Student Experience Outcomes

Student Experience Outcomes

PROPEL
Entrepreneurship

Students, youth, faculty and staff are exposed to entrepreneurship
Students develop transferable skills through hands-on experience
Western University is a hub for increased job creation through student and youth startups
Student entrepreneurs have access to more professional resources and services on campus
Student and youth startups have an increased survival rate
Western’s institutional climate supports and fosters entrepreneurship

THE STUDENT SUCCESS CENTRE

Students develop, identify and articulate a range of transferable skills
Community and industry partners are able to access Western talent to contribute in meaningful ways to their organizations
Students have increased access to a range of outside-the-classroom opportunities
Students increase their ability to engage in career exploration, planning, and decision-making
Students enhance skills and experiences that equip them to be global leaders

STUDENT DEVELOPMENT CENTRE

Students have the skills, resources, and tools they need to succeed personally and academically
Western’s campus community supports student mental health
Western is an accessible campus community that supports diverse student needs
Students develop knowledge, leadership, and professional skills through volunteer and professional training
Western University is more Indigenized as an institution
I am absolutely ecstatic and feel quite privileged to be the new Associate Vice-President (Student Experience), charged with leading a new portfolio which wholeheartedly embraces a time-honoured tradition at Western of prioritizing student support and engagement.

At Western, Student Experience is everyone’s passion and responsibility. To be part of a cohesive team focusing on assisting students in achieving their full potential throughout a myriad of challenges is both exciting and inspiring.

Throughout this annual report, we have tried to explicate and illuminate some of the highlights of the past academic year and give a sampling of the programs and processes which support Western’s academic mission outside of the classroom through promoting student success and well-being.

The Student Experience portfolio is comprised of an amazing team of professionals who support students - spanning from writing specialists, research and assessment specialists, career counsellors, to psychotherapists, entrepreneurial consultants, and more - all experts in assisting students with a wide range of topics and issues.

By developing and supporting successful students, we strive to foster engagement, global citizenship, and an environment in which students can meet their highest potential.

We’re here to help, and we look forward to continued successful collaboration with all areas across the University.

TABLE OF CONTENTS

Student Experience Outcomes .......................... c1
Organizational Chart .................................. 2
Propel - Entrepreneurship .............................. 3
The Student Success Centre
  Career Counselling ................................... 4
  Employer Relations .................................. 5
  Experiential Learning ................................. 6
  Transition, Leadership and Enrichment ............ 7
  Indigenous Services ......................... 8
  Learning Skills Services ......................... 9
  Psychological Services .........................10
  Services for Students with Disabilities ..........11
  Writing Support Centre .........................12
  Volunteers in Progress .........................13

Student Development Centre

Student Experience
  Initiatives ...........................................14
  Code of Conduct .................................14
  Assessment .......................................15
  Human Resources, Finance, Communications, Web/IT ..................16-17
  Operations/Wellness ............................17
Launched in September 2014, Propel is an on-campus resource for youth entrepreneurs and individuals interested in learning more about entrepreneurship. Propel’s mandate is threefold: 1) to increase exposure and awareness of entrepreneurship throughout campus; 2) to provide a safe environment for youth entrepreneurs to explore and test their ideas; 3) to foster local economic development by providing targeted support to high-potential startups.

Propel features an on-campus co-working space available throughout the year, access to mentorship from experienced entrepreneurs and service providers, seed funding/grant opportunities, connections to a broader entrepreneurial ecosystem, as well as a formal summer incubator program, PSI. Propel also holds an annual pitch competition, Seed your Startup, and advocates on behalf of many other entrepreneurial clubs and organizations on campus. The space is also home-base for a number of clubs and events hosted by third-parties on campus.

In the first year of operations, the centre worked with more than 100 startups, representing more than 250 Western students and Alumni. In total, startups working with Propel generated more than $500,000 in investments and over $250,000 in sales.

**Programs and Services**
- Seed your Startup
- PSI - Summer Incubator Program
- Student led initiatives (i.e. Hack Western)

**Initiatives**
- Assisted over 100 startups between September and April
- 10 startups achieved their first sales

**Outcomes**
- Students, youth, faculty and staff are exposed to entrepreneurship
- Students develop transferable skills through hands-on experience
- Western University is a hub for increased job creation through student and youth startups
- Student entrepreneurs have access to more professional resources and services on campus
- Student and youth startups have an increased survival rate
- Western’s institutional climate supports and fosters entrepreneurship

**Propel Startup Mentorship Program**
- Investments $500,000
- Sales $250,000

**Seed Your Startup (SYS)**
- $5,000 Cash Prize
- 70+ Applicants
- 5 Finalists
The Career Counselling team is committed to providing programs and services which support students in finding meaningful employment that draws from their educational background and experiences at Western and beyond. With a growing number of University graduates across the country and a competitive job market, it is more important than ever to prepare Western students for success when entering into the new world of work.

Programs and Services

Clinical supervision of MA Counselling Psychology interns

Career Counselling to help students link their academic interests to the world of work

Western’s Employment Resource Centre drop-in and e-advising service for résumé, cover letter and CV review, plus LinkedIn and Magnet profile feedback

Group Counselling for International Students

Conferences, faculty-based events, specialized programming, and career workshops

Graduate Career Day and Biology Graduate Student Career Series

Career Curriculum presentation to Anatomy and Cell Biology Professionalism course students

Professional Management and Communication Graduate Diploma careers course

“I am really happy I could access all these services at Western and I thank Western & The Student Success Centre for giving me such a positive experience!”

Sugitha Anandakumar, MA Civil Engineering Student on Individual and Group Career Counselling for International Students

“These sessions contain things you ‘think’ you knew already or are an expert at. However, you soon find out that you are thinking in new, bold ways, considering all possibilities about who you are, and how you will carry yourself for the rest of your life.”

Western Student in Anatomy and Cell Biology Professionalism course

Initiatives

- Facilitated the first annual Life After WesternU: Career Conference
- Enhanced online career resources and developed e-learning module
- New collaboration for Indigenous students: offered 3 workshops and moderated an employer panel

Outcomes

- Students increase their ability to engage in career exploration, planning, and decision-making
- Students develop a diverse range of transferable skills
- Students enhance their ability to identify and articulate transferable skills developed through academic studies and outside the classroom experiences

<table>
<thead>
<tr>
<th></th>
<th>2013-14</th>
<th>2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>397 Drop-Ins</td>
<td>1409</td>
<td>581</td>
</tr>
<tr>
<td>Total</td>
<td>1806</td>
<td>2128</td>
</tr>
<tr>
<td></td>
<td>2709</td>
<td></td>
</tr>
</tbody>
</table>
The Employer Relations team’s vision is to create employer relationships that result in employment for every Western student. Their mission is to serve as a pathway and connector for employers to students’ attributes and skills. Through the delivery of robust activities, employers are provided access to students to build their talent pipeline.

### Programs and Services

- **Student2Business Networking Conference**
- **Online Job postings, Work Integrated Learning Postings, On-Campus Interviews, and Employer Events through Career Central**
- **Career, Job, and Graduate & Professional School Fairs**
- **London Career Crawl**
- **Careers & Coffee**
- **Backpack to Briefcase**
- **Information Sessions with Employers and Academic Institutions**
- **Employer Hosted Workshops**
- **Interview Suites**
- **hirewesternu campaign joint initiative with Experiential Learning Magnet**

### Initiatives

- Led implementation of Magnet on campus
- Launched the hirewesternu marketing campaign
- Introduced Careers and Coffee series in collaboration with Western Alumni
- Completed strategic renewal, increasing focus on the delivery of recruitment activities

### Outcomes

- Students will have increased access to a diverse range of employment opportunities including international, internship, and post-graduate full-time positions
- Employers have increased awareness of the value of hiring Western talent
- Employers know the processes and tools involved in hiring Western talent

### Key Figures

- **Students Making Use of Interview Suites**
  - 2013-2014: 1278
  - 2014-2015: 1318

- **Job Postings on Career Central**
  - 2013-2014: 4470
  - 2014-2015: 5131

- **Graduate and Professional School Fair Organizations and Student Participants**
  - 2013-2014: 916
  - 2014-2015: 1063
The Experiential Learning team works diligently to support experiential learning activities across Western’s campus. In 2014-15, we provided over 2600 students with experiential learning opportunities in the areas of Work Integrated Learning, Community Engaged Learning, and Global Experience. Through these programs, we worked with 340 community and industry partners to give students meaningful, hands-on learning experiences that complement their academic studies.

**Programs and Services**

- Alternative Spring Break (ASB)
- Western Serves - Day of Service & Network
- Western’s Co-Curricular Record (WCCR)
- hirewesternu campaign joint initiative with Employer Relations
- Community Engaged Learning (CEL) courses
- Experiential Learning Central
- Engage Western
- Faculty Development Workshops
- Long-term internships (8, 12 and 16 months)
- Ontario Global Edge Program
- Social Science Summer Internship Program
- Job Shadow Program
- Volunteer Fair

**Initiatives**

- Introduced 6 new CEL courses and held a CEL showcase in partnership with Affiliated University Colleges
- Launched the hirewesternu campaign to increase Work Integrated Learning opportunities for students
- Developed Experiential Learning Central - a robust online tool for Western faculty
- Partnered with the USC to host the Volunteer Fair
- Introduced a new Alternative Spring Break location (Jamaica) - students supported medical clinics in underserved communities

**Outcomes**

- Students develop transferable skills that will prepare them for successful entry into the workforce post-graduation
- Students enhance their sense of civic engagement and social responsibility by participating in community work, both locally and internationally
- Community and industry partners are able to access Western talent to contribute in meaningful ways to their organizations
- Students can access a diverse range of outside of the classroom opportunities

**Noteworthy Quotes**

- “ASB is something special. Special because it is an out-of-this-world experience which I will carry with me for the rest of my life. For me, it was about taking a leap of faith, and stepping way out of my comfort zone only to return more empowered and confident in my abilities.”
  
  Alternative Spring Break Participant, 2015

- “(CEL) is ESSENTIAL to learning through university. Taking what you have learned in the classroom and applying it to a real world setting has more of an impact than I can describe. It is what university is really about, true learning.”
  
  Student, Community Engaged Learning Course
The Transition, Leadership and Enrichment (TLE) team works with prospective students and current Western students to provide programs and services which support their transition into University. The programs foster engagement and a sense of community to help students thrive in their endeavors at Western and beyond.

### Programs and Services

- Programming for Mature and Transfer Students (SAGE)
- Ready for University Program
- Out of Province Student Association
- Leadership and Mentorship Program (LAMP) 1.0 and 2.0, and LAMP Leadership
- Society for Off-Campus Students (SOCS)
- School within a University (SWAU) and Orientation Program
- Leadership Education Program (LEP) - addition of Upstander Workshop
- Summer Academic Orientation (SAO), Traditional Student Orientation, and Guest Orientation
- Online Academic Orientation
- Mature and Transfer Student Orientation
- Western Initiative for Scholarly Excellence (WISE) Program and Orientation
- The Scholars’ Electives and Western Scholars Programs

### Initiatives

- Worked with Thames Valley District School Board and Alumni Development for $5 Million donation (SWAU)
- Launched newsletter exclusively for LAMP
- LEP Leadership Summit with more than 250 students attending
- LAMP 2.0 Pilot - expanding peer mentoring to 2nd year students in Faculty of Science
- Capital Campaign approval for LAMP / First Year Resource Centre Renovation
- Re-design of Scholar’s Electives 4400Y Capstone course, collaboration with Experiential Team to convert to CEL Course

### Outcomes

- Facilitate a successful transition both academically and socially for new students at Western
- Enhance student leaders’ leadership and communication skills through the Success Leader program
- Offer support for high achieving and academically determined students by providing relevant resources to foster their academic and personal growth

“The phrase ‘nurture friendships and contribute something’ is one I heard early in my undergraduate career and has since been a source of motivation for me during my studies in the BMSc program at Western. I have been so fortunate to be able to achieve so much of this goal through my varied experiences with the Student Success Centre. As I now move beyond my undergraduate studies, I can absolutely attribute much of the leadership and collaborative skills I’ve developed...to my involvement with the Student Success Centre.”

Kara Ruicci, Western MD/PhD Candidate, LAMP mentee, mentor, Leadership Chair, LAMP 2.0 Mentor and Western Scholar
The Indigenous Services (IS) team provides key leadership in fulfilling Western’s strategic priority of “improving the accessibility and success in higher education for Indigenous peoples” (Going Global Strategic Plan, 2014). Our purpose is to inspire Indigenous students to realize their full potential through culturally responsive spaces, services, and advocacy which work to encourage holistic and strength-based approaches to learning.

### Programs and Services

- Indigenous Student Supports and Academic Transition Opportunities (ATO) Program
- Indigenous Services Centre & Cultural Supports
- Indigenous Liaison and Admissions
- Indigenous Work Experience
- Indigenous Community Outreach Programs
- Indigenous Strategic Planning, Communications, Data Management, Reporting and Fundraising

### Initiatives

- Indigenous Liaison Admissions Coordinator contract position
- Indigenous Circle of Support Program
- Indigenous Awareness Week
- Indigenous Food and Medicine Garden
- Indigenous Visiting Elders Program

### Outcomes

- Western’s campus community is more aware and able to work more effectively with Indigenous peoples and cultures
- Indigenous students are connected to the campus community
- Indigenous students see themselves reflected in the campus community
- Indigenous students have increased connection with their personal and cultural identity
- Western University has close ties with surrounding Indigenous communities
- Indigenous students are supported through culturally responsive services
- Indigenous students develop leadership skills

### Participation in 2014-2015 Indigenous Events and Services

- **702** Student visits with ATO tutors
- **500** Participants in inaugural Indigenous Awareness Week
- **107** Visits with Visiting Elders
- **130** Participants in customized Indigenous Admissions campus tours
- **150** Participants in Indigenous Graduation Ceremony

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“I immediately found a home at Indigenous Services when I first began university. The staff and the services that they offer are an incredible resource. There are many opportunities to participate in and learn various Indigenous cultural teachings, as well as work and volunteer opportunities. I also found IS to be very supportive during my academic career. The ATO program gave me direction and made choosing my courses and staying organized a breeze. Many thanks to IS.”

Adrean Angles, Master of Public Health Student
Learning Skills Services provides information and support to help Western students achieve academic success. Services are available to all undergraduate and graduate students whether they are experiencing academic setbacks or want to maintain exceptional academic standing.

Western students continue to demonstrate great demand for Learning Skills Services with 15,319 student contacts during the 2014-15 academic year.

**Programs and Services**

- **Individual Counselling** provides confidential help to develop learning strategies and strengthen academic skills
- **SDC’s Learning Help Centre** offers free and immediate academic support in a welcoming drop-in space
- **Learning Skills Presentations** on key learning skills topics throughout the year
- **Online Resources** where students can connect to learning skills services anytime, anywhere

**Initiatives**

- The Academic Success Program for Western’s Athletes
- Presentations for Faculty of Social Science students on academic probation
- Specialized workshops for Medical and International students
- Western 1010 online modules
- Launched new website with enhanced features, including ‘advice from peers’ page and resource library information

**Outcomes**

- Students build self-awareness regarding their strengths, which contribute to their learning
- Students are equipped with skills that support academic success
- Students build confidence in their ability to achieve academically
- Students are equipped with tools and resources they can use to facilitate their learning
- Students enhance leadership and helping skills, enabling them to effectively support their peers

**Student Testimonials**

“I liked having someone to express my struggles to. Working with a counsellor on my learning skills helped me feel less alone in the challenges I faced.”

“My time management skills have definitely improved, but overall the most important thing that I’ve learned is that I can succeed! Thank you for helping me to be able to realize this.”

**2014-2015 Learning Skills Services**

- 2,860 Attended the LSS Presentation Series
- 1,583 Individual appointments conducted
- 1,783 Accessed SDC’s Learning Help Centre
Programs and Services

Individual assessment, counselling, and referral
New drop-in program for final exam period stress
Comprehensive Group Program
Laura Evans Psycho-Educational Lecture Series
USC Peer Support Centre Selection, Training, Program Development, and Supervision
Internship Training Centre for Clinical Psychology, School of Social Work, and Faculty of Education
Residency Program for Pre-Doctoral Clinical Psychology Residents

Provided 8,675 hours of direct clinical service including crisis intervention, individual and group appointments, lectures, consultations, supervision and training

Initiatives

- New Peer Support Volunteer Training program
- New Drop-In program for final exam stress
- Trained and supervised largest cohort of interns to date
- Provided 107 multi-week psychotherapy groups, psychoeducational lectures and presentations/training sessions on Mental Health issues to 2,391 members of the campus community

Outcomes

- Students are supported through services, tools, and resources to improve mental health
- Faculty, staff, and students are more aware of student mental health issues
- Student leaders are empowered with the knowledge and skills they need to assist peers
- Practicum students, Interns, and Residents build professional skills and complete Academic Accreditation Requirements
- Students, including interns and residents, build personal and emotional skills

Clinical Training Program: Number of Student Internships

- 9 interns in 2008-09
- 19 interns in 2011-12
- 37 interns in 2014-15

Student Testimonials:

- "(The intern) was amazing, a great listener & very helpful. Give that woman her PhD! Thank you so much!"
  - Student Testimonial
- "Great service. I acquired valuable coping skills and felt very comfortable talking about my mental health issues."
  - Student Testimonial
- "Gave great insight on what I could do to help myself. It was very solution-based rather than questioning why I felt the way I did. My counsellor was great."
  - Student Testimonial
Services for Students with Disabilities plays a central role in Western’s efforts to ensure that its academic programs are accessible. Services for Students with Disabilities provides services for students who have a wide variety of disabilities that may include: impairments to vision, hearing or mobility, learning disabilities, attention deficit disorders, acquired brain injuries, chronic illnesses or pain, and mental health conditions.

### Programs and Services

- **Academic Accommodation**
- **Alternative Format Textbooks**
- **Accessible Campus Transportation**
- **Sign-language interpreters, real-time captioning, and note-takers**
- **Learning Strategist, Assistive Technologist**
- **Psychoeducational assessments**
- **Bursary for Students with Disabilities**
- **Summer Transition program for students with Learning Disabilities**

### Outcomes

- Students with disabilities face fewer barriers while navigating a challenging learning environment and develop skills to help them succeed in university.
- Faculty and staff understand potential barriers to student learning, and students have a fair opportunity to engage in their studies with dignity and autonomy.
- Western’s courses, programs, services, and processes are more accessible and compliant with human rights legislation.

### Initiatives

- Upgraded assistive technology in student labs, alternative format text production room, and Western’s accommodated exam facility.
- Implemented a new software program to support scheduling of note-takers for students with hearing impairments.
- Collaborated with the Schools of Communication Sciences and Disorders and Nursing to clarify needs.
- Developed an evaluation process with Housing and Ancillary Services for disability-related accommodation requests.
- Organized a conference with Services for Students with Disabilities at King’s for assistive technologists across Ontario.

### Students Provided Academic Accommodation and Related Services

<table>
<thead>
<tr>
<th>Year</th>
<th>Services Provided</th>
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<tbody>
<tr>
<td>2010-11</td>
<td>1,473</td>
</tr>
<tr>
<td>2011-12</td>
<td>1,520</td>
</tr>
<tr>
<td>2012-13</td>
<td>1,735</td>
</tr>
<tr>
<td>2013-14</td>
<td>1,843</td>
</tr>
<tr>
<td>2014-15</td>
<td>2,073</td>
</tr>
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</table>

41% increase
Writing matters. At university, “language is key to all disciplines” (Tuck, 2015, p.1), but the languages sought vary amongst disciplines and professors, are highly specialized, and are frequently expressed and assessed through writing. Composing high-stakes, discipline-specific, scholarly prose can be daunting, and, unsurprisingly, writing anxiety commonly plagues many (Martinez, 2011). To help, the Writing Support Centre (WSC) has provided an inclusive environment free of grades and red pens wherein anxious writers have learned to become confident writers since 1998.

Programs and Services

- Writing Support Centre (WSC) workshops
- One-to-one appointments
- Online paper submissions
- Weldon Drop-in Centre
- GradWRITE seminar series and annual conference for graduate students
- New and improved online resources
- Summer Academic Writing Clinic bridging program
- Faculty support with tailored writing presentations and class participation grades for attending WSC sessions

Initiatives

- Created writing film for incoming first year students
- Collaborated with Schulich School of Medicine & Dentistry to produce a podcast for aspiring medical students
- Amassed the highest ever registration rate for the GradWRITE Conference
- Revamped WSC website with new handouts

Outcomes

- Students enhance writing and communication skills
- Students build confidence in their writing and communication skills
- Students are equipped with tools, resources, and knowledge to effectively communicate through writing
- Students increase critical analysis abilities to effectively communicate scholarly ideas
- Students understand writing expectations at the university level and are equipped with the skills they need to navigate academic transitions

Number of Individual Counselling Sessions

<table>
<thead>
<tr>
<th>Year</th>
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<tbody>
<tr>
<td>2009-10</td>
<td>2229</td>
</tr>
<tr>
<td>2014-15</td>
<td>4529</td>
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</table>

“I am a 4th year student and have just started using the Writing Centre this year. It is the best resource I have found at Western and my marks have gone up dramatically.”

Student Testimonial
Volunteers in Progress (VIP) is designed to complement students’ academic life by providing them with opportunities to develop skills and gain career-related work experience through volunteering in placements throughout the Student Development Centre, Western International, and the London community. The VIP program contributes to the fulfillment of Western’s Strategic Plan to teach transferable knowledge and leadership skills for the 21st Century, educate and support development of the whole person, and promote experiential learning opportunities. In addition, the VIP program supports the Strategic Plan’s focus on community involvement, internationalization, and preparation of global-ready graduates.

**Programs and Services**

- Experiential Learning based on volunteer experience
- International Learning Opportunities
- Team building events and socials

**Initiatives**

- Team building initiatives to form a cohesive community through orientation, social, and recognition events
- Adjusted promotional tactics and types of socials based on student feedback
- Increased communication with students through the creation of a Facebook channel
- Used VIP team talents to promote well-being and usage of social media
- Refined VIP volunteer and supervisor job descriptions

**Outcomes**

- Students develop transferable skills that will support their successful entry into the workforce
- Students enhance their sense of civic engagement and social responsibility
- Student Development Centre and Western International have increased capacity to support Western Students
- International students are supported through their transition and adjustment to Western
- Domestic and International students are equipped with the skills they need to become global leaders

“I was involved with VIP for 3 years, which gave me ample opportunity to develop numerous skills. In particular, I was able to develop my cross-cultural communication skills. I also developed my time-management and organization skills as I had to balance the role with school and other commitments. These skills have undoubtedly helped me.”

*Melissa Neethu Govindaraju, Western Alumni*
Student Experience is a new portfolio, established by the Provost in April 2014, with a mandate to support the whole learner’s growth through programs, services and experiences that foster well-being, build connections, and develop skills. Through our values and commitment to collaboration, excellence, compassion, respect, and inclusivity, the Western Student Experience inspires all learners to ignite extraordinary change in the world.

Outcomes

- Staff and leaders feel supported in accomplishing the core outcomes of their work
- Increased efficiency and accuracy of processes and operations within the portfolio
- Western’s campus community is more aware of, and has improved access to, Student Experience programs and services
- Student conduct that contributes positively to the Western campus community is promoted
- Students have clear and visible channels for communication with University administration
- Student Experience staff understand and value data and outcome-driven program and service planning

Student Code of Conduct

[www.uwo.ca/univsec/pdf/board/code.pdf](http://www.uwo.ca/univsec/pdf/board/code.pdf)

- Inappropriate Facebook and Twitter posts
- Assault: domestic, sexual
- Hazing
- Forgery
- Mischief, damage to property
- Use and possession of drugs for trafficking
- Possession of a BB gun rifle

<table>
<thead>
<tr>
<th>Code of Conduct</th>
<th>32 Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases</td>
<td>45</td>
</tr>
</tbody>
</table>
Strategic Planning

- Worked with Student Experience staff and leaders to articulate outcomes for 3 units, 12 teams, and multiple programs and services within the portfolio
- Initiation and ongoing development of strategic plans in the following areas:
  - Summer Academic Orientation
  - Western’s Orientation Program
  - Indigenous Services
  - Western University’s Indigenous Strategic Plan

Research Projects and Initiatives

- Facilitated 2 staff training ‘Lunch and Learns’: Education Advisory Board Student Affairs Forum and Articulating Program and Service Outcomes
- Group Career Counselling for International students and Anatomy and Cell Biology Professionalism course Research Projects in collaboration with The Student Success Centre
- Indigenous Student Experience Survey conducted in collaboration with Indigenous Services
- First Year Experience Study in collaboration with the Transition, Leadership and Enrichment team, in The Student Success Centre

Assessment

- Development and ongoing exploration of systems to streamline data collection, storage, and reporting within the portfolio
- Developed and updated 28 outcome-based evaluation surveys within the portfolio to support data driven decision-making and program planning
- Analyzed data and worked with program and service coordinators to determine how results could inform shifts in practice
- Facilitated 8 focus groups to indentify student needs as a core component of program and service planning
- Analyzed Western’s National Survey of Student Engagement (NSSE) and National College Health Assessment (NCHA) data

“Outcome-driven planning enabled us to improve processes and focus on student needs when reviewing the Summer Academic Orientation (SAO) program. By assessing student needs through focus groups, articulating clear program outcomes, and identifying key performance indicators, we were able to identify what success looked like and collect the data we needed to measure our success.

Meg U’Ren, TLE Program Coordinator
Programs and Services

Human Resources - recruitment and selection, payroll, organizational design and planning, special projects, onboarding

Finance - delivering effective and efficient financial planning and systems, increased oversight of contracts, donor agreements, and legal documents

Communications and Publications - Social Media, Print Materials, External Surveys, VISIX, Annual Report, Events, Building Items, Newsletters, Communications Plans, Major Documents, Branding

Web and IT - Technology support services, website development, system development

Human Resources Initiatives

- Introduced Human Resources (HR) request system through Sysaid - more easily tracked and user-friendly
- Coordinated payroll, manager support, leaves, work injuries, onboarding, performance management, and more
- Worked with central HR to introduce SparkHire, an online interview tool
- Established consistent HR processes throughout the Student Experience portfolio
- Worked on recruitment for 22 roles in Student Experience
- Provided support to over 500 full-time, part-time, and student employees in Student Experience

Finance Initiatives

- Worked with Finance and Institutional Planning and Budgeting (IPB) to improve financial oversight of processes
- Continued to work closely with Alumni Relations to increase Donor support for the portfolio
- Worked to increase the number of grant applications submitted yearly
- Established new efficient and effective processes for reporting
- Produced 2014-15, 4-year outcome-focused budget document

Student Experience Portfolio: All Funding Sources, 2014-15

- 52% Ancillary
- 24.5% Operating Base
- 8% Grants
- 10% Operating One-Time
- 5.5% Special Funds

Note: All figures are based on 2014-15 numbers available at the time of printing and have been rounded for the purposes of this graph.

Web/IT Initiatives

- Server monitoring, desktop fixes, debugging, virus control, updating, audits, systemic monitoring, and fixes
- Summer Academic Orientation (SAO) systems and forms updating
- Launched Propel website
- Degree to Career
- Virtual Fair
- CALM database project with ongoing support and maintenance
- Ongoing computer and IT support for Student Experience
Communications Initiatives

- Event Planning: invitations, ticketing, photography, and support day-of the event
- Designed unique look for Propel while adhering to branding guidelines
- Social Media content updates and graphics - Psychological Services, Indigenous Services, Propel, Learning Skills Services, Wellness, Student Experience
- Social Media oversight and guidance
- Created signage and promotional materials - WSSB/ UCC, Propel, Experiential Learning, and Magnet
- Produced Newsletters, Brochures, Posters
- Oversaw office renovation projects such as Student Experience, LAMP , and SOCS spaces
- Publication and design support with the Summer Academic Orientation (SAO) Handbook, hirewesternu booklets, WISE program flyers
- Began work on the Student Experience website, expected to launch August 2015

Operations

- Established efficient and effective processes for drafting, documentation and archiving of contracts, donor agreements, legal documents, and more
- Worked closely with the University Students’ Council to ensure that the diverse needs of Western students are met
- Collaborated on the development and promotion of Western 1010 online modules
- Convened a new committee to make recommendations on the Presidents United to Solve Hunger (PUSH) Initiative
- Coordinated the provision of updated NSSE data to IPB
- Coordinated and approved student sponsorships

Wellness Initiatives

- Increased collaboration with Health Services and USC on the wellness website and wellness initiatives
- Coordinated the Student Experience Wellness Speaker Series: Patrick Dion, Vice-Chair Mental Health Commission of Canada (spring 2014); Dr. Jen Irwin on “Kindness, Doing, Feeling, Being Better” (fall 2014); and Dr. Don Morrow on “Shifting Perspectives for Stress Management” (winter 2015) - see chart below
- AVP Student Experience convened the Student Mental Health and Wellness Advisory Committee
- Increased collaboration with the USC on volunteer recruitment, training, and promotion for the Peer Support Centre (grand opening September 2015)