

## Student Success Centre (SSC)



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### Vision

For all students and alumni to thrive and succeed.

### Mission

As a community of Student Affairs professionals, we engage students and alumni in diverse learning opportunities that support their academic, personal and professional growth.

### Overview

- The SSC undertakes a central role in the development of a holistic student experience model which supports students from the point at which they consider applying to McMaster, throughout their university journey, and up to 10 years following graduation. Services and programs take an individualized approach for all students and alumni to thrive and succeed during their time at McMaster and beyond.
- Student Success Centre support areas include:
  - Access Strategy (student outreach, transition, retention and success) and oversight of the Ontario Postsecondary Access and Inclusion Program (OPAIP) funding for McMaster University
  - First-Year Transition and Student Experience (orientation, Mac101, Welcome Week and Archway)
  - International Student Services (immigration advising, health insurance/UHIP, transition, academic skills and career coaching)
  - Experiential Learning (co-curricular and extra-curricular opportunities)
  - Career Counselling and Employment Services (including the Career Access Professional Services program)
  - The Forge, including opportunities for students to develop an entrepreneurial and innovative mindset
  - Spiritual Care and Learning Centre (SCLC)
  - Academic Skills Development and Writing Centre
  - Wilson Leadership Scholar Award (WLSA) and Leadership Skills Development
  - Global Experience Office (International Exchange Program and Work Abroad)
  - Alumni Career Services in partnership with Alumni Advancement, University Advancement
  - Marketing, Communications and Events

### Strategies

#### Integration

- Champion a holistic student support model that respects the positionality and intersectionality of our students, that leverages their unique strengths, and that customizes the type and intensity of support offered to best enable their development and learning.
- Build and foster community, strategic purpose and cohesion within the SSC team to support a holistic, transformational and personalized student experience for all students at McMaster University.
- Strategically partner with the McMaster Students Union (MSU), Graduate Students Association (GSA), Student Affairs colleagues and Faculty/Program stakeholders (Faculty Experiential Learning/Career Services offices;

Offices of the Associate Dean) to co-create, with each student, a foundational career action plan to support their success throughout their McMaster journey.

### **Inclusivity**

- Support the recruitment and retention of historically underrepresented students through targeted initiatives such as the McMaster Access Strategy and Career Access Professional Services (CAPS) program. Leverage the expertise and lived experience of SSC staff and colleagues in Student Affairs and the Equity and Inclusion Office.
- Identify structural barriers, particularly those faced by equity-deserving students. Eliminate barriers by investing in equity-minded policies, practices and behaviours that support student success through the intentional review and design of programs and services.

### **Impact**

- Explore expanded ways to support students as they prepare to transition to careers and post-graduate studies, ensuring that they are equipped with the skills and competencies to succeed.
- Work collaboratively with Student Affairs partners and with Faculty stakeholders (Faculty Experiential Learning/Career Services offices; and Offices of the Associate Dean) to co-create a personalized 'career and life action plan' with students to best support their learning, growth and development.
- Leverage SSC infrastructure to enable students to develop and foster the following competencies:
  - Intercultural competency
  - Social consciousness/social perceptiveness/civic engagement competency
  - Leadership competency
  - Innovation mindset/entrepreneurship competency
- Support students in their personal and professional development beyond the classroom through an increased number of co-op and internship opportunities, including on-campus and international work opportunities; greater opportunities to lead and participate in clubs, teams and societies; opportunities to launch their own ventures and develop an innovative mindset; and opportunities to volunteer within the community.

### **Priorities**

- Strategic Alignment Fund proposal: Integrating and Scaling McMaster's Capacity for Experiential and Interdisciplinary (ExCELINT) Learning: collaborate with representatives from the Provost's Office, the Office of Community Engagement and the MacPherson Institute, with key Faculty stakeholders, to develop a Student Journey Map that outlines curricular and co-curricular options available for experiential and interdisciplinary learning.
- Strategic Alignment Fund proposal – Financial Education and Empowerment: formalize and scale the operations of Mac's Money Centre to support financial literacy education for McMaster students in collaboration with the Registrar's Office (Aid and Awards) and Financial Affairs (Student Accounts).
- Strategic Alignment Fund proposal – Graduate Student Career Navigation Program: Collaborate with the School of Graduate Studies, Faculty stakeholders and representatives of the Graduate Students Association (GSA) to develop a sustainable model to provide career counselling support for graduate students.
- Strategic Alignment Fund proposal – Graduate Student Writing Support: Collaborate with the School of Graduate Studies, Faculty stakeholders and representatives of the Graduate Students Association (GSA) to develop a sustainable model for the provision of specialized graduate student writing support and leveraging on the newly-renovated, dedicated space in Mills Memorial Library (Learning Commons).
- Global Mobility Software Project: Collaborate with the Office of International Affairs, Faculty stakeholders and University Technology Services to advance the selection and implementation of mobility software to facilitate the expansion of global opportunities for students, the mapping of global engagement activities and international partnerships, and global travel risk management.