



UNIVERSITY
OF MANITOBA

Welcome to Student Affairs

A helpful overview

Student Affairs Professional Development Committee

9/18/2013

This welcome package is an ongoing work in progress and we welcome your feedback or suggestions for improvement. Please email Lynda Joyal <lynda.joyal@umanitoba.ca> and let us know your thoughts.

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Welcome to Student Affairs

Welcome

Letter from Susan Gottheil – Vice-Provost (Students)

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

We are delighted that you have joined 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. We have created this brief “welcome” package that we hope may address some of your questions.

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!**”*

Cheers,

*Susan Gottheil
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 work provide services and support for students at institutions of higher education.

Source: http://en.wikipedia.org/wiki/Student_affairs#cite_note-NASPA_Career_in_student_affairs-1 retrieved August 1, 2013

History of Student Affairs (as a profession)

The profession of student affairs "grew from the campus up, not from theory down" (p. 4). Early higher education in the United States was based on the Oxbridge model of education with most early institutions residential where the tutors lived in the halls with the students. These men were the precursor to student affairs professionals in the United States. Typically, they served as dean of discipline and [in loco parentis](#) (in place of the parent). The early student affairs practitioners' focus was on control of the student as opposed to modern philosophy which focuses on the development of the student as a whole, but has always connected those interested in the welfare of students with students needing assistance (p. 4).

The [Student Personnel Points of View](#), written in 1937 and 1949, further developed the area of student affairs.

Here is an excerpt from the 1937 article:

"This philosophy imposes educational institution the obligation to consider the student as a whole – his intellectual capacity and achievement, his emotional make-up, his physical achievement, his physical condition, his social relationships, his vocational aptitudes and skills, his moral and religious values, his economic resources and his aesthetic appreciation."

In the 1960s the [student development](#) movement, the study of the student as a whole - physical, mental and emotional, was introduced.

In the 1970s the landscape of student affairs began to change when the voting age was lowered and 18 year olds were granted adult status in the eyes of the law.

Source: http://en.wikipedia.org/wiki/Student_affairs#cite_note-NASPA_Career_in_student_affairs-1 retrieved August 1, 2013

In Specific – at the University of Manitoba

Who belongs to Student Affairs in Alphabetical Order

[Aboriginal Student Centre](#)
[Academic Learning Centre](#)
[Admissions](#)
[Career Services](#)
[Chaplains' Association](#)
[English Language Centre](#)
[Enrolment Services](#)
[Financial Aid & Awards](#)

[International Centre for Students](#)
[PlayCare](#)
[Registrar's Office](#)
[Services for Students at Bannatyne Campus](#)
[Student Accessibility Services](#)
[Student Advocacy](#)

[Student Counselling](#)
[Student Life](#)
[Student Recruitment](#)
[Student Services](#)
[University 1](#)
[University Health Service](#)

For an up to date list of Student Affairs departments and the Student Affairs staff within each department go to the [Staff Directory](#) page or click here: <http://umanitoba.ca/student/staffdir/index.html>

Student Affairs Organizational Chart

Enrolment Services	Registrar's Office	Student Engagement	Student Support	Student Academic Success
Admissions	- Academic Information and Protocols - Student Support - Systems and Schedules	Student Life	Student Counselling	University 1
English Language Centre		Chaplains	University Health Services	Academic Learning Centre
Financial Aid and Awards		Peers	STATIS/crisis management	- SEM retention strategy
Student Recruitment		Aboriginal Student Centre	Health Educator	
- SEM recruitment strategy		Career Services	Student Advocacy	
	International Centre for Students	Student Accessibility Services		
	Services for Students at Bannatyne Campus	PlayCare		

Link to Student Affairs Organizational Chart: http://umanitoba.ca/student/media/sa_org_chart.pdf

Mission, Vision, Values

The Student Affairs Mission Statement:

*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. **An expression of the unit's identity: "Who are we, what do we do, and for whom".***

The Student Affairs Vision Statement:

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:

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.*

Discuss with your supervisor to find out if there are Mission, Vision and Values for your specific unit.

The Student Affairs Participation Award for Students

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

Go here to find out more about the award:

http://umanitoba.ca/student/sa_participation_award.html

Student Affairs – Student Guide

We have also included a copy of the [Student Guide](#) for your reference. This resource is provided to new students upon entering the University. You can also review it online and download a pdf version: <http://umanitoba.ca/student/guide/>

Student Affairs on Twitter

Follow Student Affairs on Twitter at https://twitter.com/um_student/

Other units Student Affairs may work with

Please check with your supervisor on which may apply

- *Bison Sports*
 - <http://umanitoba.ca/faculties/kinrec/bsal/bisons/>
- *Conference and Catering (sometimes referred to as Special Functions)*
 - http://umanitoba.ca/campus/special_functions/
- *Faculties, Departments and Schools*
 - http://umanitoba.ca/faculties/info_links.html
- *Graduate Student Association (GSA)*
 - <http://www.umgsa.ca/>
- *Information Services and Technology (IST) and the Students First Initiative*
 - <http://umanitoba.ca/computing/ist/aboutus/index.html>
- *Marketing Communications Office (MCO)*
 - http://umanitoba.ca/admin/public_affairs/
- *Physical Plant*
 - http://umanitoba.ca/campus/physical_plant/
- *Recreation Services*
 - <http://umanitoba.ca/faculties/kinrec/bsal/programs/>
- *Student Residences*
 - <http://umanitoba.ca/student/housing/>
- *University of Manitoba Students' Union (UMSU)*
 - <http://www.umsu.ca/>

Helpful Information

U of M Facts and Figures

Did you know the University of Manitoba has 29,181 total student enrolled as of 2013? And 11.2% of those students are international representing close to 104 countries? Want to know more?

To find out a complete list of facts and figures about our students, faculty and campus – go here:

http://umanitoba.ca/about/media/2013Facts_and_Figures.pdf

Respectful Work and Learning Environment (RWLE) – Basics, Policy and Procedure

Excerpts from the Policy:

...The University of Manitoba is committed to an inclusive and respectful work and learning environment, free from:

- a) discrimination or harassment as prohibited in the Manitoba Human Rights Code;*
- b) sexual harassment; and*
- c) personal harassment*

...The University of Manitoba and all members of the University community, particularly those in leadership roles, share the responsibility of establishing and maintaining a climate of respect within this community and to address any situations in which respect is lacking.

Here is a link to a great overview of the basics of the RWLE policy:

http://umanitoba.ca/human_rights/rwle/rwle_basics.html

Here are links to the full documents:

Policy - http://umanitoba.ca/admin/governance/governing_documents/community/230.html

Procedure: http://umanitoba.ca/admin/governance/governing_documents/community/566.html

STATIS – Student Threat Assessment Triage Intervention Support

STATIS is a program intended to create a safer campus environment. 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

How do I contact STATIS?

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

If you want to report a concern or seek consultation about a troubling situation involving a student's conduct, you can access the STATIS team by contacting any of the following offices:

Director,
Security Services
204-474-9312

Executive Director,
Student Services
204-474-8661

Director,
Psychological Service
Centre
204-474-9069

Here is a link to the STATIS brochure

http://umanitoba.ca/student/media/STATIS_brochure_final_web.pdf

Security Services on Campus

For an emergency

- 911 or 4-911 for Winnipeg Police (from any University Phone), or
- 555 to reach Campus Security Services (from any University Phone), or
- #555 on any MTS/Rogers Cell phone, or
- 204.474.9341 from all other phones

For a non-emergency please call

- 204.474.6281 – Fort Garry Campus
- 204.789.3636 – Bannatyne Campus

The Security Services Department has implemented many safety initiatives in an effort to better improve safety and security on campus.

To find out more about each one – please visit their website:

<http://umanitoba.ca/campus/security/safety/securityinitiatives.html>

or follow these links for each of these programs

- [Code Blue Stations](#)
- [Alcohol/Drug Education](#)
- [Emergency Email](#)
- [Emergency Red Phones](#)
- [General Safety Tips](#)
- [Graffiti Prevention](#)
- [International Travel](#)

- [Silent Observer](#)
- [CCTV](#)
- [Speedwatch](#)

We have also included a helpful Emergency Quick Reference Guide in your welcome package.

Professional Development Opportunities

- Student Affairs Professional Development Committee - <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 (LDS)
 - LDS offers a New Staff Orientation Session three times a year
 - Go to their website (http://www.umanitoba.ca/admin/human_resources/training/reg/) and look under **General Development Opportunities**. The Session is titled:
 - **New Support Staff Orientation: An Introduction to Our Outstanding Workplace--Benefits & Services**
 - Description: The purpose of the session is to provide new support staff with a broad, big picture introduction to the University of Manitoba. "An Introduction to Our Outstanding Workplace" provides information about expectations, programs, and services at the University of Manitoba, including Learning & Development Services, Staff Benefits and the Environmental Health & Safety Office. A short tour of the campus on which the session is held will be given, as well as a virtual tour of the other campus
- Freedom of Information Protection of Privacy Act & Personal Health Information Act
 - To find out when the next training session is happening please contact
 - Access and Privacy Assistant
204-474-9462
Robyn.Wellman@umanitoba.ca
- Environmental Health and Safety Training
 - Every new staff member is supposed to complete the Environmental Health and Safety Training. There may be additional safety training depending on the nature of your position.

- You can access the training here:
 - http://umanitoba.ca/admin/human_resources/ehso/media/GeneralStaffOrientationWEB20100614.pdf
- **Academica Top Ten**
 - If you want to stay current on Student Affairs issues sign up for Ken Steele's Academic Top 10 daily digest of news stories from across the country.
 - Most Student Affairs staff subscribe
 - <http://www.academica.ca/top10>
- **The Student Affairs Research Reports**
 - Conveys information about annual surveys coordinated through the U of M's participation in the Canadian University Survey Consortium (CUSC). The U of M annually participates in the surveys of students that focus on, according to a three year cycle, first year students, undergraduate students and graduating students.
 - To access the reports – please go here: http://www.umanitoba.ca/student/research_reports.html
- **Academic Impressions**
 - Serves higher education professionals by providing educational products and services that help institutions tackle key, strategic challenges.
 - You can subscribe to various e-newsletters based on your feedback
 - To sign up go here: <https://www.academicimpressions.com/news-sign-up>

Performance Review Process

There is a policy and procedure that guides the Performance Evaluation Process. It is there to provide guidance regarding the requirements for performance planning and reviews of support staff.

Please note for employees covered by a collective agreement, this policy is to be read in conjunction with the provisions of the relevant collective agreement.

Policy:

http://umanitoba.ca/admin/governance/governing_documents/staff/590.html

Procedure:

http://umanitoba.ca/admin/governance/governing_documents/staff/881.html

Please discuss with your supervisor to find out more about your performance evaluation process.

Student Affairs Communications Committee (SACC)

The Student Affairs Communications Committee (SACC) is made up of representatives from units represented on the Council of Student Affairs that have some kind of responsibility for marketing and communications. The purpose of the committee is to share best practices, successes and failures, words of wisdom and caution...so that we may all become more effective at reaching our target audiences and streamlining our communication mediums. The committee meets once a month, typically on the third Thursday from 9 am to 11 am on the Fort Garry campus. Currently the chair of the SACC is Brendan Hughes, Director of Student Life.

Setting up a consistent signature

Until the University has a “visual identity” guideline for our e-mail signatures, Student Affairs has developed the following one. Use it as a template for your own signature.

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 etc.

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

tel:
fax:
umanitoba.ca/hyperlink to office website

Name of Unit is a unit within Student Affairs: Creating opportunities for student success!

Other Helpful Resources

UofM Strategic Planning Framework Overview

Below is an excerpt from the Strategic Planning Framework:

We believe that education has a transformative power for students, their families and communities. We strive to be an active contributor to finding solutions to the challenges faced by our province and its citizens. We do not believe we should work in isolation, but that we should explore opportunities for cooperation and collaboration both within the university and beyond it – with our partners in the community, in government and in other post-secondary institutions.

Along with educating tomorrow's leaders, including the majority of the province's professional workforce, the university serves as a catalyst for the provincial economy – creating jobs, driving cutting edge research and technology, and attracting visitors to our province every year. As a university we have much to celebrate. From our work unraveling the mysteries of HIV/AIDS and other devastating diseases to our leadership in understanding the effects of Arctic climate change, the University of Manitoba is making a profound difference on a global stage. Now, with input from the entire University of Manitoba community, the Board of Governors and Senate have approved a new strategic planning framework – a vision for our future that will allow us to continue meeting the needs of our ever-changing world. This framework lays the foundation for our future. A future bright with innovation, discovery, learning and achievement.

To read more about read the complete document and our priorities go here:

http://umanitoba.ca/admin/president/media/UM_strategic_planning_lr-1.pdf

UofM Strategic Enrolment Management Report

The SEM Planning Committee is an administrative body that reports to Provost's Council and serves as an advisory body to the President's Executive Team. The Committee is responsible for, among other things, recommending annual and long-term enrolment goals; promoting policies, procedures and practices that facilitate learning opportunities and enhance the student experience; monitoring student access, transition, persistence and graduation rates; and reviewing new strategies designed to achieve enrolment objectives and identifying the resources required to support their achievement.

Here is an excerpt from the January 2013 report.

The University of Manitoba operates in an environment characterized by considerable change. With limited resources, we will need to be more strategic to realize our objectives of providing both high quality programs and an exceptional student experience. Strategic enrolment management (SEM) provides an opportunity to reflect on who we are; it enables us to intentionally plan the size and composition of our student body, enhance the student experience, and support student success. (Excerpt from the Executive Summary)

To read the full report please go to:

http://umanitoba.ca/admin/vp_academic/strategic_planning/SEM.html

Campus Map

Here is a link to the campus map – it has interactive layers <http://umanitoba.ca/maps/>

We have also included a copy in your welcome package.

University Calendar and Important Dates

The University Calendar has a direct impact on some of the services we offer. It is a great ideal to know the Academic Schedule along with the important dates and deadlines.

To find out a list of important dates and deadlines go here:

<http://umanitoba.ca/student/records/deadlines/>

To get a full listing of the 2013/2014 Academic Schedule go here:

http://umanitoba.ca/student/records/media/04_ACADEMIC_SCHEDULE_13-14Grb.pdf

Campus App – there is an app for that!

For quick access to news, an interactive campus map, events and bus schedules – check out the UofM App. Though it is designed for our students – it is helpful for staff too.

Available for iPhone and Android devices.

<http://umanitoba.ca/admin/mco/mobileapps.html>

List of Acronyms

AESES - Support staff and Security

AURORA – Finance & Student information reporting systems

CAW Local 3007 – Caretaker and general services union

CONCUR – UM travel and expense reporting tool

COSA – Council of Student Affairs

CRC – Canadian Research Chair or

CRM – Customer Relationship Module (Enrolment)

CUPE – Local 3909 (Sessional and TAs)

EMAPS – Excluded Managerial Admin Professionals Staff

EPIC – Electronic Procurement Information Centre

FAST – Financial Administration Support Tool used to run financial reports

GSA – Graduate Students Association

MCO – Marketing and Communications Office

OARS – Optimizing Academic Resources is a project being developed by the Provost's Office

ROSE – Resource Optimization and Service Enhancement is an amalgamation of projects designed to reduce costs and enhance services to UM

SA – Student Affairs

SALT – Student Affairs Leadership Team

SEM – Strategic Enrolment Management

STATIS - http://umanitoba.ca/student/media/STATIS_brochure_final_web.pdf

OWI – Outstanding Workplace Initiative

UC – University Centre

UMDCSA – UM Dental Clinical Staff Association; union

UMFA – UM Faculty Association; 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 their respective collective agreements.

Here is a link to all eight collective agreements:

http://umanitoba.ca/admin/human_resources/collective_agreements.html

Technology

Computers and such

Discuss with your supervisor about how to get your UMNet ID and what technology resources are available.

Technical Difficulties

If you are experience technical difficulties with your computer, printer etc. please call ext. 8400 and a shared services computer representative from Information Services and Technology will listen to your situation and then start a ticket documenting the issue(s).

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.

Also note you need to dial “4” to call outside the University

UofM Directory

You can access the web people search by going to this website: <http://umanitoba.ca/search/?q=1>

Within your Outlook program you can also access the “Global Address Book”

If you require a change or correction to the campus directory, contact campus_directory@umanitoba.ca

1. LOG ON

From your own telephone:

Lift Receiver

Dial 6777 (Mailbox Access)

When connected: Press #; Enter password followed by #

You are now logged on.

From another telephone within system:

Lift Receiver

Dial 6777 (Mailbox Access)

When connected: Enter your mailbox number followed by #; Enter your password followed by #

You are now logged on.

2. LOG OFF

Press 83 - "Goodbye"

Note: "Log Off" ensures the ports are free for the next user.

3. PLAYING YOUR MESSAGES

Log on

Press 2 - to play messages

Once the message starts playing the following commands are available:

- to pause during playback 6 - go to the next message 4 - go to the previous message 2 - to continue 1 - to skip backward 5 seconds 3 - to go forward 5 seconds 76 - deletes message 72 - more information about the message

4. COMPOSE A MESSAGE

Enables you to leave messages for someone without calling their extension number.

Log on

Press 75

Enter mailbox number or distribution list followed by #

5 - wait for tone to speak # - to stop recording 79 - to send message

5. REPLY & FORWARD MESSAGES

To reply to the sender of a message:

Press 71 - to reply Press 5 - wait for tone to speak Press # - when finished recording Press 79 - to send message

To reply to the sender of a message and to everyone else who received it:

Press 74 - to reply all Press 72 - to hear list of people who will receive your reply Press 5 - wait for tone to speak Press # - when finished recording Press 79 - to send the message

To forward a message that you have received:

Press 73 - enter mailbox number Press ## -

Press 5 - to record additional information prior to sending followed by # Press 79 - to send message Press 2 - to return to listening to your message

6. BYPASS GREETING

Note: If you are calling another mailbox user on your system and wish to bypass their greeting, depress 5 and you will go directly into their mailbox.

7. TO RECORD OR CHANGE GREETINGS

Log on

Press 82

To record External Greeting (mandatory). It will be played to all incoming calls from external numbers and to internal calls as well unless an internal greeting has been recorded.

1. Press 1 - External Greeting 2. Press 5 - start your greeting 3. Press # - when finished 4. Press 2 - to replay greeting 5. Press 76 - to delete greeting 6. Press 4 - to return to messages 7. Exit 83 to log off

To record Internal Greeting (optional). The greeting is only used if internal callers need to receive a different greeting than the one played to all other callers.

1. Press 2 - Internal Greeting 2. Press 5 - start your greeting 3. Press # - when finished 4. Press 2 - to replay greeting 5. Press 76 - to delete greeting 6. Press 4 - to return to messages 7. Exit 83 - to log off

To record Temporary Greeting (optional). Played to all callers and will expire at the time and date indicated.

1. Press 3 - Temporary Greeting 2. Press 5 - start your greeting 3. Press # - when finished 4. Press 2 - to replay greeting 5. Press 76 - to delete greeting 6. Press 9 - to set expiry date & time 7. Press # - when finished 8. Press 4 - to return to messages 9. Exit 83 - to log off

To Bypass Greeting - Note: If you are calling another mailbox user on your system and wish to bypass their greeting depress 5 and you will go directly into their mailbox.

8. TAGGING MESSAGES

When you create messages you can tag them using the Message Options command, to indicate that you want a message handled in a special way.

Acknowledge - when you tag a message for Acknowledgement, you receive a notification when each recipient hears your message.

Private - if a message is confidential, you can tag it as Private. The recipient of the message tagged private can't forward it.

Timed Delivery - when you tag a message with Timed Delivery, the message is sent at the date and time you specify.

Urgent - An Urgent message is announced when the recipient logs in. In networking systems Urgent messages are sent immediately.

Before you send your message:

Press 70 - Message Option Press 1 - Urgent Press 4 - Private Press 5 - Acknowledge Press 6 - Time Delivery Press 79 - to send message

Example of time delivery, you want message delivered on July third at four in the afternoon.

Enter the month 7# Enter the day 3# Enter the hour and minute 4# Enter the morning or afternoon -# (Note: The number is 1 if AM and 2 if PM)

9. THE HELP SERVICE

*You can get help at any time while using CallPilot Mail - Press * (the Star key)*

10. CALL SENDER

After listening to a message, you may want to speak immediately with the person who left the message. That extension number can be automatically dialed for you by using the Call Sender feature. It is not applicable to outside callers.

After hearing the message, press 9

Talk to the sender or leave a message.

11. CHANGE PASSWORD

Log on (see above)

Depress 84

Enter your old password followed by #

Enter your new password followed by #

Enter your new password again followed by # Your password has been changed.

Exit by pressing - 83

Press #. The system will play the name back to you.

Exit - 83

Suggested Readings list

The Student Personnel Point of View – 1937

http://www.naspa.org/pubs/files/StudAff_1937.pdf

The Student Personnel Point of View – 1949

http://www.naspa.org/pubs/files/StudAff_1949.pdf

Check the following URL for an electronic copy of this document:

<http://umanitoba.ca/student/pd/>