



# STUDENTS AND ENROLMENT ANNUAL REPORT 2022-2023



**Carleton**  
University

Students  
and Enrolment



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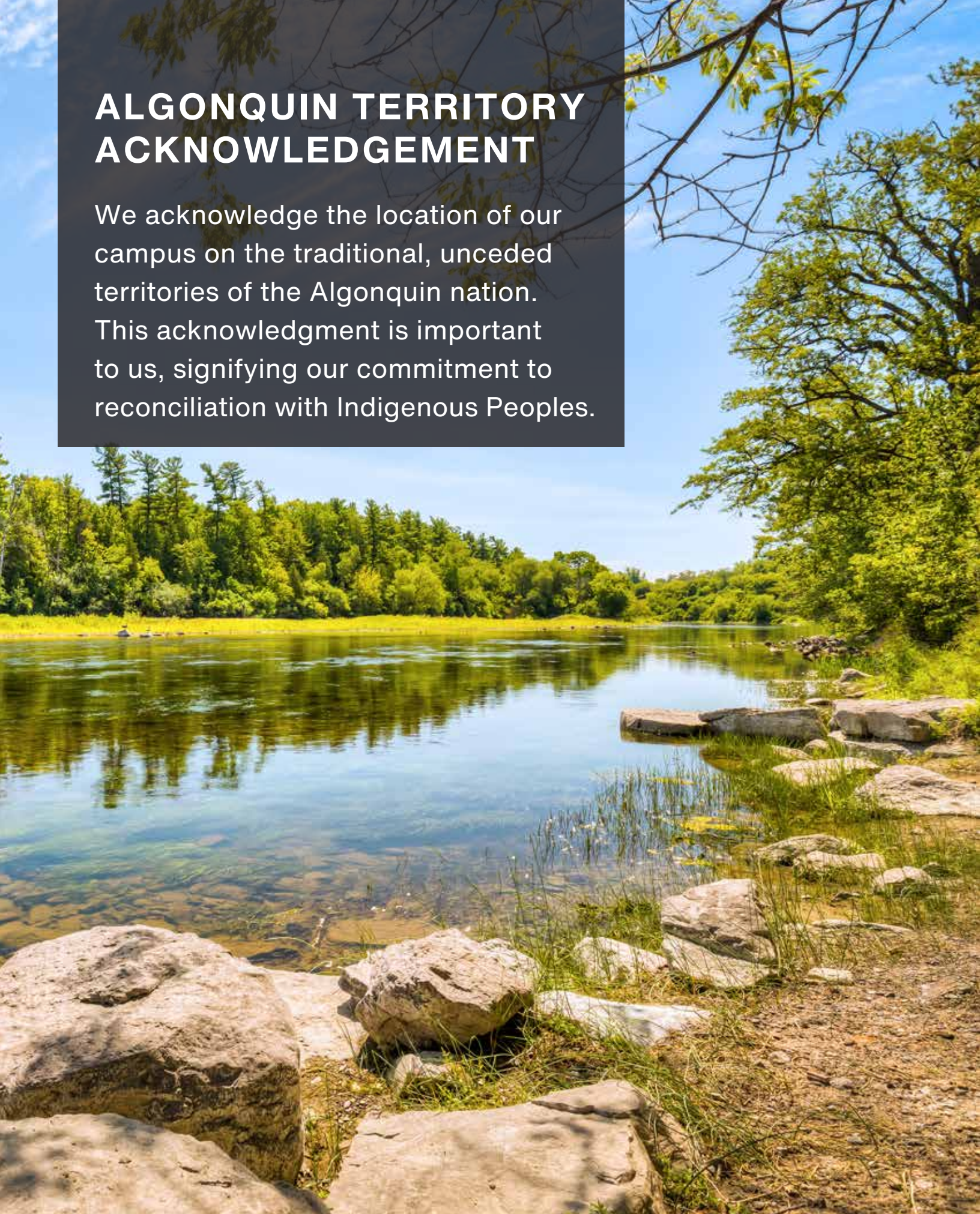
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# ALGONQUIN TERRITORY ACKNOWLEDGEMENT

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.





# MESSAGE FROM THE VICE-PRESIDENT (STUDENTS AND ENROLMENT)



## RECOGNIZING REMARKABLE ACCOMPLISHMENTS

As we conclude the 2022-2023 academic year, it's important to take a moment to pause and recognize the remarkable accomplishments achieved within the Students and Enrolment Division. This year held a particular significance as we welcomed three cohorts of students to campus for the first time.

Over the past three years, our community and the world have faced unprecedented challenges due to COVID-19. We have navigated these challenges with resilience, adaptability and compassion. Although COVID-19 is not quite fully gone from our lives, we have adapted and learned to coexist with it. As we finish the 2022-2023 academic year and move into a new season, supporting our students, faculty and staff will continue to remain our main priority.

As we conclude our second year of implementation of our Students and Enrolment 2021-2026 Strategic Plan, Helping Ravens Soar, we can already see some key progress towards our goals. The success we have already achieved is a testament to our collaborative efforts with students, faculty, staff and community partners. Together, we continue to empower our students to reach their academic, personal and professional potential. A key aspect of our approach remains actively engaging our students as co-creators. By valuing their input and involving them in our decision-making processes, we have been able to enhance

our programs and services to better cater to the diverse and ever-evolving needs of our student body. Their perspectives have played an invaluable role in shaping our division's trajectory.

As we reflect upon our achievements, let us take pride in the significant progress we have made and take a moment to celebrate our successes. This annual report showcases some of the many examples of our achievements over the past year.

I am so appreciative of the Student and Enrolment team's unwavering dedication, commitment and valuable contributions to supporting our students and colleagues across the university. Together, we will continue to build upon our successes and work towards our shared aspirations.

Sincerely,

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





# VALUES



# 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 annual report, this section highlights a few examples from the past year which demonstrate how we have put our values into action during 2022-2023.



The Black History Month shirt was designed by Carleton student Teju Oladipo with proceeds from shirt sales going towards the Umoja Student Support Fund for African, Caribbean and Black students.

## Accessibility, Equity and Inclusion

Our division believes in respectful, diverse, accessible and equitable environments for all. The Accessibility Institute continued to lead the implementation of the university's Coordinated

Accessibility Strategy, with action taken to address 36 of the 40 recommendations. The Student Experience Office successfully led the Black History Month Shirt Campaign to support African, Caribbean and Black students at Carleton and Housing and Residence Life Services created a new smudging space in residence available to all Indigenous students. Co-operative Education successfully implemented the first round of funding for the Global Skills Opportunity program, designed to enable low-income students, students with disabilities and Indigenous students to participate in meaningful study and work abroad programming. Furthermore, the Awards and Financial Aid Office continued to develop additional award opportunities under Carleton's Equity, Diversity and Inclusion Action Plan.

## Collaboration

We believe in collaborating within the division, across Carleton and externally. The Paul Menton Centre for Students with Disabilities and Scheduling and Examination Services collaborated cross-institutionally with Information Technology Services (ITS) to launch the new Ventus portal to enhance the accommodations process, with the goal of ensuring that students with disabilities have equal opportunities to access and participate in their courses. Externally, the Canadian Accessibility Network (CAN), with its national office at Carleton's Accessibility Institute, continued to grow and reached nearly 76 CAN Collaborator organizations and 155 individual members supporting the work of advancing accessibility across Canada. Furthermore, Student Systems Support, working

collaboratively with the Registrar's Office, ITS and an external vendor, delivered both the cloud-based academic audit and the Academic Continuation Evaluation process.

## Employee Wellness

Our employees are the heart of our division and supporting their well-being through positive environments is integral to our work. Our units supported employee wellness through a variety of ways, such as promoting Healthy Workplace initiatives through Healthy Workplace Champions in order to help create a healthy work-life balance. Additionally, staff accomplishments were highlighted in the S&E staff newsletter and flexible work arrangements continued to be incorporated after a full return to campus. Our units regularly maintained contact with one another through a variety of initiatives, such as regular check-in meetings with their teams, two divisional all-staff events and monthly small group casual coffee meetings with the Vice-President (Students and Enrolment).

## Innovation

Our division is committed to innovation and excellence through continuous improvement. To support a successful return to an on-campus university experience, the Student Experience Office, the Office of Student Affairs, the Undergraduate Recruitment Office and Housing and Residence Life Services collaborated to launch the Return of the Ravens program in September 2022, featuring five weeks of programming. Strategic Initiatives (Students and Enrolment) launched the new Carleton Mobile app for students, with a refreshed user interface, improved access to student services and integration with Carleton's Emergency Notification System. In the Apple App Store, Carleton Mobile appeared in the top 10 education apps and had a rating of 4.8/5.0 within weeks of its launch. Mail Services innovated to improve operational efficiency by implementing a digital locker system. Finally, many of our units also innovated with sustainability in mind, like Strategic Initiatives (Students and Enrolment), who launched a cross-divisional

Sustainability Advocates Program working group to improve sustainability on campus while the Campus Card Office is working towards a combined U-Pass and Campus Card to 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. As we welcomed three cohorts of students to campus for the first time, our commitment to Service Excellence was evident in the way our units provided exceptional quality programs and services. For example, we continue to lead the annual Ask Me campaign to welcome students to our campus, designed to foster a sense of belonging and community for all students. To further support the return to campus, we updated and mailed printed copies of our Student Support Resource folder to faculty and staff across the Carleton community to assist in supporting students through their time at Carleton. Furthermore, Information Carleton adapted their services to ensure lines of communication were accessible and responsive while the Bookstore provided exceptional customer service so students got the materials they needed to succeed.



The new Carleton Mobile app for students was launched in fall 2022 with a refreshed user interface and improved access to student services.





# THEMES



# STUDENT SUCCESS

- Housing and Residence Life Services welcomed nearly 3,600 students to live in residence.
- Recognizing that the first year of university can be a difficult transition, the Registrar's Office implemented the new First Year Grading Policy that aims to ease the transition to university life for students. This policy allows new undergraduate degree students who do not have any previous post-secondary education to convert up to two credits of passing grades in the first two terms of study to a notation of CR (Credit); all F grades will be automatically converted to NR (No Record) and will not appear on transcripts; and any withdrawn courses (WNR) will not show on transcripts.
- The Academic Advising Centre and Registrar's Office completed the first assessment under the new Academic Continuation Evaluation (ACE) framework, which allows leniency in students' first year of studies and encourages incremental progress towards their degree requirements. ACE is designed to help ensure all undergraduate students are supported in their progression toward graduation by allowing for more frequent proactive outreach and assessment.
- The Awards and Financial Aid Office approved over 260 students to participate in the Work Study Program. The office also introduced a new virtual event, TD Introduction to Money

**“This workshop was very interesting, and I feel like it was very beneficial, especially speaking as a first year. Many of us believe that everyone knows their paths and is super confident in themselves. After this presentation, I feel like I can take my time to determine specifically what field I'm interested in and even examine fields that I never thought my degree could go into. Overall, it was very eye-opening!”**

— Career Services workshop participant



Our Residence Life Staff helped welcome students to their new home at Carleton.

Management, that explored the basics of budgeting, credit and investing which saw their highest-ever registration and turnout for a virtual event.

- The Centre for Student Academic Support (CSAS) had 25,177 interactions with students through Learning Support, Writing Services and Peer Assisted Study Sessions (PASS). Support was provided through asynchronous and synchronous workshops and one-on-one support sessions, while PASS supported 42 courses (132 sections) across five faculties.
- Working with the Student Mental Health Advisory Committee, the Student Health and Wellness team completed the first year of implementing the Student Mental Health Framework 2022-2026, with actions taken on 26 out of 30 recommendations.
- To meet increased demand for mental health support, Health and Counselling Services expanded to 17 counsellors, including a permanent intake counsellor, crisis counsellor and a trans/2SLGBTQ+ counsellor. Two additional



term counsellor positions, a racialized counsellor in residence and a general counsellor in the main clinic were also added to support students. Additionally, Carleton University was one of two post-secondary institutions in Ontario to receive funding from the Waterstone Foundation to hire a counsellor with a specialty in eating disorders and disordered eating.

- A new Mental Health and Wellness website was launched to help students discover the tools and resources Carleton offers to help understand, manage and improve their mental health and wellness while at university. The new website features an interactive Wellness Services Navigator tool, designed in collaboration with faculty, to direct students to a curated list of mental health and wellness resources, and information on healthy living, spirituality, substance use health and more.
- From Intention to Action supported 168 students through in-person and virtual care, with results continuing to indicate participants experiencing improvements in mental health and academic functioning.
- Wellness Services relaunched the Carleton Therapy Dog program, designed to bring mental health and wellness supports to our community, with nine certified therapy dogs hosting visits across campus.



**“While I had wanted a career in government when entering my degree, this co-op position has shown me that there are other applications for my degree and that there are options for employment that better suit my interests and strengths.”**

— Co-op student employee, Strategic Initiatives

- The Co-operative Education program grew by 16%, with 3,965 co-op work terms completed by our students. Carleton has the fastest-growing co-op program in Canada and remains Ontario’s third largest co-op program.
- Career Services exceeded targets for Accessible Career Transitions (ACT) to Employ placements with a record 311 placements, while also maintaining a 100% participant satisfaction rating. This included students being placed in roles across the federal public service, as ACT to Employ continues to be listed in the Treasury Board’s database of approved co-op programs.
- Career Services hosted three virtual Career Fairs with a total of 220 recruiting organization booths (a 23% increase from the previous year) and a total of 4,275 students present (a 6% increase from the previous year). These virtual events generated 13,872 chats between employers and attendees.
- The Student Experience Office (SEO) partnered with 2SLGBTQIA+ students, staff and faculty to host Carleton’s second institutionally-funded Pride Festival. Highlights included a virtual Q&A with disability and LGBTQ+ advocate Spencer West, a speaker series on 2SLGBTQIA+ identities in Indigenous, racialized and disabled communities and a drag show.
- The SEO’s Umoja Black Community Engagement Program celebrated Black History Month in February 2023 with two events focused on creating culturally-safe spaces for Black women and Black gender-diverse folks to talk freely about hair health, mental health, sexual health, body care and HIV. Umoja also partnered with the Institute of African Studies for an evening of poetry celebrating Black Canadian experiences.





Canadian Anishinaabe activist, broadcaster and filmmaker Sarain Fox.

- The SEO also collaborated with leaders of various student groups, including the Muslim Student Association and Carleton University Students' Association, to increase prayer space on campus. Space was secured in Athletics for Friday prayer, as well as two prayer spaces in Paterson Hall and Leeds House in collaboration with Housing and Residence Life.
- The SEO's SOAR 2023 Student Leadership Conference welcomed Sarain Fox, Anishinaabe activist, broadcaster and filmmaker, as this year's keynote speaker. Fox provided a powerful address on career development and finding purpose. This year's conference had 275 registrants and featured 21 education sessions hosted by Carleton alumni, students, staff and faculty.
- The SEO's First Year Connections (FYC) program supported over 600 first-year students in their transition to university during the fall 2022 term and introduced a Returning Ravens stream which supported over 125 upper-year students who started in-person studies for the first time.

**“My mentor in the First Year Connections program helped me feel comfortable as I started university. It was reassuring to have someone to ask questions to and who could guide me to resources. My mentor helped me learn about how to get involved and gave me tips to be successful in first year.”**

— First Year Connections participant

- The International Student Services Office (ISSO) provided robust pre-arrival support to international students by offering multiple virtual Q&A sessions each week spotlighting questions on travel, immigration and settlement in Canada. They also provided I-Start: International Student Orientation to help international students succeed as they transition to student life at Carleton and in Canada. Upon the students' arrival, the ISSO led International Orientation Day, an event designed to support students in their transition to Carleton, while also facilitating community building.
- The ISSO Immigration Advisors assisted with approximately 5,000 immigration-related cases for international students and others in the Carleton community.
- From June 13 to 24, 2022, Carleton held in-person convocation ceremonies for the graduating classes of 2020, 2021 and 2022. The Registrar's Office, along with other university partners, helped 6,737 students cross the stage across 40 ceremonies. Additionally, 768 members of the class of 2022 crossed the stage to receive their degrees at Fall 2022 Convocation and in February 2023, Senate approved the graduation of 1,352 students.



Current students volunteered to welcome new international students to Carleton as part of International Orientation Day.



# ENROLMENT MANAGEMENT



- As of November 1, 2022, Carleton was down 1.9% in full-time new undergraduate first-year students for the fall 2022 term. The two-year retention rate remains at historic highs at or above 83% for the past three cohorts.
- The Ontario Universities' Fair returned to a two-day, in-person event, with close to 80,000 students and their families. Carleton collected close to 3,500 names of prospective students and follow up emails thanked them for visiting the booth and invited them to the on-campus Fall Open House. In addition, Carleton participated in online university information sessions during fall 2022, with 200 students attending a Carleton presentation.
- The Undergraduate Recruitment Office hosted its first Greater Toronto Area guidance breakfast on November 25, 2022, with more than 20 guidance counsellors.
- Recruitment publications, including the viewbook and a new Indigenous student viewbook, were completely refreshed and re-written to align with Carleton's new branding.
- The Indigenous Initiatives Recruitment Coordinator participated in the Aboriginal Post-Secondary Information Program (APSIP) tour and connected with over 2,000 students. They also participated in smaller community centre visits in Ottawa, including visiting Indigenous youth at Mary's Home. They worked with Wabano, Innuugatiguit, Tewgan house and other community partners to start visits and built on the relationship with the Urban Aboriginal Alternative High School and other local school boards.
- In summer 2022, the Indigenous Initiatives Recruitment Coordinator attended the Spirit of the Drum Pow-Wow to talk about Carleton's supports for Indigenous students and was involved in the Inuit student gathering and the Inspire Youth gathering. The Undergraduate



Recruitment Office also ran an email campaign for applicants self-identifying as part of First Nation, Inuit or Métis communities.

- Admission Services revised notices of acceptance to ensure Indigenous applicants are aware of the Indigenous Enriched Support Program as an alternative pathway if entrance to an undergraduate degree program is unsuccessful.
- During the 2022-2023 recruitment cycle, the International Admissions and Recruitment team undertook 324 school visits and events in 27 countries to reach prospective international students resulting in 4,628 leads. The team continued to engage prospective international students through webinars, daily live chats, one-on-one appointments, peer-to-peer messaging with current student ambassadors, email and social media campaigns, fall and winter open houses, the international video playlist and an international school counsellor newsletter.



- For the first time since 2019, the International Admissions and Recruitment team hosted its Summer Counsellor Tour, welcoming 11 guidance counsellors from international schools across nine countries for a two-day program on campus.
- The on-campus Guidance Breakfast returned on October 28, 2022, with 83 guidance counsellors registered. Packages were also mailed out to approximately 2,400 high schools, in addition to viewbooks and a letter for guidance counsellors.
- On February 11, 2023, the Undergraduate Recruitment Office supported the Arts and Social Sciences Fair, organized by the Faculty of Arts and Social Sciences (FASS), to celebrate the people, groups and projects that make FASS a great place to study.
- New this year, the Undergraduate Recruitment Office ran a series of applicant evenings across Ontario, with over 200 students and 460 guests participating. A virtual applicant evening was also held, with over 100 students registered.

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**“[The Recruitment team] went above and beyond and we felt very welcomed. Many of our students said Carleton was their favourite university of our tour and the lunch was amazing.”**

— Guidance Counsellor





# COLLABORATION AND COMMUNITY PARTNERSHIPS



- In June 2022, the Rick Hansen Foundation (RHF) recognized Carleton University's commitment to accessibility policy and training by naming Carleton a Leader in Accessibility, one of only six post-secondary institutions to be recognized by the RHF as a leader in accessibility and disability inclusion.
- The Accessibility Institute hosted the seventh annual Enable Ottawa Conference on Innovations in Assistive and Adaptive Technologies from May 31 to June 1, 2022. Over 100 academics, employers, community members and accessibility professionals attended the conference to hear from an exciting lineup of researchers and accessibility experts.
- The Student Experience Office relaunched the Community Partnership Project, a project-based experiential learning program connecting students with community organizations, for its third year. Students progressed through self-paced modules culminating in a weeklong partnership over the winter break, remotely supporting local organizations with research, planning and execution of community projects.
- Recreation and Athletics had a record 6,798 summer campers in July and August 2022, as well as a record number of 70 lifeguard certification candidates, which helped address the lifeguard shortage in Ottawa. Their holiday camps also returned after a two-year hiatus due to the pandemic, with a record 150 children participating in multi-sport and tennis camps.
- Recreation and Athletics also launched a new adaptive multi-sport camp for children with disabilities, with the support of a \$10,000 grant from JumpStart. The camp offered sports like wheelchair basketball, pickle ball, boccia ball, wheelchair tennis, wheelchair badminton and t-ball.





A new adaptive multi-sport camp for children with disabilities was launched with the support of a \$10,000 grant from JumpStart.

“I was always proud to say I attend Carleton, but when they showed commitment and dedication to bringing boccia and keeping the boccia program alive, it meant a lot to me, the fact that they were willing to make that commitment. Outside in the community, there isn’t a lot of grassroots opportunities for students with disabilities or young adults with disabilities to get involved. So for Carleton to make a space for students with disabilities it really does mean a lot, because if it wasn’t for Carleton and their commitment to inclusion, I wouldn’t have had the opportunities within the sport I’ve had.”

— Adaptive Sports participant

- During the summer, Conference Services was once again able to transform the residence buildings into Ottawa’s largest hotel after a nearly three-year stop/reduction in offering accommodations. Most notably, the Ceremonial Guard was welcomed back for the 26th year, along with new groups and visitors, for a total of nearly 10,000 guests.
- Dining Services, in collaboration with Aramark and the Centre for Indigenous Support and Community Engagement, worked to enhance Indigenous catering offerings on campus through a two-day storytelling and learning event.
- The Print Shop is collaborating with Facilities, Management and Planning on both indoor and outdoor signage. Furthermore, the Print Shop and the Science Technology Centre are making updates to office door signage and outdoor temporary signage.



Students participate in community-engaged learning with Ausome Ottawa to develop skills, gain experience and learn about important issues.



# STAFF SUCCESS AND ORGANIZATIONAL EXCELLENCE

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- The Students and Enrolment (S&E) Division created opportunities to recognize staff and showcase their work through initiatives like our divisional all-staff events. Over 457 participants attended our all-staff events over the fall and winter breaks, where colleagues had an opportunity to present their work directly to their peers.
- The S&E staff newsletter was emailed monthly and highlighted general updates, news, staff success stories, innovation spotlights and team accomplishments.
- Scheduling and Examination Services hosted another successful CU Administrator's Conference, covering a variety of topics geared towards helping departmental administrators support students.
- The Paul Menton Centre for Students with Disabilities (PMC) experienced its highest enrolment ever with 4,223 students registered. This represents an 18.5% increase over the past two years. End of year evaluations submitted by faculty and students indicated 82% and 86% level of satisfaction respectively.
- The Student Support Certificate (SSC), led by Strategic Initiatives (Students and Enrolment), completed its fifth successful year with 840 total participants in workshops. The SSC also added a new Trans and Gender Diverse Inclusion workshop to its roster, bringing the total number of unique workshops offered through the program to 19.
- Many of the S&E staff continue to expand their learning by participating in EDI-focused professional development and initiatives like the Kinàmàgawin Indigenous Learning Certificate, anti-Black racism training and Care of Transgender and Non-Binary Students workshop.
- The Research, Education, Accessibility and Design Initiative celebrated its 10-year anniversary by becoming the Accessibility Institute, the first-ever of its kind in post-secondary and in Canada. The Accessibility Institute will further strengthen and expand collaborations to advance accessibility across disciplines and sectors and reaffirms Carleton's ambition to continue leading toward a fully inclusive and accessible Canada.
- The division completed the restructuring of the Student Affairs and Wellness portfolios in July 2022, resulting in the hiring of two new Associate-Vice Presidents (AVP); an AVP Student Health and Wellness and an AVP Student Affairs and Student Life. These two new positions create a holistic and collaborative approach to supporting students with increasingly complex needs.
- The new Student Health and Wellness portfolio, led by the inaugural AVP Student Health and Wellness, was established to better streamline and consolidate health, mental health and wellness services and programs for students. The portfolio brings together Health and Counselling Services, Wellness Services, the Paul Menton Centre for Students with Disabilities, Attendant Services and From Intention to Action which enables a more coordinated approach.
- The Student Affairs and Student Life portfolio brings together the Office of Student Affairs, the Student Experience Office, the Centre for Student Academic Support and the International Student Services Office to further support student success and student development.



# BY THE NUMBERS

**\$31.9M**

**in scholarships  
and bursaries**

awarded to  
undergraduate students

**\$2.7M**

**in grant  
funding**

received by the  
Accessibility Institute

**#1**

**first set of men's and  
women's basketball**

programs win both National  
Championships since 1985



**185**

**new participants**

taking their first  
Student Support  
Certificate workshop

**9,455**

**downloads**

for the new  
Carleton Mobile app

**427**

**professional staff**

employed through the  
Students and Enrolment  
Division



# OUR UNITS



- Academic Advising Centre
- Accessibility Institute
- 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
- 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
- Wellness Services







