

Student Service Information for Quality Assurance Framework – UTM

All University of Toronto undergraduate and graduate students have access to student services on all three campuses, Mississauga, St. George (downtown Toronto), and Scarborough, regardless of their 'home campus'. The services and co-curricular educational opportunities provide a complement to the formal curriculum by engaging and challenging students to reach their full potential as learners, leaders and citizens. At the University of Toronto Mississauga these services are organized by Student Affairs & Services, the Registrar's Office, the Academic division and its departments, and the School of Graduate Studies. These services support the success of our students from the time they are admitted through degree completion and beyond.

Academic advising at UTM links students with content experts. The Registrar's Office helps new and graduating undergraduate students understand program and degree requirements, and provides specialized support to students at academic risk and those seeking special academic consideration due to unusual circumstances. Services are delivered one-on-one, through small group advising sessions, and in workshops. Individual academic departments at the undergraduate and graduate levels focus on individual academic advising with students in their particular areas of study.

Career development is primarily offered by the UTM Career Centre, with service areas including career counselling and work search support. Services are delivered in a variety of modes, including one-on-one advising and counselling, workshops, on-line tools and large-scale employment and service events. UTM also supports internships, externships, job shadowing, volunteer registries and recognition, and other career development opportunities through a broad range of academic departments and other services' offices.

Disability-related accommodations are facilitated by UTM's *AccessAbility Services*, which works to match qualified students to appropriate sources for academic accommodation of physical, sensory, learning and mental health disabilities.

Student housing is available through 1,500 on-campus residence rooms under the Student Housing and Residence Life department. Housing options include traditional dormitories, suites/apartments, and townhouses, with distinct communities and programming for new undergraduates, upper-years undergraduates, graduate and professional students, and students with families. Support for off-campus housing is provided through a UT tri-campus partnership which hosts a matching service for off-campus housing opportunities and for roommates.

Learning skills development is a primary focus of the Robert Gillespie Academic Skills Centre, which offers workshops, seminars and individual consultations to help students identify and develop skills for success in their studies. The ASC also benefits students by educating instructors and teaching assistants on best practices in teaching and learning.

International experience is encouraged through the International Education Centre. The IEC serves students from abroad who benefit from its immigration support, social opportunities and educational programming on transition issues. The centre also supports domestic/Canadian students seeking international experiences through travel and study abroad opportunities.

Physical and mental health care, including health promotion initiatives, are provided by the Health & Counselling Centre. This service utilizes a comprehensive range of health professionals, including nurses, physicians, psychiatrists, personal counsellors and social workers, a nutritionist, and health educators. Services include physical exams, first aid, immunizations and allergy injections, pregnancy testing, sexually transmitted infection information and testing, birth control counselling and specialist referrals. A sports medicine clinic is also available on campus.

Financial aid and awards are supported through the Office of the Registrar, assisting students with OSAP, UT Advanced Planning for Students (UTAPS), scholarships and other sources for financing their education, while assisting them in learning/strengthening budgeting skills.

Student clubs and activities are supported through the Centre for Student Engagement for student governments and clubs, and the Office of the Dean and its academic departments for academic societies. Matching funds are offered by the Academic Dean for many activities that encourage individual and small-group interactions between instructors and students. A range of programming is offered by departments across campus, including new student orientation, leadership development, volunteer service, and educational programs. The Office of Student Transitions, a partnership between the Academic Dean and Dean of Student Affairs' offices, supports the transition of new students into university studies and the developmental transitions of students moving through their years of study, through graduation and into their early years as alumni.

Physical well-being is supported by the Department of Recreation, Athletics and Wellness offering individual and team-based recreational and sport activities from casual use through high-performance sport.

Support for student-families is offered through an on-campus licensed child care centre, including financial support for students through Region of Peel subsidies and grants funded by the student population; through UT's Family Care Office, providing workshops and individual consultations on family care matters; and through on-campus family housing options available from UTM Student Housing & Residence Life.

Equity issues, both broad and specific to sexual and gender diversity, ethnicity and culture, disability, family status, and other student identities facing barriers, are supported through a local network of UTM departments and referrals to UT-wide equity officers.

Inter-campus transportation is readily available, with shuttles circulating between the UTM and St. George (downtown Toronto) campuses every 20 minutes on weekdays during most of the year. This service is fare-free for UTM students, and at a fare comparable to public transit for non-UTM-students.

Additional specialized services are provided for **international students** (orientation, advising, cross-cultural counselling), **Indigenous students** (academic support, financial counselling) and

lesbian, gay, bisexual and transgender students (counselling, referrals, equity outreach and engagement).

Participation in **campus life** and **experiential learning** are facilitated through the Centre for Student Engagement (clubs, committees, events), the Experiential Education Office (service learning and volunteer opportunities in community settings), and Student Affairs & Services (interfaith dialogue, events, leadership development, orientation, recognition and support for student groups, activities.)