





UNIVERSITY OF  
**TORONTO**  
MISSISSAUGA

## Putting the Pieces Together: Growing Pains, Lessons Learned



**Sherry Yuan Hunter** – Associate Registrar, Student Success  
**Loretta Neebar** – Director, Student Recruitment & Admissions



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## Don't Forget Deer






**The University of Toronto**

**Tri-campus system with over 70,000 students**

**Full range of undergraduate and graduate**

**13,000 international students**

The slide features a dark blue background with a photograph of a modern building at dusk. The text is presented in white, bold, sans-serif font, organized into three horizontal bars.



**U of T Mississauga**

**30 kms west of downtown Toronto**

**15,000 undergraduate and graduate students**

**Arts, Science, Business and Medicine programs**

The slide features a dark blue background with a photograph of a modern building at dusk. The text is presented in white, bold, sans-serif font, organized into three horizontal bars.





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# Agenda



**We've Got An Idea**

**Now We're On a Roll**

**The Missing Pieces**



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# We've Got An Idea



**We've Got An Idea**

**We have a problem**





**We've Got An Idea**



**We've Got An Idea**

**More students**



**We've Got An Idea**



**We've Got An Idea**

**More students**

**We have a solution**



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# We've Got An Idea



**We've Got An Idea**

**More students**

**School of Continuing Studies**



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# We've Got An Idea



**We've Got An Idea**

**More students**

**School of Continuing Studies**

**Let's do it!**



# We've Got An Idea



**We've Got An Idea**

**More students**

**ACE@UTM**

**School of Continuing Studies**



# We've Got An Idea



**ELP Academic English (B+)**  
👉

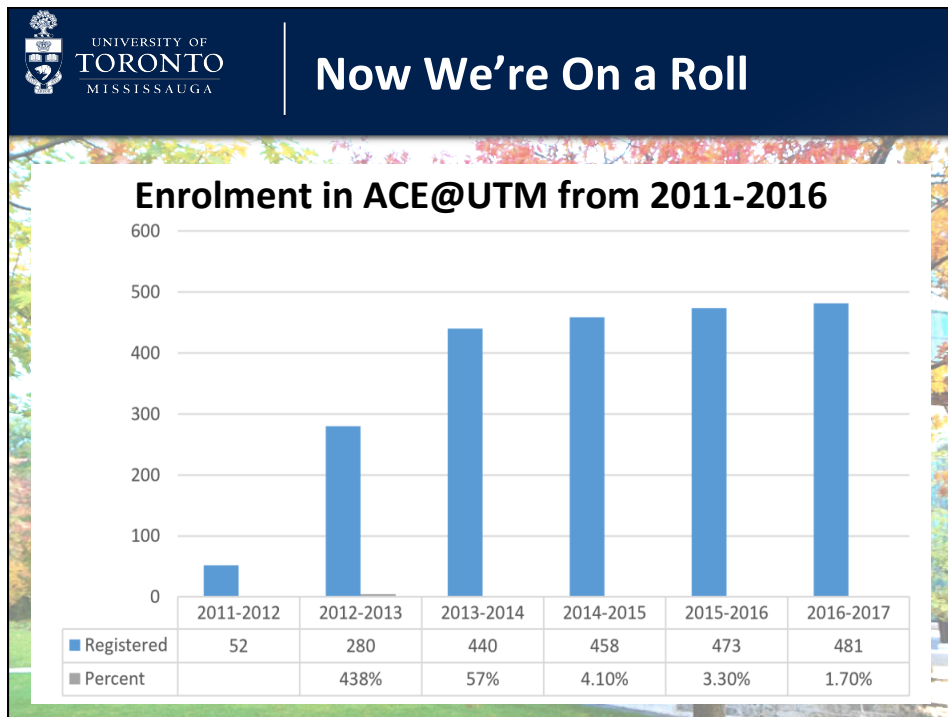
**Should be simple... right?**

**UTM Conditional Admission**  
👉









**Now We're On a Roll**

- Oh wait... there are registration issues
- Oh wait... there are multiple outcomes
- Oh wait... now there are hundreds
- Oh wait... they need student services





## Now We're On a Roll



**IT and the Registrar's Office**

**Oh wait... there are multiple outcomes**

**Now We're On a Roll**

**Oh wait... now there are hundreds**

**Oh wait... they need student services**



## Now We're On a Roll



**IT and the Registrar's Office**

**Oh wait... there are multiple outcomes**

**Now We're On a Roll**

**Systems and Reporting**

**Oh wait... they need student services**



# Now We're On a Roll



**IT and the Registrar's Office**

**Records Policies and Processes**

**Now We're On a Roll**

**Systems and Reporting**

**Oh wait... they need student services**



# Now We're On a Roll



**IT and the Registrar's Office**

**Records Policies and Processes**

**Now We're On a Roll**

**Systems and Reporting**

**Residence and Student Life**



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## Now We're On a Roll



5% higher attendance rate

Residence Success Story

10% higher final average



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## Don't Forget Deer



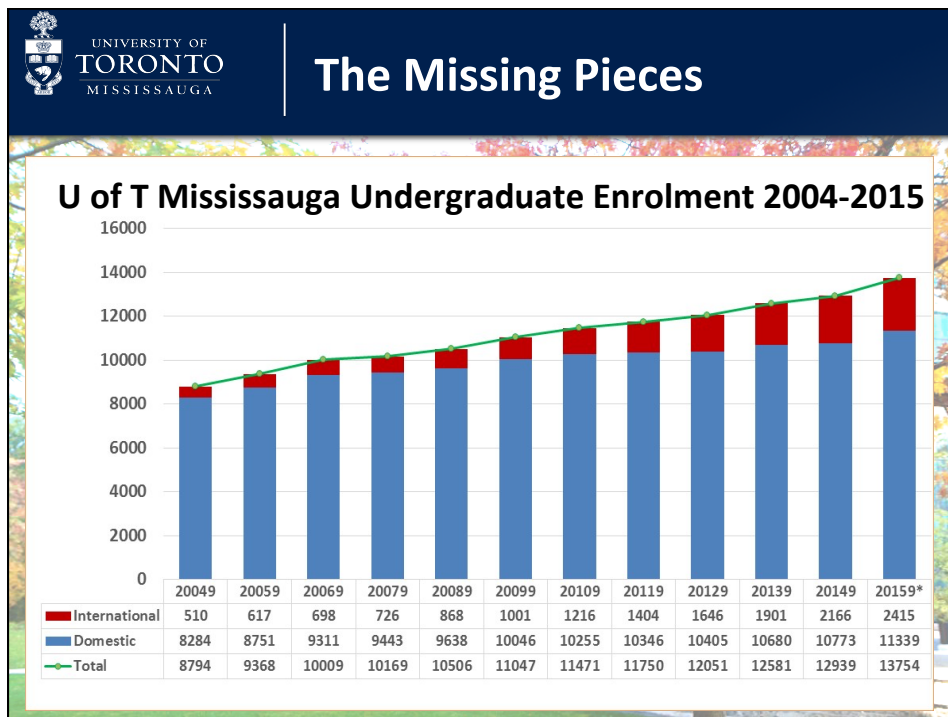
Good Idea vs. Simple Idea

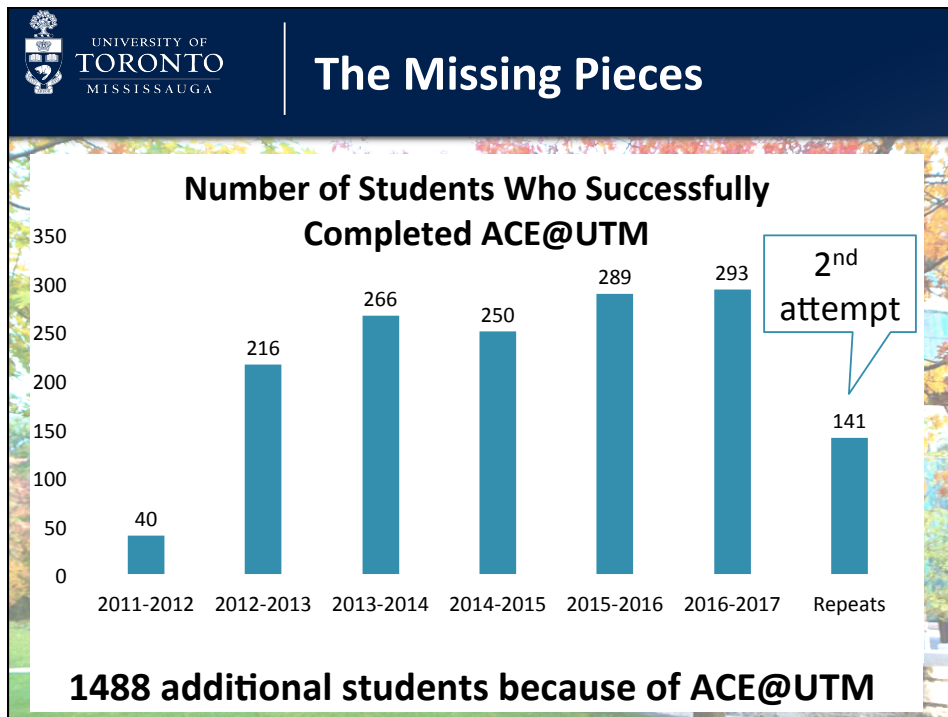
Scalability

Stakeholders













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## Connect With Us



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**Thank you!**

**Questions?**