

2020-2021 Student Life and Learning Report to Senate – January 2022

Submitted by Fabrice Labeau, Deputy Provost (SLL)

I. Introduction

The present document serves as the annual report for SLL as a whole, and should be seen as complementing several other reports submitted each year through McGill’s governance bodies, such as the [Annual Report of the Committee on Student Services](#), the [Annual Report on the Code of Student Conduct and Disciplinary Procedures](#), the [Annual Report of the Committee on Enrolment and Student Affairs](#), the Annual Report on Enrolment and Strategic Enrolment Management (to be presented March 2022, [2021 report available](#)), and the Annual Report on Scholarships and Student Aid (to be presented April 2022, [2021 report available](#)).

II. 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.

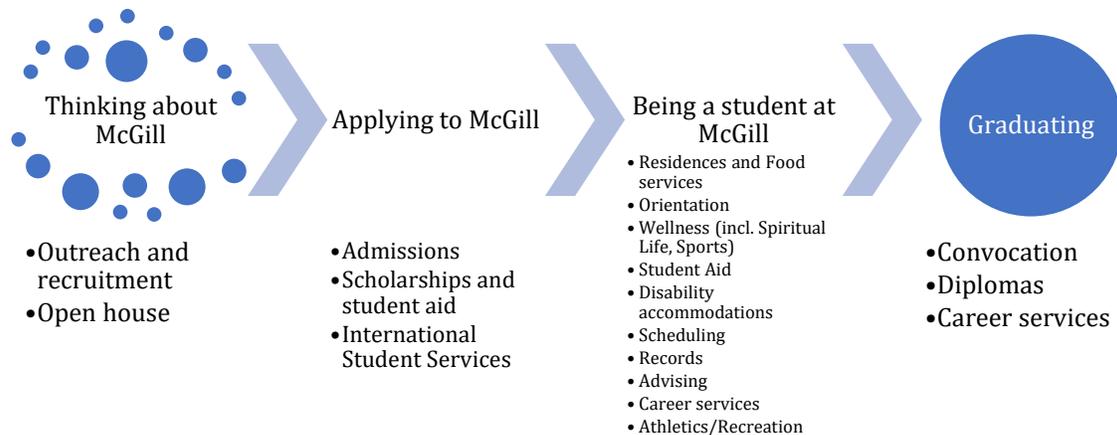


FIGURE 1: SOME OF THE SLL SERVICES FROM A STUDENT PERSPECTIVE.

A. 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.

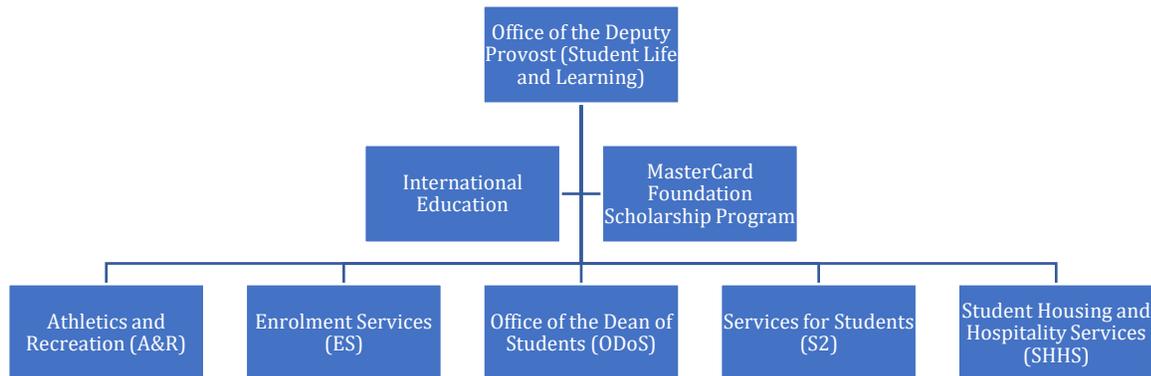


FIGURE 2: SLL ORGANIZATIONAL STRUCTURE.

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, 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.

III. Some highlights of SLL activities in 2020-2021

Services for Students:

See the detailed [Annual Report of the Committee on Student Services](#) for details on the operations and achievements of the unit,

International Education:

- In 2020-2021, the International Education office continued to formalize its processes, including through
 - Creating policies and procedures for the deployment of Student Exchanges
 - Launching an International Student Mobility Advisory Committee with mandate to strategically plan the Student Exchange portfolio and mobility opportunities
 - Redefining and restructuring the McGill International Education Network
- In terms of operations, 8 Student Exchange Agreements were renewed in 2020-2021, and all of the 160 partner web pages were redesigned and updated
- The office took over the coordination of the [McGill International Experience Awards](#)
- In the area of increasing safety aboard, an online Predeparture module was designed and launched for delivery via MyCourses; a project was launched to acquire an app to track student travel (replacing the Minerva Travel Registry)
- Through funding by Universities Canada, and in collaboration with the Faculty of Arts, the office executed a project aimed at understanding barriers and facilitators to study abroad opportunities among students from various equity groups, particularly of students with disabilities, Indigenous students, low-income students, visible minorities and LGBTQ+ students. Results of this project are feeding current efforts to increase accessibility to study abroad for student from underrepresented groups

Athletics and Recreation:

- In the area of varsity sports, 3 head coaches were recruited during the reporting period: David Urquhart (Redbirds Hockey), Rikki Bowles (Martlets Basketball), Alyssa Cecere (Martlets Hockey)
- During the summer of 2020, an internal working group ("Listen, Learn, Change") was launched for matters relating to anti-black racism and experiences of the McGill Athletics and Recreation BIPOC community. The group has been active throughout the year through discussion, panels and focus groups,
- The Summer Sports Camp Program has been modified into the Redbirds and Martlets Academy of Sport with shorter, single-sport programs led by varsity coaches

- Several new initiatives were started by the Recreational Activities team, including the creation of Esports and board games intramural leagues (Chess, FIFA, Rocket League, NHL, Catan, NBA 2K), the creation of a Strava McGill club (~700 members), virtual bike rides, etc.

Enrolment Services:

- In the Fall 2021 admissions cycle, the admissions office handled 12,000 more applications across all pools compared to Fall 2020. This represented a 22% increase in applications to nearly 70,000, and a 24% increase in applicants
- A new Enrolment and Student Affairs Advisory Committee Sub-Committee on Recruitment and Outreach was created with membership of Enrolment Services and Faculty Associate Deans to ensure alignment and maximization of efforts centrally and within faculties around recruitment and outreach.
- A Black Outreach Associate position was created, to develop leadership, mentorship and community outreach initiatives and programming for black students in Montreal.
- An EDI Business Analyst position was created to oversee governance, analysis, and reporting of Student Census data, conduct analysis of enrolment and admissions funnel data to inform EDI enrolment targets and initiatives, and to oversee implementation of registrarial EDI objectives.
- The pilot Indigenous Mentorship Paid Research experience (IMPRESS) was launched this summer for newly admitted and current undergraduate Indigenous students.

Student Housing and Hospitality Services (SHHS)

- A new Call for Tender for McGill Official Hotel Program was completed, resulting in the addition of 5 new properties to the program.
- In the area of building improvement, turnstiles were installed at two entrances to RVC for additional security; the Laird Hall roof was replaced; the Greenbriar Residences heating system was replaced; the hot water boilers in Gardner, Molson and McConnell residences were replaced; a new cold room and freezer room were installed in the New Residence Hall kitchen.
- Over 200,000 photos of SHHS buildings and locations were taken to allow for virtual visits of the various areas in the residence buildings.
- In an effort to improve upon our fire safety training program, the Fire Prevention Office, in conjunction with SHHS Protection Services, modified the presentation to include a mock fire drill for all the student residences. In 2021, floor fellows and front desk staff took part in a mock fire drill, which walks them through the evacuation process in the event of a fire alarm in their residence.

IV. COVID-19 response in 2020-2021

As last year, many SLL staff members have been involved in the University's COVID-19 response, including the following examples:

- The International Education Office supported the cancellation of exchanges in Fall 2020 and Winter 2021, and acted as the primary stakeholder for the management, with EOC, of the requests for exemptions to university travel suspensions.
- A&R established a "GO team" to review and evaluate return to opening and program offerings. Through the 2020-21 season, we were able to operate/offer virtual and in-person activities following Quebec Public Health Guidelines for full-time coached teams. In Winter 2021 through July 2021, an internal "return to safe sport" working group met on a regular basis to prepare for

the 2021-22 season, taking under review the available resources and restrictions in place. Fitness programs were moved to online Zoom classes (the participation in Staff Fitness programs during the Fall 2020 and Winter 2021 remained in the 250-300 range, as compared to the 700-750 range pre-pandemic)

- In Enrolment Services, the Fall 2021 admissions cycle saw the implementation of several complex changes in response to COVID-19 impacts at a rapid pace:
 - an applicant option to exclude SAT/ACT test scores from admission decisions
 - changes to the CEGEP automated decision process
 - adjusting to a quad- and octo-mester system for applicants from Ontario and the rest of Canada
- Enrolment Services developed, in collaboration with Campus Planning and Development, the 1-meter distancing room capacities for all classrooms on campus, developed specialized, COVID adapted class schedules, in addition to status quo class schedules, for each of the Winter, Summer, and Fall 2021 terms.
- Enrolment Services organized virtual ceremonies for Spring 2021 Convocation and 2 additional virtual ceremonies to award honorary degrees
- The Records unit in Enrolment Services implemented 4,246 manual S/U grade notation changes in Fall 2020 and 5,861 in Winter 2021 and prepared for pick up or shipped 5,707 diplomas
- SHHS had to adapt its whole offering to de-densified scenarios and to the closure of dining halls, including staff re-deployment. An on-line food ordering system was created for students living in residences with meal delivery to students in isolation/quarantine.
- Services for Students was instrumental in the coordination of the hiring of several hundred remote learning assistants to facilitate remote learning
- The wellness hub moved many operations online during the pandemic, while also offering specific support groups (e.g. quarantine support groups).
- The Scholarship and Student Aid Office in Services for Students administered several COVID-specific student aid programs, including a quarantine bursary program.