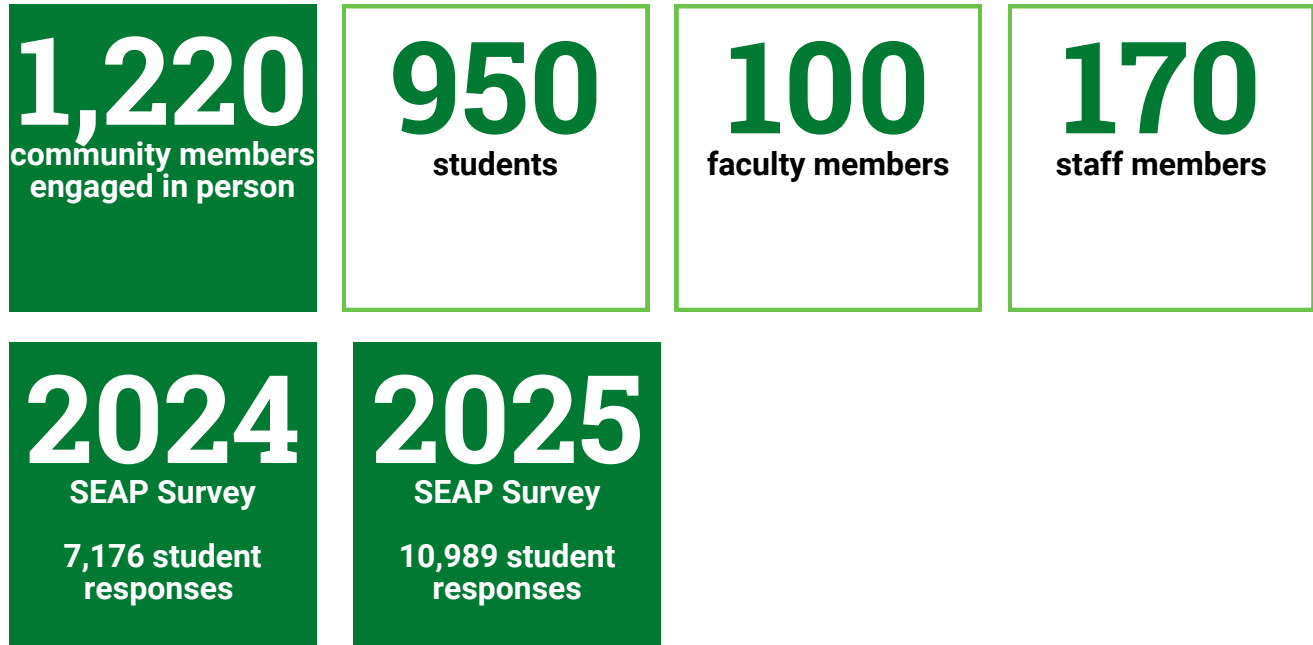


# SEAP 2.0: January-April 2026 community engagement summary



The development of SEAP 2.0 is underway, building on Igniting Purpose (2023–2026) to further strengthen student success at the University of Alberta. With the introduction of new institutional values, the ongoing impact of generative AI and rapidly shifting global contexts, it is critical that we reconnect with our communities to understand their current experiences and needs.

At the same time, we are hearing many of the same themes we heard three years ago. That is a clear signal that we need to refocus on getting the basics right, particularly in areas like advising and navigation, where students continue to face challenges.

This next iteration of the action plan will prioritize practical, pragmatic changes that demonstrate a renewed commitment to delivering a positive and memorable student experience.

## Key Feedback Categories

Planning and navigation | Financial supports | Academic supports and accommodations | Relationships and belonging | Advising | Cleanliness | Career transition support | Safety (emotionally, culturally, psychologically) | Optional experiential learning | Security (free from physical danger or threat) | Communication and awareness | Safe expression



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# What we've heard: top six themes

## **Fostering a student-centred learning environment**

Instructors and staff expressed pride in the university's strong student-centred approach to teaching and learning. While the quality of teaching and learning is viewed as a strength, students identified program flexibility and simplification as areas for improvement. Generative AI is also being used inconsistently in the classroom, which is leading to frustration and lack of clarity in academic expectations.

## **Creating Safe, Accessible and Connected Campuses**

Students emphasized the importance of clean, safe campus environments, with accessible spaces for studying, gathering and commuting.

## **Prioritizing Student Success**

Students, staff and instructors have identified a strong need for better support transitioning into university culture. The first year experience at both the graduate and undergraduate levels has emerged as a key area where targeted support could improve students' academic journeys from the outset.

## **Relationships, Connection and Belonging**

Positive social connections are fundamental to the student experience. Students who are new to Edmonton are seeking more opportunities to socialize, build friendships and explore their new environment. First-semester overwhelm was frequently mentioned and is often a key motivator for students to connect with peers undergoing similar experiences.



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# What we've heard: top six themes

## Navigation Challenges

Digital and physical navigation of campus and its services and options is being identified as an area of opportunity; students are changing how they access information and resources. Disconnected services and silos add to the challenges in this area when referrals from staff are also complex.

## Enabling Academic Agency and Flexibility

Students continue to identify gaps and frustrations in advising. Steps to better align advising strategies across campus could contribute to improving many of the challenges noted by students across nearly all categories.

## Timeline

- Dec 2025: Project team formed
- Jan–Apr 2026: Data collection (multi-channel engagement)
- May–July 2026: Analysis and co-creation workshops
- Aug–Oct 2026: Validation
- Winter 2027: SEAP 2.0 launch

## Approach and Next Steps

We are continuing to validate the themes and priority thematic areas within the community. We will be co-creating goals and tangible actions to support key areas for improvement. As we move forward, we will continue to engage with our campus community to add depth and nuance to our understanding of what supporting an exceptional student experience will look like in SEAP 2.0.



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