



STUDENTS AND ENROLMENT ANNUAL REPORT 2021-2022



Carleton
University

Students
and Enrolment

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ALGONQUIN TERRITORY ACKNOWLEDGMENT

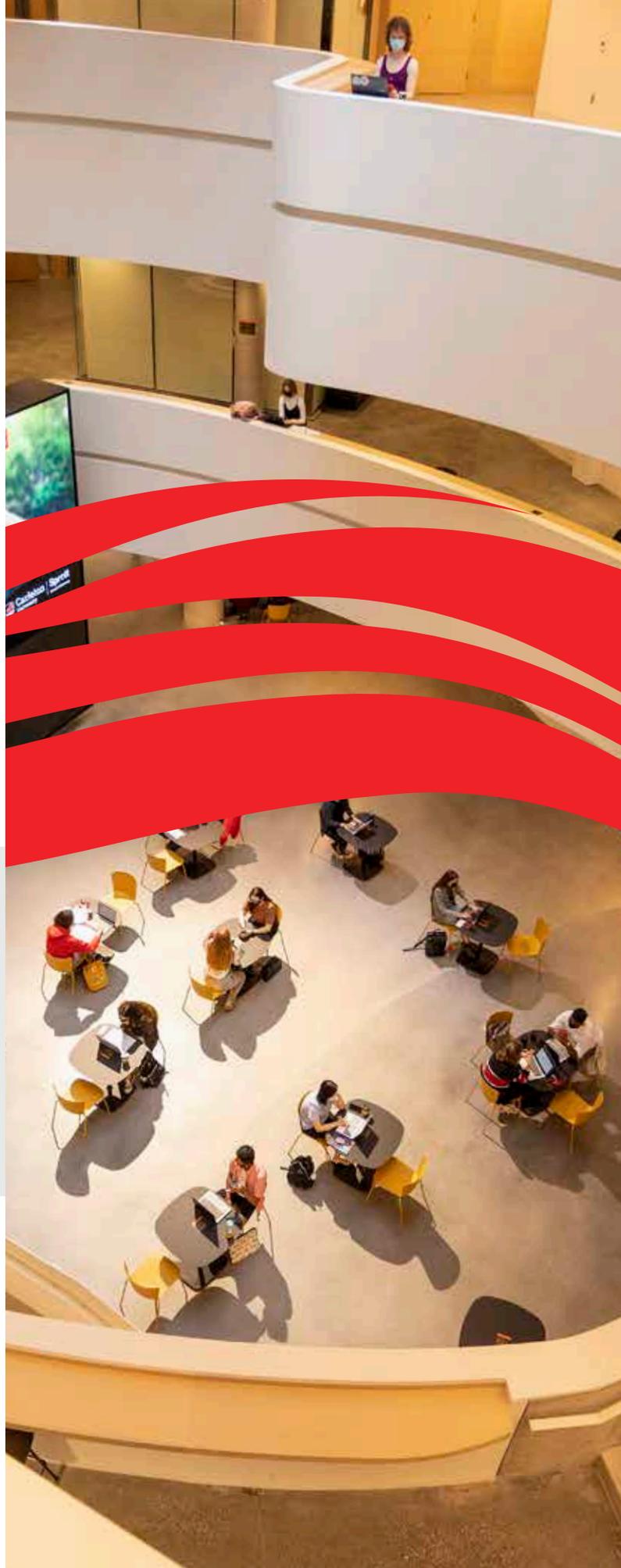
We acknowledge the location of our campus on the traditional, unceded territories of the Algonquin nation. This acknowledgment is important to us, signifying our commitment to reconciliation with Indigenous Peoples.

Office of the Vice-President (Students and Enrolment)

503 Tory Building
613-520-2874
vpstudents@carleton.ca

carleton.ca/studentsupport

  @MyCarletonU



MESSAGE FROM THE VICE-PRESIDENT (STUDENTS AND ENROLMENT)



A TREMENDOUS AMOUNT OF FLEXIBILITY AND RESILIENCE

As we conclude the 2021-2022 academic year, it's important to take a moment to reflect and acknowledge all that our division has accomplished. Although we're still facing the effects of the global pandemic, I'm so proud of the steps we have taken towards returning to normalcy, all while prioritizing the health and safety of the Carleton community. Our students, faculty and staff have shown a tremendous amount of flexibility and resilience throughout the year, despite rapidly changing public health guidelines.

In the Students and Enrolment Division, providing our students, faculty and staff with the supports and services they need has always been a high priority. To manage the global pandemic, our division collaborated internally and externally to ensure the best health and safety procedures, processes and supports were in place as we began our return to campus. In addition, our division has continued to work tirelessly to ensure the health, wellness and prosperity of the Carleton community, creating new services and programming where needed, while also revising existing resources to better suit community needs.

Our Students and Enrolment 2021-2026 Strategic Plan, *Helping Ravens Soar*, was created in a complex and challenging time, not only for our university but globally. The effects of the COVID-19 pandemic have anchored our plans in adaptability, which enables us to support our students no matter what the future may hold. Our renewed commitment to anti-racism, equity, diversity, inclusion and wellness are also woven into the fabric of our Strategic Plan, and we can already see progress toward these goals as we conclude the first year of implementation.

The success we've seen as a division could not be achieved alone. We continued to work collaboratively with students, faculty, staff and external community partners to empower our students to achieve their academic, personal and professional potential. We have been purposeful in engaging our students as co-creators, which has helped us further develop and enhance our programs and services to fit the diverse and evolving needs of the student body. We also continued to support our academic and staff colleagues as we work collectively to support our students and, ultimately, Carleton's vision for the future.

This annual report showcases some examples of the outcomes from implementing our Strategic Plan over the 2021-2022 year, highlighting the many positive results we have seen from our division's hard work and perseverance. Together, we have accomplished so much already, and together, we will continue to work towards our shared aspirations in the years to come.

Sincerely,

Suzanne Blanchard
Vice-President (Students and Enrolment)
and University Registrar

VALUES IN ACTION

Our values in the Students and Enrolment (S&E) Division are more than just words on a page. They are both seen and felt in the programming and services we offer, and how we work together every day. While our values are showcased throughout this entire report, this section highlights a few examples from the past year which demonstrate how we have put our values into action during 2021-2022.

PROGRAMMING, SERVICES AND WORKING TOGETHER



Accessibility, Equity and Inclusion

Our division believes in respectful, diverse, accessible and equitable environments for all. The Research, Education, Accessibility and Design (READ) Initiative continues to lead the implementation of the Coordinated Accessibility Strategy (CAS), with nine recommendations started, 14 in progress and eight completed or ongoing during the past year. The Student Experience Office (SEO) successfully led the Orange T-shirt campaign, and the Housing and Residence Life Team fulfilled Kinàmàgawin Call to Action #13 by having specifically reserved housing for first-year undergraduate Indigenous students. The SEO

also partnered with 2SLGBTQIA+ students, staff and faculty to host Carleton's first institutionally funded Pride Festival, which was a week-long series of events to facilitate education about sexual orientation, gender identity and issues within the 2SLGBTQIA+ community. Additionally, Recreation and Athletics launched a comprehensive adaptive sport program, as well as introduced Women's Only and Trans and Allies fitness hours.

Collaboration

The S&E Division believes in collaboration internally, across the institution, and externally. Among many divisional collaborations, Scheduling and

Examination Services and Student Systems Support worked together to host another successful CU Administrator's Conference, covering a variety of topics geared towards helping departmental administrators support students. Cross-divisionally, Strategic Initiatives (Students and Enrolment) collaborated with Dr. Kim Hellemans, Dr. Zachary Patterson, the Department of Neuroscience and the Students as Partners Program to launch a new Wellness Services Navigator to help direct Carleton students to a curated list of mental health and wellness resources. Externally, the Canadian Accessibility Network (CAN), with its national office at Carleton's READ Initiative, continued to grow and reached nearly 60 CAN Collaborator organizations and 100+ individual members supporting the work of advancing accessibility across Canada.

Employee Wellness

Our people are the heart of our division and supporting their wellness through healthy and positive environments is integral to our work. Our units support employee wellness in a variety of ways, such as promoting Healthy Workplace challenges and events through Healthy Workplace Champions, recognizing staff accomplishments in the S&E staff newsletter and incorporating flexible work arrangements to support staff during the pandemic. Despite restrictions and ongoing changes in operations, our units continued to maintain contact with one another through regular check-in meetings with their teams, two divisional Town Hall events, monthly small group casual coffee meetings with the Vice-President (Students and Enrolment) and a variety of other creative initiatives. Many offices prioritize a proactive approach to ensuring a healthy workplace, for example, the Paul Menton Centre completed the Work Environment Scale and are using the results of the evaluation to inform planning for the coming year.

Innovation

The S&E Division is committed to innovation and excellence through continuous improvement. During the COVID-19 pandemic, our offices

innovated to create virtual programming or adapt existing programming to a virtual setting. From Intention to Action, for example, pivoted its programming to virtual care and was able to support 175 students, with results indicating participants experienced significant improvements in mental health and academic functioning. Another innovative initiative is the new Academic Continuation Evaluation (ACE), which will simplify and streamline the continuation rules for students. The Registrar's Office, along with key stakeholders like the Academic Advising Centre, has worked diligently to ensure all calendar regulations have been updated for the 2022/2023 calendar year to reflect the previously approved regulations of ACE. Finally, many of our units are also innovating with sustainability in mind, like the Campus Card Office, who are working towards a one-card U-Pass and Campus Card system that will help eliminate extra plastic.

Service Excellence

We prioritize Service Excellence in all that we do by being caring, professional, reliable, courteous and treating each person as an individual. During the COVID-19 pandemic, our commitment to Service Excellence was evident in the way our units provided exceptional quality programs and services, despite the evolving circumstances. For example, Recreation and Athletics showed tremendous flexibility, delivering programming like summer camps, fitness classes, fitness facilities and aquatics programs at various capacity levels, as well as hosting varsity games throughout the term. Information Carleton also adapted their services, ensuring lines of communication remained open to the community throughout the pandemic. Dining Services, with help from the Science Technology Centre, adapted catering and food delivery throughout campus to match community needs, while Mail Services took on more responsibility as a centralized location for campus mail and The Bookstore successfully adapted to e-commerce sales so that no student went without the materials they needed to succeed.

STUDENT SUCCESS

CAREERS, CARING AND CONNECTIONS

- After a comprehensive consultation process, we released the new Student Mental Health Framework 2022-2026 to the Carleton community. This Framework will help us to strive for wellness by proactively promoting a more holistic and intersectional approach to student mental health and wellness, and by strategically coordinating our programs, services and initiatives to build skills and strengthen resilience.
- Carleton engaged the entire community in a collaborative review of the Sexual Violence Policy to further strengthen our survivor-centred policy and processes toward making our community safer and more inclusive. The revised Sexual Violence Policy was approved by the Board of Governors in June 2022.
- To meet increased demand for mental health support, Health and Counselling Services (HCS) hired five new counsellors, including an intake counsellor, who helps assess risk and supports

students to receive the right services at the right time, and several specialized counsellors, such as a new Trans/2SLGBQ+ counsellor and crisis counsellor for same-day urgent support.

- Career Services and the International Student Services Office (ISSO) were awarded a Global Skills Opportunities grant, which will provide \$500,000 in funding over four years. The new funds will be utilized in flagship international experience programs, providing greater access to students who may face more barriers to participating in outbound mobility, such as Indigenous students, students with disabilities and low-income students.
- Attendant Services underwent a redesign to enhance the program's ability to assess suitability and match applicants with the appropriate level of care. Six full-time personal support workers, along with external nursing support, were hired to support this new stepped-care approach.
- The Student Experience Office's (SEO) SOAR 2022 Student Leadership Conference welcomed **Andre De Grasse**, Canadian Olympian, as this year's keynote speaker. Andre was interviewed by Carleton Journalism student Becca Weston during the keynote address, sharing his message to inspire and empower our community. This year's conference had nearly 450 registrants and featured 16 Education Sessions hosted by Carleton alumni, students, staff and faculty.
- Career Services launched The Employability Framework, which has been developed to support students' academic journeys while also enhancing their career readiness. The Employability Framework maps out the ways in which Carleton is providing pathways to develop employability skills in our students, as well as the career competencies developed through these experiences.



Andre De Grasse, Canadian Olympian

- A working group, which includes both the Registrar's Office and Admissions Services, has continued to work toward ensuring that a student's chosen name appears in all places relevant to students, as well as in the Banner forms used to serve students.
- Despite the challenging labour market, the Co-operative Education team supported a record number of 3,416 work terms. Carleton's co-op program is the second fastest growing co-op program and the third largest co-op program in Ontario thanks to the university's high-quality student support services and strong employer partnerships.
- The Centre for Student Academic Support (CSAS) had 23,821 interactions with students through Learning Support, Writing Services and Peer Assisted Study Sessions (PASS). CSAS offered asynchronous workshops, synchronous webinars, and one-on-one support sessions to support students in reaching their academic goals. In addition, PASS supported 34.5 credits across five faculties, helping students review core concepts in a collaborative environment while learning transferable study skills.
- Career Services exceeded targets for ACT to Employ placements with a record 228 placements, while also maintaining a 100% participant satisfaction rating. A strong partnership was established with the Treasury Board to have ACT to Employ considered an approved co-op program, and this department is broadly promoting ACT to Employ to hiring government departments.
- Career Services hosted three virtual Career Fairs, with their highest number of recruiting organizations and students yet. There was a total of 179

“I accessed the FYC Program through the SEO in my first year in 2020 from Dubai, UAE, which is nine hours ahead of Canada. My mentor was also an international student and helped me adjust to my odd class schedule and made sure I had access to every resource at Carleton. I wouldn't be where I am today without her and the resources at the SEO.”

— First Year Connections Participant

“I will be using the SARs statements in the future! My resume looks 100 times better than it did before, thank you!”

— Career Services Workshop Participant

recruiting organization booths across the three fairs, which is a 42 percent increase from the prior year, as well as a total of 4,035 students present, which is an increase of 12 percent from the previous year.

- The Awards and Financial Aid Office established the CU Youth in Extended Society Care Tuition Assistance Bursary to support equitable access to post-secondary education for current and former youth in care. The bursary will cover tuition, compulsory fees and some books and supplies for the first year and can be continued for three consecutive years.
- The SEO First Year Connections Mentorship Program supported over 750 first-year students in their transition to Carleton University during the fall 2021 term. Over 2,600 meetings facilitated by 150 trained peer mentors supported students in connecting with the Carleton community, adjusting to post-secondary education and developing plans for success focused on the seven dimensions of wellness.
- Strategic Initiatives (Students and Enrolment) launched a divisional Evaluation Framework, which introduce guidelines and tools to strengthen our capacity to advance a culture of organizational excellence in assessment and evaluation practice. The Evaluation Framework empowers us to enhance the quality of programs and services offered by the Students and Enrolment Division to ensure continuous improvement and enrich the student experience.
- Scheduling and Examination Services (SES) introduced a new service to assist with the transition to conducting assessments on the new Brightspace learning management system. Course instructors who were building online tests or exams could request that an SES expert review the setup of their exam as a quality check prior to exam day, resulting in fewer support calls from examinees encountering issues.

ENROLMENT MANAGEMENT

- As of November 1, 2021, Carleton was up 1.9% in fall 2021 full-time new undergraduate first-year students. The two-year retention rate also increased by 1.8% (Consortium for Student Retention Data and Exchange methodology) from 2020 to 2021.
- During the fall recruitment cycle, the International Admissions and Recruitment team undertook 232 events to reach prospective international students resulting in 8,398 leads. The team continued to engage prospective international students through initiatives such as regular webinars, daily live chats, peer-to-peer messaging with current student ambassadors, email campaigns, fall and winter dedicated open houses, the international video playlist and an International School Counsellor newsletter.
- The Undergraduate Recruitment Office (UGR) continued to work closely with faculties and academic departments to offer virtual events, program spotlights, online chats, virtual tours and more, with just over 40 program-specific events organized for close to 2,000 attendees.
- UGR continued to connect with prospective Ravens in a variety of innovative formats, including online chats, the Live@Five online event series, the Talking Raven Podcast, telecounselling call campaigns, social media, Future Raven Coffee Breaks, virtual program spotlights, the high school outreach program and more. UGR also sent out a weekly email digest, Future Ravens Connect, to feature all the ways prospective students can connect with Carleton.

WELCOMING STUDENTS TO CARLETON





“I wanted you to be one of the first to know that I have accepted my offer at Carleton. I am super excited to go on this adventure, and am looking forward to everything that’s to come. Thank you for all of your help in getting to this point. I wouldn’t have been able to get to this point without your help!”

— Prospective Student

- High school visits happened both online and in-person this year. UGR completed 285 virtual high school visits and 8 in-person high school visits. Replacing in-person high school follow-up visits, 265 virtual high school visits were booked to speak to applicants about their next steps and accepting their offer to Carleton. For students not able to attend an in-person or online school visit, a bi-weekly General presentation was alternated with a bi-weekly How to Apply presentation, as well as a Your Career, Your Future presentation every other week.

- UGR hosted several events for prospective students, such as the virtual Future Raven Family Night, with close to 900 students and family members in attendance, and the How to Become a Raven event the week leading up to the Ontario high school application deadline. Both events included a plethora of relevant information, with everything from how to apply to Carleton to making the most out of life as a Raven.
- UGR hosted a Fall and Winter Open House Series, which provided prospective students with the chance to connect with faculty, staff and current students through both virtual and in-person events, including guided virtual tours, in-person campus tours, residence tours, faculty and academic program sessions and faculty and student panels. There were also opportunities for Indigenous students to connect with Carleton at an Indigenous student table every day during the Open House series.
- In the fall 2021 term, Carleton participated in the Guidance Forum with universities from across Ontario, as well as hosted our own events. Close to 1,000 Guidance Counsellors were in attendance, and Carleton had the opportunity to provide an update and interact with counsellors at our virtual booth. Annual high school packages were also mailed out to over 1,600 schools, in addition to viewbooks and a letter for Guidance Counsellors.
- 1,575 students participated in a guided virtual tour, residence virtual tour or in-person Campus Tour, which included residence when pandemic restrictions allowed.
- UGR collaborated with the Centre for Indigenous Support and Community Engagement on new Indigenous publications for prospective students, including a new Indigenous Student Viewbook and a comprehensive Indigenous Enriched Support Program brochure. A new Recruitment Coordinator, Indigenous Initiatives was hired and participated in all UGR events.

COLLABORATION AND COMMUNITY PARTNERSHIP



PROVIDING EXPERIENCES AND RESOURCES

- The Student Experience Office (SEO) partnered with the Afro-Caribbean Mentorship Program to host a Black History Month event which set out to support African, Caribbean, and Black (ACB) businesses that have been disproportionately impacted by the COVID-19 pandemic. The event highlighted the role of ACB businesses as community hubs and celebrated business owners who made immense contributions to supporting the ACB community throughout the pandemic.
- Hosted by the Research, Education, Accessibility and Design (READ) Initiative during National AccessAbility Week, ENABLE Ottawa brought together an audience of over 400 professionals

from the accessibility sector to explore how the changing world of assistive and adaptive technologies are contributing to the creation of universally accessible experiences to help people better navigate their worlds.

- Recreation and Athletics launched their first annual “Women in Sports Leadership” virtual symposium on April 13, 2022. This included collaboration with uOttawa students, Ravens Sport Business Club, Carleton University Students’ Association, student athletes and University Advancement.
- The READ Initiative launched #AbleTo Tap into Talent, an online self-guided learning series on disability inclusion at work; a direct output of the Skills Catalyst Project which wrapped up in summer 2021. The purpose of this tool is to create accessibility videos and training materials for employers and employees to support the employability of persons with disabilities in the workplace.

- Supported by the Office of Student Affairs, Carleton’s Student Mental Health Student Engagement Committee had over 40 students join. The committee’s goal is to provide students with experiences and resources to be well; provide students with the opportunity to voice their opinions on informing, shaping, and implementing mental health support on campus and strive for inclusion and accessibility amongst mental health and wellness supports.
- Many staff across the Students and Enrolment Division enhanced their knowledge by completing the new Kinàmàgawin Indigenous Learning Certificate. Offered by the Centre for Indigenous Support and Community Engagement, this certificate program enables participants to learn about anti-Indigenous racism in Canada, institutional anti-Indigenous racism and education, Indigenous student experiences and the Centre for Indigenous Support and Community Engagement and practicing allyship and righting relations.

“This presentation has been one of the most impactful lessons I have learned in my education. I feel much better about approaching the real world after this. I also feel much more comfortable about going into the careers office for further assistance.”

— Career Services Workshop Participant

- The READ Initiative launched the fall 2021 Rick Hansen Foundation Accessibility Certification™ (RHFAC) Training Course on October 25, 2021. Following the University’s shift to online learning, the READ Initiative expanded the course offering to new locations and markets and welcomed a cohort of registrants from all over Canada for the first time.
- The Canadian Accessibility Network (CAN) has launched the CAN Connect Forum, a series designed to support learning and knowledge exchange on accessibility nationally. Further, CAN has begun acting on seven member-initiated projects, and applied for its first Network-initiated project grant.



Collaborating with local and national partners towards a more accessible and inclusive community.

STAFF SUCCESS AND ORGANIZATIONAL EXCELLENCE



STRATEGIC INITIATIVES FOR STUDENTS AND STAFF

- Strategic Initiatives (Students and Enrolment) successfully launched the Students and Enrolment Onboarding Program in the winter 2022 term. The program consists of a variety of components, including a monthly S&E Orientation session, Strengths-Based Development and resources to support managers in creating a positive onboarding experience for new employees.
- Conference Services was awarded the 'Best On-Site Accommodations' award in the Unique Venues 2021 Best of Awards. The winning venues were chosen by planners and readers as the best in the industry, so this award truly exemplifies Conference Services' commitment to excellence.
- The Student Support Certificate (SSC), led by Strategic Initiatives (Students and Enrolment), completed its fourth successful year with a program record of 1,148 total participations in workshops, a 45% increase from the program's first year. The SSC also added two new workshops to its roster, bringing the total number of unique sessions offered through the program to 18. Participation in the SSC concentrations also continues to grow, with an almost 200% increase in Equity, Diversity and Inclusion concentration completions and an 84% increase in Student Mental Health and Well-Being concentration completions.
- The Paul Menton Centre for Students with Disabilities (PMC) generated more accommodations for more students than any previous fall term, with an almost 15% increase over the previous highest fall term. PMC also held end of year evaluations with high levels of satisfaction from both faculty and students. During a study looking into overall CGPA of a cohort of students who registered with the PMC in 2020/2021, the

Conference Services was awarded the 'Best On-Site Accommodations' award in the Unique Venues 2021 Best of Awards.



“[I liked] the diversity of courses and the different certifications to enhance my learning. I loved being able to gain more knowledge to support our student[s]”

— Student Support Certificate Participant

average CGPA was 9.07 in fall 2020 and 9.11 in winter 2021. While the 7-year graduation rate for PMC students is lower than the general cohort, the 10-year rate for PMC students is statistically significantly higher than the general cohort.

- Dining Services introduced the Hey Chef mobile ordering application in the majority of dining locations. This innovative tool enables customers to place their order in advance and skip the line when picking up from locations across campus. The pandemic illuminated the need to minimize person-to-person contact, and the touchless ordering and convenience of Hey Chef encouraged Dining Services to expedite its roll out.
- Teams across the S&E Division are acting to improve sustainable operations. From going 100% paperless in the PMC intake process, increasing local and community-sourced purchases in Dining Services, to using digital knowledge bases in onboarding for Scheduling and Examination Services, our units are all striving for sustainability.
- The Office of Student Affairs partnered with the Community Addictions Peer Support Association (CAPSA) to bring 30 All People, All Pathways peer support meetings to campus for those affected by substance use and addiction.
- The S&E Division created opportunities to recognize staff and showcase their work through initiatives like our divisional Town Halls or features in our monthly staff newsletter. Over 450 participants attended our all-staff Town Halls over the fall and winter reading weeks, where colleagues had an opportunity to present their work directly to their peers. Staff success stories, innovation spotlights, or team accomplishments are often highlighted as features in our divisional staff newsletter, which was opened by an average of 220 S&E staff each month.

INFRASTRUCTURE



Our new residence has an architectural emphasis on community, connection and wellness.

BUILDING A COMMUNITY

There are numerous exciting physical and digital infrastructure projects underway or anticipated in the Students and Enrolment (S&E) Division.

Projects that were completed this year include an Indigenous space in the residence precinct, as well as nine additional Emergency Naloxone stations across campus. These new emergency stations are in addition to the 10 Narcan boxes currently installed in the residence precinct, bringing the campus total to 19. New Dining Services locations, such as Urban Deli and Market Pizza, were successfully launched with positive feedback from the community, in addition to renovations on existing Food Court restaurants. A new Bridgehead location was also opened in Nicol Building, and we continue to foster a strong partnership with the Bridgehead management and team.



For our large-scale physical infrastructure projects, we broke ground on the construction of a new residence building, which is scheduled for completion in the 2024-2025 academic year. Our new residence has an architectural emphasis on community, connection, and wellness. This new 452-bed building will be a focal point when entering campus from Bronson Avenue, and will include a community kitchen, lounges and study spaces, a gym with a half basketball court, a theatre and a media centre.

We have also made progress toward the proposed new Regional Aquatics Centre and Wellness Hub. This year, we completed the detailed design and report concepts which were presented to the Board of Governors and the university community. We have also submitted a proposal and are working with the Government Relations Office to engage stakeholders regarding the construction of the first phase of the project: the Regional Aquatics Centre.



BUILDING BEYOND WALLS

Our digital infrastructure changes include the completion of the Carleton360 Student Portal and the Ventus system.

The Carleton360 Student Portal is a complete student experience hub that allows direct access to Carleton Central, cMail and Brightspace. It also features an intray for important messages from the university and direct links to important university resources. In addition, the Third Party Release and Internal Application modules were also launched as part of the Carleton360 Student Portal.

The Carleton360 Student Portal is a complete student experience hub.

The Paul Menton Centre and Scheduling and Examination Services teams are working alongside Information Technology Services on the new Ventus system, a software to manage exams and accommodations for students with disabilities. We are in the final stages of implementing Ventus and are planning a launch in the summer 2022 term.

The new Ventus software system will help students with disabilities manage exams and accommodations

COVID-19 RESPONSE

THE HEALTH OF OUR COMMUNITY



The Vice-President (Students and Enrolment) continued to oversee and coordinate Carleton's response to COVID-19 and the gradual and safe return to campus, in collaboration with the senior leadership team and other key stakeholders. We collaborated across campus to ensure that all main air handling systems were fitted with high efficiency (MERV 13) filters; capacity limits were outlined in offices, classrooms and common areas; enhanced cleaning protocols were put in place; hand sanitizer stations were deployed and water was continually flushed in the buildings and tested for the presence of legionella bacteria. The Print Shop was instrumental in fulfilling many COVID-19 signage requests to support Return to Campus planning.

We continued to support the COVID-19 communications strategy for faculty, staff and students, communicating a variety of changing measures quickly, efficiently and strategically. This included communicating the progressive lifting of measures as we facilitated a safe and gradual return to campus, and the sudden rise

of the Omicron variant which caused us to pause our return to campus plans from December 2021 until February 2022. The COVID-19 Response Team in Students and Enrolment (S&E) continued to keep our community well informed by responding to emails sent to covidinfo@carleton.ca and maintaining the COVID-19 website, including a large number of FAQs.

Through close collaboration with Procurement Services and Information Technology Services, we launched a new COVID-19 screening tool, cuScreen, which was developed in partnership with Thrive Health Inc. We leveraged cuScreen to facilitate compliance with the mandatory vaccination policy and used it to track vaccination attestations and related documents. Alongside cuScreen, we implemented the cuScreen Ambassador Program on campus; the cuScreen Ambassadors were spread across our buildings and facilities to help direct individuals to the appropriate building entrance, check screening results, encourage the wearing of masks, ensure everyone maintained physical distancing and answer any questions.

We also directly contributed to the health of the Ottawa community through Health and Counselling Services, who administered over 4,500 COVID-19 vaccines to members of our community. We also produced and ran vaccination encouragement campaigns on social media. The International Student Services Office (ISSO) was instrumental during this time, collaborating with several S&E teams to implement the Quarantine Support Program, which assisted 1,400 international students upon their arrival to Canada. All of these implemented measures and programs enabled a successful academic year for students, staff and faculty as we gradually returned to campus.

We are so proud of our division and our efforts to return to normal in this unprecedented time, while always prioritizing both the physical and mental health of our students, staff, faculty and community members.

99.8% fully vaccinated

compliance rate for all individuals required to be on campus

STUDENTS AND ENROLMENT BY THE NUMBERS

800+

students employed
throughout the
Students and
Enrolment Division

190%

**increase in
Student Support**
Certificate EDI
concentration
completions

\$32

million awarded
to undergraduate students
through scholarships and
bursaries



16th

**National
Championship**
won by the Carleton
Ravens Men's
Basketball team

23,811

**letters of
accommodation**
generated by the
Paul Menton Centre for
Students with Disabilities

\$60,960

in funding approved
through the International
Student Relief Fund

OUR UNITS



- Academic Advising Centre
- Admission Services
- Attendant Services
- Awards and Financial Aid Office
- The Bookstore
- Campus Card Office
- Career Services
- Centre for Student Academic Support
- Conference Services
- Co-operative Education
- Dining Services
- From Intention to Action
- Health and Counselling Services
- Housing and Residence Life Services
- Information Carleton
- International Admissions and Recruitment
- International Student Services Office
- Mail Services
- Office of Student Affairs
- Paul Menton Centre for Students with Disabilities
- The Print Shop
- Recreation and Athletics
- Research, Education, Accessibility and Design (READ) Initiative
- Scheduling and Examination Services
- Science Technology Centre
- Strategic Initiatives (Students and Enrolment)
- Student Experience Office
- Student Systems Support
- Undergraduate Recruitment Office
- University Registrar's Office

“Being able to access a women’s only gym slot was beyond amazing. It was nice to go to the gym and see so many girls working out and being healthy.”

— Athletics Participant

WORKING COLLABORATIVELY TO EMPOWER OUR STUDENTS

