

June 25, 2020

Shannon Phillips, MLA
Chair, Standing Committee on Public Accounts
5th Floor Federal Building
9820 - 107 Street
Edmonton, AB T5K 1E7
Via Email: shannon.phillips@assembly.ab.ca

Dear MLA Phillips:

The University of Calgary thanks you for the opportunity to present to the Standing Committee on Public Accounts on our business and efforts to address recommendations made by the Office of the Auditor General. During our discussion, your colleagues asked a number of questions that we committed to follow up on. I am submitting this letter as our follow up on your outstanding questions:

1. MLA Eggen inquired about the percentage of international students enrolled at UCalgary and the revenue from international tuition fees.

Of the 30,141 full-load equivalent (FLE) students registered in 2018-19, 3,736 were classified as "international". International students accounted for 8.7 percent (2,089 FLEs) of the total 24,083 FLE undergraduate student population. International students accounted for 27.2 percent (1,648 FLEs) of the total 6,057 graduate student population. The total proportion undergraduate and graduate international students is 12.4 percent.

International students contributed a total of \$44,244,139 in tuition revenues to UCalgary in 2018-19.

2. MLA Hoffman asked about our efforts to integrate on-campus mental health with larger regional systems to support the mental health and wellbeing of our community and how our efforts are measured.

The Campus Mental Health Strategy (CMHS) sets the foundation for our work. It has been integral to shifting our campus culture to one that is more supportive of mental health, and more generally one where we are a caring campus community. Related, the CMHS, Student Wellness Services, and Staff Wellness have worked to reduce the stigma of mental illness and promoted resources across our campus community. Effectively, these have all led to a campus where mental health is talked about more freely, people seek services, and support others. Particularly with students, promoting early help seeking and engagement with workshops and events is a continuing focus. Our collaborative and consultative work with departments and faculties is a major component of our upstream strategy. This has resulted in an established mechanism for the referral of students who may benefit from mental health support. As we

work with individual staff and faculty members, this promotes word-of-mouth recommendations on the value of early intervention and consultation in supporting students.

Aligning the work in Student Wellness Services with the broader CMHS promotes greater recognition of our work and widespread engagement. It is now part of the fabric of the institution, whether in consideration of design standards, curriculum, or reviewing policy. The focus on mental health support is thus not only on being responsive, but also very much with prevention and providing holistic wrap-around support and services where possible.

Beyond our campus community, Student Wellness Services has a number of partnership agreements with other community in place to provide after-hours support for our students. Since the inception of these partnerships, the initiative has grown to include other post-secondary institutions in the Calgary region. Strong informal relationships exist with many other Calgary-based social service agencies, such as the Centre for Suicide Prevention in the development of our Suicide Awareness and Prevention Framework.

As part of our CMHS, we publish progress reports that measure our performance and outcomes in a number of areas from data gathered from our own surveys as well as data collected from Advanced Education. Some of recent results have included the following:

- *78 percent of students have described their health as good, very good, or excellent*
- *73 percent of students felt they belonged to a community*
- *82 percent of students reported they would see a mental health professional*
- *11,457 students, faculty, and staff have been reached through events, workshops, training and programs*
- *8,728 psychological counselling appointments were provided to students on campus*
- *3,131 mental health appointments were provided to students from primary care providers*

More information about our strategy and results can be found at ucalgary.ca/mentalhealth

3. *MLA Reid asked about Hotel Alma and how it is integrated into academic mandate and programming on campus. He asked if employees are primarily recruited from the student population, and what percentage of the hotel guests is on-campus versus off-campus visitors?*

Hotel Alma is not integrated into the academic mandate but is organized as a business unit within Ancillary Services. However, we have supported and collaborated with a number of academic programs in the past, including:

- *We held on-site presentations and tours as well as in-class presentations with a Marketing course at Haskayne School of Business on Capacity and Demand for 3 consecutive years, from 2014 to 2017*
- *We participated in and judged the Marketing Cup Challenge through the Haskayne School of Business in 2016*

- *We were invited to tour and present to a group of Japanese tourism students, visiting from Kyoto Sangyo University, through the English Language Program, March 2020*

Hotel Alma posts job opportunities on the UCalgary website, which supports our ability to hire students among other people. In the summer months, we also hire several SAIT interns from their Travel and Tourism program.

In terms of Alma's business mix, 20 percent of total revenue is made up of internal university business. Ancillary operations are financially independent from the University. Ancillary revenues cover all expenses within our operations. While some revenues from ancillary operations support other operations in the university, no university funds are used to support ancillary services.

Should you have any additional questions or would like to learn more about the university, I would welcome you to contact either myself, or our Associate Vice President, Government and Community Engagement John Alho (jalho@ucalgary.ca).

Thank you for your interest in the University of Calgary and our operations.

Sincerely,



Linda Dalgetty
Vice President (Finance and Services)

Cc: John Alho, Associate Vice-President, Government and Community Engagement
Aaron Roth, Committee Clerk