



Attachment 1–Mandatory Non-Instructional Student Service Fee Report for the Fiscal Year Ending March 31, 2021. Please note, reports from 2016 onwards are available at www.ucalgary.ca/student-services/guide-services-students Earlier years can be requested from vpse@ucalgary.ca

	2019-2020	2020-2021	Change
Office of the Registrar is the central unit responsible for the student record, academic calendar course and program schedules, admissions, recruitment, student systems, exams and grades, awards and financial aid and convocation. The Enrolment Services unit is the University Calgary's central contact point for students to seek support on matters relating to registration, grades, final exam schedules, awards financial aid and student financials and fee assessment	4,505,061	4,272,759	(232,302)
E-Services: Student Advising Communication			
• Outbound Advising communications (emails): 76,862			
• Phone Advising: 33,426			
• Chatbot inquiry live chat questions (launched December 2020): 9898 (NEW)			
• Virtual Front Desk: 3313 (NEW)			
• In-Person Inquiries: Suspended due to campus closure			
• Workshops &			

Faculty of Graduate Studies Provides leadership and support for graduate education and research. Manages graduate student records and enrolment, from the time of recruitment through to graduation. Responds directly to student inquiries before, during and after program completion. Provides student services and support including academic advising to students encountering obstacles to their academic success and graduate professional development with My GradSkills. The scholarship office provides support to students as they seek funding opportunities throughout their academic career and is responsible for managing all processes involved in graduate scholarship funding. *indicates estimates

Admissions and Records

- Student Services inquiries (total 16,342*)
 - o In person and virtual reception: 210*
 - o Email: 15,968*
 - o Phone: 164*

• Forms processed: 5,895

• Thesis submission: 0

International Student Services - offers nonacademic advising and organized programs and activities to assist international students with their unique needs, their adjustment to the University of Calgary and to Canada, and to connect them with Canadian students. ISS also includes one fulltime Regulated Canadian Immigration Consultant (RCIC), and a Regulated International Student Immigration Advisor (RISIA) for temporary residence immigration advising (study permits, work permits, and visas), and one casual RCIC for permanent residence immigration advising. There are approximately 5,000 international students at UCalgary (including undergraduate, graduate, exchange and visiting international students).

International Student Advising Services:

- X Student immigration matters including study permits, work permits, visas and permanent resident options, US visitor visas
- X Requirements to obtain a Social insurance numbers (SIN)
- X Information on banking and Canadian tax returns for international students
- X Health insurance and the Canadian medical system
- X New student transition support and orientation to the city of Calgary (transit, food, places of worship, housing etc.)
- X Referrals to services and resources at the University and in Calgary
- X Personal and cultural transition to Canada
- X International Student Advising Services

	2019-2020	2020-2021	Change
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X Orientation Social Events (Virtual): 279 participants

UCI Study Abroad/Global Learning a central unit responsible for developing and administering global experiential academic opportunities (exchange, faculty-

- X 230 students attended synchronously, 400 viewed the online recordings
- X UGo (UCalgary Global Online) workshops: 10 workshops and community development activities
- X Global Community Challenge workshops: 17 sessions
- X Other sessions (new student orientation/open house presentations, funding workshops, Faculty/Department specific info sessions, etc.): 29 sessions
- X Study Abroad 101: 2,670 views of the online recording
- X Approximately 100 classroom presentations done by staff and student volunteers
 - X Go Global Month 2020: shifted to a fully virtual format with 40 events throughout the month and approximately 300 students attending

Writing Symbols Lodge provides a culturally appropriate environment that encourages and supports the success of Indigenous students in their pursuit of knowledge and higher education. Offers social and programming space for students within the Centre, and provides Indigenous students access to an on-site computer lab (8 computer stations). Staff provide one-on-one advising related to pre-admissions, general academics, financial, personal (academic) or self-declaration to current and prospective Indigenous Students.

x

2019-2020

2020-2021

Change

Women's Resource Centre

In addition, but not included in this MNIF Report are:

	2019-2020	2020-2021	Change
<p>Student Ombuds Office is a confidential, independent, and impartial resource for all members of the university community on student related questions and issues. The Student Ombuds helps students interpret and understand policies and procedures, discusses issues for raising concerns constructively and addressing conflict, and provides coaching and guidance to help students make informed decisions. Students may access the office at any stage in a problem or dispute.</p> <ul style="list-style-type: none"> x Incoming phone calls 118 x Outgoing phone calls (including scheduled meetings) 239 x Incoming emails 2077 x Student meetings (including video conferences) 326 x Letters reviewed (e.g. appeal letters) 46 x New files opened 525 x Student contact hours 704 			
<p>Protected Disclosure and Research Integrity Office - serves as a centralized resource to all members of the university community and the central point of contact for dealing with Protected Disclosures and Research Integrity issues.</p> <ul style="list-style-type: none"> x In person consultations/protected disclosures (undergraduate and graduate students) 36 			
<p>Office of Equity, Diversity and Inclusion The OEDI serves as a centralized resource for equity, diversity, and inclusion through resources and education, fostering a community of change</p>			

