



University
of Manitoba

STUDENT AFFAIRS

ANNUAL REPORT 2024-25

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, 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

The 2024–25 academic year was marked by collaboration, adaptation, and impact. Across Student Affairs, we partnered with students, faculty, staff, industry, and communities to strengthen the student experience—advancing initiatives that cultivate a sense of belonging, support student well-being, and foster engagement and academic success.

This year also brought sweeping changes to Canada’s immigration landscape. New Immigration, Refugees and Citizenship Canada (IRCC) policies—including a cap on international study permits, a Provincial Attestation Letter requirement, higher financial thresholds, changes to off-campus work limits, expanded compliance reporting, and revised Post-Graduation Work Permit eligibility—required us to act quickly and strategically. Across ORES, the International Centre, and the English Language Centre, we adapted our processes, recruitment strategies, and advising services. We ensured that students had timely, accurate guidance to navigate these shifts, and we engaged with Faculties and external partners to explore strategies for addressing enrolment challenges.

Within this context, we remained focused on fostering a welcoming and inclusive campus, expanding opportunities for students to engage meaningfully, and providing access to the supports students need to thrive. Ultimately, our work this year reflects a shared commitment to advance the University’s mission and deliver an exceptional student experience.

This report, spanning the academic year—May 1, 2024 through April 30, 2025—highlights the collaborations, challenges, and opportunities that defined our work*. It is also a testament to the dedication of the Student Affairs team, whose work touches every stage of the student journey—from first inquiry to graduation and beyond. Together, and in collaboration with our partners, we are shaping a learning environment where all students can discover their potential, contribute meaningfully to their communities, and prepare for a future of possibility.



**The 22-23 and 23-24 reports spanned the fiscal year (April-March).*

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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

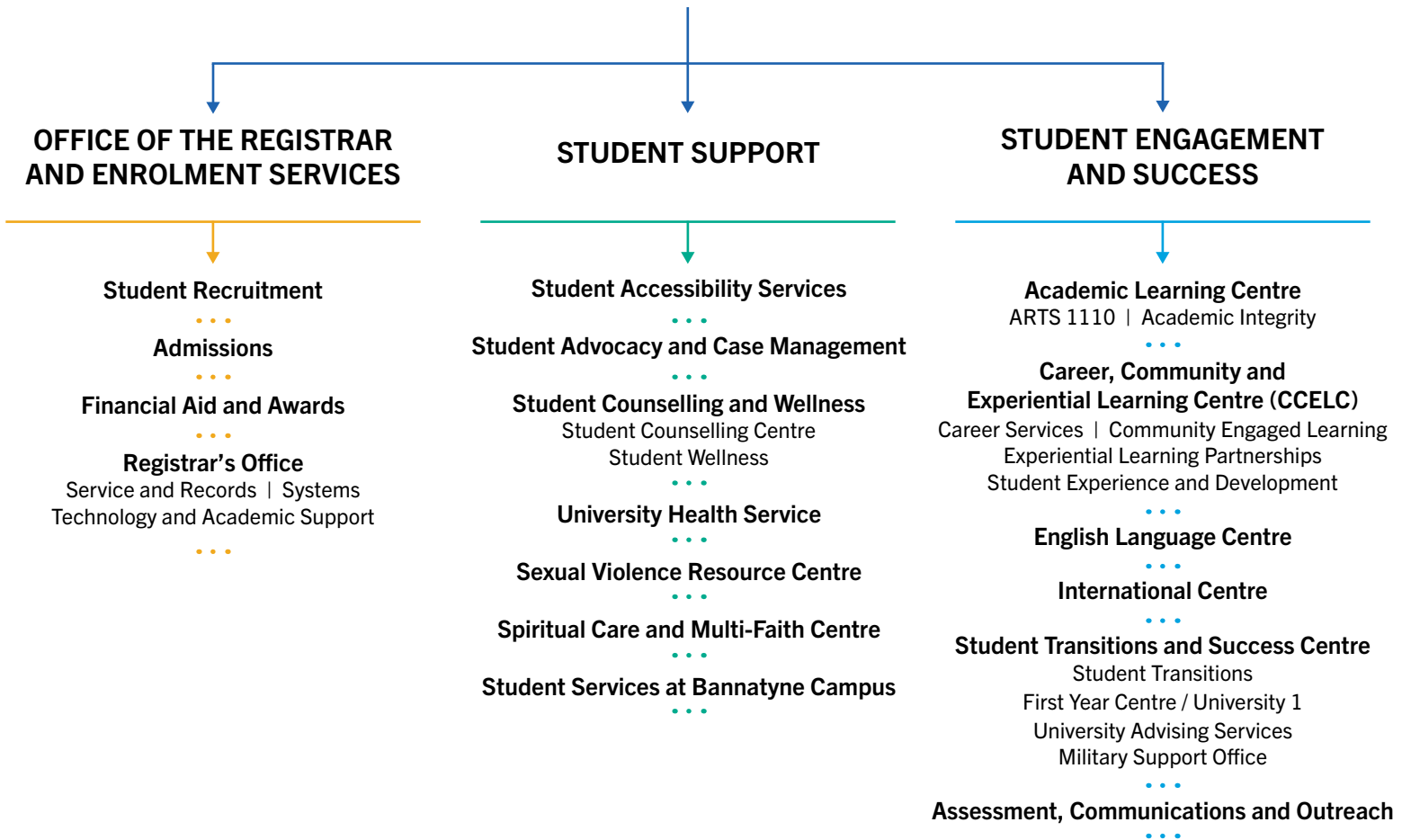
Our Goals

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

**302 staff and
192 student staff in
three departments**



749,382 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

Student Affairs

Collaboration highlights

Collaboration is a cornerstone of our work and, as noted throughout this report, has resulted in several new initiatives and enhanced services and supports that address mutually held goals and priorities. Some examples of this important work are noted below.

COLLABORATING WITH FACULTIES

Integrating student supports

Partnerships with Architecture, Graduate Studies, Indigenous Student Centre, Law and Music to provide embedded counselling.

Departmental and course-integrated writing tutoring offered through seven departments, schools, and faculties.

Supplemental Instruction (SI) provided by the Academic Learning Centre through the Department of Chemistry, Department of Computer Science, and Faculty of Engineering.

Sharing expertise

Units in Student Support developed and facilitated tailored workshops and sessions for academic staff on topics including navigating challenging student situations, student accessibility, mental health in the classroom, supporting neurodiverse students, sexual violence, and responding to students in distress. The Student Support team also provided Critical Incident Stress Debriefing supports following tragic events.

Units in Student Engagement and Success developed and facilitated tailored workshops such as academic integrity and artificial intelligence (AI²), career development, community engagement, experiential learning, student mentoring and leadership.

Delivering specialized programming

The International Centre, in collaboration with the office of the Vice-President (Research and International), the Faculty of Graduate Studies, and Human Resources, delivered a suite of pre-arrival resources, orientation programming, and social networking opportunities for over 70 MITACS Globalink Research Interns (GRIs) working with 9 faculties.

Community Engaged Learning facilitated 11 Poverty Awareness and Community Action workshops and three Working in Good Ways workshops in collaboration with five academic programs.

Sharing resources

Through the Global Skills Opportunity (GSO) project, the International Centre partnered with the Faculty of Nursing under the PINE program to support a cohort of nursing students participating in a mobility experience in New Zealand. This initiative aimed to enhance students' intercultural competencies, global awareness, and clinical perspectives by engaging them in hands-on learning and cultural exchange in an international healthcare context.

The English Language Centre continued their partnership with the Faculty of Graduate Studies, the Vice-Provost (Students) and the University of Manitoba Graduate Students' Association (UMGSA) to provide a subsidy for graduate students enrolled in Part-Time Academic English Courses (PTAEC).

COLLABORATING ACROSS UM

Facilitating change

Aurora modernization consultations: representatives from faculties have provided invaluable feedback to inform new Aurora.

Responding to IRCC policy changes: ongoing work with faculties to enhance recruitment efforts to mitigate international student enrolment challenges.

Vice-Provost (Students), Registrar and Executive Director, Enrolment Services, and Deputy Registrar and Director of Admissions meetings with faculties to explore options to **remove barriers in admission requirements.**

Supporting student leaders

The **First Annual UM Students Leading Change (SLC) conference** provided undergraduate student leaders with an inclusive and supportive environment to collaborate, share and apply knowledge, advance their learning, and be empowered to effect positive change for the benefit of the university and the communities they serve. The conference was held August 8, 2024 with 71 student leaders and 18 faculty/staff/community presenters participating.



The Vice-Provost (Students) met with **Student Association Presidents** each term to maintain open lines of communication, identify challenges and opportunities, and address matters impacting the student experience.

Approximately 20 meetings with students were held at **drop-in office hours** with the Vice-Provost (Students) and Vice-Provost (Equity) throughout the fall and winter terms.

Student Experience and Development consulted and collaborated with 20 student associations, groups, and clubs to tailor involvement programming and messaging to better meet student needs.

Leading or contributing to institutional committees and working groups

Academic Integrity Advisory Committee

Affirming Indigenous Citizenship, Membership and Kinship policy and procedures Working Group

Anti-Racism Policy Advisory Committee

Budget Advisory Committee

Campus Resource Enhanced Support Team

Respectful Work and Learning Environment and Sexual Violence Policies Advisory Committee

Senate Committee on Admissions

Senate Committee on Awards

Senate Committee on Curriculum and Course Changes

Senate Committee on Instruction and Evaluation

Senate Committee Review Working Group

Sexual Violence Advisory Committee

Student/Staff Threat Assessment Triage, Intervention and Support

Student Enrolment Management Planning

Student Policies and Procedures Working Group

Student Death Protocol Committee

Substance Use Awareness Advisory Committee

Task Force on Mental Health and Well-being

Tuition and Fees Coordination Committee

University Strategic Planning Committee

Student Recruitment

We strive to 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

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 Initiatives

Establishing a comprehensive local, national, and international recruitment strategy that encompasses the UM recruitment team, agents, and Faculty representatives

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:

Student Recruitment successfully implemented a new, more efficient and cost-effective, student-to-student online chat platform.

The 2024/25 recruitment cycle marked Student Recruitment’s return to spring in-person yielding presentations to local high school, which had not been done since pre-pandemic.

In October 2024, student recruitment hosted the largest post-covid in-person Minnesota Student Day. With over 100 people in attendance (more than double the previous year), it was the first time student recruitment has ever hosted an event with 100% of the registrants in attendance!

During the 2024/25 international student recruitment cycle, the student recruitment team visited 16 countries (select countries multiple times). This is the most international recruitment travel accomplished by the team to date! 4 additional countries were added to our 2024/25 recruitment plan: Mauritius, Oman, Saudia Arabia, and Zambia.

During the 2024/25 domestic student recruitment cycle, the student recruitment team visited both BC and Ontario twice and Saskatchewan once—the first time in more than a decade!

“First and foremost, I want to express my heartfelt gratitude for all the support and guidance you’ve provided to my daughter throughout this admissions process. Your prompt and thoughtful responses to her questions have been a tremendous help and have made this journey so much smoother for her—and for us as her family.”

— Future UM Parent

1,985+

National prospective students reached in-person outside of Manitoba

6,700+

Manitoba prospective students reached through

72+

high school visits

4,450+

Prospective student contacts at

36

local fairs and high school parent nights



3,800+

Prospective students
visited campus at

2

Open House events



2,500+

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



Admissions

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

Our Mandate

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)

Upholding the Senate approved admission requirement regulations and establishing effective processes

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

OUR SUCCESSES THIS YEAR INCLUDE:

Successfully managed and adapted the issuance process of Provincial Attestation Letters (PAL) for international applicants in response to updates from Immigration, Refugee and Citizenship Canada (IRCC).

Collaborating with the International College of Manitoba (ICM) to revise admissions assessments, timelines, and procedures in order to expedite the admissions process and align with updated IRCC processing requirements.

Transitioned the Applicant Information Bulletin content to admission requirement webpages, ensuring compliance with accessibility standards.

Integrated the high school eligibility assessment process into the Slate application system.

Introduced a new international tuition deposit requirement within the admission office, along with clear procedures for collection and appeal-based refunds.

Efficiently addressed over 12,000 email inquiries related to IRCC international student requirements and their implications for admissions.

Enhanced admission offer letters to include stronger language and a more celebratory tone in an effort to improve conversion.

"I'm truly grateful for the courteous and efficient service provided by the admissions office. Your guidance and responsiveness have made this process much more approachable and encouraging."

— New UM Student

KEEP AN EYE OUT FOR:

A review of the admissions applicant portal aimed at enhancing functionality and ensuring mobile responsiveness.

Updates to the Direct Entry admissions process to support students receiving and accepting offers earlier.

Implementation of a new contact center system to enhance communication with prospective and current students by end of 2025.



OVER 21,000

APPLICATIONS PROCESSED

▲ 2.1%

undergraduate
student enrolment

▼ 4.5%

international
student enrolment

▲ 9.5%

self-declared
Canadian Indigenous
student enrolment

Financial Aid and Awards

We are responsible for the administration of student awards (merit and need-based) totaling over \$41 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 manage 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

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

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

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 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 \$40 million in award funding to UM students.

\$41M+ in awards disbursed to UM students
22,000 awards

The FAA Establishment team spearheaded the creation of 81 new awards and amendments to 123 existing awards.

\$14M issued as bursaries
\$6.1M disbursed to Indigenous students

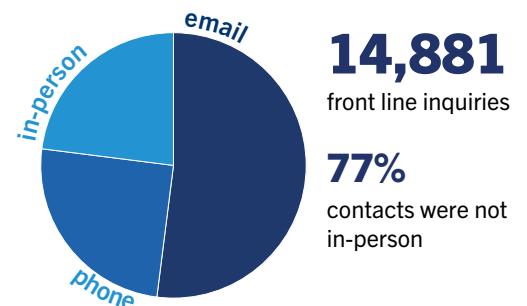
Participating in various events hosted by Student Recruitment, to bring awareness of financial aid programs to prospective students and their families.

Hosting the inaugural “Rockin’ with a Cause” fundraiser for the UM food bank. This was a sold-out show, seeing more than 120 attendees. We raised close to \$3,000 in direct support of the food bank.

9,300+ UM students received government student aid — totalling more than \$178M in government funding)

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

150K disbursed to students through the UM Emergency Bursary Fund



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:

→ We will be exploring the possibility of implementing a new awards management system to enhance the experience for students when searching for and applying for awards, and the experience for faculty and staff with the awards selection and disbursement process.



“The food bank not only eased my financial stress – but it also gave me strength, hope and dignity to keep going”

— Student Food Bank user

60+

Food Bank volunteers

900+

volunteer hours



UM FOOD BANK

The **UM Food Bank** is a vital resource for many of our students and continues to experience high demand.

In administering the UM Food Bank, we:

- ensure that quality food items are always in stock
- provide a safe and comfortable environment for learners
- conduct fundraising activities
- refer students to other Student Affairs partners when needed
- recruit, onboard, and train volunteers

5,000+

students visited the UM Food Bank this year

650+

students assisted each month

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 AND RECORDS

Our Mandate

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 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

Collaboration on the institutional implementation of a new Contact Centre (phone) System as it applies to our service to students.

AURORA MODERNIZATION PROJECT AND ODS RETIREMENT PROGRAM

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

- As of November 2024, the team met another key milestone by launching new registration functionality for students.
- Additional new functionality will continue to be rolled out to students, faculty and staff as the project progresses.

KEEP AN EYE OUT FOR:

Phase 3 of Aurora Modernization Project (continued integrations and enhancements like graduation declaration process, change of grade process, etc.).

Increased collaboration with the Academic Advising Community.

New workflows: U1 Transit, Major/Minor declarations, College Membership, Gym Waiver.

5,717

UM graduates attended

14

Convocation ceremonies

123,290

individual exams written

1,938

scheduled exam sessions

SYSTEMS

Our Mandate

Manage and control the functional areas of the Banner 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 operations

Work with campus partners on assigning classrooms and improving learning spaces

Our Initiatives

The Aurora Modernization Project

Coordinate course scheduling and manage classroom assignment

Banner term maintenance of registration and grading

Fee assessment and T2202 tax rules

Banner identity management

Academic history and progression rules

Operational reporting and ad hoc queries: reporting student status to IRCC and reporting T2202 to CRA

Banner/Aurora system access

Ensure student and advisor access to UM Achieve is uninterrupted, and ensure official transcripts and operational reports produce accurate data

International student status reports to IRCC

7,542

student reports (Fall 2024)

7,190

student reports (Winter 2025)



Registrar's Office

TECHNOLOGY AND ACADEMIC SUPPORT

Our Mandate

Manage and control the foundational areas of the Banner student information system including the creation of the learner and degree records after students are admitted, maintaining the catalog of courses and updating the curriculum module that controls programs, majors, minors and concentrations

Support UM Academic Advising by coordinating UM Achieve Degree Audit, Advisor SharePoint and Aurora's Advising Notes

Support Senate processes by coordinating and publishing the UM Academic Calendars for Undergraduate, Graduate and the Université de St. Boniface

Lead Registrar's Office communication initiatives

Our Initiatives

The Aurora Modernization Project

UM Academic Calendar content coordination, system administration and support

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

UM Achieve degree audit encoding, testing coordination, system administration and support

Fee appeal administration and support

Registrar's Office communications production including RO website, AskUManitoba, RO SharePoint and collaborations with Marketing and Communications Office and Student Affairs partners on social media and mass communications

Course, curriculum and program consultations with departments and faculties

ID card system support and service training

222,924

UM Achieve degree audits run

Peak usage in July (**34,000**) and January (**32,000**)

Half of audits run were "What If" audits for students exploring alternate programs

48,064

students eligible for 2024 T2202 tax forms with details reported to the CRA

91,000

website views—some of the heaviest UM web traffic, with a **78% engagement rate** (22% higher than the university average)

KEY SUCCESSES ACROSS ALL UNITS WITHIN THE REGISTRAR'S OFFICE

- Phase 2 of Aurora Modernization Project is well underway with regular consultations and information sharing. The focus remains on improving the student, faculty and staff experience.
- Several new cards on the Aurora launch page, including tax forms, My Exams, and other service requests.
- New registration with shopping cart and term-spanning course functionality.
- New course and schedule look-up.
- Increased accessibility of our services, RO website and old PDF forms to meet new standards.
- Supported the creation and modification of 360 programs for degree audits.

ent Residence



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.

Our Mandate

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

Our 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:

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

Increased supports for graduate students and the Faculty of Graduate Studies through a funding partnership.

Facilitated study halls and info sessions for students to assist with academic organization and planning.

Provided additional faculty support through the Student Accommodations intranet site.

Worked with Faculties to ensure students with reduced course loads have access to more scholarships and bursaries.

ACCOMMODATIONS

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.

2,899+

Students registered

15,605+ ▲23%

Accommodated exams booked

68,681+

Office contacts

Accommodated **300+ students per exam seating** in multiple venues across the Fort Garry campus—an **increase of 100 students per day** compared to last academic year

86

Support staff (casual—invigilators, academic attendants, etc.)



KEEP AN EYE OUT FOR:

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

Study Together – a donor funded drop-in support program for students who struggle with executive function tasks.

Increased online access for students to register with SAS more quickly.

“The services that were provided to me as a result of my disability allowed me to excel in ways that were not possible before, I greatly appreciate all the accommodations that were made available to me.

The work that is being done within the student accessibility services is helping so many students and providing students with an equal chance at being successful, I could not be more grateful for these opportunities.

All of your work is extremely valuable and helpful to students; I hope others working within SAS know this as well.”

— Student Registered with SAS

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

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:

Addition of a new Student Advocate position to provide increased support to learners in the Rady Faculty of Health Sciences, and graduate students at the Bannatyne Campus.

1,723 student individual assistance

▶ 94% new cases

1% carry-forward cases from 2023-2024

“Being in such a large school makes you feel isolated and like a number.

However, student advocacy made me feel that I mattered and that my concerns were valid.”

— UM Student

Creating and facilitating Authorized Withdrawal (AW) information webinars for 330 students on topics of responding to allegations of academic misconduct and the authorized withdrawal process.





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

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 with other care providers to ensure an integrated team approach

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

OUR SUCCESSES THIS YEAR INCLUDE:

Collaborating with Spiritual Care and Multi-Faith Centre on drop-in wellness drumming sessions.

Offering field placements for two Bachelor of Social Work students.

Presenting to students, faculty, staff, and local hospital social workers on resources, supporting students in crisis, and making appropriate referrals.

216
students supported

809
appointments

KEEP AN EYE OUT FOR:

Addition of a new Case Manager dedicated to supporting international students.

Student Counselling and Wellness

Student Counselling and Wellness (SCW) aims to empower students to actively engage in their well-being, build on their personal strengths and connections within the UM community and beyond, and to pursue their academic goals; recognizing and addressing challenges along the way.

Student Counselling Centre (SCC)

We provide free, private and confidential counselling and mental health support to University of Manitoba, English Language Centre, and International College of Manitoba students.

Our Mandate

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 and participate in training activities that contribute to the counselling professions

Our Services

Individual counselling services

Counselling workshops and groups

Self-directed and online supports

Learning disability assessment services

Facilitation of outreach workshops and classroom presentations

OUR SUCCESSES THIS YEAR INCLUDE:

Adding diverse groups and workshops to regular SCC programming:

- Making Meaning About Me: Understanding And Learning To Express Our Emotions In A Good Way
- Taking Care in the Climate Emergency
- Wellness Series
- Overcoming Avoidance – How to Avoid Avoidance
- Circle of Security Parenting™ Program

Continuing to provide a warm and supportive experience for students seeking help.

- Student client evaluations indicate reception services were seen as friendly, welcoming, respectful, easy to understand, and effective in answering questions and recommending other UM services.
- Evaluations from students who attended initial intake sessions indicate that students felt safe, treated seriously, understood, supported and validated by SCC intake/triage specialists.
- No negative evaluations were received for intake services and 98.7% of students felt completely or mostly satisfied.

Continuing to provide highly rated individual counselling services with 91.2% of students completing an evaluation reporting being mostly or completely satisfied with the services they received.

All students who completed the RBC MOOD (Manitoba Online Overcoming Depression) program experienced significant reductions in levels of depression and at termination have very low levels of depression or no depression.

Growing the Instagram account @UMStudentCounsellingCentre —while follower growth was limited (a 5% increase to a total of 1311 followers), the number of accounts reached nearly tripled (~21,000 accounts), and views increased by 36%, with over 74,000 views on 31 posts and 259 stories.

Recognizing important dates and causes through displays in the SCC reception/ waiting room space such as Earth Day, National Truth and Reconciliation Day, and International Women's Day.

“Thank you for doing the work that you do. You are saving lives. I am forever grateful for the kindness and compassion I received.”

— SCC Student Client

1,217

Student clients

6,630

Student appointments

2,551

total attendance at outreach sessions

DIVERSE STUDENTS ARE SUPPORTED BY THE SCC

38.5%

international students

55%

female-identifying students

5.7%

trans, non-binary, or genderfluid students

"I was going through a lot when I first visited the reception and was probably not the nicest in those moments but I was still met with so much compassion and understanding. That alone went a long way in keeping me motivated to seek out help. From the bottom of my heart, thank you so much."

— SCC Student Client

Amazing professionalism, crucial to making my intake appointment the success that it was, completely understanding and non-judgmental.

— SCC Student Client



KEEP AN EYE OUT FOR:

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

New groups and workshops.

Student Counselling and Wellness

Student Wellness

We 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

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 well-being and substance use

Create opportunities to foster a sense of community and belonging

Facilitate effective referrals to other campus and community resources

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

Empower and educate the UM community on understanding and supporting student mental health and well-being

Our Initiatives

Health and wellness education and professional consultations for staff, faculty and students

Peer education and support through Healthy U

Specialized counselling on substance use and gambling

Harm reduction education, safer sex and menstrual product supply distribution

Strategic planning supports: well-being and substance use surveys, UM mental health and well-being strategy

OUR SUCCESSES THIS YEAR INCLUDE:

1,400+

drop-in SWC visitors supported

62

appointments for specialized substance use and/or gambling addictions counselling by **19** students

5

student facilitators for **the Body Project** trained by Student Counselling and Wellness and Student Services at Bannatyne Campus office

Continuing consultations to best meet the health and wellness needs of students, and guide the development of the SWC space and programs.

Launching Bannatyne SWC pop-ups in collaboration with SSBC—including tabling, Mindful Campus events, and continued Pet Therapy.

As a resource to the Mental Health and Well-Being Task Force, contributing to the formulation of recommendations and the final report.

“I love coming into the Student Wellness Centre, it feels like a place to get away from the busyness of campus.”

— SWC Visitor

KEEP AN EYE OUT FOR:

Pop-up Student Wellness Centre presence at the Bannatyne and William Norrie campuses in 2025-2026.

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

Additional offerings of *Speed Friending*, *Mental Health First Aid*, and more!

HEALTHY U

Healthy U Peer Health Educators receive extensive training to deliver Health and Wellness programming 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.

"I was surprised at the level of independence and trust put in the [Healthy U] volunteers as we started building events and posts. It was a really empowering feeling and was very helpful for my personal growth this year"

— SWC Visitor

1,271

hours contributed by
14 volunteer Peer Health Educators

2,019

total student attendance
across **70 outreach events**
hosted and facilitated

361,343

views across **205** health-related
social media posts and blogs—
quadruple the posts and 10x views
compared to last year



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

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 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, faculty, and staff available on UM Learn

Healthy Relationships course, an interactive workshop available for UM Students focusing on consent, power imbalances, intersectionality, and resources

Responding to Disclosures workshops for students, staff and faculty

Safer Social Events Team (SSET), a peer education, support, and harm reduction program deployed to events on campus where alcohol is served

OUR SUCCESSES THIS YEAR INCLUDE:

Launching the Men in Dialogue (MinD) program—a program designed to engage men in sexual violence prevention through discussion groups and outreach events.

Expansion of SSET at VWs Social Club.

Extending drop-in hours.

Regularly scheduled support hours at Bannatyne Campus.

Co-leading consultations with the campus community regarding upcoming revisions to the UM Sexual Violence policy.

KEEP AN EYE OUT FOR:

Increased campus engagement through tabling, social media, and education.



1,380

Digital badges issued in SVA this year

5,556

Digital badges issued since SVA course re-launched in 2020

When asked to share what they learned from the Healthy Relationships workshops, students said:

“The resources available. As an executive, if any student comes to me, I feel better equipped to guide them to professionals.”

11

Healthy Relationships workshops with

170

Student participants

5

Responding to Disclosures sessions

22

Staff and faculty participants

56

Student participants

INDIVIDUALIZED SUPPORT SERVICES

494

consults and inquiries

391

triage and support appointments

315

trauma specialist appointments

SAFER SOCIAL EVENT TEAM (SSET)

The 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.

14

team members

17

events

1,188

contacts

“What I really liked about the Safer Social Event Team member role was how it allowed me to actively contribute to creating safer, more inclusive environments at events. I appreciated the opportunity to be present, approachable, and supportive for students who might need help, whether that was through de-escalating situations, offering resources, or just being someone they could talk to. It also helped me build strong communication and crisis response skills while working as part of a team that genuinely cared about student wellbeing.”

— Safer Social Event Team member



**SAFER
SOCIAL
EVENT
TEAM**

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 all parts that make up their lives; the troubling, confusing and exciting.

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

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 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 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

Offering welcoming safe spaces in the form of student lounges, where students can connect in community or simply be

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

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

Common Grounds and Bouncing Back to the Beat drop-in programming

OUR SUCCESSES THIS YEAR INCLUDE:

Adding a new weekly communal spiritual gathering for Sikh students at the Fort Garry Multi-Faith Centre.

Increasing engagement with Fort Garry campus students through tabling and coffee cart activities during exam seasons.

Participating in CBC Town Hall's - *Communities in Focus*, speaking to our office's support for international students.

Hosting two inter-faith panels facilitated by Humanist chaplain and the Muslim Students' Association.

Opening the Bannatyne Multi-Faith Centre with support from the Vice Provost (Students). Received additional funding for furnishings and amenities from generous community donors.

MULTI-FAITH CENTRES

Our **Multi-Faith Centres** are large, bookable gathering spaces available for personal spiritual practices, communal spiritual gatherings and ceremonies, alongside other programming, which have been approved for smudging and for the use of alcohol in religious ceremonies by designated spiritual leaders.

Programming collaborations and community events have included:

- Queerly Beloved
- Understanding and Healing from the Soul Wounds of Racialized Trauma
- Tech-Free Lunch Fridays
- Sikh Prayer Gatherings - Naam Simran Night
- Meditate with a Buddhist Monk
- Meditation Retreat (Bannatyne Campus)
- Falun Dafa gatherings

KEEP AN EYE OUT FOR:

A new Summer Work Study position – Bannatyne Campus Program Assistant.

The official inauguration and dedication ceremony for the Bannatyne Campus Multi-Faith Centre in early fall term.

“Thank you for meeting with me today. I just wanted to let you know that the work you do matters and makes a huge difference. I left your office today with a renewed sense of purpose and hope.”

SCMC Student Client



503

Individual student support meetings

2,190

Students reached through chaplain lounges

STUDENTS ACCESSING SPIRITUAL CARE COME FROM VARIOUS FAITHS AND RELIGIOUS AFFILIATIONS:

16.7%

Agnostic

9.3%

Atheist

38.9%

Christian

3.7%

Jewish

29.6%

Muslim

3.7%

Sikh

11.1%

Spiritual

11.1%

Unsure

13%

Other

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 IDENTITY & SELF-WORTH

SIGNIFICANT CHALLENGES TO PERSONAL BELIEFS

LACK OF SOCIAL SUPPORTS

LOSS OF MEANING, FAITH, OR PURPOSE

CONCERNS REGARDING COPING

Student Support

Student Services at Bannatyne Campus (SSBC)

We provide comprehensive, on-site support to promote the well-being and success of all learners at the Bannatyne Campus and function as an integrated service hub for students and residents in the Rady Faculty of Health Sciences (RFHS).

Our Mandate

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

Our 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

Consultation support for staff and faculty

OUR SUCCESSES THIS YEAR INCLUDE:

Welcoming a new Director, Career Consultant, Confidential Intake and Case Worker, and adding a dedicated Bannatyne Student Advocate to the team.

Returning to more in-person services at the Bannatyne Campus (International Centre, Academic Learning Centre), marking a significant step towards revitalizing the learner experience, offering greater opportunities for direct engagement, personalized support, and fostering a stronger sense of community.

Receiving the Mindful Campus Grant, which enabled us to offer more wellness events on campus for learners, staff, and faculty.

KEEP AN EYE OUT FOR:

We are adding an additional Counsellor to our team! This will allow us to expand on-site accessibility of preventive, developmental, and therapeutic mental health services.

New events and programming in collaboration with the new Spiritual Care and Multi-Faith Centre at Bannatyne Campus!

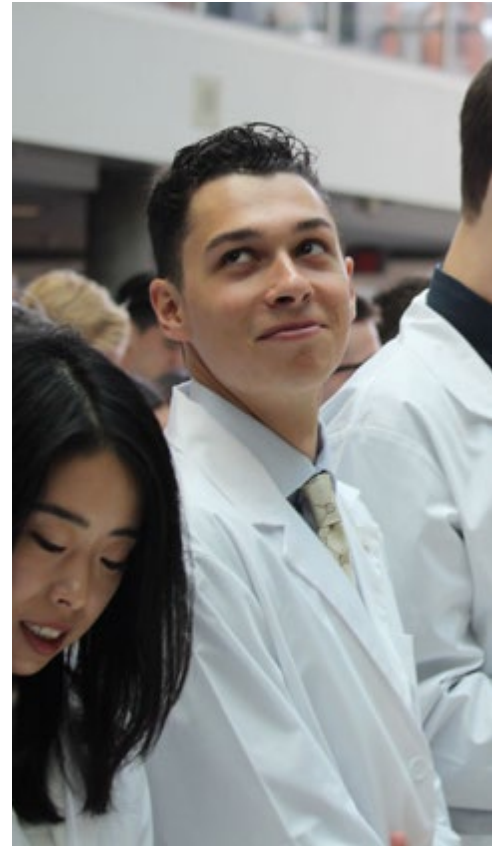
“The enormous support from your office made what could have been a challenging process so much smoother. I genuinely appreciate the time and effort you put into helping me navigate this change and how your office supported my mental wellbeing.”

— Learner

HIGHLIGHTS

- The food hamper program grew from **14 in 2022/23 to 109 in 2024/25**, supporting **32 individual learners and 9 families**.
- SSBC offered **ADHD support groups, CBT with mindfulness workshops, and suicide prevention training**, collectively supporting over **75 learners and staff**.
- **Collaborating with Ongomiizwin Education**, SSBC strengthened ties with Indigenous learners through focused events and a dedicated orientation.
- Wellness initiatives included **Bell Let's Talk, Mindful Campus Room programming, and experiential wellness events** for Physician Assistant learners.
- SSBC staff completed over **180 hours of professional development, including anti-racism, grief literacy, and EDI training**.

These initiatives reflect SSBC's continued commitment to learner well-being, inclusion, and support.



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

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 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.

Physicians educated themselves further on best practices in terms of Transgender health care delivery.

Maintained psychiatric consultation services.

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

3,013

Student patients

304

Staff patients

11,332

Appointments

Top presenting concerns:

Anxiety | Depression | ADHD/Bipolar | Asthma



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

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

Our Initiatives

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

OUR SUCCESSES THIS YEAR INCLUDE:

8,208 ▲15%

Total attendance at Supplemental Instruction

1,957

total students engaged—with **48% of eligible students engaging** (30% higher engagement rate than last year)

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.

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

Across all SI courses, students who attended 2+ SI sessions were:

2x more likely to successfully complete the course, and on average, received grades at least:

+0.5 grade points higher
(half a letter grade)

5,839+ ▲91%

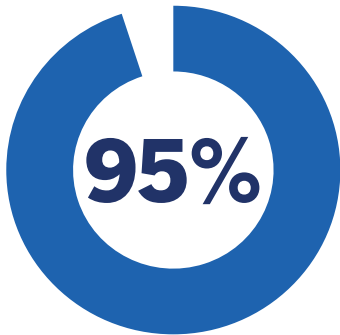
total attendance at **139** workshops—with average attendance per workshop more than doubling

66%

of ALC sessions were course-embedded workshops by faculty request



Academic Learning Centre (ALC)



students agreed their tutoring session was useful

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.

6,534

tutoring appointments

2,535

tutoring clients

ARTS 1110: Introduction to University

Our Mandate

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

OUR SUCCESSES THIS YEAR INCLUDE:

Collaboration with Student Advocacy to inform students of the implications and consequences of academic misconduct.

New measures to help students recognize and address writing practices that could result in plagiarism allegations.

1,054

students registered

Collaboration with the U1 librarian to provide instruction on finding and evaluating sources.



Academic Integrity

We support all UM students in developing knowledge, skills and ethical practices related to academic integrity.

Our Mandate

Be at the forefront of educational approaches supporting students in 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

Provide post-discipline triage and educational programming to students

Our Initiatives

Educational programming: Reflections on Academic Integrity UM Learn course, CiteRight peer tutoring, workshops

Outreach activities: information tabling, Instagram takeovers

Academic Integrity resources: website, tip sheets, podcasts

OUR SUCCESSES THIS YEAR INCLUDE:

1,569

total attendance at **42 workshops**—with average attendance per workshop more than doubling

7 workshops specifically on Academic Integrity and genAI use

88

students completed CiteRight program

681

student enrolled in “Reflections on Academic Integrity” UM Learn course

227

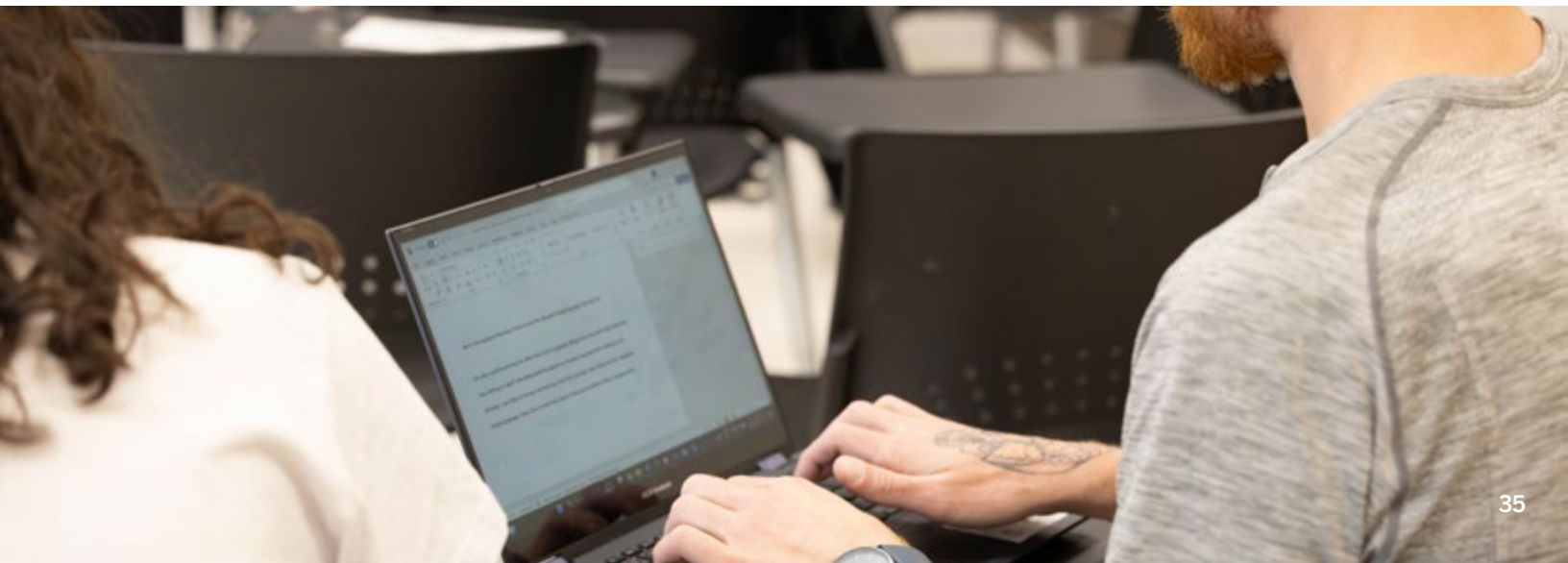
post-discipline triage meetings

10

students completed educational outcomes with UM librarians

21

Students completed educational outcomes with ALC instructors



Career, Community, and Experiential Learning Centre (CCELC)

We 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

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

Key Initiatives include

Student Affairs Connection Desk

Experience Record and UMConnect

Career Consulting and Resumé Learning Centre

UM Career Month (November)

UM Career Mentor Program, Indigenous Career Mentor Program, UM Café: Ten Thousand Coffees

Work-Study program (in partnership with Financial Aid and Awards)

Social Justice Hub

Poverty Awareness and Community Action: Workshops & Support Circle

Two-Spirits Talking

Student Leadership Development Program (SLDP)

'Get Involved' workshops, programming and one-to-one appointments

36 Volunteer experiences and training

THE STUDENT AFFAIRS CONNECTION DESK

The **Connection Desk** launched in August 2024 and provides a one-stop shop for campus:

- wayfinding
- information and referrals
- campus resources

4,683

interactions between August 2024 - April 2025



UM EXPERIENCE RECORD AND UMCONNECT SYSTEM

1,581

opportunities recognized in the Experience Catalogue

3,043

job postings in UMConnect

4,702

verified co-curricular experiences added to Experience Records

153,996

student logins to UMConnect

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 SUCCESSES THIS YEAR INCLUDE:

Record registration and attendance for summer 2024 Career Choices workshops for incoming students (129 attendees at 11 workshops).

Celebrating the 35th anniversary of the Career Mentor Program, which supported 154 student-mentor matches this year.

2,454

Career Services drop-ins and appointments, including Resumé Learning Centre

“My Career Consultant listened intently and understood my questions, what I could and couldn’t articulate. Thanks to my conversation with her, I feel confident and equipped to begin my career journey.”

— Faculty of Arts student

Co-hosting the Arts Career Round Table with the Faculty of Arts and Arts Student Body Council where Arts students were able to learn about career options and network with UM Alumni working in a wide variety of professions, from social service to business to government. This was the first time the event was held in-person since 2019 with 9 mentors and 76 student attending.



52,024 ^{▲9%}

Career Compass views

157,413 ^{▲43%}

Occupational Library views

KEEP AN EYE OUT FOR:

- Career Month in November 2025
- Updates to the online format of the Career Compass

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 SUCCESSES THIS YEAR INCLUDE:

Establishing the **Social Justice Hub**, a site and resource for learning about social justice, anti-oppression, and equity, diversity, inclusion, and access (EDIA), as well as a safer space for community-building amongst and between systemically marginalized communities and allied learners. Events included monthly drop-in discussions, community-building and community care events for students who belong to QTBIPOC, disabled, trans, neurodivergent, racialized, or international student communities.

Piloted social justice-oriented training with 12 student interns, helping them rethink activism, gain key organizing skills, and value relationship-building.

“I really didn’t want to be a leader, but I had to because of circumstance. It was scary at first, but I realized that I was capable of doing it here ... and [my leadership and confidence] will help me create opportunities for people that weren’t there before.”

— Student Intern, Social Justice Hub

Shifting **Two-Spirits Talking** to a student-led program that hosted 10 biweekly conversation circles and co-organized 5 community events, including the Indigenous Drag Brunch—raising over \$1,000 for Sunshine House—and the ribbon clothing workshop, where 10 students were able to create ceremonial clothing for themselves.

17

events through the Social Justice Hub

751

total attendance at **63** CEL programs (workshops, events, training sessions and other programming)

27

students trained in individual advocacy through the Poverty Awareness & Community Action: Support Circle, supporting **5** community members in accessing crucial resources and services



KEEP AN EYE OUT FOR:

- Newly relaunched Community Leadership Development Program and Grow Your Community Fund, which will provide training and supports for new and emerging student communities who face minoritization, marginalization, or underrepresentation.
- Monthly EDIA drop-in events starting Fall 2025 for students, staff, and faculty interested in learning about campus and community for engaging with and taking action on EDIA.
- Working in Good Ways micro-credential, training UM faculty how to teach Working in Good Ways.

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 SUCCESSES THIS YEAR INCLUDE:

5x more co-curricular Experience Record positions with identified competencies—a total of **987** recognized positions.

251 technical and Skills for Success courses completed by UM students through BioTalent Canada



Student Experience and Development (SEAD)

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

OUR SUCCESSES THIS YEAR INCLUDE:

Launching the Connection Desk and assisting over 4,500 students, staff, faculty and campus visitors with wayfinding, referrals to UM services, information about campus involvement, and responses to general inquiries.

Providing opportunities and training for 90 Orientation Volunteers who contributed over 1000 hours to supporting new students in their transition to the UM.

Supporting Student Leadership Development Program (SLDP) participants who committed 256 total hours to the program. This year, 10 students completed level 1 of the SLDP, and 5 students started level 2.

“The SLDP was a refreshing and motivating way to talk about leadership that I haven’t found elsewhere.”

— Program participant

51,788 ^{▲55%}

page views on Get Hired! —a weekly student newsletter highlighting opportunities for employment and networking

24% more opportunities were promoted, including **423** part-time positions and **531** full-time / co-op positions / internships

Views on Get Hired! represent **24% of all UMToday traffic**, with a **75% engagement rate** (32% higher than last year)



482

total attendance at **64** workshops, training sessions and programs

KEEP AN EYE OUT FOR:

→ The Experiential Learning Award: recognizing UM students and recent alumni for their personal and professional development through UM-recognized co-curricular experiences and self-reflection.

International Centre (IC)

We are the institutional hub for international student support and global engagement at the University of Manitoba. We provide integrated services to 6,675 international students from over 122 countries and drive UM's commitment to global citizenship, intercultural competency, and international mobility for all students

Our Mandate

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

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

Facilitate outbound and inbound student mobility through promotion, advisement and funding for all UM students

Recognize and reward student leadership, volunteerism and academic excellence

Key Initiatives include

International Student Supports

Pre-arrival and post-arrival orientation

Transition workshops, social events, and peer mentorship

Immigration advising and support with four Regulated International Student Immigration Advisors (RISIAs) on staff

Airport Welcome Booth and Winter Clothing Library

Intercultural and Leadership Programs: Welcome Mentors, Intercultural Leaders, and Language Exchange

Mobility and Global Learning

Outbound and inbound exchange advising and coordination

Funding support for mobility, including Global Skills Opportunity (GSO)

WUSC Student Refugee Program

OUR SUCCESSES THIS YEAR INCLUDE:

Increased focus on enhancing student services and overall experience on campus, improving operational efficiency, and expanding access to international opportunities, especially for equity-deserving groups.

Opening the **Tony T.K. Lau International Student Lounge** in Fall 2024. Since then, the space has hosted **49 student events**, contributing to increased engagement and visibility.

Returning to Bannatyne campus with biweekly in-person advising, improving accessibility for learners in health sciences.

SERVICE AND ENGAGEMENT:

3,025

international student advising appointments, reaching **15%** more international students

1,665

total attendance at orientation, transition, and (non-immigration) advising workshops

268

students participated in intercultural programs (Welcome Mentors, Intercultural Leaders, Language Exchange)

1,279

total attendance across **29** immigration workshops

800+

international and exchange students engaged through IC social events

MOBILITY AND INTERNATIONAL LEARNING:

\$260,000

disbursed in outbound mobility funding, with a focus on students traditionally underrepresented in global learning

43

participated in exchanges to **27 partner institutions** in **18 countries**

283

mobility advising appointments conducted and over **2000 email communications** with exchange students (inbound and outbound)

25

inbound exchange students welcomed from **18 institutions** in **10 countries**



KEEP AN EYE OUT FOR:

- On-site Immigration Labs to assist students in applying for study permits and PGWPs with in-person guidance.
- Nutrition and Food Security Workshops to support wellness and retention.
- Enhanced RISIA advising capacity, with a full team of four regulated advisors in place.
- International Student Ambassador Program, focusing on peer-to-peer engagement and student leadership development.
- Enhanced mobility opportunities, including new partnerships (McCall MacBain International Fellowships and Mitacs), showcasing international partner institutions on campus.



WUSC EUMC

4

new WUSC scholars welcomed in August 2024, joining a **cohort of 19 students** total

Continued collaboration with the national WUSC office and campus committee.

AWARDS AND SCHOLARSHIPS:

\$79,300

awarded to **75 students** through **four scholarships, awards, and prizes** recognizing leadership and volunteerism, in addition to GSO supports



Student Engagement and Success

English Language Centre (ELC)

We provide English-language instruction, support, and university pathways for students whose first language is not English.

Our Mandate

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

Our Initiatives

Intensive Academic English Program

Part-Time Academic English Courses

Short-term programming options

Implementation of Indigenous content in the curriculum

Explore Program, including in-person and remote summer English courses for various age groups, including minors

OUR SUCCESSES THIS YEAR INCLUDE:

Delivering the **Explore Program**, a government-funded initiative for Canadian and permanent Resident students, whose first or language of adoption is not English, to enhance their English skills while engaging with the local culture in Manitoba.

Successfully provided remote, hybrid and in-person delivery options while diversifying programming.

Enhancing collaboration with Japanese universities resulted in an increase in Japanese student enrollment at the ELC.

61

total students engaging with **4 sessions** through the Explore Program.

78

total students enrolled in **10 part-time academic English courses**.

Delivered outstanding, personalized support to ELC students with highly complex needs, ensuring their academic and personal success and well-being.

95%

graduation rate from ELC, with

88%

continuing to another program at UM



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

Facilitate students' transition to university life and study and deliver targeted interventions that foster academic and personal growth and achievement

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

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 (All UM First Year undergraduate students, 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

Social Media (FYC Instagram)

Faculty Leads Operations Working Group

UM Advisor Exchange

Charge Ahead Peer Mentor program

Bison+ Advising Program, including the Herd initiatives

Schroeder Scholars Transition program

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:

Opening of 107 Tier where Charge Ahead Peer 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.



630
peer tutoring appointments
with **573** students

Administration of the Limited Admission program, including facilitation of all required mid-term meetings by Charge Ahead Peer Mentors.

KEEP AN EYE OUT FOR:

- ➔ Expanded Charge Ahead Peer Mentoring offerings for graduate students and learners at the Bannatyne campus.
- ➔ Enhanced supports and programming for special student populations such as: older students and students with family responsibilities, students deciding on majors, and inactive students who are close to degree completion.

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.

First Year Centre

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.

OUR SUCCESSES THIS YEAR INCLUDE:

6,306

appointments with academic advisors, with a **17%** increase in appointments per advisor

122,298

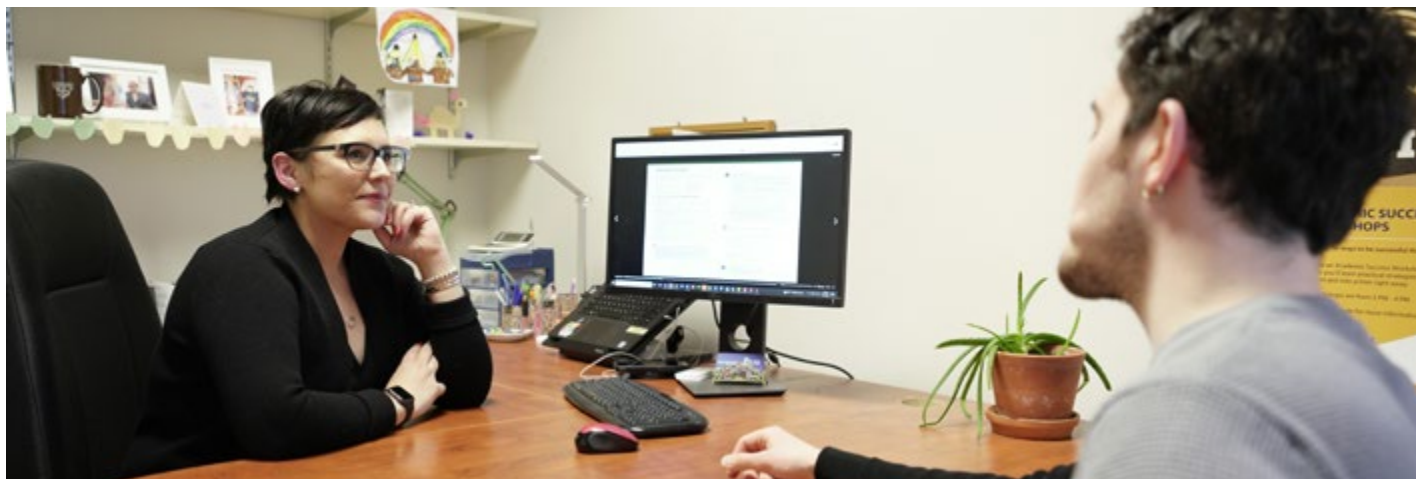
page views on the First Year Planning Guide

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.

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

The **@UMHerd Instagram account** increased 65% to a total of 3119 followers.

The **@UMFirstYearCentre Instagram account** saw increased followers and reach—a 34% increase (to 8,075) followers, and a 26% increase in weekly reach (of 5,025).



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.

OUR SUCCESSES THIS YEAR INCLUDE:

Joining the Canadian Military Veteran and Family Connected Campus Consortium (CMVF3C)

488

military students at UM

248

military course assessments, yielding **3,945 credit hours**

Student Engagement and Success

New Student Orientation

Planned in collaboration with faculties and administrative units, Student Affairs facilitates supportive programming to help new students feel connected, competent and confident 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 Investors Group Athletic Centre for the annual Welcome Day Pep Rally on September 3, 2024

Summer programming included:

1,000+

participants (including new students and their supporters) welcomed to campus at the May 2024 **Preparing for University** event

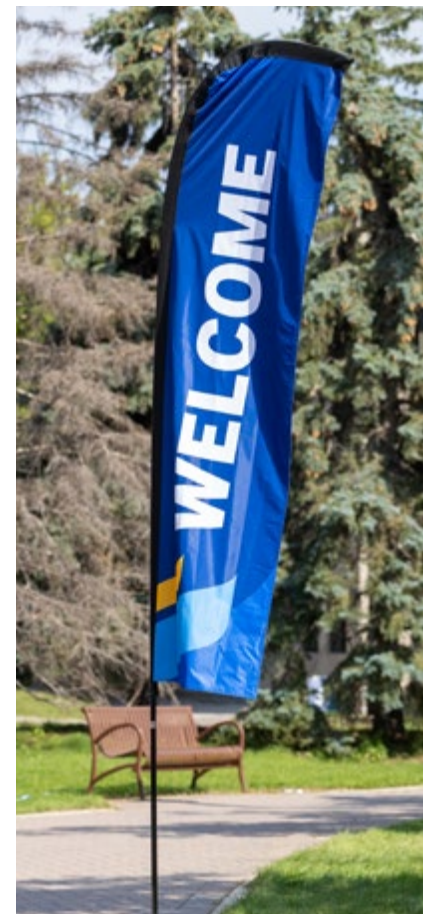
500+

new student participants at the August 2024 **Welcome to the Herd** event, featuring campus tours, mini-lectures, and study skills workshops

400+

new students participants in August 2024 **Prep Week** programming, which ran as a hybrid week with virtual sessions and personalized in-person campus tours

September **Welcome Day** activities had students attend morning sessions, have fun at the annual pep rally and enjoy lunch, a campus carnival, and info fair in the afternoon.





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| Student Affairs

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