The Division of Students recently launched a 2-Year Strategic Plan, designed to align with the University Academic Plan (2015-2020), the Strategic Mandate and President Lenton’s three core deliverables. Here are our accomplishments and impacts to date.

**Student Academic Assistance**

- Resolved over 1200 student information systems/licensing data requests and on issues relating to YU START, registration, enrollment, fees, and others
- Directed over 3500+ OSAP/Financial Funding Management System queries from students, 248 staff participated
- 4 Lunch & Learn Sessions
- Launched OSAP/Financial Funding Management System updates
- Early Alert pilot with 9 Faculties: identify, intervene, improve. Becoming YU pilots and first phase launch involved 770 students and 129 coaches/supervisors
- YU START module opened to parents

**We’re here for you**

- The Centre for Sexual Violence Response, Support & Education (The Centre) opened October 4
- The Centre
- 1300+ students trained in mental health awareness, resources and support
- 400 trained in suicide awareness
- 120 trained in suicide intervention

**5-Year Strategic Plan completion & celebration video**

**Support Services**

- Developed & implemented RLC training founded on ACUHO-I competencies. Annual Residence Don training had 85+ sessions/activities across 13 days
- Resolution 75 attendees at Wellness Summit launched in December 2017
- 350+ recognized student clubs & organizations
- Wellness Hub launched in September

**Residence**

- Coordinated June convocation for 8,000+ students
- Wellbeing Hub launched in September

**Development**

- Creative alignment of resources to meet strategic objectives
- Reengineered the OSAP workflow to shorten processing times by 2 weeks

**OSAP/Financial Funding**

- Launched the Electronic Fund Transfer (EFT) service for all Undergraduate Students, and improved the EFT service for Graduate Students
- Launched Net Cost View in advance of the university and college sector (York was a pilot institution) and launched Net Tuition
- Launched new proactive mental health & wellness initiatives for residents

**Departments**

- Launched chatbots in 2018: YU START (May), Current Students (August), Future Students (November)
- 150+ Hosted OAAP advising conference in October 2017
- 350+ recognized student clubs & organizations
- 75 attendees at Wellness Summit in December 2017

**New Students**

- 7700+ attended York Orientation Day
- 400+ hrs to re-visions and restructure Student Financial Services
- 4 Lunch & Learn Sessions
- Developed & implemented RLC training founded on ACUHO-I competencies. Annual Residence Don training had 85+ sessions/activities across 13 days
- Launched OPAIP-funded initiative Ready, Set, YU! in September
- Early Alert pilot with 9 Faculties: identify, intervene, improve. Becoming YU pilots and first phase launch involved 770 students and 129 coaches/supervisors
- YU START module opened to parents

**Management System**

- Fluid Review Awards Management System underway
- As part of the UIT Windows 10 rollout, all SIS applications were thoroughly tested to ensure no negative impact to students and staff
- Launched OPAP-funded initiative Ready, Set, YU! in September
- Early Alert pilot with 9 Faculties: identify, intervene, improve. Becoming YU pilots and first phase launch involved 770 students and 129 coaches/supervisors
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**Student Academic Assistance**

- Increase in applications, 5% increase in offers, accepts consistent with 2017
- 400 exchange students requests in the 2018 academic year
- 90,000+ queries responded to/triaged on social media
- York Lions Rebrand
- 5-Year Strategic Plan completion & celebration video

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