



OFFICE OF THE DEPUTY PROVOST
James Administration Building, Room 621
E-mail: morton.mendelson@mcgill.ca

TO: Deans / Directors / Chairs

c.c.: Anthony C. Masi, Provost and Acting Principal
 Jana Luker, Executive Director, Services for Students

FROM: Morton J. Mendelson, Deputy Provost (Student Life & Learning)

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SUBJECT: Support to Students and Academic Units Provided by Student Services

Student Services is committed to partnering with both academic and non-academic units to promote student success and wellbeing. Our services assist students throughout their time at McGill and with various transitions along the way, from orientation to career planning.¹ Our programs promote student retention, engagement, and adaptation to post-graduation life.

Given that one of our primary goals is to support our students in reaching their academic goals, it is important that academic leaders and others who are in a position to offer students advice be familiar with the range of comprehensive resources we can provide students to facilitate their success and well-being throughout their studies at McGill.

Our team of professionals, who provide the specialized services outlined below, can partner with faculties, departments and schools and tailor services to your students' particular needs. For more information, please contact individual Services directly or Jana Luker (jana.luker@mcgill.ca), Executive Director of Services for Students.

Service	Support for Students	Support for Academic Units
Career and Planning Service (CaPS)	- CV/cover letter writing resources; interview practice sessions; online job bank	- Delivers department/Faculty specific career development workshops, events, and fairs
Chaplaincy Service	- McGill Student Parents Network - Provides volunteer opportunities	- Assists faculty with accommodations for holy days
Counselling Service	- Counselling and psychotherapy sessions - Crisis intervention - Wellness workshops	- Academic support to reduce student procrastination and stress - Training and research programs for Masters and PhD students
First Peoples' House	- Provides support and a community for Aboriginal students (cultural activities, networking opportunities, informal counsel, advocacy, financial and employment resources, etc.)	- Aboriginal Student Advisor partners with Faculty advisors to support Aboriginal students - Supporting the development of an Indigenous Studies Program

¹ A sample of some Student Services initiatives for this year can be found in our [Briefing Book](#).

Service	Support for Students	Support for Academic Units
Campus Life & Engagement (formerly First-Year Office and Leadership)	<ul style="list-style-type: none"> - Leadership Programs - Programs for New Students - Assistant for Francophone Students 	<ul style="list-style-type: none"> - Leadership development workshops presented by alumni, staff, faculty, and students - Collaboratively reconceived Orientation training with Faculty student association representatives
Student Health Service	<ul style="list-style-type: none"> - Walk-in clinic services - Medical appointments - Outreach campaigns on sexual and physical health - Shag Shop provides safer sex products and information 	<ul style="list-style-type: none"> - Issues medical notes in relation to examination and class exemptions, which are determined by the professor, department, or Faculty
International Student Services	<ul style="list-style-type: none"> - Health insurance guide - Buddy program to acclimate international students - Assistance with immigration 	<ul style="list-style-type: none"> - Eases international students' arrival so stress of relocating does not overwhelm academic performance
Macdonald Campus Student Services	<ul style="list-style-type: none"> - One stop shop for students at Macdonald Campus, amalgamating multiple services (Counselling, Financial Aid, Student Health, and CaPS) 	<ul style="list-style-type: none"> - Partners with departments, Faculties, and Student Affairs Offices
Mental Health Service	<ul style="list-style-type: none"> - Provides assessment and treatment for many conditions which may interfere with psychological well-being 	<ul style="list-style-type: none"> - Clinical practica and internships are offered to graduate students in PhD Clinical Psychology programs
Office for Students with Disabilities	<ul style="list-style-type: none"> - Provides access technology and adaptive software - Facilitates exam and lecture accommodations - Serves as a student advocate on accessibility and Disability rights 	<ul style="list-style-type: none"> - Video resources on access for instructors - Availability of UDL tailor-made workshop on request year-long - Consults with faculty members to develop wider access into their curriculum or evaluations
Scholarships and Student Aid	<ul style="list-style-type: none"> - Work study - Entrance scholarships - Entrance/in-course financial aid 	<ul style="list-style-type: none"> - With GPS: to streamline how graduate students receive fellowships, stipends, etc.
Student Engagement and Assessment	<ul style="list-style-type: none"> - Implementation and maintenance of McGill's online student involvement platform and Co-Curricular Records - Assesses service and program improvement through the use of surveys, interviews, focus groups, and consultations 	<ul style="list-style-type: none"> - Assists departments with the administration of tracking student participation in co-curricular activities - Ensures student satisfaction and retention through maintenance and improvement of services
Tutorial Service	<ul style="list-style-type: none"> - Peer-to-peer tutoring - Focus on a particular given subject, assistance preparing for exams, proofreading papers 	<ul style="list-style-type: none"> - Academic assistance to students - Reinforces classroom learning - Strengthens academic performance