

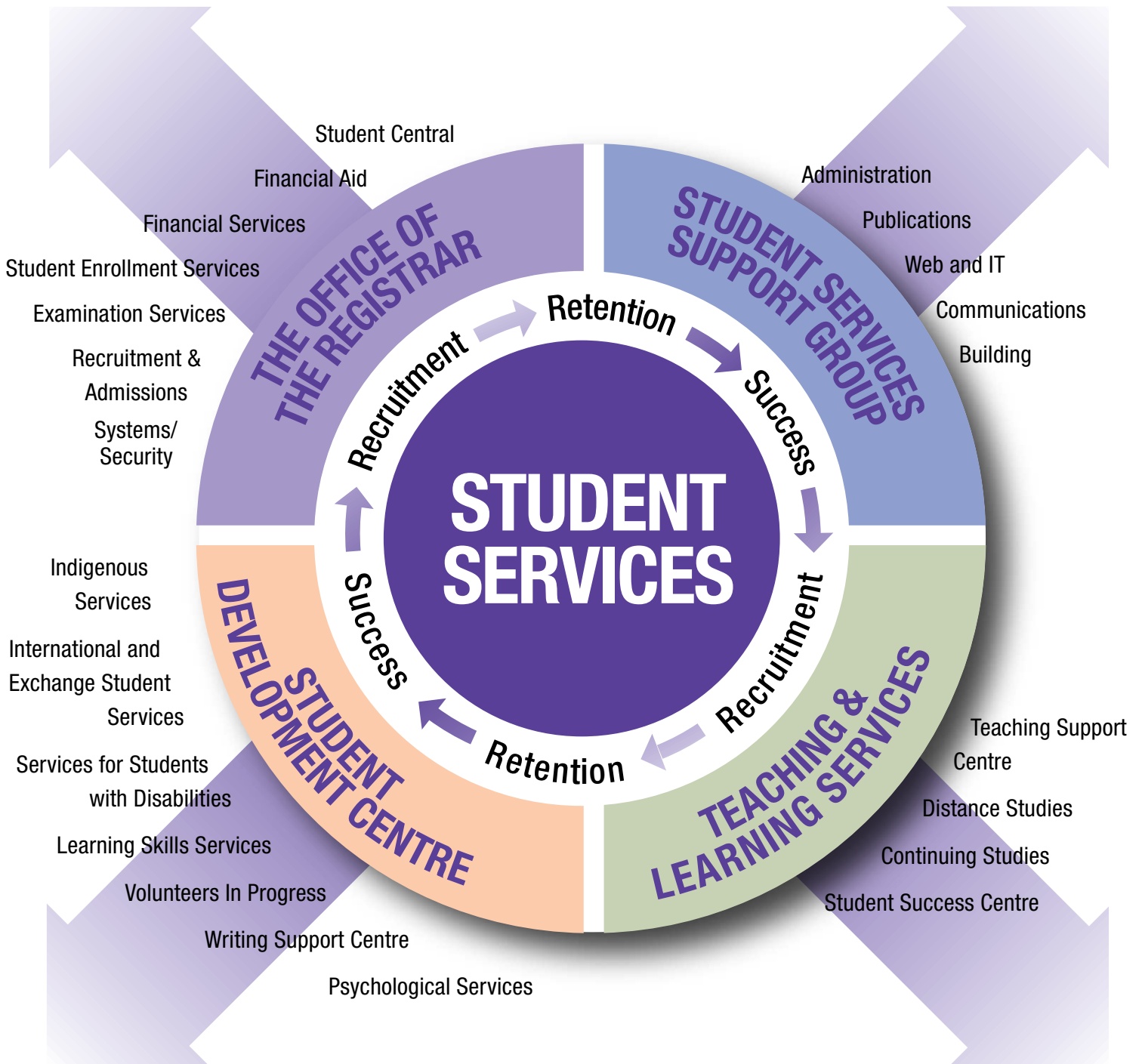
WESTERN STUDENT SERVICES



Supporting the success of students

ANNUAL REPORT 2011





Registrar's Message

Vice-Provost (Academic Programs and Students)

Western Student Services delivers programming and services that are intended above all to support the success of Western's students. Western's mission is to provide the best student experience in a research-intensive university, and Student Services helps to implement that mission by recruiting outstanding students, by supporting their academic, personal, professional, social, and civic development, and by providing administrative services that are streamlined and efficient.

In addition to services in direct support of students, the portfolio of the Vice-Provost (Academic Programs and Students) also supports the student experience by contributing to the teaching mission of the University through curricular and pedagogical development across campus, and we collaborate with partners in the Faculties to facilitate the delivery of academic and co-curricular programs.

Programming and services are available for all students at Western, undergraduate and graduate, and we work closely with many partners across campus to ensure that students' needs are met. These pages offer a snapshot of the range of activities in Student Services and highlight our continuing efforts to enhance the student experience.

It is my privilege and pleasure to work with a team of highly skilled and dedicated staff, and I hope that you will find this inaugural annual report of Western Student Services an informative and useful overview of their contribution to Western's mission.



John Doerksen
Vice-Provost
(Academic Programs & Students)



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By the Numbers

87.1%	The average entering grade for Ontario high school students registered on main campus in 2010
10	This year, Continuing Studies will celebrate its ten-year anniversary at its downtown campus
177,000	The number of customers served by Student Central in 2010
54,000	The approximate number of applications received and evaluated for first and second entry programs by Undergraduate Admissions in 2010
75%	The percentage of Student Services staff who undertook Professional Development, keeping current to serve students better
1,000+	Over 1,000 students will be part of the Western Scholars program in 2011/2012
80	The Trois-Pistoles French Immersion School is the oldest French immersion program in Canada and in 2012, it will celebrate its 80th anniversary
40	Student Services staff are involved with more than 40 professional associations, and 30% of our staff serve on committees and boards
150	150 students travel to 6 different countries as part of the annual Alternative Spring Break program



The Student Central team is dedicated to providing a wide variety of services that support the academic careers of future, current, and former students of The University of Western Ontario. The Student Central team also provides services to students' parents and family members and to Western faculty and staff. Student Central services are offered via an in-person counter, a telephone helpline, e-mail and over the web.

For information on Student Central's location, hours of operation/peak times and more, please visit www.registrar.uwo.ca/index.cfm/general-information/student-central/.

Programs and Services

- Providing information on admissions, OSAP, forms of financial assistance, scholarships, tuition and other fees, course registration, and much more;
- Processing tuition fee payments;
- Distributing OSAP and other forms of financial aid;
- Assisting with course registration;
- Producing Transcripts and Official Western Letters;
- Producing Western ONECards (Photo ID Cards); and
- Completing third party forms.

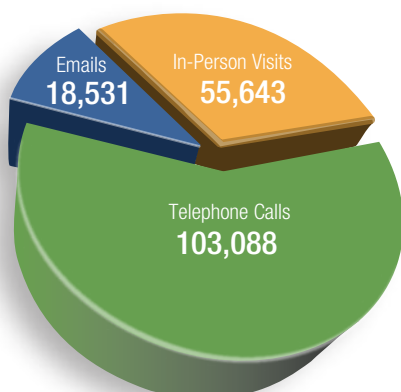
Activities and Accomplishments:

In 2010, Student Central:

- Interacted in-person, over the phone, and via e-mail with over 177,000 customers (see Figure A for breakdown by type).
- Issued over 49,000 transcripts and over 5,700 official Western letters.
- Produced over 10,000 Western ONECards (Photo ID Cards).
- Expanded the Western ONECard photo upload service to a larger group of incoming students including first-year Medicine and Dentistry students.

Figure A:

2010 Student Central Interactions



- Collaborated with Housing to distribute the Western ONECards to first-year students moving into residence. This initiative reduced the number of students who needed replacement cards when they arrived at Western in September, thereby reducing our lineups.
- Collaborated with BMOS to reduce the number of students visiting their office for paper add/drop. Instead, the Helpline assisted these students with adding BMOS courses which resulted in less than half the number of students visiting the BMOS office.

Student Financial Aid/Student Financial Services

www.registrar.uwo.ca/index.cfm/student-finances | Room 1100 & 1140 WSS | Associate Registrar: Glen Tigert

Student Financial Services and Student Financial Aid assist in making the best student experience possible by providing financial support and guidance to students throughout their academic career through a variety of financial programs.

Should students have concerns about their educational finances and need to discuss them confidentially, they can make an appointment with one of our Student Financial Aid Officers.

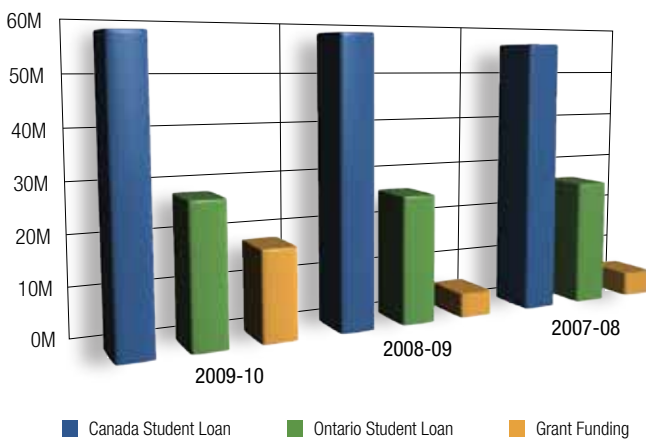
Programs and Services

- Administering OSAP and other government assistance programs
- Administering the Western scholarship, award and bursary programs
- Financial counselling, budgeting assistance, debt management
- Emergency financial assistance
- Western Tuition billing and collection

Activities and Accomplishments

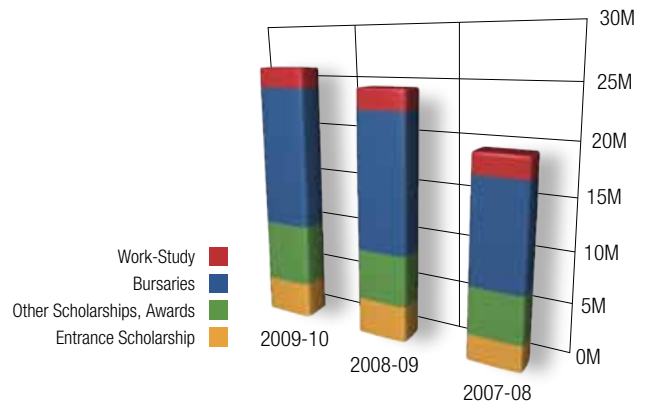
- We are pleased to offer a comprehensive Scholarship, Award and Bursary program that recognizes and encourages student achievement, while providing a vital source of funding for students in financial need. We are grateful for the generous donations from alumni, corporations and other friends of Western, supporting a large number of scholarships, awards and bursaries.

Figure B:
OSAP Aid Disbursed at Western



Academic Year	OSAP Applications at Western
2009-10	12,966
2008-09	11,655
2007-08	11,138

Figure C:
Western Scholarships, Awards and Financial Aid



- We recognize outstanding academic performance, creative and innovative thought and exceptional achievement in extra-curricular activities through the prestigious National Scholarship Program, offering renewable scholarships that range in value from \$23,000 to \$64,000 over four years. We also offer admission scholarships of up to \$10,000, as well as in-course and convocation awards, in recognition of exceptional academic performance.
- For students who are in financial need, we provide bursaries and over 1,000 opportunities for part-time work through the Work-Study Bursary program. The Work-Study Bursary program allows students to work on campus at a job of their choosing and to arrange their hours around their class schedule.
- In all, we administer over 1,400 scholarships, awards and bursaries available to deserving Western students. In 2009-2010, we disbursed more than \$27 million in scholarships, awards, bursaries and Work-Study bursaries.
- Should students have concerns about their educational finances and need to discuss them confidentially, they can make an appointment with one of our Student Financial Aid Officers. During their appointment, topics of discussion may include: reviewing OSAP entitlement, applying for financial assistance, developing a personal budget, student financial planning, debt management advice or emergency financial assistance.
- Our Student Financial Services Officers manage tuition billing and collection on over 40,000 tuition accounts for undergraduate, professional, graduate and Continuing Studies students. We counsel and assist students regarding tuition payment inquiries and concerns, while collecting over \$200 million in tuition revenue annually.



Student Enrollment Services

www.registrar.uwo.ca | Room 2140 WSS | Associate Registrar: Glen Tigert

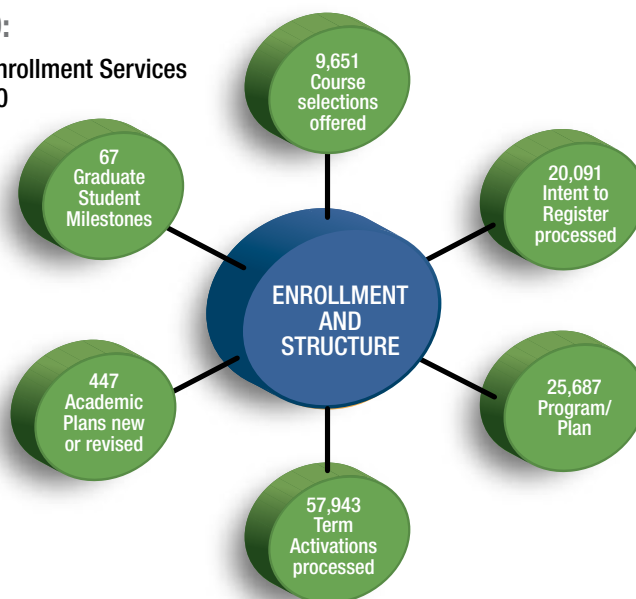
The work done within Enrollment Services represents the administrative core of a student's time at Western. The staff serve as the data stewards for the record of all current and former students and all academic programs, plans, and courses as approved by the Senate. Enrollment services advises, maintains, and reports on the core of the student information system as it relates to course timetables, student enrollment, requisites and program structure. Maintenance of the student record also includes activities such as Letters of Permission, Trois-Pistoles, Exchange, Study Abroad and International Work Study programs.

Programs and Services:

- Course enrollment; self-service
- Change of status, add/drop, and special permission processing
- Academic Calendars and Timetables
- Maintenance of student biographical information
- Reporting to external agencies including Statistics Canada and Ontario Ministry of Training, Colleges and Universities
- Maintenance of program and degree requirements
- Central support for all Faculties, Colleges, Schools, and Departments relating to the academic record of all students and all alumni.

Figure D:

**Student Enrollment Services
2009-2010**



Undergraduate Recruitment & Admissions

www.welcome.uwo.ca | Room 3140 WSS | Associate Registrar: Glen Tigert

This area plays a vital role in meeting the enrolment objectives of the University each year. Undergraduate Recruitment attracts the most highly qualified students to all first-entry faculties and programs at Western's constituent campus through both on- and off-campus programming. Undergraduate Admissions receives and reviews applications and supporting documentation, and assesses admissibility to first-entry, second-entry professional programs, Continuing Studies' certificate and diploma programs, and responds to admission enquiries. It also assists in the development of educational partnerships at the undergraduate level and is responsible for the assessment and application of transfer credit.

Programs and Services

- Undergraduate Recruitment
- Undergraduate Admissions – First-Entry Programs
- Professional Admissions – Second-Entry Programs
- Transfer credit assessment and application
- Articulation, dual degree and transfer credit agreement development and implementation
- OUAC Resources / Data Management

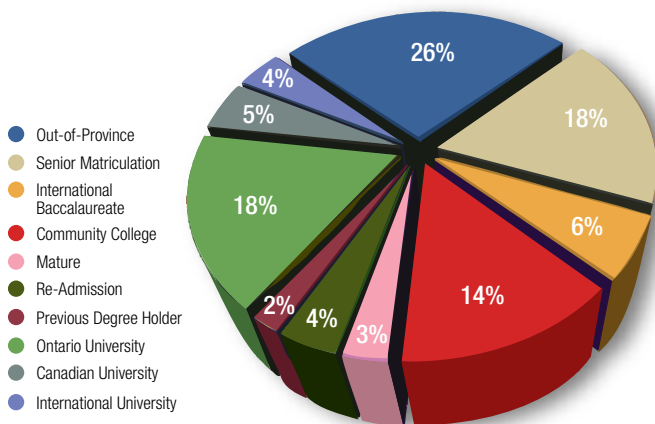
Activities and Accomplishments

Undergraduate Recruitment

- 16,000 prospective students and guests attended the Western 2010 Fall Preview Day and 2011 March Break Open House
- 7,000 prospective students and guests were hosted through campus tours
- 35,000 prospective students visited Western's booth at the Ontario Universities' Fair in Toronto
- 700 individual high schools and fairs were visited by recruitment staff within Ontario and across Canada
- 10,250 prospective students seen through the Ontario University Information Program

Figure E:

Breakdown of Non-Ontario Admissions for 2010-2011 Academic Year



First-Entry Program Admissions

- 35,157 applications received; over 19,000 offers of admission extended to Ontario secondary school applicants
- 11,000 full- and part-time applications received; over 3,500 offers of admission extended to non-Ontario secondary school applicants
- 30,000+ supporting documents assessed for admission
- A breakdown of applications by educational jurisdiction for first-entry, first-year full-time non-Ontario secondary school applicants is displayed in Figure E.

Professional Admissions

- In consultation with the Faculties, Professional Admissions carried out the admissions process for more than 8,000 applicants to Education, Dentistry, Law and Nursing programs including:
 - ▶ 3,615 applications to the Faculty of Education
 - ▶ 2,242 applications to the Faculty of Law
 - ▶ 581 applications to The Schulich School of Dentistry
 - ▶ 478 applications to Compressed Time-Frame Nursing
 - ▶ 898 non-Ontario secondary school applications to Western-Fanshawe Collaborative Nursing



Examination Services

www.registrar.uwo.ca | Room 2140 WSS | Associate Registrar: Glen Tigert

All areas within Examination Services help to facilitate a student's successful academic life subsequent to their admission, through their academic progression to culminate in their award of degree. Through accommodated, distance and central exams, Western students have the ability to structure their studies in a way that best suits their needs.

Central Examinations, Student Progression and Graduation

Examination Services provides support for the central exam process on campus and within externally approved locations. Through scheduling of examinations, photocopying and distributing examination papers, and the loading of marks to the central student system, all service standards related to student academic records are upheld. Accurate recording of progression decisions, data management of students' personal information, educational verification and continual monitoring of University Policy relating to academic records are all vital components of the Examination Services team.

During 2009-2010

- 81,710 yearly progression decisions
- 3,062 centrally scheduled exams
- Copying of 421 exams and delivery of 500
- 276,845 grades recorded on the student administration system
- Graduated 8,716 students

Distance Studies Exam Service

Distance Studies occurs when learners are separated physically from the instructor and classmates. Unlike the courses of the past that depended entirely on written communication through the mail, today's distance courses may include **multimedia materials** and often take advantage of web-based communication technologies. Western's Distance Studies on-line courses will let a student pursue university studies if they cannot attend regular classes. This form of instruction allows the student both **time and place flexibility** to meet their educational objectives

During 2009-2010

- 9,818 Distance Studies enrollments
- 224 Course offerings
- 19,850 examinations administered through 6 exam centers and multiple independent proctors

Accommodated Exams

Accommodated exams are part of the regular exam process provided to students however; they are administered according to **individually tailored accommodation(s)** agreed with a Services for Students with Disabilities (SSD) counsellor. Through this exam service Western facilitates students' success while recognizing their own specific challenges.

- 49 individual exam rooms and 2 small group rooms within 3 accessible examination suites
- Fluorescent, incandescent and natural lighting
- Assistive technology: Kurzweil®, Dragon Naturally Speaking®, Zoom Text, Jaws, Inspiration®, CCTV, Braille
- Ergonomic desks and chairs / specialized furniture (beds / lecterns, etc)
- Rest breaks and extended time possibilities
- Low proctor to student ratios

Indigenous Services

www.indigenous.uwo.ca | Room 2100 WSS | Director of Student Development Centre: Dr. Gail Hutchinson

Indigenous Services offers culturally sensitive and respectful services and programs which are designed to recruit, retain and graduate First Nations, Inuit, and Métis students. The Learning Resource Centre (LRC) provides an environment of academic and personal support for Indigenous students at Western. Specialized resource materials and information focused on Indigenous issues are available; including resources for career and employment opportunities and training/workshops in areas concerning academic, cultural and social needs. The LRC also offers study space, quiet areas, group and gathering space, a computer lab with printing services, and kitchen facilities with 24 hour access.



Programs and Services

Pre-Arrival Assistance Services

- Academic preparatory and transition programs
- Application and Admissions Assistance
- Campus Orientation and Tours
- Financial Aid Assistance
- Housing Priority Assistance
- Liaison and Recruiting
- Youth Programming

Upon Arrival at Western:

- Academic/Personal Counselling Referrals
- Access Transition Opportunities
- Career Counselling
- Cultural Events, Programs and Workshops
- Learning Skills Referrals
- Social and Recreational Events
- Student Employment Information
- Visiting Elders Program
- Volunteer Program Opportunities

Highlights:

- Access Transition Opportunities service advocates for specialized admissions and offers academically based support services for Indigenous students who are entering the Faculties of Arts and Humanities, Engineering, Health Sciences, Sciences, and Social Sciences.
- Youth Programming includes: tours, high school visits, recruiting, Indigenous Services Annual Track & Field Day, Annual Coed Basketball Tournament and 4 different summer camps.

Activities and Accomplishments:

- There are over 200 students registered in Indigenous Services and the Learning Resource Centre provides services to approximately 150 students per week.
- Indigenous Services is proud to congratulate over 25 Aboriginal Graduates for the 2010-2011 academic year including: 3 M.D.'s from the Schulich School of Medicine and Dentistry; 3 Masters graduates; 2 graduates from the Faculty of Education; and one from the Faculty of Law.
- The total number of tutors increased to 12
- Indigenous Services introduced a dedicated Learning Skills Counsellor

“Indigenous Services (IS) have been useful and helped me to be successful during my studies. Along with providing a welcoming place to study, IS also provided comfortable areas for students to come together and make new friendships. Tutoring services that were made available were also very helpful and the visiting elders reminded me of home. IS, the people, and their services, helped me to be the best student I can be!”

—NAOMI SAYERS, HONORS SPECIALIZATION IN CRIMINOLOGY STUDENT

International & Exchange Student Centre

www.sds.uwo.ca/int | Room 2120 WSS

The International and Exchange Student Centre supports international students from pre-arrival, to arrival and throughout their university career. IESC's specialized services help enhance the academic, social, and cultural experience of undergraduate and graduate **international** students at Western. The IESC facilitates intercultural experiences and development of global leadership skills through *studying on exchange* opportunities and a variety of volunteer opportunities for Canadian and International students. The IESC promotes internationalization at Western.

Programs and Services

- Reception and Orientation Service
- International Peer Connection Program
- English Conversation Program
- International Exchange Program
- International Student Advising
- Support and counselling regarding cultural adjustment, social or personal issues
- Social/Cultural/Informational Events and Internationalization Activities
- Porch Light Program for newly arrived international women
- Income Tax Clinic and Information Sessions
- Support for Spouses/Partners and families of international students

Activities and Accomplishments

- 95+ events are offered each year, with 19,000 participants accessing IESC programs and services
- The International Exchange Program has over 90 partner institutions worldwide and engaged 357 incoming and outgoing students in an education abroad experience
- IESC celebrated the International Peer Connection's 20th year and the **483 Peer Guides and the 3,100+ international students who engaged in cross-cultural exchange and internationalization**
- Running for over 27 years, English Conversation Program assisted 473 participants this year
- Over 250 volunteer opportunities for leadership and intercultural competency development
- IESC's unique Porch Light Program supports new graduate and undergraduate women international students, linking them with London community hosts and providing them with a "home away from home."

The new **Western International Education** area was created on May 1, 2011 to address the strategic importance of internationalization at Western. This unit is dedicated to international activities related to undergraduate students, including recruitment and international exchange. The unit, including the IESC is now led by Professor Julie McMullin, Special Advisor to the Provost, Internationalization.



"After participating in Porch Light I felt London is like my second hometown now."

— PORCH LIGHT PARTICIPANT

"Being kept up to date with the events... feeling that I knew someone early on and that I was not just in another country completely on my own."

— INTERNATIONAL PEER CONNECTION PARTICIPANT
(ON THE BENEFITS OF HAVING A PEER GUIDE)

"Exchange allows people to push their boundaries and introduces them to a world of challenging perspectives and culture. I truly believe that I will be reaping the life changing benefits of my exchange for years to come."

— CANADIAN EXCHANGE STUDENT

Learning Skills Services

www.sdc.uwo.ca/learning | Room 4100 WSS | Director of Student Development Centre: Dr. Gail Hutchinson

SDC's Learning Skills Counsellors provide information and support to help Western students achieve academic success. Learning Skills Services is for both undergraduate and graduate students, students who experience academic setbacks, as well as students who want to maintain exceptional academic standing. The counsellors respond to questions and provide recommendations on how to be successful at Western.

Programs and Services

- **Individual Counselling** – confidential help to develop and strengthen academic skills and strategies
- **Learning Help Centre** – drop-in help to discuss course issues, learn strategies for specific concerns, and explore ways to improve overall academic effectiveness
- **Presentations** – group help on key learning skills topics
- **Resource Library** – self-help through a comprehensive collection of books
- **Online Resources** – online help so students can connect to Learning Skills Services anytime, anywhere:
 - ▶ Strategy Bytes – free, online presentations available in 3 formats – audio, video and text
 - ▶ Bi-weekly emailouts – GRADUpdATE for graduate students and S.T.U.D.Y. for undergraduate students
 - ▶ Email questions to learning@uwo.ca or visit our [website](#) for information on key topics and much more

NEW! Specialized Services Introduced in 2010-2011

SDC's Learning Skills Counsellors also create programs for and provide assistance to specific student groups. These programs offer opportunities to collaborate with campus partners. Examples include:

- **Workshops for International Students** to help with the transition to learning at a Canadian university
- **Don't Ask Me About My Thesis** – a thesis support group for graduate students
- **Indigenous Services Drop-in Help** provides convenient access to learning skills support
- **The Academic Success Program** – seminars and study help for Western's athletes

Accomplishments

- Students routinely give Learning Skills Services exceptional ratings when asked about the quality of the service they receive: 91% rated LSS as “excellent” on a recent survey, and 100% indicated that they would “definitely” seek help again.
- Demand for Learning Skills Services is high with more than 11,700 student contacts in 2010-2011, an increase of 38% over 2009-2010.



“Now I have a better understanding of how, why, and what I could do to improve my understanding of the material I'm learning.”



Psychological Services

www.sdc.uwo.ca/psych | Room 4100 WSS | Director of Student Development Centre: Dr. Gail Hutchinson

Western's Student Development Centre provides professional, confidential psychological services free of charge to Western students. For all contacts with students, Psychological Services strictly adheres to the rules of confidentiality established by The College of Psychologists of Ontario.

The Student Development Centre is experienced in working with diverse populations.

Programs and Services

Individual Counselling and Psychotherapy

- for a wide-range of issues and concerns including: relationship issues, grief and loss, procrastination, anxiety, sexuality issues, transgendered issues, cultural issues, stress, depression, violence and abuse

Crisis Counselling

- provides same day crisis intervention appointments

Workshops and Groups

- includes topics such as self assertion, stress, mindfulness, healthy relationships, emotion regulation, thesis support, distress tolerance and workshops designed to support the transition issues of international students
- Resource Library

Accomplishments

- Students view Psychological Services as being important in terms of their academic success and retention.
- 95.2% of respondents who completed SDC's Service Evaluation Questionnaire rated Psychological Services as important in terms of improving or maintaining their academic performance while 62.9% of respondents indicated that Psychological Services was important in terms of any decision to continue their education at Western.
- The hours of direct service provision by Psychological Services increased by 32% in the last year and 57% over a two-year period.

Services for Students with Disabilities

www.sdc.uwo.ca/ssd | Room 4100 WSS | Director of Student Development Centre: Dr. Gail Hutchinson

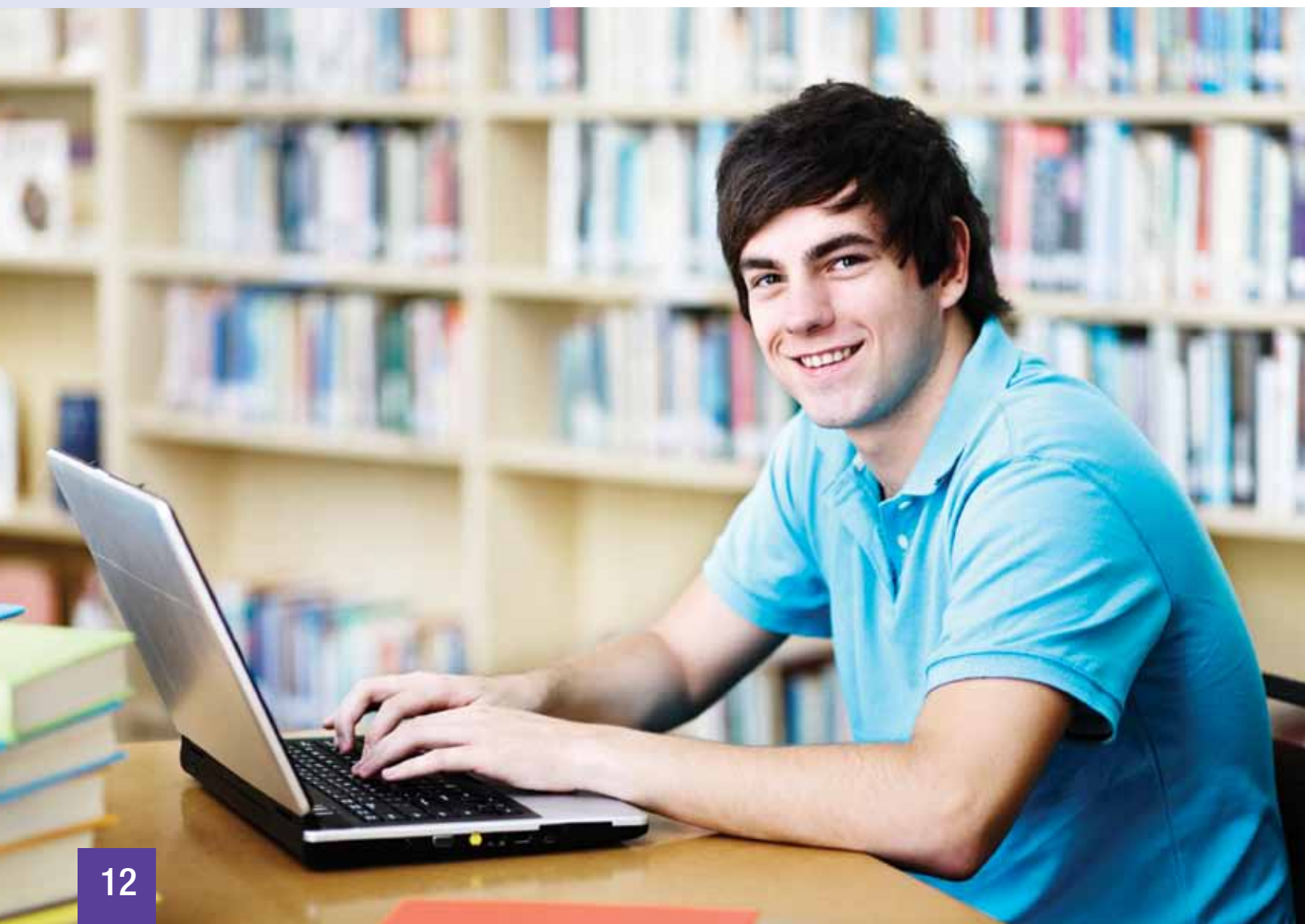
Services for Students with Disabilities plays an integral role in Western's efforts to ensure that its academic programs are accessible for students with disabilities. Students' disabilities include vision, hearing, and mobility impairments, learning disabilities, attention deficit disorders, acquired brain injuries, chronic illnesses, chronic pain, and mental health conditions.

Programs and Services

- Academic Accommodation
- Accessible On-Campus Transportation
- Alternative Format Text (i.e., electronic, Braille)
- Bursary for Students with Disabilities
- Counselling/Referrals
- Assistive Technology Instruction for Students with LD
- Learning Strategy Instruction for Students with LD
- Summer Transition Program for Students with LD

Activities and Accomplishments

- Services for Students with Disabilities (SSD) provided academic accommodation and related support for approximately 1,470 students during 2010-2011, which represents a 14% increase in use of services from the previous year.
- SSD expanded its outreach activities to local school boards for the purpose of informing future Western students about available services and processes for accessing these services in a timely and effective manner.
- SSD also expanded its provision of innovative approaches to assisting students with learning and attention disorders.



Volunteers In Progress

www.sdc.uwo.ca/vip | Room 2120I WSS | Director of Student Development Centre: Dr. Gail Hutchinson

Created by Western students in 1983, Volunteers In Progress (VIP) Program was designed to complement students' academic life by providing them with an opportunity to develop skills, gain career-related work experience, and the chance to establish contacts and further their networking by volunteering in various areas of the Student Development Centre. Additionally, it enables the Student Development Center to offer a wider variety of programs and services to Western's community. Over 100 students each year volunteer with SDC's Volunteers In Progress Program.

Programs and Services

- Volunteering positions: English Conversation Leaders, International Student Activity Coordinator, Student Partnership Member, Website Development and Maintenance Assistant, Newsletter Assistant Editor, Learning Skills Assistant, Writing Peer Tutors, Indigenous Services Communication Coordinator, Services for Students with Disabilities Peer Mentor, VIP Student Coordinator, VIP/Social Community Event Coordinator etc.
- VIP Orientation and Recognition
- VIP Helping Hands Newsletter
- Professional Development Workshops
- Social Events and Information Sessions
- Community Involvement Days

"I learned patience...spending so much time with non-native English speakers and learning where they come from and how they think has given me a new perspective to truly respect their life journey and have greater patience for other international students in my classes."

— ENGLISH CONVERSATION LEADER

"I believe our community involvement event was such a great way for the VIPs and the volunteers from the Children's museum to get together and help out the community."

— ENGLISH CONVERSATION LEADER

"Professionally, I am now able to say that I was able to organize a massive event on campus — something I am very, very proud of!"

— INTERNATIONAL EXCHANGE PROGRAM VOLUNTEER COORDINATOR

"I realized I am interested in event planning and program development. When I go to interviews, it always seems to impress employers."

— SPOUSAL PROGRAMMING ASSISTANT FACILITATOR



Writing Support Centre

www.sdc.uwo.ca/writing | Room 4130 WSS | Director of Student Development Centre: Dr. Gail Hutchinson

Writing is integral to university success, yet many students find writing incredibly daunting. Since 1996, the Writing Support Centre (WSC) has helped thousands of students write more confidently. One student, when evaluating the WSC's services, aptly expressed what many feel after their first visit to the WSC: "I feel empowered already."

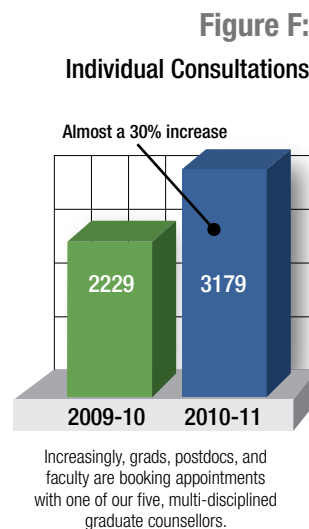
Overall, through varied and comprehensive programming, the WSC helped empower over 9,000 students last year.

Programs and Services

- Undergraduate and graduate workshops
- One-to-one consultations
- Summer Academic Writing Clinic
- GradLab, a resource centre for graduate students
- GradWrite conference
- Postdoc conference
- In-class visits
- Weldon Library Drop-in service
- Online Writing Lab
- Thesis/Dissertation Support Group
- Peer Writing Counsellor Program

Activities and Accomplishments

- The Writing Support Centre accommodates the entire Western community. **Incoming first-year students** can attend the Summer Academic Writing Clinic, a transition program that better prepares them for academia. Undergraduates can join one of our 53 in-house workshops given throughout the year.
- **Graduate students** can participate in GradWrite, a series of workshops tailored for grads, and attend our GradWrite Conference. Graduate students can drop in or reserve the GradLab, a multi-purpose resource centre equipped with a new Epson Brightlight projector for presentations. Also new this year to the WSC, in conjunction with Psychological Services and Learning Skills, is a support group for students seeking help navigating grad school.
- Recently, **Postdocs** attended our inaugural Postdoc Writing Day.
- **Faculty** requested a WSC guest lecturer more than previous years. In fact, last year the WSC gave over 50 guest lectures for schools such as the Ivey School of Business, the Shulich School of Medicine and Dentistry, and many more faculties.



At Our Core...

- To glean the most from what the WSC offers, people can also schedule an individual counselling session.



The WSC prides itself on its teachers. We do not edit. We teach. Our goal is to help anyone entering the WSC find his/her voice.

"Hands-down, working in the Peer Writing Counsellor Program was the most enjoyable and fulfilling role I have had the privilege of performing during my years at Western."

— PEER VOLUNTEER

Continuing Studies

www.uwo.ca/cstudies | CitiPlaza Unit 240, 355 Wellington Street | Director of Teaching and Learning Services: Debra Dawson

As the first choice in lifelong learning, Continuing Studies at Western is the educational bridge between the University and the community. Through innovative leadership in lifelong learning, we create and deliver responsive and accessible programs that are aligned with the University's strategic plan and build on its academic strengths.

Continuing Studies offers a range of courses and certificates in post-degree diplomas, professional development and personal enrichment that are both relevant and flexible, including two-day to twelve-week courses, daytime and evening classes, face-to-face and online. A cost-recovery unit, Continuing Studies is showing signs of a rebound in registration income from the impact of the recession in 2008. The field of continuing education is going through rapid change and new approaches to meet the growing demand for lifelong learning are crucial.

Programs and Services

- 11 post-degree diploma (8) and certificate (3) programs
- 13 professional certificates
- Over 200 courses in post-degree programs, professional development and personal interest
- 47 courses offered online or in a blended format
- Corporate training
- Language Enhancement Academic Program

Activities and Accomplishments

- 4,380 student registrations, a 37% increase in enrolment over 2009-2010
- 87 placements for post-degree diploma students with employers, including Ellis Don, General Dynamics and the Grand Theatre
- 100% employment rate for graduates in Pedorthics program
- Launched several new courses and programs, including *A Trip to Paris*, *Diploma in Marketing* and *Language Enhancement Academic Program*, a one-

week program for international students in partnership with the International Exchange and Student Centre

- 11% increase in total revenues
- Contributed \$78,473 to Western in institutional fees
- Over \$10 million in economic impact based on contribution to local business, productivity increases and tax base
- Winner of 2011 CAUCE Marketing Award for *Invest in Yourself: Help Your Community*, a registration campaign to raise money for the United Way

Trois-Pistoles French Immersion School

www.uwo.ca/cstudies/tp/ | 3100 WSS

Trois-Pistoles French Immersion School is the oldest program of its kind in Canada. Since its founding in 1932, the School has educated more than 20,000 students from Canada, the United States, Latin America, and all over the world. Located in the heart of one of Québec's most beautiful regions, Trois-Pistoles offers students an experience of a lifetime: a complete immersion environment, so that they not only learn French, but live the language and the culture.

Programs and Services

- University-level degree-credit courses in French language (all levels)
- Workshops and socio-cultural activities to learn Québécois culture
- Homestay with local residents
- Employment opportunities for Explore Bursary recipients

Activities and Accomplishments

- 482 students enrolled in five-week sessions to achieve full undergraduate credit
- 28 students enrolled in non-credit sessions, including adult immersion week



By taking courses at Continuing Studies, I have been able to take control of my career to advance and secure employment opportunities that at one time were beyond my reach. For me it was and still is a self-assessment of what I can accomplish that has enabled me to be successful in my profession and in my personal life.

— FRED SCHUMAN, CIM CD, FACILITIES MANAGER, CRAIGWOOD YOUTH SERVICES

Distance Studies

www.registrar.uwo.ca/index.cfm/applying/distance-studies/ | Director of Teaching and Learning Services: Debra Dawson

Distance Studies works in partnership with Academic Units, Information Technology Services, and the Office of the Registrar, to advance online teaching and learning at The University of Western Ontario. Our collaborative work provides us with a singular foundation to deliver support in three important areas:

1. Online courses/programs development and overall E-Learning coordination;
2. Pedagogical assistance to faculty on the application of educational technologies; and
3. Coordination of all online examinations and tests.

E-Learning @ Western

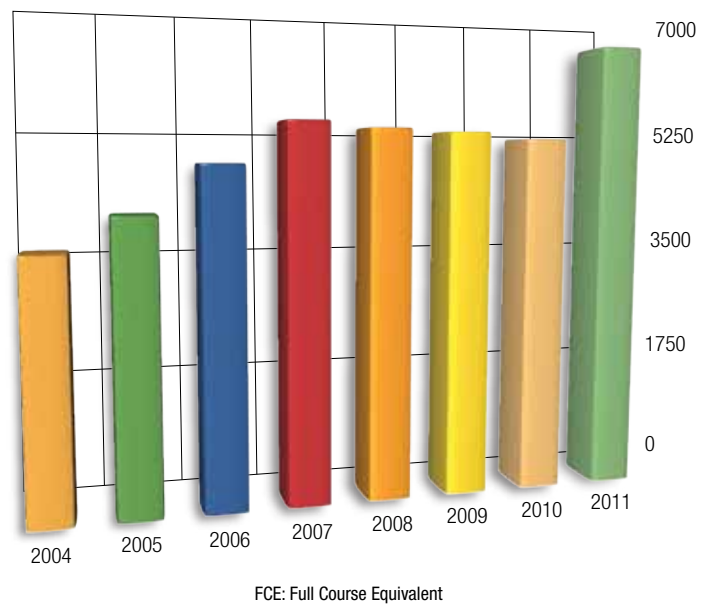
- Student Enrollment as measured by full course equivalent has doubled in the last 8 years to almost 7,000
- Distance Studies currently offers 248 online course sections per-year
- Over 200 faculty instructors are involved in teaching online courses
- 10% of all instruction is currently offered online in some Faculties
- The Faculties of Social Science, Arts and Humanities, and the Schulich School of Medicine and Dentistry offer the most online courses

The Vision of E-Learning @ Western

Distance Studies will play a lead role in expanding e-learning opportunities for our students. The Ontario government has taken great interest in e-learning to achieve its objective of having 70% of all Ontarians having a higher education experience. Our ambition is to double e-learning opportunities by taking the high quality courses that we offer face to face and transforming these excellent courses to the online world. Our goal is to increase student access while delivering the best professors to the living rooms of potential students across Ontario and throughout the world. As we increase the number of international students studying at Western, we also strive to deliver a Western degree and the excellence that this degree has to offer to students in China, India, Brazil, and East Africa.

Figure G:

Online Undergraduate Student Numbers FCE



Innovative Courses @ Distance Studies

- Using a virtual microscope, Histology students are engaged in both face to face and online classroom environment.
- Physiology course that uses interactive learning objects to explore how the eye focuses light to form an image that the brain can understand.
- Spanish and French courses that allow students to speak and record their own voices.

The Student Success Centre

www.success.uwo.ca | Room 210 UCC | Director of Teaching and Learning Services: Debra Dawson

The Student Success Centre helps with each step of a student's journey to a successful future. The Student Success Centre mission is to facilitate the development of career, educational, and life competencies for students and alumni through programs that guide successful transitions, foster local and global citizenship, promote leadership, encourage personal growth, deliver career resources, and ignite active engagement.

Programs and Services:

- Career Counselling and Education
- Employment Support
- Programs for New Students
- Mature Student Advising
- Leadership Development
- Experiential Learning
- Programs for High Achieving Students

“Where else can you receive professional counselling, recognized leadership training, and endless job-seeking advice for free? You will experience new opportunities, meet new people, and understand yourself on a deeper level. Take it from a graduate: you’ll regret not using the Student Success Centre in year one.”

— COLLIN VINE
BACHELOR OF SCIENCE
IN KINESIOLOGY. GRADUATED 2010
FIRST GENERATION STUDENT.

Activities and Accomplishments

- Over 42 distinct programs offered and over 500 separate events held
- More than 23,000 participants, including 3,820 students and alumni attending 3 career fairs and over 8,000 students and parents attending Summer Academic Orientation
- 244,000 visits to the SSC website last year
- Approximately 10% of international students access career counselling services, compared to 5% of domestic students
- 68% increase in international applications for Scholar's Electives
- Resumé and cover letter help offered in 8 languages
- \$1 Million endowment from the RBC Foundation to increase the number of credit-bearing Community Service Learning (CSL) courses

- 282 students involved in leadership roles with programs in the Student Success Centre
- “Out in the Office: Being Queer In Your Career” one day event for LGBTQ2 students and members of the London community
- 1,900 first-year students mentored by upper-year students through the Leadership & Mentorship Program
- Student-led CSL Network promoted student engagement within the London community across 10 partner organizations

Our Future Direction

- Developing relationships with national and international industry and community partners to increase internships, job shadowing, and community service learning opportunities
- Expanding the reach of our services through the use of e-learning



Teach Teach Teach

Teaching Support Centre

www.uwo.ca/tsc | Room 122 The D.B. Weldon Library | Director of Teaching and Learning Services: Debra Dawson

The Teaching Support Centre (TSC) works collaboratively with faculty, graduate students, post-doctoral fellows, and staff to advance teaching and learning at The University of Western Ontario. The TSC is the teaching "heart" of the University. Our partnership with **Western Libraries** and **Information Technology Services (Instructional Technology Resource Centre)** provides us with a unique foundation to deliver support in three important areas:

1. **Instructional/curriculum development and the scholarship of teaching and learning;**
2. **Learning technologies and online course development; and**
3. **Information literacy and research skill development.**

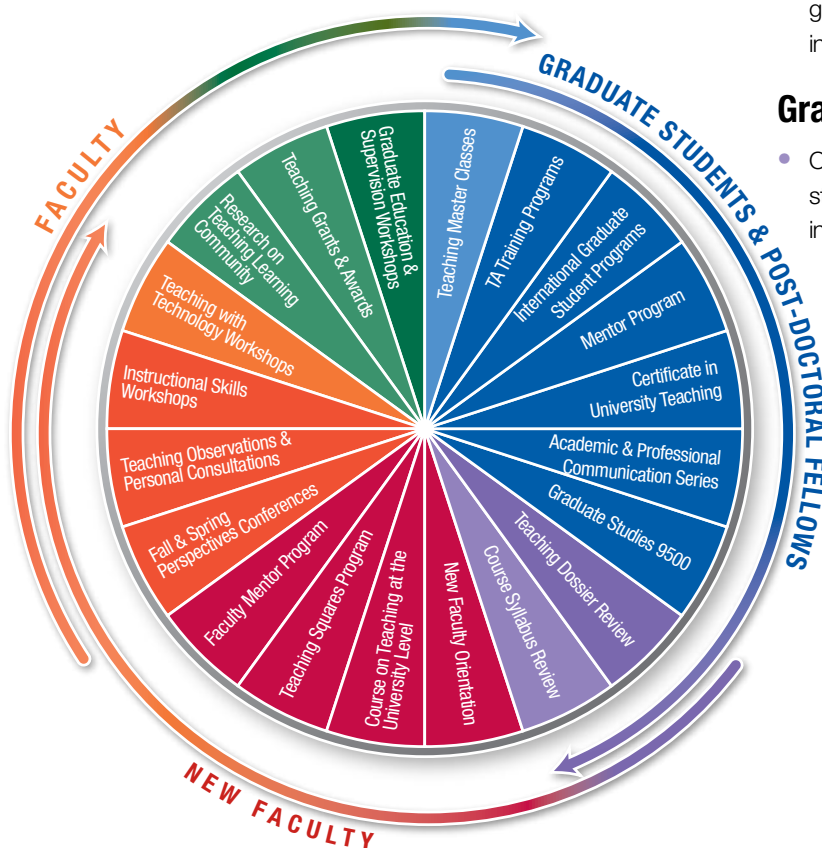
Faculty Development Highlights

- 323 faculty attended monthly workshops and a day-long *Mentoring Matters* event as part of the Faculty Mentor Program.

- Over 60 faculty participated in the Instructional Skills Workshop, a three-day course to support innovative teaching at Western.
- Founded **The Canadian Journal for the Scholarship of Teaching and Learning** and supported research on teaching through the development of a learning community.
- 37 faculty participated in "Teaching Squares", a new campus-wide program where groups of four faculty from diverse disciplines visited each other's classrooms and then met to reflect on their own practice.
- More than doubled registrants in our programs for faculty and graduate students from 2005 to the present: 1,907 in 2005 to 4,628 in 2010.

Graduate Student Development Highlights

- Our suite of professional development programs for graduate students range in length from 2 to 40 hours. In 2010, over 1,400 individual graduate students participated in programs for an average of 7 hours each.
 - Our 11 programs for international graduate students are the most extensive in Canada. Over 50% of the participants in graduate development programs are international.
 - 24 universities purchased access to our electronic book, **Communication Strategies for International Graduate Students: Surviving and Thriving in Canadian Academia**
 - The **Western Guide to Professional Master's Degrees**, the fifth volume of the Purple Guide handbook series, was completed as a resource for faculties preparing to expand their current offerings with new degrees.



Student Services Support Group

www.registrar.uwo.ca/index.cfm/student-services-organizational-units/student-services-support-group/
Room 0100, 2150 WSS | Director of Administration: Krishna Patel

The aim of the Student Services Support Group is to provide quality, timely and essential information to students, faculty and staff, whether this is through our website, social media, communications or publications, to support service excellence through effective IT applications and systems, and to provide administrative leadership and oversight.

Programs and Services:

- Building – ensuring facility functionality, security and the safety of our students, staff and guests
- Finance – delivering effective and efficient financial planning and systems
- Human Resources – recruiting, developing and motivating a team to support student service excellence
- Communications & Publications – Social Media, IntelliResponse, Western's Academic Calendar, Summer Calendar, PTFW Calendar, Student Guide, Convocation Programs, External Surveys and more.
- Web and IT Support Services

- Coordinated successful production of the Convocation Programs, the Summer Calendar, the Part-Time Fall/Winter Calendar, the First Year Calendar, the First Year (SAO) Handbook, the Academic Calendar and other brochures, newsletters and posters for the Student Services areas.
- We worked closely with both Success Centre staff and representatives from Human Resources to create Career Central, an entirely new business process for WorkStudy employment. Employers and students now enjoy clearer and faster process for hiring.
- Provided support and advice University-wide for DAP, Program, and course edits, and successfully keep the Academic Calendar accurate and up-to-date with monthly online postings.

Activities and Accomplishments

This year, the team has been successful in introducing and continuing many innovations to student services:

- The continued development of the Western Student Guide which encompasses everything an undergraduate student needs to know e.g. where to find out about health plans, important dates, monthly guides, how and where to see counsellors, careers, international information, extra-curricular activities, etc. www.westerncalendar.uwo.ca
- Provided easier access to information for current and prospective international students by transferring FAQs for international students to IntelliResponse, with key word search capability.
- The team delivered a radically redesigned Registrar's website. Students have responded enthusiastically to it on surveys, in e-mails, and even in *The Gazette*.
- Functional Refresh of 3 Major Systems. The OSAP database, Alternative Spring Break and Convocation are three major systems that received upgrades this year. This enabled improved workflow, faster service for students and better security.
- The Success Centre Image Overhaul with new graphics and new site design resulting in much increased functionality within their service portal.
- Coordinated the introduction and oversight of social media sites for all student services areas, in order to better facilitate timely communications with students, faculty and staff.
- We launched an e-commerce application for Diploma Mailing thereby expanding the reach of our services.



Western Student
Services Building

Financial Accountability

www.registrar.uwo.ca/index.cfm/student-services-organizational-units/student-services-support-group/
Director of Administration: Krishna Patel

The effective and efficient delivery of services within the portfolio is based on sound financial planning and management. Through its 4 main units, the portfolio of the Vice-Provost (Academic Programs and Students) [Registrar] provides a wide range of services supporting student recruitment, admissions, records, retention and success.

A number of operations are supported by base operating funds. Units like Psychological Service, Indigenous Services and some Career services are supported by student fees whereas Continuing Studies is a self-funded area.

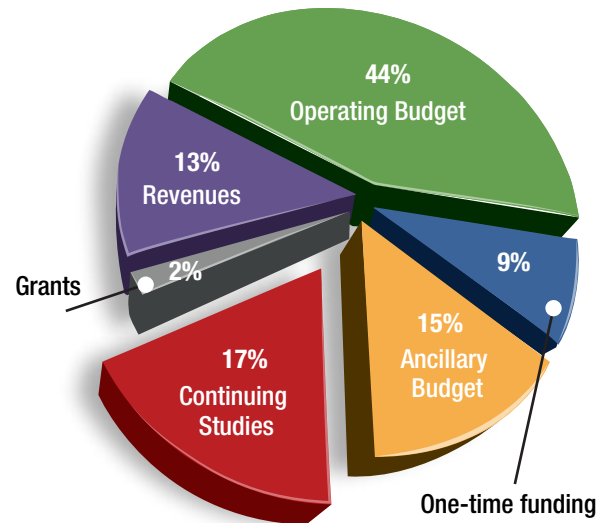
In 2010-2011, in order to address the fiscal realities, the portfolio has focused on maintaining core and essential services. This has allowed us to continue to honour our service level guarantees. At the same time, we are continually exploring ways to enhance services by adding new services and expanding existing ones, through evolving organizational structures, synergies and collaborations to ensure the best delivery of services.

An exciting new development this year was the creation of Western's International Education Department. Services relating to international students and international recruitment were transferred to this unit effective June 1, 2011.

Student Participation

In addition to the many services that the portfolio provides to assist students in finding and exploring work and career development opportunities, we offer many work, volunteer and internship opportunities throughout the portfolio to our students and graduates. Over the past year we hired approximately 65 students, 105 work study students and 10 graduate students. Many of our new employees are recent Western graduates.

Figure F:
Sources of Funding – Office of the Registrar



Student Services

studentservices.uwo.ca | www.registrar.uwo.ca

For more information please contact Krishna Patel, Director of Administration, Student Services at kpatel97@uwo.ca

Western's Mission Statement

Western provides the best student experience among Canada's leading research-intensive universities.

2011 Award Winners

Student Services Award of Merit:

- **Karen De Heus** (Continuing Studies) - Quote from nomination form: *"Her energy and professionalism not only contribute to our department, but demonstrate Western's values to our community."*
- **Paul Schmidt** (Writing Support Centre) - Quote from nomination form: *"Paul builds the values by modelling them; he values all members of the team, meets people where they are at and reinforces the Centre's commitment to students daily."*

Student Services Innovation Award:

- **Susan Pertout** (Undergraduate Recruitment and Admissions) - Awarded to Susan for a career of excellence, innovation and long standing commitment to Undergraduate Admissions.

Canadian Association of University Continuing Education (CAUCE) Award:

- **Continuing Studies** won the 2011 CAUCE Award for Marketing on a Shoestring in recognition of their *Invest in Yourself: Help Your Community* campaign that raised over \$5 million for the United Way.



Service Improvement

Together with Housing and Campus Sports and Recreation, we have begun using StudentVoice to assess and enhance student experiences in our diverse services and programs. As we gain a better understanding of students concerns and wants we aim to improve and expand services.

Figure G:

The Assessment Loop



Our goal is to support the success of students.

Produced by the Office of
Dr. John Doerksen, Vice-Provost (Academic Programs & Students) and Registrar