

Following collaboration and consultation with subject matter experts and leaders from across the university, the Student Services service catalogue shows where services and processes will fall within the service delivery areas of the new operating model. Please note that:

- This is a high-level, living document that will evolve to continually meet the needs of students and the community.
- The service catalogue is not an exhaustive list of all student services and activities. For example, specifics on the academic programs are not listed in thorough detail because there is no intent to change these activities under the new vision.
- Some services do not need to change to achieve the vision and are reflected in the catalogue as the current state, while other areas of significant change will be mapped out in greater detail in the coming months.

The intent of the service catalogue is to inspire conversation about how different groups can work together to deliver these crucial services. The service catalogue is not a rule book dictating accountability for certain steps in a service or process. Please do not assume that there is a significant change where the catalogue reflects the current shared responsibility for a service. This document is managed and updated by the relevant co-sponsors and is accessible to all.

This service catalogue document:

- is sponsored by Melissa Padfield and Barbara Billingsley
- aligns with the future state vision for student services endorsed by the Provost and PEC-S.

CENTRES OF EXPERTISE

General

- Develop institutional strategy and programs for improving student experience and retention
- Own business systems associated with student record and enrolment^{*#}
- Own the official student record for all students^{*#}
- Provide oversight and governance for creation of graduate programs and the minimum regulations for each program[#]
- Create and maintain academic policy for graduate students and programs[#]
- Create and maintain international student strategy^Δ

Admissions and enrolment management^{1,2}

- Provide enrolment management oversight and governance^{*#}
- Address applicant complaints (general)^{*#}
- Develop shortlist for applicants meeting minimum requirement for program-specific admissions^{*#§}
- Provide enrolment support (e.g., manage student registration)^{*#}
- Manage program transfers within/between faculty/institutions^{*#}
- Support international student immigration applications and ensure completion of compliance reporting^Δ

- Assess applications and admissions^{*#}
- Monitor and resolve admissions conditions and manage student registration and progress in program^{*#}
- Manage graduate student progression[#]
- Assess applications for transfer credit^{*#}
- Manage Academic Standing recommendations[#]

Scholarships and funding

- Advise students on financial matters^{*#}
- Manage student loans^{*}
- Manage awards and scholarships^{*#}
- Manage bursary and emergency funding^{*}

Building space and scheduling

- Manage ad hoc booking of teaching spaces (that are not managed by faculty/college)^{*}
- Develop and maintain academic calendar^{*}

Exams

- Scheduling final exam periods^{*}
- Automated exam marking^{*}
- Manage alternate exam arrangements and accommodations[†]
- Doctoral thesis distribution^{#§}

Courses and administrative advising

- Oversee and deliver institution-wide course planning^{*}
- Provide advising administration for graduate students to progress through key program milestones^{#§}
- Provide advising administration to students to support admissions, transfers, and other updates to the student record^{*#}
- Manage special student issues^{*}
- Manage student leaves of absence^{*#}
- Administer supports for general academic skills[†]
- Deliver general academic support and skills development[†]

Graduation

- Organize convocation/graduation ceremonies^{*}
- Review student records and approve graduate student eligibility for graduation[#]
- Final record check and validation for ceremony and degree conferral^{*#}

Student supports

- Manage Career Centre[†]
- Offer non-discipline-specific career advising[†]
- Provide crisis management and intervention[†]
- Provide mental health support and education[†]
- Provide counselling and other health services[†]
- Provide accessibility and accommodation services[†]
- Manage Sexual Assault Centre and services and supports[†]
- Provide student group support programs[†]
- Provide non-faculty-specific Indigenous programming and student support[†]
- Manage and deliver non-faculty-specific programs that promote EDI[†]
- Provide immigration services^Δ
- Provide health-care enrolment support^{†Δ}
- Manage student discipline appeals and complaints^{†#}
- Manage post doctoral supports through the Post Doctoral Office[#]
- Offer professional development services to graduate students[#]

- Deliver settlement services for international students and academic visitors^Δ
- Provide support for student milestones and progress in graduate programs[#]

Recruitment^{1,3}

- Develop institutional recruitment strategy^{*}
- Manage and deliver recruitment activities^{*}
- Provide outreach to high school/transfer students^{*}

Education abroad and global education

- Deliver institutional-level programming abroad – exchanges, internship placements, short-term programming^Δ
- Provide safety, education-abroad risk management – pre-departure training, monitoring and responding managing university-level funding programs^Δ
- Manage scholarship funding for education abroad^Δ
- Certificate in International Learning^Δ
- Intercultural training and global education focused activities^Δ
- Provide support to education-abroad students^Δ

* Delivered by the RO

Delivered by FGSR for graduate students

§ Delivered collaboratively by FGSR and college/faculty/department for graduate students

† Delivered by DoS

Δ Delivered by UAI

† These admissions and recruitment changes do not apply to non-direct entry professional programs.

² The RO and FGSR will collaborate on a redesign of the graduate admissions process and platform.

³ For information on marketing and communications support for student recruitment and student-facing information please see the External Engagement Catalogue.

IMPORTANT NOTES

The impact on current roles reflected by the division of labour and activity outlined in the catalogue will be variable. In some cases, the catalogue will reflect no change from the current way in which activities function, or there may be the opportunity and desire for significant change. In all cases we hope there will be opportunity for improvements. In instances where changes to roles do occur there will be discussion about appropriate timing and phasing, and they are not anticipated to occur all at once. We have included in this draft some notional suggestions of impacts. These should not be taken as a directive by the SET program but rather as an attempt to clarify current areas of conversation.

All student services must be available in both English and French. The necessity of translation is assumed throughout so has not been specifically listed.

The management of the academic program is a core academic responsibility and should not be seen as a student service.

This document notes the division of service ownership by four key central units; The units are the Office of the Registrar (RO), the Faculty of Graduate Studies and Research (FGSR), the Office of the Dean of Students (DoS), and University of Alberta International (UAI).

This document does not specify the collaborative relationships that underpin service delivery. Inherent in all student services is the need for central units to collaborate with colleges, faculties, departments, and each other to deliver excellent service.

COLLEGE/FACULTY/UNIT AND SERVICE PARTNER

General

- Develop faculty-specific strategy and programs for improving student experience and retention
- Deliver program- or discipline-specific services

Admissions/enrolment management

- Determine program-specific admission requirements
- Develop program-specific admission processes[§]
- Provide Academic Standing recommendations
- Assess shortlist where appropriate for applicants meeting minimum requirement for program-specific admissions
- Select applicants in professional and quota faculties/programs
- Address applicant complaints (specific to faculties/programs)
- Provide enrolment support
- Provide support to Centre Collegial de l'Alberta
- Assess applications for Prior Learning Assessment and Recognition (PLAR)
- Evaluation and selection of World University Service of Canada (WUSC) student files
- Manage faculty- or college-specific components of student transfer[§]
- Advise students on courses and pathways to degree completion[§]

Graduation

- Review student records and approve undergraduate student eligibility for graduation

Scholarships and funding

- Offer and distribute recruitment funding[§]
- Assess scholarship applications[§]
- Manage bursary and emergency funding for students in need

Building space and scheduling

- Manage building space and scheduling
- Manage booking of purpose-built instructional spaces
- Manage and support timetabling process

Exams

- Administer and schedule exams and assessments[§]
- Complete manual exam marking
- Manage alternate exam arrangements and deferrals

Courses, advising and scheduling

- Academic advising
- Program-specific course planning and scheduling
- Manage teaching room allocation and timetabling process

Education abroad and global education

- Identify and maintain collaborative partnerships with institutions abroad
- Develop and deliver program-specific education abroad programming
- Contribute to international strategy through service partner relationship

Special Issues

- Manage student leaves of absence (in some circumstances)[§]
- Administer supports for program-specific skills
- Deliver program-specific academic skills development
- Provide discipline-specific academic support including helping establish supervisory committee

Student supports

- Provide program- or discipline-specific academic and career support at different levels (including organizing internships, field trips, and placements)
- Administer work placements (education programs)
- Administer work experience and co-op placements
- Provide faculty-specific EDI student support
- Provide faculty-specific Indigenous programming/support

Recruitment

- Contribute to recruitment strategy through service partners
- Manage and deliver program-specific recruitment activities (primarily in professional programs)
- Recruit, train, and manage faculty ambassadors team

SHARED SERVICES

STUDENT SERVICE CENTRE

- Respond to student inquiries (depth and breadth to be discussed/determined over time)
- Triage and direct student requests for services to the appropriate service area (e.g., other central units, faculties, or colleges)

STAFF SERVICE CENTRE

- Student identity and citizenship updates
- Automated transactional processes – TBD

[§] Service delivered collaboratively by FGSR and college/faculty/department for graduate students.