



STUDENT AFFAIRS ANNUAL REPORT 2023-24

Cultivating Exceptional Student Experiences at the University of Manitoba

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VICE-PROVOST (STUDENTS)

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Student Affairs acknowledges, with humility and gratitude, that the UM campuses are located on the original lands of the Anishinaabeg, Ininewuk, Anishinewuk, Dakota Oyate, and Denesuline peoples, and on the National Homeland of the Red River Métis. 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

I am immensely proud of the Student Affairs team and the progress that was made in 2023/24 to address our stated goals. While moving this good work forward they supported students in navigating the enduring impact of the COVID-19 pandemic, global events, complex mental health challenges, food insecurity, and significant government policy changes. Ultimately, the breadth and scope of their activities and accomplishments from April 1, 2023 to March 31, 2024 are evident in the highlights featured on page 3 and throughout this report. I am grateful to work alongside this talented, responsive, and adaptable Student Affairs team, whose student-centered approach is a tremendous source of inspiration to me.

Of course, collaboration with students, staff and faculty across our campuses, and with community partners here and abroad is key. We could not deliver on our promise of an exceptional student experience without these partnerships – thank you. It is a privilege to engage in this work with you every day.

As we reflect on all that was accomplished in the 2023/24 academic year it is clear that there is still much work to do. I am looking forward to the year ahead and, as always, the many opportunities to lead change together for a better Manitoba and world.



Student Affairs

We are a first point of contact for academic administrators, faculty, students, staff, and community members.

Highlights of division-wide initiatives implemented over the past year:

Institution-wide classroom optimization process successfully revamped.

New Advising dashboards and deferred exam workflow launched.

\$12,155.00 committed to support a sense of belonging on campus through the inaugural Grow Your Community Fund, established thanks to Strategic Initiatives support.

The International Centre launched a new newsletter, an airport welcome, a pre-arrival course, a winter clothing library, and enhanced immigration advising through new RISIA certified International Student Advisors.

New online micro-training program for International partner agents launched.

New webinars developed by Student Advocacy for students on probation and suspension.

New processes implemented for IRCC verifications and the issuance of Provincial Attestation Letters to international applicants.

Grand opening of new University Health Service clinical space and the official opening of the new Student Wellness Centre.

Under the leadership of the Provost, held Strategic Enrolment Management meetings with each of the faculties to explore enrolment pressures, retention strategies, and opportunities for collaboration.

New Career and Professional Development course launched by the CCELC in UM Learn.

New referral process to Charge Ahead established for all students in Arts, Engineering, Science, and U1 who don't meet minimum academic requirements.

New Student Counselling Centre groups and workshops introduced, such as Queerly Beloved, Anti-Racism workshop, Responding to Microaggressions, and Healing from Racialized Trauma.

New Healthy Relationships curriculum launched by the Sexual Violence Resource Centre.

Supported by Strategic Initiatives Funds, space projects in Student Engagement and Success got underway: Connection Desk and Charge Ahead office.

Achieved the first milestone of the Aurora Modernization Project with the implementation of the New Aurora Launch Page.

New student drop-in office hours at Degrees with the Vice-Provost (Students) and Vice-Provost (Equity)—over twenty meetings with student communities held.

Expanded services for Bannatyne learners launched (ID card pop-ups and online services, food bank expansion, welcome activities).

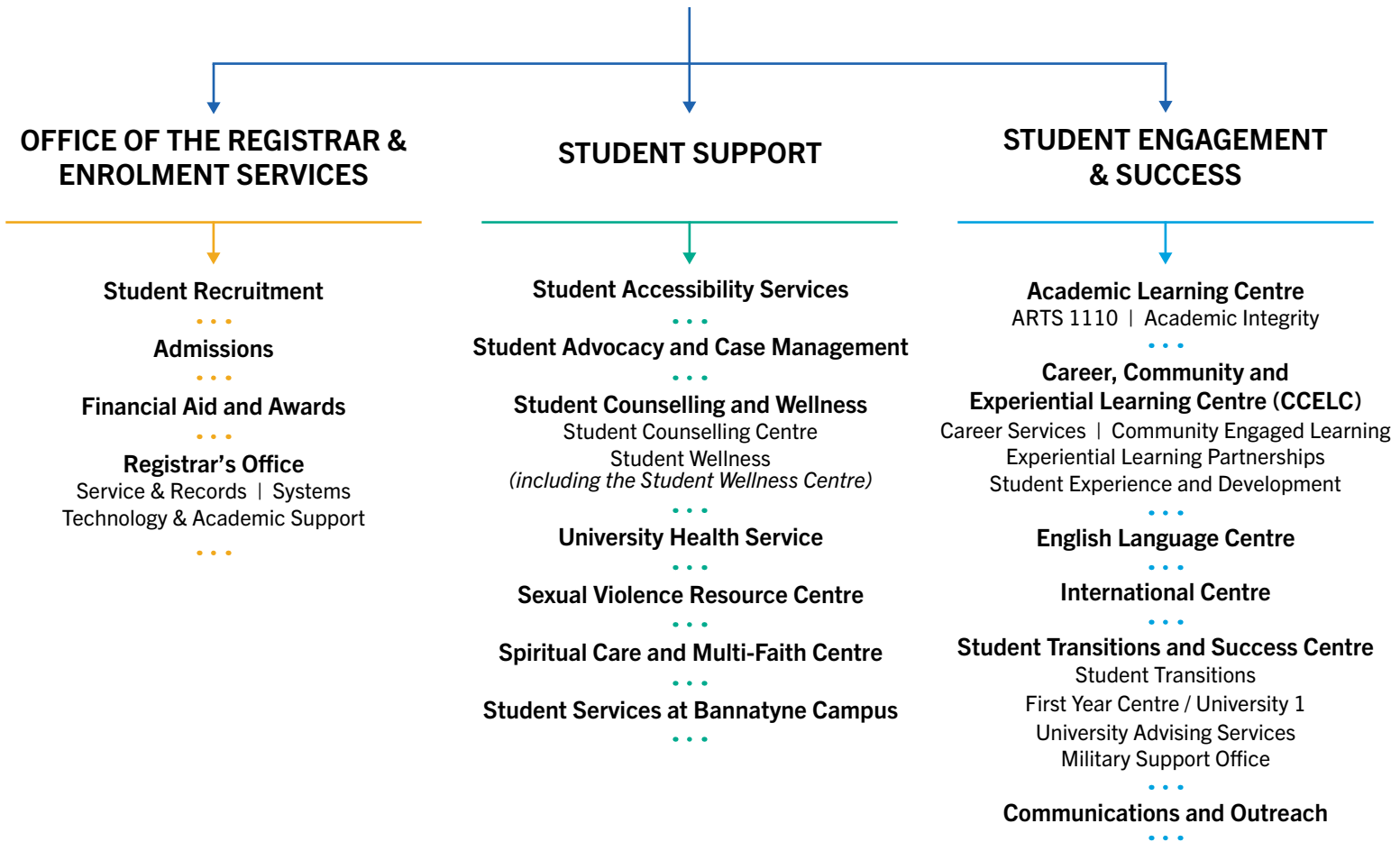
Tony K. Lau Global Lounge for international students established by the International Centre thanks to this generous donor's contribution.

The renovation of the Student Counselling Centre to create a more accessible and culturally safe environment.

Regular meetings held between the Vice-Provost (Students) and Vice-Provost (Equity) and UMSU community representatives, student organizations, and self-identified members of minoritized, marginalized, and under-represented groups on campus.

Student Affairs

**240 staff and
150 student staff in
three departments**



654,047 contacts with UM students, staff and faculty

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 Vision

We inspire students to fulfill their highest potential.

Our Mission

We are leaders in cultivating exceptional student experiences.

The Division of Student Affairs is dedicated to advancing UM's commitment to deliver an outstanding student experience.

Promote student engagement and cultivate a sense of community and belonging

Enhance education, prevention, and support strategies to promote student mental health and well-being

Devise strategies to address student retention and persistence challenges

Advance UM's Experiential Learning strategy, ensuring robust co-curricular offerings, competency development and partnerships

Advance EDIA principles, Indigenous achievement, and Reconciliation priorities

Establish success metrics and a culture of assessment across Student Affairs

Deliver seamless services and responsive systems

Contribute to Strategic Enrolment Management planning and delivery

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.

Student Affairs

Collaborative student programming

We collaborate across the division and university to cultivate exceptional student experiences.

LAND-BASED LEARNING: SCAABE SCHOOL

Funded by Mastercard Foundation's EleV Program and facilitated in partnership with the Office of the Vice-President (Indigenous), Scaabe School introduces Indigenous youth to the roles and responsibilities of an Oskâpêwis or Helper to Sweat Lodge Carriers and Caretakers.

“

Scaabe School represents the full circle of reciprocity: through their hard work, Scaabes help to provide healing ceremonies for the UM and wider community; in turn, they gain teachings, skills, and access to ceremony themselves. In my personal journey, I am so grateful to be a Scaabe because I learned and earned my teachings while working hard for all of my relations. This is a beautiful way of life.

— CHRISTINE CYR

Associate Vice-President (Indigenous)-
Students, Community and Cultural Integration



BELL LET'S TALK

Bell Let's Talk Day was Wednesday, January 24, and UM hosted events and activities from January 24-26.

11

student events

644

total attendance

UM COMPETENCIES FRAMEWORK

Student Affairs and the Centre for the Advancement of Teaching and Learning authored this institutional framework, adaptable to a variety of teaching and learning needs, to support students in identifying and articulating their transferable knowledge, skills and dispositions.

The framework is currently being used in student reflection exercises, workshops, (some) staff performance evaluations and on the Experience Record.

THE HERD

A partnership with Bison Sports, three Bison athletes serve as leaders to build campus pride and community under the coordination of the Student Transitions and Success Centre.

The @UMHerd Instagram account more than tripled in size, with more than 1,800 followers.

NEW STUDENT ORIENTATION

Student Affairs collaborates with faculties and administrative units on welcome programming for new students. We facilitate a welcoming environment and deliver supportive programming that helps new students 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.

3,500

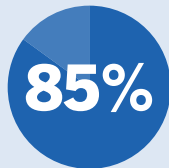
NEW STUDENTS filled Investor's Group Athletic Centre at the Welcome Ceremony on September 5

343

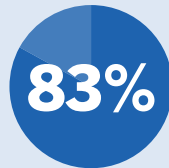
NEW STUDENTS at 3 WINTER WELCOME sessions



UM Essentials is a set of UM Learn modules 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

500+

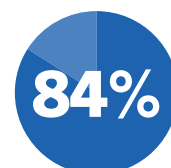
STUDENT ATTENDANCE at

3-4

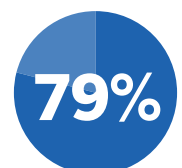
PREP WEEK sessions, on average

Prep Week ran as a hybrid week of virtual and in-person sessions presented by faculties and units from across campus. 12 sessions were held with attendance totalling of 1809.

Students who participated in **Prep Week** reported they were:



prepared to learn at UM



more confident about becoming a UM student

1,000+

PARTICIPANTS at

15

PREPARING FOR UNIVERSITY sessions

Preparing for University saw over 1,000 new students and their supporters welcomed to campus to take in information sessions and campus tours.

615

NEW STUDENTS at

16

WELCOME TO THE HERD sessions

Welcome to the Herd prepared 615 new students with campus tours, 8 special lectures, and 4 study skills workshops.

Student Recruitment

We meet UM's annual undergraduate enrolment targets by promoting the advantages of a UM education to prospective students and their supporters locally, nationally and abroad.

OUR MANDATE IS TO:

Promote UM to prospective undergraduate domestic and international students

Host virtual and on-campus recruitment events, tours and advising sessions

Maintain the Customer Relationship Management (CRM) system and coordinate communication to prospective students

Build and maintain relationships with key student influencers such as high school counsellors and educational agents

OUR KEY INITIATIVES:

Participating in local, national and international high school visits, education fairs and promotional events

Hosting on-campus and virtual open houses

Facilitating in-person and virtual campus tours and advising sessions

Coordinating the creation of the UM viewbook and collateral marketing materials

OUR SUCCESSES THIS YEAR INCLUDE:

In partnership with the First Year Centre, hosting more than 1,000 applicants, admitted students and supporters at the first "Preparing for University" event in May 2023.

Implementing an online micro training program for partner agents on the platform TrainHub in October 2023.

Hosting our most successful International Virtual Open House with over 375 prospective students in attendance.

International student ambassadors participating in more than 525 conversations online through our student-to-student chat platform between September and December of 2023.

2,491 parents and supports signed up for our monthly newsletter.



The fact that every single question I throw at UM gets answered promptly is mind blowing, a lot of people I know don't email schools because they feel they won't get any answer. I'm glad beyond measures that I didn't make a mistake in choosing my university.

— NEW UM STUDENT

3,800+

PROSPECTIVE STUDENTS
visited campus
at

2

OPEN HOUSE EVENTS

5,800+

MANITOBA
prospective students
reached through

78+

HIGH SCHOOL VISITS

3,000+

PROSPECTIVE STUDENT
contacts at

30

LOCAL FAIRS AND HIGH
SCHOOL PARENT NIGHTS

768

AGENTS TRAINED FROM

150

GLOBAL AGENCIES

850+

NATIONAL
prospective students were
reached in-person outside
Manitoba

2,700+

INTERNATIONAL
prospective students reached
through in-person travel and
virtual recruitment initiatives

Admissions Office

We facilitate all aspects of the admission process at the undergraduate level.

OUR MANDATE IS TO:

Provide superior service and knowledgeable staff to prospective and current students, high school counselors, campus staff and the community

Deliver timely and accurate information on admission requirements and processes through admission advising

Provide oversight of the receipt and processing of all undergraduate applications

Collaboratively with all faculties and colleges, manage the application and admission review processes for undergraduate programs

Examine, assess and evaluate applicants for admission and external transfer credit

Recommend and apply UM's admission and transfer policies

Facilitate the Letter of Permission application and assessment process

Maintain the application system and manage all aspects of undergraduate applications

OUR WORK INVOLVES:

Facilitating and managing undergraduate application and admission processes (direct and advanced entry)

Developing and maintaining the presented admission requirement regulations and processes

Collaboratively working with faculties, colleges and schools to uphold the principles of equity, fairness, transparency and consistency in all aspects of admissions

KEEP AN EYE OUT FOR

Newly designed Applicant Information Bulletins.

A reinvigorated International Student recruitment strategy.

A review of Undergraduate Admissions processes and enhancements.

OUR SUCCESSES THIS YEAR INCLUDE:

Effectively managing a strong surge in application volume and increased complexity.

Supporting significantly more students in front-line admissions (22% increase in emails, 16% increase in phone calls).

Successfully implementing the Immigration, Refugee and Citizenship Canada (IRCC) verification process for letters of acceptance and the introduction of the Provincial Attestation Letters for international applicants.

“

We don't even know where to start with our gratitude to the University, your department, yourself and the team who worked so hard to get the information we needed.

— NEW UM STUDENT



OVER 30,000

APPLICATIONS PROCESSED

▲ **14%** SINCE LAST APPLICATION CYCLE

▲ **14%**

OFFERS ISSUED

▲ **17%**

OFFERS ACCEPTED

▲ **22%**

ACCEPTED OFFERS
from international students

6%

ACCEPTED OFFERS
from self-identified
Indigenous students

Financial Aid and Awards

We are responsible for the administration of student awards (merit and need-based) totaling over \$36 million annually. We also play a pivotal role in confirming and disbursing government student aid programs. We work in partnership with faculties and Donor Relations to establish and amend Senate approved awards. In partnership with UMSU, we run the UM student food bank and we administer a wide range of other programs designed to provide support to students in financial need (i.e., undergraduate emergency loans, the UM emergency bursary program).

OUR MANDATE IS TO:

Coordinate the selection and disbursement of senate approved awards (both merit and need-based)

Support students facing financial hardship, through campus programs and assistance accessing government student aid

Establish and amend all senate awards in partnership with faculties and Donor Relations

Provide emergency loan support to undergraduate students, and emergency bursary support to both undergraduate and graduate students

Oversee the UM student food bank, ensuring availability of quality food items to students and conducting supportive fundraising and outreach activities

OUR KEY INITIATIVES:

University entrance awards

Scholarships and bursaries for returning students

Online searchable awards database

Undergraduate emergency loans

Emergency bursaries (undergraduate and graduate)

Work-study program (in partnership with Career Services)

UM Food Bank (collaboratively with UMSU)

Establishing awards that support both new and returning students in partnership with faculties and donor relations

OUR SUCCESSES THIS YEAR INCLUDE:

Administering and disbursing over \$36 million in award funding to UM students.

Creating a formal drop-off point at Bannatyne Campus for food bank donations with UMSU.

Conducting outreach to raise support for personal hygiene products for the UM Food Bank.

Creating a working group with Student Affairs Case Workers, to ensure a seamless process of financial supports are in place for students in need.

Establishing 44 new awards—9 supporting Indigenous learners and students who identify as under-represented.

Conducting 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.

KEEP AN EYE OUT FOR:

More fundraising activities this coming year, in support of the UM Food Bank.

OVER \$36M

in awards disbursed to UM students

22,000

awards

\$14M

issued as bursaries

\$2.8M

disbursed to Indigenous students



\$700K

DISBURSED
to students through the
UM Emergency Bursary Fund

8,216

UM STUDENTS
received government
student aid

The **UM Food Bank** is a vital resource for many of our students, and is experiencing an unprecedented surge in demand.

In administering the UM Food Bank, we:

- ensure that quality food items are always in stock
- conduct fundraising activities in support of the Food Bank
- refer students to other Student Affairs partners when needed
- recruit, onboard, and train volunteers

“

When I started school, I didn't get immediate access to funds I received from scholarships. I panicked. I had no other source of funding. No money from my family. I was depending entirely on my scholarship.

The food bank helped stabilize my life. The food bank was the only thing there for me. I really appreciate every food bank team member, volunteer and donor.

— STUDENT FOOD BANK USER

35+

FOOD BANK VOLUNTEERS

472

VOLUNTEER HOURS

5,500+

STUDENTS VISITED
the UM Food Bank this year

600+

STUDENTS ASSISTED
each month

▲ **125%**

from last year

Registrar's Office

We deliver services, academic support, and the systems infrastructure necessary to ensure the integrity and accuracy of student records and academic processes.

Service & Records

OUR MANDATE IS TO:

Provide student records and registration-related services to current students and alumni

Provide student records support to faculty and staff

Coordinate exam scheduling

Manage graduation and deliver convocation ceremonies

OUR KEY INITIATIVES:

The Aurora Modernization Project

Delivering photo ID services, including Pop-Up locations during peak periods

Collaboration with the University community to deliver an optimal exam schedule

Continuously renew convocation ceremonies to support the celebration of our UM graduates

Systems

OUR MANDATE IS TO:

Manage and control the functional areas of the student information system and related services that are within the scope of the Registrar's Office

Provide data analysis, system planning, customization, implementation and upgrade support, user security, training and production operation

OUR KEY INITIATIVES:

The Aurora Modernization Project

Course scheduling and classroom coordination

System set up for registration and grading

Fee assessment and T2202 tax forms

Academic history and progression

Reporting

Banner/Aurora Security

5,441

UM graduates attending

14

convocation ceremonies

144,950

individual exams written in

2,527

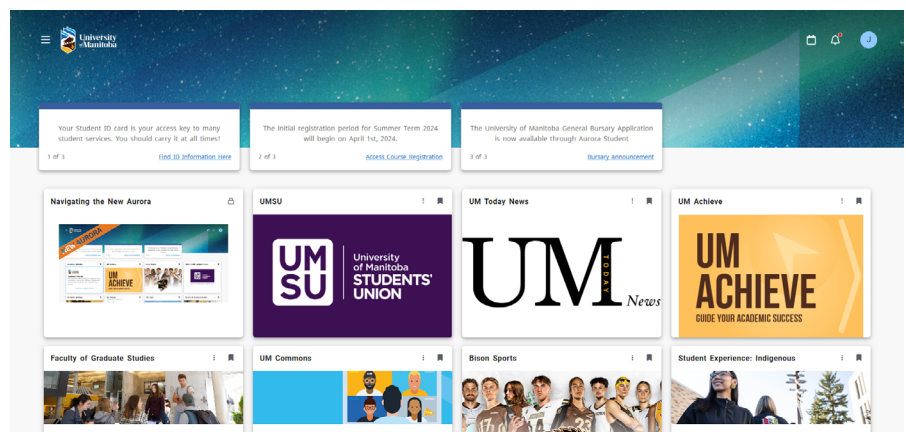
scheduled exam sessions

The **Aurora Modernization Project** is delivering a transformational new version of Aurora for students, faculty and staff.

Over the first year of this project, the team developed new functionality impacting the student experience.

As of March 2024, the team met its first milestones for Phase 1, focused on the student experience by implementing the **New Aurora Launch page**. This new tool provides a modern interface with single sign on access to essential tools and resources.

Additional new functionality will continue to be rolled out to students, faculty and staff as the project progresses.



Technology & Academic Support

OUR MANDATE IS TO:

Manage and control the foundational features of the Banner student information system including general student, catalogue and curriculum modules and support the UM ID software and integrations

Administer software such as UM Achieve degree audit, CourseLeaf Calendar and Banner's Advisor Notes, to support academic advising and Senate processes

Coordinate Registrar's Office communications

OUR KEY INITIATIVES:

The Aurora Modernization Project

Annual University Calendar coordination, system administration and support

Annual Banner system setup for Senate approved programs, majors, minors, concentrations, courses and prerequisites

Annual Degree audit (UM Achieve) system encoding, testing coordination and system administration and support

Fee appeal administration and refunds

Registrar's Office communications production including website, AskUManitoba, SharePoint, social media and mass communications. Collaborate with External Relations and Student Affairs partners

Course, curriculum and program consultations with departments and faculties

ID card system support and service training



KEY SUCCESSES ACROSS OUR UNITS INCLUDE:

Revamp of the classroom optimization process for more effective and efficient classroom assignment.

Created a new workflow for Academic Calendar updates in collaboration with the faculties.

Successfully launched Phase I of the Aurora Modernization Project focused on the student experience.

New ID Card services at Bannatyne Campus – Provided in-person summer pop-ups and continued online services to Bannatyne Campus students and staff.

KEEP AN EYE OUT FOR:

Additional New Aurora features will be released to students in 2024, including shopping cart registration.

Work beginning on Phase 2 of New Aurora, focused on the faculty and staff experience, including features like class lists, grade entry and student reporting.

181,515

degree audits
run by

16,972

students using UM Achieve

55.9%

were "What If" audits for
students exploring
alternate programs

Student Support

Student Accessibility Services (SAS)

We provide supports for students with disabilities and foster future academic success, supporting an accessible learning environment where students access and participate in all programs for which they are academically qualified. We act as a liaison in support of students, assisting faculty and staff to understand how to implement academic accommodations. We provide services to staff and faculty for support services such as interpreting and transcription through Employee Wellness referrals.

OUR MANDATE IS TO:

Offer advice, guidance and support for students requiring academic accommodation

Create and implement academic accommodation plans

Provide support to faculty and staff to accommodate students

Review program academic requirements in relation to academic accommodations

Provide education and advise the UM community around accessibility and disability

Provide services to staff and faculty for support services such as interpreting and transcription through Employee Wellness referrals

OUR KEY INITIATIVES:

Academic accommodations for tests and exams, coursework and campus accessibility

Notetaking and transcription services

American Sign Language—English interpretation

Assistive technology and alternate format course materials

Classroom equipment

Academic attendants

Consultation, education and outreach including presentations

OUR SUCCESSES THIS YEAR INCLUDE:

Successfully supporting a 17% increase in students registered with SAS since 2022/23.

Accommodating 200+ students per exam seating in multiple venues across the Fort Garry campus.

Facilitating attention deficit hyperactivity disorder (ADHD) coaching clinics in-person and virtually with the Academic Learning Centre.

Contributing to education and awareness and ensuring open lines of communication concerning student accommodations at faculty-led Accommodation Team meetings.

Supporting the implementation of the Accessibility for Manitobans Act Information and Communication Standard at UM.

Working in partnership with the International Centre, which received funding to increase and financially support SAS students in study abroad programs: an option for students with disabilities that has not previously existed.

Working with faculties to recognize reduced course load accommodations to allow for students with disabilities to have access to more scholarships and bursaries.





KEEP AN EYE OUT FOR:

The introduction of a new Bannatyne Campus Exam Centre to support students with exam accommodations, supported by the Rady Faculty of Health Sciences and Student Affairs.

A funding partnership with the Faculty of Graduate Studies to provide increased and focused supports to graduate students.

An orientation program for students with Autism Spectrum Disorders to support their transition to the UM community.

15

volunteer
note-takers

1,716

volunteer
hours

While all members of the UM community have a role in creating and maintaining an accessible learning environment, SAS facilitates the implementation of accommodations for students with documented disabilities, including hearing, injury-related, learning, mental health, medical, physical, visual, or temporary disabilities.

2,790

students registered

▲ **17%**

YEAR OVER YEAR

12,998

accommodated exams booked

▲ **11%**

YEAR OVER YEAR

59,756

office contacts

▲ **13%**

YEAR OVER YEAR

“

I wanted to acknowledge the amount of work and effort you put into making me feel welcomed and comfortable at the University through my first three years with regards to my adaptations/disabilities, and helping me through everything you aided me with. It has meant a lot to me having you as my coordinator for my accommodations and disabilities...

— STUDENT REGISTERED WITH SAS

Student Support

Student Advocacy and Case Management

Student Advocacy Office

We provide confidential services and support to students, to help them navigate university processes, and understand their rights and responsibilities as a UM student.

OUR MANDATE IS TO:

Educate students on their rights and responsibilities, according to UM policies and procedures

Support students through academic and discipline matters

Assist students in directing complaints and concerns through appropriate university avenues

OUR SUCCESSES THIS YEAR INCLUDE:

Collaborating with the International Centre and Faculty of Science to offer webinars for students who are on probation and suspension.

Refining and streamlining processes to maintain accessibility during periods of reduced staffing.

KEEP AN EYE OUT FOR:

Webinars for students on the Authorized Withdrawal process.

1,891

students seen

89%

new cases

8%

carry-forward cases
from 2022-2023

3%

students addressing their matter after email or phone advising (without needing to meet with an advocate)



Student Support Case Management

We support the safety and well-being of students by creating support plans and ensuring students are connected with resources and services.

OUR MANDATE IS TO:

Connect students with campus and community resources

Provide safety planning for students in crisis or those who are concerned about a student

Coordinate support plans to provide an integrated team approach

Provide education and advice to faculty and staff about student safety and well-being

OUR SUCCESSES THIS YEAR INCLUDE:

Collaborating with Health and Wellness to offer “De-stressing” sessions for students.

Supervising two social work field placement students who were completing their Social Work degrees.

KEEP AN EYE OUT FOR:

Sessions for staff and faculty on responding to students in distress.



275

students supported

▲ 21%

YEAR OVER YEAR

871

appointments

▲ 9%

YEAR OVER YEAR



Student Support

Student Counselling and Wellness

This year, the Health and Wellness unit and Campus Mental Health portfolio were integrated into the Student Counselling Centre to create Student Counselling and Wellness, resulting in new programming partnerships and opportunities to provide a broader range of support to students and the campus overall.

Student Counselling Centre (SCC)

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

OUR MANDATE IS TO:

Provide students with the level of support that best meets their needs, which includes referral to any of our services (listed below), along with other on- or off-campus resources

Provide consultation and outreach programming to students, staff and faculty, including critical incident stress management services, and crisis support when a UM community is impacted by tragedy

Facilitate outreach workshops and classroom presentations on topics such as stress management, becoming trauma-informed and communication skills

Facilitate and participate in training activities that contribute to the counselling professions

OUR SERVICES INCLUDE:

Individual counselling services

Counselling workshops and groups

Self-directed and online supports

Learning disability assessment services

WE ALSO:

Facilitate mental health training (such as Mental Health First Aid and Responding to Students in Distress workshops), enhancing the UM community response to students demonstrating mental health distress

Provide coping recommendations and information on SCC services through enhanced social media presence

OUR SUCCESSES THIS YEAR INCLUDE:

Completing a renovation to create a more accessible and welcoming environment, enhance privacy in the SCC waiting room and develop additional individual counselling office space to increase individual counselling availability for students.

Introducing new groups and workshops, with diverse focus areas: climate anxiety, anti-racism, autism and 2SLGBTQIA+ supports.

Implementing a new intake system that increased accessibility to initial intake appointments. Students were able to readily book their intake appointments for the upcoming week and most weeks had extra capacity to accommodate additional students.

Developing a Marriage and Family Therapy practicum training experience resulting in increased individual counselling capacity.

Strengthening the SCC Residency in Professional Psychology through development of a partnership with a community social service agency.

KEEP AN EYE OUT FOR:

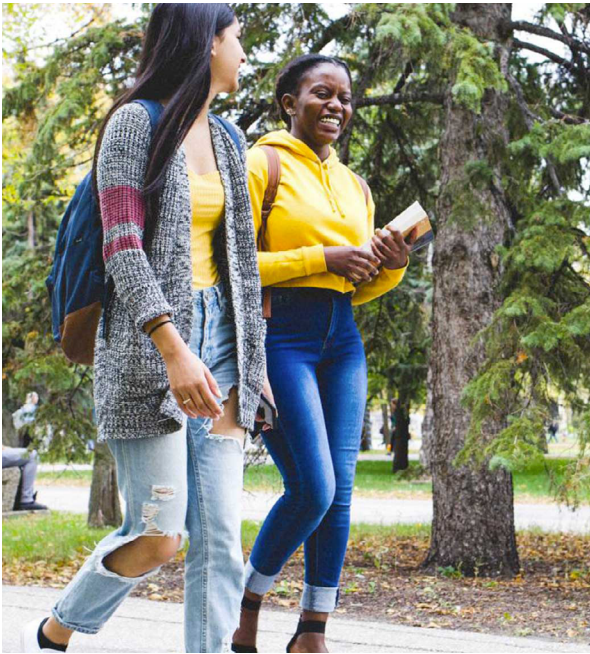
A new web-based resource to help students understand and respond effectively to peers experiencing mental health distress.

The grand reopening to celebrate completion of SCC reception and waiting room renovations.



I came in not knowing what to expect and left with more stable mental health and more self love. Great group!

— SCC STUDENT CLIENT



“

I appreciate how knowledgeable my counsellor is, and because of her ability to help me manage/ reduce PTSD symptoms, I have been able to explore issues more deeply in a safe, supportive environment.

— SCC STUDENT CLIENT

1,198

student clients

6,550

student appointments

2,272

total attendance in outreach sessions

Diverse new **groups and workshops** were added to regular SCC programming, including:

- **Queerly Beloved** group
- **Anti-racism Workshop Series**
- **Responding to Microaggressions** workshop
- **Healing from Racialized Trauma** group (offered with Spiritual Care)
- **Students on the Spectrum** group

Diverse students are supported by the SCC:

35.4%

international students

59%

female-identifying students

5.9%

trans, non-binary, or genderfluid students

We demonstrated our continued commitment to EDI through:

- Participating in staff professional development focused on trans-affirming care and practice, supporting Indigenous students, anti-racism practices, 2SLGBTQIA+ mental health and mental health support for students on the spectrum.
- Sharing our EDI knowledge and skills on campus by providing presentations and workshops on the impact of colonialism and anti-racism.
- Developing our new Diversity Statement, published on the SCC website, intended to welcome all students from our diverse UM community.

Student Support

Student Counselling and Wellness

Student Wellness

We provide an inclusive, safer space for students to build community and engage in well-being. We also provide health promotion and education through a trauma-informed, harm reduction lens, empowering students towards holistic health to emphasize the importance of getting well, being well and staying well.

OUR MANDATE IS TO:

Empower students to get well, be well and stay well by encouraging engagement in varied wellness practices

Promote student mental, physical and sexual health through community-building, education and harm reduction initiatives

Provide in-person support for questions and concerns related to mental and physical health, overall wellbeing and substance use

Create opportunities to foster a sense of community

Facilitate effective referrals to other campus resources as needed

Provide preventive and developmental programming to reduce frequency and intensity of future health challenges and to enhance overall functioning

OUR KEY INITIATIVES:

The Student Wellness Centre: a drop-in and event wellness space

Peer education and support through Healthy U and the Body Project

Professional consultations to the UM community

Referral and service navigation to connect students expediently to appropriate supports

Harm reduction education and safer sex supply distribution

Health and wellness education for staff, students and faculty

Well-being and substance use surveys to inform planning for future service delivery and student programming

Support the creation and implementation of the UM mental health and well-being strategy

OUR SUCCESSES THIS YEAR INCLUDE:

Opening of the Student Wellness Centre.

Creating connections between UM and the community: presented to Fort Richmond Collegiate, connected with other Canadian post secondary institutions about the Student Wellness Centre and Healthy U, and met with Manitoba Health and Education Resource Centre to create promotional video.

Re-launching the Body Project, an empirically validated peer led group program to reduce eating disordered behaviour and improve body image for students who identify as female.



KEEP AN EYE OUT FOR:

Additional offerings of the Body Project, Mental Health First Aid and more.

65

outreach events
hosted & facilitated

2,215

students
engaged

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.

“

[meeting with a Healthy U Peer Educator was] a positive opportunity to chat in a very deep and personal way about my life; I felt like it was a relief to get into more detail while venting than I can give to my friends.

— HEALTHY U STUDENT CLIENT



“

I have learnt so much about importance of health and wellness in our university's community and I have enjoyed learning more about diverse populations here at UofM while fostering community and making friendships. I look forward to volunteering next year and continuing to advocate for wellness.

— HEALTHY U VOLUNTEER

12

Peer Health Educators

1,074

volunteer hours

18

programs,
events & workshops

631

students reached

4

blog posts

58

social media posts

35,007

total views

Student Wellness Centre (SWC)

The Student Wellness Centre was launched this year, funded by a Bell Let's Talk Post Secondary Grant, including the creation of a calming space funded by a Mindful Campus Grant—over 700 students visited the SWC throughout the year, and 65 outreach events were hosted and facilitated, reaching over 2,215 students.

KEEP AN EYE OUT FOR:

New programming in the Student Wellness Centre at the Fort Garry campus.

Pop-up Student Wellness Centre presence at the Bannatyne campus in 2024-2025.



20

outreach events & activities

871

students, staff & faculty

28

events held in the Student Wellness Centre

879

participants

22

social media posts

44,179

total views



“

I really liked the events that you had this term and collaborations with other groups! ... I think it's a very welcoming environment overall. I've also heard from other students that they enjoyed the unwind and thrive session and the sensory objects you had there.

— STUDENT WELLNESS CENTRE VISITOR

Student Support

University Health Service (UHS)

We are UM's community health clinic and provide primary care and health promotion services for the UM community.

OUR MANDATE IS TO:

Take a patient-centered, collaborative and multidisciplinary approach to health services

Promote health and nurture a healthy work and educational environment

Provide primary care to students and other UM community members

OUR KEY INITIATIVES:

Treatment of chronic and short-term health concerns

Travel health counselling and immunizations

Diagnosis and treatment of mental health concerns

Regular check-ups

Contraception advice and provision

Pregnancy care

Referral to outside consultants as needed

Provision of school related immunizations

Health promotion programming

Advocacy regarding the health care needs of UM community

OUR SUCCESSES THIS YEAR INCLUDE:

Offering COVID-19 and influenza vaccinations to the UM community.

Collaborating with the Faculty of Health Sciences within their immunization program.

Collaborating with Migizii Agamik to decolonize UHS's clinical space and offer monthly physician visits to Migizii Agamik.

Grand opening of UHS's renovated clinical space.

Increased psychiatric consultation services.

KEEP AN EYE OUT FOR:

Continued outreach related to immunizations.

2,732

student patients

383

staff patients

11,850

appointments

Top presenting concerns:

Complete physical examination
Family planning | Anxiety/depression



Student Support

Sexual Violence Resource Centre (SVRC)

We work across all UM campuses to provide leadership in sexual violence prevention, response and support initiatives. SVRC staff work from an intersectional, survivor-centered and trauma-informed lens in our work with any student, faculty or staff whose life has been affected by sexual violence.

OUR MANDATE IS TO:

- Provide individualized support for UM community members affected by sexual violence
- Consultation and support for managers and leadership on sexual violence situations
- Sexual violence prevention and education initiatives
- Leadership on integrating best practices into UM policies and procedures
- Support of UM community members working for campus change

OUR KEY INITIATIVES:

- Direct support services for students, faculty and staff
- Sexual Violence resiliency skill-building with the new SVRC Trauma Specialist
- Sexual Violence Awareness (SVA) Course for students and staff
- Healthy Relationships course
- Responding to Disclosures workshops for students and staff
- Safer Social Events Team (SSET)

OUR SUCCESSES THIS YEAR INCLUDE:

- Expansion of front line support team to include an Intake and Triage Specialist role.
- Bringing therapeutic services in-house with a wraparound approach to client care, including a Trauma Specialist.
- Launch of a new Healthy Relationships curriculum.
- Expansion of SVRC programming, including events at the Student Wellness Centre.
- Provision of support services in UMSU club spaces.
- Regularly scheduled support hours at Bannatyne Campus.

532

CONSULTS & INQUIRIES

▲ **272%**

YEAR OVER YEAR

329

TRIAGE & SUPPORT appointments

▲ **66%**

YEAR OVER YEAR

141

TRAUMA SPECIALIST appointments
(new service this year)

KEEP AN EYE OUT FOR:

- Expanded prevention and response programming.
- Trauma-based educational offerings to students and staff.



“

I learned about importance of consent and the different services with UofM campus that can help along with the Klinik crisis line. People usually think of consent and boundaries only in intimate relationships but it is relevant in other social groups as well.

— HEALTHY RELATIONSHIPS PARTICIPANT



The **Safer Social Events Team (SSET)** is 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.

27

TEAM MEMBERS

28

EVENTS

1,454

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.

EDUCATION, BY THE NUMBERS:

12

RESPONDING TO DISCLOSURES sessions

55

STAFF participants

106

STUDENT participants

20

BRINGING IN THE BYSTANDER workshops

367

STUDENT participants

1,571

DIGITAL BADGES issued in SVA course this year

5,498

DIGITAL BADGES issued since SVA course re-launched in 2020



Student Support

Spiritual Care and Multi-Faith Centre (SCMC)

We support students as they navigate through the highs and lows of academic life, helping to piece together and make sense of the troubling, confusing and exciting parts that make up their lives.

Spiritual health services are available to all, whether you identify as spiritual, atheist, religious or agnostic. We recognize, affirm and work with your existing values and beliefs.

OUR MANDATE IS TO:

Provide spiritual/existential care, supporting students in their ability to make meaning of life's struggles and opportunities

Be present and accompany students through the twists and turns of their dynamic lives

Create space for belonging and social connections through hospitality and community, while encouraging the development of engagement, understanding and respect among students of diverse spiritual traditions and beliefs

Facilitate a variety of programs and workshops aimed at addressing spiritual wellness

OUR KEY INITIATIVES:

Individual spiritual care support through chaplain providers including Humanist, Jewish, Lutheran, Mennonite, Muslim and Ukrainian-Orthodox faiths and other partners through university colleges and the Indigenous Elders-in-Residence

Partnering with faith communities in the offering of diverse spiritual practices including meditation, communal prayer and smudging

Multi-Faith Centre, where UM members can engage in individual and communal spiritual practices

Select drop-in meditation and reflection times, available to the UM community

Bouncing Back to the Beat: Group drumming circles for wellness

OUR SUCCESSES THIS YEAR INCLUDE:

Co-developing and co-facilitating innovative and relevant workshops addressing pressing concerns such as racialized trauma and the intersection of spirituality, gender and sexuality.

Organizing a university-wide vigil to address the grief and loss of UM community members impacted by the traumatic death of an international student.

Diversifying the range of on-site spiritual care providers by establishing a new Humanist Chaplaincy role.

KEEP AN EYE OUT FOR:

The launch of a newly-developed Multi-Faith Centre at the Bannatyne Campus.



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.

Programming collaborations and community events have included **Tech-Free Fridays | Compassion in Action - Namchak Learning Circles | Meditate with a Buddhist Monk | Falun Gong gatherings**

605

INDIVIDUAL
student support
meetings

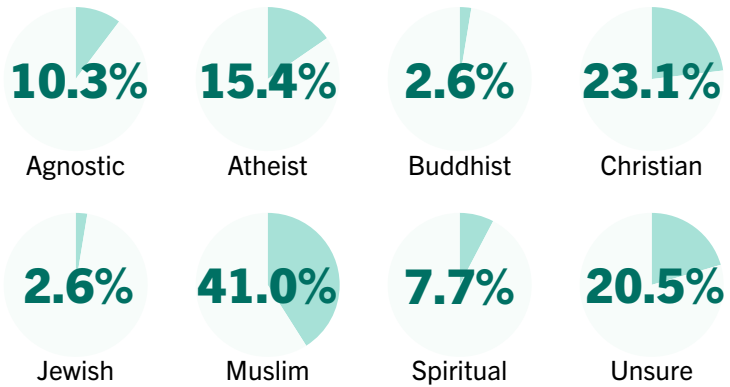
▲ 31%

1,601

STUDENTS REACHED
through chaplain lounges

▲ 73%

Students accessing spiritual care come from various faiths and religious affiliations:



Note that students have the option of identifying with more than one faith, hence a percentage total exceeding 100%.

Top reasons students access spiritual care:

Concerns regarding coping
Loss of meaning, faith, or purpose | Concerns regarding identity & self-worth
Lack of social supports | Significant challenges to personal beliefs



Student Support

Student Services at Bannatyne Campus (SSBC)

We function as an integrated service hub providing supports and resources for students and residents in the Rady Faculty of Health Sciences (RFHS).

OUR MANDATE IS TO:

Provide dedicated on-site intake and triage, counselling and mental health supports, including psychiatric and psychological assessment and consultation through the Student Mental Health Service.

Provide access to student affairs units at Bannatyne campus, including:

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

OUR KEY INITIATIVES:

Personalized intake and system navigation

Individual and relationship counselling and support

Embedded programming (psycho-education and workshops) and orientations

ASIST® (Applied Suicide Intervention Skills Training) workshops

Cognitive Behavioural Therapy and Mindfulness workshops

Bannatyne Food Bank

Consultative resources for staff and faculty



230+

clients

55

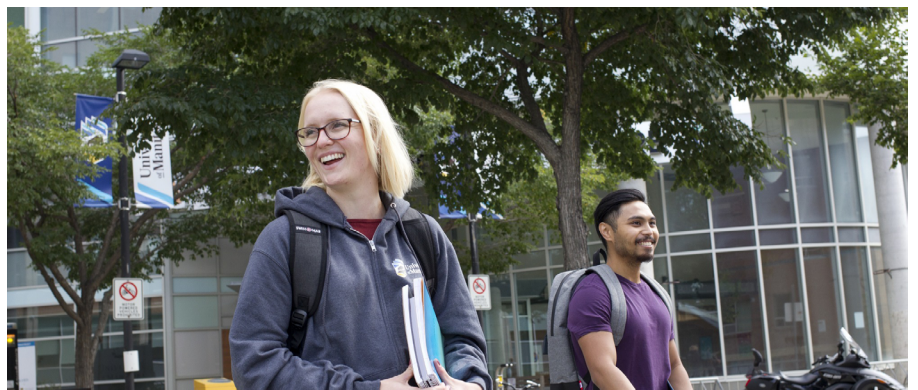
events, workshops
& presentations by
SSBC

2,689

total learner
appointments

2,307

total learner
attendance



OUR SUCCESSES THIS YEAR INCLUDE:

Piloting a four-week support group for learners with attention deficit hyperactivity disorder (ADHD) and executive functioning challenges to share experiences and learn new skills to help with personal and academic success.

Substantially growing the Bannatyne Food Bank. This year, 30 learners (22 individual learners plus eight learners with families) benefitted from Bannatyne Food Bank access.

Enhancing collaborations with Ongomiizwin Education to strengthen relationships with Indigenous learners in RFHS. Organized two lunch and learn sessions and participated in the Fall Equinox celebration and supported Indigenous Peoples' Day.

Hosting and participating in several wellness events, such as the Bell Let's Talk Kiosk and the mindful campus room for students, staff and faculty to unwind and destress mid-day, reaching 143 learners.

Canadian Residency Matching Service (CaRMS) preparatory and follow-up services (182 meetings and interactions) resulted in a very successful match rate in the first iteration of 2024.

65

hampers provided

▲ 550%

2

ASIST® workshops

31

learners certified in suicide prevention and intervention



Student Engagement and Success

Academic Learning Centre (ALC)

We support the development of students' academic skills, with a particular focus on writing, researching, learning and academic integrity.

OUR MANDATE IS TO:

Offer one-to-one supports and group programming to enhance students' academic learning, writing, and researching skills

KEY INITIATIVES INCLUDE:

One-to-one tutoring for writing, study skills and content (90+ UM courses)

Supplemental Instruction (SI)—facilitated review sessions in challenging STEM courses

Course-based writing tutoring—writing feedback for all students in a class

Training for tutors and student leaders from other programs and departments

Workshops: Academic Success series; GradSteps; tailored in-class sessions (by request)

Online resources—tip sheets, podcasts and instructional videos

3,056+

total attendance at

168

 workshops

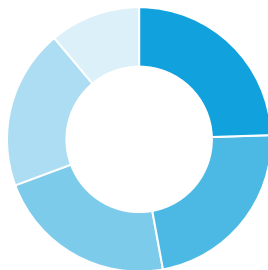
OUR SUCCESSES THIS YEAR INCLUDE:

Supplemental Instruction (SI) sessions are free weekly review sessions in historically difficult classes (including CHEM 1100, CHEM 1110, ENG 1460, and COMP 1012) facilitated by a peer leader who has previously completed the course.

7,168

total attendance

Students agree that **SI helps them:**



- Prepare for tests
- Identify important concepts
- Assess their abilities in the course
- Learn new problem-solving approaches
- Stay connected to classmates

Attendance at Supplemental Instruction is correlated with positive student outcomes including higher average course grades and increased successful course completion rates.

“

I liked how it further explained confusing topics in a way that made sense. The extra practice of course material helped me to succeed on assignments and tests.

— SI PARTICIPANT

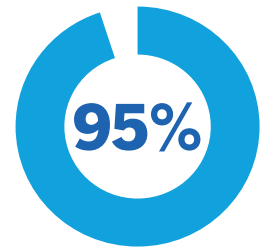


Free individual tutoring sessions are available to students in the following areas:

Writing tutors can provide feedback on academic writing, whether someone is getting started on a written assignment or already has a draft.

Study skills tutors can help with time management, reading and note-taking, and test-taking strategies.

Content tutors help students understand concepts and learn problem solving strategies in over 90 courses.



students agreed their tutoring session was useful

7,820

tutoring appointments

2,644

tutoring clients

6,371

appointment hours with Writing Tutors

ARTS 1110: Introduction to University

OUR MANDATE IS TO:

Support students transitioning to the university learning environment

WE OFFER:

Course content focused on the principles of learning and memory, critical thinking and problem solving, academic research strategies, as well as writing processes – this 3-credit meets “W” written English requirement for most faculties and schools

Small writing labs to practice skills

“Summer University Advantage” – take the course, explore campus and connect with other students in a more relaxed environment before the fall term begins

Programming integration with Qualico Bridge to Success Program and Blankstein Momentum Program

Supports for Limited Admission students

1,008 ▲ 30%

STUDENTS REGISTERED



Academic Integrity

OUR MANDATE IS TO:

Support all UM students in developing knowledge, skills and ethical practices related to academic integrity

Encourage student accountability and high ethical standards

Celebrate and inculcate the values of trust, responsibility, courage, honesty, fairness and respect

Collaborate with partners within and beyond the UM to address current and nascent academic integrity issues

Be at the forefront of educational approaches supporting students in academic integrity

Provide post-discipline triage and educational programming to students

KEY INITIATIVES INCLUDE:

Educational programming: Reflections on Academic Integrity UM Learn course; Cite Right peer tutoring; workshops

Outreach activities: information tabling; Instagram takeovers

Development of Academic Integrity resources: website; tip sheets; podcasts



570

PARTICIPANTS at

22

 WORKSHOPS

145

POST-DISCIPLINE triage meetings

516

STUDENT ENROLLED in "Reflections on Academic Integrity" UM Learn course

24

STUDENTS COMPLETED Cite Right

7

STUDENTS COMPLETED educational outcomes with UM librarians

19

STUDENTS COMPLETED educational outcomes with ALC instructors

KEEP AN EYE OUT FOR:

Results from two Research Ethics Board approved research projects focused on post-discipline educational programming to help students get back on track and avoid repeat instances of academic misconduct: specifically, the outcomes of the Reflections on Academic Integrity course and Cite Right program.

Student Engagement and Success

Career, Community, and Experiential Learning Centre (CCELC)

Our four units support student learning and development through career planning, competency development, community engagement and experiential learning. We collaborate with industry and community partners to create connections on- and off-campus.

OUR MANDATE IS TO:

Facilitate personal and professional development opportunities for students

Connect students and alumni to employers and community partners

Support Indigenous students through targeted outreach and programming

Connect students to experiential learning, work and involvement opportunities

Help students plan their career, experiential learning (EL) and student involvement

Facilitate personal and professional development

4,029

TOTAL ATTENDANCE,
career workshops

▲ 19%

1,254

TOTAL ATTENDANCE,
Student Experience &
Development workshops

731

TOTAL ATTENDANCE,
Community Engaged
Learning programming

Partner with industry and community

32

community group and
organization partners

357

career fairs, information
sessions and conferences
promoted through Get Hired



Connect students to EL opportunities via the UM Connect platform

1,357

opportunities

3,938

job postings

▲ 71%

Support for career, EL and student involvement

2,713

Career Services drop-ins
and appointments

16

Peer Involvement
Advising appointments

Support Indigenous students

59

Indigenous programming
opportunities
with Community Engaged
Learning

2

career fairs for
Indigenous
students

5

Career Services
drop-in hours per week
at Migizii Agamik (avg)

Career Services

We assist all UM undergraduate and graduate students with their career planning and job search, offering a wide range of support throughout their studies. Alumni can access online resources and workshops indefinitely, and one-to-one service within six months of graduating.

OUR KEY INITIATIVES:

Coordinating career mentoring: the UM Career Mentor Program, Indigenous Career Mentor Program, UM Café: Ten Thousand Coffees

Developing and maintaining comprehensive resource libraries including by-major Career Compass guides and UM Occupational Library with over 250 profiles

Host UM Career Month every November, offering a wide range of workshops and special events

Coordinate the UM Work-Study Program which this year funded 90 on-campus work placements for students

OUR SUCCESSES THIS YEAR INCLUDE:

Hosting a record number of exhibitors for the Annual UM Career Fair, a successful ASE (Agriculture, Science, Engineering, and Environment) fair and bi-annual Indigenous student career fairs.

Launching the Career and Professional Development course in UMLearn to support independent student learning and faculty and staff teaching.

Faculty-specific programming, including 94 in-class workshops and new collaborative advising initiatives with the Faculty of Science and Interdisciplinary Health Programs.



I initially worried this was going to be a tough path when it comes to job opportunities, but now I feel more confident building my career in this field!

— STUDENT, FACULTY OF ARTS

Community Engaged Learning (CEL)

We facilitate programs and workshops that help students learn with and from community, and develop the self-awareness, knowledge and skills to work in good ways.

OUR KEY INITIATIVES:

Introducing students to community groups and organizations through Intro to Community Work, UM Community Volunteers and other programming

Providing opportunities to engage in land-based education, ceremony and Indigenous community-building through Scaabe School, Land and Water and Two-Spirits Talking

Supporting Lived Experience Educators in delivering 16 poverty awareness workshops through Poverty Awareness & Community Action



Through CEL, I've been able to develop skills in advocating for community members and learnt how to meet people where they are at in order to provide support and build relationships in safe and inclusive ways.

— STUDENT PARTICIPANT

OUR SUCCESSES THIS YEAR INCLUDE:

Organizing the Bare Necessities campaign through Intro to Social Advocacy to advocate for a livable income for people on Employment and Income Assistance.

Receiving 37 applications for Belize: Maya Wellness, and selected eight Indigenous and racialized students to participate in a fully-funded travel program supported by the International Centre/GSO and Student Experience Fund.

Helping 12 students find a ceremony community and supporting 14 sweat lodge and full moon ceremonies on campus through Scaabe School.



Experiential Learning Partnerships

We promote the benefits of experiential learning to students, faculty, staff, employers and community partners, and facilitate student engagement and recognition.

OUR KEY INITIATIVES:

Get Hired, a weekly student newsletter highlights opportunities for employment and networking

BioTalent Canada's Technical and Skills for Success workshop series

UMConnect system, and the Experience Record and Catalogue

OUR SUCCESSES THIS YEAR INCLUDE:

Promoting 304 summer / casual / part-time positions and 463 full-time / co-op positions / internships in Get Hired, with over 30,000 views on the series.

UM students completing over 411 courses from the BioTalent Canada's technical and Skills for Success series.

Funding 44 UM graduates / students via BioTalent.

Transitioning the Co-Curricular Record to the Experience Record.



Student Experience and Development (SEAD)

We connect students to meaningful experiences and provides programming that engages and supports self-development and self-discovery.

OUR KEY INITIATIVES:

Programs and services centered on four key areas:

- building experience
- exploring leadership
- developing skills / competencies
- connecting on campus

Fostering a culture of meaningful involvement

Helping students build experience and find meaningful ways to get involved

Supporting students in their leadership development

OUR SUCCESSES THIS YEAR INCLUDE:

In Fall 2023, SEAD (formerly Student Life) adopted a new name.

Launching several new programs: Student Leadership Development Program, Student Training Series, and Indigenous Peer Involvement Advising.

156 volunteers contributing over 1,800 hours towards orientation.

KEEP AN EYE OUT FOR:

The Student Affairs Connection Desk—opening summer 2024.



I found that as a volunteer, not only do you get to help others, but you become more aware of your own strengths and how you can use them to positively impact those around you.

— 2023 ORIENTATION TEAM LEADER



Student Engagement and Success

International Centre (IC)

We are the student hub for all things global on campus. We support 6,991 international students from over 82 countries and promote intercultural competencies, global citizenship and international engagement for all UM students.

OUR MANDATE IS TO:

Support international students through pre-arrival, orientation, transition and advising programming

Foster intercultural competencies, global citizenship and international engagement of all UM students

Promote and support student mobility for all UM students

Recognize student leadership and volunteerism through awards, scholarships and prizes

KEY INITIATIVES INCLUDE:

Pre-arrival and post-arrival orientation
International student supports through workshops and advising

Coordination of WUSC Student Refugee Program

Inbound & Outbound Exchange

International Orientation

Intercultural Programs:
Welcome Mentors, Language Exchange, Intercultural Leaders

Transition Events and Workshops

Winter Clothing Library

Airport Welcome Booth

Financial supports

159

students participated in IC intercultural programs

1,380

hours of program participation

OUR SUCCESSES THIS YEAR INCLUDE:

Launching the IC Monthly Newsletter in summer 2023.

Launching the Airport Welcome Initiative in winter 2024, where over 100 new students received helpful information and tips to settle in Winnipeg.

Launching the UM pre-arrival course for fall 2023 admitted students, completed by 310 new international students.

Introducing the IC Winter Clothing Library, benefitting over 150 students this year.

Hosting 16 social events attended by 564 students.

Securing new funding for students participating in mobility programs.

Introducing two new scholarships / fellowships to UM students.



KEEP AN EYE OUT FOR:

The UM Airport Welcome booth at the beginning of each term.

The IC monthly newsletter.

The Global Lounge, opening in summer 2024.

The Winter Clothing Library, re-opening in October 2024.

Enhanced immigration advising and supports with three fully designated Regulated International Student Immigration Advisors (RISIA) advisors.

New financial awards and scholarships for inbound and outbound mobility opportunities totalling approximately \$300,000.

International Student Transitions and Advising



2,144

international student advising appointments

1,803

total attendance at Orientation, Transitions and Advising events and workshops

744

total attendance at **20** immigration and other advising workshops

Awards and Scholarships

\$86,600

in 5 awards, scholarships and prizes disbursed to

75 students

\$93,000

total funding from Global Skills Opportunities (GSO)

31 students

received funding to participate in mobility opportunities abroad



Student Mobility

45

exchange students from

27 partner institutions in

13 countries

welcomed and supported through 1,658 exchange advising interactions; 3 pre-arrival webinars; 2 orientation sessions; and 9 social events

43

UM students went on exchange to

23 partner institutions in

12 countries

supported through 241 exchange advising interactions; 2 pre-departure orientations; and 4 re-entry sessions

4

new WUSC scholars welcomed in August 2023, joining 13 other students currently enrolled at UM



WUSC EUMC

Student Engagement and Success

Student Transitions and Success Centre

We hold expertise in designing and delivering data-driven, innovative programs, interventions and supports that promote seamless student transitions and address institutional retention goals.

OUR MANDATE IS TO:

Facilitate students' transition to university life and study and offer targeted interventions that foster academic and personal success

Provide academic advising supports, and programming intentionally designed to help students navigate the many transitions they experience throughout their university career

Provide expertise and advisement on matters relating to the first-year experience

Develop resources for students at risk of not progressing, and those who have traditionally faced barriers to access or academic success

Support various student populations and cohorts (Military students, Bison Student Athletes, Schroeder Scholars)

Support UM advising services through collaboration with SA and institutional partners

KEY INITIATIVES INCLUDE:

First Year Planning Guide

Get Ready to Register

Orientation / Welcome Day

Faculty Leads Operations Working Group

Charge Ahead peer mentoring program

Bison+ Advising Program

Schroeder Scholars transition program

Student Parents community

The Herd

New Student Survey

(in collaboration with Lauren Goegan)

Student Transitions

We develop and deliver intentional programs and interventions supporting students in their many transitions, with a particular focus on those who are at risk of not persisting.

OUR SUCCESSES THIS YEAR INCLUDE:

Financial Aid and Award and Student Transitions and Success collaborated to deliver summer transition programming for 23 inner-city recipients of the Walter and Maria Schroeder Foundation Scholarship.

Charge Ahead mentors help students identify successes and challenges in their academic journey and develop action plans for academic and personal success—all Arts, Science, Engineering, and University 1 students with an assessment less than “minimum met” received a referral to the program.

**CHARGE
AHEAD** >

967
referrals to
peer mentors

157
appointments

KEEP AN EYE OUT FOR:

Results of the New Student Survey.

New Charge Ahead programming and drop-in space (107 Tier).

Expanded Charge Ahead offerings for Graduate students and those studying at Bannatyne campus.

Enhanced Limited Admission student support from the Transitions team and Charge Ahead.

Military Support Office

We serve military personnel through academic advising and assessment of military courses and training for degree credit at UM and other Canadian post-secondary institutions.

292

military students
at UM

348

course assessments, yielding
5,781 credit hours

First Year Centre (FYC)

We provide expertise on the first year experience and first year advising to all new UM students. We administer **University 1**, a direct entry admission program that provides a unique, flexible approach for first year students exploring their options or who are planning to transition to advanced entry programs.

6,746

ACADEMIC ADVISING
appointments

▲ **48%**

Year over Year

22%

students from other
direct entry faculties

65%

appointments focused
on course planning and
success strategies

13,446

front desk
TRIAGE CONTACTS

12 min

average wait time to
see a FYC advisor

135,318

PAGE VIEWS
on First Year Planning Guide

▲ **13%**

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.

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.

2,537

PARTICIPANTS at

12 GET READY TO REGISTER
sessions

▲ **69%**



3,983

WEEKLY REACH
on @UMFirstYearCentre
Instagram page

This year saw a 41% increase
to 6,020 followers, a weekly
reach of 3,983, and 460 weekly
interactions.

University Advising Services

We promote best practices in advising, support the operational needs of UM advising units and provide professional development to university advisors.

OUR SUCCESSES THIS YEAR INCLUDE:

Cross-campus collaboration and buy-in around the importance of data-driven decision making.

Development of a system used for administration of deferred exams, which allowed for previously unavailable institutional data.

Creation of Advising Dashboards that provide advising leads easy access to data that identifies various student populations for targeted interventions and supports.

3,600+

DEFERRED EXAMS
processed in new system



KEEP AN EYE OUT FOR:

Three advising subcommittees:

- the Advisor Growth Collective (focused on research, professional development and skill development of academic advisors).
- the Student Success Architects (focused on developing innovative, inclusive and targeted interventions for students facing various barriers).
- the Campus Collaboration Hub (to consult, collaborate and liaise with relevant partners to seek solutions for and address cross-departmental challenges).



Student Engagement and Success

English Language Centre (ELC)

We provide English-language instruction and support and university pathways to students for whom English is not a first language.

OUR MANDATE IS TO:

Provide intensive language instruction in English for Academic Purposes, designed to benefit multi-language learners preparing to study at an English-language university

Offer three conditional admission paths for Intensive Academic English Program (IAEP) students: to UM Undergrad Programs, Intensive Extended Education Programs and ICM.

Offer part-time academic English training for students who are currently enrolled in degree study and community members looking to improve their fluency.

KEY INITIATIVES INCLUDE:

Intensive Academic English Program

Part-Time Academic English Courses

New short-term programming options

Implementation of Indigenous content in the curriculum

Workshop delivery for Inuit

OUR SUCCESSES THIS YEAR INCLUDE:

Successfully delivered an English language workshop to five Inuit staff at Ukkusiksalik National Park in Nauyasat, Nunavut.

New agreement between ELC, Extended Education and Tokyo Kasei University (TKU). TKU will send students to General Studies for one term on the condition that they successfully complete Level 5 of the Intensive Academic English Program (IAEP).

Continued partnership with the Faculty of Graduate Studies, the Vice-Provost (Students) and the University of Manitoba Graduate Student's Association (UMGSA) to support a subsidy for graduate students enrolled in Part-Time Academic English Courses (PTAEC).

13

PTAEC courses run

122

students enrolled

10

students per class, on average



97%

graduation rate from ELC, with

87%

continuing to another program at UM

KEEP AN EYE OUT FOR:

Explore Program, running spring / summer 2024: a government funded program that provides Canadian and Permanent Resident students, whose first or language of adoption is French, with the opportunity to learn English and become familiar with the cultures represented by that language.



University
of Manitoba

| Student Affairs

Office of the Vice-Provost (Students)

208 Administration Building

66 Chancellor's Circle

University of Manitoba

Winnipeg, MB R3T 2N2 Canada

vp.students@umanitoba.ca

umanitoba.ca/vice-provost-students