

Office of the Senior Manager, Student Services

Report to Council, 17 April, 2023

Services is preparing full-time for the transition of new staff on May 1. Interviews are wrapping up and we hope to have all offers out by the end of the week. Transition reports are mid-draft and the training schedule for the new team is being finalized.

Advocacy

- The Advocacy / Housing team is preparing for the full merging of their teams in May.
- They are also undertaking a lot of preparation and creating detailed FAQ materials to help students get answers faster during what is expected to be a very busy period during exams.

Food Bank

- Food Bank saw 2,704 users in March, a significant increase from the previous month.
- Starting in May, the Food Bank will also be implementing a first-time user survey to get more information about how students became food insecure.

Peer Support:

- Peer Support has wrapped up programming for the term.

SASC

- SASC is wrapping up their group support programming for the term.
- It is a busy time for their Support team as they deal with the influx in academic concession requests pre-exam period.

Tutoring

- Drop in Tutoring has wrapped up for the term and will resume in September. Appointment Tutoring continues year-round.
- Exam review sessions took place last week for ECON 102 and ECON 103.
- Finals review materials for our most popular drop-in courses are now available on our [review materials Canvas course](#).