University of Manitoba

STUDENT AFFAIRS
ANNUAL REPORT 2022-23

Cultivating Exceptional Student Experiences at the University of Manitoba



Student Affairs acknowledges, with humility and gratitude, that the UM campuses are located on the original lands of the Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis nation. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of Reconciliation and collaboration.

A Message from the Vice-Provost (Students)

Laurie Schnarr

As we prepared for an unprecedented academic year, with three cohorts of students commencing in-person learning in Fall 2022, Student Affairs identified several priorities to guide us in our work. These priorities were derived in consultation with faculties, students, and key campus stakeholders, through deliberations at three division-wide retreats, and by reviewing usage data, assessment results, the literature, and emerging trends. Our strategic priorities were:

- Establish success metrics and a culture of assessment across Student Affairs
- Cultivate a sense of community and belonging, and mitigate risks as students re-engage in campus life
- Support student mental health and well-being
- Advance UM's Experiential Learning strategy, including a focus on competency development and employability
- Devise strategies to support students at risk of not persisting
- Advance EDI principles and Indigenous achievement and reconciliation priorities
- Address significant space challenges across Student Affairs
- Meet increased service demands and deliver frictionless services
- Support UM's priority to bolster enrolment levels and address student retention challenges

'The year that was' presented all of us with confounding problems and many opportunities. It inspired us to reach higher and dig deeper; to forge new collaborations; and to take innovative approaches to our work. You will see evidence of all of this, and our success in addressing our priorities, throughout this report.

I am exceedingly grateful to work alongside a gifted Student Affairs team, and continue to be inspired by their responsive, inclusive, student-centered approach; and their creativity, flexibility, and determination in the face of unprecedented challenges. I am also appreciative of the many colleagues across our campuses who are willing collaborators, sources of expertise, and allies in this work. And, most importantly, I am thankful for our students, who are at the centre of all that we do.



The Division of Student Affairs is composed of 3 departments and 20 units dedicated to advancing UM's commitment to deliver an outstanding student experience.

240	150	321,878
Staff	Student Staff	Contacts

The **Office of the Vice-Provost (Students)** is a first point of contact for academic administrators, faculty, students, staff, and community members. The Vice-Provost (Students) also chairs STATIS, an inter-disciplinary team of professionals committed to promoting a safe and respectful work and learning environment, particularly when a student's behaviour is worrisome or concerning.

Highlights of new divisional initiatives implemented over the past year:

Student Affairs Assessment Specialist – seconded to undertake an environmental scan of assessment and data collection practices, formulate strategies and recommendations for the division moving forward, and analyze and report on annual Student Affairs activities.

Student Engagement and Success – reorganized to streamline the department reporting structure and ensure alignment with divisional strategic priorities.

Robert and Elizabeth Knight Distinguished Visitors Program: Eternity Martis Visit – collaborated with the Executive EDI Lead and the Vice-Provost (Academic Affairs) to host multiple events featuring acclaimed author, Eternity Martis, culminating in public lectures on the Fort Garry and Bannatyne campuses.

The Spirit of the Bison Award – a new award in collaboration with Bison Sports that recognizes a student athlete who has demonstrated exceptional resilience in the face of adversity.

New Student Affairs Website – reconceptualized to serve as a gateway to all Student Affairs departments, and a helpful resource for those seeking information and support.

Experiential Learning (EL) Strategy – established the EL Typology, UMConnect experiential learning platform, EL website, UM Competency Framework, and EL Partnerships Office.

Grow Your Community Fund – $25,000 in seed funding was made available to support individuals and grassroots student organizations to build community with students who identify as members of minoritized, marginalized, or under-represented groups.

WaitWell Virtual Queue System – this virtual queue technology was implemented in many Student Affairs offices that provide front line service to students. Students scan a code to join a virtual queue, are given an approximate time limit, and are notified when they reach the front of the line. Approximately 24,000 tickets and appointments were managed in this system.

Free Menstrual Product Pilot Project – in collaboration with the Associate VP (Administration) we are providing free menstrual products in 8 washrooms in the UMSU UC, and 1 washroom on each of the Bannatyne and William Norrie campuses.

Undergraduate Awards for Displaced Ukrainians – in collaboration with the Faculty of Arts and the Faculty of Science and thanks to matching dollars from the University, we are providing funding support for 13 displaced Ukrainian undergraduates, and coordinating a range of individualized wrap-around supports.

Strategic Enrolment Management – under the leadership of the Provost, commenced planning for upcoming meetings with each of the faculties to explore enrolment pressures, retention strategies, and opportunities for collaboration.

Charge Ahead – piloted holistic supports and programming for University 1 students facing barriers to academic success.

Our Vision

We inspire students to fulfil their highest potential.

Our Mission

We are leaders in cultivating exceptional student experiences.

> “An adventure is truly an understatement to describe this degree. Every term (more so every week), there was a new challenge I didn’t think I’d overcome. Way too many tears were shed, but with the support from people like you, I somehow survived. It’s really encouraging knowing the university I chose offers appropriate and effective support to students that need it the most.
>
> I truly cannot thank you enough for everything you did for me throughout this degree. You truly advocate for your students and make them feel fully capable of completing one of the most challenging experiences they’ll face in a lifetime.”



Our Values

In alignment with the University of Manitoba's values, every member of the Student Affairs team strives to be



Respectful



Inclusive



Innovative



Collaborative



Accountable

Our Goals

We will:

- Collaborate with campus partners to support students as whole people.
- Take meaningful action to address barriers to student access, retention, and engagement.
- Centre and promote holistic student well-being and resilience.
- Prioritize staff learning, growth, and development.
- Be strategic and intentional in our communications and amplify student voices.
- Employ evidence-informed and data-driven practices.

Office of the Registrar and Enrolment Services (ORES)

STUDENT RECRUITMENT & ADMISSIONS

We promote the advantages of a UM education to prospective students and their supporters, and facilitate all aspects of the admission process at the undergraduate level. Our consistently high conversion rates are a testament to the hard work of a talented recruitment team and the collaborative efforts of our colleagues in the faculties, colleges and schools.

Recruitment outreach and activities:



On-campus events

- Hosted two open house events that attracted over **4,500 prospective students** to campus.
- Provided campus tours and advising sessions to **250+ prospective students.**



Virtual recruitment

- Hosted an online **virtual open house** for international students.
- Created **10 online promotional seminars.**
- Provided **virtual campus tours.**



Domestic recruitment

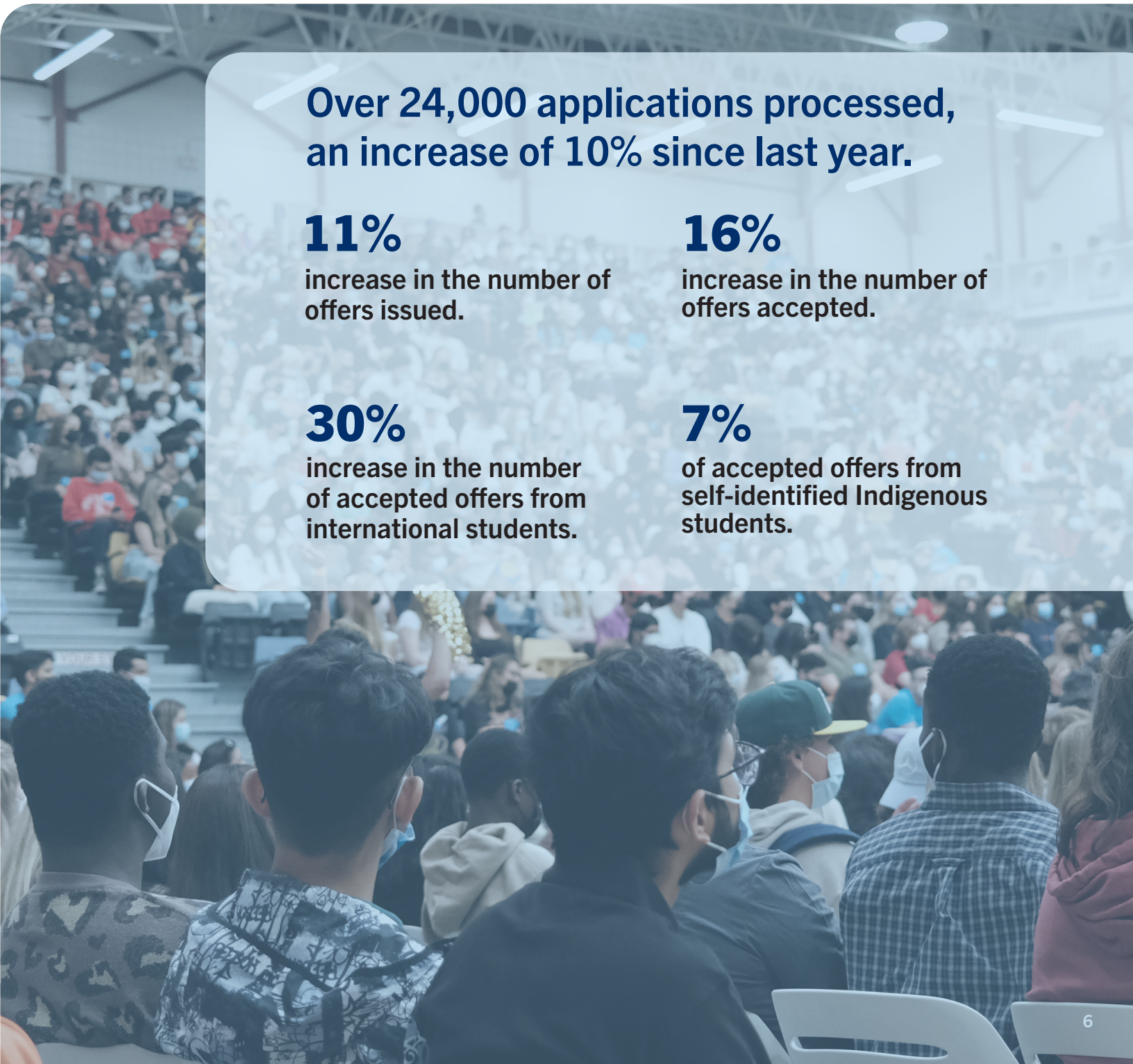
- Visited **50+** Manitoba high schools reaching **4,000+** prospective students.
- Attended **16** local fairs and met with **2,400 prospective students.**
- Connected with **1,100+** prospective students from other provinces through in-person and virtual recruitment activities.



International recruitment

- Connected with **4,000+ prospective students** from around the world via in-person travel and virtual recruitment initiatives.

> “Thank you so much for advocating for me throughout all of this – I’m delighted to call myself a Bison next year!”



Over 24,000 applications processed, an increase of 10% since last year.

11%
increase in the number of offers issued.

16%
increase in the number of offers accepted.

30%
increase in the number of accepted offers from international students.

7%
of accepted offers from self-identified Indigenous students.

Office of the Registrar and Enrolment Services (ORES)

FINANCIAL AID AND AWARDS

We are responsible for merit and need-based student awards and government-sponsored financial aid programs. We work in partnership with faculties and Donor Relations to establish and amend all awards, and in collaboration with the Faculty of Graduate Studies on emergency bursary support. We also coordinate the UM Food Bank in partnership with UMSU, and a range of other initiatives designed to provide support to students in financial need.

In 2022, the University of Manitoba created The **UM Emergency Bursary Fund** to support students in financial distress because of war, international conflicts, environmental catastrophes, or extraordinary life events.

Thanks to our generous donors, the initial **$1M** investment **grew an additional $372K**.

800K

UM Emergency Bursary Fund disbursed to students.

20%

of UM students receive government student aid.

2,000+

visitors to the UM Food Bank.

4x higher than pre-covid rates

> “A month into the Fall term, I began experiencing serious financial difficulties and found myself struggling to afford basic necessities like groceries. It was hard to focus on my studies when I didn’t know how I was going to get my next meal. I received a hamper full of food, and I felt a tremendous sense of relief and gratitude.”

Notable Collaborations

- Conducted financial literacy presentations to Bison Athletes, to the first-year students in ACCESS, and to first-year students in the Pathway to Indigenous Nursing Education (PINE) program.
- Collaborated with the First Year Centre to create a summer program for first-year entering students of the Schroeder Scholarship Program.
- Collaborated with the Rady Faculty of Health Sciences to streamline their process of disbursing emergency bursaries to students (from multiple days to an overnight process).

Award Disbursements

22 new awards that support Indigenous learners, and those who identify as minoritized, marginalized, and under-represented were approved in 2022.

$37.5M

$2.7M
in targeted awards for Indigenous students.

23,000
awards across all faculties.



Office of the Registrar and Enrolment Services (ORES)

REGISTRAR'S OFFICE

Three units deliver services, academic support, and the systems infrastructure necessary to serve students, staff, and faculty at UM:

Service and Records

We deliver student-facing services to current and former students, including frontline in-person student records support, exams coordination, and convocation planning and delivery.

Technology & Academic Support

We manage, oversee, and provide technical support for curriculum and courses, the University Calendar, class scheduling, academic assessments, degree audit, and academic advising.

Systems

We manage and control the functional areas of the student information system and related services that are within the scope of the Registrar's Office: course scheduling, registration, fee assessment, student records, academic history and progression, curriculum, degree completion, reporting and any related system functions.

We are also responsible for data analysis, system planning, customization, implementation and upgrade support, user security, training, and production operation.

18,000
Transcripts issued

14,000
Enrolment verifications issued

2,000+
Exams scheduled

5,000
Students graduated

263,000+
Degree audits run

88,000+
Audits for students exploring alternate programs

Highlights

Aurora Modernization Project

Banner Self-Service is being upgraded from Banner SSB8 to Banner SSB9, which involves multiple phases over a three-year period and will result in a more unified and seamless experience, time efficiencies for all stakeholders, and increased platform stability, security, and efficiency.

Upgraded ID System Software

With short notice, the current ID card management software was discontinued. The RO partnered with IST to implement a replacement software with increased security in a cloud-based solution.

Degree Audit

UM Achieve was used extensively by students and academic advisors in the 2021-2022 academic year: 263,163 degree audits were run. Of those, 34% were “what-if-audits” used to explore credit applicability to other programs.

Implemented Micro-Credential Tracking

Admissions, the Registrar’s Office, and IST worked collaboratively to create a customized Banner solution to support micro-credential admissions, registrations, reporting, and transcripts.

New Academic Calendar Software Introduced

CourseLeaf provides a more robust and responsive online calendar experience, increased security, powerful database-driven content, and a flexible workflow.

In-Person Convocation Ceremonies Resumed

In May 2022, the first in-person convocation ceremonies were held on campus after two years of virtual events.

In March 2023, approximately 1,000 graduates from 2020 and 2021 attended a special in-person ceremony at the RBC Convention Centre.

Convocation planning continues to incorporate Indigenous cultural components in partnership with the Indigenous Student Centre, and a range of aesthetic improvements and enhancements to the graduand and visitor experience, in collaboration with the External Relations team.



Student Support

HEALTH AND WELLNESS

We provide health and well-being promotion, education, in-person support, and programming in a supportive and non-judgmental environment for students, including alcohol and cannabis harm reduction, naloxone overdose response training, healthy sexuality, and mental health and wellness.

Healthy U Peer Health Educators receive extensive training to deliver Health and Wellness programs to students. In the process they develop valuable transferable skills such as active listening, planning and project development, group facilitation, and public speaking in areas related to health and wellness promotion.

10 Healthy U Peer Health Educators

850 Volunteer hours

23 Programs, Workshops & Events

900 Students reached

> "As a Healthy U volunteer during this academic year, I have learnt to be curious. To question the status quo. I have realized that unlearning is just as important as learning. I have learnt to lean into the uncomfortableness that accompanies important conversations, such as those surrounding diet culture and racism. I have also learnt to push myself to question societal views and societal systems, and to view life through a more empathetic lens."

Health and Wellness received a **Bell Let's Talk** Postsecondary Mental Health Fund Implementation Grant of **$100,000** to establish a new Student Wellness Centre at UM. Scheduled to open in Fall 2023, it will serve as an inclusive community space and resource hub for a range of peer-led harm reduction and mental health and wellness services.

Highlights

- Offered Pet Therapy events during Fall and Winter exam periods at the Fort Garry and Bannatyne campuses in conjunction with the St. John's Ambulance Society and other partners across the University.
- Participated in developing new draft Substance Use policies and procedures embedding harm reduction measures.
- Updated Alcohol webpages to reflect Canada's new low risk drinking guidelines, along with increased content related to social norms around drinking and ways to address binge drinking.
- Offered on-site consultations for patients at the Fort Garry University Health Service.
- Collaborated with the Winnipeg Suicide Prevention Committee to host a satellite event for Suicide Prevention Day.
- Launched Canadian Campus Wellbeing Survey – Student Version.



Student Support

SEXUAL VIOLENCE RESOURCE CENTRE

We provide support, education, resources and referral services for students, faculty, and staff whose lives have been affected by sexual violence. We work across all campuses from an intersectional, survivor-centered, and trauma-informed lens when providing support to community members who are pursuing accommodations, healing, accountability, and a shared understanding of consent.

SVRC services include:

- Assessing needs, clarifying options, and identifying next steps.
- Coordinating support plans, including community resources and referrals.
- Providing practical assistance, such as finding alternate living arrangements or employment.
- Implementing course and workplace accommodations as interim measures.
- Hosting on-site and remote counselling with dedicated Klinic sexual assault counsellors.
- Offering sexual violence prevention and education initiatives, including the online Sexual Violence Awareness Course, Bringing in the Bystander training, Responding to Disclosures workshops, and others.

This year we launched the **Safer Social Events Team (SSET)** comprised of trained student peers who are deployed to alcohol-centered student events on campus to increase safety, promote harm reduction, and intervene in potentially risky situations.

15 team members **26** events **1,798** contacts

SSET participation is mandatory as part of the approval process for all UM on-campus events that require a temporary alcohol permit. In addition to harm reduction and health promotion, SSET members have supported students who have been harassed, have overconsumed alcohol, and who need assistance in arranging safe transportation home.

Feedback from students and event organizers about the SSET 'Yellow Shirts' team has been uniformly positive.

Support

143 inquiries & consults
▲ 94%

337 triage & support appointments
▲ 66%

> "I feel like my life is getting back to normal and I am very happy about that. Your support really helped me get through the difficulties and focus more on my courses and research. I appreciate all you do."

Education & Prevention

Bringing in the Bystander Training

Resumed in-person vs. online Bringing in the Bystander (BITB) training in partnership with Residence Life, Athletics, and UMSU and collaborated with UMSU to ensure BITB sexual violence prevention training is mandatory for all student leaders.

43
workshops

968
student participants

Sexual Violence Awareness Course Digital Badges

Implemented digital badges for UM community members who complete the online Sexual Violence Awareness Course.

4,605
badges issued since course re-launched in 2020

SVRC Education and Program Officer

Responded to growing program needs by creating this new position, responsible for in-person and online education, prevention, and program initiatives of the SVRC.

Responding to Disclosures

Developed and offered staff and student versions of Responding to Disclosures workshops in collaboration with Student Advocacy, Office of Human Rights & Conflict Management, Human Resources, Health and Wellness, Student Services at Bannatyne Campus and Student Residences.

7
sessions

24
staff participants

57
student participants



Student Support

SPIRITUAL CARE AND MULTI-FAITH CENTRE

We provide spiritual care to the university community. Whether individuals identify as spiritual, atheist, religious, or agnostic, we recognize, affirm, and work with their existing values and beliefs.

New Initiatives

- In **February 2022** a new Spiritual Care and Multi-Faith Centre was opened on the fifth floor of UMSU University Centre. This new centre provides enhanced facilities and office space for members of the Spiritual Care Team, including Chaplains and Elders-in-Residence.

  The Multi-Faith Centre is a large, bookable gathering space available for meetings, ceremonies, spiritual gatherings, and other programming, which has been approved for smudging and for the use of alcohol in religious ceremonies by designated spiritual leaders.

- Provisional prayer space was allocated on the Bannatyne campus to accommodate the considerable need for prayer space for the Muslim community at the Rady Faculty of Health Sciences. Work is currently underway to designate and develop a permanent multi-faith centre on the Bannatyne campus.

> “It has served as a place of physical, mental, and spiritual sanctuary where I can retreat from the busyness of school.”



Highlights

- Offered a wide range of spiritual health-related practices from diverse traditions, including Theravada Buddhist guided meditation sessions, Falun Dafa mindful practices, and Muslim women gatherings, along with interfaith gatherings and racialized trauma workshops.
- Organized ‘Spaces for Solidarity’ gatherings to support students affected by international incidents (e.g., war in Ukraine; death of Mahsa Amini; earthquakes in Turkey and Syria).
- Offered weekly ‘Bouncing Back to the Beat’ drop-in drumming circles as a group wellness activity and fun way to connect with others, de-stress, and learn how to drum.
- Organized ‘Wisdom Wednesdays’ interfaith speakers’ series in which community leaders address a range of challenges, including despair, climate change, and racism with the aim of inviting dialogue about the diverse ways we can respond with hope and a commitment to action.
- Drop-in meditation and reflection times available daily at the Multi-Faith Centre.

Student Support

UNIVERSITY HEALTH SERVICE

We offer two health clinics that provide effective, patient-centered, multidisciplinary primary care:

- treatment of chronic and short-term health concerns
- travel health counselling and immunizations
- diagnosis and treatment of mental health concerns
- regular check-ups
- pregnancy care
- health promotion programming

New Initiatives

A new, state-of-the-art medical clinic opened in **August 2022** on the Fort Garry campus following the redevelopment of the former University Health Service space on the lower level of UMSU UC. This expanded facility offers a more comfortable, spacious, and functional environment, resulting in an improved patient experience, and enhanced laboratory facilities, larger examination and consultation rooms, and other on-site amenities.

A new health clinic also opened at the Bannatyne campus to serve learners in the Rady Faculty of Health Sciences. Located in P309 Pathology Building, the UHS Bannatyne Clinic is currently staffed by physicians and nurses from the Fort Garry location on a rotating basis.

Support

2,345 ▲ 9%
Student patients

Top presenting concerns:

1. Anxiety / Depression
2. ADD / ADHD
3. Complete physical exams / Contraceptive counselling



Student Support

STUDENT COUNSELLING CENTRE

We provide free confidential counselling and mental health support to UM, English Language Centre, and International College of Manitoba (ICM) students.

Students who contact SCC are provided with the level of support that best meets their needs, which includes referral to any of the following services, along with other on- or off-campus resources:

- Individual counselling services
- Counselling workshops and groups
- Self-directed and online supports
- Learning disability assessment services

Embedded counsellors are available to students (following SCC intake) in Migizii Agamik, Architecture, Law, Music, Nursing, and Graduate Studies.

In addition, we provide consultation and outreach programming to staff and faculty, including critical incident stress management services, crisis support when a UM community is impacted by tragedy, workshop facilitation, and classroom presentations on topics such as stress management, becoming trauma informed, and communication skills.

We also serve as a practicum and field placement site for students in Counselling, Clinical Psychology, and Social Work, along with a nationally accredited Psychology Residency Program for doctoral students in Psychology. The SCC is fully accredited by the International Accreditation of Counseling Services (IACS).

New Initiatives

New intake and crisis support procedures

New procedures enhance student access and provide timely support when urgently needed.

Students can pre-schedule initial intake counselling appointments one week in advance in person or via telephone.

Additional staff resources have been allocated to provide emergency triage services, improving accessibility for students in need of urgent support.

Die Schöne Müllerin Project

In collaboration with the Desautels Faculty of Music, the SCC embedded counsellor participated in the Die Schöne Müllerin Project presented at the University of Ottawa and Wilfrid Laurier University.

This project melded live musical performances with mental health discussion to provide very powerful messaging to all in attendance and will be offered at UM in future.

Commitment to EDI

SCC reaffirmed its commitment to EDI this year through staff professional development related to intercultural competence, trans-affirming care and practice, and working with Muslim and war-affected Ukrainian students.

We also began reviewing our practices and procedures through a de-colonizing lens to reduce barriers to care for Indigenous students.

Single Session Therapy

A new Single Session Therapy service was introduced as an additional individual counselling support to provide timely assistance to students with a focused mental health need.

Highlights

- Created a new online resource for staff and faculty, 'Supporting Students in Distress,' which has **2,301 pageviews** on the UM Intranet since launch.
- Resumed assessment services through the Learning Disability Services Clinic operated in conjunction with the Psychological Service Centre.
- Attained departmental reaccreditation through the International Accreditation of Counseling Services and renewed accreditation for the Psychology Residency by the Canadian Psychological Association.
- Increased social media presence through the creation of a @UMStudentCounsellingCentre Instagram account, with over 1000 followers.

> "My counsellor saved my life. I was struggling so much that I wasn't sure I would survive until I met her.
>
> She is the biggest support I've had in the university and can say with 100% certainty that I would not be graduating without her help."

1,343
Student clients

6,056
Appointments
individual counselling and groups

2,152
Students
attended outreach and tailored workshops



STUDENT ADVOCACY AND CASE MANAGEMENT

STUDENT ADVOCACY

We provide confidential services related to student complaints and concerns and serve as a general information source for students regarding their rights and responsibilities.

Highlights

- Converted two term positions for Student Advocates to continuing positions.
- Partnered with the International Centre and the Faculty of Science to offer webinars for students on probation/suspension to understand their academic situation and inform them of supports available.
- Increased accessibility for more urgent/time-sensitive or complex cases by implementing new scheduling practices for student appointments.
- Hosted 1 Social Work field placement student.

1,891
Students

Self-Declaration Policy

Student Advocacy played a lead role in developing a new Senate-approved self-declaration policy for short-term student absences, including webpages for students and staff/faculty addressing FAQs about the new procedures.

Building Connections Series

Thanks to a UM Indigenous Initiatives Grant, Student Advocacy launched 'Building Connections', a series of monthly lunch gatherings of Student Support staff with students and staff at Migizii Agamik and at the Bannatyne campus.



STUDENT SUPPORT CASE MANAGEMENT

We provide a variety of services intended to increase the safety and well-being of students, including:

- Information and support in connecting with campus and community resources.
- Safety planning for students in crisis or those who are concerned about a student.
- Coordination of support plans to provide an integrated team approach.
- Liaising with allied units to support academic standing and progress during times of crisis.
- Consultation and education related to student safety and well-being.

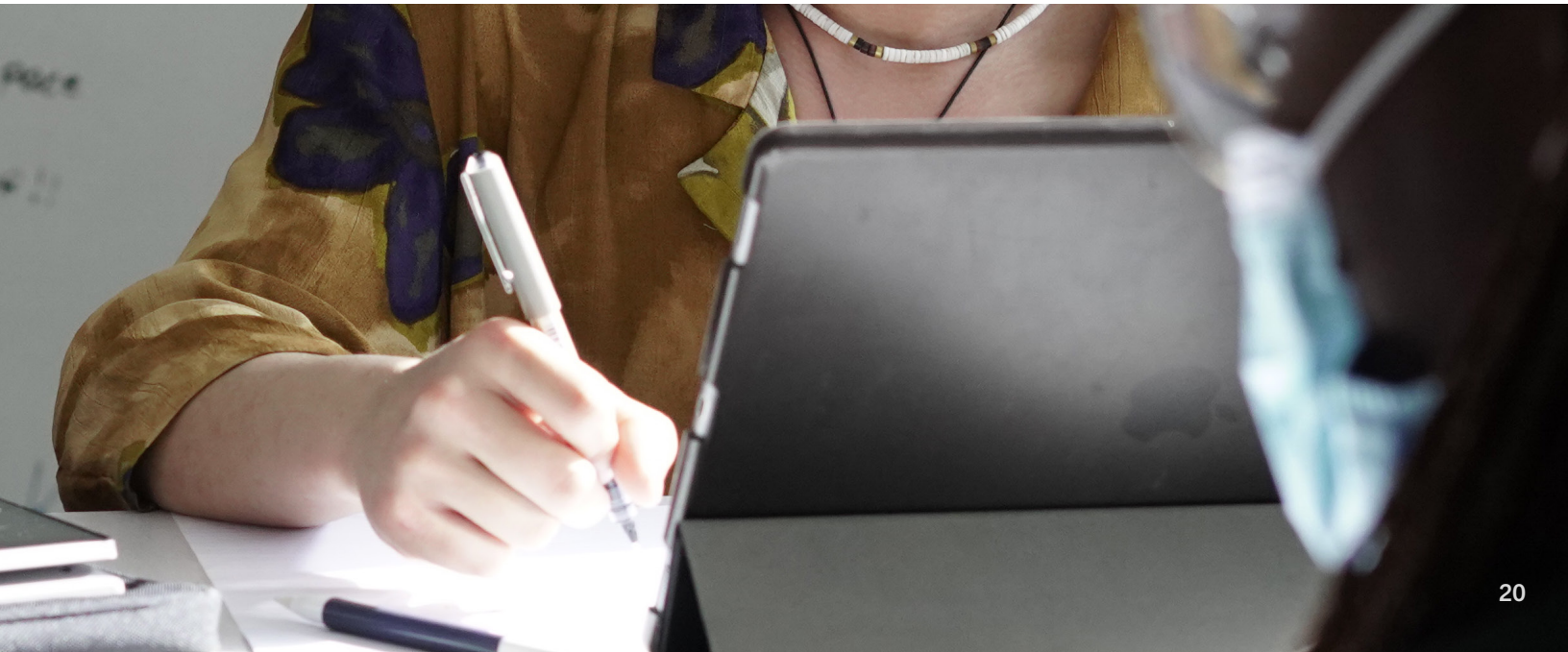
Highlights

- Hosted 1 Social Work field placement student.
- Implemented Titanium, a new electronic scheduling and record-keeping system to enhance data management.

227
Students

802
Appointments

> “Even though it has been one of the most difficult situations in my life, I cannot be more grateful with you for all the support I received from you. The fact that you took the time to look for a place for me to stay and ways to pay for my tuition or even helping me to withdraw from a course I failed were reasons that allowed me to move forward and move away from people that were doing harm in my life.”



Student Support

STUDENT ACCESSIBILITY SERVICES

We provide support and advocacy for students with documented disabilities, including hearing, injury-related, learning, mental health, medical, physical, visual, or temporary disabilities. Our services include:

- Academic accommodations for tests and exams, coursework, or campus accessibility.
- Note-taking assistance and transcription.
- American Sign Language interpretation.
- Assistive technology/alternate format materials.
- Classroom equipment.
- Academic attendants.
- Consultation, education, and outreach presentations.



New Initiatives

- Implemented new technology to support the online intake procedure for student registration with SAS and an online system for managing appointments, exams, volunteer notetakers, and letters of accommodation.
- Made Kurzweil 3000 assistive technology software available free of charge to all SAS students.



Highlights

- Converted two Student Accessibility Coordinator positions from terms to continuing to address unprecedented service demands.
- Supported post-pandemic return to in-person tests and exams, with many invigilated in a temporary centralized location (Machray Hall – Jim Peebles Science and Technology Library).
- Provided American Sign Language interpretation at recruitment and orientation events for students, parents, and the public.
- Participated on Accommodation Teams for every faculty and college to support accessibility and accommodations in relation to program academic requirements.
- Collaborated with the Indigenous Student Centre to streamline the referral process.

2,385 ▲18%
Students Registered

11,757 ▲31%
Accommodated exams

1:400
Accessibility Coordinator to Student ratio
Recommended caseload is 1:100

49,529
Office contacts

> “I just wanted to send a HUGE thank you to you and the SAS team. I passed my second math test with an 85%! My whole life I never thought I'd pass university level math, but I'm only one test away from graduating with my bachelor’s degree. If it wasn't for the help of SAS, I don't think I would have made it this far! It's really boosted my confidence knowing I have the time I need to properly concentrate and finish my tests, and in a way, it helps me study confidently as well… it all ties together I guess!”



Student Support

STUDENT SERVICES AT BANNATYNE CAMPUS

We function as a service hub for students and residents in the Rady Faculty of Health Sciences, providing dedicated on-site intake/triage, counselling, and mental health supports, including psychiatric and psychological assessment and consultation through the Student Mental Health Service.

Additional services are offered by staff members from many Student Affairs units, including:

- Academic Learning Centre
- Career Services
- Student Accessibility Services
- Student Advocacy
- Spiritual Care
- Financial Aid and Awards
- International Centre
- Health and Wellness
- Academic Integrity

New Initiatives

- Stabilized staffing by securing continuing funding for a second Intake & Triage Specialist and a second Counsellor to maintain on-site accessibility to preventive, developmental, and therapeutic mental health services.
- Participated in the EDI Community of Practice.
- Staff received professional development training on addressing racialized trauma.
- Collaborated with the Master of Occupational Therapy BIPOC Collective, the Dean's Office, the Director of Anti-Racism, and others to enhance EDI within Medical Rehabilitation Sciences.
- Participated on the newly developed Safety and Human Rights Committee established by the Executive Lead, EDI.



Highlights

- Attained certification to deliver ASIST (Applied Suicide Intervention Skills Training) workshops.
- Offered embedded programming in Dentistry and Medical Rehabilitation Sciences.
- Provided preparatory and follow-up services to learners participating in the Canadian Residency Matching Service (CaRMS).
- Collaborated with Financial Aid and Awards to establish a Bannatyne Food Bank in October 2022. 10 learners have accessed services since its inception, though some students may alternately opt to access service through the UM Food Bank on the Fort Garry campus.
- Served on the newly developed Family Centre Support Working Group.
- Offered 45 workshops, presentations, and outreach initiatives and collaborative programming with the English Language Centre, Ongomiizwin Education, UGME, PGME, UMSU, and HSGSA, reaching well over 2000 learners.
- Collaborated with Student Mental Health Service to offer Cognitive Behavioural Therapy and mindfulness (CBTm) programming, including 20 online facilitator-led classes.
- Participated in Bell Let's Talk activities and the Mindful Campus Room at Bannatyne.
- Collaborated with Health and Wellness to offer 2 Pet Therapy programs at Bannatyne in fall and winter terms for 88 learners.

> "I just wanted to let you know that I have successfully matched to the residency program! I am really excited to start this next chapter of my life and I wanted to thank you for all the support and mentorship you have provided me!"



Student Support

CAMPUS MENTAL HEALTH FACILITATOR

A partnership between Student Affairs and Human Resources to provide leadership on campus mental health initiatives and mental health promotion and education for students, staff, and faculty.

Develops and implements programming in support of mental health and wellness for students, staff, and faculty.



New Initiatives

- Established a comprehensive new Mental Health website and UM Intranet site that includes online mental health resources and the 'Success Through Wellness' Implementation Toolkit.
- Coordinated a new 'Wellness and Mental Health Grants' program intended to foster student, staff, and faculty participation in developing localized mental health and wellness activities.
- Supported initiatives funded by a Bell Let's Talk Kickoff Grant, including supervision of the Mental Health Education Facilitator, who conducted consultations to explore current gaps in UM mental health education and awareness, offered workshops increasing awareness of risk and protective factors affecting 2SLGBTQIA+ persons' mental health, and created videos to increase resource awareness and effective referrals for students, staff, and faculty.



Highlights

- Offered 3 Mental Health First Aid (for Adults Supporting Youth) training sessions to 36 UM employees.
- Supported the coordination of 37 events for THRIVE Week in support of employee wellness in the workplace, of which 7 involved other Student Affairs Staff.
- Deployed the Canadian Campus Wellbeing Survey – Employee Version in collaboration with Human Resources and the Vice-Provost (Academic Affairs).
- Delivered 9 workshops on stress, resilience, and wellness across campus, and collaborated with partners including Health & Wellness, the Spiritual Care & Multi-Faith Centre, and the Office of Sustainability on additional initiatives such as Gardening with Purpose events, Taiko Drumming, and Mindful Campus Rooms during Bell Let's Talk week.
- Supervised 3 Mental Health Program Assistants.

ENGLISH LANGUAGE CENTRE

We provide intensive language instruction in English for Academic Purposes designed to benefit multi-language learners preparing to study at an English-language university. We also offer part-time academic English training for students who are currently enrolled in degree study and community members looking to improve their fluency.

The Intensive Academic English Program (IAEP) offers 3 conditional admission pathway options through the ELC: to **UM Undergrad Programs, Intensive Extended Education Programs, and ICM.**

ELC students have a **96% graduation rate** from the program, and of those, **82% go on** to another program at UM.

New Initiatives

- Student Affairs, the Faculty of Graduate Studies, and UMGSA began a 5-year collaboration to subsidize Part-Time Academic English Courses, increasing accessibility for graduate students.
- Partnered with Bison Sports, so that recruited athletes may be offered athletic scholarships to help cover tuition and fees to study in the IAEP Level 5.
- Piloting access for ICM UTP (University Transfer Program) Stage II students to selected Part-Time Academic English Courses so that they can improve their writing and oral English skills.
- A new **2-hour Small Talk Strategies** for the Classroom workshop was designed for EAL learners, focusing on cultural norms and expectations with opportunities to practice small talk in a safe environment. **Over 40 students** participated in the pilot offerings of the workshop.

Highlights

- Coordinated focused recruitment in Latin America, including in-person fairs in 5 countries (Argentina, Colombia, Ecuador, Panama, Peru), and 10 days of virtual fairs in 15 countries (Argentina, Bolivia, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru, and Venezuela).
- The ELC continues to incorporate aspects of the Inclusion Framework and Indigenous content into the curriculum.



Student Engagement and Success

NEW STUDENT ORIENTATION

We collaborate with campus partners to facilitate a welcoming environment and deliver supportive programming for new students that helps them to feel a sense of belonging, agency, and self-efficacy throughout their first year of study. From the summer months through the first year at UM, we offer specialized programming, resources, and supports with the unique needs of new students in mind.

Highlights

June 18

16 Welcome to the Herd sessions

1,700+ participants

Welcome to the Herd saw **over 1,700 new students** and their supporters welcomed to campus to take in information sessions and campus tours.

July

11 Get Ready To Register sessions

1,499 participants

Virtual **Get Ready to Register** sessions were designed specifically to help all new students make choices and decisions about target programs, course selection, timetabling, and registration in classes.

August 10

12 Ready to Roam sessions

1,100+ new students

Ready to Roam prepared **over 1,100 new students** with campus tours, 8 special lectures, and 4 study skills workshops.

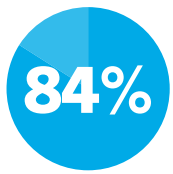
September

47 Prep Week sessions

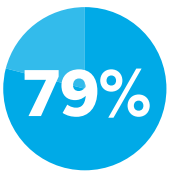
2,740 total session attendance

Prep Week was held as a hybrid week of virtual and in-person sessions presented by faculties and units from across campus, with a daily Special Lecture. **Over 500 students** participated in sessions.

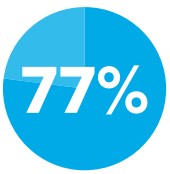
Students agreed **Prep Week** helped them feel:



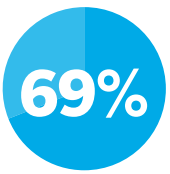
prepared to learn at UM.



more confident about becoming a UM student.



more comfortable about starting university.



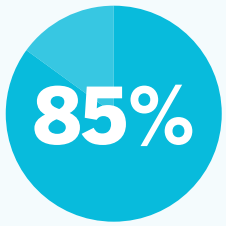
more connected to the UM community.

January 6

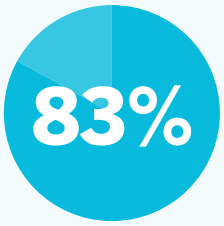
3 Winter Orientation sessions

275 new students

UM Essentials is a set of modules in UM Learn designed to support in-person Orientation efforts, by providing a resource that can be completed in preparation for UM studies. It also offers a place for students to return as information and resources become relevant to their individual experience.



felt prepared to start their studies next term



now **know how to locate and contact** services and supports



Investor's Group Athletic Centre was close to capacity with nearly

3,500 new students at the Welcome Ceremony on September 6.

As part of Welcome Day, students attended sessions, had fun at the pep rally and enjoyed lunch and an Info Fair on the Curry Pedway and UMSU UC patio.

ORIENTATION VOLUNTEERS

5 Orientation Team Leaders (OTLs) → **650 hours contributed** → **Supervised 153 volunteers** → **2020 hours contributed**

> "The OTL experience was one of the most fruitful and valuable experiences in my life so far. I was challenged to grow, to work towards something big, met and bonded with amazing people, and got to know myself a lot better."

Student Engagement and Success

STUDENT TRANSITIONS AND SUCCESS CENTRE

We provide advising supports, programming, and interventions that are intentionally designed to help students navigate the many transitions they experience throughout their university career, with a particular focus on the first-year experience, students at risk of not progressing, and those who have traditionally faced barriers to access or academic success.

First Year Centre is staffed by academic advising and support staff who are experts on the first year experience.

University 1 is a direct entry admission program that provides a unique, flexible approach for first year students who are exploring their options or who are planning to transition to advanced entry programs.

University Advising Services plays a central role in supporting academic advisors across the institution, in both academic and student support units.

Student Transitions develops and delivers intentional programs and interventions that support students in the many transitions they experience, with a particular focus on those who are at risk of not persisting.

Military Support Office provides academic advising services and assessment of military courses and training for degree credit at UM and other Canadian post-secondary institutions, for military personnel.

Virtual Advising Help Centre connects students with UM resources and supports through live chat, phone, email during office, evening, and weekend hours.

Highlights

Charge Ahead program

The Charge Ahead program was established to support students facing barriers to academic success during their transition to university studies.

Trained students delivered peer-to-peer supports, resources and referrals, supplemented by holistic programming based on individual needs.

The program saw 220 student connections (138 unique students) in individual and group activities.

Military Support

This year, the office supported 353 students and conducted 274 assessments of military courses.

Bison+

Designed in collaboration with Bisons coaches, Bison+ is a unique academic support program that helps student athletes balance their academic and athletic responsibilities.

Schroeder Scholars

In collaboration with Financial Aid and Awards, successfully piloted summer transition programming for 14 inner-city students who were recipients of the Walter and Maria Schroeder Foundation scholarship.

Student Parents

A new community was established for students with family responsibilities along with opportunities for virtual and in-person meet ups, a resource and online discussion hub through an MS Teams group, and a new website.

The Herd

Partnership with Bison Sports to create Bison Pride initiative, ‘The Herd,’ and hiring of two Bison athletes to serve as leaders. Initiated the @UMHerd Instagram account, and gained over 600 followers in the Winter term.

We partnered with St. Mary's University to pilot the Trees app with U1 students in the 22/23 academic year. Trees generates curated menus of UM resources based on an individual student's academic and personal interests. **326 active users** generated **498 action plans**.

96.7% of students who used the app reported that it made their transition to UM easier.

4,565
Individual academic advising appointments

11,642
Front desk triage contacts

13,703
Virtual Advising Help Centre contacts (phone, emails, chat)

119,437 pageviews

The First Year Planning Guide is an online document with essential information on how to select and register for courses and help students plan their first year of study.

3,834 reached weekly

The UMFirstYearCentre Instagram account was launched during the pandemic – this year saw a **126% increase** to **4247 followers**, a weekly reach of 3834, and 410 weekly interactions.



ACADEMIC LEARNING CENTRE

We support the development of students' academic skills, with a particular focus on writing, researching, learning, and academic integrity. Through peer-to-peer programs such as Tutoring and Supplemental Instruction, a large team of student staff and the ALC instructors deliver academic supports, workshops, and services. We also coordinate and deliver the ARTS 1110 (Introduction to University) credit course.

The Academic Integrity team supports student academic development through educational programming and post-discipline triage for students involved in cases of academic misconduct and works collaboratively to promote academic integrity.

New forms of tutoring introduced to ensure greater access to timely support, such as asynchronous email feedback, live-online video chats, and more evening and weekend tutoring.

8,002 ▲5.5% **tutoring appointments**

7,027 **hours writing tutor appointments**

2,772 ▲14.2% **tutoring clients**

80+ **courses with Content & Study Skills tutoring offered**

> "My tutor was very helpful with his insight and understanding of chemistry. He was patient, and explained the concepts in a way that I could understand. He truly goes above and beyond with the tutoring sessions he runs, as he truly wants others to understand, do well, be successful, and to enjoy chemistry as a whole!"

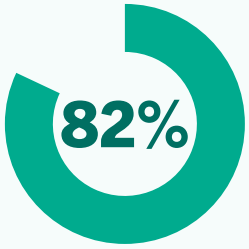
95%
of students agreed their tutoring session was useful.



Supplemental Instruction (SI) sessions are free weekly review sessions in historically difficult classes facilitated by a peer leader who has previously completed the course.

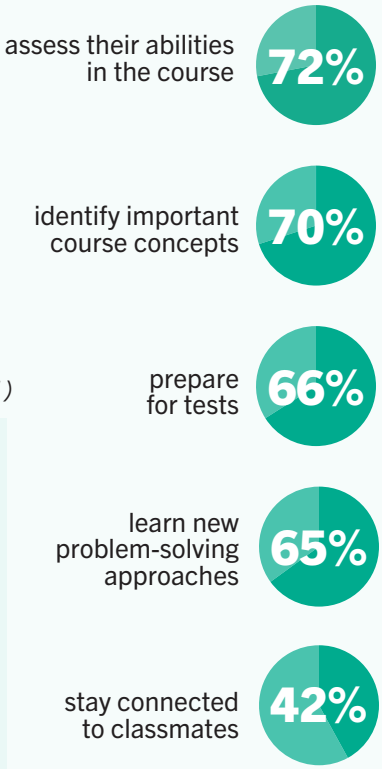


would recommend SI to other students



agreed that SI helps them understand course content

Students agree that SI helps them:



SI improves students outcomes:

In **CHEM 2100** *(Fall 2021)*

SI participants were

4.5x more likely to successfully complete the course.

SI participation correlated with higher final course grades

+1.0 grade points *(one full letter grade)*

In **first year CHEM courses** *(Fall 2021)*

SI participants were

2x more likely to successfully complete the course.

SI participation correlated with higher final course grades

+0.5 grade points *(half a letter grade)*

Highlights

- UM Librarians presented content in each section of ARTS 1110 and new activities were added as part of a renewed and targeted focus on developing students' information literacy and digital literacy skills.
- Establishment of a new Academic Integrity Specialist term position made it possible to develop new resources (workshops, website content), facilitate more events, and engage in more outreach.
- A new tutorial for post-discipline education "Reflections on Academic Integrity" was developed on UM Learn. To date, **612 students have been referred** through the post-discipline process and **401 students have completed the course**.

194 ALC Workshops — **4,818** participants

16 Academic Integrity workshops — **557** participants

CAREER, COMMUNITY, AND EXPERIENTIAL LEARNING CENTRE

We support the University of Manitoba's Strategic Priority of Experiential Learning by building relationships, providing guidance, and facilitating meaningful experiences that support students in their personal, career, and community development. A recognized campus leader, we educate and guide students to thrive in their life and work journeys, and bridge the University and the greater community.

CAREER SERVICES

3,150 appointments & drop-ins

567 workshops & presentations

1,519 clients

3,386 participants

The UM Career Compasses have received increasing traffic over the last year; 46,181 pageviews across all compasses - a 57% increase from last year.

Onyx Initiative

UM became an educational partner with Onyx Initiative in spring 2022. Career Services facilitated this partnership, coordinates regular information sessions for UM students, and continues to help build greater awareness of this career development programming for Black post-secondary students in Canada.

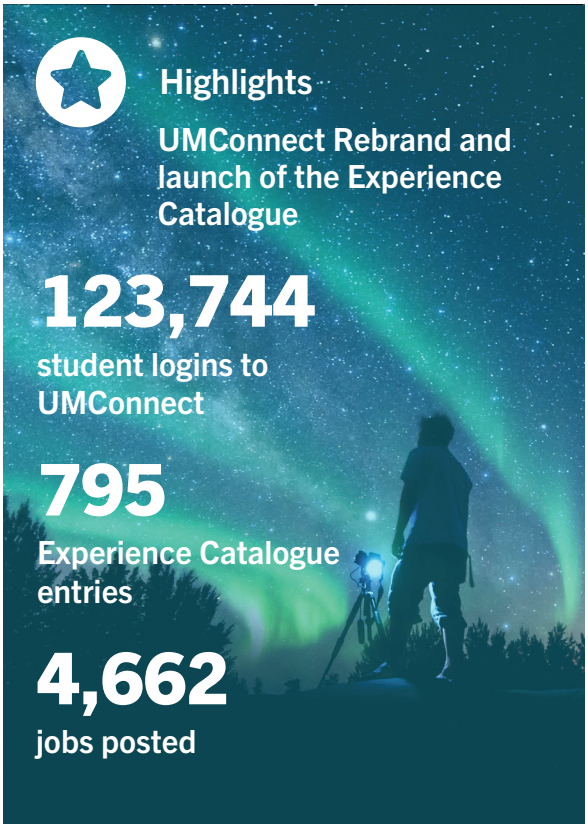
Highlights

- Largest ever annual Career Fair with a record 118 exhibitors
- 25th anniversary of Work-Study Program, with 92 on-campus student positions



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EXPERIENTIAL LEARNING PARTNERSHIPS



Riipen Level UP

Promotion of Riipen Level UP to students and Manitoba employers by EL Partnerships: a program that empowers and matches student talent from top schools across Canada with paid short-term, remote projects from thousands of diverse employers. Last year, **95 students** completed a Level UP project, receiving a total of **$131,600**.

Arts Career Apprenticeship Program

Partnership with Faculty of Arts and Yes! Winnipeg/Economic Development Winnipeg to administer the Arts Career Apprenticeship Program (ACAP), which provides an opportunity for Arts graduates to complete a 12-month placement with an employer. **48 arts students** are participating in the program and associated career development programming (including workshops on job search, applications, and interviews) this year.

Newly created EL Partnerships office

New funding allowed for the creation of the Experiential Learning Partnerships office, with three staff dedicated to supporting the EL initiative and connecting industry and community partners with UM.

COMMUNITY ENGAGED LEARNING

Highlights

- 14 Indigenous land-based learning opportunities in partnership with Elders and Knowledge-Holders
- 7 programs run with 80 students, 30+ community partners
- 9 Poverty Awareness workshops for 431 students, with 90% planning to implement their learning in their professional work
- 3,449 pageviews on “Working in Good Ways: A Framework and Resources for Indigenous Community Engagement”

STUDENT LIFE

Highlights

- Introduction of Peer Involvement Advising; 350 students supported through outreach

> “Highly interactive and fun way to learn, grow, develop, and navigate through initial months in the university in a supportive, growing and safe environment.”

- Group mentoring model introduced, allowing for participation of 178 new students with 31 peer mentors
- 61 Emerging Leaders awarded in 2022
- Held 185 workshops, events, presentations, and other programming with student attendance totaling 2967

> “Participating in the community leadership program has been a transformative experience for me. I have learned a lot about myself, my community, and the power of collective action.”

INTERNATIONAL CENTRE

We support 6,601 international students from 80 countries, and advance programs, services and educational activities aimed at promoting intercultural competencies, global citizenship and international engagement.

Highlights

- Two International Student Advisors started Regulated International Student Immigration Advisor (RISIA) designation training to enable us to deliver immigration advising in-house commencing Fall 2023.
- Secured new funding for outbound mobility for 2023-2025 for a total of $300,000, with 80% going directly to participating students (priority to Indigenous students, students with disabilities, and low-income students).
- 5 awards managed through IC disbursed a total of $51,275 to 47 recipients across 12 faculties and programs.

Advising & Support

3,205
international students received advising

6,470
advising appointments

1,057
international students attended IC Orientation

22
Advising workshops

session attendance
764

Advising workshops were offered on topics such as employment, immigration, income taxes, and housing, as well as a Culture & Connection series.



Student Mobility

Inbound Exchange

- 34 exchange students from 22 partner universities in 11 countries were welcomed to UM. They were supported through 2,364 advising interactions from the time of their nominations through the conclusion of their exchange.
- 20 UM students volunteered as Exchange Buddies for these students, and 10 social events were held through the academic year to create an outstanding experience.
- 4 virtual presentations were facilitated for prospective students at partner universities to promote UM as an exchange destination.

Outbound Exchange

- 23 UM students participated in exchange starting Fall 2022.
- Participated in and/or led more than 10 events promoting exchange to existing and potential UM students. Advised 156 students on exchange-related issues.
- By January 2023, 50 UM students applied for outbound exchange for summer 2023.

Most common international student home countries

1. Nigeria
2. India
3. China
4. Bangladesh
5. Iran

Intercultural Programs

- Intercultural programming includes Welcome Mentors, Intercultural Leaders, and Language Exchange programs. A total of **301 students** (domestic and international) participated in the three programs during the year.
- **126 international students** participated in Wednesday Weekly Conversations to help students with language, pronunciation, and other verbal communication skills.

WUSC EUMC

3 new WUSC scholars welcomed in August 2022 through the Student Refugee Program, joining 13 other students currently enrolled at UM.

Submitted intent to sponsor 4 new scholars for the 2023-24 year, scheduled to arrive in August 2023.

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