



2019-2020 Student Life and Learning Report to Senate – February 2021

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Presentation of Student Life and Learning (SLL)

SLL is a large unit within the University that is focused on all aspects of the student experience outside of the classroom, from recruitment and admission to life on campus and finally convocation. Figure 1 below is a non-exhaustive illustration of some of the areas in which SLL is active, seen from the different stages of a student's relationship with McGill. Understandably, the 3rd stage ("Being a student at McGill") is the one with the longest duration and during which most of the SLL services are deployed.

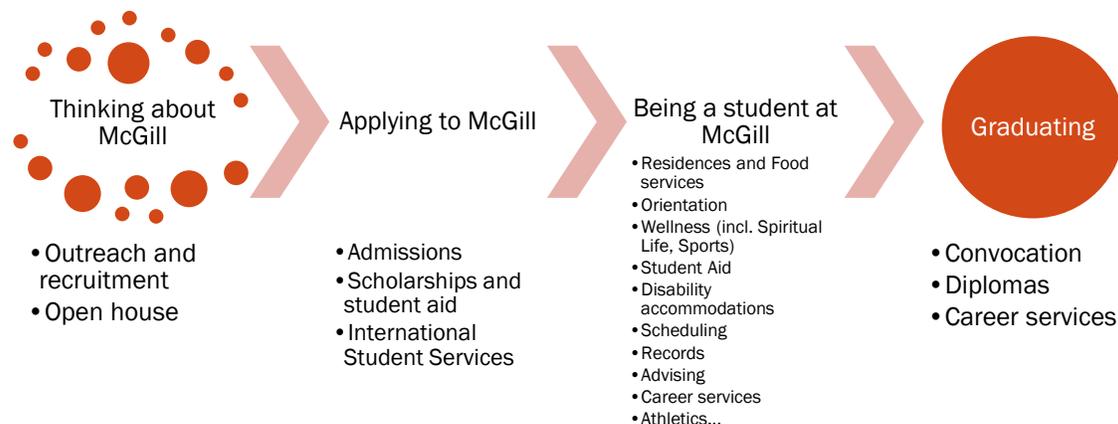


FIGURE 1: SOME OF THE SLL SERVICES FROM A STUDENT PERSPECTIVE.

SLL Structure

The organizational structure of SLL is illustrated in Figure 2 below. Included in the office of the Deputy Provost (Student Life and Learning) are the International Education office, in charge of the coordination of student international opportunities, including student exchanges, as well as the MasterCard Foundation Scholarship Program office.

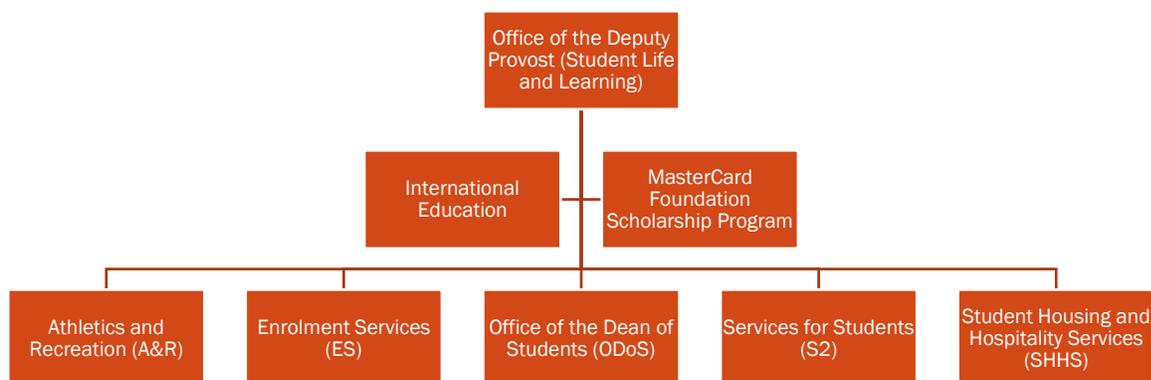


FIGURE 2: SLL ORGANIZATIONAL STRUCTURE.

The other activities of SLL are organized through five units:

- In **Athletics and Recreation (A&R)**, offering a spectrum of programs and services designed to meet the needs of the McGill University community, the Campus Recreation area provides competitive sport opportunities for more than 850 intramural teams and promotes a calendar of some 100 non-credit instructional and fitness related courses. A&R also manages and supports varsity teams (30), coaches and support staff to ensure that student-athletes strive for and realize excellence in the classroom and on the field of play.
- **Enrolment Services (ES)** serves prospective students, alumni, the general public, current students, post docs, research trainees, and many academic and administrative units each year. Annually, over one hundred thousand people are served at Service Point, fifty thousand applications for admission are handled by the Admissions team, over twenty thousand students are admitted, hundreds of recruitment events and visits are conducted, and over fifteen thousand prospective students and their families visit campus and take a tour. In addition, many academic colleagues and units receive ongoing services from ES, including class and exam scheduling, room booking, academic record-keeping, convocation ceremonies and diploma production, responsiveness to very sensitive and complex student cases, support developing and implementing new academic programs, registering students, editing and publishing the eCalendar, managing secure access to many systems, government enrolment reporting, and providing ad hoc reports of data to many people across the University.
- The **Office of the Dean of Students (ODoS)** has areas of responsibility that include upholding student rights and responsibilities, helping students in difficulty, student crisis management, student policy development, and facilitating applications to some external awards and recognition for students (e.g., Forces AVENIR and Rhodes). In addition, the ODoS oversees the Office of Sexual Violence Response, Support & Education (OSVRSE).
- **Services for Students (S2)** promotes and supports student success and well-being. Student Services is comprised of the following departments: Campus Life and Engagement, Career Planning Services, First Peoples' House, Office for Students with Disabilities, International Student Services, Student Wellness Hub, Office of Religious and Spiritual Life, Scholarships and Student Aid Office, and Tutorial Service.
- **Student Housing and Hospitality Services (SHHS)** is a self-financing, mixed business model, comprised of self-operated locations and services managed by third parties. SHHS is responsible for all aspects of student housing and dining services, at both the downtown and Macdonald campuses.

Some highlights of SLL activities in 2019-2020

MasterCard Foundation (MCF) program: in 2019, a new cohort of 12 graduate Scholars joined McGill. In parallel, work started to launch the new MasterCard Foundation Transitions program, spearheaded by newly recruited Senior Outreach Advisor (Africa Outreach) Nii Addy. The MCF Transitions program offers internship and mentorship opportunities to graduating MCF scholars, with an emphasis on collaborations with organizations in Africa and on entrepreneurship development.

International Education: work has started on rationalizing the 150+ Student Exchange Agreements (SEAs) that McGill has in place. The new strategy will involve converting several existing faculty-specific SEAs into university-wide agreements so that more students can benefit from them, as well as ensuring that McGill has agreements with the top institutions in each country/region.

Athletics and Recreation:

- A&R created and announced its [5-year Strategic Plan](#). The Plan featured the Unit's Vision, Mission and Core Values, along with 5 strategic priorities to guide Athletics and Recreation through improvement and change. The plan clearly outlines the position of A&R as a key component of the University, with a stated vision to *build a community of ambassadors who live, practice and share the benefits of sport, fitness and an active lifestyle*. The five key goals outlined in the plan are to boost participation, satisfaction and engagement; to achieve sport and academic excellence and enrich the student athlete experience; to increase our visibility and enhance our image; to improve our sport and recreational facilities; and to strengthen the organization.
- A re-naming committee was established tasked with finding a new name for the men's varsity teams. The committee co-chaired by Fabrice Labeau and Hubert Lacroix, ended its work in Fall 2020.
- The year saw the tragic passing of men's hockey head coach Kelly Nobes.
- In terms of staffing in 2019-202, Senior Director of A&R Marc G elinas retired, and men's basketball head coach David DeAveiro left McGill to join Ryerson.
- In terms of facilities, renovations to the Memorial Pool and the fitness area at Macdonald Campus were completed, and plans were made for renovations of the Sports Medicine Clinic.
- In the area of varsity teams, out of 707 varsity athletes, 151 were recognized as Academic All Canadians (sessional GPA of 3.7 or above) and 283 were part of the Principal's Academic Honor Roll (cumulative GPA of 3.5 or above). Several of our varsity coaches were recognized during the year: David DeAveiro (men's Basketball), Dennis Barrett (Martlet Cross Country) and Antoine St. Jean (Golf) as RSEQ Coach of the Year winners; and Peter Carpenter (Swimming) as U Sport Coach of the Year winner.
- In terms of participation in recreation programming, nearly 5,000 participants joined our more than 850 intramural teams for more than 2,700 games.

Enrolment Services:

- In the Fall 2020 admissions cycle, the admissions office handled 4,3% more applications across all pools compared to Fall 2019. We saw an increase in students enrolling at McGill from francophone CEGEPs of 8,1% and Indigenous incoming student enrollment was steady.
- A self-reporting form was implemented for US High School Admissions, the first phase in a 2-phase automation project for one of our largest and growing admission pools.
- the new Student Demographic Survey was launched in Minerva; this tool is aimed at collecting advanced demographic information about our student population, and it will serve as an important source of aggregated information on key diversity metrics.
- Over the course of the year, ES, through the Registrar and Executive Director of ES, led a collaboration with students to bring a Fall Break proposal to Senate (approved at Senate in October 2020)

Services for Students:

- Built a renovated, integrated Hub that brings together all of our health and wellness services (former Counselling, Psychiatric and Health Services). Creation of a centralized Healthy Living Annex (HLA), to bring together health and wellness promotion and outreach activities. In 2019-20, the Hub served 9,208 students through 30,395 appointments.
- Implementation of a network of local wellness advisors (LWAs) embedded in faculties and in other student-oriented units across campus in order to support students' mental health needs where they live

and learn. This includes recent additions of LWAs in Athletics and Recreation, Residences as well as in International Student Services.

- Partnership with student groups to purchase and implement a 24/7 counselling helping for students: *Keep.Me.Safe*.
- During 2019-20, work started on the development and implementation of a suicide prevention framework. Consultations were completed in 2019-20.
- Career Planning Service (CaPS) Implemented a twice-yearly *Job scam awareness month* to educate students about best ways to protect themselves during their job search.

Student Housing and Hospitality Services (SHHS)

- Implementation of a multi-year food services agreement for University dining, catering and retail operations campus wide. This contract has led to a very successful collaborative partnership arrangement between McGill SHHS and Dana Hospitality versus a traditional institute-vendor agreement. This included collaboration with SSMU to revamp the former Premiere Moisson location in Redpath Library.
- SHHS continued to address physical security requirements with the installation of 80 cameras in Upper residences (Gardner, McConnell, Molson and Douglas Halls).
- SHHS continued its collaboration with Campus Life and Engagement to help students seeking housing accommodations after they leave Residences. The *Life Beyond Residence* workshop attracted more than 400 students in January 2020.

COVID-19 response in 2019-2020

Many SLL staff members have been involved in the University's COVID-19 response since January 2020, when the International Education unit of SLL started working on bringing back to Canada some of our students on exchange.

- Enrolment Services supported the design of in-person **Teaching Hubs** and the Scheduling team worked to schedule all in-person activities for Fall 2020 within a couple weeks over the summer.
- Enrolment Services quickly adjusted admissions processes and deferral policies and processes, organized McGill's first ever **Virtual Fair** for admitted students, shifted all our yield activities to a virtual environment.
- Enrolment Services has supported all other areas of the university with regard to reframing business practices in light of the COVID-19 pandemic, including **exams, class scheduling, and front-line services**.
- The Records unit in Enrolment Services implemented over **12,000 manual S/U grade notation** changes in Winter 2020 and uploaded and indexed 8,000 electronic admission documents with a significantly reduced staff
- in March 2020, most units successfully shifted to **remote work** while maintaining full continuity of service to students and academic units. Some units ensured presence on campus as needed. As one of many examples, Service Point and Records led back on-campus work and in-person service safely, fulfilling over 1,400 diplomas requests, of which 1,100 were mailed and 330 were picked up.
- Enrolment Services planned McGill's first ever **virtual convocation ceremonies** in collaboration with colleagues in Communications and External Relations. Virtual ceremonies included special appearances from the Quebec Premier, the Prime Minister of Canada, and Super Bowl champ and McGill Medical Grad, Dr. Laurent Duvernay-Tardif.
- The Outreach team was set to launch a new program for Indigenous CEGEP students at McGill in Summer 2020 – the *Indigenous Mentorship and Paid Research Experience for Summer Students* (IMPRESS) program shifted to online as a new program called **Pick Your Path**, welcoming 4 Indigenous students to the program over the Summer.
- In summer 2020, **Summer Academy** shifted to an entirely virtual event and welcomed 220 students to virtual McGill and Montreal at a time when universities across the country cancelled their summer programming for prospective students.
- **Immigration advising** requests to International Student Services increased by 60% between March and September 2020.

- Services for Students led the development and operation of the **Preparing for a Remote Fall 2020 Survey** as part of the Student Engagement Collective, with results used to inform student life programming.
- During the summer of 2020, through the creative collaborations of the Career Planning Service (CaPS), Scholarships and Student Aid Office, and Teaching and Learning Services (TLS) in close partnership with the Faculties, over half a million dollars in federal wage subsidies were secured to create **new opportunities for McGill student employment** during the pandemic.
- In response to flailing job market and ongoing uncertainty for internships and post-graduate employment, the number of **workshops and career events** were increased by a factor of 2.35 for the summer 2020 vs 2019.
- **Discover McGill** was held virtually and was attended by over 6,500 new undergraduate and graduate students. In partnership with student societies and student groups, Services for Students created a completely virtual new student frosh programming. A **peer-to-peer 'First Friend' matching program** was introduced to help over 1,000+ first- year undergraduate and graduate students network and develop friendships in their time zone.
- Emergency aid was mobilized to address the immediate and ongoing financial hardship experienced by students. With contributions from the Provost's Office, GPS and generous donors via special fundraiser, \$1.5M in **extra COVID-related bursaries** were disbursed to degree students in need.