



SET Student Services Stream

Students' Council Meeting

Overview

1. Introductions
2. U of A for Tomorrow & SET – vision, mission and goals
3. Student Services Centre Overview
4. Activities
5. Questions and discussion

UAT Vision & Goal

- **University of Alberta for Tomorrow** lays out our plan to seize the opportunity to change and affirm our leadership in innovation and entrepreneurship in higher education.
- **Our goal?** To be leaders in interdisciplinary teaching and research. To enrich student experience, with a dramatically expanded range of work-integrated learning opportunities. To create a highly engaged working environment, focused on the mission of the university. To be an active, impactful partner in community.
- With fundamental systemic reform, we can set a bold new direction for the **university of tomorrow**.

Academic & Administrative Restructuring (SET)

Academic restructuring creates economies of scale and streamlines the administrative support model by reducing the number of players involved.

SET exploits economies of scale by implementing a new operating model to simplify workflows, automate processes, reduce bureaucracy, find efficiencies and improve quality of service.

Coordination between the two initiatives is essential and the processes themselves are highly complementary.

A Student Services Centre (SSC) will be the centrepiece of the new Student Services model

- The purpose of an SSC is to improve the student experience.
- Service centers offer a **'one-stop-shop'** for enquiries, with students' user experience front-of-mind.
- The SSC will work directly with the student to resolve their enquiry or indirectly, by helping the students navigate the system or by connecting students with specialists who can resolve the system.
- The SSC will include:
 - a digital platform
 - a walk-in physical location with in-person services & self-serve kiosks
 - a separate space may also be reserved for the provision of student welfare services (counselling rooms, disability support, health services, faith counselling, Indigenous safe spaces).

The SSC provides a universal front door for all the covered services that (online, mobile, telephone, face-to-face)

- **The 'front-door' will include physical, telephone and online entry points.** The online entry point will be optimized for computer and cell phone access.
- The front door will be accessible to all UofA students. This includes undergraduate, graduate, black, Indigenous, people of colour and international students. Specific channels within the SSC may be appropriate to encourage each of these student groups to engage well.
- UofA will encourage all students to access student services through the SSC, but UofA will not prevent students from accessing services directly. This is important for students who may seek tailored support through other channels.

Polling Activity

1. What is the most effective mode of communication for the Student Service Centre to focus on?
 - Email
 - Chat
 - Phone
 - Text
 - Face-to-face
 - Social media
 - Other

Jamboard Activity

1. Student Services Today: What's working well & what are some of your pain points?
2. What is the ONE service you would want offered at the Student Service Centre & why?
3. When creating the physical space of the Student Service Centre, what are some of the key elements our team would need to consider and/or focus on? (example: self-serve kiosks)
4. What other student groups should we talk to in order to gather feedback?

For more information on the Student Services
workstream, please visit this [link](#).

Thank you for your time & input!



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