SGS Student Academic Services

General Meeting for Graduate Administrators

Friday, October 2, 2015
2:00-4:00 p.m.
Bahen 1160
Prof. Locke Rowe

Dean School of Graduate Studies
Vice Provost, Graduate Research and Education
Initiatives in Graduate Studies:
Transparency

Presented by:

Locke Rowe
Vice-Provost, Graduate Research & Education
Dean, School of Graduate Studies

PDAD&C Meeting
September 24, 2015
Transparency - student funding

We are thinking about more strategies and best practices to increase transparency and ease financial transactions with graduate students.

- Student funding
- Funding letters
- Funding descriptions on web pages
- University tuition schedules
- Graduate orientation
- Complaint resolution processes
Transparency - funding composition and dynamics

Students and faculty should understand their funding packages, where money comes from, and how this will change over the course of a typical student’s program.

- Value, composition, temporal dynamics
- Time to completion
- Graduation rate

These data should be readily available to students prior to undertaking a degree, and to faculty members who supervise graduate students.
Departments and Deans have received:
- Data by SGS divisions
- Their own data
- Data will be limited for small cells
- Comments are welcome

All of the data will then be posted on the SGS website.

We’ll encourage departments to put their own data on their own websites too.

SGS will track these data and enlarge the data set.

Upcoming:
Webpages

Funding Description

- Funding policies
- Funding package
- Composition and dynamics of funding package
- Other conditions of funding
Funding Letter

Important elements:

• Copy to and signed by student and supervisor
• Total amount of funding
• Components of funding
• Spread funding as evenly over the year as possible, while matching funding as much as possible to student needs (tuition)
• Provide notification of any changes
# Funding Letters

**NAME:** Student X  
**SUPervisor:** Prof. Z

**Student No.:** 123456789

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<tr>
<th>Select</th>
<th>Domestic Student</th>
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*Stipend is $25,509 when factoring in TA offset

*M.Sc.*  
*Ph.D.*

Funded yes  
Cohort?

*UTF goes toward tuition and fees*

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Professor Z  
Student X  
Date

Funding Source:  
CC:  
CFC:  
Fund: 
Time-to-Completion and Time-to-Candidacy

Division II – Social Sciences
Doctoral graduates between 2002 and 2015, n=1051
Time-to-Completion and Time-to-Candidacy

All Divisions
Doctoral graduates between 2002 and 2015, n=5295
Transparency – What’s next?

In the coming months...

• General funding descriptions and data on the SGS page
• Best practices for:
  • Funding descriptions on web pages
  • Funding letters
• Work on University tuition schedules
• Rethink the SGS graduate orientation in light of transparency
Questions. Comments.
Updates from Student Academic Services

Don MacMillan
Director, Student Services
Staff Changes at SGS

Welcome to SGS
Ian Marquez, Frontline Student Academic Services

And in a new role...
Victoria Hurlihey, Manager Frontline Student Academic Services

Welcome back...
Hasmik Sargsyan, Recruitment & Admissions Officer
The goal of Student Academic Services is to make administration simple, so that graduate students can focus on their research and scholarship.

Following a lengthy review of student services at SGS, a reorganization occurred to improve the services we provide.
Student Academic Services

We aim to provide an outstanding customer service experience for all SGS students from first point of contact through to graduation. It will serve as a hub for student administrative services and offer expert referrals to the appropriate central service.
Student Academic Services

The graduate student experience is a shared responsibility, based upon effective collaborations between the School of Graduate Studies and graduate faculties and units.

Student Academic Services plays a key role in ensuring that graduate administrators have the training and support they need to best serve their students. There will be a shift away from regulation and policing towards a new emphasis on coaching and assisting.
Student Academic Services: Frontline Services

The Past

A new model of service

Triage

Referral and Resolution

Bump Up

Resolution
As in the past, please continue to send your questions to your Student Academic Services Assistant.

Questions about admissions or credential assessment go to Hasmik Sargsyan, Recruitment & Admissions Officer (who may bump them to Steve or Victoria)
As of the March convocation, SGS will no longer be double checking student transcripts just prior to convocation. As graduate units already sign off that program requirements have been met, the process is redundant. It is more important than ever that you continue to be diligent before sending the degree recommendation to us.

We will continue to review all students in collaborative and combined programs.

For Doctoral students only, SGS will implement a new check after the student has achieved candidacy. This removes the pre-convocation crush and has the great advantage that if something is irregular, the student has lots of time to recover and correct the problem.
Student Academic Services
Annual Audit of Student Files

The annual audit of student files has been eliminated.

Upon request, SGS will assist graduate units to examine their student files to ensure that best practices are in place.
The annual audit of student files by Ernst and Young for the Ministry of Training, Colleges, and Universities is unchanged.

The most common errors detected this year were:

1. Admissions decisions or recommendation not dated or not in the file
2. The application summary not in the file
3. No legal status recorded/wrong legal status recorded
4. No signed acceptance by the student
Student Academic Services

There is an on-going task force looking at the role SGS plays in student recruitment. A report is expected at the end of this session. In the meantime, status quo.
The Centre for International Experience has an embedded advisor at:
Grad House
Grad Room
SGS Student Services 63 St George St

Transition advisors help students:
• **Adjust to Canada** – Learn how to form friendships in Canada, succeed in the U of T classroom, live in Toronto’s climate, or deal with feeling homesick.

• **Build your new community** – Get involved on- and off-campus, find groups and sign up for activities.

• **Make a plan** – Achieve your goals during your time here at the University of Toronto.

• **Find help when you need it** – Get access to helpful programs, services and information.
International Credential Workshop

India, Pakistan, and Bangladesh

Mark your calendar!

Thursday, December 10th.
Update from the SGS
Governance and Policy Office

Emma Thacker
Governance and Policy Coordinator and Graduate Appeals Advisor
Appeals

The Graduate Academic Appeals Policy is provided in the SGS Graduate Calendar. There are four steps of appeal process:

- Step One: Informal Resolution
- Step Two: Departmental Appeal (GDAAC)
- Step Three: Graduate Academic Appeals Board (GAAB)
- Step Four: Governing Council Appeal (AAC)

Each level is administered by its own guidelines or terms of reference.
Academic Integrity

- The ‘Code of Behaviour on Academic Matters’ indicates an obligation to report alleged offenses - this includes plagiarism.
- Assignments worth more than 10% of the final mark for a course, the Chair will refer the allegation to SGS.
- SGS website resources:
  - What to do if misconduct is suspected
  - Procedures for preparing a case file for SGS
  - Sample letters, checklists, information regarding jurisdiction and the prevention of misconduct
Questions? Contact ...

Emma Thacker
Governance and Policy Coordinator and Graduate Appeals Advisor
Phone: 416.946.3102
em.thacker@utoronto.ca

http://academicintegrity.utoronto.ca/
Update from Student Systems & Records

Josie Lalonde
Associate Director,
Student Systems & Records
eMarks for Graduate Studies

- eMarks has been rolled out to 14 faculties
  - Applied Science & Engineering
  - Architecture
  - Arts & Science
  - Dalla Lana School of Public Health
  - Forestry
  - Information
  - Kinesiology and Physical Education
  - Medicine
  - Music
  - OISE
  - Pharmacy
  - Social Work
  - University of Toronto Mississauga
  - University of Toronto Scarborough
Process SDFs Functionality
# Process SDFs Functionality

## Standing Deferred (SDF) Administration

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<th>First Name</th>
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ACORN

• Rolled out June 22, 2015
• Any feedback from students?
• Any questions?
• Next steps
SGS Drive

– Guidelines & Set-Up Guides: SGS website
  ➔ Faculty & Staff ➔ Manuals & Guidelines
– User support: sgs.support@utoronto.ca
SGS Information Systems

Overview

Corey Dales
Director, Information Systems
Requesting Support

– If you have a problem with an SGS system please email sgs.support@utoronto.ca
  • Jointly accessed by Student Systems and Records and Information Systems
  • One spot for all your support questions
  • Track status problems and solutions
  • Identifies common issues
  • Metrics
Email Migration

• SGS has migrated to UTORExchange
  – Email addresses have changed to @utoronto.ca
  – A few still appear as @sgs.utoronto.ca

• Update your address books
  – Old addresses will work only until Summer 2016

• New addresses are on the SGS Staff Directory
  http://www.sgs.utoronto.ca/about/Pages/Staff-Directory.aspx
Forms Tool

• SGS forms will become web-based forms

• Better experience for staff and students
Forms Tool

• Starting with forms with simple workflows
  – Confirmation of Registration
  – Confirmation of Degree
  – Name / Gender Change

• Forms with complex workflows to follow ...
  – Leave of Absences
  – Extension to Complete Coursework (SDF)
  – Change of Campus Affiliation
Progress Tracker

• Progress Tracker
  – Optional, web based tool
  – Tracks progress of research stream students
  – Pulls in ROSI data
SGS Information Systems

• Contact Information
  – Support
    • sgs.support@utoronto.ca

Corey Dales
Director, Information Systems
corey.dales@utoronto.ca
416-978-6115
Update from the SGS
Graduate Awards Office

Laura Stathopoulos
Associate Director
Graduate Awards & Financial Aid
Graduate Awards Office

What we do:

- Serve and represent the SGS Dean’s Office as the sole endorsement and signatory for University of Toronto graduate awards and scholarships nominations.

- Act as the first point of contact, liaising with external granting agencies on behalf of students, faculties and graduate units.
Graduate Awards Office

- Ensure the most meritorious applicants are being put forth for internal and external competitions, thus maximizing research income for both graduate students and the University

- Ensure the maximum possible number of awards is made available and is communicated effectively to University of Toronto graduate students

- Aim to support graduate administrators and students by interpreting award policy requirements through advice and workshops at each stage of the competition and throughout the full tenure of the award
Graduate Awards Office

What we do:

– The GAO Administers more than 50 scholarship and financial aid programs

– Approximately 8000 applications received across the university
  ➢ ~ 5000 of these applications are submitted to and adjudicated by SGS

– Facilitate 26 adjudication committee meetings
  ➢ ~ 200 reviewers required, from a pool of 50 graduate units

– Approximately 4800 new and continuing awards administered by the GAO for a period of 1-4 years
Graduate Awards Office

What we do:

- Approximately $60M disbursed to students and faculties in awards and financial aid funds annually

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<td>NSERC, SSHRC, CIHR</td>
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<td>29%</td>
<td>Provincial Awards:</td>
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<td>OGS, QEII GSST, Trillium, Women’s Health, Polanyi</td>
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<td>10%</td>
<td>SGS Awards, Grants and Financial Assistance Programs:</td>
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<td>Travel Grant, Conference Grant, DCA, Masters Tuition Fee Bursary, Emergency Loan/Grants</td>
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<td>5%</td>
<td>U of T Internal Awards:</td>
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<td>Connaught Scholarships, David Naylor Award, University Wide Awards, Professor R. Paul Young Fellowship</td>
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<td>1%</td>
<td>External Awards:</td>
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<td>Trudeau Doctoral Scholarship, Walter Sumner, Mackenzie King</td>
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Graduate Awards Office

**Emergency Grant Program**
- Average # of grants issued per year: 85
- Average grant amount: $2800 (range $100 - $13,000)

**Master's Tuition Fee Bursary (MTFB)**
- Average # of bursaries issued per year: 50
- Average grant amount: $3500 (range $2700 - $11,700)

**Accessibility Grant**
- Average # of Grants issued per year: 30-50
- Average grant amount: $1500

**SGS Emergency Loan (short term, interest free)**
- Average # of loans issued per year: 100
- Average loan amount: $1500

**SGS Payment Plan**
- 30-50 payment plans provided to assist students annually
Graduate Awards Office

Where to find more information:

Financing Your Graduate Education

Securing adequate funding for your studies is an essential component of successfully completing your graduate degree. There are numerous programs in place to ensure you thrive during your time at the University of Toronto.

How it Works For Your Program

We understand that graduate student support is crucial to help our research-stream master's and PhD students offset the cost of their education, earn income during their graduate studies, and serve as an important tool to recruit the best graduate students globally.

Students in professional graduate programs typically self-fund their educational expenses through a variety of programs including student loans, student line of credit, and employment income. Students may also be eligible for a limited number of graduate awards available through their graduate units and various external agencies.

Financial Support for Research-Stream Graduate Programs

The University of Toronto is fully committed to providing financial support for students in doctoral-stream programs (MA, MSc, MPhil, and PhD).
2014-15 Procedural Memoranda

Awards

2015-16 Mary H. Beatty Fellowship (June 23, 2015)
2015-16 Banning Postdoctoral Fellowships Program (June 15, 2015)
2015-16 Bell Graduate Scholarships (June 12, 2015)
2015-16 Doctoral Completion Award (April 22, 2015)
2015 CGS/ProQuest Distinguished Dissertation Award (April 22, 2015)
2015-16 SGS University-Wide Awards (April 16, 2015)
2015 Three Minute Thesis (3MT®) Competition (Feb 20, 2015)
2015 JU Barry Smith Doctoral Supervision Award (Feb 17, 2015)
2015-16 SGS Research Travel Grant (Jan 29, 2015)
2015-16 C. David Naylor University Fellowship (Jan 28, 2015)
2015-16 SSHRC Impact Awards—Talent (Jan 22, 2015)
2015-16 Ontario Trillium Scholarship (Jan 15, 2015)
Michael Smith Foreign Study Supplement—Third Call (Jan 13, 2015)
2015-16 CAGS/ProQuest—UMI Award and John Leyerlie—GIFAR Prize (Jan 13, 2015)
2015-16 Connaught International Scholarships (Jan 9, 2015)
Northeastern Association of Graduate Schools Master’s Thesis and Dissertation Awards (Dec 1, 2014)
2015-16 Walter C. Sumner Memorial Fellowships (Nov 17, 2014)
2015-16 MacKenzie King Scholarships (Nov 11, 2014)
Graduate Awards Office

SGS Learning Café

Award Administration for Graduate Administrators

Monday November 9th

Topics:
- General Awards Guidelines
- Award information; SGS Resources
- SGS Payments (how and when they’re dispersed)
- Viewing Award transactions/information on ROSI
- General Award Timeline
- OGS & CGS M, Updates & review of timelines
Where to find more information:

Graduate Awards Office  
School of Graduate Studies  
Room 202, 63 St. George Street  
Telephone: 416-946-0808  
Fax: 416-971-2864  
graduate.awards@sgs.utoronto.ca

Laura Stathopoulos  
Associate Director, Student Services - Graduate Awards and Financial Aid  
laura.stathopoulos@utoronto.ca
Update from the SGS Postdoctoral, Master’s Thesis, & Doctoral Examinations Offices

Lisa Haley
Postdoctoral Advisor
Thesis Submission & Graduation

- **Thesis Submission**
  - ProQuest Digital Repository
  - T-Space continues to be U of T repository
  - New: Library & Archives Canada (LAC) form now a “click-through” document
  - Thesis submission determines doctoral fees

- **Graduation**
  - Degree Recommendations
  - Diploma Holds
  - BoD Fees
Postdoctoral Fellows

- **PDFs: Employees vs. Trainees**
  - Funding Source
  - Letters

- **Collective Agreement Ratified**
  - January 26, 2015

- **Immigration Changes: IMM5802**
  - [http://www.hrandequity.utoronto.ca/careers/ifhfn.htm](http://www.hrandequity.utoronto.ca/careers/ifhfn.htm)
Update from the SGS Grad Room and Graduate Student Professional Development

Liam O’Leary
Programming Coordinator
Grad Room
66 Harbord Street (corner of Harbord & Spadina)
Grad Room

• Home to the Graduate Professional Skills (GPS) programming office

• Quiet study and peer academic support and resources

• International Transition Advisor: Thursdays, 11:30 am–1:30 pm

• Multi-purpose space seats 30 people classroom-style or 50 people lecture-style

www.sgs.utoronto.ca/gradroom
The Grad Room is also home to the GPS program.

The Graduate Professional Skills (GPS) program is designed to help all graduate students become fully prepared for their chosen future.

Through GPS, students develop skills that are critical to success in the wide range of careers both within and beyond academe.
The focus is on four skills areas:

1. Communication skills
2. Teaching competency
3. Personal effectiveness skills
4. Research-related skills

• Completion of the GPS Program results in a notation on the student’s official transcript.
Opening Doors: Creating Careers for Graduate Students

The Opening Doors program is directed at graduate students to promote career exploration and networking in pursuing non-academic careers.

There are three evening events that are designed around the unique careers that many graduate students enter:

- Higher Education on November 5th
- Knowledge Economy on November 12th
- Management on November 26th
And now your questions...