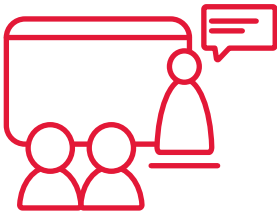


Division of Students Outcomes & Impact

May 1, 2017 to December 31, 2018


The Division of Students recently launched a 2-Year Strategic Plan, designed to align with the University Academic Plan (2015-2020), the Strategic Mandate

Agreement (2018-2020) and President Lenton's three core deliverables. Here are our accomplishments and impacts to date.




Used Moodle to provide incoming Dons new online summer learning opportunities ▶

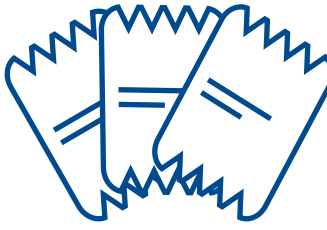
◀ Developed & implemented RLC training founded on ACUHO-I competencies. Annual Residence Don training had 85+ sessions/activities across 13 days



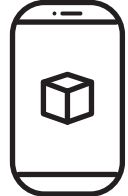
▲ Launched new proactive mental health & wellness initiatives for residents




Residence



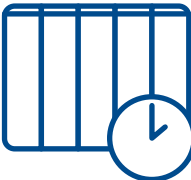
▲ Resolved over 1200 student information systems tickets on data requests and on issues relating to YU START, registration, enrolment, fees, and others




▲ QMatic Mobile App launch in Jan. 2019



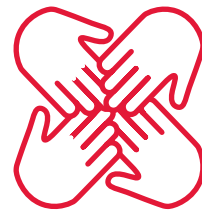
◀ The ASK Me campaign received 1500+ queries from students; 248 staff participated



◀ Visual Schedule Builder: 28,000 total unique users




▲ Coordinated June convocation for 8,000+ students



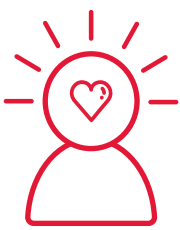
◀ Peer teams created to support students: Financial Services, Careers, Learning Skills

Student Academic Assistance

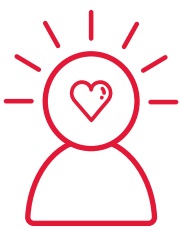
1300+ students trained in mental health awareness, resources and support
400 trained in suicide awareness
120 trained in suicide intervention ▶



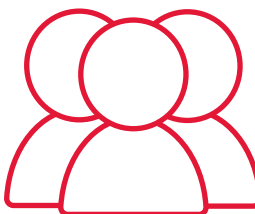
▲ 75 attendees at Wellness Summit in December 2017



◀ 350+ recognized student clubs & organizations



▲ Wellness Hub launched in September



We're here for you

▲ The Centre for Sexual Violence Response, Support & Education (The Centre) opened October 4

Re-visited Student Counselling & Development and Student Accessibility Services ▶

Support Services




◀ York International joins the Division of Students




◀ 400+ hrs to re-vision and restructure Student Financial Services

Departments

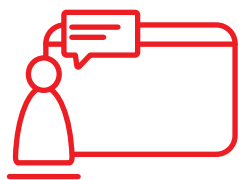


◀ 2018-19 Digital Program Marketing campaign launched


Develop & implement staff recognition program ▶



York Lions Rebrand ▶

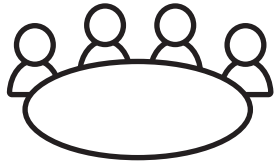


◀ 4 Lunch & Learn Sessions



▲ 5-Year Strategic Plan completion & celebration video

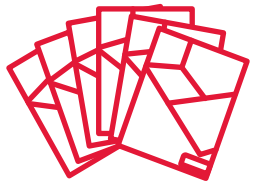
150+ Hosted OAAP ▶ advising conference in October 2017



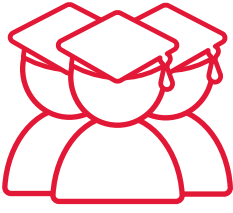
◀ Creative alignment of resources to meet strategic objectives

90,000+ queries responded to/triaged on social media


Development




▲ Launched refreshed recruitment collateral, including 6 handbooks



▲ 12,000 + students using YU START across 10 Faculties




▲ Launched chatbots in 2018: YU START (May), Current Students (August), Future Students (November)



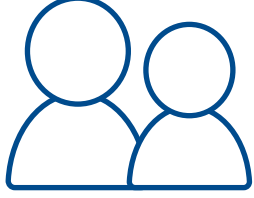
◀ Launched OPAIP-funded initiative Ready, Set, YU! in September

8% increase in applications; 5% increase in offers; accepts consistent with 2017

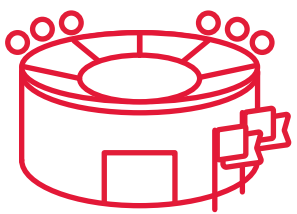
400+ exchange students requests in the 2018 academic year



◀ 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




▲ 7700+ attended York Orientation Day

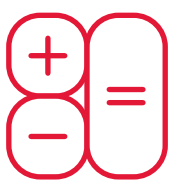
New Students



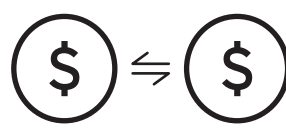
◀ Reengineered the OSAP workflow to shorten processing times by 2 weeks



Launched Net Cost View in advance of the university and college sector (York was a pilot institution) and launched Net Tuition



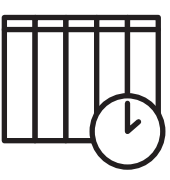
◀ Under the Ministry's Net Tuition Framework, delivered new calculations and displays for Net Cost View and Net Estimates



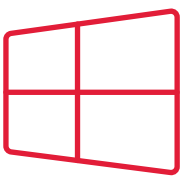
▲ Launched the Electronic Fund Transfer (EFT) service for all Undergraduate Students; and improved the EFT service for Graduate Students

OSAP/Financial Funding


25 Live to upgrade our course and exam scheduling system underway ▶



◀ Kuali Curriculum 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



◀ Fluid Review Awards Management System underway

Management System