

SGS Student Academic Services: What We Offer

What do we offer?

- Recruitment to Graduate Studies
- Admissions Support and International Student Advising
- Front-Line Student Academic Services
- Student Progress Support
- Student Systems Support and Records/Reporting

Recruitment

Recruitment Fairs

Our recruitment team attends fairs both in Canada and abroad to promote graduate studies at the University of Toronto.

Information Sessions

At the start of each recruitment cycle, we present online information sessions for prospective applicants, including division-specific sessions and one all-divisions session. They are co-presented with representative staff and faculty members from graduate units.

Chat Sessions

To augment divisional conversion activities, we run online discussions with newly admitted graduate students to answer their questions about registration, housing, family care, tuition fees, graduate awards, and other university programs and services.

CALDO Consortium

We are a member of this consortium of leading Canadian research universities committed to international education and student mobility. Through the CALDO Consortium, we attend Latin American recruitment fairs, building awareness of graduate studies at UofT, connecting prospective research-stream students with UofT supervisors, and promoting research partnerships.

International Recruitment Community of Practice for Graduate and Second-Entry programs

Together with the OVPI, we co-lead this Community of Practice, which offers a forum for recruitment staff to share materials, opportunities, and strategies. We host a shared calendar of recruitment events so that we can share resources in ways that make sense.

Admissions Support and International Student Advising

Admissions Application System

We host and support the central application system for graduate studies at UofT.

Admission Policy and Procedures Support

We run regular workshops and our team advises graduate administrators so that they are supported in their admissions work.

International Credential Evaluation Support

We bring in credential evaluation experts to teach graduate administrators about the education systems and credentials of key countries, including China, India, Iran, Brazil, and the U.S. We also maintain an International Credential Equivalence Database (ICED).

Student Mobility

We facilitate applications for graduate students to participate in international exchanges and help negotiate joint educational placement agreements.

International Student Advising

We smooth the way for international students to participate in the International Visiting Graduate Study Abroad Program at UofT and assist other international graduate students with navigating the application process and navigating UofT resources.

Non-Standard Admissions

Through a straightforward process initiated by the graduate unit, we facilitate the admission of applicants whose academic credentials do not meet the minimum SGS admission requirements. Students who have been admitted through this process have gone on to have successful graduate careers.

Front-Line Student Academic Services

General Inquiries

We triage tens of thousands of inquiries from graduate students and others each year. We're able to resolve many issues right away, and refer others to the graduate units or another service provider at the University.

Student Records and Registration

Our team advises university staff and students on registrarial policies and processes, including leaves of absence, program extensions, candidacy extensions, change of campus affiliation, program transfers, late course withdrawal requests, requests to re-register, transfer credit requests, program withdrawals, and more. We also advise and assist students with changes to their name, gender, and legal status.

Official Letters

We provide Confirmation of Registration letters to students who required proof of registration for reasons such as securing study permits and maintaining OSAP interest-free status. Graduate students also often request Confirmation of Degree letters confirming that all degree requirements have been met.

On-boarding new graduate administrators

We provide one-on-one training sessions for new graduate administrators, an annual Registration Workshop, and monthly learning cafes on specific topics. We facilitate a Graduate Administrator Community of Practice that meets monthly to hear updates, share best practices, and discuss questions in an open forum.

Student Progress Support

Student case management

We work closely with students, graduate units, and service providers across the institution to support students during challenging times.

Registrarial memoranda and reports

We share just-in-time reminders about registrarial matters to assist graduate administrators with monitoring their students' progress towards important milestones. Along with the reminder memoranda, we distribute lists of students who are approaching deadlines for achieving these milestones so that admins can offer advice and support. Examples include deadlines for clearing admission conditions, achieving candidacy, or completing program requirements.

Student Systems Support and Records/Reporting

User Support for Institutional Systems

We offer end-user support to faculty members, graduate administrators, and students using institutional systems such as the Graduate Admissions Application, ROSI/ACORN, eMarks, and the Graduate Student Progress Tracker.

Student data reports

We share scheduled and ad hoc student data reports to support Faculty/Decanal planning.

Systems development and implementation

We are deeply involved in institutional systems development projects to ensure that project leaders and developers understand the needs of graduate divisions. We advocate for the interests of graduate studies in both how systems are designed and how they are rolled out across the institution. We keep the graduate community abreast of projects throughout the development cycle.

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