

Appendix I: Student Services Statement, 2020

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 Scarborough (UTSC) these services are organized by the Office of Student Affairs and the Office of the Vice-Principal Academic and Dean, and support the success of our students from the time they are admitted through degree completion and beyond.

Academic Advising & Career Centre (AA&CC)

Integrates developmental advising, learning skills, and career development on further education and employment through individual appointments, workshops, experiential programming, events, peer support, and a range of online resources. The AA&CC is a team of professionals who advise, counsel, and coach students with their learning and career development. They invite incoming students to attend the Get Started academic orientation program for support on academic and career planning in the summer, prior to starting first year. Students are eligible for services throughout their studies. Alumni are eligible for career development and employment coaching services for an additional 2 years following graduation.

Academic Travel Fund

Provides research and related scholarly funding for undergraduate students to underwrite the costs of valuable non-course based academic activities such as attending and presenting at conferences.

AccessAbility Services

Provides services and academic accommodations to students with a learning, physical, sensory, mental health disability or medical condition. Services include, but are not limited to, disability consulting and referrals for students, as well as workshops, online resources, assistive technology support, and note taking and test/exam accommodations. AccessAbility Services ensures that policies, practices, procedures, and programs at UTSC are inclusive and provide equal access for students with disabilities. AccessAbility Services also serves a growing campus as a key resource for consulting on accessible design, both physically and pedagogically.

Athletics & Recreation

Provides a respectful and inclusive environment for students to engage in physical activity, promotes overall well-being, and encourages a sense of community. Students have access to the Toronto Pan Am Sports Centre (TPASC), which features a range of accessible amenities including Olympic-sized pools, a climbing wall, multiple gyms and studios, a fitness centre, and an indoor track. The department also has multi-sport fields, an 8-court tennis facility, and a varsity level baseball diamond housed in the valley. As a hub for health living on campus, Athletics & Recreation offers a variety of fitness and instructional programming, organized sports and leagues, as well as aquatics for all levels of physical activity. Highlights include drop-in sports, learn to play programs, women's programming, and the popular outdoor recreation program.

Department of Student Life

Offers a range of programming for first-year students, first generation students, mentorship and leadership development, community outreach, as well as Indigenous, intercultural, and multi-faith programming using an anti-oppressive framework. The Department manages the recognition of approximately 282 campus groups including the facilitation of 17 departmental student associations as well as liaising with all student societies to ensure compliance with University policy.

Responsibilities include: managing the committee process for allocating funds to student groups involved in various campus life programs and initiatives, ensuring adherence to the risk assessment process for all campus student events, supporting space allocation for clubs and events, representing the University as a partner in the annual Fall Orientation, and support of the Co-Curricular Record.

Health & Wellness Centre

Provides health promotion, mental health support, counselling, and medical services to all UTSC students with a current student card and valid health card. Physicians and Registered Nurses provide first aid, treatment of minor illnesses, annual check-ups, immunizations, selected over-the-counter medications, referrals to specialists, and more. Wellness counsellors are equipped to support students with a number of issues including, but not limited to: stress management, anxiety, depression, crisis counselling, family issues, mental health, relationships, sexuality, bereavement, and eating disorders. In addition, group therapy and specialized workshops are offered throughout the year. The Health & Wellness Centre also has five Wellness Peer Programs that provide education and raise awareness about healthy lifestyle choices in areas including: nutritional health, sexual health, safe substance use, and mental wellness. These programs are supported by student-volunteers who build connections with their student-peers across campus.

International Student Centre

Provides support to international students studying at UTSC and to students interested in studying abroad to enhance their educational experience. Support for international students includes pre-arrival, transition, and immigration advising as well as mentorship, intercultural workshops, and University Health Insurance Plan (UHIP) support. The International Student Centre also provides guidance and resources for student mobility opportunities including inbound and outbound exchanges, and research and study abroad programs.

International Student Orientation and Transition (programming provided by the International Student Centre)

This is a two to three week set of activities from August to September. These activities include pre-arrival support, settling in city excursions, and socials. Also, online mentorship through our pre-arrival platform pairs international students with a peer educator to learn more about the campus and Canadian academic environment.

Student Housing & Residence Life

Responsible for the development of residence facilities and policies. The residence experience is a safe, fun and inclusive community offering a range of social and extracurricular activities that support the academic achievements and personal development of students. Student Housing & Residence Life also provides off-campus housing services and resources for students living independently.

Workshops and advising is available to guide students through the process of searching for listings, tenant rights and responsibilities, lease agreements, and more.

Centre for Teaching and Learning

Undergraduate Student Support (that is not nested within specific courses)

- 1. English Language Development Support (ELDS):** ELDS supports all students who experience difficulties in using English in their coursework. Programming includes individual tutoring appointments, online resources and tools, language proficiency testing, and workshops. Students can enhance their skills in academic communication, cultural proficiency, reading, writing, listening and speaking comprehension, and vocabulary development.
- 2. Mathematics and Statistics Learning Support (MSLS):** MSLS offers regular workshops to students on typical challenging math/stats topics. Also offered are drop-in group and individual tutoring for students with quantitative reasoning questions in courses requiring these skills. Students can also access virtual tutoring sessions and online modules and materials.
- 3. Writing Support (WS):** In addition to offering in-class tailored workshops on particular aspects of writing, WS offers student appointments to discuss their assignment drafts with a writing expert. All students are eligible and can register for 50-minute appointments or use the 20-minute drop-in service. Students can also access online modules and resources.

Undergraduate Student Support (that is nested within specific courses)

- 1. English Language Development Support (ELDS):** To support academic challenges for English Language Learners, ELDS has integrated programming, including a Reading and Writing Excellence program, that helps students develop their skills as they complete course assignments.
- 2. Facilitated Study Group (FSG) program:** Working with course instructors, CTL trains successful students to serve as facilitators to organize study groups for historically difficult courses. The facilitators help participating students enhance their skills to identify major course concepts, and learn study strategies and fresh approaches for assignments and exams. Regular FSGs are offered as well as ones in partnership with English Language Development Support for students with English language challenges.

3. Mathematics and Statistics Learning Support (MSLS): MSLS collaborates with introductory calculus courses to deliver a pre-course diagnostic test to identify students who lack certain critical numeracy skills. Students receive their diagnosis and are informed of specific seminars and workshops that can help them develop the skills they lack. MSLS also runs review sessions before major calculus and statistics exams. As well, MSLS faculty consult with non-mathematics course instructors around quantitative reasoning skills required in their courses, and are willing to provide relevant course instruction either in class or as online modules.

4. Experiential Learning (EL): CTL offers a for-credit experiential learning course where students can complete a community engagement learning opportunity. CTL also consults with faculty wanting to incorporate experiential learning components into their courses.

5. Writing Support (WS): Faculty and TAs can meet with writing coordinators to advise on teaching writing assignments, and the design and implementation of writing and research paper assignments. After such consultations, the writing instructors are willing to deliver specific writing, editing, or research skill instruction within the course, either in class or by creating tailored class and online resources. WS also delivers a limited number of course-specific writing clinics to which students bring their drafts to receive tutor and peer feedback.

6. Video-capture of Lectures: Upon faculty request, course lectures can be video-recorded and made available for review to students in those courses.

Supporting Faculty in Development of Teaching Expertise

1. Individual consultations and workshops are available for a range of topics including course and syllabus design, developing and achieving learning outcomes, effective assessment, presentation skills, active learning techniques, inclusive teaching, classroom management, classroom visits and debrief, preventing plagiarism, as well as development of a reflective teaching practice and teaching portfolio construction. There are:

- Teaching orientation events that introduce instructors to key policies and best practices of teaching at UTSC;
- Workshops throughout the year on a range of teaching topics;
- An annual teaching symposium;
- Individual consultations for syllabus, assignment or course design and other classroom issues; and
- Classroom visits for formative feedback.

2. Quercus and educational technology support including:

- Quercus, UTSC's learning management system;
- Instructional design for online assignments, courses and resources;
- Classroom response devices (eg. clickers);
- Multiple choice test scanning and question quality assessment;
- Mid-course assessments; and
- Administrative support for course evaluations.

3. **Teaching Grants** to enhance the content, delivery, assessment or infrastructure of courses; grant categories include equipment, software, enhancements/ innovations, assessment, and professional development.

4. **Assistance with Teaching Portfolios and Teaching Award nomination packages.**

Teaching Assistant Training and Graduate Student Professional Skills Development

General first-time TA Training workshops for new Teaching Assistants.

1. Workshops on advanced topics for TAs based on TA interest (*examples*: ‘Effective and Efficient Grading’, ‘Responding to Students in Crisis’).

2. Graduate Student Professional Development Day.

3. Graduate Student Professional Skills Programming.

4. Graduate Thesis Writing Support Group.

5. Writing Support and English Language Development, one-to-one appointments for writing/language skills.

Co-op Offices (Arts & Science and Management)

Serve more than 3400 students registered in over 40 Co-operative education programs spanning the Arts, Science, and Business/Management disciplines. The Arts & Science and Management Co-op Offices formally integrate a student’s academic studies with work experience by facilitating four-, eight-, twelve-, or sixteen-month full-time, paid experiential learning opportunities. Students in Co-op receive developmental support in goal setting, job search, resume writing, on-line presence, and interviewing. For each four-month experience, students are evaluated on the basis of mid-term and final performance reviews as well as a final project that is graded by a faculty member within the discipline.

Departmental Student Associations (DSAs)

DSAs establish a bridge between students and their academic departments. They are governed by annually elected student executive bodies and composed entirely of student members. These student groups liaise with faculty, the Department of Student Life, and the Scarborough Campus Students’ Union to develop joint programming that enhances the discipline-specific learning and career development goals of students in each department.

Financial Aid and Awards

Provides resources and consultation services to assist students with financing their education, including processing of OSAP and other funding sources.

Lesbian, Gay, Bisexual, Transgendered and Questioning

Students are served by a campus-supported Positive Space Committee comprised of allies drawn from all segments of UTSC, as well as a student LGBTQ club funded and facilitated independently through

the Council on Student Services.

Orientation and Transition Programs

Provide new and first-year students with support and resources required for successful transition into university life. A list of programs includes:

- **Get Started** academic orientation, offered by the **Academic Advising & Career Centre**, runs throughout June and July, and currently hosts over 2,600 new incoming students along with their parents and guests. The interactive program provides an introduction to information and tools to allow for a successful start including first-year course selection, student card registration, and exploring the campus.
- **Fall Orientation** is a multi-day series of events hosted by the Scarborough Campus Students' Union (SCSU) and the **Department of Student Life**, in collaboration with various other campus partners. Two key events include UTSC Welcome Day and the Faculty Mix & Mingles (Arts & Science, Computer Science and Management) led by the Department of Student Life. SCSU coordinates student participation in the tri-campus parade and other on-campus activities. These activities provide a welcoming and inclusive environment for new and first-year students.
 - o Further emphasis on first year student support is continued in the First Year Experience Program and First-Generation Program led by the Department of Student Life.
- **International Student Orientation and Transition** programming provided by the **International Student Centre** is a two to three week set of activities from August to September. These activities include pre-arrival support, settling in city excursions, and socials. Also, a mentorship service, known as the Buddy Program, pairs international students with a peer educator to learn more about the campus and Canadian academic environment.

Registrar's Office

Provides a range of services to the academic departments, including: student course and program registration; scheduling classes, term tests and final exams; recruiting candidates for admission; facilitating admission of incoming first year and upper-level students to limited enrolment programs, and removing those who fail to maintain program GPA requirements; maintaining student registration records; providing data support and summaries of enrolment; and resource-use for planning purposes.

Student Centre

Offers bookable activity spaces for students as well as a food court, a full-service restaurant, and a variety store. It also houses the Office of Student Affairs, the Department of Student Life, the Health & Wellness Centre, The Underground, UTSC Women's & Trans Centre, Fusion Radio, and the Scarborough Campus Students' Union.

Additional Resources for Graduate Students

Vice-Dean Graduate at UTSC

Provides resources and support to graduate students and postdoctoral fellows. Services for graduate students include management of Graduate Education website, administration of the affiliated graduate students listserv, maintenance of the Graduate Student Lounge, assisting with room bookings for PhD

Final Oral Exams (FOEs) and Supervisory Committee Meetings held at UTSC, providing information and support for Visiting Graduate Students and their host supervisors at UTSC, administering the funding packages for UTSC based graduate programs, providing assistance with documentation for OSAP and other provincial student loans, and administering UTSC graduate awards, including the UTSC Graduate Student Summer Gym Rebate Program for the Toronto Pan Am Sports Centre (TPASC).

Writing Centre (TWC)

Individual help with writing is available for UTSC graduate students and postdoctoral fellows in person or through online interfaces to address any type of graduate student writing—from course papers and application materials to research proposals, thesis chapters, and papers for publication. The Writing Centre also offers “Just Write” sessions to provide an opportunity for graduate students and postdoctoral fellows to work on their current writing project in a distraction-free environment, with the built-in accountability and social support of writing with others.

Graduate Professional Skills Program (GPS)

A non-academic program presented by SGS which consists of a variety of offerings providing doctoral stream students a range of opportunities for professional skills development. The program focuses on skills beyond those conventionally learned within a disciplinary program — skills that may be critical to success in the wide range of careers that graduates enter, both within and outside academe. GPS aims to help students communicate effectively, plan and manage their time, be entrepreneurial, understand and apply ethical practices, and work effectively in teams and as leaders. GPS offerings are also available locally at UTSC. While the number of GPS offerings continues to grow, there are currently approximately twenty options available as part of the Graduate Professional Skills Workshop Series at UTSC.

The School of Graduate Studies on the St. George Campus

Provides registrarial services to all graduate students at the University of Toronto including, but not limited to, recruitment, admission, orientation, registration, confirmation letters, program progress, PhD final oral exams, and graduation.

Graduate Awards Office (GAO) at the School of Graduate Studies

Provides administrative support for a wide range of scholarship and financial aid programs.

Graduate Professional Development (GPD)

Helps students succeed in graduate school and prepares them for a wide range of employment opportunities. SGS Graduate Professional Development initiatives include the Graduate Professional Skills (GPS) Program, the Three Minute Thesis (3MT®) Competition, the SGS Summer Institute, the SGS Innovation in Graduate Professional Development Fund, and the Graduate Speaker Series.

Grad Room on the St. George Campus

Is a hub for graduate students to get involved in graduate life, build a community of graduate scholars, and learn and practice new skills in Graduate Professional Development (GPD).

SGS International Graduate Student Portal

Brings together all of the resources available to international students on all three University of Toronto campuses.

Graduate Wellness Counselling

Graduate students can access counselling services at the School of Graduate Studies, 63 St. George Street. Two full-time Wellness Counsellors from the [Health and Wellness Centre](#) on St. George Campus offer brief counselling services tailored to the challenges presented by graduate-level university life. The focus of counselling is on identifying strengths, acquiring resiliency, and building coping skills.

Graduate Centre for Academic Communication (GCAC)

Provides graduate students with advanced training in academic writing and speaking. The Centre offers five types of support designed to target the needs of both native and non-native speakers of English: non-credit courses, single-session workshops, individual writing consultations, writing intensives, and a list of additional resources for academic writing and speaking. While the [workshops](#) function on a drop-in basis, [writing centre consultations](#) require an appointment, and [courses](#) and [writing intensives](#) require registration.

Conflict Resolution Centre (CRC) for Graduate Students

Current graduate students or postdoctoral fellows at UTM, UTSC, or UTSG are welcome to connect confidentially with one of the trained grad-to-grad (G2G) Peer Advisors to talk about options and strategies for addressing concerns and accessing university supports and resources. G2G Peer Advisors do not intervene or advocate – they listen and can help grad students and postdocs to navigate their own way forward. Faculty or staff members can refer students to the G2G Peer Advisors and/or contact the CRC directly to discuss early and effective conflict resolution strategies and opportunities for skills development and training for their department. G2G Peer Advisors are available to meet with graduate students on all three University of Toronto campuses.