

**3. From Access to Success**

**Increase level of customized service and support to Faculties and students**

**Action/Strategy:**

Cluster Career, Advising and Learning Skills for an integrated approach to supporting Faculties and students.

**Measures/Metrics/Milestones:**

Needs assessment conducted for each Faculty on Career, Advising and Learning Skills  
 Faculties report greater effectiveness and quality working with Student Success Team (survey)  
 Student Success Team reports increased collaboration, clarity and impact within team (survey)

**Evaluation Status:**

On Track

Implement new Career Centre strategy including consultation model and greater integration with curriculum.

See "Needs assessment" above  
 Pilot joint Career/Alumni hire for AMPD (2 year contract)  
 Envision YU (AIF Project) meets all milestones

Progressing

Reposition and expand "ACMAPS" to "Retention" to be responsive to populations identified as at-risk.

Target: three new retention-focused initiatives undertaken based on OIPA data on populations at risk (Mature; Part-Time; UNMA)

On Track

Seek to sustain the accessibility and inclusion elements of Ready, Set, YU beyond the OPAIP grant.

Ready, Set, YU sustained and scaled beyond OPAIP grant  
 Explore expansion to Faculty of Science and AMPD  
 Participants in Ready, Set, YU achieve equal persistence rates to their comparators

On Track

Increase the capacity, capability, and scope of SAVY (the Student Virtual Assistant)

SAVY launches in French, Schulich and Osgoode; "Reminders" are live by Winter 2021  
 Hire Program Manager, Student Success Initiatives  
 Targets for SAVY usage rates, accuracy/quality and additional outcomes and impacts: TBD

On Track

Learning Skills remote guide for students and enhanced student services supports

Create and promote The Student Guide to Remote Learning.  
 Certificate in personal wellness and learning Skills  
 Student guide to Group work (AIF)

Completed

**Develop full student life-cycle supports and community building for Black students, for Fall 2021 and onward**

**Action/Strategy:**

April 2021

**Measures/Metrics/Milestones:**

**Evaluation Status:**

**DIVISION:** Division of the VP Academic and Provost

**UNIT:** Student Success Centre

**PLAN ID:** 1324

Partner with Recruitment, Admissions, Student Engagement and Student Financial Services to develop plan and program	Specialized programming committed in 2020/2021 recruitment Increase in Black student admits	On Track
Secure resources and leverage Ready, Set, YU! infrastructure	Extend	On Track
Promote and prepare programming for Fall 2021 intake	Programming project-managed on track for Fall 2021 delivery	On Track

## Expand and systematize Early Alert, leveraging the Civitas: Inspire persistence predictors

**Action/Strategy:**

Establish pan-university governance for persistence predictors / early alert

**Measures/Metrics/Milestones:**

Plan socialized with Deans and Assoc. Deans  
Pan-university commitment to consistent use of Persistence Predictors  
Increase in engagement/persistence (for discussion)

**Evaluation Status:**

Discontinued

Influence and train Advising teams for implementation.

Advisors trained  
Persistence pilots are implemented in all Faculties

Completed

## Acquire and facilitate the effective use of data, especially for underrepresented groups

**Action/Strategy:**

Lead our Divisional response to NSSE and facilitate Faculty discussions regarding NSSE results; lead resulting action planning, implementation, etc.

**Measures/Metrics/Milestones:**

Consultations conducted with each Faculty based on their NSSE data  
Division of Students and each Faculty identify actions/initiatives with commitment to implement.

**Evaluation Status:**

Progressing

Conduct student consultations for the Student Census to ensure representative input and feedback.

Student consultation feedback incorporated into Student Census (to be conducted Aug 2021)

On Track

## 4. Advancing Global Engagement

### Increase level of customized service and support to Faculties and students

**Action/Strategy:**

**Measures/Metrics/Milestones:**

**Evaluation Status:**

**DIVISION:** Division of the VP Academic and Provost

**UNIT:** Student Success Centre

**PLAN ID:** 1324

Implement new Career Centre strategy including dedicated Career Support for International Students (as well as Students with Disabilities, First Generation students, and more)

Surveyed students report increased satisfaction in tailored/focused supports and services  
Surveyed students report feeling more "career ready"

Progressing

Grow and develop Employer and Alumni Engagement within the Career Education and Development portfolio.

Associate Director Employer and Campus Engagement is hired and new programming is initiated

Not On Track

**6. Living Well Together**

**Co-Lead and implement "Navigate York" for remote Fall support**

**Action/Strategy:**

Develop and launch Fall planning content

**Measures/Metrics/Milestones:**

Navigate York / Fall Welcome is launched

**Evaluation Status:**

Completed

Continue to lead Pan-University working group toward pan-university collaboration and further planning throughout year

Pan-University working group meets several times in Fall and Winter for ongoing planning (plus sub-committee work)

Progressing

**Increase Team awareness and understanding of racism and take action to mitigate unconscious bias**

**Action/Strategy:**

Team and individual training/development; speakers

**Measures/Metrics/Milestones:**

Minimum two team development events  
All individual team members have their own related specific goal on their PDPs and complete them

**Evaluation Status:**

Progressing

Ensure diversity in all hiring committees

Target: 100% achievement of goals for diverse hiring committees

Progressing

When posting externally, seek to post where Black candidates and candidates of other oppressed groups will be most prevalent

Target: 100% achievement of goals for external postings

Progressing

Provide additional resources and supports for Black, Indigenous and LGBTQ2S+ students (e.g., Career Centre resources)

Increased student resources based on student input; students report satisfaction (survey)

Completed

**DIVISION:** Division of the VP Academic and Provost

**UNIT:** Student Success Centre

**PLAN ID:** 1324

Develop employer and/or alumni programming for Black, Indigenous and LGBTQ2S+ students.

New employer/alumni programming based on student input and best practice; students report satisfaction (survey)

 Progressing

## Service Excellence: Improve collaboration across and within teams


### Action/Strategy:

Initiate consultation model with Faculties to maximize input, feedback, partnership, and collaboration

### Measures/Metrics/Milestones:


Through survey:  
Faculties report:  
Greater effectiveness and quality working with Student Success Team  
Positive impact on students

### Evaluation Status:

 Progressing

Actively cluster Career, Advising and Learning Skills to bolster integration and collaboration

Student Success Team reports:  
Increased collaboration, clarity and impact within team

 Not On Track