

Student Affairs Plan

2018-2022



Summary Statement

Moving forward to 2022, the Sheridan learning community will invigorate our enviable organizational **character**; maintain and intensify our pursuit of **quality**; and continue to develop, implement and deploy tools that promote individual and organizational **accountability**.

Academic Priorities

- » Build community by embodying Sheridan's unique character.
- » Advance quality teaching and deep learning through inclusive, learner-focused design and academic support services that embrace the diverse strengths of our students.
- » Cement our commitment to polytechnic education by promoting and supporting scholarship, research and creative activities.
- » Fuel academic and career success by cultivating curiosity, a passion for growth and learning, perseverance, fun and a sense of purpose.
- » Enhance the student experience through programs, services and space design.
- » Develop an operational culture of planning, accountability and continuous improvement.



Student Affairs Plan

Message from the Dean

We in Student Affairs are proud Sheridan Bruins and passionate members of our Creative Campus communities. Students come first at Sheridan; we are fuelled by supporting students' success and optimizing their experiences!

We are integral partners in the dynamic education of our students and contribute to exceptional learning experiences through a commitment to whole-person development and the recognition that each student is unique, as is their journey. We are collaborators, committed to working together to capitalize on our strengths, expertise and resources to accomplish shared goals for the benefit of our students.

Our priority remains focused on enhancing the quality of support services and programs, and continuously evolving and improving based on, and informed by, students' input.

Through our strategic priorities and actions, as outlined within this Student Affairs Plan, we strive for a **transformative signature student experience** at Sheridan, and we will continue to model the student-focused organizational character that makes Sheridan special today.

Our commitment remains to our students, their experiences and successes at Sheridan and beyond.

Maria Lucido Bezely,
Dean of Students

Land Acknowledgement Statement

Sheridan would like to acknowledge that all of its campuses reside on land that for thousands of years before us was the traditional Territory of the Mississaugas of the Credit First Nation, Anishinaabe Nation, Huron-Wendat and the Haudenosaunee Confederacy. It is our collective responsibility to honour and respect those who have gone before us, those who are here, and those who have yet to come. We are grateful for the opportunity to be working on this land.

Priority #1

Build community by embodying Sheridan's unique character.

Sheridan's model of student success reflects our values and provides the context for all we do.

Over the next 3–5 years, we will provide leadership to the development of pan-institutional strategies by leveraging existing expertise in the areas of: student and career development; academic advising; student leadership; the first-year experience; and student health and wellness.

We will coordinate the development of intentional, theoretically informed and evidence-based strategies in collaboration with key partners: Faculties; faculty; student leaders; Sheridan Student Union; and our other campus partners.

Together, we will foster and fuel an exceptional student experience and enrich our campus community.



Goals

As a result of collaboration and leadership, Sheridan will have:

- » A comprehensive framework for Work-Integrated Learning (WIL), coordinated by a WIL Hub housed in Student Affairs.
- » A pan-institutional First-Year Student Transition (FYT) Strategy that actively positions students to meet or exceed their life goals.
- » A pan-institutional model of academic advising that is integrated, theoretically informed and evidence-based.
- » A coordinated and integrated approach to fostering positive student mental health and wellness through a Campus Wellness Strategy.
- » A Student Engagement Strategy that reflects the elements of our unique character and connects curricular, co-curricular, and extracurricular learning experiences.
- » A framework for living our accountability to students and to other campus stakeholders that relies on data and fuels continuous improvement.

All of these goals are further developed in the following pages.

Priority #2

Advance quality teaching and deep learning through inclusive, learner-focused design and academic support services that embrace the diverse strengths of our students.

Student Affairs contributes to the advancement of quality teaching and learning by developing and sustaining learning environments that reflect Sheridan's character and commitment to quality and accountability.

Focus Area 1: Supporting Student Success

Student Affairs is committed to student success and supporting our academic colleagues. We promote the strengths of our diverse student population and partner with faculty to foster inclusive educational experiences for all.

Student Affairs, under the leadership of our Centre for Indigenous Learning and Support (CILS), will contribute to a campus environment that is enriched by the wisdom and knowledge of Indigenous peoples and Indigenous ways of knowing.

Focus Area 2: Work-Integrated Learning

Sheridan provides many opportunities for students to gain real-world work experience. By establishing a Work-Integrated Learning (WIL) Hub, we will support Faculties and our Co-op Office by providing high-quality student learning experiences that prepare graduates for employment. We will build upon our array of WIL programs as a positive differentiator at Sheridan.

Goals

Actions to achieve this initiative

Focus Area 1: Supporting Student Success

- » Embrace the diverse strength of our students and continue to promote and support inclusive and equitable learning environments.
- » Ensure all units and employees in Student Affairs understand their role in providing accessible, equitable and inclusive services and supports.
- » Continue to ensure that students have access to academic accommodations, and advance this.
- » In collaboration with the Centre for Teaching and Learning (CTL), ensure relevant and appropriate training and resources are available for faculty (e.g. academic accommodations, student transitions, student conduct, mental health, etc.).
- » Support the unique needs of each Faculty by launching Dedicated-to-Faculty Student Affairs teams and hosting annual symposia.
- » Under the leadership of CILS, build programs and services to support the success of Indigenous students.
- » Develop a transition strategy for Indigenous students and integrate Indigenous ways of knowing into the pan-institutional First-Year Student Transition and student Campus Wellness strategies.



Priority #2 continued

Focus Area 2: Work-Integrated Learning

- » Establish a Work-Integrated Learning (WIL) Hub within Student Affairs.
- » Hire and launch a small project team as a starting point for the WIL Hub.
- » Develop a sustainable business case for long-term operations.
- » Develop a framework for WIL at Sheridan.
- » Create an inventory of current WIL and Experiential Learning (EL) practices and programs across Sheridan.
- » Establish definitions and shared understanding of where and how WIL enhances curriculum and student learning.
- » Design data, reporting mechanisms and a quality assurance framework.
- » Coordinate a Sheridan-wide employer and community partner strategy for WIL.
- » Engage a vibrant community of practice for WIL practitioners.
- » Create a shared space for information sharing, collaboration, best practices and WIL documentation template (e.g. SLATE).
- » Leverage technology for quality WIL student experiences.
- » Identify and acquire a contemporary WIL technology solution with modern features for students and employers.
- » Amalgamate multiple data sources and create a “dashboard” of WIL and EL activities at Sheridan.
- » Evolve Co-op at Sheridan.
- » With a priority on degree programs, review and update learning outcomes for both the preparation course and work terms.
- » Develop annual Faculty reports and share data.
- » Create a sustainability plan for Co-op that responds to growth and ensures quality and exceptional student experiences.



Metrics

- » WIL Hub team assembled and Year 1 deliverables linked to government funding are accomplished.
- » WIL definitions, data and information are coordinated.
- » WIL and EL are included in a shared EL IT platform.
- » Co-op and internship curricula have been enhanced.
- » Co-op quality framework for operations and performance measures are established.

Priority #3

Cement our commitment to polytechnic education by promoting and supporting scholarship, research and creative activities.

Community partners and employers fuel Scholarship, Research and Creative Activities (SRCA) and experiential education. Student Affairs will lead and contribute to institutional efforts to develop strategic approaches to engaging our employers and partners on a range of experiential activities that involve our students.

Goals

- » Strengthen partnerships with employers and community partners.

Actions to achieve this initiative

- » The WIL Hub will lead an institutional project to develop a Sheridan-wide employer/community partner relationship management strategy (in partnership with the External Relations Committee).
- » Develop an integrated communications and outreach strategy to educate employers and industry about the value of partnering with Sheridan.

Metrics

- » Documented institution-wide employer/community partner relationship management strategy and communication approaches.
- » Growth in the number of WIL partners (employers/industry) and number of WIL opportunities (co-op job postings, field placements, etc.).



Priority #4

Fuel academic and career success by cultivating curiosity, a passion for growth and learning, perseverance, fun and a sense of purpose.

Student Affairs uses a holistic and integrated approach to student support and success. We promote a culture of well-being and recognize that many factors influence the learning journey.

We recognize that each student's journey is unique and we strive to contribute to a community that will allow each learner to discover and to thrive. The Sheridan Student Success Model provides the context for all we do. We know that success is uniquely defined by each learner. Our model encompasses six dimensions: (1) identifying or discovering career and personal goals; (2) the development of the whole person; (3) an ignited passion for learning; (4) the mastering of skills and capabilities; (5) a student experience filled with incremental milestones and successes; and (6) academic and professional achievement.



Goals

» Build a pan-institutional model of academic advising that is integrated, theoretically informed and evidence-based.

» Develop a pan-institutional First-Year Student Transition (FYT) Strategy that positions students to meet or exceed their learning goals.

» Develop a coordinated and integrated approach to fostering positive student mental health and wellness through a Campus Wellness Strategy.

» Support all students' transitions to careers and graduate employment.

Actions to achieve this initiative

» Assess the current state at Sheridan, and identify opportunities to evolve and build capacity and quality standards (consulting with Faculties/internal partners).

» Clarify and define advising roles and scope of practice; establish professional advising competencies and associated resources.

» Design data, reporting and quality assurance framework.

» Identify and secure technology to support a new institutional advising model with IT support and Strategic Enrolment Management (SEM) alignment.

» Establish an academic advisory community of practice.

» Assess current state and draft a white paper to summarize FYT activities and make future recommendations.

» Choose a theoretical framework, document and socialize “desired state,” create an integrated FYT strategy document with a sustainable plan (working with other Sheridan stakeholders).

» Map and align Student Affairs with Faculty-specific and SEM priorities and actions related to FYT.

» In collaboration with CTL and SEM teams, lead the development of integrated early warning/alert system(s) to identify students at academic risk.

» Review all available data to assess current programs and activities; make recommendations and articulate priorities.

» Participate in the National College Health Assessment (NCHA) survey.

» Explore with Faculty of Applied Health and Community Studies (FAHCS) and Human Resources (HR) the potential adoption of the “Okanagan Charter of Health Promoting Campuses.”

» Implement an integrated student mental health and wellness strategy including education for students, faculty and staff on recognizing and responding to mental health scenarios.

» Host a Mental Health Conference to increase awareness amongst faculty, students and staff about mental health.

» Establish a career development framework.

» Ensure all students have access to career preparation, development, and employment services and resources.

» Design and implement a modern, student-centred service delivery model for Career Services.

» Develop clear outcomes and measurements for career development initiatives.

Priority #4 continued

Metrics

Pan-institutional strategies will be documented and adopted (including related milestones completed) for:

- » First-Year Student Transitions (FYT).
- » An academic advising model.
- » Student wellness.

Longitudinal student success metrics to include:

- » Student persistence rates: Semester 1 – Semester 2/Year 1 – Year 2.
- » Student completion rates by segments.
- » Student academic performance by segments.
- » Student feedback: perception of being effectively supported.
- » Student satisfaction improved: Key Performance Indicators (KPIs) & National Survey of Student Engagement (NSSE).
- » Student usage and efficiency: Cost per student.

Supporting student transitions to careers and graduate employment:

- » A documented and endorsed career development theory for Sheridan.
- » Completed operational review of current Career Services department and services.
- » Career development metrics used, including reports on outcomes/impact.



Priority #5

Enhance the student experience through programs, services and space design.

The student experience at Sheridan transcends the classroom to include curricular, co-curricular and extracurricular spheres. It is a product of how students engage with their physical, social and organizational environment and with peers, faculty and staff.

We are deeply committed to fostering meaningful student engagement that inspires curiosity, interest, optimism and passion for all Sheridan students. We will involve and empower students to shape their own experience to learn, grow and thrive personally, academically and socially.



Goals

» Develop and begin to implement a Sheridan-wide Student Engagement Strategy.

Actions to achieve this initiative

- » Complete an inventory of existing student engagement activities, structures, data and Co-Curricular Record (CCR) participation, and catalogue partnership opportunities across campus(es).
- » Establish a pan-institutional Student Engagement Steering Group (co-chaired by the Dean of Students and the President, SSU).
- » Launch Davis Campus project: Building a Culture of Citizenship & Inclusion through Meaningful Student Engagement, with a focus on international students (in partnership with International).
- » Propose a 3–5 Year Student Engagement Strategy that considers uniqueness of each campus, an operational framework, and use of technology (e.g. a student engagement hub as a repository of activities).

Metrics

- » A completed and documented Student Engagement Strategy.
- » Completion of Davis project, strategic recommendations and an implementation plan underway.
- » Benchmarks established to track student engagement metrics in subsequent years (e.g. first-year students' participation in out-of-class activities).
- » Number of CCR activities and student participation.
- » Student satisfaction improved: Key Performance Indicators (KPIs) & National Survey of Student Engagement (NSSE).

Priority #6

Develop an operational culture of planning, accountability and continuous improvement.

The entire Student Affairs team has embraced a culture of planning, accountability and use of data. Our plans and priorities are clearly aligned with the Academic Plan, and our metrics, feedback (student and partner) and reflective practices will inform evidence-based decision making and promote continuous improvement. This will maximize our currency and impact.



Goals

- » Build enhanced quality assurance processes and practices within each unit of Student Affairs and routinize the effective use of evidence to inform our decisions and practices.
- » Develop and execute a deliberate Student Affairs communications and engagement plan.
- » Create an intentional employee recruitment, onboarding, development and recognition plan within Student Affairs.
- » Connect the systems and technology infrastructure across units of Student Affairs and key internal partners.

Actions to achieve this initiative

- » Evaluate each unit, and establish enhanced quality assurance processes and data collection that track student participation and other qualitative information, and include how it is used and shared.
- » Establish metrics across Student Affairs in consultation with Institutional Research (IR).
- » Build and execute an outreach and awareness campaign for students, faculty, staff and administrators.
- » Enhance information sharing and learning amongst and across Student Affairs.
- » Build communications capacity to share Student Affairs data/intelligence with internal stakeholders in a timely manner.
- » Complete a skills assessment inventory and identify gaps to successfully deliver on our 2018–2022 priorities.
- » Build a Student Affairs new employee onboarding program and an employee development program.
- » Develop mechanisms to recognize outstanding service to students.
- » Evaluate existing operating systems within Student Affairs to identify integrated IT solutions.
- » Identify and secure an IT solution for student interface/enrolment management with Strategic Enrolment Management (SEM) team.
- » Participate in the SEM project and implementation.

Metrics

- » Developed and executed Student Affairs communications and engagement plan.
- » System enhancement priorities defined.
- » Established metrics for measuring student success and impact.
- » Student Affairs staff engagement and employment satisfaction.

GET IN TOUCH

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