

# Student and Enrolment Services



UNIVERSITY OF  
CALGARY



# Table of Contents

<b>Message from the Vice-Provost (Student Experience)</b>	<b>2</b>
<b>Office of the Registrar</b>	<b>3</b>
Enrolment Services	4
Recruitment and Admissions	6
Systems and Reporting	8
<b>Student Services</b>	<b>11</b>
Career Services	12
International Student Services	13
Leadership and Student Engagement	14
Student Conduct Office	16
Student Success Centre	17
Writing Symbols Lodge	19
<b>Student Wellness, Access and Support</b>	<b>21</b>
Faith and Spirituality Centre	22
Student Accessibility Services	23
Student Wellness Services	23
Women's Resource Centre	25
<b>Student Ombuds Office</b>	<b>27</b>
<b>Marketing and Communications</b>	<b>28</b>
<b>Committee, board and working group participation</b>	<b>29</b>
<b>SES staff directory</b>	<b>31</b>

We acknowledge the traditional territories of the people of the Treaty 7 region in Southern Alberta, which includes the Blackfoot Confederacy (comprising the Siksika, Piikani, and Kainai First Nations), as well as the Tsuut'ina First Nation, and the Stoney Nakoda (including the Chiniki, Bearspaw, and Wesley First Nations). The City of Calgary is also home to the Métis Nation of Alberta, Region III. The University of Calgary is situated on land adjacent to where the Bow River meets the Elbow River, and the traditional Blackfoot name of this place is "Moh'kins'tsis," which we now call the City of Calgary.







**Student and Enrolment Services (SES) continues to nurture a community that values student engagement and helps students explore their potential.**

Our units encourage student success through sharing and developing best practices, developing and maintaining programs, and supporting the academic enterprise of the University of Calgary.

We continue to align our work with the university's *Eyes High* strategy and we have done this via six thematic priorities: student success and engagement, a fair and just campus, health and well-being, inclusive community, innovation and sustainability.

The latter part of the year (March 16 onwards) was shaped by the start of the COVID -19 pandemic with constraints on in-person activities, gathering and work. The team did a stellar job in ensuring students could continue to access services and supports they needed remotely. It stretched us all in terms of what we believed was possible but have grown professionally as a result.

As always we have much gratitude for the whole of the portfolio in putting student needs first.

**Dr. Susan Barker**  
*Vice-Provost (Student Experience)*





## Systems and Reporting

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GOALS FOR 2019/20

- 1. Increase the number of students enrolled in the program
- 2. Improve the quality of student learning
- 3. Enhance the student experience
- 4. Increase the number of students who complete their program
- 5. Improve the efficiency of the program
- 6. Increase the number of students who are employed or in further education
- 7. Increase the number of students who are satisfied with their program
- 8. Increase the number of students who are satisfied with their learning experience
- 9. Increase the number of students who are satisfied with their support services
- 10. Increase the number of students who are satisfied with their financial aid

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# Leadership and Student Engagement

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Leadership and Student Engagement (LSE) is a strategic initiative that aims to enhance the student experience and foster a culture of leadership and engagement across the university.

The LSE initiative is guided by the following strategic objectives:

- To enhance the student experience and foster a culture of leadership and engagement across the university.
- To develop and support student leaders and leaders in training.
- To promote student engagement and participation in university activities.

The LSE initiative is supported by a range of activities and programs, including:

- Leadership training and development programs.
- Student engagement and participation initiatives.
- Leadership and engagement awards.

The LSE initiative is a key priority for the university and is supported by senior leadership and staff. We are committed to ensuring that all students have the opportunity to develop their leadership and engagement skills and to contribute to the university's success.

## GOALS FOR 2019/20

Our primary goal for 2019/20 is to increase the number of students who participate in leadership and engagement activities. We aim to achieve this by providing more opportunities for students to get involved in university activities and by supporting student leaders and leaders in training.

Our secondary goal for 2019/20 is to improve the quality of the student experience. We aim to achieve this by enhancing the support and resources available to students and by promoting a culture of leadership and engagement across the university.

Our tertiary goal for 2019/20 is to increase the number of students who are employed or engaged in further education. We aim to achieve this by providing more opportunities for students to gain work experience and by supporting students in their career development.

Our quaternary goal for 2019/20 is to increase the number of students who are satisfied with their university experience. We aim to achieve this by listening to student feedback and by making improvements to the student experience.

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# Student Wellness, Access & Support

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## Faith and Spirituality Centre

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### GOALS FOR 2019/20

#### Collaborative Sites and Remote Delivery

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#### Review and Evaluate the Indigenous Student Experience

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#### Suicide Framework

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### KEY ACHIEVEMENTS

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## Women's Resource Centre

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www.wrc.org.uk  
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01223 313132  
01223 313133  
01223 313134  
01223 313135  
01223 313136

www.wrc.org.uk  
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01223 313132  
01223 313133  
01223 313134  
01223 313135  
01223 313136



## Internal

Academic Crisis Management Team

Academic Discipline Group

Academic Integrity Discipline (Graduate)

Academic Integrity Discipline (Undergraduate)

Academic and Research Leadership Team

Academic Program Sub-Committee

Academic Turnaround Working Group

Calendar and Curriculum Sub-Committee

Campus Mental Health Strategy

- Communications Subcommittee
- Evaluation Subcommittee
- Implementation Committee
- Policy Review Subcommittee
- Programs Subcommittee
- Strategy Evaluation Subcommittee
- Teaching and Learning Subcommittee

Campus Career Consortium

Career Articulation Program

Chaplaincy Advisory Committee (University of Calgary Anglican chaplaincy)

Data Governance (DGAG)

Dimensions EDI Steering Committee

Diversity and Equity Network Committee

Emergency Operations Group (EOG)

Enterprise Reporting Working Committee

Equity, Diversity and Inclusion Network

Equity, Diversity and Inclusion Week Committee

ERP Steering Committee

Exam Proctoring Platform Project Committee

Experiential Learning Working Group

Experiential Platform Working Group

Faculty of Graduate Studies Council

- EDI Working Group

First Year Experience Committee

General Faculties Council

Graduate Academic Program Sub-Committee

- Decision Support Team

Gender and Sexuality Diversity Week Committee

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Indigenous Graduate Oversight Committee

Indigenous Policies Review Committee

Indigenous Strategy Committee

- Ethical Space Subcommittee
- Grants Subcommittee
- Implementation Committee
- Indigenous Pathways Subcommittee
- Intercultural Capacity Building Subcommittee
- Renewal and Community Reporting Subcommittee
- Student Experience & Inclusion Subcommittee
- Policies, Procedures & Practice Subcommittee
- Faculty & Staff Experience Subcommittee
- Working Group
- Steering Committee

International Day of Action Against Contract Cheating 2019 Planning Committee

International Plan Stakeholder Committee

International Student Support network

ISAP Oversight Committee

- Diverse Qualification Admissions Committee

International Student Support Network

Issues in Online Learning Environments

MacKimmie Building Project Steering Committee

MaPS Executive Committee

National Day of Remembrance and Action on Violence Against Women, Advisory Committee

Mental Health Strategy

NCAP Steering Committee

Newcomers and International Student Subcommittee

Open Studies Advisory Group

Online Orientation Working Group

Orientation Advisory Committee

Provost International Strategy Committee (PISC)

Pluralism and Global Citizenship Committee

Pluralism & Religious Diversity Week

Refuge Student Board

Sexual Violence Policy Coordination Committee

Senior Advisors Committee

Student and Enrolment Services, Community of Practice: Diversity, Equity & Inclusion

Student and Enrolment Services Council

Student At Risk Committee

Substance Use Advisory Committee

Suicide Framework Advisory Committee

Sustainability Coordinators Community of Practice

Taylor Institute Indigenous Strategy Committee

Tipi & Smudge Task Force

Threat Assessment Committee

Tuition and Fee Consultation Committee (TFCC)

UCalgary Pride Planning Committee

UCalgary Undergraduate Awards Committee

UCAN Steering Committee

UFlourish Week Committee

Volunteer Registration and Management System Advisory Committee

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# Our SES team

## Office of the Vice-Provost (Student Experience)

**Susan Barker**  
Vice-Provost (Student Experience)

**Kathy Steinhauer**  
Executive Assistant

## Office of the Registrar

**Al-Bastami, Rama**  
Admissions Assistant

**Anton-Wood, Lindsey**  
Applicant Support

**Armstrong, Kishana**  
Enrolment Services Advisor

**Ashton, Hannah**  
Applicant Services Manager

**Azuolos, Isaac**  
Admissions Officer

**Barclay, Shannon**  
Financial Aid Administrator

**Bedard, Bobbi**  
Recruitment Assistant

**Belcon, Ashley**  
Student Recruitment Advisor

**Belton, Gary**  
Admissions Officer

**Bennett, Jessica**  
Applications Assistant

**Bhaskaran, Omprakash**  
Senior Advisor

**Borbely, Mayda**  
Recruitment Advisor, Intl

**Brandt, Brian**  
Administrative Support

**Camarao, Eloizza**  
Enrolment Services Administrator

**Carter, Mark**  
Programmer/Analyst

**Carter, Tim**  
Applications Assistant

**Castronuovo, Gretchen**  
Training Analyst

**Chan, Gillian**  
Student Recruitment Advisor

**Chupik, Taebry**  
Enrolment Services Advisor

**Cueto, Jenny**  
Admissions Officer

**de Roaldes, Jennifer**  
Associate Registrar

**Diegel, Tammy**  
Enrolment Services Advisor

**Dixon, Cassie**  
Enrolment Services Advisor

**Engler, Andrew**  
Enrolment Services Advisor

**Farrell, Alison**  
Coord, Alberta Recruit & Event

**Finlay, Kelsey**  
Indigenous Recruitment Advisor

**Fitzsimons, Sarah**  
Enrolment Services Advisor

**Flynn, Sarah**  
Applications Assistant

**Foo, Sydney**  
Applications Assistant

**Fraser, Alexis**  
Student Recruitment Advisor

**Galambos, Jacqueline**  
Community Liaison Advisor

**Galappathy, Ayomi**  
Programmer/Analyst

**Gee, Anita**  
Undergraduate Award Officer

**Giroux-Wong, Shannon**  
Student Recruitment Advisor

**Goff, Caeleb**  
Enrolment Services Advisor

**Gollaz Mena, Monica**  
Admissions Officer

**Hernandez, Jessica**  
Enrol Svcs Admin Receptionist

**Hernandez, Vanessa**  
Enrolment Services Advisor

**Hrenewich, Emily**  
Enrolment Services Advisor

**Hutchuk, Nicole**  
Coordinator, Admin Services

**Jin, Olivia**  
Applicant Support

**Jokic, Sonia**  
Enrolment Services Advisor

**Jones, Brian**  
Academic Scheduling Analyst

**Kelly, Steven**  
Assistant Registrar

**Khaira, Mandeep**  
Admissions Assistant

**Khajeh, Saeideh**  
Senior Admission Officer

**Kitcher, Thomas**  
Admissions Officer

**Ozon, Jeanette**  
Convocation Assistant

**Kowbel, Charlene**  
Exam Proctor

**Kurtze, Lindsay**  
Sr. Degree Audit Coordinator

**Lee, Jusang (Jeff)**  
Asst Registrar, Planning Sys

**Leung, Vivian**  
Student Records Advisor

**Li, Xin**  
International Application Assistant

**Lodge, Lisa**  
Registration Officer

**MacKenzie, Michelle**  
Assistant Registrar

**Markwell, Courtenay**  
Enrolment Services Advisor

**Martin, Kim**  
Undergraduate Award Officer

**Maude, Jolene**  
Assistant Registrar

**May, Joel**  
Manager, Undergraduate Awards

**McCutcheon, Barbara**  
Scheduling Coordinator

**McInnis, Moira**  
Student Recruitment Advisor

**McLaughlin, Steven**  
Asst Registrar, Planning & Sys

**McLeod, Kimberley**  
Manager, Scheduling

**McMullen, Kelly**  
Analyst, ERP

**Melendez, Angela**  
Admissions Officer

**Metcalfe, Melissa**  
Enrolment Services Advisor

**Montiel, Maria**  
Student Recruitment Advisor

**Mowreen, Tanziha**  
Admissions Officer

**Muir, Andrew**  
Analyst, ERP

**Nijjer, Ekroop**  
Receptionist

**Obiso, Maria**  
Admissions Officer

**Orgill, Tiffany**  
Team Lead - Fees and Finance

**Poland, Carol**  
Calendar Editor

**Pols, Alynne**  
Admissions Officer

**Pyke, Tracey**  
UGRD Award Tech Coordinator

**Rawlings, Hannah**  
Applicant Support

**Rowsome, Dave**  
Research Associate

**Saweczko, Angelique**  
University Registrar

**Saunders, Katie**  
Admissions Specialist

**Scott, Katelyn**  
Undergraduate Award Officer

**Sharma, Jyoti**  
Graduation & Convocation Officer

**Shaw, Jenna**  
Admissions Officer

**Skjolde, Lana**  
Analyst, ERP

**Sloan, Whitney**  
Enrolment Services Advisor

**Smart, Courtenay**  
Manager, Exam Centre

**Steele, Alison**  
Student Recruitment Advisor

**Stephenson, Valerie**  
Spcl, Enrolment & Registration

**Stewart, Renée**  
Award Account Officer

**Sturley, Maximilien**  
Student Recruitment Advs, Dig

**Tamagi, Mikayla**  
Recruitment Advisor, Intl

**Tsang, Philip**  
Programmer/Analyst

**Turcotte, Candace**  
Admissions Officer

**Walker, Taryn**  
Advisor, Enrolment Services

**Wild, Justine Alandra**  
Alberta Student Recruitment Advisor

**Wood, Vanessa**  
Deputy Registrar, Enrolment Services

**Woods, Susan**  
Senior Advisor

**Zhang, Philip**  
Programmer Analyst

## Student Services

**Jennifer Quin**  
Senior Director, Student Services

**Renata Gordon**  
Operations Coordinator, Student Services

### CAREER SERVICES

**Hana Al-Kebsi**  
Program Assistant

**David Cataford**  
Career Development Specialist, Undergraduate Students

**Cyndy Chan**  
Business Operations Team Lead

**Lawrence Chan**  
Career Advisor

**Matthew Geddes**  
Career Development Specialist, Masters Students

**Liliana Gonzalez**  
Career Development Specialist, International Students

**Munira Hirji**  
Business Operations Coordinator

**Sarah Jacknife**  
Career Development Specialist, Indigenous Students

**Nora Molina**  
Director, Career Services

**Jemimah Ogundele**  
Communications & Events Coordinator

**Devika Pandey**  
Employer Relations Specialist

**Stephanie Warner**  
Career Development Specialist, PhD Students

### INTERNATIONAL STUDENT SERVICES

**Ricky Ramdhaney**  
Manager, International Student Services

**Garrett Beatty**  
Advisor, International Student Intercultural Programs

**Rachel Joshaghani**  
Administrative Assistant

**Kirsty Gruber**  
Advisor, International Student Transition Support

**Lien Tr**  
Advisor, International Student

**Ricky Ramdhaney**  
Manager, International Student Services

Sandra Brask  
Cristino Bouvette  
Danielle Braitman  
Rabbi Groner  
Imam Hadi Hasan  
Sukhman Kaur Hehar  
Kelly Johnson  
Ken Madden  
Carmen Maier  
Tim Nethercott  
Pearl Nieuwenhuis  
Margaret Propp  
Usha Sharma  
Fayaz Tilly  
Noureen Tilly  
Jef Tsui  
Paul Verhoef

Exam Supervisor

**Nicole Montford**  
Exam Administrator

**Hilary Neatby**  
Exam Administrator

**Judy Smith**  
Administrative Coordinator

**Johanne Tottle**  
Director

**Leanne Wong**  
Administrative Assistant

**60 casual staff**  
Providing note taking, proctoring,

#### STUDENT ACCESSIBILITY SERVICES

**Lisa Banash**  
Access Advisor

**Rob Blake**  
Assistive Services Advisor

**Micheal Code**  
Access Advisor

**Mary Cole**  
Access Advisor

**Mitchell Cook**  
Exam Administrator

**Meghan Mak**  
Access Advisor

**Brenda McDermott**

**Office of the Vice-Provost  
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