Student Services at Dalhousie
Our Future Success: the Holistic Student Experience
Our challenge for the future is to...

**maintain** enrolment target of 17,500 given Maritime demographics

**attract** more international and “RoC” students

**improve** retention and persistence to graduation

Strengthen our capacity for delivering...

**academic excellence** as the mix of students in our classrooms changes

**supportive** and **caring** people to proactively help students address academic and personal challenges

**outstanding holistic student experience** that encourages students’ academic, career and personal development through learning and experience
Achieved so far...

Five years of hard work

- Bissett Centre for Academic Success Services
- Additional staff (Advising, Writing, International)
- My guide: student-focused communications
- New social programs for international students
- New student exchange opportunities
- Study for Success Coaches in first-year classes
- Early alert, Back on Track programs

Research project: Reading habits & success
- Killam Library night owls program
- DAL Reads program
- New student study spaces
- New online financial-aid system
- Black Student Advising Centre 20th Ann.
- Campus advisors professional development network
- Assistant Deans & Student Services committee

Looking forward...

- Challenges
- Our current challenge — International student success
  - Arrival and housing support
  - Multicultural competencies
    - Language and writing support
    - Professional programs — evening service
  - Expanding study skills offerings
    - Supporting Black students success
**Achieved so far...**

- Additional staff (AVP, communications, pt counsellors)
- New procedures: Mumps, H1N1

**New online resources:**
- Feeling Better, Student Health 101
- New workshops: Grief & Loss, Public Speaking
- Counselling transformed: triage and wait times
- Chaplaincy transformed to Multi-Faith Centre
- Student peers: Canada Buddies, First-Year mentors

**Facilities: pool, Wickwire, Sexton, new fee for recreation facilities**
- LiveWell@Dal campaign—student-focused, integrated approach
- New events: Stand up for mental health, Pink Day

**Looking forward...**

- **Our biggest current challenge**
  - Expanding recreation options:
    - Fun alternatives to “downtown alcohol programming”
    - Expanding late-night hours and offerings
    - Expanding recreation beyond fitness and Dalplex
    - Financial models and priority setting
Achieved so far...

• Adirondack chairs—a symbol of change
• “Red Tape Review” project
• Orientation: Induction ceremony, Ask Me program
• Orientation website: integrating university/DSU events
• New communications (Sticky Notes, DalNews)
• Student Leaders Round Table with VPSS
• Community Day (residences, DSU)
• Engaging alumni support—Football!
  • Tigers spirit—DSU, mascot, Dal gear, Dal Bus
  • Residence life changes and new events
• Dining halls renovated; new flexible food plans
  • Parents & Friends website and newsletters
  • Dal Connections Survey ’06 and ’08

Looking forward...

Our biggest challenge—Building a culture of “Yes”

• Student feedback: Student Voice product
• Facilitating engaged students and societies
  • Coordinating community outreach
  • New residence/multi-use building
Five years of hard work

Achieved so far...

• New online: the Vault career resources directory
• New online resources: Optimal Resume, Interview, Efolio
• New online: TypeFocus self-learning resource
• Fall Career Fair: expanded, back on peninsula
• Fun: Etiquette Lunch, What Not to Wear

• New integrated careers/coop technology
• Purchased SCCR technology
• Brains for Change: New DSU Leadership Program
• VPSS Student Initiatives Fund ($20,000)

Looking forward...

Challenges

Our biggest challenge — Integrating SCCR & Leadership initiatives

• SCCR implementation
• Partnership Certificate in Leadership (Management)
• Peer-to-Peer Leadership program (Student Services)

• Permanent funding for SCCR project
• Student Leadership Awards program (with DSU)

• Funding for Student Leadership Centre in SUB
“Greatness is not a function of circumstance. Greatness, it turns out, is largely a matter of conscious choice, and discipline.”

- Jim Collins, Good to Great and the Social Sectors (2005)