



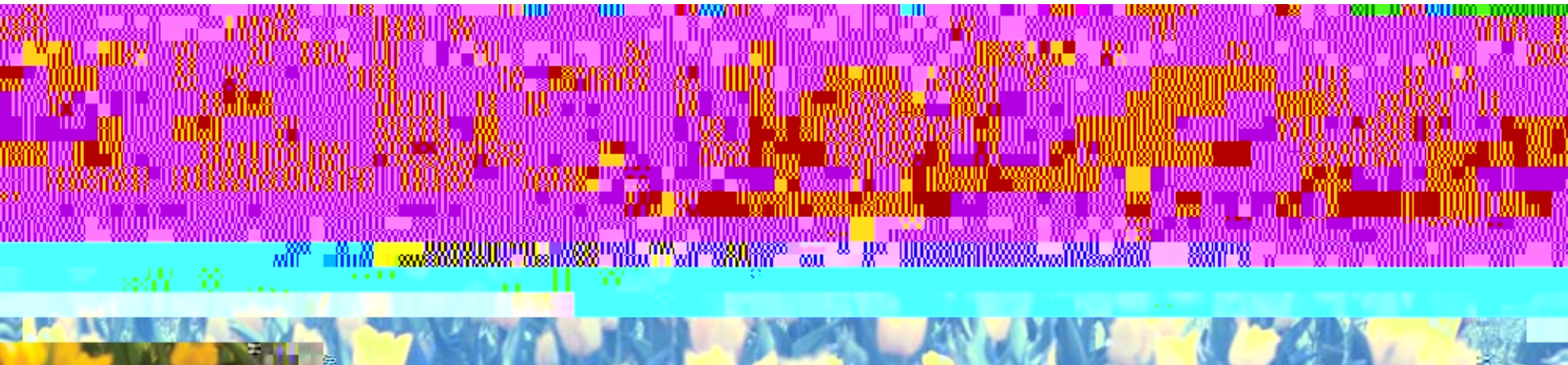


Introduction

Student services, defined as services, programs and supports that promote academic and personal success, are a vital part of the Queen's student learning experience. The university currently has a strong network of services designed to foster student success, skill development and student engagement. To ensure that services continue to be delivered and developed in an integrated fashion that meets students' needs, now and in the future, the Student Services Strategic Framework outlines key priorities and actions to build capacity and provide the best possible support for students. Aligned with the university's strategic enrolment management process, the Strategic Framework and the Academic Plan, the Student Services Strategic Framework

is structured around the pillars of Health and Wellness, Transition Support, Academic Support and Skill Development, and Student Engagement.

The framework was developed, following broad consultation, by a multi-disciplinary ad-hoc advisory committee established by the Provost. It looks to the future, drawing on input from students, staff, faculty and community. It considers all student services, including those provided by Faculties and Schools, the Library, Student Governments and Student Affairs; it identifies areas of strength and areas where there may be gaps in service, and it determines where opportunities exist to improve or expand.



Context

As a largely residential university, the quality of student support services is critical to fostering student wellness and academic success while facilitating a well-rounded and high quality student learning experience.

The framework takes into consideration that students' needs and goals evolve over time and recognizes that support services and programs must respond to those changes in an integrated and innovative manner. Using a five-year planning horizon, the framework focuses on services that support and promote academic and personal success and the emerging needs of students in a context that recognizes the pre-eminence of the student learning experience, the university's focus on internationalization and the need for long-term financial sustainability.

While individual faculties and schools, departments or units are responsible for developing their own strategic actions and tactics to support strategic framework priorities, enhancing the student learning experience is seen as a collective responsibility.

The framework builds on existing strengths, such as the university's strong culture of engagement, a long standing focus on health and wellness and the comprehensive financial aid and student support structures in place. Additional considerations include respect for the diverse needs of students; the importance of providing sustainable, accessible and holistic services and supports; the need to respect tradition while embracing opportunities for innovation and growth; and, ensuring collaboration and communication to eliminate redundancies and inefficiencies to facilitate future growth.

Student Services Strategic Planning Priorities -

Health and Wellness

- Provide support for students with mental health issues through counseling services, crisis intervention, and referrals to campus and community resources.
 - Enhance campus safety through awareness campaigns, training, and reporting mechanisms.
 - Engage in community service (e.g., food bank, A&E) to support local needs.
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Performance Indicators

Individual faculties and schools, departments or units are responsible for developing strategic actions and tactics to support strategic framework priorities. Progress under each of the framework's four pillars will be assessed by employing both existing and new survey and reporting tools. As required, new survey/assessment tools may be developed to respond to specific elements or issues. Existing survey tools are outlined below.


Health and Wellness



Next Steps/Looking Ahead

The Student Services Strategic Framework will reinforce integrated planning already underway in various units to help ensure optimal service levels, awareness and access, and responsive and relevant services and programs that align with the needs and goals of an evolving student population.

The framework is designed to provide the structure within which services will adapt to changing trends and expectations in student services and in the post-secondary environment. Alignment with the priorities will be assessed by the Principal and Provost as part of regular and on-going university reporting and planning processes, and shared on an annual basis with the Board of Trustees, the Senate and the Q_{ee} community.



Terms of Reference

One of the four pillars of Queen's Strategic Framework is “enhancing our student learning experience.”

Support services for undergraduate and graduate students are an integral part of the student experience and are key to promoting academic and personal success. Effective student services are also essential to supporting the internationalization pillar of the framework.

At Queen's, these services are delivered in Faculty of Graduate Studies

