



Students First

Academic Plan
2014-2019
Executive Summary

**Ryerson
University**

**Office of the
Vice-Provost
Students**

The Office of the Vice-Provost Students (OVPS) actively supports Ryerson University's academic plan, *Our Time to Lead*, and its strategic priority of enabling greater student engagement and success through exceptional experiences.



With a focus on responsiveness and empathy, the vice-provost, students oversees a portfolio of

300 employees who work across three core areas:



Registrar's Office

is involved in the entire academic experience of the student body from admission through to graduation



Student Affairs

is a support network that helps students make a successful transition to university, develop career-related skills and maintain a healthy lifestyle



Athletics and Recreation

oversees varsity and intramural sports programs, and the Recreation and Athletics Centre (RAC) and Mattamy Athletic Centre (MAC)



The OVPS also has responsibility for student conduct and dispute resolution, and sexual violence support and education

OVPS

by the numbers¹

Registrar's Office

80,000

admission applications processed

220,000+

interactions with students via the ServiceHub (telephone, email and in-person)

16%

increase in international student applications²

\$13.4+

million in university scholarships and bursaries issued to over 9,000 students

8,700+

students graduated in 2016

990

active academic programs and plans supported in Ryerson's Student Administrative System

66,000+

academic standings assigned each year

1. 2016-17 data, 2. As of April 2017

Student Affairs

8,000+

students attended Orientation Week concerts

860

students living in three residences

460%

increase in student use of central career services over 18-month period

60%

of students who need counselling offered walk-in or same-day support

35,000+

times students used learning support programs and services

Athletics and Recreation

4 of 8

varsity teams nationally ranked

2,900+

community service hours volunteered by student athletes

825

student athletes participating in 17 recreational clubs

18,300+

unique visits to the RAC and MAC

4,680

intramural participants

OVPS

110

individuals impacted by sexual violence (current and historical) supported by the Office of Sexual Violence Support and Education

55

workshops, lectures and trainings delivered on consent and sexual violence

85+

complex student cases managed by the Student Care Office

Guided by our values

Each of the OVPS operational departments have unique missions and values tied to their core work but there is overlap. On the right are values that are common among all three, and which guide the division as a whole.



Photo: Alex D'Addese



Learning

We shape our programs and services by keeping students' cognitive development and learning in mind.



Community

We work to build a strong sense of belonging and engagement for our students and staff.



Equity, diversity and inclusion

We value the fair and just treatment of all community members; a diversity of knowledge, worldviews and experiences; and the intentional and ongoing engagement of diversity within all facets of our programs and services.



Excellence

We strive for the highest standards in our programs and service delivery.



Enterprising

We embrace innovation by thinking creatively, taking initiative and demonstrating resourcefulness.



Working to reach our goals



1

Empathy and responsiveness

Help to build a culture of empathy, support and responsiveness for students

It is essential that units within the OVPS and across the university respond with empathy and in a timely manner to student concerns, complaints or issues. This is particularly true as many students increasingly present with anxiety and other mental health issues, and an unsupportive response can exacerbate issues. While policies, processes and fairness can prevent staff from being able to solve a problem or meet a student's request, the response can still be supportive and empathetic.

2

Community

Build a sense of community and pride among our students

Students who are more engaged with the Ryerson community have a greater sense of belonging and tend to persist in their programs. They also become graduates who can become the university's strongest ambassadors. The OVPS will work to build a stronger sense of community, one where students support each other and institutional initiatives.

3

EDI and access

Embrace fully the university's values, particularly EDI and access

The OVPS commits to ensuring that the principles of equity, diversity, inclusion (EDI), and access underlie all of the work that is done across the division. In serving a diverse student population, these values must be at the core of OVPS work.

4

Innovation

Innovate in systems development, operations and administrative processes

Systems, processes and infrastructure within the OVPS are essential to the day-to-day academic operations of Ryerson. The resources spent annually are significant; the impact of any system or process failure is high. Innovation and improvement are essential to ensure on-going responsiveness to institutional needs; sustainability and stability; evolving technology; and the confidence of users and decision-makers.

5

Professional development

Provide opportunities for OVPS staff to realize their full potential

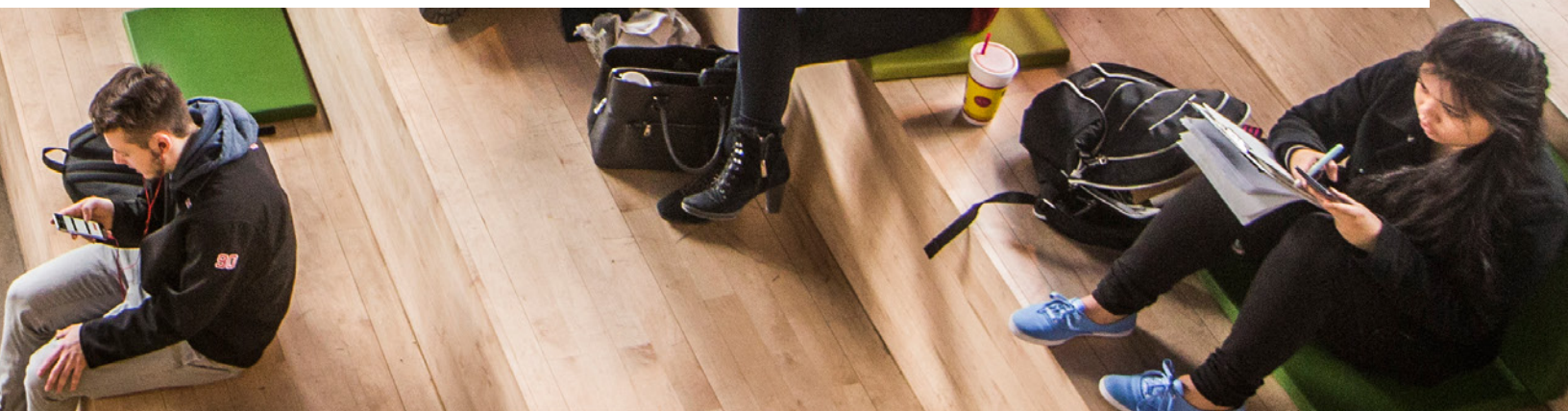
Staff who feel engaged, empowered and recognized for their contributions ensures that OVPS can better meet student needs and innovate in its processes. It also makes Ryerson an employer-of-choice. The OVPS commits to professional development opportunities, leadership development and succession planning, goal setting and coaching, recognition programs, and enabling a culture of fun, community and creativity.

6

Engagement and philanthropy

Build a culture of community engagement and philanthropy among students and staff

The OVPS will increase the number of students and staff who are engaged in activities that support and build connections with communities external to Ryerson. Providing co-curricular opportunities with external community partners, providing opportunities for students to do community service work, and fundraising is a natural fit for some of the OVPS units.





The Office of the Vice-Provost Students
Ryerson University

☎ 416-979-5000 ext. 2736

✉ vps@ryerson.ca

Ryerson
University

Office of the
Vice-Provost
Students