



**University  
of Manitoba**

# Student Affairs Employee Guide

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June 2019

[umanitoba.ca/student](http://umanitoba.ca/student)

[ecopy](#)

Comments/Feedback? Please email [marci.davies@umanitoba.ca](mailto:marci.davies@umanitoba.ca)

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# Welcome to Student Affairs

The University of Manitoba campuses are located on original lands of Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and on the home land of the Métis Nation. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.

## Welcome - Letter from Laurie Schnarr – Vice-Provost (Students)

Hello and Welcome to Student Affairs at the University of Manitoba!

We are delighted that you have joined the Student Affairs team. Whether you are new to the University community or have joined us from another unit, we know there is a lot to learn about your job, your department, and what Student Affairs does and how we operate. We want to help make this transition as easy as possible for you and hope that the information in this document will be useful.

I wish you much success in your new position and hope you will take advantage of the many opportunities Student Affairs presents for you to meet new colleagues, develop new skills, and make a difference in the lives of University of Manitoba students.

Join us in our motto of **“Creating opportunities for student success!”**

Best,

Laurie Schnarr  
Vice-Provost (Students)

## What is Student Affairs?

### In General – What does Student Affairs Mean

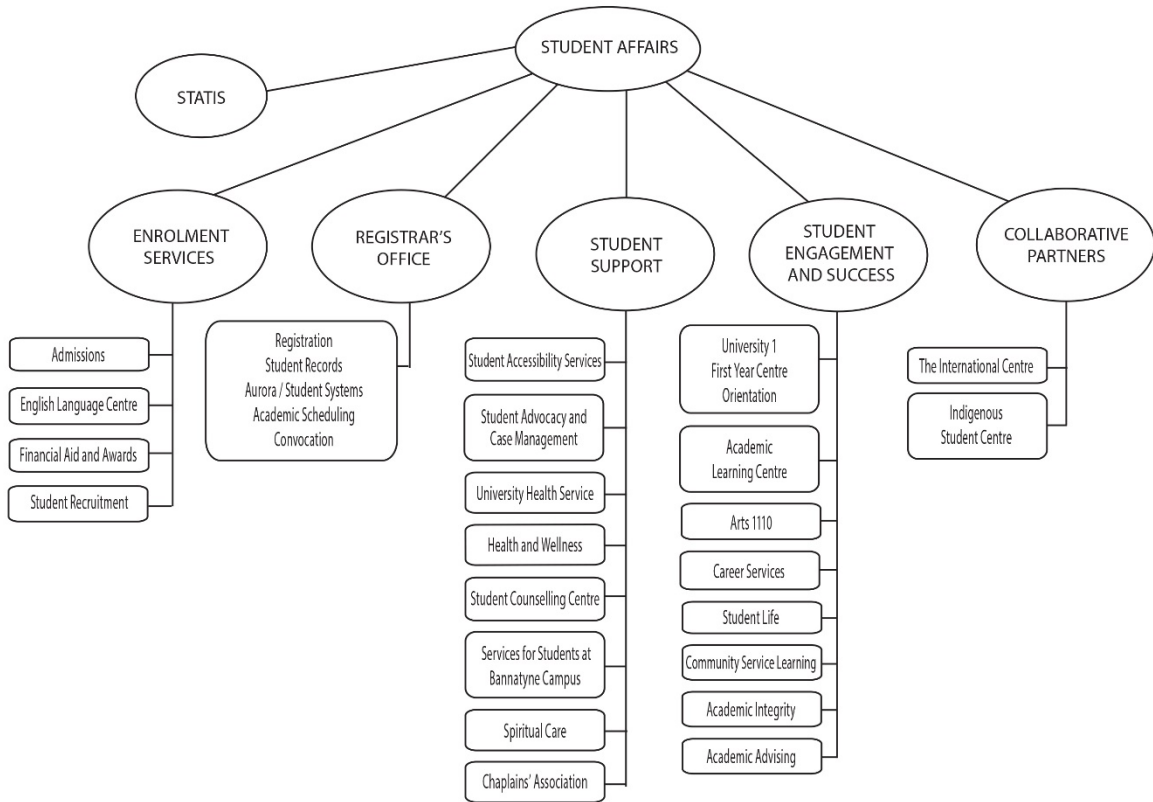
**Student Affairs** is the department or division of services and support for students at institutions of higher education to enhance student growth and development.

**Student Affairs practitioners** provide services and support for students at institutions of higher education.

[Source](#)

# Student Affairs

January 1, 2019



Most up-to-date version is available here: [umanitoba.ca/student/media/sa\\_org\\_chart.pdf](http://umanitoba.ca/student/media/sa_org_chart.pdf)

See the [Staff Directory](#) page

## Mission, Vision, Values

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### The Student Affairs Mission Statement:

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Student Affairs provides services and programs that create opportunities for student success by engaging students and other members of the university community in a student-centered process of integrated learning and development.

### The Student Affairs Vision Statement:

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Student Affairs consistently offers high quality, innovative, responsive, and effective programs and services that enhance student engagement and provide an outstanding student experience. We aim to increase the University's competitive position in recruitment, provide a seamless transition into the university and an exceptional student experience, enhance student success, and involve and engage our students in learning and leadership inside and outside the classroom.

### The Student Affairs Values Statement:

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The staff in Student Affairs value and promote:

- Creativity and innovation in the development of programs that support a holistic, positive and transformative student experience;
- Quality and fairness in our programs and services;
- Accountability in the development and delivery of transformative experiences for all services and programs;
- Collaboration and partnerships within Student Affairs and with all academic and administrative units across the institution as well as with our external communities; and
- Collegiality in ensuring a supportive and respectful student and workplace environment.

Ask your supervisor about your unit's specific Mission, Vision and Values.

### The Student Affairs Participation Award

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Each year Student Affairs looks to recognize a student who maintains a high level of academic achievement while demonstrating exceptional leadership qualities in making a significant voluntary contribution to the university community.

[http://umanitoba.ca/student/sa\\_participation\\_award.html](http://umanitoba.ca/student/sa_participation_award.html)

### The Advising Excellence Award

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Wendy McLean has established the Advising Excellence [Award](#) at the University of Manitoba. The purpose is to recognize staff for their outstanding academic and student advising achievements. One award of \$300 will be offered annually beginning in 2018-19 to full or part-time staff who are employed as Academic or Student Advisors at the University of Manitoba.

## Student Affairs – Student Guide

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Information about the [Student Guide](#) is provided to new students upon entering the University which provides information on services and supports available to all students. Currently, this is given out as a printed postcard with the URL of the Student Guide ([umanitoba.ca/student/guide](http://umanitoba.ca/student/guide))

## Student Affairs on Twitter

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Follow Student Affairs on Twitter at [twitter.com/um\\_student/](https://twitter.com/um_student/)

## Student Affairs on Facebook

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Follow Student Affairs on Facebook at [facebook.com/um.student](https://facebook.com/um.student)

## Other units that Student Affairs collaborates with

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- The International Centre  
[umanitoba.ca/international](http://umanitoba.ca/international)
- Indigenous Student Centre  
[umanitoba.ca/student/indigenous](http://umanitoba.ca/student/indigenous)
- Bison Sports  
[gobisons.ca](http://gobisons.ca)
- Conference and Catering  
[umanitoba.ca/campus/special\\_functions](http://umanitoba.ca/campus/special_functions)
- Faculties, Departments and Schools  
[umanitoba.ca/faculties/info\\_links.html](http://umanitoba.ca/faculties/info_links.html)
- Information Services and Technology (IST)  
[umanitoba.ca/computing/ist/aboutus/index.html](http://umanitoba.ca/computing/ist/aboutus/index.html)
- Marketing Communications Office (MCO)  
[umanitoba.ca/admin/mco](http://umanitoba.ca/admin/mco)
- Physical Plant  
[umanitoba.ca/campus/physical\\_plant](http://umanitoba.ca/campus/physical_plant)
- Student Residences  
[umanitoba.ca/student/housing](http://umanitoba.ca/student/housing)
- Centre for the Advancement of Teaching and Learning (CATL or The Centre)  
[umanitoba.ca/catl](http://umanitoba.ca/catl)
- UM Security Services and Risk Management  
[umanitoba.ca/campus/security](http://umanitoba.ca/campus/security)
- Office of Fair Practices and Legal Affairs  
[umanitoba.ca/fair\\_practices](http://umanitoba.ca/fair_practices)
- University of Manitoba Students' Union (UMSU)  
[umsu.ca](http://umsu.ca)

- University of Manitoba Graduate Student Association (UMGSA)  
[umgsa.ca](http://umgsa.ca)
- Campus Planning  
[umanitoba.ca/admin/campus\\_planning\\_office/3456.html](http://umanitoba.ca/admin/campus_planning_office/3456.html)

## Helpful Information

### U of M Facts and Figures

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Did you know that UM has over 29,000 students enrolled as of 2018? Did you know that 17% of the student body are international students representing over 120 countries? Want to know [more?](#)

### Respectful Work and Learning Environment (RWLE) and Sexual Assault

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#### [RWLE and Sexual Assault Policies and Procedure](#)

### STATIS – Student Threat Assessment Triage Intervention Support

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[STATIS](#) provides the university community with an opportunity to report worrisome or threatening student behaviours that could pose a risk to the safety of any members of the campus community. If you want to report a concern or seek consultation about a troubling situation contact Security Services at 204-474-9312 regarding staff matters; and Student Support Case Management at 204-474-7423 for student matters.

If you are concerned about an IMMEDIATE SAFETY THREAT, contact Security Services at **555 from a University phone**.

### Security Services on Campus

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In an emergency

- 911 or 4-911 for Winnipeg Police (from any University Phone)
- 555 from any University Phone
- #555 on any Bell/MTS or Rogers Cell phone
- 204.474.9341

For non-urgent matters, please call

- 204.474.9312 – Fort Garry Campus
- 204.789.3330 – Bannatyne Campus

[umanitoba.ca/campus/security/safety/securityinitiatives.html](http://umanitoba.ca/campus/security/safety/securityinitiatives.html)

## Professional Development Opportunities

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- Student Affairs Professional Development Committee [umanitoba.ca/student/pd](http://umanitoba.ca/student/pd)
  - Student Affairs Professional Development Committee was created to provide opportunities for professional development for all Student Affairs staff, to communicate new initiatives within Student Affairs, and to provide networking opportunities for staff within Student Affairs.
- Recommended Professional Development from Learning and Development Services
  - New Staff Orientation Session [more info and to register](#)
- Mandatory Accessibility Training  
[umanitoba.ca/accessibility/resources.html](http://umanitoba.ca/accessibility/resources.html)
- Freedom of Information Protection of Privacy Act and Personal Health Information Act  
[umanitoba.ca/access\\_and\\_privacy/privacy\\_training.html](http://umanitoba.ca/access_and_privacy/privacy_training.html)
- Environmental Health and Safety [Training](#)
- Academica Top Ten
  - Stay current on Student Affairs issues and news [subscribe](#)
- The Student Affairs Research [Reports](#) conveys information about annual surveys coordinated through the UM's participation in the Canadian University Survey Consortium (CUSC). UM annually participates in the surveys of students that focus on, according to a three year cycle, first year students, undergraduate students and graduating students.
- Education Advisory Board – [subscribe](#) to daily emails on student trends and information.
- Should you wish to attend a professional development session or conference, please provide the SA PD/Travel Request [form](#) to your supervisor to file with the Vice-Provost (Students) for consideration – at least six weeks ahead of the travel/event date – and to apply for any funding that may be available.

## Performance Review Process

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There is a [policy](#) and [procedure](#) that guides the Performance Evaluation Process that should be considered in conjunction with your relevant collective agreements. Your supervisor can provide further information on this process.



## Student Affairs Loop Newsletter

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Joey Pothe, the Student Affairs Communications Specialist, publishes the Student Affairs staff e-newsletter on or about the 15<sup>th</sup> of each month. To sign-up, please contact Joey at [joey.pothe@umanitoba.ca](mailto:joey.pothe@umanitoba.ca)

## Setting up a consistent e-mail signature and other communication tools

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The University has [visual identity guidelines](#) for letterhead, powerpoint presentations and many other communication tools. Student Affairs has adopted a consistent e-mail signature for all employees within Student Affairs to use as is detailed below. This new signature includes the Student Affairs motto, the UM logo, and the Traditional Territories Acknowledgement. Ideally the signature will not have any special formatting (like bold, italics, colour, graphics or hyperlinks) or what is sometimes referred to as non-rich text format. Keeping it basic means that your signature can be accessible on any platform or device.

Joe Smith  
Title  
University of Manitoba  
Office Location  
Winnipeg, MB R3T 2N2

tel: 204 474 1111  
[umanitoba.ca/student/unitname](http://umanitoba.ca/student/unitname)

Student Affairs: Creating opportunities for student success!

The University of Manitoba campuses are located on original lands of the Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation.

Confidentiality notice: This message and any attachments to it are intended for the addressee only and may contain legally privileged or confidential information. Any unauthorized use, disclosure, distribution, or copying is strictly prohibited. Please notify the sender if you have received this email by mistake, and please delete it and the attachments (and all copies) in a secure manner.



For e-mail replies and forwards, you may shorten the signature to:

Joe Smith  
Title  
University of Manitoba  
(p) 204 474 1111

## Student Affairs Dress Code Guidelines

As student affairs professionals and University of Manitoba employees, it is acknowledged that Student Affairs employs staff from various unions and employee groups, including students. These guidelines apply to all staff members representing Student Affairs and are intended to respect cultural diversity and promotion of inclusion. We embrace our differences and strive to enable all members of the campus community to fully and meaningfully participate and contribute to all aspects of campus life. Discretion and good judgment should be exercised by staff in their attire and personal grooming taking into consideration the following:

- Business casual dress is recommended.
  - It is acknowledged that many staff members work and meet directly with students, and it is acknowledged that many staff members represent UM and SA in various business meetings on and off campus; therefore dress should be suited accordingly.
  - It is recommended that logos and images be restricted to UM and Bisons only – with the exception of days designated to specific themes by the Director or Executive Director of a unit (i.e., Winnipeg Jets or Blue Bomber game days).
  - It is recommended that designation of casual/denim Fridays within SA units be in support of the UM Food Bank by encouraging staff to dress down and provide a donation (cash or a non-perishable food donation).
- Clothing should be in satisfactory repair free of rips or tears.
- Clothing should not be inappropriately revealing.
- Good personal hygiene and cleanliness should be practiced by all.
- Footwear should be professional, clean and provide safe mobility.

For concerns or questions about these guidelines, please speak to your supervisor, or the Director or the Executive Director of your unit.

## Student Affairs Scent Free Policy

In May 2014, the Student Affairs Leadership Team adopted a Scent-Free Environment Policy for offices within Student Affairs.

Exposure to scented products may cause serious allergic reactions. Please refrain from wearing perfume, cologne, scented lotions or other scents.

For concerns or questions in this regard, please speak to your supervisor, or the Director or the Executive Director of your unit.

## Other Helpful Resources

### JUMP

Available from the University's homepage – access to Employee Self Service to view personal information on salary, vacation reports and more!

## UM Learn

Available from the University's homepage – the University's course information system.

## Taking Our Place – UM Strategic Plan

[umanitoba.ca/.../PRE-00-018-StrategicPlan-WebPdf\\_FNL.pdf](http://umanitoba.ca/.../PRE-00-018-StrategicPlan-WebPdf_FNL.pdf)

## Strategic Enrolment Management Report

[umanitoba.ca/.../SEMP\\_Framework\\_BOG\\_approved\\_final\\_\(2\).pdf](http://umanitoba.ca/.../SEMP_Framework_BOG_approved_final_(2).pdf)

## Campus Map

[umanitoba.ca/maps](http://umanitoba.ca/maps)

## Academic Calendar and Important Dates

The [Academic Calendar](#) has a direct impact on some of the services we offer. To find a list of important dates and deadlines: [umanitoba.ca/student/records/deadlines](http://umanitoba.ca/student/records/deadlines)

## UM App

For quick access to news, an interactive campus map, events and bus schedules – check out the U of M App. Though it is designed for our students – it is helpful for staff too. Available for iPhone and Android devices [umanitoba.ca/admin/mco/mobileapps.html](http://umanitoba.ca/admin/mco/mobileapps.html)

## List of Acronyms

AESES - Support staff and Security Services union  
AURORA – Finance & Student information reporting systems  
CONCUR – UM travel and expense reporting tool  
COSA – Council of Student Affairs  
CRM – Customer Relationship Module (Enrolment Services)  
CUPE – Local 3909 (Sessional and TAs)  
EMAPS – Excluded Managerial Administrative Professional Staff  
EPIC – Electronic Procurement Information Centre  
FAST – Financial Administration Support Tool  
MCO – Marketing and Communications Office  
SA – Student Affairs  
SALT – Student Affairs Leadership Team  
SEMP – Strategic Enrolment Management Planning  
STATIS – Student/Staff Threat Assessment Triage Intervention Support  
UMFA – UM Faculty Association (union)  
UMGSA – UM Graduate Students Association  
UMSU – UM Students Union  
UNIFOR – Caretaker and general services union

## Links to Collective Agreements

If you are part of a union or if you are working with unionized employees, it is helpful to know the respective [collective agreements](#).

## Technology

### Computers and Devices

Once you have your UM employee number, you can claim your [UMNet ID](#) and accept the Computer Usage Agreement and get your email and other resources set up.

### Technical Difficulties

If you are experience technical difficulties with your computer, printer etc. please call 204 474 8400 or email [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca) and an Information Services and Technology representative will assist you.

### Telephone

The last four digits of everyone’s phone number works as their extension. If you are calling from a university phone you simply dial those last 4 digits to reach them. Note that you need to dial “4” to call outside the University.

### Directories

#### [UM Directory](#)

#### [SA Directory](#)

If you require a change to the campus directory, email: [campus\\_directory@umanitoba.ca](mailto:campus_directory@umanitoba.ca).

If you require a change to the SA directory, email: [joey.pothe@umanitoba.ca](mailto:joey.pothe@umanitoba.ca).

Telephone and voice mail [instructions](#)

## Suggested Readings List

Smith, Clayton and Gottheil, Susan, *SEM in Canada: Promoting Student and Institutional Success in Canadian Colleges and Universities*, AACRAO 2011

Strange, C. Carney and Hardy Cox, Donna, *Serving Diverse Students in Canadian Higher Education*, McGill-Queen’s University Press 2016

Strange, C. Carney and Hardy Cox, Donna, *Achieving Student Success: Effective Student Services in Canadian Higher Education*, McGill-Queen’s University Press 2010

Fernandez, D. , Fitzgerald, C. , Hambler, P., & Mason-Innes, T. (2016). CACUSS Student Affairs and Services Competency Model. Retrieved from CACUSS [website](#)

[Link](#) to this document.