Offices in the Students and Enrolment Division

- Academic Advising Centre (AAC)
- Admissions Services
- Attendant Services Program
- Awards and Financial Aid
- Career Services
- Centre for Student Academic Support (CSAS)
- Co-operative Education
- David C. Onley Initiative for Employment and Enterprise
- Enrolment Management (Office of the Associate Vice-President)
- From Intention to Action (FITA)
- Health and Counselling Services
- International Recruitment and Admissions
- International Student Services Office (ISSO)
- Paul Menton Centre for Students with Disabilities (PMC)
- Research, Education, Accessibility and Design (READ) Initiative
- Recreation and Athletics
- Residence Life Services
- Scheduling and Examination Services
- Student Affairs
- Student Experience Office (SEO)
- Student Systems Support
- Strategic Initiatives
- Undergraduate Recruitment Office
- University Registrar’s Office (RO)
Mission
We support students in achieving their academic, personal and professional potential through exceptional programs and services.

Vision
We will be innovative in empowering our students to be future leaders in their communities and the world.

Values
• Service Excellence - We provide proactive, reliable, individualized and professional service
• Innovation - We are committed to continuous improvement
• Accessibility, Diversity and Inclusivity - We believe in a respectful environment for all

Theme 1: Student Success

Goal 1-1: Continue to support students in achieving their academic, personal and professional potential

Strategic Actions:
• Continually assess and evaluate the services and programming offered in the five pillars of Student Success: Academic, Financial, Employability, Campus Life and Wellness
• Continually review, in collaboration with the Office of Institutional Research and Planning (OIRP), the trends in demographics and student progression to ensure that we proactively adapt our outreach, supports and services to meet the ever-changing needs of our student population
• To share our findings, supports and services to faculty so that they have the tools and knowledge required to support students
• Develop yearly comprehensive plans to communicate to students on the platforms where they can access the information and the supports they need to succeed academically, personally and professionally

Goal 1-2: To grow and adjust student supports and services

Strategic Actions: Academic
• Develop a campus framework for advising which will include mandatory and departmental advising
• Transition our Academic Performance Evaluation process
• Enhance the Pathways to Graduation program to incorporate program-specific information
• Participate and support the initiatives to improve student success in the classroom
• Design and deliver non-credit programming in skills development for students that is recognized by a certificate of completion
• Implement new software to manage exams and accommodations for students with disabilities

Finance
• Continue to enhance and increase the number and variety of initiatives related to financial literacy
• Establish a partnership with RBC to

Theme 2: Enrollment Management

Goal 2-1: Efficiently manage admissions and enrolment processes to increase the academic profile and meet enrolment targets of new first-year students

Strategic Actions:
• Establish an overall number of new first-year students
• Develop a 5-year plan to increase the minimum entrance average in the Bachelor of Arts
• Increase the number of new first-year students from the Greater Toronto Area
• Expand and restructure our current high school partnership program to positively influence our academic reputation with school counselors

Goal 2-2: Enhance the globalization of campus by increasing international enrolment

Strategic Actions:
• Promote international recruitment strategies and partnerships to implement those that provide the best return on investment
• Increase the number of new first-year international students
• Continue to develop and increase our presence in new international markets

Goal 2-3: Enhance marketing and communications efforts to increase interest from prospective students and key influencers

Strategic Actions:
• Enhance the advertising and marketing strategy
• Increase the visibility of non-credit programs
• Update and refresh the non-traditional programs website
• Expand additional outreach to prospective students who have not yet responded
• Develop a sophisticated virtual tour to share with students to engage their interest in Carleton
• Support the Department of University Communications in implementing the campus-wide communication strategy

Theme 3: Collaboration and Community Partnerships

Goal 3-1: Develop a coordinated approach for the Students and Enrolment division in developing community partnerships

Strategic Actions:
• Establish a working group
• Create an inventory of current partnerships
• Establish guiding principles for a coordinated approach in developing community partnerships
• Position READ as a Centre of Excellence in Accessibility
• Develop a partnership with RBC to enhance student financial literacy and student support
• Continue to increase the participation in community programs and summer camps in the Department of Recreation and Athletics
• Continue to increase our relationships with employers to enhance all levels of employment opportunities

Goal 3-2: Strengthen the collaboration within the Students and Enrolment division and other on-campus partners

Strategic Actions:
• Establish a working group
• Identify best practices and opportunities for collaboration
• Encourage new partnerships and enhance existing collaboration
• Support the Carleton University Indigenous Strategic Initiatives Committee recommendations and work with our Indigenous partners
• Continue to partner with student groups on key student-led initiatives

Theme 4: Staff Success and Development

Goal 4-1: Identity, support and foster talent throughout the Students and Enrolment division

Strategic Actions:
• Develop a standardized orientation and on-boarding program
• Provide diverse and accessible professional development opportunities
• Promote a culture of sharing and transparency
• Enable positive staff wellness and health

Theme 5: Organizational Development

Goal 5-1: Commitment across all levels of the Students and Enrolment division to the principles of Excellence, Innovation and Wellness

Strategic Actions:
• Excellent, Innovation and Wellness standards
• Support the Excellence, Innovation and Wellness working group to engage all staff within the Students and Enrolment division in a commitment to continuous improvement