

2004 - 2005

**Student**

**Affairs**

**Annual Report**

**David R. Morphy, Ph.D.**  
*Vice-Provost (Student Affairs)*

It is my pleasure to present the seventh Student Affairs Annual Report. Student Affairs is an integral part of the University of Manitoba and we believe it to be critical to share information with the University community on our activities, challenges, successes and vision. This report covers the period September 1, 2004 to August 31, 2005 during which time Student Affairs underwent a review as directed by the Vice-President (Academic) and Provost, Dr. Robert Kerr, and as a result, a revised structure was effective June 1, 2005.

The primary intent of the review was to reorganize Student Affairs in a way that would best support the Strategic Plan of the University. The University is committed to the “three R’s”, i.e., recruitment, retention and records, and this structure supports this commitment. In addition, the reorganization created a structure that positions Student Affairs and its leadership in such a way that our services and programs could be managed more effectively, and attention can be brought to planning strategically to meet the changing expectations of the University.

The structure is based on the philosophy of blending and balancing our commitments to student development and strategic enrolment management. Specifically, an Executive Team has been created including the Executive Director, Student Services, Dr. Lynn Smith; the Executive Director, Enrolment Services, Mr. Peter Dueck; the Registrar, Mr. Neil Marnoch, and myself as the Vice-Provost (Student Affairs). Links to the Director of Sport and Active Living and the Director of Housing and Student Life were also created and maintained which facilitates more effective communication between the areas in support of students.

*Dedication*

One of the results of this reorganization, together with increased student enrolment, has meant all staff in Student Affairs have worked extremely hard to achieve success in the reorganization. It is my pleasure therefore to dedicate this edition of the Student Affairs Annual Report to the staff of Student Affairs. The tireless efforts of the staff and Directorate is exceptional, and the reason for the smooth operation of the transition to the revised structure is due to their collective efforts. I would like to take this opportunity to publicly thank all of the Student Affairs staff for their extraordinary hard work. They are a truly dedicated group whose commitment to students is most appreciated.





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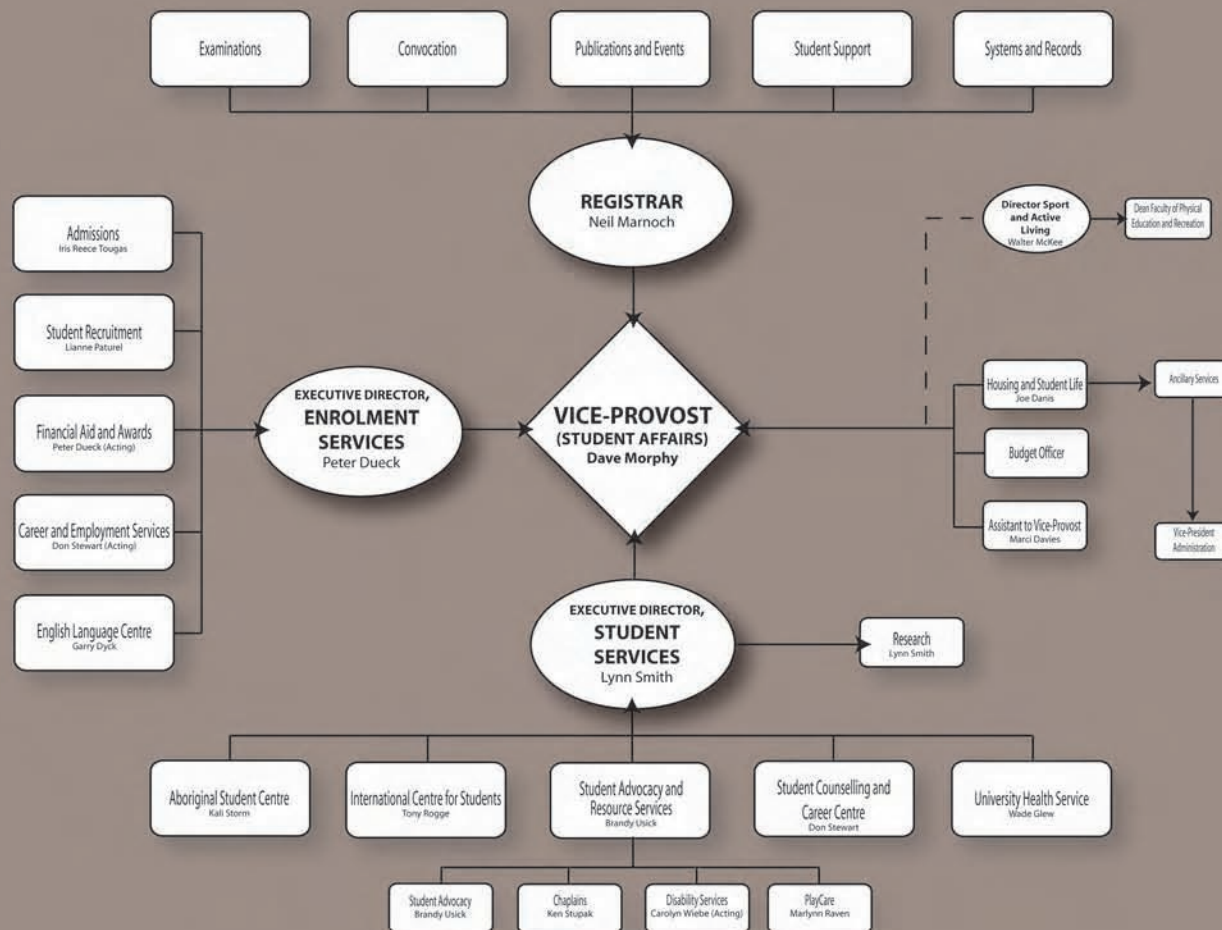
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## Student Affairs Organization Chart









# Admissions

Iris Reece Tougas, Director



The Admissions Office serves as the administrative gateway for students who are either entering the University for the first time or transferring between faculties. It seeks to provide efficient and effective service for both the students seeking admission and the faculties seeking to admit the best-qualified students. There are currently 17 staff members: six Admissions Officers, three Junior Admissions Officers, four staff in the file management area, three staff in transfer credit evaluation, and one Director.

The Admissions Office works very closely with Student Recruitment, seeking to provide an initial welcoming and supportive environment for new students. This is balanced against the need to ensure that the entrance requirements and selection procedures are applied fairly and consistently, that documents are complete and authentic, and that all applicants, whether from Manitoba, Canada, or international secondary and post-secondary institutions, are evaluated in an accurate and timely

fashion. The Admissions Office also works closely with the schools and faculties of the University of Manitoba in the development and application of entrance standards and selection criteria.

### *Highlights of the past year include:*

- 14,215 applications were processed over the past year, with approximately two-thirds of these for student seeking admission to direct-entry programs. The total number of applications was down five percent overall, but there was a two percent increase in the number of application received from Manitoba high school students (see Appendix).
- A web-based undergraduate application form for direct-entry faculties was introduced in March and over 1200 applications have been received through this method. In addition to providing more convenience for students, the on-line application has also reduced workload for the file management area. In combination with some staffing

changes and reorganization, the file management area was able to significantly reduce the work backlogs commonly experienced during peak periods of the admission cycle.

- The unit experienced a challenging year with eight staff leaving the unit for maternity leaves, transfers, and retirements. Three long-term members retired: Nadja Iwaszczuk, the Assistant Director, Kathie Kaye, Admissions Officer and former Assistant Director, and Bev Andert, Evaluations Clerk. Iris Reece Tougas, served as the Assistant Director for both Student Recruitment and Admissions for the period January to June 2005 and now is the Director of Admissions.
- The Aurora project consumed hundreds of work hours over the past year. After months of unsuccessfully attempting to fit our entrance requirements and admission processes into the functionality of baseline Banner, a new system was purchased in July. The new system, originally developed by the Banner Canadian

Solution Centre for use in Ontario colleges, offers a much higher level of compatibility with our admission standards and procedures. Iris Reece Tougas and Jeff Huston are co-chairs of the Admissions Functional team; Jeff is also chair of the Transfer Credit Evaluation Functional Team. Additional staff have been hired to provide backfill service for the Admissions staff involved with the Aurora project.

- 2,222 applications from international students were processed over the past year. An additional staff position was created to augment the recruitment and admission services provided for international students. There is now a two-person unit, reporting to both Admissions and Student Recruitment, dedicated to services for this growing population.

### ***Publications***

Admissions Handbook  
Application Information Bulletin  
Applications for Undergraduate Admission and Guide  
International Student Application and Guide

THE UNIVERSITY OF MANITOBA				Admission Statistics 2005-2006			
Admissions / Enrolment Services, 424 University Centre				(2004-2005 figures in brackets)			
Faculties & Schools admitting students directly from high school							
FACULTY/SCHOOL		# of applications		# admitted		Minimum avg for admission	
		Grand total	MB high school only	Grand total	MB high school only		Other selection criteria
							beyond high school records
Agriculture, School of (Diploma program)	150	65	43	62	34	50%	Selection Committee approval (interview & skills testing)
General Studies (Continuing Education)	n/a	1,965	6	1,666	n/a	63% (50%)	none
Engineering	400*	641	215	341	119	85%	none
Fine Arts: Diploma	25	31	8	18	3	50%	portfolio
Fine Arts: Degree	100	160	47	124	137	50%	portfoliio
Music	75	153	80	72	51	63%	audition & theory assessment
University 1	n/a	6,062	4,113	5,305	3,976	63%	none
* The Engineering figures include advanced level entry applicants.							

Faculties & Schools requiring previous university-level studies					
FACULTY/SCHOOL	Quota	# of applications		Min AGPA	
			# admitted	admitted	Selection criteria/comments
Agricultural & Food Sciences (Degree program)	165	123	114	2.00 (2.00)	AGPA
Architecture (Environmental Design)	100	242	121	3.32 (3.20)	AGPA/citizenship
Arts	n/a*	789	738	n/a*	AGPA/citizenship
Dentistry	29	265	28	3.17 (2.78)	AGPA/DAT/interview/citizenship/residency
Dental Hygiene	26	138	27	3.63 (3.42)	AGPA/citizenship/residency
Education After Degree					
Early Years	70	149	70	3.00 (3.00)	AGPA/interview/essay/references
Middle Years	70	95	70	3.00 (3.00)	AGPA/interview/essay/references
Senior Years	140	231	140	2.80 (2.80)	AGPA/interview/essay/references
Weekend College	35	38	35	3.00	intake only in alternate years
Engineering	400**	641	341	2.44 (2.00)	AGPA
Environment, Earth, & Resources	195	185	170	2.00 (2.00)	AGPA
Fine Arts: Art History	5	10	9	2.00 (2.00)	AGPA
I.H.Asper School of Business	420	900	421	2.90 (2.75)	AGPA

Faculties & Schools requiring previous university-level studies continued					
FACULTY/SCHOOL	Quota	# of applications	# admitted	Min AGPA admitted	Selection criteria/comments
Human Ecology	200	185	159	2.00 (2.00)	AGPA
Law	106	859	104	3.00 (3.27)	AGPA/LSAT
Medical Rehabilitation					
Physical Therapy	50	179	50	3.60 (3.48)	AGPA/interview/citizenship/residency
Respiratory Therapy	16	59	17	2.87 (2.65)	AGPA/interview/citizenship/residency
Medicine	93	709	93	3.60 (3.60)	AGPA/MCAT/interview/citizenship/residency
Nursing (on-campus)	240	518	247	2.82 (2.81)	AGPA
Pharmacy	50	341	50	3.76 (3.54)	AGPA/essay/prob.exercise/citzn/residency
Physical Education					
BPE	60	101	61	2.03 (2.00)	AGPA/athletic & leadership skills
BESS	40	58	44	2.03 (2.10)	AGPA/athletic & leadership skills
BESS (AT)	20	28	20	2.08 (2.13)	AGPA/athletic & leadership skills/interview
Recreation Management & Community Development	40	44	38	2.00 (2.97)	AGPA/leader.bkgrnd/interview/references
Science	n/a*	579	407	n/a*	AGPA
Social Work (on campus)	80	241	93	3.93/2.04	AGPA

\* Figures for Arts and Science do not include the students who 'transit' directly from University 1 without needing to apply for admission. A minimum 2.0 adjusted grade point average is recommended for applicants to Arts and Science; averages less than this may be considered.

Figures above do not include smaller programs such as off-campus Nursing and Social Work, CUSB, joint programs with RRC/ACC/KCC, PBDE, Post RN, ELC Centre etc.

Total applications and acceptances processed in Admissions / Enrolment Services						
	Summer Session 2005			Regular Session 2005-2006		
	# of applications		# of acceptances	# of applications		# of acceptances
	Grand total	MB matric	Grand total	Grand total	MB matric	Grand total
Canadian students	1,300	90	994	10,693	4,600	8,766
International students	492	3	277	1,730	99	967
All students	1,792	93	1,271	12,423	4,699	9,733
	Summer 2005 PLUS Regular 2005-2006			STUDENT ENROLMENT FIGURES		
	# of applications		# of acceptances	(as of first day of class September 9)	#	Change
	Grand total	MB matric	Grand total	University 1	6,055	3.90%
Canadian students	11,993 (-6%)	4,690 (+2%)	9,760 (-4%)	International Students	2,638	14.70%
International students	2,222 (-4%)	102 (+16%)	1,244 (-10%)	All undergraduate students	24,542	1.90%
All students	14,215 (-5%)	4,792 (+2%)	11,004 (-4%)	All graduate students	3,021	1.10%
September 28, 2005				Total Enrolment	28,013	1.80%

### *Special Events and Programming*

Career and Employment Services (CES) held its Third Annual Summer Job Fair in January, 2005. This year's event was the largest yet, attended by 43 employers and approximately 2700 students. The fair, promoted on campus with summer-themed games and prize draws, provided students with the opportunity to meet prospective employers, learn about summer job and career possibilities, and submit applications and/or resumes.

The ASE (Agriculture, Science, and Engineering) Career Fair is a collaborative undertaking between CES and the student councils from the Faculties of Agricultural and Food Sciences, Science, and Engineering. This evening event was attended by 54 employers and approximately 400 students. The fair provides a comfortable environment for students to meet with prospective employers to discuss career possibilities within their areas of study.

Dis-Orientation 2005 is a joint offering by CES in conjunction with the Student Counselling and Career Centre, UMSU, and the Alumni Association. The program is designed to prepare graduating students for the transition to the workplace by offering practical, engaging, and fun activities relevant to students entering or preparing to enter the workplace. Dis-Orientation consisted of more than a dozen information sessions, workshops, and

special events on a host of topics over a two-day period, along with a pancake breakfast featuring alumni, employers, and community members as servers.

In addition to ongoing drop-in assistance and in-house presentations, CES staff did more than 60 specialized workshops in various programs, schools, and faculties, designed to help prepare students for career success by developing their job search skills, assisting with resumes, and offering tips for effective interviewing.

### *Employment Services*

Business continues to boom! Nearly 3000 employers posted positions through CES, with almost 10,000 different jobs listed. We are pleased that close to 3000 UM students secured jobs through CES this past year.

### *Community Connections*

CES staff maintained their network of connections with various local, provincial, and national associations, including the Winnipeg Organization of Recruitment Coordinators, the Human Resource Management Association of Manitoba, MBworkinphonet, the Canadian Association of Career Educators and Employers, the Chamber of Commerce, and the National Association of Colleges and Employers.

### *Services*

The English Language Centre (ELC) provides a full time program (Intensive Academic English Program – IAEP, including the Academic English Program for University and College Entrance – AEPUCE) to potential students of UM to assist them in meeting the English language requirement. Once students enter UM, the ELC assists them by providing part-time courses primarily in speaking and writing. In addition, students may discuss their unique adjustment to UM by participating in a section of Introduction to University (99.111W) limited to international students. ELC instructors teach these sections. The ELC is an official testing site for CanTEST®, the Canadian Test for Scholars and Trainees. Adequate scores in this test, managed by the University of Ottawa, can be used to meet the language requirement of UM. The test is used to determine placement in the IAEP and is used increasingly by the Winnipeg community to measure language readiness. The Homestay program provides ELC and other UM students with an alternative form of residence. Homestay allows international students to adjust to Canadian life. In addition, the ELC provides a number of services to other departments on campus. These services include pronunciation tutorials to professors and faculty specific assistance in writing.

### *Staff*

The Director is responsible for 28 staff including a receptionist, a communications officer, a program assistant, a Homestay coordinator, a Program coordinator, an administrative assistant (shared with other units), 3 part time course instructors, and 19 full time program instructors (16 FTEs) some of whom



also have non teaching responsibilities such as coordinating student life and part time courses.

## Achievements

The Appendix contains information regarding enrolment. This year, 470 students completed full time study in the ELC. An increasing number of students entered the Academic English Program for University and College Entrance (AEPUCE or level five). In addition, the connection between ELC and UM recruitment is being strengthened. Out of 202 AEPUCE graduates, 180 (or 89%) went on to study at undergraduate and graduate levels at the University of Manitoba in the academic term immediately following AEPUCE graduation.

The number of students taking part time courses increased. In response to student need, a pronunciation course was successfully launched in the spring. University One offered five sections of Introduction to University (99.111W) for international students. These sections were taught by ELC instructors, Tim Podolsky and Richard Iwabuchi. As the ELC's Student Life Coordinator, Corrie Barg has assisted students in organizing a variety of committees to work on student yearbooks, newsletters, sporting activities and various other extracurricular activities. She has also liaised with other departments and was able to initiate a language partners program. Although Homestay is required for students in their first term of ELC studies, it continues to be popular for both ELC and UM students. The ELC Bursary and Scholarship

Committee awarded \$6,000 in bursaries and \$1,000 in scholarships. In addition, the ELC paid for one term of AEPUCE tuition for a student partially sponsored by World University Services Canada (WUSC). The ELC continues to provide tutorials to Nursing students. Cosette Taylor-Mendes, was seconded to the Learning Assistance Centre (LAC) at the beginning of May 2005. The program to assist Nursing students with their writing was transferred to the LAC for the 2005-2006 academic year. With continued support from the Faculty Development Fund, the ELC was able to provide speech tutorials in a program called SpeakEASY. This program provided 244 tutorial hours to 22 UM faculty members.

## Recruitment Highlights

- In October, Garry Dyck visited universities and recruitment representatives in five cities in China: Shenyang, Zhengzhou, Shanghai, Nanjing, and Beijing.
- In February, Christine Hildebrand together with Pam Hawranik, Associate Dean, Graduate Studies, attended the Canadian Education Centre (CEC) fairs in Monterrey, Mexico City and Guadalajara.
- In February, Garry Dyck and Peter Dueck attended CEC fairs in Moscow and St. Petersburg.
- In May, Christine Hildebrand and Rosabel Fast attended the CEC fairs in Guadalajara and Monterrey. UM materials were sent to the fair in Mexico City where two UM alumni answered questions about UM.
- In July, Tim Podolsky presented

the programs of UM at the Canadian Ukrainian Foundation in Lviv, Ukraine as well as at a high school in Kiev, Ukraine.

- Garry Dyck met with representatives of visiting universities including Momoyama Gakuin University (Osaka, Japan), and Central University of Nationalities (Beijing, China), as well as with delegates from Italy, Russia, China, and Libya.

## Scholarly Activity

- Dyck, G. N. (2004). Deeper processing through active note taking. UTS Newsletter 13 (1), 4-5.
- Fast, R. (2005). When your students need more English than you can give. UTS Teaching and Learning Symposium, Winnipeg MB, January 21, 2005.
- Friesen, K. (2005). Creating print media collages for critical reading and writing. TESL Manitoba Conference, Winnipeg MB, February 14, 2005.
- Giesbrecht, T. (2004). Library skills for English for academic purposes students. TESL Manitoba Journal, 20 (2), 3-7.

- Giesbrecht, T., & Taylor-Mendes, C. (2005). Understanding and assisting Chinese learners. TESL Manitoba Conference, Winnipeg MB, February 14, 2005.
- Giesbrecht, T. (2005). Diversity in the classroom. Professional development session for Winnipeg Technical College, Winnipeg MB, February 18, 2005.
- Giesbrecht, T., & Taylor-Mendes, C. (2005). West meets east: Connecting Chinese perspectives to our teaching practices. TESL Canada, Ottawa ON, May 27, 2005.
- Taylor-Mendes, C. (2004). Immigration, world events, and multiculturalism have brought students to our door: Now what? TESL Manitoba Conference, Winnipeg MB, October 22, 2005.
- Podolsky, T. (2005). Wimba: The development of an online language lab. TESL Manitoba Conference, Winnipeg MB, February 14, 2005.
- Podolsky, T. (2005). Wimba for WebCT: Creating an interactive language lab. TESL Canada, Ottawa ON, May 27, 2005.

ELC Enrolment Data

Enrolment	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Part Time Courses	202	239	291	185	197
IAEP levels1-4	160	215	325	300	261
AEPUCE	94	130	148	195	216
Total full time students	254	345	473	495	477
CanTEST	165	128	148	135	102
Waivers	24	30	38	27	31
ELC Students in Homestay	N/A	86	118	91	87
UM Students in Homestay	N/A	36	57	66	72

# Financial Aid and Awards

Peter Dueck, Acting Director

## Services and Achievements

- The number of Manitoba Student Aid applicants and the number of awards approved is down for the second consecutive year. The total amount of those awards is also down despite the continued increase in Out of Province Student Aid Recipients. The result is an overall decrease in the number of University of Manitoba students who receive government financial aid.
- Emergency Loan allocations for the 2004 - 2005 fiscal year totaled \$485,826.87 down for the second consecutive year by 2.72%. The number of recipients is down to 683, a 7.45% decrease over the previous year, which saw a decrease of 3%.
- Work Study program allocated \$36,493 in support of 48 projects. This was the first year departments were required to pay out-of-pocket for some funds (if they had not already topped up their student pay rate) due to a minimum wage increase.
- The Food Bank had two Peers complete their placement. The slight increase in the number of student visits for the 2004 - 2005 fiscal year and the smaller decrease in the number of students fed suggests that there was an increase in single student, or couple visits.
- In the 2004 - 2005 fiscal year the front desk saw an overall decrease in transactions of less than one percent. Notably Tuesday evening transactions are down 24.26% and total e-mail is decreased by 12.40%.
- The University of Manitoba Employees Scholarships received 388 applicants of which 65 were found ineligible. The total value of university-based awards disbursed in the 2004-2005 regular and the 2004 summer sessions is \$1,525,287 in entrance scholarships, and \$5,468,874 in in-course scholarships and prizes. \$1,933,716 was disbursed in bursary support.

- The Senate Committee on Awards approved the establishment of 88 new awards, amended 117 awards, and noted the withdrawal of 18 awards. The Committee reviewed five requests for exemptions to the University's Policy on Non-Acceptance of Discriminatory Bursaries and Scholarships and recommended that both Senate and the Board of Governors approve these applications. There are approximately 67 new awards that are pending.
- Tom Suffield, Assistant Director of Financial Aid and Awards, retired after 32.5 years of service.

## Outreach

- FAAO staff participated in the following: Entrance Scholarship Presentation and Reception, Evening of Excellence, University 1 Orientation, The Canadian Medical Hall of Fame/Pfizer Canada Discovery Days, IDDP Information Session at Dentistry, High School Information Days, Presentations to High School Counselors, Presentations to Bison Coaches and Assistants, Prospect and Newsletter Meeting with Department of Private Funding, Sneaker Day Organizing Committee, Parent's Day Program, ABEP Scholarship sub-committee meeting, met with various donors and organizations regarding awards establishment and account reviews, and participated in external award committees (i.e. Business Council of Manitoba, Manitoba Hydro, Monsanto Corporation and Western Retail Lumber).

## Improved Services

- Continued on-site government representation from Manitoba Student Aid
- Increased availability of award applications on-line

Manitoba Student Aid 2004 - 2005 Program Year with 2003 - 2004 comparisons (program year is August 1 - July 31)			
	August/04 - July/05	August/03 - July/04	% change
# of U of M Applicants	4,358	4,718	7.63% decrease
# of Awards Approved	3,390	3,692	8.18% decrease
Total Amount of Awards	\$23,226,220	\$26,046,780	10.83% decrease

Out of Province Student Aid 2003 - 2005 Program Year with 2003 - 2004 comparisons			
	August/04 - July/05	August/03 - July/04	% change
# of Awards Processed	1,693	1,576	6.91% increase
Total Amount of Awards	\$7,015,849.30	\$6,502,701	7.31% increase

Total Government Financial Aid Processed (in-province & out-of-province)			
	2004 - 2005 Program Year	2003 - 2004 Program Year	% change
# of Awards Processed	5,083	5,268	3.51% decrease
Total Amount of Awards	\$30,242,069.30	\$32,549,481	7.09% decrease

UM Emergency Loans 2004 - 2005 Fiscal Year with 2003 - 2004 comparisons			
	Apr/04-Mar/05	Apr/03-Mar/04	% change
Total Funds Allocated	\$485,826.87	\$499,402	2.72% decrease
Total Repayments	\$383,387.01	\$458,602	16.40% decrease
Percentage Repaid	78.91%	81.7%	3.41% decrease

UM Student Food Bank 2004 - 2005 Fiscal Year with 2003 - 2004 comparisons			
	Apr/04-Mar/05	Apr/03-Mar/04	% change
# of Student Visits	774	746	3.62% increase
# of People Fed	1,956	1,981	1.26% decrease

## Front Desk Report

FAAO Front Desk Statistics - April/04-Mar/05 with April/03-Mar/04 comparisons			
	April/04-Mar/05	Apr/03-Mar/04	% change
Total in-Person Visits	19,952	19,476	2.39% increase
Total Telephone Transactions	13,969	14,548	3.98% decrease
Total E-mail	678	774	12.40% decrease
Total Tuesday Evening Transactions	331	437	24.26% decrease
Total Overall Transactions	34,930	35,235	0.87% decrease



THE UNIVERSITY OF MANITOBA AWARDS PROGRAM

04S and 05R

Faculty/School	Entrance Scholarship	In-course Scholarships	Prizes	Athletic Awards	Regular Bursaries	Emergency Awards	Outside Agency	Faculty Totals	Count of Awards
Cross-faculty	\$410,012	\$343,752	\$161,156	\$8,370	\$685,646	\$71,893	\$921,900	\$2,604,429	3,396
Agric & Food Sc	\$-	\$41,200	\$9,100	\$ -	\$44,200	\$ -	\$3,144	\$97,644	114
Agric. Diploma	\$3,100	\$6,800	\$11,775	\$-	\$10,050	\$500	\$366	\$32,591	54
Architecture	\$-	\$800	\$-	\$-	\$3,050	\$-	\$-	\$3,850	4
Arts	\$1,100	\$108,049	\$21,468	\$3,600	\$85,105	\$15,560	\$26,763	\$264,645	386
Continuing Ed.	\$-	\$2,600	\$8,242	\$ -	\$25,850	\$5,015	\$8,723	\$50,430	79
Dental Hygiene	\$-	\$4,225	\$2,950	\$-	\$7,475	\$-	\$-	\$14,650	28
Dentistry	\$-	\$17,350	\$12,700	\$-	\$35,050	\$-	\$-	\$65,100	117
Education	\$-	\$31,910	\$4,193	\$ -	\$93,376	\$1,000	\$ -	\$131,479	109
Engineering	\$113,400	\$154,522	\$5,776	\$800	\$106,975	\$ -	\$39,393	\$420,862	410
Env. Design	\$-	\$13,550	\$600	\$-	\$24,575	\$-	\$9,115	\$47,840	59
Environment	\$ -	\$11,175	\$1,100	\$ -	\$1,550	\$ -	\$ -	\$13,825	22
Fine Arts	\$7,200	\$22,825	\$6,405	\$-	\$9,300	\$4,732	\$1,000	\$51,462	69
Grad Studies	\$-	\$3,823,186	\$44,205	\$300	\$97,881	\$44,620	\$27,500	\$4,037,393	764
Human Ecology	\$-	\$20,200	\$4,575	\$ -	\$29,449	\$ -	\$3,000	\$57,224	78
Interior Design	\$-	\$ -	\$ -	\$-	\$2,175	\$-	\$-	\$2,175	6
Law	\$-	\$98,925	\$28,960	\$-	\$222,508	\$ -	\$ -	\$350,393	359
Management	\$10,000	\$102,588	\$5,241	\$2,300	\$74,375	\$ -	\$18,600	\$213,104	212
Medical Rehab.	\$-	\$7,000	\$1,250	\$ -	\$12,975	\$-	\$500	\$21,725	52
Medicine	\$-	\$40,775	\$5,570	\$-	\$84,725	\$-	\$62,325	\$193,395	269
Music	\$34,775	\$46,425	\$2,765	\$ -	\$11,125	\$1,000	\$20,680	\$116,770	128
Nursing	\$ -	\$26,500	\$4,158	\$1,000	\$368,500	\$1,470	\$ -	\$69,928	72
P.G.M.E.	\$-	\$-	\$3,325	\$-	\$-	\$-	\$1,000	\$4,325	4
Pharmacy	\$-	\$13,175	\$7,250	\$ -	\$8,425	\$ -	\$ -	\$28,850	69
Phys. Ed/Rec St	\$1,325	\$6,677	\$1,933	\$221,829	\$6,625	\$800	\$500	\$239,689	229
Science	\$3,100	\$53,373	\$20,425	\$2,000	\$83,425	\$2,520	\$17,966	\$183,808	304
Social Work	\$-	\$5,700	\$75	\$-	\$30,600	\$1,550	\$ -	\$37,924	57
University 1	\$941,275	\$59,689	\$30,711	\$30,743	\$100,427	\$7,820	\$87,981	\$1,258,557	1,227
Totals	\$1,525,287	\$5,062,970	\$405,905	\$270,642	\$1,933,177	\$158,479	\$1,250,366	\$10,614,066	8,677

# Student Recruitment

Lianne Paturel, Director

## Highlights

- The most significant differences from last year includes a decrease in e-mails (approx. 35%) and phone calls (approx. 9%) and an increase in mail-outs (51%), applications received on the web (29%), campus tours (73%) and office visitors (4%). Web site use and e-mail filters may have contributed to the decrease in the statistics reported above.
- Organized three on-campus events and one off-campus event. These included the International Student Workshop (February), Counsellors' Seminar (September), Information Days (February) and the Star Project (May).
- Attended seven rural Manitoba tours with the Manitoba Public Post-Secondary Cooperative (MPPC) targeting high schools and several Aboriginal urban and rural tours with the consortium called Choices for Aboriginal Post-Secondary Education in MB (CAPEM). Also visited most high schools and adult/ESL learning centres in Winnipeg including visits with 11 urban Aboriginal organizations.
- Attended a northwestern Ontario tour, high school student fairs in Saskatoon and Regina, Blue Print for the Future Career Fair targeting Aboriginal students in Saskatoon, the National Aboriginal Festival and Career Fair in Toronto, Aboriginal Consultation Forum in Arviat, Nunavut.
- Attended fairs and school visits in Vancouver and Toronto targeting the international student market within Canada, the National College Fair in Minneapolis, school visits in northern Minnesota and six fairs/visits in Asia.
- Community outreach included Manitoba Schools Science Symposium (April 24), media releases sent to town newspapers encouraging students to attend the MPPC school visits in rural Manitoba (UM logo included), Parent's Program (May 14), Aboriginal U-Crew (8 members), participation in committees

including the Winnipeg Rotary Career Symposium, Recruitment Connections Committee (promotion of Aboriginal programs on-campus), Career Trek Board, MB Aboriginal Youth Career Awareness Committee(MAYCAC), AbNet, First Choice Committee and the board for the new Aboriginal Centre.

## Changes and Modifications

- New admissions handbook layout and content were developed for 2005-2006, new Aboriginal and general recruitment display panels were ordered.
- Four student assistants hired to help Recruitment Officers with campus tours, mail-outs and e-mails. Staff hires include an Aboriginal Student Recruitment Officer, International Student Recruitment and Admissions Officer, International Student Recruitment and Admissions Assistant and a term Student Recruitment Officer

## New Initiatives

- *Expansion of markets:* In response to a lucrative international market within Canada, international student- focused visits were arranged for the fall season in Vancouver and in Toronto and urban markets were targeted for Aboriginal prospective students.
- *Campus tour protocol:* As a result of increasing requests for campus tours, we met with Public Affairs, Faculties/Schools and Mini University to create an action plan for campus tour requests.
- *Intelli-Response:* In response to increasing e-mail inquiries, we developed and implemented an automatic web-based inquiry system designed to answer the most common prospective student questions.
- *SCT Banner training and recruitment module:* Recruitment Officers are involved in the SCT Banner student system project.

## STUDENT RECRUITMENT ACTIVITIES 2004-2005

	OFF-CAMPUS ACTIVITIES			
	schools visited	students contacted	presentations given	displays & fairs
Winnipeg	92	7,625	92	9
Manitoba	82	3,359	79	19
Aboriginal	56	2,495	82	24
Other Canadian	28	2,515	20	8
USA	6	798	0	6
Other international	7	1,330	3	5
Parent groups	13	270	10	12
Special interest groups	14	224	11	1
TOTAL	298	18,616	297	84

## ON-CAMPUS ACTIVITIES

	schools/groups	students/parents/teachers
Counsellors' Seminar	66	150
Evening of Excellence	120	2,000
Info Days	120	3,000
Int'l Student Workshop	8	70
Campus tours	90	733
TOTAL	404	5,953

## ON-CAMPUS SERVICES

	inquiries
Phone calls received	40,925
E-mails received	22,627
Office visitors	17,158
TOTAL	80,710

TOTAL STUDENT CONTACTS: 105, 279







# Housing and Student Life

Joe Danis, Director

Housing and Student Life (HSL) reports to both Student Affairs (for admissions and student life functions) and Ancillary Services (for budget and operations functions). The residences provide clean and safe accommodation (1,200 beds) for full-time students during the academic year and for summer students and conference clients during May to August. The unit offers a wide variety of student programs and a lifestyle for students, which promotes both academic and personal growth.

The department is also the home of two university-wide special programs: the Parents Program, which provides parents of all first-year students information and support, featuring a Spring Parents Orientation, a referral phone line, a newsletter, and other useful resource materials; and the Fall Orientation which provides a day of interesting workshops and activities, called Skills for Success, for up to 3,500 new UM students.

As one of the departments of Ancillary Services, HSL is required to operate on a cost-recovery or better basis.

The Residences are expected to operate as a sustainable operation by generating sufficient revenue to offset all operating and capital expenses through effective management, business strategies, and best practices. The unit's total budget is over \$4 million, and in addition to the Director, Housing and Student Life has a staff of approximately 40 full-time positions, approximately 15 student security staff, as well as about 40 students who make up the Student Life Team (students who live in the residences, monitor student activity, plan and promote the student life programs). During the summer conference season, there is an increase of approximately 15-20 staff, both casual and student employees.

## ***Publications***

Application for Residence Accommodation  
First-Year University Student Survey 2004  
Research Reports 2003/2004 (vol. 15 nos. 1 - 6)  
Parents Program Newsletter (Fall 2003 and Spring 2004)  
Parents Program Handbook  
Residence Rates  
Residence Student Handbooks  
The Time of Your Life: A Guide to Campus Housing





The Registrar's Office (formerly the Student Records Office) is responsible for a range of services that support students and academic activities. These services relate generally to the maintenance of student records, examinations, registration, fee assessment, graduation and convocation.

### *Performance Measures*

In the 2004-2005 fiscal year, in addition to the records processing functions that are provided to all registered students, staff served 107,988 clients (72 percent of them students) on the telephone, by email or in person at the office. This represents an increase of 15% over the previous year.

### *October and May Convocation*

Staff organised six convocation ceremonies, four in May and two in October involving approximately 2,000 students. Honorary doctorates were awarded to David G. Friesen, Hartley T. Richardson, Anne Smigel, Loreena McKennitt, Octavio Paredes-López, Doris Baskerville Badir, James B. Pitblado, and the honourable Mr. Justice Michel Bastarache. In addition, the Registrar's Office assisted with Convocation ceremonies for the Agricultural Diploma program and College universitaire de Saint Boniface.

### *Examination Schedules*

Effectiveness and efficiency of final examination scheduling has been improved through the use of upgraded software. Preliminary exam schedules are available approximately one month after the start of classes, with the final examination schedule posted approximately three weeks later. In both the December and April examination series, the exam period was shortened by one day, while being responsive to the needs of students and faculty.

### *AURORA - SIS*

The primary effort of the Registrar's Office has been directed at the implementation of the Aurora Student information System (SIS). The project teams have been learning the capabilities of the database and have been adapting the system to meet the needs of the UM. The implementation of the new SIS has challenged the university community to examine its practices and policies. The Aurora SIS is planned to go-live for Summer Session 2006 registration. Staff have met the difficult challenge of supporting current student activity while devoting many resources to the implementation of the new SIS.

### Client Counts 2004-2005

	Records Management			Student Services	Grand Total
	Students	Other	Total	Total	
April	1166	1283	2449	4337	6786
May	1263	1633	2896	7390	10286
June	1497	1595	3092	6834	9926
July	1237	1772	3009	8682	11691
August	986	1522	2508	9010	11518
September	1149	2142	3291	9886	13177
October	709	1593	2302	5353	7655
November	918	2001	2919	4379	7298
December	748	1172	1920	4563	6483
January	536	1696	2232	6479	8711
February	378	974	1352	5684	7036
March	547	937	1484	5937	7421
Total	8634	16075	29454	69260	107988

### *Publications*

Convocation Programs  
Registration Guide  
Undergraduate and Graduate Calendars



## Services and Programs

A new service provided this year presented information to students through MSN via email. Over 100 requests were recorded while reception experienced drastic increases in services, due to the quantity provided at the front desk (referrals, phone, fax, printouts and the like). Our Elder-in-Residence, Roger Armitte, facilitated regular sharing circles with students and conducted various ceremonies (including Sweat Lodges) for staff and students. Moneca Sinclair is conducting long-term student retention initiatives with the 32.100 Orientation course. All staff members are involved with providing numerous guest lectures, Aboriginal awareness sessions and recruitment/retention initiatives to various faculties and departments.

## Achievements

- 16th Annual Traditional Graduation PowWow was held honouring over 100 Aboriginal graduates.
- ASC hosted the 4th annual Elders and Traditional Peoples Gathering in partnership with the Department of Native Studies, with committee representation from most of the

Aboriginal programs on campus.

- The Aboriginal Summer Employment Opportunity successfully ran during the summer with six students obtaining full-time summer employment on campus in various faculties and departments. This initiative was funded with a grant from the Employment Equity Incentive Fund.
- Successfully secured two work study students in addition to a student placement through the Manitoba Association of Friendship Centres.
- Active involvement in the planning and development of the new Aboriginal building.
- Assisted the Student Association in the partnering with the Manitoba Conservation Department, Aboriginal Branch.

## Published Articles

- Kali Storm, University Teaching Services Handbook "Teaching and Learning with Aboriginal Students"
- Kali Storm, Communiqué (CACUSS) "So You Want To Recruit Aboriginal Students"

## Community Outreach

- Kali Storm with Elder Don Daniels is working on the compilation and future publication of 'Elders stories of Long Plain First Nation'.
- ASC corresponds with the First Nation and Métis communities on an annual basis disseminating information of programs and supports.
- ASC supplies office space and administrative support to visiting Education Counsellors to encourage regular community visits to campus. This also helps meet the demand as well as reduces the loneliness and isolation felt by the students.
- Fax and phone privileges are available at the ASC to assist students to maintain contact with counsellors and family for additional supports.
- Roger Armitte, Carl Stone and Kali Storm are each involved with various Boards and Committees on- and off-campus.

## Initiatives

- Welcome Week PowWow and BBQ (September)
- Aboriginal Student Association
- Family Christmas Party (December)
- Annual Elders and Traditional Peoples Gathering (February)

- Annual Traditional Graduation PowWow (May)
- Education Counsellors Orientation (June)
- Annual Aboriginal Solidarity/Awareness Day (June 21)
- 32.100 ASC/Native Studies Orientation Course (August)

## Publications

Circle Newsletter (quarterly)  
 Racism Pamphlets  
 ASC/Native Studies Orientation 32.100 outline and application  
 ASC (with the Office of University Accessibility) Staff and Faculty Guide

	previous year	
Total Student Requests for Support	1977	1924
Re: Academic	827	924
Financial	160	274
Personal	881	726
Total Walk-in Requests	4813	1614
Total Telephone Requests	3907	2743
New Applicant Requests	869	464

International student enrolment has risen steadily over the last five years, increasing by 37% in 2004-05. Further analysis reveals that a growing percentage of the new students admitted are from outside Canada. To help keep pace with this growth and provide quality advising services on matters related to immigration, non-academic issues of adjustment, culture shock and employment, ICS was granted budget support to add a third advisor and a receptionist. The additional flexibility has allowed ICS to focus more on the development of its communications materials, its networks with faculty-based advisors, U1 and its outreach to the Bannatyne campus. To this end, ICS started working jointly with U1 to enhance its website and produce an electronic handbook. An International Student Services Network was created in 2005 as a means to promote a more consistent, coordinated and welcoming environment for international students.

The Off-Campus Work Permit Pilot project provides international students with the opportunity to gain valuable work experience and learn more about Canadian culture. Since the project started in January of 2004, ICS has issued 652 work permits. Students have found jobs in sectors, ranging from retail, food services, to engineering, city planning, information technology and accounting. The permits can be used to secure jobs that lead to post-graduate full-time employment. Interest in the program has increased throughout the pilot phase and demand is expected to rise as students become more aware of its benefits. The pilot is slated to end in October of 2005.

The ICS Student Exchange Program continues to expand and offer new opportunities to U of M students. Ten new 'university-wide' (open to multiple faculties) agreements were created this year alongside four new faculty-specific agreements. In total, ICS administers 33 agreements with 40 different institutions in 21 countries. The UM participants come from a wide variety of faculties, while visiting exchange students enrolled in Arts, Dentistry, Engineering, Law, Management, Social Work and Science. Pre-departure Orientation sessions in November and April hosted a total of 90 students, over half of whom were participating in UM exchanges administered outside of the ICS program. Working cooperatively with Enrolment Services and Graduate Studies, ICS led efforts to change the way that students apply for admission into an exchange program.

ICS runs orientation programs designed to welcome new students and promote cross-cultural exchange. The year started with two one-day orientation sessions at Star Lake for almost 200 international students, volunteers, faculty and support staff. Another 205 students took advantage of orientation programs at the start of each term and some 100 international students chose to sign-up for the Campus Buddy Program, pairing up with volunteers to help ease their transition into campus life. Demand for the Volunteer English Practice Program is strong as ever with 150 students and 50 volunteers exchanging ideas each term. Other services include a Welcome Family Program; a Leadership Development Series (25 'graduates' in 2004/05); income tax preparation workshops; and, cultural events that get international students onto the ski-hill, out to Manitoba's parks and

conservation areas and into Manitoba's busy arts and festivals scene.

The World W.I.S.E Resource Centre continued to provide information on work, internships, study and exchange abroad, showcasing the possibilities during World Opportunities Week in November of 2004. The annual photo contest featuring student work and exploring the theme of crossing cultures also proved to be popular. The centre is coordinated by ICS, but is supported, in part, by UMSU. In 2004/05, 5 students were employed through this partnership to run some 750 hours of programming.

### *Articles and Presentations*

- Dirks, Robin. "Travel and Work Abroad". Presentation to students at UM Career Services.
- Friesen, Rhonda & Lois Ward, "Working Effectively with International Students" Manitoba Council for International Education April, 2005.
- Friesen, Rhonda & Lois Ward, "Pre-Departure Orientations for Outgoing Exchange Students". November 2004 and April 2005.

### *Publications*

Pre-Departure Handbook for Exchange Students  
Pre-Arrival Guide for International Students

International Student Enrolment		
Session	Number of International Students*	Percentage Increase from Previous Session
1998-1999	658	
1999-2000	754	14.59%
2000-2001	826	9.55%
2001-2002	974	17.92%
2002-2003	1232	26.49%
2003-2004	1718	39.45%
2004-2005	2360	37.37%

\*Enrolment stats are generated in November each year.



# Student Advocacy and Resource Services

Brandy Usick, Director

## *The Unit*

Student Advocacy and Resource Services (SA&RS) is composed of four units: Student Advocacy, Chaplains, Disability Services and PlayCare Centre. Prior to May 1, 2005 the English Language Centre and the Learning Assistance Centre were also part of SA&RS, and now as a result of the Student Affairs restructuring, these two units report to Enrolment Services and University 1 respectively. The Learning Assistance Centre report is found below and the English Language Centre's report is found under Enrolment Services.

SA&RS staff endeavours to provide excellent support to students and to the university community through their respective dedicated services and educational initiatives. A summary of these activities are described in each unit's report. Collectively, staff in SA&RS participate in and contribute to many campus activities including United Way Campaign, Convocation, Sneaker Day, and Campus Beautification. Staff is also involved with educational outreach initiatives including University 1 and Skills for Success orientation, the Evening of Excellence, Parents' Orientation, and Information Days.

## **Student Advocacy** *Brandy Usick, Director*

The mission of the Student Advocacy office is to ensure that students are treated fairly in their dealings with the University. The Student Advocacy office is dedicated to educating the University community concerning student rights and responsibilities and assisting students in the resolution of conflicts arising from actions or decisions taken by the University. While serving the University, Student Advocates maintain a student focus by providing information, investigating complaints, resolving conflict through alternative and formal systems, representing students at hearings, and reviewing policies and recommending change.

### *Services and Programs*

Three full time Student Advocates, three part time Peer Advocates, support staff and the Director respond to the request for services from the university community. The Appendix I provides a summary of the caseload and contacts.

In addition to advocacy services, Student Advocacy staff is responsible for educational programming which includes a growing annual schedule of orientations and workshops (Appendix II). One noteworthy

initiative was eTools. Last year, Student Advocacy and Learning Assistance Centre presented 50 sessions of the "How to use the Net to write an A+ Paper", which was one of a series of four mandatory workshops provided to students registered in the course Introduction to University (99.111).

The eTools partners, Information Services and Technology, Learning Assistance Centre, Libraries, Student Advocacy, in conjunction with University 1, Learning Technologies Centre, and Distance Education Program, created an online version of eTools which can be accessed at [http://www.umanitoba.ca/learning\\_technologies/etools/](http://www.umanitoba.ca/learning_technologies/etools/)

### *Other notable accomplishments*

- Student Advocacy hosted the 8th Annual Academic Integrity Week from November 1-5, and the theme was "A Matter of Ethics".
- Paul Taylor and Zuzana Dankova as Peer Advocates continued, and Peter Zettler (Peer Advisor) received, advocacy training.
- Nancy Callaghan, and later Heather Morris, coordinated the Peers program and chaired the Steering Committee. Brandy Usick chaired the Placement Coordinators' meeting.
- Staff held memberships on several

Student Affairs and UM committees including, Student Relations (Lynn Smith), Faculty of Graduate Studies (Nancy Callaghan and later Brandy Usick) and the Senate Committee on Instruction and Evaluation (Lynn Smith).

- Lynn Smith, completed and presented the final report of the SCIE Subcommittee on Investigating the Use of Plagiarism Detection Software.
- Lynn Smith assisted staff from the Faculty of Nursing to create a Community Principles document.
- Lynn Smith and Dave Morphy presented a workshop on Student Matters and Legal Issues to academic administrators at Bannatyne Campus.
- Lynn Smith prepared and presented The Role of Students and Student Needs, an online course for the CHERD Certificate in University and College Administration. Nancy Callaghan and Brandy Usick presented two modules as guest lecturers.
- Brandy Usick, with the assistance of Jason Herzog, created a contemporary look for the Student Advocacy Annual Report. The presentation of the text and statistics were revised to appeal to the larger university community. The report is available online at <http://www.umanitoba.ca/student/advocacy/>

## Appendix I

### Student Advocacy Services: Caseload and Contacts 2004-2005

Month	Caseload				Contacts			
	New Cases	Appointments*	Meetings	Hearings	Front Desk	Potential	Staff Consults	Web hits
September	28	135	7	9	22	31	15	5,659
October	87	103	12	11	13	49	8	8,260
November	63	111	9	5	10	18	20	7,208
December	126	181	22	6	31**	28	14	5,202
January	63	171	10	6	18	18	18	9,585
February	102	178	17	6	13	26	18	5,765
March	195	209	12	12	35	34	34	6,450
April	130	244	13	13	17	22	18	9,410
May	67	150	5	11	14	16	21	8,218
June	82	136	4	17	20	10	10	7,589
August	82	136	4	17	20	10	10	7,589
<b>Total</b>	<b>1,098</b>	<b>1,905</b>	<b>118</b>	<b>109</b>	<b>125</b>	<b>256</b>	<b>211</b>	<b>86,806</b>

\*In-person or initial telephone appointments. Does not reflect email or follow up telephone correspondence

\*\*14 Front Desk Contacts + 17 Grade Appeal Queries (Information Poster in the reception area)

## Appendix II

### Student Advocacy office Schedule of Orientations and Workshops - September 1, 2004 to August 21, 2005

<b>September</b>	
New Faculty Orientation	<i>Managing Student/Professor Relationship</i>
Red River College Nursing Workshop	<i>Plagiarism – Detection &amp; Prevention</i>
New Administrator's Workshop with Jannine LeMere	<i>SA Rights &amp; Responsibilities</i>
Aboriginal Student Centre Orientation	<i>SA Rights &amp; Responsibilities</i>
ACCESS New Student Orientation	<i>SA Rights &amp; Responsibilities</i>
Engineering TA Workshop with Equity Services	<i>Before You Begin</i>
Social Work New Student Orientation	<i>Role Of Office &amp; Rights &amp; Responsibilities</i>
University 1 Orientation	<i>SA Rights &amp; Responsibilities</i>
Arts TA Workshop with Equity Services	<i>Before You Begin</i>
UTS Sessional Instructors' Workshop	<i>Role Of SA Office &amp; Policies</i>
Agriculture Diploma New Student Orientation	<i>SA Rights &amp; Responsibilities</i>
GSA Council Meeting	<i>SA Rights &amp; Responsibilities</i>
Graduate Studies Orientation	<i>SA Rights &amp; Responsibilities</i>
GSA Orientation at Bannatyne Campus	<i>SA Rights &amp; Responsibilities</i>
<b>October</b>	
AEPUC	<i>Plagiarism</i>
CHET Workshop with Norma Buydens	<i>Academic Integrity</i>
E-Tools (37 sessions)	<i>Using The Net Correctly To Write A Paper</i>
Architecture/Environmental Design	<i>SA Rights &amp; Responsibilities</i>
<b>November</b>	
St. Boniface College Student Advisors and Student Council Members	<i>Hearing Process/Procedures</i>
English Graduate Seminar Presentation	<i>Plagiarism</i>
Political Studies Class Presentation	<i>Student Rights &amp; Responsibilities</i>
<b>December</b>	
Dentistry Clinicians and Faculty	<i>Uncivil &amp; Disruptive Behavior</i>
<b>January</b>	
ICS Student Orientation	<i>Services offered by SA Office</i>
Faculty Student Council Reps.	<i>Making The Right Referral</i>
UTS Sessional Instructors' Orientation	<i>Rights &amp; Responsibilities</i>
Dentistry	<i>Incivilities In The Classroom</i>
E-Tools (12 sessions)	<i>Using The Net Correctly To Write A Paper</i>
Biosystems Graduate Seminar	<i>Plagiarism Session</i>
<b>February</b>	
Dentistry and Medical/Allied Health Professionals	<i>Academic Integrity</i>
E-Tools (1 session)	<i>Using The Net Correctly To Write A Paper</i>
Dentistry and Medical/Allied Health Professionals	<i>Plagiarism Research</i>
<b>March</b>	
Educational Research Methods Graduate course	<i>Plagiarism Research</i>
Academic Administrators	<i>Student Matters, Legal Advice</i>
<b>April</b>	
AEPUC Students	<i>Plagiarism</i>
U1 Advisors	<i>Admissions Fraud</i>
<b>May</b>	
UTS Spring Workshop Series	<i>Civility</i>
<b>June</b>	
WARUCC-Student Judicial Issues	<i>Admission/Student Records Student Discipline Matters</i>
<b>August</b>	
1 <sup>st</sup> Year Dentistry Orientation	<i>Rights &amp; Responsibilities/ Academic Integrity</i>
Access Orientation	<i>Supports and Services Offered by SA</i>
1 <sup>st</sup> Year Dental Hygiene Orientation	<i>Rights &amp; Responsibilities/ Academic Integrity</i>
2 <sup>nd</sup> Year Dental Hygiene Orientation	<i>Rights &amp; Responsibilities/ Academic Integrity</i>
School for Medical Rehabilitation	<i>Services Offered by SA</i>
Orientation for New International Students (ICS)	<i>Services Offered by SA</i>
New Faculty Orientation	<i>Managing Student/Professor Relationship</i>

## Scholarly Activities

- Brandy Usick, M.Ed. and Heather Morris, M.S.W. completed their respective graduate programs.
- Brandy Usick, project leader and Lynn Smith, research partner, continued their research activities on and the development of educational materials from the plagiarism research project, which received financial support from Social Science and Humanities Research Council.
- Callaghan, N. (2005). "Email Etiquette" *UTS Teaching Handbook*. Winnipeg, MB: University Teaching Services.
- Usick, B. L. (2005). "Academic Integrity: The responsibilities of an instructor" *UTS Teaching Handbook*. Winnipeg, MB: University Teaching Services.
- Smith, L. M. & Usick, B. L. (2005, March). Technology and Plagiarism: A Primer on detection and prevention. *UTS newsletter*, 13(3), 8-10.

## Chaplains' Association

*Rev. Dr. Ken Stupak, Coordinator*

The chaplains at the university work cooperatively through the University of Manitoba Chaplains' Association. They are all ordained or appointed professionals in recognized religious bodies of Canada who have been called or assigned to work at the UM in order to provide a ministry to the university.

The mission of the Chaplains' Association is to serve the whole university community: to participate in, and to support the life of the university community, with a focus on religious and spiritual needs and values; to support students in their transition to the university environment and in their development as responsible citizens; to support students, staff and faculty in the ongoing pursuit of knowledge and truth.

Along with the individual assistance to students, the following special programs are highlighted: Chewy Chewsdays, Bagel Break, PB Jam, and Shabbat Dinner. In January 2005 students, faculty and staff from the UM and U of W gathered at the Shaarey Zedek Synagogue to celebrate and experience the weekly Jewish Sabbath. An invitation was extended to attendees to participate in the worship service that preceded the traditional Shabbat meal. Matthew Leibl, UM student and lay leader in the Jewish community, led the campus community through the Shabbat customs. The opportunity for spiritual development was provided through group studies and worship experience. The worship experience generally coincided with special calendar dates such as Advent and World Day of Prayer.

# Disability Services

Carolyn Wiebe, Interim Coordinator



Disability Services is the office responsible for assigning, verifying, and providing accommodations to students with disabilities at the UM. Disability Services works to ensure a responsive and accessible post-secondary environment through providing information and services to: students with disabilities; instructors; academic departments; faculties; and administrative units on campus.

## *Services and Programs*

Responding to the university community's requests for accommodations and other related services are the Coordinator, three full time Accessibility Advisors, one office assistant, ten invigilators, a number of sign language interpreters and computerized notetakers, and a group of committed volunteers and Peer Advisors. In May, advising staff moved to the Resource Services office, which provides a more confidential space for meetings with students. Room 155 has become a satellite reception office and a dedicated area for tests and exams.

During 2004-2005, the DS office received 7,785 telephone inquiries, and as part of their caseload, the Accessibility Advisors managed 1,108 in-person student meetings

(Appendix I). The number of students who registered with the DS office increased from 597 in 2003-2004 to 689 in 2004-2005 (Appendices II and III).

The Interpreting Program provides American Sign Language/English interpreting, as well as Computerized Notetaking, for students who are Deaf or Hard-of-Hearing. Services are provided for students in the classroom, for meetings with instructors or other students, for laboratory and tutorial sessions, and for other academic situations as needed. Although the Interpreting Program is an essential service, DS has struggled for the last few years to fund the program. Last year, the total cost of the Sign Language Interpretation and Computerized Notetaking program was \$295,205.

Learning Disability Services Clinic, a partnership between Disability Services, Student Counselling Centre, and the Learning Assistance Centre, provided in-take assessments for students who suspect they may have a learning disability. This year, 82 students were screened in the LD Clinic.

Many students with disabilities require unique accommodations

when writing tests and exams. The numbers of tests/exams invigilated in DS had a significant increase this year, from 2,262 in 2003-2004 to 2,895 in 2004-2005. The request for this service fluctuates with the academic session cycle, with increases during mid terms (October and February) and final exams (December and April).

## *Accomplishments*

- The DS fee-for-service tutoring program has grown exponentially. Many students are excited to have a service with qualified tutors. DS screens and hires the tutors and the Learning Assistance Centre provides the training for tutors.
- The 99.111 (Introduction to University) course taught by Janalee Morris-Wales and offered only to students registered at Disability Services, received excellent reviews.
- DS staff held Disability Awareness workshops for several groups on campus, including Peer Advisors, Student Advisors, Residence staff, CHET program, instructors on campus, new faculty members, Human Resources and one in conjunction with UTS on accommodating disability in the classroom
- DS staff hosted Access Awareness Day in January

- DS staff created two newsletters in August and in March.
- The interpreters provided supervision and mentorship to those students enrolled in the American Sign Language/English Interpretation Program jointly housed by the UM and Red River College.
- DS staff maintained contact with various disability organizations including the Canadian Paraplegic Association, Canadian Mental Health Association, Manitoba Vocational Rehabilitation, Deaf Blind Association, Employment Equity Committee, Society for Manitobans with Disabilities, Canadian Centre on Disability Studies, and the Winnipeg Deaf Community.
- Janalee was a member of the Advisory Committee for a project by Reaching E-Quality Employment Services. Carolyn is a member of the CADSPPE board serving from 2004-2006 as the Manitoba representative.



## Appendix I

DS Caseload 2004-2005 and 2003-2004

Month	2004-2005		2003-2004	
	Student Meetings and consultations	Telephone Inquiries*	Student Meetings and Consultations	Telephone Inquires*
September	157	643	120	580
October	103	784	120	548
November	76	660	107	733
December	44	611	13	499
January	92	798	70	703
February	82	670	85	597
March	112	581	91	717
April	97	734	41	607
May	78	557	38	448
June	97	507	87	185
July	83	634	58	531
August	87	606	84	538
<b>Total</b>	<b>1,108</b>	<b>7,785</b>	<b>914</b>	<b>6,686</b>

\*Includes consultations with academic staff

## Appendix II

Students Registered with DS according to Faculty/School

Faculty	Number	Percentage at DS
Agriculture	9	1.3%
Art, School of	22	3.2%
Arts	132	19.2%
Continuing Education	50	7.3%
Dentistry	0	0
Education	16	2.3%
Engineering	30	4.4%
Environment	12	1.7%
Environmental Design	7	1.0%
Graduate Studies	48	7.0%
Human Ecology	13	1.9%
Law	14	2.0%
Management	29	4.2%
Medical Rehabilitation	3	0.4%
Medicine	3	0.4%
Music	3	0.4%
Nursing	30	4.4%
Pharmacy	4	0.6%
Phys Ed & Rec Studies	10	1.5%
Science	86	12.5%
Social Work	30	4.3%
University 1	129	18.7%
Unknown	9	1.3%
<b>TOTAL</b>	<b>689*</b>	<b>100%</b>

\* Male = 255, Female = 434

## Appendix III

Students Registered with DS according to type of Disability

Disability Type	Number	Percentage
Acquired Brain Injury	18	2.6%
ADHD	29	4.2%
Deaf / Hard-of-Hearing	21	3.0%
Exam Anxiety	89	12.9%
Learning Disability	95	13.8%
Medical	79	11.5%
Mental Health	79	11.5%
Mobility	105	15.2%
Temporary	75	11.0%
Visual	35	5.1%
Unknown	13	1.8%
Other	0	0%
Multiple Disability	51	7.4%
<b>Total</b>	<b>689</b>	<b>100%</b>

# Learning Assistance Centre

Miriam Unruh, Coordinator

The Learning Assistance Centre (LAC) strives to serve graduate and undergraduate, full and part-time, on campus and distance education students who are registered with the UM. To offer quality academic support to all UM students through accessible and adaptable programming that will facilitate learning and enhance writing. Aware that students have different needs, the Centre is committed to serving students in variety of ways including one-to-one sessions, workshops, and by providing electronic material whether it is handouts, links or on-line workshops. Statistics are provided below with respect to student visits, web hits and workshops.

This year, the LAC's Writing Tutor Program was expanded thanks to a grant from the Strategic Program Development Fund. The program, previously staffed by volunteers who were available for 10-15 hours a week, is now staffed by a combination of paid and volunteer tutors who are available for 30- 35 hours a week. In March, the first month that the program was running full time, the tutors saw 231 students.

### Summary of services and programming

Month*	Student Visits	Web Hits	Workshops Offered	Elizabeth Dafoe Writing Tutor Program	
				Tutors	Student Visits
September	100	6,502	6	-	-
October	189	6,502	10	-	-
November	188	8,454	7	2	16
December	75	6,606	1	-	-
January	81	9,771	7	2	9
February	96	6,534	8	13	81
March	106	13,841	8	13	231
April	60	14,596	-	13	105
<b>Total</b>	<b>895</b>	<b>72,806</b>	<b>47</b>	<b>-</b>	<b>442</b>

\*Summer session statistics are not provided because as of May 1st, 2005 the Learning Assistance Centre left Students Affairs and became part of University 1.

## PlayCare Centre

Marlynn Raven, Coordinator

The PlayCare Centre responds to the needs of students with children, who require early child care/education while they pursue their studies. This service is a licensed day care that provides a flexible choice of full-time, part-time and occasional spaces. The PlayCare employees facilitate child-centered activities which encourage the children to explore their environment so that they may develop socially, emotionally, intellectually and physically at their own pace. The PlayCare Centre provides an environment for approved research studies and observations at the University of Manitoba.

This fiscal year April 1, 2004 to March 31, 2005, the PlayCare provided care and programming for a total of 67 children from 55 families. A total of 88% of fee income was collected from students (Graduate Studies 25%, Arts 23%, U1 17%, Engineering 12%, Commerce 10%, Continuing Education 6%, Human Ecology 3%, other faculties 4%) and the remaining 12% from staff/faculty and the community.

Thirteen students volunteered at the PlayCare this year. These students gain experience interacting with the children and in turn help to lower the child to adult ratio. The international students also gain

experience conversing in English. The PlayCare hired eleven students as part-time child care assistants. We applied for and received grant funding for three positions in three separate programs: Work Study Program, Aboriginal Summer Student Grant and Summer Career Placement Grant. Full-time Early Childhood Educators continue to be dedicated to Professional Development attending appropriate conferences and workshops.

### Activities

- Staff participated in a number of professional development opportunities including Child Care for Change Conference in Winnipeg (November 2004), Plan-It-Quality Conference in Regina (June 2005) and a series of Ethics in Child Care/Education workshops.
- Numerous improvements have been made to the PlayCare environment.
- Four Parent Advisory Committee Meetings were held throughout the year.
- The annual Family Night Open House was held in October.
- Program evaluation forms were distributed.



## Highlights

- Prof. Lisa Seymour, in conjunction with colleagues in the Faculty of Social Work, received a \$5,000 award from the Employment Equity Incentive Fund for the antihomophobia and safe space project, "Identifying Allies."
- The 'Exploring Occupations' website developed by the Career Resource Centre at SCCC was listed by the Government of Canada as one of the Top 100 Internet Sites for Learning and Employment.
- SCCC Psychology Intern Alicia Ordonez delivered a public presentation on bullying as part of national Psychology Week in February, 2005. She was later interviewed on this topic by the Canadian Press wire service, with subsequent stories in national and international print and on-line news services.
- Dis-Orientation 2005 was a huge success this year. Offered by the SCCC in conjunction with Career and Employment Services, UMSU, and the Alumni Association, Dis-Orientation is a program designed to prepare graduating students for the transition to the workplace. It consists of a number of sessions, workshops, and special events on a host of topics over a two-day period, along with a pancake breakfast featuring alumni, employers, and community members.

- Dr. Tim Osachuk received grants from the Canadian University and College Counsellors Association and the Canadian Association of College and University Student Services for his research and programming on ways to enhance services to men on campus.
- Prof. David Ness and Ms. Elizabeth Boyle organized a successful new workshop for high school guidance counsellors, focused on current research, theory, and applications in career counselling.
- The SCCC Psychology Internship Training Program underwent a successful re-accreditation review in June, 2005 by representatives from the American Psychological Association and the Canadian Psychological Association.

## Scholarly Activities

- Geller, G. *Acculturation and Predictors of Distress and Resilience among International Students on a Canadian Campus*. Presented at CACUSS, 2005.
- Geller, G. *Acculturation, Family Conflict, and Eating Pathology among Greek and Italian Second-Generation Immigrant Women*. Presented at the Canadian Psychological Association Annual Convention, 2005.

Ness, D. and Stewart, D. *The Efficacy of Critical Incident Stress Debriefing Interventions on Campus*. Presented at CACUSS, 2005.

Osachuk, T., Aziz, J., Isakson, R., Keilin, G., & Stevens, M. *Integrating Men's Issues into Internship Training: Where Privilege and Diversity Intersect*. Presented at ACCTA 2005.

Osachuk, T. *Reaching Men on College and University Campuses*. Presented at CACUSS, 2005.

Osachuk, T. *Severe Mental Health Presentations on Campus*. Presented at CACUSS, 2005.

Stewart, D. *High Tech + High Touch = Hard Times for Soft Services: Supporting Students in a Changing Campus Context*. Presented at CACUSS, 2005.

Stewart, D., Walker, J., and Porpiglia, C. *Social anxiety on campus: Prevalence in clinical and non-clinical university student samples*. Presented at the Anxiety Disorders Association of Canada Annual Conference, 2005.



University Health Service (UHS) is a Family Practice Medical Clinic with three physicians and two nurses to serve the students and staff of the University of Manitoba. UHS offers comprehensive medical care for chronic illness, urgent health concerns, annual health checkups, immunizations/vaccinations, prescription refills and prenatal/postnatal care. UHS can arrange specialist consultations when necessary. Medical examinations and immunizations can also be booked for travel, sports and school requirements. There is a physician on call 24 hours a day, year round, for emergency medical concerns.

## University Affiliations

UHS works closely with other University groups to ensure continuity and quality of care for the University community. Specifically, UHS has links with Student Counselling Services, International Student Services, Student Advocacy, Student Records, Enrolment Services, Security Services and Athletic Therapy. Through Athletic Therapy, UHS has links with Orthopedic medical specialists and UHS contracts with outside physicians to ensure that there is medical practitioners at high-risk sports events such as hockey and football. UHS has physician representatives on the University's Disaster Planning Committee,

Workplace Health and Safety Advisory Committee and Administrative Staff Council.

## Community Outreach

- Convocation
- Evening of Excellence
- Parent's Orientation
- Workplace Health and Safety Committee (by invitation).
- Disaster Planning Committee
- Medical instruction for Mini-U supervisors.
- Medical information seminars for International Study students.
- Information sessions for parents and students in first-year residence.
- Medical information sessions for the Access Program regarding health care services and common health concerns.
- Medical information sessions for Athletic Therapy Students on blood borne pathogens
- Teaching of Family Practice Residents and International Medical Graduates in training by all UHS physicians.
- Physician examiners for the College of Family Physicians of Canada
- Physician interviewers for applicants to Faculty of Medicine.
- Physician participation in Practice Based Learning Group.
- Physician participation in Manitoba Primary Health Care Research Network.
- Physician participation in Winnipeg Community Health Centre Medical

Managers Group.

- Physician participation in planning and facilitating workshops in "Beyond Depression" a nationally accredited program for Family Physicians managing depression and other mood disorders.

## Highlights

- Participation in the International Medical Graduate Program for integration of foreign medical graduates into Manitoba health care system.
- Establishment of Physician Practice Based Learning Group through the Foundation for Medical Practice Education.
- Electronic Medical Records System implementation
- PAP Test Awareness (joint venture with CancerCare Manitoba).
- Extensive renovation of UHS physical space.

## Research

Provides phlebotomy services as part of medical research programs being conducted by UM academics. Participated in Cancer Care Manitoba's PAP test awareness program which is a primary care research effort engaged in promoting awareness and providing cancer screening opportunities to Manitoba residents. Involved in the Manitoba Primary Care Research Network.



Please note there was a printing error with regard to the UHS statistics. The correct statistics are as printed with the exception of Front Desk Encounters: 2000 and Physician Encounters: 1100.

Total Annual Patient Encounters	53443
	Average Monthly Patient Encounters
Front Desk	200
Nurse	1360
Physician	110
New Patient	154







# Student Affairs Support Team

This year Student Affairs expanded the support provided to all departments and staff through the Student Affairs Support Team. The Team consists of Jason Herzog, Phyllis Main, Drew Maltby and Marci Davies.

Jason Herzog, Communications Specialist, provides graphic design production for all departments. Jason's initial focus has been on printed publications in Enrolment Services but also includes website design and maintenance and other printed publications for all units within Student Affairs, (i.e. *Student Affairs Annual Report*, *Student Affairs Student Guide*, *Admission Handbook*)

Phyllis Main and Drew Maltby, Information Technologists, provide IT support to all Student Affairs staff with the exception of Housing and Student Life, who have their own personnel. Phyllis is primarily responsible for Student Services and Drew is primarily responsible for Enrolment Services and the Registrar's Office.

Marci Davies provides support to the Office of the Vice-Provost (Student Affairs) for all administrative and budget matters. She represents the Student Affairs Support Team at the Council of Student Affairs meetings as well as at the Student Affairs Executive meetings.

As Student Affairs continues to grow with the University of Manitoba and the student population, the Student Affairs Support Team works hard to provide assistance to the Directorate and staff as required.





## Outreach Award Recipients

Each year, through the presentation of sterling silver pins, the University of Manitoba honours support and academic staff who have been notably active in outreach activities.

Outreach activities may include increasing access to existing university programs, extending the nature and range of the university's programs and services, and sharing most effectively with the community the resources of the university.

### *Student Affairs Outreach Award Recipients*



1981-1982  
Mr. Desmond Bevis

1982-1983  
Mr. Ron McDole

1985-1986  
Dr. David R. Morphy

1987-1988  
Dr. Patrica Mirwaldt  
Mr. Philip Shea

1988-1989  
Ms. Pat Mochnacz

1991-1992  
Mrs. Florence Bruyere (Ms.  
Kali Storm)

1992-1993  
Mr. Ron McDole

1993-1994  
Ms. Gerry Prouten

1995-1996  
Professor Margaret Tobin

1996-1997  
Professor Lisa Seymour

1998-1999  
Ms. Rosabel East  
Professor Maureen Robinson  
Dr. Donald Stewart

1999-2000  
Dr. Lynn Smith  
2000-2001  
Professor David Ness

2002-2003  
Ms. Lois Ward

2003-2004  
Mr. Peter Dueck

2004-2005  
Mr. Timothy Podolsky  
Mr. Joe Danis

## Professional Development Days

Each year, Student Affairs holds professional development sessions for all Student Affairs staff on various issues relating to staff and working with students. The sessions are held in the morning with lunch thereafter to continue networking and getting to know one another.

November 30, 2004 - "A Wellness Workshop: 10 Servings of Turkey Soup for the Soul" Facilitated by Mr. David Zinger

This session was informative, educational and entertaining. It offered a variety of perspectives on wellness and some sound wellness practices in assisting to identify what is fowl and fishy in wellness and how to find the real nourishment in wellness.

Professional Development Day Committee: Dr. Don Stewart, Chair  
Diane Benoit, Joyce Burns, Marci Davies, Michele Drew, Linda Rzeszutek, Nellie Bodnar



## Student Affairs Participation Award

*David H. Ames 2004-2005 Recipient*

David Ames completed his first program of studies at the University of Manitoba and convocated with distinction in May 2005 with a Bachelor of Science degree. He is currently registered in the first year of Medicine at the University of Manitoba.

David's history at the University of Manitoba exemplifies the diversity of our current student population. David, married with two children at the time, was admitted to University 1 in September 2000 as a mature student. He completed his studies in University 1 as a part-time student and then transitted into the Faculty of Science in September 2002. During his three years of studies in the Faculty of Science, David maintained a full-time courseload and achieved the Dean's Honour List in his final year. Another achievement in his final year was the birth of his third child. He graduated from Science with a 3.82 cumulative grade point average. During his time in Science he also became very involved in extra-curricular activities both within and outside the university.

David's list of extra-curricular activities includes serving on the Science Student Association Council, Faculty of Science Local Discipline Committee, University Senate Executive Committee, Senate Committee on Academic Freedom, and served as a Senator on the University Senate. In the general community, he volunteers regularly at the River Heights Community Centre and with Cancer Care Manitoba.

David was nominated for the Student Affairs Participation Award by Dr. Mark Whitmore, Dean of the Faculty of Science. In his nomination, Dr. Whitmore stated that David "is an extremely articulate advocate of excellence and has demonstrated enormous commitment to student affairs".









## **Acknowledgments**

Student Affairs wishes to thank the Directors and staff from each unit who chronicled the progress of the past year as well as Imaging Services for photography and Jason Herzog, Communications Specialist, for graphic design and photography.



# UNIVERSITY OF MANITOBA

## **Office of the Vice-Provost (Student Affairs)**

208 Administration Building

Winnipeg, MB R3T 2N2

(204) 474-8279

*[umanitoba.ca/student](http://umanitoba.ca/student)*