

SERVICE COMMITMENT

Document Control

Document Owner: Alice MacLachlan, Vice-Provost & Dean, Faculty of Graduate Studies

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Department/Unit: Faculty of Graduate Studies (FGS)

Service Commitment Overview

The Faculty of Graduate Studies (FGS) provides academic governance, graduate administrative and academic services, support for graduate student success and support for graduate administrators to oversee these processes and manage student times to completion.

FGS works closely with academic units, administrative departments, UIT, Division of Students, York International, Office of Research Ethics, Office of Communications and Public Affairs, Office of Labour Relations, graduate student groups (e.g. YUGSA), external institutions and partners to ensure the best support to the graduate community at York. We are guided by institutional priorities, academic policies, and a mandate to support graduate student success by upholding high academic standards and providing effective services and support to graduate students and the wider graduate community.

Scope of Service

The Faculty of Graduate Studies is both an academic unit and a central service providing pan university academic governance, front line services, and support for the graduate student experience from application to convocation. FGS provides operational and strategic support to graduate programs and services for graduate students, including, but not limited to:

- Institutional graduate policy and governance
- Management of graduate faculty appointments; coordination and approval of graduate program director and graduate diploma coordinator assignments
- Promotion and coordination of Provostial post doctoral competitions and hirings
- Creation and facilitation of recruitment, conversion, and application webinars/workshops and one-on-one support; development of pan-university graduate recruitment strategy
- Graduate admissions applications processing; management of system to review admissions applications, graduate funding offers, and admissions letters
- Tracking of graduate admissions targets and increases throughout cycle (for both funded and unfunded targets)
- Pre-arrival and orientation social, as well as workshops/webinars for incoming first-year graduate students
- Development and implementation of professional and career development workshops and events for graduate students and post docs
- Promotion of graduate programs and graduate student research and accomplishments
- Management of anchor faculty graduate support budgets, graduate funding packages, and CUPE 3903 collective agreement compliance

- Graduate bursary programs, entrance awards and external scholarships, including tri-council Master's level and doctoral scholarship programs. Workshops and webinars to support external scholarship applications.
- Graduate milestones processes and support of times to completion.
- Graduate petitions, appeals, and academic honesty processes
- Graduate wellness support
- Development of professional development curriculum for graduate program administrators and directors
- Resources, workshops, and support for faculty supervisors through the graduate supervision support hub
- Communications, digital engagement and website management for all graduate programs

Service Offerings and Descriptions

Service Area	Service Description	Service Offering
Academic Affairs 1 x FTE CPM 3 x FTE YUSA 1	Development of institutional graduate policy, governance, high level support for development of new graduate programs; graduate professionalization & career development of graduate students and postdocs; coordinates graduate academic honesty appeals for Faculty; responsible for graduate faculty appointments and coordination of GPD & Grad Diploma coordinators; coordinates post doc competitions and programming.	• Career & professional development programming for graduate students & post docs • Administration of academic honesty processes • Administration of graduate appeals • Facilitation of graduate academic honesty module completions each term • Coordination of graduate faculty academic appointments • Facilitation of GPD and Grad Diploma Coordinator appointment & reappointment processes • Graduate Program Director meetings • Coordination of Post Doc competitions • Programming for Post docs including orientations and research support • Supervisory support
Graduate Communications & Digital Engagement 1 x FTE CPM 2 x FTE YUSA 1	Unit provides leadership, direction and oversight of comprehensive and highly integrated strategic communications development, marketing planning, and policy development that governs graduate communications; facilitates the graduate communications framework and digital strategies, related to the University Academic Plan, to increase graduate enrolment, enhance graduate reputation and disseminate graduate research. Promotes FGS initiatives by using a diverse digital platform to connect with a broader audience.	• Development of content & maintenance of Graduate program websites • AODA & Accessibility compliance for all graduate documents • Creation and dissemination of profiles of graduate research and activities • Creation of graduate stories, development of social media strategy • Development and implementation of marketing campaigns • Decanal events
Graduate Recruitment & Conversion	Strategic graduate recruitment strategy and support to graduate programs throughout recruitment cycle.	• Graduate admissions queries • Individualized application support • Tabling; open house events

Service Area	Service Description	Service Offering
1 x FTE CPM 2 x FTE YUSA 1		• Applicant drop-in sessions for domestic and international applicants • Country specific recruitment sessions • Comprehensive online grad open house held online over three days • Conversion webinar series • Pre-arrival webinar series
Graduate Admissions & Document Processing 1 x FTE CPM 6 x FTE YUSA1	Coordinating the documents & processes that support graduate admissions applications and special graduate programs. Responsible for follow up throughout cycle on application compliance pieces.	• Graduate transcript assessments of grade point averages • Review of English language requirements • Production of graduate admissions letters • Coordination of annual exercises supporting the maintenance of the graduate application • Review and follow up on admissions conditions • Management of graduate admissions deferrals • Support for graduate programs during admissions cycle • Special program administration and support – OVGS, CUGTA, IVRT • Graduate admissions document processing
Graduate Funding & Finance 1 x FTE CPM 3 x FTE YUSA 1	Responsible for the management of graduate funding and annual graduate funding commitment reviews to ensure compliance with collective agreement provisions; management of graduate studies finance	• Grad Support budget management, posting & compliance of Graduate funding packages • Graduate Assistant Training Fund • Graduate Emergency Bursaries • Management, compliance, and reporting of funds managed on behalf of CUPE • One-on-one graduate student funding advising • Funding queries
Graduate Student Affairs 1 x FTE CPM 5 x FTE YUSA1	Graduate student affairs, academic services and administration, annual registration, enrolment, convocation, grades exercises, enrolment reporting, manual systems exercises each term to support graduate records; processing of graduate petitions	• Graduate degree progression (milestone) processing and support • Annual graduate milestone exercises • Graduate Program Assistant monthly meetings • Grades exercises • Convocation & Completion exercises • Graduate petitions processing • One-on-one petitions advising
Graduate Research, Scholarships & Awards 1 x FTE CPM 3 x FTE YUSA1	Graduate research and awards portfolio; support for research dissemination; management of graduate awards, bursaries entrance and external scholarships; support and processing of proposal milestone and ethics preparation; professional development workshops on research and external award applications.	• Knowledge Now Research Session Series • Graduate Proposal Processing and ethics preparation • Graduate Tri-Council Application Process Management & Support • External Scholarship Workshops • Graduate Bursary, entrance awards, and CUPE funds distribution

Service Area	Service Description	Service Offering
Graduate Wellness 1 x FTE CPM	Wellness support for graduate students through ongoing one/one, group sessions, wellness workshops/programming, community outreach and support for community initiatives through Graduate Wellness fund.	• One/one counselling sessions • Group sessions • Workshops • Wellness Certificate Program • Wellness Initiative Fund Grants
Office of the Dean 3 x FTE CPM 1 x YUSA1	Development of strategic direction of administrative aspects of Faculty, strategic partnerships; Management of financial and human resources; Responsible for special projects and ongoing process improvement.	• Annual professional development curriculum for graduate program directors & assistants • Maintenance and development of Graduate Adjudication system to support committee reviews of graduate admissions applications. • Tracking of graduate targets and requested increases; funded and unfunded targets by anchor faculty & program • Development and support of Graduate processes in Flowable to support a variety of key processes across portfolios within the faculty. • Associate Dean Grad and Grad Ops Managers meetings • Graduate Student Orientation Social & Webinars

Additional Metrics Specific to Each Division/Unit (optional)

See service offerings above, metrics will be developed out of those.

Metrics are reviewed periodically to support continuous improvement and alignment with institutional priorities.

General Contact Information

Faculty of Graduate Studies
230 York Lanes
fgsinfo@yorku.ca

Service Commitment Review and Renewal

The service commitment will be reviewed annually in alignment with the institutional budget cycle and operational planning processes. The review will consider evolving community needs, operational demands, available resources, and alignment with the university's academic and strategic priorities.

Service quality and delivery standards will be evaluated through operational metrics, stakeholder feedback, and continuous service improvement initiatives to ensure that FGS processes and services remain responsive, effective, and community-centered.