The Division of Students at York University provides services, programs and facilities that foster academic success, engagement and personal development. Responsible for the activities and resources that effect students' lives outside the classroom, staff in the Division develop and manage policies and procedures that proactively respond to student issues. We collaborate with partners across the Keele and Glendon campuses to recruit, retain and graduate high-quality, career-ready students.

The Division houses a diverse group of units, including:
- Admissions
- Career Centre
- Centre for Aboriginal Student Services
- Counselling & Disability Services
- Recruitment & Awards
- Registrar’s Office
- Sport & Recreation
- Student Community & Leadership Development
- Student Client Services
- Student Conflict Resolution
- Student Financial Services

Details about the Division of Students are available through the Office of the Vice-Provost Students website: yorku.ca/vpstdnts
DIVISION OF STUDENTS: FIVE-YEAR STRATEGIC PLAN

**vision**
Partners in Student Success

To advance York University’s mission by providing services, programs and facilities that foster academic success, student development and an engaged community. We support and inspire students to contribute as global leaders.

**mission**

Respect  Excellence  Innovation  Collaboration
Accountability  Care  Inclusion

**values**

**PRIORITIES**

Strategic Enrolment Management
2018: York has achieved optimum enrolment through a strategic, planned approach that aligns with the University Academic Plan, White Paper and Faculty Plans.

First-Year Experience
2018: All first-year students have access to programs that support their personal transition to York and foster their continuing success and engagement.

Financial Support
2018: We provide the financial assistance our students need to meet their academic goals.

Student Leadership & Career Development
2018: We offer co-curricular programs and services that empower our students to seek out and engage in leadership and career development opportunities.

**ENABLERS**

Valuing People

Building Culture: Living Our Values
2018: We live our values, as experienced by our students, clients, partners and ourselves.

Employee Engagement & Development
2018: Divisional Employee Engagement reaches a significant five year high and every employee has an active development plan.

Resource Integration

Organizational Effectiveness & Awareness
2018: The role of the Division of Students at York University is clear to students, clients, Faculty partners and Divisional employees. Our structures, systems, communications, facilities and processes are positioned to provide service excellence.

**Strategies and assessment measures to achieve our goals**

Our objectives and priorities will be measured using a balanced scorecard. We will achieve success through an integrated focus on the following four perspectives:

- Student/Client Experience
- Financial
- Internal Processes
- Division of Students Employees

We must have success in all four areas to meet our 2018 vision.

yorku.ca/vpstdnts