Ask SET Anything
Student Services
February 7, 2022
Why a new vision

What does a new vision for student services mean for the university of tomorrow?

- Prepare the university for growth
- Improve the student experience
- Enhance service culture
Who we talked to

Student services engagement 2021

184 students
(undergraduate and graduate)
reached through survey and focus groups

62 senior leaders
(within 18 faculties)
consulted through meetings

22 senior leaders
(within 6 central units)
consulted through meetings
Vision framework

Provost’s Office

UIA
- International Projects
- International Relations
- Education abroad
- Global Education
- Canada Learning Initiative in China
- Visiting programs and staff settlement
- International student and scholar settlement services

Office of the Registrar
- Functions
  - Recruitment (taught)
  - Centralized admissions
  - Central enrolment management
  - Records, registration and fees
  - Examination and timetabling
  - Convocations and ceremonies
  - Student financial support (all students)
  - Student Service Centre
  - Awards and scholarship (taught)
  - RO info systems and planning

Dean of Students
- First Peoples
  - Transition Year Program
  - First Peoples’ House
  - Student health and wellness
    - University Health Centre
    - Counselling and Clinical Services
    - Sexual Assault Centre
    - Wellness supports
  - Student life and career
    - Student affairs
    - Student Care Coordinator
    - Office of Student Conduct and Accountability
    - Career Centre (incl. programs)
  - Other functions
    - Learning resources and accessibility
    - Office of the Student Ombuds
    - Athletics

Faculty of Graduate Studies and Research
- Functions
  - Graduate admin advising
  - Program services
  - Awards & scholarship services (research)
  - Professional development
  - Curriculum and policy development
  - Postdoc office
  - Faculty-specific admissions
Vision roadmap

Staged approach to implementation

- To minimize the impact on student experience and staff capacity
- Fit within the annual cycle of student service delivery
- Transformation will occur over a lengthy period (up to 2 years)
Four staggered activities to minimize disruption

**Vision roadmap**

- **VALIDATE THE DESIGN**: Understand student services delivery across the institution.
- **BUDGET APPROVAL**: Cost the future state structure and present to the Provost office, supported by the finance service partners.
- **PREPARE FOR RECRUITMENT**: Job design and evaluation activities, supported by HR service partners.
- **RECRUIT**: Staggered recruitment of roles in order of priority and to minimize disruption.
When roles are created and evaluated, they will be posted on the Position Opportunities Page (POP) as upcoming postings. [ualberta.ca/uofa-tomorrow/position-opportunities.html](http://ualberta.ca/uofa-tomorrow/position-opportunities.html)

- Initial positions should be posted to POP in April or May.
- Once the position is finalized and the competition is launched, it will be posted to the [UAAlberta Careers](http://UAAlbertaCareers) site.
- Most positions will be hired over the summer to avoid disruptions.
Student services catalogue released

Find the full catalogue on the student services stream web page.

www.ualberta.ca/uofa-tomorrow/services/student-stream.html