# **Division of Vice-Provost Students**

### Top -5 Accomplishments - April 2020, Year-End Evaluation

**INTERNATIONALIZATION: Consulted towards an internationalization strategy**. **Internationalization strategy** draft 2 scheduled to be released in June 2020. In tandem with the consultation, the last few years focused on an **international recruitment strategy** that's seen growth in international applications, offers, and enrolment for the last 3 years:

| Year | International Applications | Offers | Enrolment |
|------|----------------------------|--------|-----------|
| 2017 | 20,100                     | 10,000 | 1,645     |
| 2018 | 24,600                     | 11,675 | 1,728     |
| 2019 | 25,825                     | 13,480 | 1,916     |

ACCESS: Education and training for approximately 10,000 participants (students, student leaders, staff, faculty partners, etc.) at 130+ information sessions, group sessions, trainings through The Centre Training & Education from April 2019-2020 on topics such active bystander program, building a consent culture, healthy relationships, etc. Student Financial Services continues to advance numerous initiatives including a new CIBC partnership for international student's tuition and work-study eligibility expansion (now includes international and part-time students).

WELL-BEING: Upstream, proactive supports for students continues to be prominent including peer programs in SFS, Wellness Hub (7,438 interactions in 2019-20), Career Centre Student Lounge, TW@Y (This Week @ York) newsletter content, etc. We continue to see on-going enhancements to Student Counselling & Development (e.g. immediate reduction of service wait-times for students, partnership with Student Accessibility Services to provide assessment & diagnosis to students requiring expedited service for accommodations, and implementation of an Electronic Medical Record). Additional Student Accessibility Services enhancements include streamlining the registration process and Faculty partnerships established (e.g. New faculty Orientation). Residence Life programming provided mental health support including Bell Let's Talk Day and partnership with Health Education to offer 30+ events.

ADVISING: A pan-university referral and repository system (Civitas-Inspire) was launched to undergraduate advising community on March 16 and expansion to additional units to take place in the coming year. The advising community engaged in 8 Pop-Up Advising Fairs throughout 2019-20 in high-traffic areas with over 2,700 student interactions. Early Alert was implemented for year 2 of the pilot, additional work will be conducted to connect to the referral and repository system. Another successful year of PAWS program (transitioning program for first-year student athletes) and have extended the program to upper-year student-athletes deemed 'at risk'.

**SERVICE EXCELLENCE**: **Student Service Excellence framework** design phase completed, implementation phases deferred to Fall 2020 to align with Pan-University Service Transformation. The **Student Virtual Assistant** is available for AMPD, Glendon and Lassonde. Student Virtual Assistant launch to Education, FES, Health, LAPS, and Science deferred to May 2020 (originally March 2020). Our line-management system **(Q-Less)** was launched in Fall 2019.

**ENGAGEMENT:** Staff Engagement continues with **staff and team Development Plans, and the Divisional employee learning program** (i.e. Lunch & Learns), Professional Development Day, Service Excellence Opportunities, etc.). **Becoming YU** is now an element of every Work Study position, including support provided to Supervisors and Coaches. Engagement doesn't just exist within the Division, it expands to the surrounding community through various activities including **initiatives through Athletics & Recreation's Community Engagement & Fundraising** (i.e. Secured York 9FC Soccer Team, Dahlgren's Diabeauties and Diabetes Awareness Night, Mark Cross Memorial Fundraiser Event, Jane and Finch Community Centre – Adopt a Family, etc.) and **Residence Life fundraising challenge** raising \$11, 921 (donations to Keep Toronto Warm, Covenant House, Mark Cross Fund, and Peace by Peace).

ORGANIZATIONAL EFFECTIVENESS & AWARENESS: SIS RFP response deadline has been extended from March 26-June 18. Code of Rights & Responsibilities Review completed and submitted to senior administration for consideration, FAQ's will be developed for the Code of Rights & Responsibilities.

# Student Success 3. Enhanced Quality in Teaching and Student Learning

# Expand Becoming YU and launch off-campus employment to support students with leadership and career development opportunities. (Access)

| Strategy/Action Measure/Milestone   |   |                 |  |
|---|---|-----------------|--|
| Continue to expand Becoming YU to all students and LEAP (Leadership, Engagement,<br>and Ambassador Program)students.<br>Evaluate program and impact.<br>Launch pilot for off-campus employment  | Increase average HIPS per 4th year student to meet the average for comprehensive Universities on the next NSSE survey.<br>Increase number of students using Becoming YU.  | Completed       |  |
| Student Success<br>4. A Student-Centred Approach  |   |                 |  |
| Coordinate and foster the institutional strategic enrolment management progra<br>student success and improved recruitment, retention and graduation rates. (Ac  | •   | that focuses on |  |
|   |   |                 |  |
| Strategy/Action Measure/Milesto   | ne  |                 |  |
| Attategy/Action Measure/Mileston<br>Identify and adopt best practice in recruitment, conversion, admissions and enrolment<br>processes.<br>Partner with Faculties to design and implement Faculty based plans.<br>Continue to partner with Faculties to implement Early Alert strategy.<br>Partner with OIPA to analyze retention data and begin to implement strategy in 2020.<br>Enhance Student Advising | Increase retention rate by 1% annually to a target of<br>88% between first and second year.<br>Maintain high performance rank on number of transfer<br>applicants and registrants, as captured by the Ontario<br>Universities Application Centre.<br>Continue to expand Early Alert across the campus.<br>Better reported student satisfaction. | On Track        |  |

| PLANID: | 1201 |
|---------|------|
|         |      |

| Continue to improve programming to support student's academic and personal skills<br>development.<br>Provide equitable access to all services irrespective of student affiliation.<br>Consult and partner with campus partners to support accommodations for students.  | Continue to address and eliminate wait-times for<br>counselling services and SAS intake appointments.<br>Collaborate with OUR, Libraries, Centre for Human<br>Rights, Equity and Inclusion, OSCR, SFS, Res Life, etc. to<br>provide a coordinated and accessible approach.  | On Track    |
|---|---|-------------|
| Implement residence demand model. (Service Excellence)  | Continue to enhance and implement the residence<br>demand model to forecast first-year and returning<br>student demand and space allocation.<br>Develop a Housing framework for on-campus student<br>housing.   | On Track    |
| Implement and operationalize Student Choice Initiative. (Access)  | Implement Student Choice Initiative form by Aug 2019.<br>First billing for non-essential services in Oct 2019.<br>Conduct review to assess success of implementation,<br>establish ongoing governance, and enhance changes for<br>Fall 2020.<br>Conduct an impact assessment.   | Completed   |
| Create service principles and shared-service charter.<br>Launch internal service excellence website.<br>Engage staff and students in a human centred design workshop series to enable the<br>implementation of the service principles.<br>Partner with Service Transformation and AVP Shared Services to create alignment on<br>areas of mutual interest. | Service principles and shared-service charter to be<br>developed by 2020.<br>Division is trained on Service Excellence to enhance<br>student, staff, and campus partner's experience with the<br>Division.<br>Management team and working group test prototype<br>service experience principles in their own IDPs.<br>Alignment and integration with University - wide<br>approach to Service Excellence. | On Track    |
| Launch Student Virtual Assistant, (formally known as Watson) to 9 Faculties. (Service Excellence)   | Determine scope, requirements, resources, and<br>stakeholder communication.<br>Launch to 3 Faculties in January 2020 and 6 in March<br>2020.  | On Track    |
| Create Service Level Agreements   | Service Level Agreements to be designed and established<br>to ensure quality of service between inter-campus units<br>(including but not limited to School of Continuing Studies,<br>Glendon College, CSBO, Osgoode, Schulich, etc.)  | Progressing |

Review Human Resources needs on an annual basis to support the Division's strategic mission and vision.

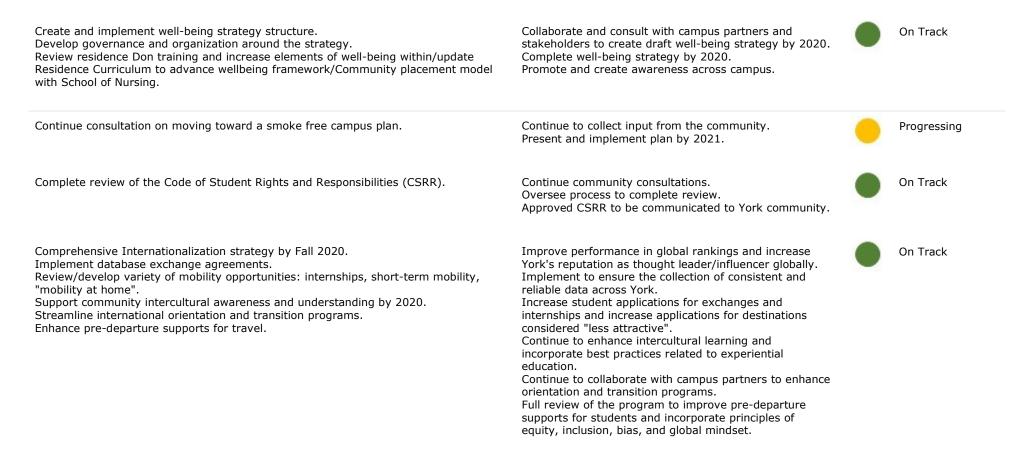
Unit by unit enhance and review the HR portfolios including job descriptions, succession planning, etc. on an ongoing, yearly basis.



# Engagement and Outreach 5. Enhanced Campus Experience

#### Enhance the physical infrastructure. (Well-Being)

| Strategy/Action   | Measure/Milestone   |  |
|---|---|--|
| York Stadium Re-Visioning Plan  | Receive approval for conversion. On Track<br>Start construction in 2020.<br>Complete and wrap-up construction by 2021.  |  |
| Enhance and continue to grow summer camp programming and atten  | idance. Increase in programs offered for Summer camp. Complete<br>Increase camp attendance.   |  |
| Engagement and Outreach<br>6. Enhanced Community Engagement   |   |  |
| Deliver Divisional Response to Indigenous Framework. (Acces   | ss)   |  |
| Strategy/Action   | Measure/Milestone   |  |
| Communicate framework to the community.<br>Partner with stakeholders to undertake identified actions. | Complete community consultation<br>Continue to specify key priorities/projects for action<br>set and record performance on metrics associated with<br>projects.<br>Integrate work with Indigenous council and tasks led by<br>Special Advisor to the President. |  |



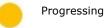
# Enabling the Plan 7. Enabling the Plan

Conduct space planning for SSC, SAS, and Accommodated Tests Centre to provide excellent service that meets the needs of students. (Access/Service Excellence)

Strategy/Action

Measure/Milestone

Needs assessment of space concerns for specific units. Complete a student needs assessment. Research and explore options for the design and development of a space. Reorganization and appropriate alignment of resources. Finalize project plan and resource allocation by 2020.



# **PLANID:** 1201

On Track

On Track

Progressing

SIS Transformation to enhance the student experience through the use of a "next SIS RFP completed and project leadership developed and set transformation measurements by 2020. generation" technology platform Implementation of new single cloud-hosted application: Curriculum Management Implement Curriculum Management System. System (Kuali) Implementation to begin pilot in January 2020 for Advising Referral System implementation Advising Referral System. And reduce wait-times for in-Q-Less implementation person service and better reported student satisfaction. YU Connect renewal Implement Q-Less system Complete RFP for YU Connect Renewal in 2020. Mobility software Develop Navigate through full student lifecycle Implement mobility software in 2019. Implement Virtual Learning Skills and Wellness AIF project Pilot Sept 2020 with School of Administrative Studies and Department of Biology (UG). And improve student satisfaction measures based on NSSE and internal surveys. By 2020 identify a platform, modules, and students experience the resource. Develop and implement 5 Year Strategic Plan. Define working group by November 2019 Create 5 Year Strategic Plan framework. Begin community consultations by December 2019. Form working group to facilitate development of 5 Year Strategic Plan. Engage OIPA to support the development and dashboard Begin and complete community consultations. for Divisional metrics. Implement 5 Year Strategic Plan by July 2020. 1.Implement Team Recognition Driver from employee engagement survey. Coordinate with working group to implement driver and 2.Begin Service Excellence principle training. action plan to increase employee engagement. 3. Provide several employee learning opportunities to learn and share best practices Division is trained on Service Excellence charter and (i.e. conferences, workshops, professional development day, lunch and learns, etc.). principles by 2020. 4. Meaningful IDPs. Several learning opportunities are provided to the Division that align with the strategic mission of the Division.

100% of the Division have meaningful development plans.

