	2020-2021	2021-2022	Change

Faculty of Graduate Studies - provides leadership and support for graduate education and research. Manages graduate student records and enrolment, from the time of recruitment and admission 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 graduate awards office provides support to students as they seek funding opportunities throughout their academic career and is responsible for managing all processes and payments involved in graduate scholarship funding. For more information on goods and services - https://grad.ucalgary.ca/.

Additional Related

- Hours of in-person and virtual reception service: 1,264
- Student Services Inquiries - In person and virtual reception: 1,225
- Student Services Inquiries - Email 29,000
- Student Services Inquiries – Phone 760
- Student Services Inquiries - Total 30,985
- Forms processed: 6,008
- Thesis submissions: 758
- Transcripts verified: 9,858
- Convocation clearing (May 1 – April 30): 3,097
- Exam notices: 743
- Extension (to program or candidacy): 380
- Visiting and exchange applications processed: 202
- GPA workshops: 4 (105 participants)
- Number of GPO staff: 6.0
- GPO to Student Ratio (based on Fall enrolment): 1 to 1333

My GradSkills

My GradSkills Website: 43,180 page views by 18,039 users (9,277 new visitors)
Workshops promoted by My GradSkills: 183 workshops offered 439 times
Workshops hosted by My GradSkills: 3 workshops delivered 10 times
Ambassadors: 7 ambassadors, 552 connections with prospects and students
3 Minute Thesis: 4 workshops, 48 practice & feedback sessions, 62 participants (from 19 programs)
3 Minute Thesis - Natio(a)-1 0 Td[(7)7l4 T Td(:)Tj-0.005 78 (e)[(7)7l4si5Td[(7)7l4 : [illegible]

	2020-2021	2021-2022	Change
Student Services and Health - provides supports for students from admission to graduation, promotes student development and learning, and enhances the student experience. For more information on goods and services - https://www.ucalgary.ca/student-services/student-conduct. Student Conduct and Ethics All cases 248 complaints were reviewed and processed by the Student Conduct Office. 200 complaints were considered actionable. 48 were considered information only. Actionable cases 27 hearings were adjudicated under Student Non-Academic Misconduct Procedures. 139 CovidSafe Campus compliance warning letter were issued (48 final decision letters were issued) 23 complaints were resolved through informal resolution 8 complaints were resolved through Interim Measures 3 complaints were withdrawn by the Complainant prior to investigation/adjudication. Information only cases 14 complaints were referred to other policies or departments due to lack of jurisdiction. 28 complaints were submitted by the complainant for information only and did not require action. 6 complaints included unfounded allegations or contained insufficient evidence to proceed to investigation. Prevention and Prohibited Training 947 community members were trained to be active bystanders. 95 community members were trained on how to identify, address, combat and prevent online harassment. 274 community members were trained on how to work together to productively manage conflict. 60 community members were trained in understanding anger and deescalating conflict 86 community members were trained in understanding conflict styles. 358 students are actively registered in the Upstanders Harm Reduction Digital Badge Program 84 students are actively registered in the Conflict Management Digital Badge Program	928,065	502,013	(426,052)

	2020-2021	2021-2022	Change

- Open Study Advising
  - 769 advising appointments (503 Open Studies, 238 Prospective)
  - 34 work ņ ɔ ȳ m 2

	2020-2021	2021-2022	Change

immigration advising. There are approximately 6,000 international students at UCalgary (including undergraduate, graduate, exchange and visiting international students). For more information on goods and services - https://ucalgary.ca/student-services/iss.

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- Student immigration matters including study permits, work permits, visas and permanent resident options, US visitor visas
- Requirements to obtain a social

	2020-2021	2021-2022	Change

ISAP Peer and Pass mentorship programs were a great success, with 19 Peer mentors, and 3 Pass mentors. ISAP cohort increased from 22 to 33 studentd C QTJE7d 3r0 TPom e0-1.6 (se)2 (d C (m)-948dJET378..4 85.08 328.08 619.56 reW nBT-72 69

	2020-2021	2021-2022	Change
St d Ob h Of e -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 strategies 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. For more information - https://www.ucalgary.ca/student-services/ombuds • Incoming phone calls – 165 • Outgoing phone calls (including scheduled meetings) – 222 • Incoming emails – 1,996 • Student meetings (including video conferences) – 364 • Letters reviewed (e.g., appeal letters) – 40 • New files opened – 594 • Student contact hours – 798			
P d D e e d Re h g Of e -serves as a centralized resource to all members			