Outline

1. How FGS is funded, and why it provides central services
2. Who we work with in Resource Faculties
3. Work centralized in FGS
4. Issues Resolution Contacts
How FGS is funded & why we provide central services
Purpose

This document was created to onboard new managers/directors to the central services the Faculty of Graduate Studies provides to support resource Faculties

Included in this document are:
- An overview of services/supports
- Important contacts to resolve issues
- A history of why some graduate supports are centralized through FGS

It is our hope this document, along with our (soon to launch) online service catalog will make it easier for resource Faculty managers/directors to leverage supports that are already available centrally

Our motto? If it’s your problem, it’s our problem. If we can solve problems upstream, we can prevent serious issues downstream.
Always best to start right at the beginning!

The Faculty of Graduate Studies is an academic unit, with a central service component. We are a unit of Senate.

- When SHARP was implemented, it was decided that Resource Faculties would pay into a graduate administration cost bin, and in exchange, the Faculty of Graduate Studies would provide services/supports centrally.
- This is good news!
- By centralizing some supports, a single process and delivery method can be ensured.
- In addition, a smaller number of human resources are required to deliver the service: for example, a 3 person graduate academic honesty team for 9 Faculties is more cost effective that a team in each Faculty.

It is our hope this document will share what supports are already paid for and in place for your Faculty.
It’s not one size fits all......

- The organizational structure that supports graduate education @ York is not one size fits all
- Our goal is to launch faculty specific service catalogs this year (2021) to make it even easier to understand who does what for grad
- Some differences we see across resource Faculties, which are driven by the size of their graduate programs:
  - Graduate Managers
  - GPA management (some Operations Managers, some Graduate Managers)
  - Use of the NSA queue in Graduate Admissions
- By Q3 you will receive an invitation to access online the service catalog specific to your Faculty, via the (new) FGS website
How is FGS funded?

• The Faculty of Graduate Studies is funded via the SHARP ‘graduate administration’ cost bin

• Resource Faculties – that’s you – pay a SHARP tax annually to support the work we do here, in FGS, on your behalf

• A portion of this tax goes into the graduate administration cost bin

• To learn more about the SHARP budget model, please visit yu link:
  * https://yulink-new.yorku.ca/group/sharp-budget/
Who we work with in Resource Faculties
How we work with you

• There are four roles embedded within your Faculty that work closely with the Faculty of Graduate Studies to administer graduate education
• Graduate program administration: work directly with the graduate program, graduate manager and graduate program director

<table>
<thead>
<tr>
<th>Operations Manager/Graduate Manager</th>
<th>Associate Deans Grad/Research</th>
<th>Graduate Program Directors</th>
<th>Graduate Program Assistants</th>
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<tbody>
<tr>
<td>• FGS Contacts: any FGS managers</td>
<td>• FGS Contacts: FGS Decanal Team</td>
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<tr>
<td>• Copied on all communication issued to their direct reports for work/process changes coordinated through FGS</td>
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<td>• First point of contact for any performance related issues</td>
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<tr>
<td>• FGS Contacts: FGS Decanal Team</td>
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<tr>
<td>• Issues related to graduate student accommodations</td>
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<td>• Broad graduate administration issues/challenges, or emerging issues</td>
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<td>• Confirmation of funded/unfunded targets annually</td>
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<tr>
<td>• Contact: quarterly meetings</td>
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<tr>
<td>• FGS Contacts: FGS Decanal Team, FGS managers</td>
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<tr>
<td>• Issues directly related to graduate program level administration</td>
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<tr>
<td>• New processes, emerging issues, best practices in any FGS portfolio</td>
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<tr>
<td>• Contact: monthly meetings</td>
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<tr>
<td>• FGS Contacts: FGS managers</td>
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<tr>
<td>• Graduate systems access/training &amp; support</td>
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<td>• Onboarding to centralized graduate services/processes</td>
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<tr>
<td>• Emerging issues and training related directly to graduate processes</td>
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<td>• Contact: monthly meetings</td>
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Assigned Graduate Support Teams

Did you know? Each graduate program has an assigned Graduate Support Team embedded in the Faculty of Graduate Studies, that know the nuances of each program well.

Each team includes:
• An Enrolment & Records Coordinator
• A Milestones & Progression Coordinator
• A Graduate Funding Advisor
• A Student Affairs Coordinator
• A Scholarship & Awards Coordinator
• A York International Contact
• A Faculty Relations Contact (collective agreement inquiries)

When FGS meets with new Graduate Program Assistants and Graduate Program Directors, we make introductions and detail who to call/email for what.
Work centralized in FGS
Organizational Design of FGS

- This section will detail the services/supports embedded in FGS by unit
- The design of our Faculty supports the graduate student lifecycle
- Before you develop graduate services, please check with your FEO (you may already have access to the supports)
## Graduate Student Lifecycle

<table>
<thead>
<tr>
<th>FGS Unit</th>
<th>Grad Lifecycle</th>
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<tbody>
<tr>
<td>Academic Affairs</td>
<td>Governance/Best Practices</td>
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<tr>
<td>Communications/Recruitment</td>
<td>Recruit</td>
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<tr>
<td>Student Affairs, Communications/Recruitment</td>
<td>Offer</td>
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<tr>
<td>Student Affairs</td>
<td>Accept</td>
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<tr>
<td>Finance &amp; Funding, Graduate Awards</td>
<td>Employment + Funding</td>
</tr>
<tr>
<td>Student Affairs, Finance &amp; Funding</td>
<td>Petitions/Leaves &amp; Accommodations</td>
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<tr>
<td>Student Affairs, Academic Affairs</td>
<td>Milestones</td>
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<tr>
<td>Academic Affairs</td>
<td>Professionalizing the Degree</td>
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<tr>
<td>Student Affairs</td>
<td>Completion</td>
</tr>
<tr>
<td>Graduate Wellness</td>
<td>Throughout – graduate students &amp; graduate staff/faculty</td>
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</tbody>
</table>
Student Affairs

- Graduate Admissions (facilitating deferrals with funded/unfunded targets, opening & closing sessions, resolving adjudication and offer issues, approving offers)
- Program orientations
- Coordinating graduate student record
- Registration & enrolment
- Progression
- Milestones
- OVGS
- Defenses
- Dissertation
- Graduate Petitions
- Graduate student accommodations
- Onboarding/training on common graduate systems, processes – Graduate Program Assistants
- Graduate Systems Administration/Oversight: Grad Adjudication, GEM
- Min/Max Reporting & WGU Analysis
- Student Record Reporting
- Graduate audit
- Graduate SIS Designate
Finance & Funding

- Graduate Admissions – Funding packages and funded/unfunded targets
- Annual Funding Workbook preparation, in partnership with FGS Awards & FGS Student Affairs
- Manage – York University Graduate Funding Model
- Graduate Student Funding Profiles
- All minimum guarantee assessments (these happen multiple times per term) – related to offer letter and systems/data housed within the Faculty of Graduate Studies
- Contract approvals (GA, TA)
- Resource Faculty graduate support budgets, forecasts, modeling
- Management of graduate support modeling database
- Administration – Collective Agreement Cost Centres (CUPE 3903 Unit 1 & 3)
- Training – Graduate Funding Model
- Redevelopment and provincial research – competitiveness and the Graduate Funding Model
- Student account analysis and graduate student postings
- Graduate Systems Administration/Oversight: Graduate Funding Profiles (tracks all payments issued to a student against funding offer), ARMS (FGS student), Grad Adjudication (funding report)
Graduate Awards

- Institutional recruitment awards administration, adjudication and posting
- Graduate program award support, reminders
- Coordination, institutional terms and conditions
- Administration, CUPE 3903 Unit 1 & 3 collective agreement funds
- Administration institutional graduate awards portfolio, from application to adjudication and posting
- Institutional coordinator, tri-council and prestigious scholarships
- Grant preparation and support for graduate students
- Liaison support and development – Advancement (re: graduate awards and opportunities)
- Prepping historical funding reports for resource Faculty annual reporting or Cyclical Program Reviews
- Institutional graduate awards revisioning in partnership with Advancement
Academic Affairs

- Graduate Council, policies & best practices (institutional grad)
- Graduate Academic Honesty
- Graduate Appeals
- Graduate Academic Appointments
- Graduate calendar
- Institutional coordination – Kuali Grad
- Systems Administration: Articulate Storyline (graduate academic honesty module)
- Postdoctoral Services
- Graduate Professional Skills Development/Professionalizing your Degree
- Supervision
- Institutional risk assessment as it relates to graduate student research
- Graduate coordination for cotutelles/agreements/partnerships
Communications & Recruitment

Recruitment
• Design and delivery of program specific marketing
• Internal and domestic focused campaigns
• Data analysis on previous campaigns for evidence based planning
• Resource to align campaigns to University Brand Standards and Institutional Recruitment Plan
• Lead Experience Grad, the institution’s top graduate recruitment event, 3 x annually
• **additional see websites & communication

Websites
• Manage and University Brand alignment design of graduate program websites
• Maintenance of institutional content on graduate program websites, including institutional milestones, program specific funding packages and research projects
• Quarterly updates with graduate programs to inform content (design sits with the brand template)
• Support with coordinating graduate forms based in mach form that appear as content on websites
• Coordination of open/close dates for central application

Communications
• Working with graduate programs on SEO website content development/handbook development
• Social media graduate management including event and recruitment campaigns at program and institutional levels, across multiple channels (FGS channels)
• Alumni relationship for recruitment and event purposes
• Support Division of Students in development of graduate specific communications issued through OVPS
Graduate Wellness

• Institutional graduate wellness program research, development and design
• Provincial and National graduate wellness community of practice participation and coordination
• Wellness consultation service design and delivery
• Graduate wellness counseling services
• Graduate Wellness Certificate Program design and delivery
• Graduate practicum supervision
• Graduate Wellness training and support for graduate staff and graduate faculty
• Graduate wellness peer program design and delivery
• Wellness outreach and community partnerships
Next Steps

• In Q3 2021 the Faculty of Graduate Studies will be launching online, detailed, Faculty specific service catalogs, complete with search functionality

• Each bullet point described in the previous slides will have additional information included, explaining the process to meet each commitment, and the roles/salaries/benefits that are associated with each area

• Included will be:
  • Feedback mechanism
  • Annual reporting commitments
Issues Resolution & Contacts
Feedback Mechanism

• Clients (you!) need to know who to be in touch with to give feedback
• Multiple modes should get you in touch with the manager in charge of the service area
• Proposed – FGS managers are integrating online feedback forms launched through the Faculty specific Service Catalog portal to receive comments and feedback.

Issues Resolution

• FGS is integrating issues resolution into manager workflow
• This includes a mechanism to escalate (knowing who to contact when) and 1 over 1 updates (see next slide)
• Issues resolution capacity is being formalized in FGS Managers (they already do this work, but now we’re naming it) with a commitment to:
  • Owning the problem
  • Diagnosing through root cause analysis
  • Addressing the root cause
  • Effecting change
  • Following up with client
• Proposed – FGS Issues Resolution via online Faculty specific Service Catalog portal
Important Contacts

- At any time, a Graduate Manager or Operations Manager can escalate any situation that involves centralized FGS processes to the manager in charge of each area
- We’re happy to work with you to explain or resolve any issues directly

<table>
<thead>
<tr>
<th>FGS Unit</th>
<th>Name</th>
<th>Email</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate Communications &amp; Recruitment</td>
<td>Anesa Albert</td>
<td><a href="mailto:anesaa@yorku.ca">anesaa@yorku.ca</a></td>
<td>Manager, Graduate Communications &amp; Recruitment</td>
</tr>
<tr>
<td>Graduate Student Affairs</td>
<td>Anne Stebbins</td>
<td><a href="mailto:stebbins@yorku.ca">stebbins@yorku.ca</a></td>
<td>Associate Director, Graduate Student Affairs</td>
</tr>
<tr>
<td>Graduate Wellness</td>
<td>Sarah Irwin Gardner</td>
<td><a href="mailto:sirwinga@yorku.ca">sirwinga@yorku.ca</a></td>
<td>Manager, Graduate Student Wellness Services</td>
</tr>
<tr>
<td>Graduate Finance &amp; Funding</td>
<td>Ida Condotta</td>
<td><a href="mailto:condotta@yorku.ca">condotta@yorku.ca</a></td>
<td>Finance Officer</td>
</tr>
<tr>
<td>Graduate Academic Affairs</td>
<td>Wes Moir</td>
<td><a href="mailto:wmoir@yorku.ca">wmoir@yorku.ca</a></td>
<td>Academic Affairs Officer</td>
</tr>
<tr>
<td>Graduate Awards/Scholarships</td>
<td>Yuko Sorano</td>
<td><a href="mailto:sorano@yorku.ca">sorano@yorku.ca</a></td>
<td>Manager, External Scholarships &amp; Graduate Awards</td>
</tr>
</tbody>
</table>