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

#### Admissions and enrolment management
- 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
- Monitor international student visa applications and compliance
- Assess applications and admissions

#### 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

#### Scholarships and funding
- Advise students on financial matters
- Manage student loans
- Manage awards and scholarships
- Manage bursary and emergency funding

#### Courses and administrative advising
- 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

#### Exams
- Scheduling final exam periods
- Automated exam marking
- Manage alternate exam arrangements and accommodations
- Doctoral thesis distribution

#### Recruitment
- 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
- Provide safety, study-abroad risk management — pre-departure training, monitoring and responding managing university-level funding programs
- Certificate in International Learning
- Intercultural training and international education focused activities
- Provide support to study-abroad students

#### 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
- Provide health-care enrolment support
- 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 visiting staff
- Provide support for student milestones and progress in graduate programs

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* Delivered by the RO
1 Delivered by DoS
2 Delivered by FGSR for graduate students
3 Delivered by FGSR
4 Delivered by UAI
5 Delivered collaboratively by FGSR and college/faculty/department for graduate students
6 These admissions and recruitment changes do not apply to non-direct entry professional programs.

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

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

## IMPORTANT NOTES

### 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

## Recruitment
- Contribute to recruitment strategy through service partners
- Manage and deliver program-specific recruitment activities

## Special Issues
- Manage student leaves of absence
- 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

## Staff service areas
- Centres — TBD

### Shared services
- 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)

### Education abroad
- Education abroad and global education

### Recruitment
- Recruitment

## Service delivered collaboratively by FGSR and college/faculty/department for graduate students.