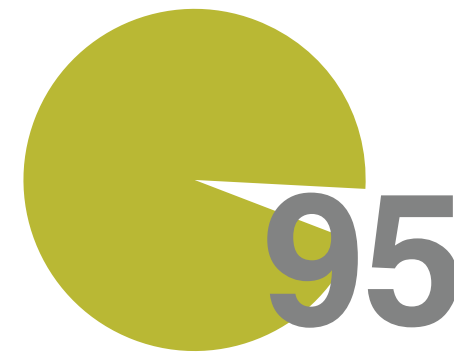
For details on the Student Initiative Fund, visit [www.sif.utoronto.ca](http://www.sif.utoronto.ca)



## measuring our success

In all of our programs and services, we continuously strive to ensure that students have the best possible experience and are learning and developing through our interactions. To better understand the effectiveness of our work, we encourage participation in evaluation and assessment activities so that we can improve what we deliver and ensure its relevance to our students. As a major part of our process, we have developed five Key Performance Indicators:

1. Students demonstrate the ability to communicate effectively through writing, speaking or artistic expression.
2. Students demonstrate the ability to problem solve and connect appropriately with campus and community resources.
3. Students are able to work across differences – identifying opportunities and negotiating challenges.
4. Students identify how they can make a positive difference in their local, national and global communities.
5. Students demonstrate an understanding of how to achieve balance between education, work and leisure time.



95 per cent indicated they are able to communicate effectively through writing, speaking or artistic expression after participating in central pre-service training for residence life staff.



76 per cent of international undergraduate students felt that as a result of meeting with a Transition Advisor from the Centre for International Experience, they were able to problem solve and appropriately connect with campus and community resources.



78 per cent of students responding to the survey of First in the Family program participants indicated they felt confident in their ability to meet people from different backgrounds who have had different experiences.



78 As a result of participating in the Centre for Community Partnerships' Alternative Reading Week Days of Service, 78 per cent of students agreed that they feel better prepared to contribute to solving complex real-world problems.



86 per cent of students who used Health & Wellness services agreed or strongly agreed that they were able to take responsibility for their own health care.

# our strategic objectives

Now in the second year of our three-year strategic plan, we continue to make strides towards our 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 services available.
- 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 provide examples the work we do that achieves these objectives.







# 1

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



Effective and timely communication is fundamental to the work of Student Life. This requires delivering the right messages, at the right time and in the most effective ways. Students need to know about the services, resources and opportunities available to them as early as the day they accept their offer of admission. In order to support student success, Student Life has engaged in mapping out the ideal timing for particular messages and devised new ways to get those messages to students. A key component of this strategy is to ensure coordination across the university to strategically identify and deliver key messages.

- Student Life hosted a tri-campus Student Communications Summit. More than 100 students and staff responsible for communicating with students came together to prioritize key challenges, and work towards innovative solutions for communicating with students.
- Our social media presence continues to evolve. The Student Life Community Crew consists of students engaging other students through Facebook, Twitter and the Life @ U of T blog (formerly UpbeaT). The Life @ U of T student life blog had 84,050 unique visitors in 2012 and the most popular Facebook post had 28,232 engaged users.
- A new partnership with the School of Graduate Studies (SGS) has combined the student life guide *Gradlife @ U of T* and *SGS's Essential Grad Guide* into one comprehensive resource for all new graduate students at U of T.
- Health & Wellness has developed a series of webinars to provide easy access to health information. Topics include: Health and Wellness tips, Alcohol and Substance Use, and Happiness.
- A pilot project introduced "just in time" slides in Convocation Hall. These slides provide timely information that students need to know, such as key deadlines, important services, health and wellness information and upcoming time-sensitive opportunities.





# 2

## Engage students in their own academic development and learning.



Student Life helps students to take charge of their own development and learning. We support students as they develop the knowledge and strategies that meet their learning goals, so that they have the tools to have a fulfilling university experience and to become lifelong learners.

- In summer 2012, the Career Centre, in partnership with faculty at UTSC, brought career exploration into the classroom. They co-developed a job shadowing experience as part of a political science course. Explore It: Careers for Political Science Students was expanded in 2012 and will be looking for new academic partners in 2013.
- The Centre for Community Partnerships (CCP) supported the first Aboriginal Studies course in which students are placed in Aboriginal community organizations.
- The Academic Success Centre has hired peer mentors to facilitate study groups, provide drop-in hours and co-facilitate workshops.
- The Centre for International Experience hosts five internationally focused First-Year Learning Communities (FLCs) which bring together international students with students interested in global experience.
- In partnership with Rotman Commerce and TD Bank Group, the CCP has selected and trained students to act as Financial Literacy Animators, who will co-facilitate financial literacy workshops for community organizations.





# 3

## Help students better understand, navigate and access services available.



Student Life provides opportunities to expand learning and helps reduce barriers to student success. Through timely communication and service delivery, as well as strategic partnerships across the campus, we ensure that all students can find and effectively use the services appropriate for their needs.

- The Career Centre has implemented Get Started, a daily drop-in service, providing just-in-time opportunities for students to consult with a career professional to understand, navigate and access career services.
- The comprehensive interactive U of T map is now available in mobile formats, including iPhone, iPad, Android and mobile web.
- Campus Room Finder provides campus groups with an easy-to-use search tool for finding temporary space for their campus activities.
- Digital signage provides need-to-know information in areas with high student traffic. We have added digital signs in five new locations in various Student Life buildings.
- "Just in time" slides in Convocation Hall provide need-to-know information on services available to students.
- In response to student requests, the Sexual and Gender Diversity office initiated Q21, a weekly conversation café to engage and build connections around experiences and difficult questions.
- With the help of a \$15,000 grant, Health Promotions Programs will introduce an online tool to help students, staff and faculty identify and talk with students experiencing distress.
- It is now easier for campus groups to navigate the Ulife website, thanks to a redesign and a streamlining of the campus groups recognition process.
- Student Life partnered with Food Services and the Faculty of Kinesiology and Physical Education to include their services in *hello*, a guide to Student Life Programs & Services.





**I want to lead  
because...  
I have the  
POTENTIAL**

# 4

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



Student Life is committed to ensuring that all students have a complete university experience within and beyond the classroom. Through our programs, services and partnerships, Student Life helps students develop competencies in leadership, effective communication, cultural literacy, civic engagement, ethics, collaboration, spiritual awareness and interpersonal communication. Building meaningful learning communities and finding new ways to engage students in experiential learning is a key part of this work.

- The Co-Curricular Record will launch for the 2013-14 school year. See page 10.
- Based on student feedback, we have introduced the \$100,000 Student Initiative Fund to help students and student groups conduct activities that will improve the student experience at U of T.
- Mentorship has been a key priority for Student Life, and in 2012 we developed the Mentorship Resource Centre, which provides training support to student mentors and a centralized resource for mentorship opportunities for students.
- Learning to Lead, a five-part workshop series, gives students who are interested in leadership an opportunity to better understand leadership as well as opportunities to get involved at U of T.
- The Career Centre created a new peer-to-peer program, composed of peer resume and resource advisors. Student staff will provide resume, resource, and front-line career education to students both at the Career Centre and on campus.
- The Multi-Faith Centre has expanded its program of interfaith cooperation through community service as a result of its Religious Diversity Youth Leadership Project. This project offers training and service-learning opportunities that address the problems and potential of living in a religiously diverse society.
- Student Life continues to support students who are the first in their family to attend post-secondary education through the First in the Family program, providing one-on-one mentorship, community development and experiential learning.





# 5

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



Part of what defines student success is making effective transitions, whether becoming a post-secondary student or moving to another stage of life. Student Life and its partners lead and support programs that help students find community, make connections to services and develop competencies. We have also introduced new programs for graduating students, who discover ways to apply and build on the knowledge gained during their time at U of T.

- In partnership with Alumni Relations, the Career Centre hosted a Next Steps Conference for senior year undergraduate Arts & Science students to help them effectively explore and plan their life beyond graduation. This year, the conference will be the final event of the Backpack to Briefcase series, hosted by Arts & Science Alumni.
- The ASKme program this year added "pop-up" booths, staffed by recent graduates and placed in various high-traffic locations on the St. George campus during the first two weeks of September and January.
- In partnership with School of Graduate Studies, the Career Centre hosted the Open Doors Mini-Conference for PhD and Masters students. The series of events partnered students with professionals in various fields, to explore career possibilities outside of academia.
- First Nations House is working with the Faculty of Medicine on the new admission pathway for indigenous applicants.
- Housing Services launched U of T's new tri-campus common residence application gateway, **MyRes.utoronto.ca**.
- Students can now use the off-campus housing search and roommate finder programs before they arrive at U of T.
- The Centre for International Experience has added more locations for its transition advisors. See page 8.





# 6

## Support the unique needs of students involved in international experiences.



Gaining international experience and intercultural competency is an increasingly important part of university education. Student Life supports this crucial part of the university experience through programming, opportunities and services, both for students to go abroad and for students who attend U of T from other countries. Supporting an international culture at U of T gives students new perspectives and prepares them for a globally connected world.

- This was the first year of U of T's participation in the Canada-Brazil Ciência sem Fronteiras Scholarship Program (formerly Science without Borders). The Centre for International Experience welcomed 130 additional international students this fall for 12 to 16 months of study and research. The CIE also established a Dons-at-Large program for the incoming students; the dons provide assistance such as finding housing and navigating U of T. Seventy more students arrived in January. A graduate program will be added in the 2013-14 academic year.
- The Family Care Office developed an International Student Families section on its website.
- The Career Centre and the Centre for International Experience rolled out Year 2 of the Canadian Work Experience Program, which provided career education and networking opportunities to international students who had a high degree of career clarity but limited work experience in Canada.
- The CIE's new peer-mentorship program, iConnect, creates a dynamic learning community in fostering global citizenship.
- Students using the University Health Insurance Plan (UHIP) can now access their cards online, dramatically reducing line-ups and wait times. The CIE will continue to streamline UHIP processes and procedures to further improve the experience for students.





# 7

## Expand programs and services to meet the needs of graduate students.



Student Life collaborates with the School of Graduate Studies (SGS) and Graduate House to identify and offer opportunities for personal growth and development to graduate students. Graduate students have many competing responsibilities — both academic and non-academic. Getting them involved in university life in a way that meets their needs is an important factor in their success.

- Student Life's partnership with the School of Graduate Studies has combined the Gradlife @ U of T booklet and the Essential Grad Guide into one comprehensive resource for all new graduate students at U of T.
- Grad Escapes has expanded and incorporated partnerships with Alumni Relations, Campus Tango Club, the Community Safety Office, Graduate Students' Union, Faculty of Kinesiology and Physical Education, Sexual and Gender Diversity Office and the School of Graduate Studies.
- Student Life has initiated a partnership with Alumni Relations to expand programming for graduate students, for example, a co-hosted "Dinner with 12 Strangers" event.
- The Centre for International Experience partnered with the School of Graduate Studies to provide embedded transition advisors for international graduate students.
- The Family Care Office participates in SGS chat sessions for newly arriving graduate students in both the spring and fall.
- The Career Centre collaborated with SGS to host the Open Doors Mini-Conference for PhD and Masters students seeking careers outside of academia.





# departmental reports



## academic success centre

The Academic Success Centre facilitates excellence in student academic skills development through peer mentoring, individual support (by appointment and on a drop-in basis), workshops, lectures and peer-facilitated learning skills workshops. Partnerships with academic departments, Student Life departments, and faculty and staff are central to the work of the ASC.

### 2012 highlights

- Developed a strategic plan and reorganization to enhance peer-mentoring initiatives, including: training and development of peer mentors so they can facilitate study groups, be effective mentors, provide drop-in hours and co-facilitate workshops. The plan also includes the further development of online resources.
- Continued to provide drop-in hours in library settings.
- Started the process of developing an online tool to help students build their learning skills.
- Incorporated First in the Family programming into our services.
- Trained staff in supplemental instruction facilitation.
- Embedded learning strategists one day per week in Engineering and Rotman Commerce.
- Continued partnership with the Office of Student Life to edit and supervise blogger for the Life @ U of T blog.
- Partnered with Engineering Science faculty member and the Centre for Teaching Support and Innovation to develop a podcast on teaching critical thinking.

### coming in 2013

The Academic Success Centre has been training peer mentors to provide one-on-one support to students, starting in January.





## accessibility services

Accessibility Services provides services and supports to overcome disability-related barriers to academic work and create a level playing field 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

### 2012 highlights

- The University provided funding for two additional disability advisors.
- Collaborated with Health & Wellness to create an eating disorder support group for students.
- Collaborated with campus partners to develop effective procedures to support students with concussions.
- Significantly increased collaborative work with graduate programs and professional faculties regarding students' accommodations process.
- Collaborated with Academic Integrity, AODA officer and Test and Exams to increase the effectiveness of Test and Exam services.
- Revised the request for medical documentation for students with chronic and mental health related disabilities.
- Continued to improve effectiveness of operations through use of Clockworks for tracking furniture requests, assessments and student accommodation letters.
- Continue providing workshops on supporting students for faculty and TAs through the Centre for Teaching Support and Innovation. Four workshops were delivered to faculty and teaching assistants on the student experience and three to graduate students on universal instructional design.

### coming in 2013

Accessibility Serves is developing a video that will capture student perspectives on the accommodations process. It will be used to help students transitioning into university, and as an educational tool for faculty and staff.



## career centre

The Career Centre serves students and recent graduates. Services include career counselling, career exploration, job and volunteer postings, work search strategies, career resources, graduate dossier service, graduate and professional school application processes, experiential opportunities and building work-related skills and competencies, career and job fairs, employer events and information sessions.

### 2012 highlights

- A summer 2012 pilot program offered job shadowing experiences for a political science course at UTSC and has been expanded to the St. George campus.
- Implemented a new Integrated Career Services Management System for the tri-campus career centres, allowing students and employers seamless access to services at all three career centres, slated for release in 2013.
- In collaboration with entrepreneurial student groups and external organizations, hosted an Entrepreneurial 101 Series for Arts & Science students to help students build entrepreneurial competencies and knowledge.
- Engaging expertise within the social media community, hosted a Social Media Series to help students navigate social media for job searching, building their networks and effectively managing their online brand.
- In partnership with departments, hosted four industry-focused panel/networking nights for Arts & Science students to actively engage and network with career partners and explore career possibilities.
- Launched two online tools for students to build their resume and interview skills.
- Created a new peer-to-peer program where student staff provide resume, resource, and front line career education to students at the Career Centre and other locations on campus.

### coming in 2013

A new website will have features allowing the Career Centre to better connect, engage and support students as they explore opportunities and create their career goals.





## centre for community partnerships

The Centre for Community Partnerships was founded to develop, with community organizations, partnerships that are defined, sustainable and action-oriented for students on all three campuses. These partnerships have a dual aim: to build educational capacity within communities of the GTA, and to enhance and broaden student learning. Through the establishment of academic and co-curricular community engagement opportunities, students enhance their learning of the social, cultural, ethical and political dimensions of civic life.

### 2012 highlights

- Supported the development of the first Aboriginal Studies Course (ABS460Y) "Research Methodology in Aboriginal Studies" in which students are placed in Aboriginal community organizations in the GTA.
- Developed and piloted a CCP Student Advisory Council, which provided opportunities for input into specific program development, execution and evaluation.
- Twenty outreach programs were created to benefit local under-resourced communities and marginalized groups for the Faculty of Medicine's Community Affairs Programs using a service-learning methodology facilitated by the CCP.
- Four Rotman Commerce student organizations used "Action-Learning" Case Competitions. Instead of buying a case or problem from a large for-profit organization, they used real challenges from CCP's community partner organizations. The "winning" team "won" the opportunity for a volunteer experience this summer in the community organization to implement the solutions that they proposed during the competition.
- Piloted a Service-Learning Certificate in 10 Rotman Commerce First-Year Learning Communities (FLCs).
- The CCP was given three class periods in the UC One: Engaging Toronto course this year to teach the students about service-learning.

### coming in 2013

The Centre for Community Partnerships has organized a Community Practice on Outreach, Access and Retention. More than 40 colleagues meet quarterly to create capacity within U of T to remove obstacles for high school students who would not otherwise be on the path on to post-secondary education.



## centre for international experience

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

### 2012 highlights

- Developed the iConnect peer-to-peer mentorship program, with a goal of creating a dynamic learning community in which all participants benefit and which fosters global citizenship.
- Administered the Canada-Brazil Ciência sem Fronteiras Scholarship Program and set up a "Dons at Large" program for the incoming students.
- Dramatically reduced lineups and wait times for University Health Insurance Plan (UHIP) cards by moving the process online.
- Hired students on exchange in several countries to blog about their experiences.
- Added an additional college-specific internationally-focused FLC at St. Michael's College.
- Helped plan and implement the Toronto International Students' Fair and Airport Welcome Booth.
- Cross-Cultural Counselling: Dr. Jian Su, CIE's long-time in-house cross-cultural counsellor, has moved out of house and into Counselling and Psychological Services. She still offers advising on cross-cultural adjustment, but is now accessed through CAPS.
- During the Fall 2012 Orientation, ran programming at multiple locations across campus in a bid to reach more international students. This was the first time that CIE's orientation programming has been run off-site and in embedded locations.

### coming in 2013

A global experience student leadership program in tandem with the Co-Curricular Record that will assist students in developing intercultural competencies.





## early learning centre

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

### 2012 highlights

- In 2012 parent representation on the Parent Advisory Committee was increased from 6 to 10 parent members with the implementation of one parent representative per classroom instead of a single representative per age group served.
- The Family Resource Centre (FRC) is a free service for students, staff and faculty with young children. The drop-in program is designed to encourage parents and children to play and learn together, expand their social support networks and obtain information and resources related to parenting and childhood.
- In partnership with the Family Care Office, the FRC offered free child-minding services for student parents to use for study time during the fall and spring exam periods.
- The ELC website, relaunched in January 2012, is a gateway for parents and prospective parents to have easy access to important information regarding the centre.

### coming in 2013

The ELC will provide research opportunities for students in the Faculty of Kinesiology and Physical Education. Staff and children will have the opportunity to have hands-on experience in activities developed by Kinesiology students.



## family care office

The Family Care Office helps students, staff and faculty who have family responsibilities to achieve balance 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.

### 2012 highlights

- Designed and coordinated the Women's Wellness Program for Residents of Student Family Housing in cooperation with the Community Safety Office and Student Family Housing.
- Created a new monthly peer-support group for parents of children with a learning disability.
- Coordinated Finding Your Balance: A Conference for Students with Family Responsibilities in May 2012 in partnership with Student Life Programs and Services, Career Centre, First Nations House, Academic Success Centre and Student Family Housing.
- Developed an International Student Families section on our website.
- Provided on-site drop-in hours every Thursday afternoon to students living at Student Family Housing.
- Started providing on-site office hours once a month on the UTM campus.

### coming in 2013

A peer-support program for students with family responsibilities is being re-developed and will include a new training and network session for the mentors. By fall 2013, the program will have guidelines and objectives, and an assessment component for the mentors and mentees.





## first nations house

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. FNH also advises on campus Aboriginal initiatives and academic content.

### 2012 highlights

- A new Elder, Andrew Wesley, started at First Nations House in September 2012. He is planning to start a men's sharing circle.
- In 2012, First Nations House celebrated its 20th Anniversary.
- The Indigenous Writers' Gathering, now in its fifth year, has moved from February to October.
- A new web page is ready to launch. It is a landing page for all activities (programs and services), events and information relating to the Aboriginal community at the University, providing an overview and direct link to other faculties, programs and services offered.
- An Aboriginal Awareness module, which will offer training to staff and student leaders on Aboriginal issues/community, is being developed.
- Worked with the Faculty of Medicine to advise on the new admission pathway for Indigenous applicants, the hiring of a Curriculum Lead and Program Coordinator.
- FNH will be working with an Aboriginal health student group to advise on an Aboriginal Health Elective course; also continuing to support a Nursing Placement course.
- Participating on a provincial working group on the development of a Aboriginal self-identification report. Will develop strategies to invite Aboriginal applicants and students to self-disclose to assist with identifying where Aboriginal students are enrolled in order to assess where support is required.

### coming in 2013

First Nations House will introduce their new vision and mandate.



## health & wellness

Health & Wellness offers services to help students achieve their personal and academic best, and consists of:

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

### 2012 highlights

- Health & Wellness is collaborating with ParticipAction, Hart House and the Athletic Centre on the MoveU campaign to encourage students to be active as an aid to developing community, maintaining health, reducing stress and supporting academic success.
- Bounce Back, a resilience building program, is now being offered to second-year students in Arts & Science who are in academic jeopardy.
- The Cybercounselling project in the Factor-Inwentash Faculty of Social Work was renamed Counseline and is now available to all undergraduate students in Arts & Science. Through a partnership between Health and Wellness, Arts & Science and Social Work this previous research service is now supported as a clinical service with funding in place for the next three years.
- Negotiated financial contribution towards offsetting the salary expense of the embedded counsellors in faculties where Health and Wellness staff are embedded.
- Health and Wellness developed several webinars on the subjects of health and wellness tips, alcohol and substance use, and happiness.

### coming in 2013

With the help of a \$15,000 grant, Health Promotion Programs is developing a mental health anti-stigma campaign, and will introduce MentalHealthEdu, an online tool to help students, staff and faculty identify and converse with students experiencing distress.





## housing services

Housing Services provides a number of services to students, including:

- Online off-campus rental housing search and roommate finder programs
- Residence information, including current vacancies and admissions process
- One-on-one, group, and web-based housing-related information sessions
- Assistance for students facing a housing crisis

### 2012 highlights

- Launched U of T's new tri-campus common residence application gateway, MyRes.utoronto.ca.
- Launched services for new undergraduate, graduate and second-entry applicants that will allow them to apply to residence (via MyRes) and access the off-campus listings and Roommate Finder service in advance of officially becoming a U of T student.
- Developed a "don kit," in collaboration with residence dons, which provides housing-related resources that residence dons can use to assist students looking to move out of residence into rental accommodation.
- Entered into a service level agreement with UTM and UTSC Student Housing & Residence Life offices, providing UTM and UTSC students with off-campus housing search and roommate finder programs, and partnering with UTM and UTSC to enhance the off-campus resources and services available at all three campuses.
- Trained commuter dons to support the Sciences Without Borders (SWB) student community, so that they can assist SWB students with off-campus housing issues.
- Developed and hosted a Summer Staff Development Day for members of the Summer Residence Committee, which included sessions on conflict resolution, safety and security, and Toronto tourism activities and services.

### coming in 2013

Housing Service will increase students' ability to inform Housing Services of problem landlords that list with the service by moving the landlord feedback form online.



## information technology

The Information Technology Group supports the division in the following ways:

- IT support and management of data, networks, servers, computers and related devices for the Division of Student Life Programs & Services
- 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
- 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

### 2012 highlights

- Developed a new online search tool for recognized U of T campus groups for finding temporary space for their campus activities.
- Created an online application service for University of Toronto international students who have already enrolled in the University Health Insurance Plan, to allow them to request UHIP coverage for their eligible dependents.
- Completed the redesign of the Ulife website to improve usability, particularly on mobile devices, as well as meet the new U of T visual standards and accessibility guidelines.
- Developed mobile apps and a mobile website for the U of T interactive map.
- Significantly enhanced the Student Housing Off-Campus website to provide a map-based search and expanded user features for both students and landlords.
- Improved the Start, Life, and Graduation & Beyond websites to meet the new U of T visual standards, improve web accessibility guidelines, and deliver a fluid design for a mobile-friendly experience on a variety of devices.

### coming in 2013

Student life will undertake a number of major projects that fall under the Next Generation Student Information Systems umbrella, including the Co-Curricular Record, and intelligent search for the U of T interactive map.





## multi-faith centre for spiritual study & practice

The Multi-Faith Centre provides and facilitates interfaith dialogue and interior development through presentations, forums and space for 75 student faith communities. The centre also provides religious accommodation and grief support services.

### 2012 highlights

- Developed a Religious Diversity Dialogue Certificate programme in partnership with the Centre for Community Partnerships and Religion in the Public Sphere Programme in the Department for the Study of Religion.
- Led awareness-raising events, including a tour each term of neighbouring houses of worship and food fair.
- Provided programs such as scriptural study and academic forums focusing on current affairs through a multi-faith lens including the role of religious communities in civil society and the intersection of religion and gender, racialized identity, and sexuality to engage participants in questions of identity, purpose and meaning.
- Held orientation events with students in the health sciences on the topic of dying and death in partnership with the Faculty of Medicine.
- Facilitated grief support groups for students in partnership with Health and Wellness.

### coming in 2013

The Multi-Faith Centre will expand its tri-campus program of inter-faith cooperation through community service as result of its Religious Diversity Youth Leadership Project funded by Citizenship and Immigration Canada.



## office of student life

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

### 2012 highlights

- Developed the groundwork for the Co-Curricular Record.
- Developed a \$100,000 Student Initiative Fund and supporting committee to distribute funds to help student groups further their goals of improving the student experience at U of T.
- Hosted a tri-campus Student Communications Summit, which brought together more than 100 students and staff responsible for communicating with students, to highlight and prioritize issues for communicating with students.
- Developed the "You're Almost There" community project in March to engage interactively with students about healthy, successful strategies for dealing with workloads and stress.
- Piloted collaborative student staff training with Woodsworth College, New College, the Sexual & Gender Diversity Office, the First in the Family Program, and the Faculty of Applied Science and Engineering.
- Merged OSL Twitter and blog presence to create the Student Life Community Crew, a team of students that engages other students through Facebook, Twitter and the Life @ U of T blog (formerly Upbeat). Expanded the partnership model for the student blog to include First Nations House and Health & Wellness.
- Created the Mentorship Resource Centre, which provides training support to student mentors and a centralized resource of mentorship opportunities for students.
- Redesigned the Ulife website and streamlined the process for campus groups recognition.

### coming in 2013

The Co-Curricular Record will launch in the fall. The CCR will help students find and track co-curricular experiences, link those experiences to competencies and validate those experiences on an official institutional document.





## sexual & gender diversity office

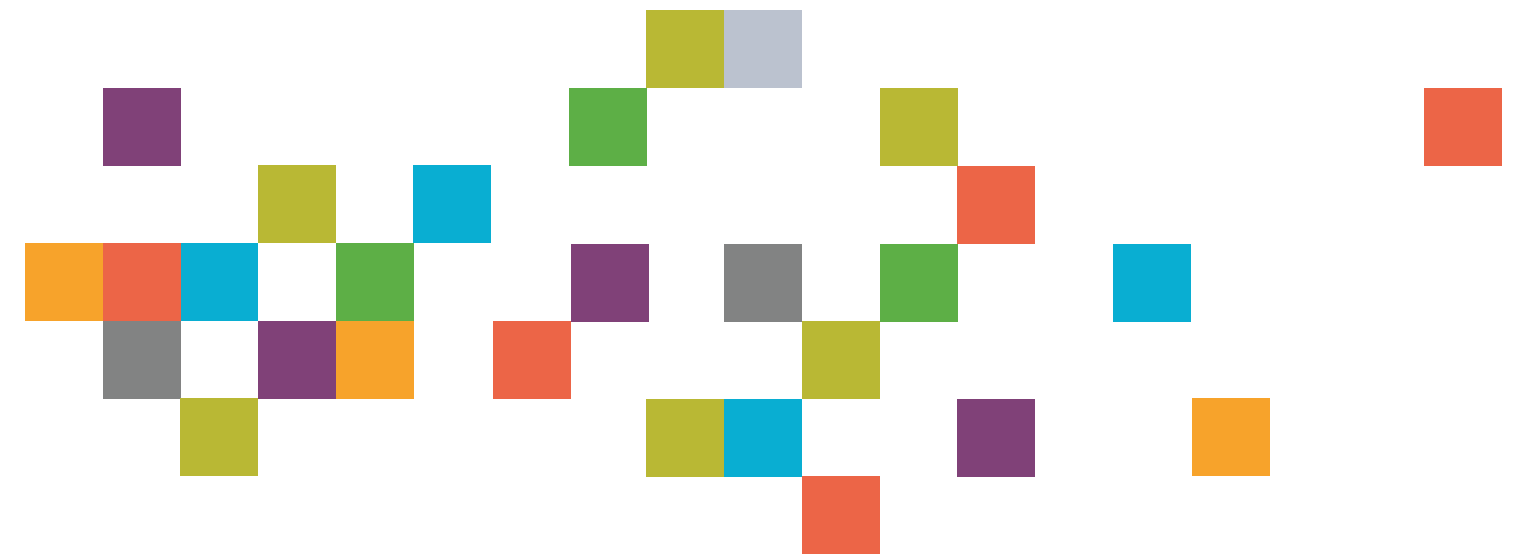
The Sexual & Gender Diversity Office works towards addressing discrimination based on sexual and gender diversity. Through the provision of resources, education and consultations, the office is a support and a resource to students, staff and faculty within the learning and working communities on all three campuses of the University of Toronto. The SGDO offers support, advocacy, education and programming that address issues of sexual and gender diversity as well as the complexity and intersection of identities.

### 2012 highlights

- A new Sexual and Gender Diversity Officer and Program Coordinator joined the SGDO in 2012.
- Introduced Q21, a new weekly conversation café. Each week, the conversations explore a new topic and are moderated by a different guest facilitator.
- Hosted "Say My name: Stories of Transition", in which artists used comics, songs and press clippings to tell their own personal transition stories.
- Set up a new listserv for weekly email updates about SGDO-specific programming and events. Launched an SGDO Facebook page.
- Collaborated on Queer Orientation 2012 with 35 events and 25 student organization and campus partners, engaging both undergraduate and graduate students.
- Provided resources, feedback and training for LGBTQase (LGBTQ & Allies in Science and Engineering) student leaders to develop and execute anti-homophobia training for all Engineering Frosh Leaders.
- Co-hosted Lead with Pride 3, in collaboration with VicPride!. This was a weekend-long student leadership conference for LGBTQ student leaders.

### coming in 2013

The SGDO is collaborating on planning and execution of the Pride in Toronto 2013 conference with campus and community partners to examine the relationship between LGBTQ identities and sport in Olympic Games, Pan AM and Parapan AM Games.



## student crisis & academic progress team

The Student Crisis and Academic Progress Team is a resource for faculty and staff concerned about at-risk situations in which students are in crisis, and/or face complex ongoing issues.

Student Crisis provides short-term support, crisis intervention, and triage to appropriate resources. Working with campus and community resources, Student Academic Progress provides support for students with persistent difficulties in meeting academic expectations or in meeting the essential duties of being a student.

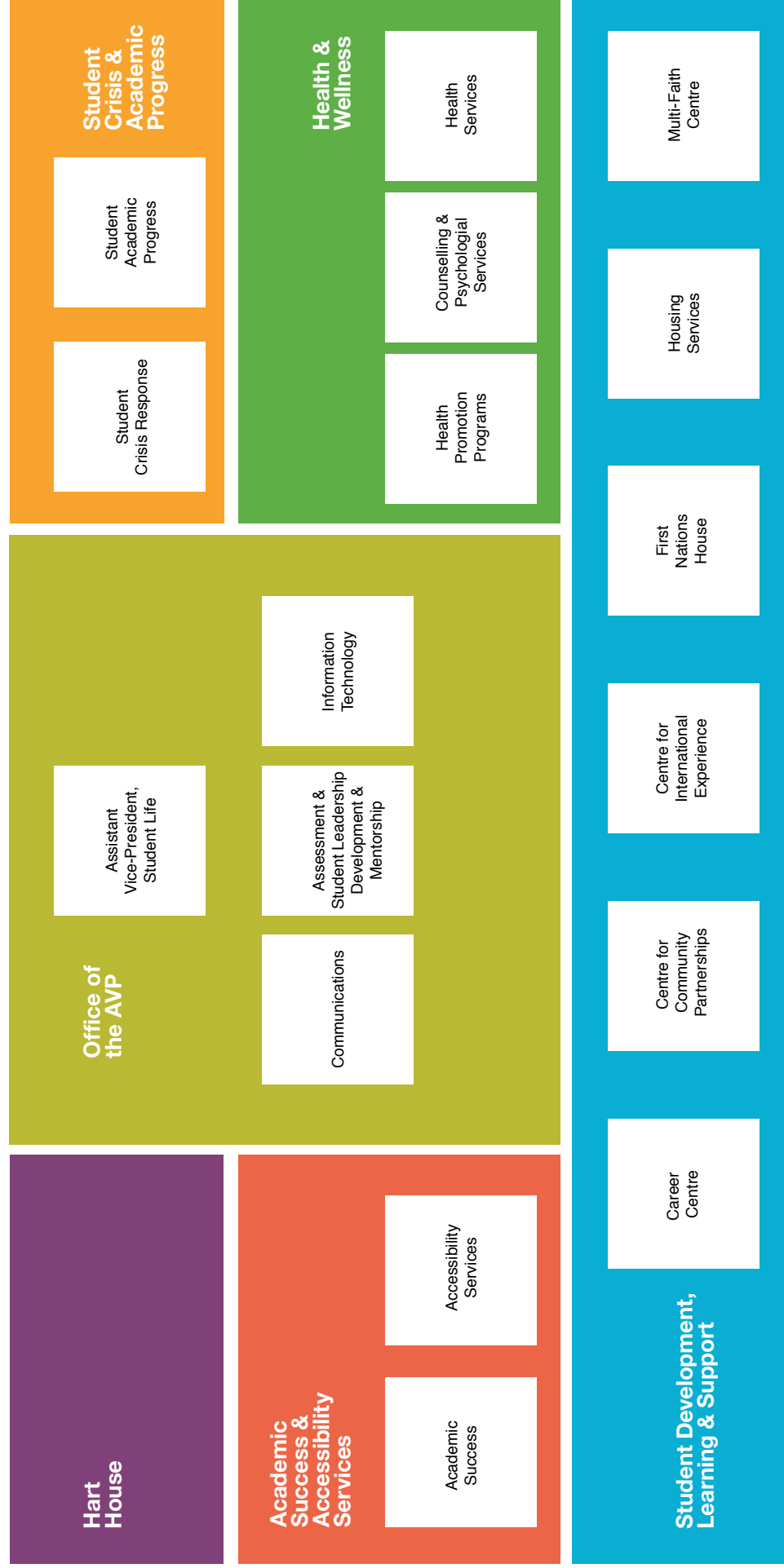
### 2012 highlights

- Increased staffing from three to five staff.
- Distributed "Identifying and referring students in difficulty: Connections, a guide for faculty and staff".
- Provided educational development to faculty and staff through the Centre for Teaching Support and Innovation, and Organizational Development and Learning Centre as well directly to Departments and Faculties.
- Continued work to build the University's capacity to identify and support distressed and distressing students.
- Coordinated/collaborated/developed partnerships teams in student situations of high risk, critical incidents and ongoing complex issues.
- Consulted with faculty and staff who are concerned about students in crisis.
- 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.



# Student Life Portfolio

November 2012







UNIVERSITY OF  
TORONTO

[studentlife.utoronto.ca](http://studentlife.utoronto.ca)



# student life programs & services

financial plan  
13-14





**Student Life Programs and Services**  
**Divisional Proforma Statement of Revenues and Expenses**  
**Year ending April 30, 2014**

<u>REVENUE</u>	<u>2013-14</u>	<u>2012-13</u>
Advertising Revenue	130,400	156,350
Cost Recovery Fees	159,425	156,550
Government Grants	2,436,247	1,620,885
OHIP/UHIP/Medical Insurance	3,145,465	3,064,124
Prescription and Immunization Drug Sales	350,000	403,000
Space Rental	95,650	93,450
UTSG Student Fees	14,004,812	13,375,951
UTM & UTSC Attribution	401,459	385,018
University Operating Budget Support	3,339,902	2,746,469
Misc Revenue	32,389	56,874
<b>TOTAL REVENUE</b>	<b>24,095,749</b>	<b>22,058,671</b>
<u>EXPENSES</u>		
Appointed Salaries and Benefits	14,409,377	13,899,978
Casual Staff Salaries and Benefits	1,150,661	958,793
Medical Associates	2,439,084	2,616,114
<b>TOTAL COMPENSATION</b>	<b>17,999,122</b>	<b>17,474,885</b>
Advertising, Printing, and Photocopy	330,045	323,574
Early Learning Centre Subsidy	150,858	147,900
Furniture, Equipment, and IT	194,045	190,240
Hospitality	161,522	158,355
Medical Supplies	459,001	260,532
Misc. Expenses	-	491,743
Occupancy and Maintenance Costs	1,908,712	1,839,891
Sign Language Interpreters, Transcribers and Test & Exam	1,224,724	415,500
Telecommunications	123,740	121,314
Travel, Hosting, and Professional Development	152,713	149,719
Student Initiative Fund	100,000	100,000
Zoom Requests	80,000	-
Service Delivery Expense - UTM & UTSC	401,459	385,018
Service Delivery Expenses - Government Grants	532,505	-
Service Delivery Expenses - University Operating	277,302	-
<b>TOTAL NON COMPENSATION EXPENSES</b>	<b>6,096,627</b>	<b>4,583,786</b>
<b>TOTAL EXPENSES</b>	<b>24,095,749</b>	<b>22,058,671</b>
NET OPERATING SURPLUS (DEFICIT)	<u>0</u>	<u>0</u>

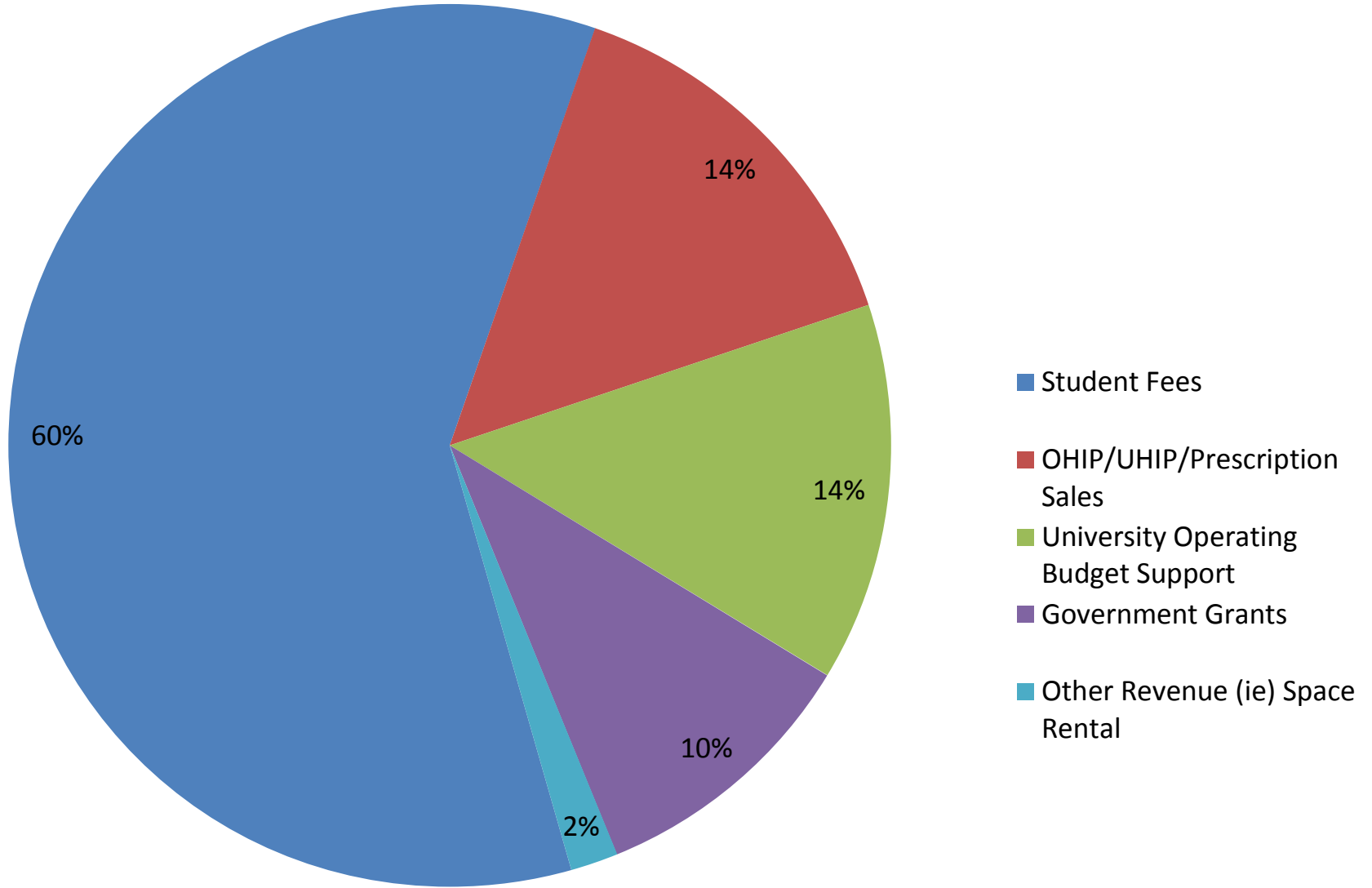


Student Life Programs and Services  
2013-14  
Proforma Revenue and Expenses by Area

	2013-14						2012-13
	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	
<b>Student Fee Funded Departments</b>							
Division of Student Life:							
Academic Success Centre	391,951	12,189	-	404,140	23,940	428,080	393,999
Career Centre	2,178,934	180,921	95,650	2,264,205	117,858	2,382,063	2,287,782
Centre for Community Partnerships	172,571	54,570	-	227,141	24,206	251,347	224,106
First Nations' House	506,600	32,754	-	539,354	31,909	571,263	534,459
Health and Wellness	6,161,050	505,474	3,195,465	3,471,059	170,100	3,641,159	3,076,162
Housing Service	401,186	42,162	50,400	392,948	26,756	419,704	377,023
Centre for International Experience	679,965	124,792	45,825	758,932	113,189	872,121	895,697
Multifaith Centre	296,846	47,465	13,000	331,311	113,561	444,872	408,882
Office of Student Life	3,116,461	645,242	23,600	3,738,103	116,085	3,854,188	3,711,795
VP, HR & Equity							
Early Learning Centre/Campus Co Op	-	150,858	-	150,858	64,810	215,668	208,296
Family Care Office	177,667	14,065	-	191,732	-	191,732	180,884
Sexual and Gender Diversity Office	93,816	6,120	-	99,936	-	99,936	106,276
Student Space							
APUS/GSU/UTSU					161,708	161,708	156,054
CIUT					43,710	43,710	43,710
The Varsity					44,093	44,093	41,181
The Newspaper					16,108	16,108	13,996
Other St. George Campus student space					768,518	768,518	715,650
<b>Total Student Fee Funded Departments</b>	<b>14,177,048</b>	<b>1,816,612</b>	<b>3,423,940</b>	<b>12,569,720</b>	<b>1,836,551</b>	<b>14,406,271</b>	<b>13,375,951</b>
Self, MTCU and Centrally Funded Departments	3,822,074	2,371,302	2,925,636	3,267,741	72,161	3,339,902	2,746,469
<b>Total</b>	<b>17,999,122</b>	<b>4,187,914</b>	<b>6,349,576</b>	<b>15,837,461</b>	<b>1,908,712</b>	<b>17,746,173</b>	<b>16,122,420</b>
<b>Funding</b>							
Student Fee						14,004,812	12,990,934
Attribution of costs to UTM						208,731	199,951
Attribution of costs to UTSC						192,728	185,067
Central Operating Budget support						3,339,902	2,746,469
<b>Total Funding</b>						<b>17,746,173</b>	<b>16,122,420</b>
<b>Operating Surplus(Deficit)</b>						<b>0</b>	<b>0</b>



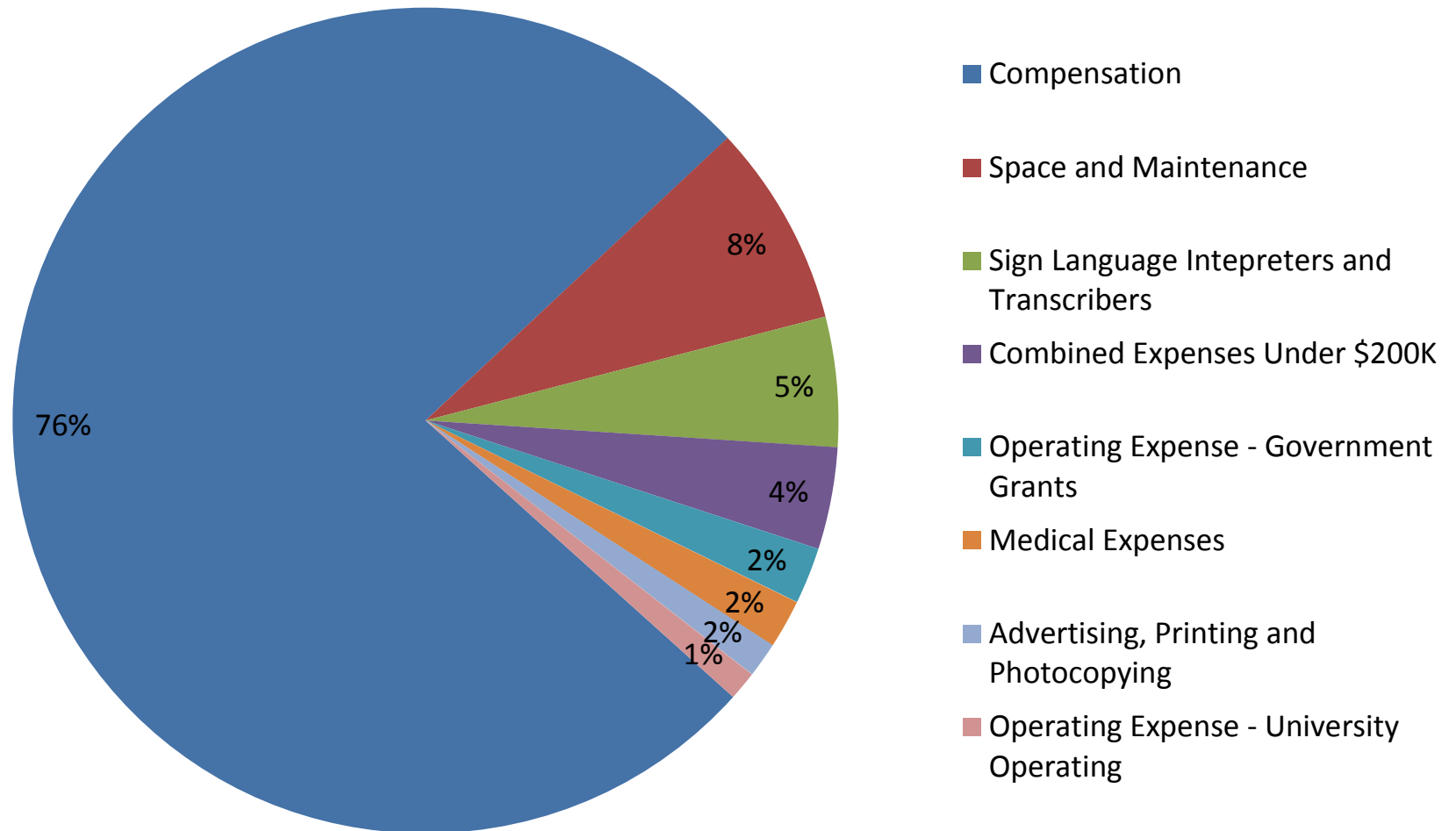
### 2013-14 Revenue by Source





## 2013-14 Expense by Type

Fixed Costs - 93%  
Variable Costs - 7%

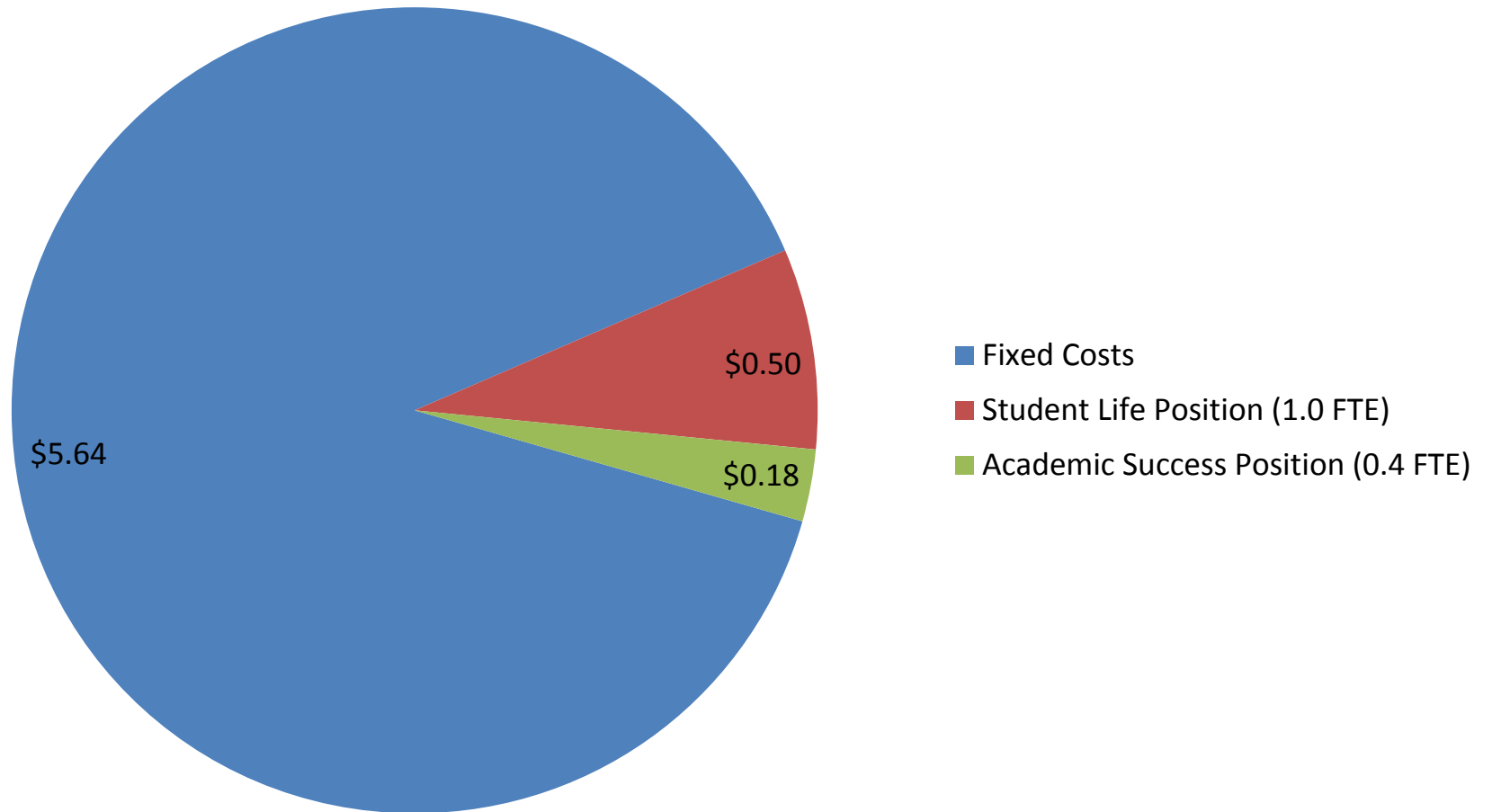


**Student Life Programs and Services**  
**2013-14 Proposed Fee Summary**

	<u>2013-14</u>	<u>2012-13</u>	<u>\$ Variance</u>	<u>% Change</u>
UTSG Full Time	\$133.14	\$126.82	\$6.32	4.99%
UTSG Part Time	\$26.63	\$25.36	\$1.26	4.99%
UTM & UTSC Full Time	\$0.00	\$0.00	\$0.00	0.00%
UTM & UTSC Part Time	\$0.00	\$0.00	\$0.00	0.00%



### 2013-14 Breakdown of Fee Increase - \$6.32



**Student Initiative Fund Balance Sheet**

Opening Balance May 1, 2012	\$ 100,000.00
Funds Awarded as of January 16, 2013	\$ 99,481.00
Closing Balance January 16, 2013	\$ 519.00
Available Funds	\$ 519.00

Basic Statistics (as of January 16, 2013)

	Total	%
Number of Applications	56	
Applications from Undergraduate Students	35	63%
Applications from Graduate Students	21	37%
Applications Approved	42	75%
Applications Denied	14	25%
Applications Approved - Undergraduate Students	28	67%
Applications Approved - Graduate Students	14	33%
Average Award Amount	\$2,368.60	



**Student Life Programs and Services**  
**2013-14 Budget**  
**Student Fee Calculation**

<b>University of Toronto Index</b>		
Appointed Salary Expenditure Base (previous year budget)	8,546,754	
Average merit/step/ATB increase/decrease for appointed staff	4.50%	
Indexed salaries	8,931,358	
Average Benefit Cost Rate	24.75%	
Indexed appointed salary expenditure base		11,141,869
Casual/PT Salary Expenditure Base (previous year budget)	383,661	
Average ATB Increase/Decrease for casual/part time staff	2.00%	
Indexed salaries	391,334	
Average Benefit Cost Rate	10.00%	
Indexed Casual/PT Salary Expenditure Base		430,468
Indexed Salary and Benefits Expenditure Costs		11,572,337
Add an Estimate of Severance Costs (current year)		0
Subtract the Amount of Net Revenue from Other Sources (previous year)		-3,426,968
Add the Non-Salary Expenditure Base (previous year)		4,575,328
Add the Occupancy Costs (current year)		1,836,551
Reduce the amount by the proportion attributed to UTM and UTSC (current year).		-401,459
Cost for UTI purposes		14,155,789
Divide the difference by the projected weighted FTE enrolment (current year)		52,593
<b>UTI Indexed Fee</b>		<b>\$ 134.58</b>
<b>\$ Amount of UTI based Increase (over adjusted fee)</b>		<b>\$ 12.19</b>
<b>Consumer Price Index</b>		
Fee Per Session (previous year)		126.82
Less: Removal of temporary fee (2010-11)	-	4.43
Adjusted fee for CPI (2.0%)		122.39
<b>CPI Indexed Fee</b>		<b>\$ 124.84</b>
<b>\$ Amount of CPI based increase</b>		<b>\$ 2.45</b>
<b>Combined Fee Increase</b>		
Fee Per Session (previous year)		126.82
Less: Removal of old temporary fee (2010-11)	-	4.43
CPI Based Fee increase	+	2.45
UTI Based Fee increase	+	12.19
<b>Indexed Full Time Fee</b>		<b>\$ 137.03</b>

<b>Proposed Fees</b>	<b>2012-13</b>	<b>2013-14</b>	<b>Increase</b>	
UTSG Full Time	\$126.82	\$133.14	\$6.32	4.99%
UTSG Part Time	\$25.36	\$26.63	\$1.26	4.99%
TST Full Time	\$117.34	\$123.31	\$5.97	5.08%
TST Part Time	\$23.47	\$24.66	\$1.19	5.08%
UTM & UTSC Full Time	\$0.00	\$0.00	\$0.00	0.00%
UTM & UTSC Part Time	\$0.00	\$0.00	\$0.00	0.00%