

# Onboarding for Managers: the Faculty of Graduate Studies

Faculty of Graduate Studies

UPDATED JULY 2021

YORK 



# 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

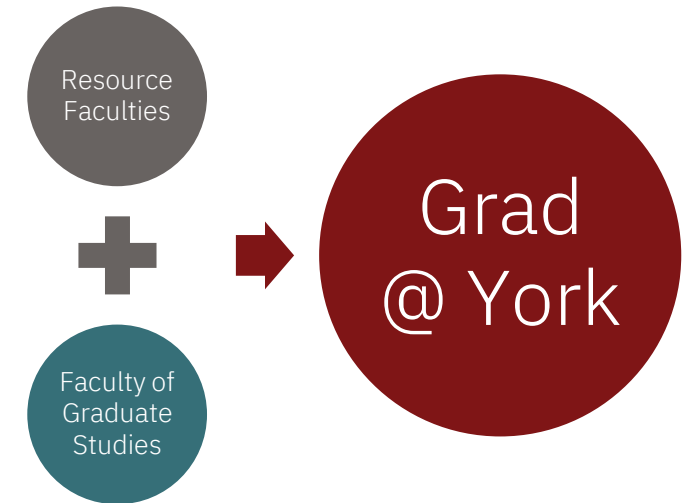
- This document was created to onboard new managers/directors to the central services the Faculty of Graduate Studies provides to support resource Faculties
- Included in this document are:
  - An overview of services/supports
  - Important contacts to resolve issues
  - A history of why some graduate 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.

# FGS – A Faculty with a central service component

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 than a team in each Faculty



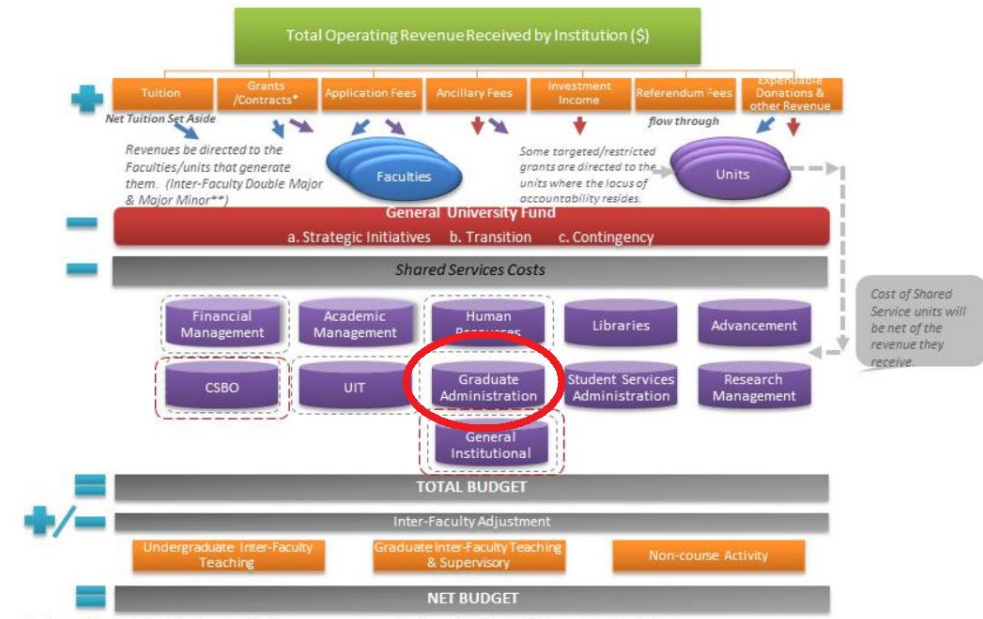
It is our hope this document will share **what supports are already paid for and in place for your Faculty.**

## 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

Operations Manager/Graduate Manager	Associate Deans Grad/Research	Graduate Program Directors	Graduate Program Assistants
<ul style="list-style-type: none"><li>• FGS Contacts: any FGS managers</li><li>• Copied on all communication issued to their direct reports for work/process changes coordinated through FGS</li><li>• First point of contact for any performance related issues</li></ul>	<ul style="list-style-type: none"><li>• FGS Contacts: FGS Decanal Team</li><li>• Issues related to graduate student accommodations</li><li>• Broad graduate administration issues/challenges, or emerging issues</li><li>• Confirmation of funded/unfunded targets annually</li><li>• Contact: quarterly meetings</li></ul>	<ul style="list-style-type: none"><li>• FGS Contacts: FGS Decanal Team, FGS managers</li><li>• Issues directly related to graduate program level administration</li><li>• New processes, emerging issues, best practices in any FGS portfolio</li><li>• Contact: monthly meetings</li></ul>	<ul style="list-style-type: none"><li>• FGS Contacts: FGS managers</li><li>• Graduate systems access/training &amp; support</li><li>• Onboarding to centralized graduate services/processes</li><li>• Emerging issues and training related directly to graduate processes</li><li>• Contact: monthly meetings</li></ul>

# 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:

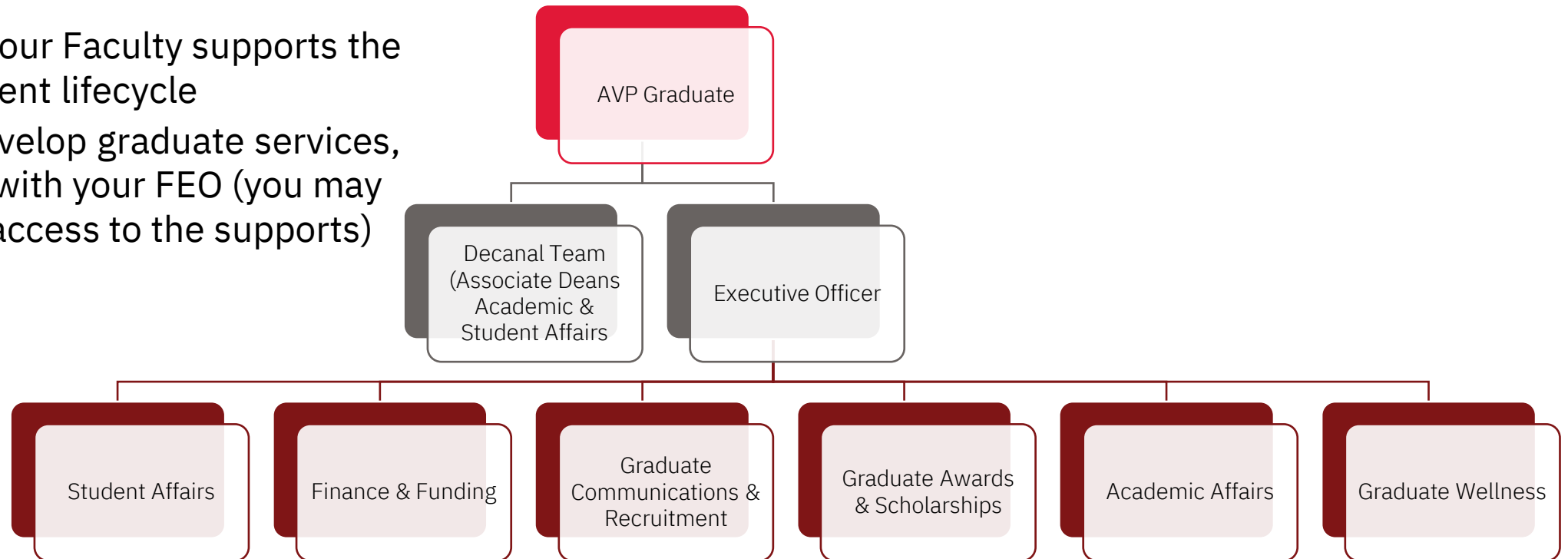
- An Enrolment & Records Coordinator
- A Milestones & Progression Coordinator
- A Graduate Funding Advisor
- A Student Affairs Coordinator
- A Scholarship & Awards Coordinator
- A York International Contact
- A Faculty Relations Contact (collective agreement inquiries)

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

FGS Unit	Grad Lifecycle
Academic Affairs	Governance/Best Practices
Communications/Recruitment	Recruit
Student Affairs, Communications/Recruitment	Offer
Student Affairs	Accept
Finance & Funding, Graduate Awards	Employment + Funding
Student Affairs, Finance & Funding	Petitions/Leaves & Accommodations
Student Affairs, Academic Affairs	Milestones
Academic Affairs	Professionalizing the Degree
Student Affairs	Completion
Graduate Wellness	Throughout – graduate students & graduate staff/faculty



# 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 – Kualu 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 & Issues Resolution

## 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

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