

Impact Through Collaboration

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ANNUAL REPORT



Western
StudentExperience



LAND ACKNOWLEDGEMENT

Western University is located on the traditional lands of the Anishinaabek, Haudenosaunee, Lūnaapéewak and Chonnonton Nations, on lands connected with the London Township and Sombra Treaties of 1796 and the Dish with One Spoon Covenant Wampum.

With this, we respect the longstanding relationships that Indigenous Nations have to this land, as they are the original caretakers. We acknowledge historical and ongoing injustices that Indigenous Peoples (First Nations, Métis and Inuit) endure in Canada, and we accept responsibility as a public institution to contribute toward revealing and correcting miseducation as well as renewing respectful relationships with Indigenous communities through our teaching, research and community service.

Student Experience is actively engaged in the ongoing work of decolonization and Indigenization by honouring Indigenous ways of knowing, being, and doing, and embedding them into our practices. In collaboration with Indigenous staff and faculty we are committed to supporting Indigenous student success by fostering inclusive spaces that honour Indigenous identities and support holistic well-being. This work is ongoing, and we approach it with humility and accountability.

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VISION:

All Western Students
Belong. Learn. Thrive.

MISSION:

We partner with Western communities to deliver holistic and dynamic experiences, programming and services that **empower and support** students to realize their full potential.

GUIDING VALUES:

Inclusion | Empathy | Collaboration | Innovation

STRATEGIC PLAN

Student impact drives everything we do at Student Experience, day in and day out. This commitment shapes the direction of our Student Experience 2023-2028 Strategic Plan, aligning with the University's strategic plan – Towards Western at 150.

STRATEGIC PRIORITIES

Delivering Transformational & Impactful Student Experiences:

Our goal is to cultivate an environment where students can thrive during their time at Western and beyond. Achieving this requires creating enriching experiences, seamless resources, and proactive services across multiple facets of the student journey. From accessibility resources to recreation programming to wellness education, our areas of service intersect to enhance the undergraduate and graduate student experience.

Creating Impact Through People:

We are dedicated to ensuring that our team members are empowered and equipped to create impact for our students. By focusing on diversifying and educating our team and providing access to new technologies, tools and analytics, we are fostering a safe and trusting environment where our staff can engage, learn and grow.

Sustaining Our Impact:

As our students' needs evolve, we continue to adapt. We remain committed to cultivating strategic partnerships and leveraging data to inform our decisions and improve our programs. We value pushing beyond the status quo to create a broader and more profound impact with and for students.



A LETTER FROM THE STUDENT EXPERIENCE
SENIOR LEADERSHIP TEAM

A Campus Where All Students Belong. Learn. Thrive.

In 2024-25, our Student Experience team worked in close collaboration with faculties, student leaders, and campus partners across Western to deliver a student experience rooted in connection, care and community.

From first-year orientation through to convocation – and all the moments in between – together, we are helping students learn more about themselves, succeed academically, build supportive communities, and answer the big question: what do I want to do next?

In each of our pillars – Leadership & Learning, Sports & Recreation, and Wellness & Well-being – we provide comprehensive programming that complements students’ academic learning and fosters personal growth outside of the classroom. From accessibility supports for students with disabilities to highly subscribed intramural sports teams and in-house mental health counselling services, we are here for students in good times and in challenging times, helping them build skills for now – and into the future.

Please enjoy an overview of our collective accomplishments from the past year. They are a testament to what we can achieve when we work together – and a reminder that there is always more work to do!

As we look ahead to the coming year, we want to wish John Doerksen a successful study leave and offer a warm welcome to Stephanie Hayne Beatty in the Acting Vice-Provost (Students) role for 2025-26. Our team looks forward to working alongside valued colleagues and student leaders to welcome (back) and support Western’s exceptional undergraduate and graduate students this Fall.

Sincerely,

JOHN DOERKSEN
Vice Provost, Students

STEPHANIE HAYNE BEATTY
Director, Leadership & Learning

CHRISTINE STAPLETON
Director, Sports & Recreation

RACHEL STACK
Director, Wellness & Well-being





ON-LOCATION ADVISING

Accessible Education introduced on-location accessibility support in Social Science and Engineering that created pathways for students to connect and enhanced relationships between our team and staff/instructors.



CAREER FAIRS

The fall and winter hirewesternu Career Fairs were expanded to be two-day events, resulting in enhanced accessibility and increased engagement of 7,173 students and 221 companies.



OUTREACH EVENTS

Wellness & Well-being reached over 1,740 students through outreach events including Black Student Orientation, De-Stress Fest, Faculty Fridays, Global Cafe, Move Your Mood: Wellness & Recreation Fair, as well as the first-ever World Mental Health Day Fair in partnership with the USC.



ACCESS TO CARE

A full year of same-day/next-day appointments and a streamlined online booking system significantly reduced barriers for students seeking care and improved access to timely treatment for acute illnesses.



LAUNCH ONLINE

The Launch Online eLearning module project – completed in collaboration with cross-campus partners – was shared with all new undergraduate students, with a total of 57% of new students accessing the content over a total 10,508 visits.



ACADEMIC ALL-CANADIANS

Western ranked #2 in Canada for number of U SPORTS Academic All-Canadians with 483 Scholar Athletes, and student-athlete Jackson Findlay was named U SPORTS Top 8 Academic All-Canadian.



TITLES & RECOGNITIONS

Seven Coach of the Year recognitions and 11 championship titles, including an historic first: both the Men's and Women's Track and Field teams won the U SPORTS National Championship in the same year.



STUDENT LEARNING GROUPS

With support from the Parr Centre for Thriving and the FIMS Undergraduate Student Fund, Learning Development & Success collaborated with FIMS to launch Student Learning Groups. 1,251 students attended across 10 weeks.



CARE HUBS

Care Hubs provided a warm welcome for students during Orientation Week and Homecoming. The staff and faculty volunteer-led tents throughout campus provide students with wayfinding, nourishment and crisis support when they need it during a busy first month.



INDIGENOUS TRACK & FIELD DAY

Sports & Recreation hosted the 20th Annual Indigenous Track & Field Day in Spring 2025, where Indigenous youth from local elementary schools come to campus to train and have fun with our Mustangs Track & Field team. A record 150+ Indigenous youth registered for the event.



MENTAL HEALTH STRATEGY

A robust Student Mental Health Strategy was developed that will provide a roadmap from 2025-30 to support student mental health. Over 2,400 students and 950 staff and faculty contributed through surveys, in addition to focus groups and individual consultations.



SPORT-RELATED EVENTS

500+ events were hosted, including sporting events, recreation events, alumni events and partnerships with the campus and London community.

Move Your Mood: Supporting Student Wellness Through Movement

Collaboration is the foundation for innovation, and the new Move Your Mood campus initiative is a powerful example of that spirit in action.

Developed through a cross-pillar partnership between Sports & Recreation, Wellness & Well-being and Leadership & Learning, this program offers a non-clinical, inclusive approach to supporting student mental health through movement and community building.

The idea was sparked during a meeting between leaders from across Student Experience, including Christine Stapleton, Director, Sports & Recreation; Chandlee Dickey, Director, Student Mental Health; Michele Anderson, Associate Director, Academic Support & Engagement; and Steve Barry, Director, Recreation & Active Well-being, Drawing on their collective expertise, the team secured a Parr grant to launch the initiative in 2024.

Led by Michelle Harvey, Fitness & Wellness Program Coordinator, Move Your Mood programming provides students with free, accessible and welcoming opportunities to engage in physical and recreational activity as a means of improving mental health. From yoga and meditation to art-based recreation and nutrition workshops, the programming is designed to meet students where they are – emotionally, physically and socially.

"Move Your Mood has made a meaningful impact on Western student well-being by offering inclusive, low-barrier opportunities to engage in physical activity. We're grateful for the continued Parr funding that will allow us to expand the program this upcoming year—bringing movement, connection and moments of calm to students when they need it most."
- Michelle Harvey, Fitness and Wellness Coordinator, Campus Recreation

In 2024-25, 2,300+ students engaged in Move Your Mood programming. Events included:

- Recreation & Wellness Fair
- Group fitness (yoga, meditation, jump rope)
- Nutrition workshops in partnership with Growing Chefs
- R&Art events in the Western Student Recreation Centre, in partnership with McIntosh Gallery
- Glow & Flow Yoga

The feedback from the first year was overwhelmingly positive, with students reporting a greater sense of connection, calm and community.

"As a Program Coordinator for Move Your Mood, I could not have been happier with the outcome of this initiative. I had the privilege of working alongside a small but passionate team – individuals who were truly committed to supporting the physical and mental well-being of Western students. Programs like Move Your Mood matter and I would welcome the opportunity to work on a team like this again."

- Meghan Gray, Faculty of Education, Year 2

Looking ahead to 2025-26, the team plans to expand offerings to include accessible sports like seated volleyball and sledge hockey, midterm de-stress events, as well as events and activities that foster interactions and connection with peers and strengthen their sense of community. Move Your Mood is more than a program – it's a movement toward a healthier, more inclusive Western campus culture.



Leading the Way

Beyond the Locker Room and **Levellin' Up** are two gender-based and sexual violence (GBSV) prevention training initiatives for athletes developed and delivered by Wellness & Well-being in collaboration with Sports & Recreation. These programs are part of Western's nationally recognized GBSV prevention training. Student-athletes are a priority population for GBSV education as they are leaders on campus and have a critical role to play in creating a safe campus culture.

Beyond the Locker Room is designed for varsity athletes to gain tangible skills related to navigating team dynamics, maintaining healthier relationships, recognizing/resisting coercion, coping with intense emotions and more.

Levellin' Up is geared towards male identifying students and provides an opportunity to talk with other young men, learn from each other and gain healthy relationship skills. Topics include navigating masculinity, building empathy, rejection resiliency and engaging with accountability through facilitated discussions and interactive activities. **Levellin' Up** has been shared with other academic institutions.

The new **Peer-to-Peer Mentorship Program** supports varsity athlete mental health and well-being. This program was accepted to present at the Association for Applied Sport Psychology (AASP) conference, which is the largest annual sport psychology conference worldwide.



What's New

Opened new Campus Recreation 4th Floor Fitness Centre in WSRC, including Men's and Women's only times, increasing capacity for in-demand equipment and space by 6,000 square feet and allowing for an additional capacity of 125 students per hour.

Partnered with Wellness & Campus Constables to offer self-defense training for individuals who identify as female. Provided free facility space and helped them to introduce a new online system for registration, helping to increase access and participation.

Collaborated with the USC to host the first annual Roots and Recognition Lacrosse Game, as well as lacrosse activities and Indigenous recognition, for National Day of Truth and Reconciliation in September 2024.



Intramural Tournaments were introduced in 2024-25. Twelve tournaments were offered with 158 teams and 1,340 participants registered. These tournaments were one day and offered students an additional way to get involved with the campus community, meet people, stay active and try out sports with less of a time commitment than regular intramurals.



A new state-of-the-art OES videoboard was installed at the Western Alumni Stadium. This stadium enhancement brings vital elements to the fan-viewing experience. A videoboard provides our show director with the ability to execute a full collection of fan prompts and hype videos that will excite and entertain Mustangs fans, creating a more immersive experience. The ability to show replays provides spectators with a second look at the live action, and sponsored elements help create a new revenue generation opportunity. There will also be opportunities to bring even more events to Western Alumni Stadium – enabling movie nights, live streaming events and more.



794,000+

taps into Western Student Recreation Centre

25,000+

swimmers in the WSRC pool (September - April)

34,000

attendees at 2024 Western Mustangs Football games

16,500+

intramural participants

3,100

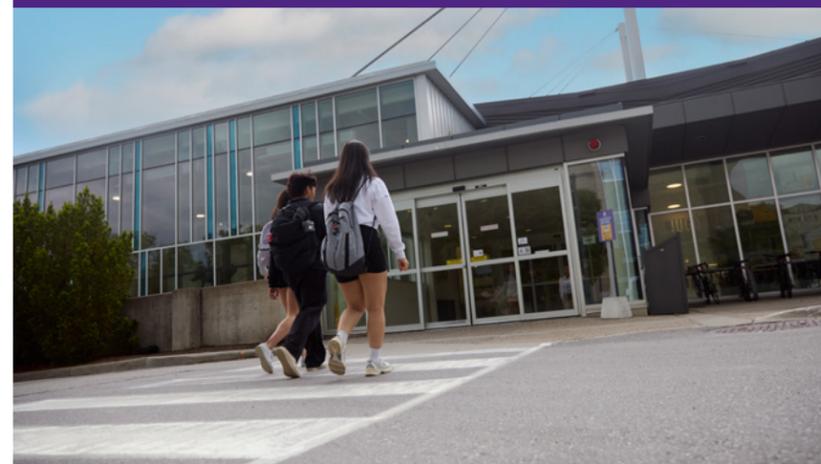
local youth participants in Wild Western Days

3 Ontario University Athletics Honours Awards

- Team of the Year (*Women's Track & Field*)
- Athlete of the Year (*Favour Okpali*)
- Coach of the Year (*Vickie Croley*)

14,000+

group fitness registrants



*May 1, 2024 to April 30, 2025



A Collaborative Approach to Student Wellness

Western's Behaviour Consultation Team (BCT) is an example of how collaboration across campus can proactively support student well-being and community safety.

Launched as a pilot in 2024, the BCT brings together a multidisciplinary group of professionals to assess and respond to complex student behaviour that may impact the campus community.

Meeting biweekly or as needed, the team includes core members from Student Experience, Housing and Western Special Constable Service, with additional input from faculty and staff across campus when needed. This may include staff from Western International, Academic Advising, Accessible Education, program chairs, health care staff and more. Referrals are triaged using a stepped care approach by the Complex Care Case Management team, who determine whether a student's situation – often marked by escalating behaviour, safety concerns or persistent disruption – requires a broader team-based response.

What makes BCT unique is its preventative, wrap-around approach. The team works upstream – addressing concerns early and collaboratively. This model is grounded in best practices from the National Association for Behavioural Intervention and Threat Assessment (NABITA), a leading organization that provides guidance on managing student behaviour and assessing risk in post-secondary settings. The NABITA framework emphasizes early identification, interdisciplinary collaboration and student-centered intervention. Using these principles, the BCT develops coordinated support plans that may include mental health services, academic accommodations, safety planning or other interventions tailored to the student's needs.

The initiative emerged from a shared recognition across departments: many teams were encountering similar challenges but lacked a unified structure to respond effectively. By pooling their multidisciplinary expertise in mental health, case management, housing, safety and more, the BCT offers a more complete picture of each case and a more compassionate, coordinated response.

“The benefit of this collaborative approach is in bringing together a multidisciplinary group of professionals who can all share their unique expertise and perspectives to create a wrap-around approach in dealing with complex student cases.”

- BCT Team



Leading the Way

The Wellness & Well-being team has implemented a new Indigenous **Health Promoter and Navigator** role in partnership with the Office of Indigenous Initiatives to help support smooth access and transition to health and wellness services for Indigenous students at Western.

Mustangs for Consent, mandatory GBSV training for all incoming Western students, is a precedent-setting gender-based and sexual violence training program in Canada. Student Experience continues to be a national leader in this area.

In 2024:

7,947 students completed Consent 101

5,440 students completed Undressing Consent



What's New

A new suite of upper year GBSV training was debuted to student leaders and other priority populations on campus including graduate students, professional programs and students on international placements. This training focuses on increasing students' capacity in using the power within their role on campus to better support survivors disclosing, challenging moments of tension with peers/colleagues and increasing their confidence for bystander intervention.



Autistic writer and advocate Paige Layle was invited to speak to students and staff about healthy relationships from a neuro-affirming lens. Feedback from attendees highlighted the value of learning directly from a neurodivergent speaker.

The first partnership between Wellness & Well-being and the Centre for Teaching Learning was Brainwaves and Boundaries: a workshop under the Future Prof Series in which participants learned how to leverage boundary-setting and neurobiology-informed approaches to trauma towards creating a safer, supportive and more inclusive classroom culture.



During the 2024-25 academic year, the Code of Student Conduct Office placed a strategic emphasis on upstream initiatives in prevention, education and support. This included a more rigorous and nuanced analysis of jurisdiction and threshold criteria to ensure each case was directed through the most suitable process, whether investigative or non-investigative. These combined efforts have contributed to a reduction in the number of formal proceedings during this reporting period.

Wellness & Well-being offered a number of EDI workshops in 2024-25 to address broader paradigm shifts in rethinking the relationship between wellness and EDI including: Mind the Gap: critical empathy, Speak Up Stand Up: micro aggressions, inclusive language and micro interventions, and a new workshop, Conflict Compass, which focuses on EDI-informed approaches to navigating conflict.



44,983
total visits to the health clinic

323%
increase in online bookings

6,647
mental health visits

2,817
psychiatric visits

8-week
wait for a psychiatrist, significantly lower than wait times in the community

3,028
Western community flu and COVID-19 vaccinations

454
survivor support meetings

248
mental health sessions delivered by psychotherapy and social work interns



*May 1, 2024 to April 30, 2025

Campus Partnership Empowers Students to Find Their Strengths

On March 20, 2025, we welcomed Western alumni and *Survivor* winner Erika Casupanan back to campus for a powerful conversation on leadership, resilience, and the real-world application of CliftonStrengths. The event, part of Gallup's Leading with Strengths series, was the result of a unique collaboration between Student Experience, Ivey Career Management and Western Alumni. Western was the only Canadian institution selected to pilot the initiative.

Erika, a former student leader, trailblazer, strategist and storyteller, shared how she has used her strengths to succeed in life after graduation, navigate high-pressure environments, challenge expectations and redefine leadership. Moderated by Alex Elias, MBA Career Coach, Ivey Business School, the live coaching session offered students an opportunity to see strengths-based development in action.

The event brought together 133 undergraduate and graduate students. Gallup filmed the session and interviewed students about their top five strengths, with plans to feature Western in future promotional materials.

The collaboration reflects the growing momentum behind strengths-based learning at Western. With over 15,000 CliftonStrengths assessments completed to date, and a growing community of practice involving student-facing staff from Housing, Academic Advising, career development practitioners, the University Students' Council, Student Experience and more, the initiative is helping students, staff and faculty alike discover how to harness their strengths and provide strengths-based support to all Western students.

Following the success of this event, the collaborating partners plan to host a Leading with Strengths event twice a year. In addition, plans are in the works to host the first ever Strengths student conference in January 2026.

"Since discovering my top strengths, I've approached challenges with more clarity, communicated with more intention, and found my work more satisfying by leaning into what I do best. The USC has used CliftonStrengths for a number of years, and we've developed a shared language of strengths. This has helped build strong relationships, reduced friction, and created a working environment where everyone feels empowered."

- Kat Henricus, President, USC



FACTS ABOUTS STRENGTHS AT WESTERN

- Western received the 2023 Don Clifton Strengths Award from Gallup, recognizing its campus-wide commitment to strengths-based development
- 4,000 strengths assessments were completed in 2024-25
- To date, over 10,000 students have attended strengths-based workshops
- Western was the first Canadian university to create a full-time staff position dedicated to CliftonStrengths
- The program is embedded across the university from academic orientation and student leadership training to career coaching and residence life

WESTERN'S TOP FIVE STRENGTHS

- Achiever
- Restorative
- Learner
- Relator
- Harmony

DID YOU KNOW?

Investing in Strengths at Western benefits our entire campus community! Research has suggested that people who are engaged with their strengths are:

- Three times as likely to report excellent quality of life
- Six times as likely to be engaged in their work
- Demonstrate improved well-being, productivity and higher quality of life and reduced turnover

Leading the Way

Western is a leader in our **safeTALK and ASIST training** offered to students, staff and faculty. LivingWorks recognized our efforts in training all Sophs this past year with an article that highlighted how we are working at building a suicide safer campus.

The **Signature Experience strategy** positions Western as a leader in experiential learning as we work towards 100% of students graduating with at least one intensive experiential learning activity.

In 2024-25, 5,537 students gained experience with 202 organizations through Project Based Learning, one of Western's five signature experiences.



What's New

The Writing Support Centre expanded their suite of presentation supports and offered guidance on visual rhetoric, overall slide design, inclusive presentations, audience awareness and delivering with impact. They also supported graduate students with dissertation defense preparation.

Introduced *Using AI in Career Planning* session for students and alumni.



Launched ImpactLab London in collaboration with the City of London and London's postsecondary institutions, engaging students across disciplines and institutions in generating solutions to a strategic City theme.



Graduate Student Life website project was completed: a single, accessible, online location for graduate student resources. Built in collaboration with many campus partners, including School of Graduate & Postdoctoral Studies and Western International.



Study Zone initiative led by Accessible Education and Learning Development & Success, and facilitated by trained learning peers, offers a supportive and productive environment for students to study using the Pomodoro Method, a time management strategy that breaks work into focused intervals followed by short breaks.



2,646

students attended graduate-specific writing programming

1,823

student work terms across 32 work integrated learning programs supported in Western Connect

3,678

participants in Western Launch transition programming

2,130

students supported with mental health-related accommodations (6.25% of Western's total enrolment)

3,110

students attended Learn to Lead workshops (including curricular integration with Kinesiology)

6,415

students received career education through classroom-based workshops

247

employer consultations to promote accessible hiring strategies

2,366

students accessed SmartStart Academics and Learning modules

8,734

paid job postings published to students

*May 1, 2024 to April 30, 2025



Co-Creating Community: The Power of Student-Staff Collaboration During OWeek

Western's Orientation Week (OWeek) is more than just a welcome – it's a powerful example of what's possible when students and staff come together with a shared purpose. Co-led by Student Experience, the University Students' Council (USC) and Housing, along with many other partners across campus, OWeek is grounded in a deeply collaborative model that is unique to Western.

"At Western, OWeek is a collaborative, cross-campus effort that brings together students, faculty, and staff to co-create a welcoming and inclusive experience," says Carolyn Temple, Director of Student Engagement, Student Experience. "This unified approach ensures every voice is heard and every student's needs are thoughtfully considered, fostering a strong sense of belonging and safety from the very beginning."

The result is a holistic, inclusive and student-centered experience that reflects the diversity of Western's campus. The USC plays a particularly vital role, empowering students to lead and shape programming that is relevant, meaningful and grounded in their lived experience

"Giving student leaders the chance to shape OWeek is a big part of what makes it so successful," says Abby Hughes, former Clare Hall Head Soph and Residence Orientation Coordinator. "They bring a wide range of experiences and ideas, and they're deeply invested in creating something meaningful for new students."

At the heart of OWeek is the Soph program – Western's peer leadership model that pairs every incoming student with two upper-year mentors: one faculty-affiliated, and one residence-affiliated.

The Student Engagement team within Student Experience leads Soph training, which includes one week of intensive training covering topics such as mental health, suicide prevention, accessibility, GBSV prevention, conflict resolution and inclusive leadership. This training is delivered in partnership with campus experts and includes specialized roles like EDI and accessibility ambassadors on each team.

With approximately 1,050 Sophs across 20 teams and various constituencies including residence, off-campus, faculty and charity, students are welcomed into a supportive community from the moment they arrive at Western.

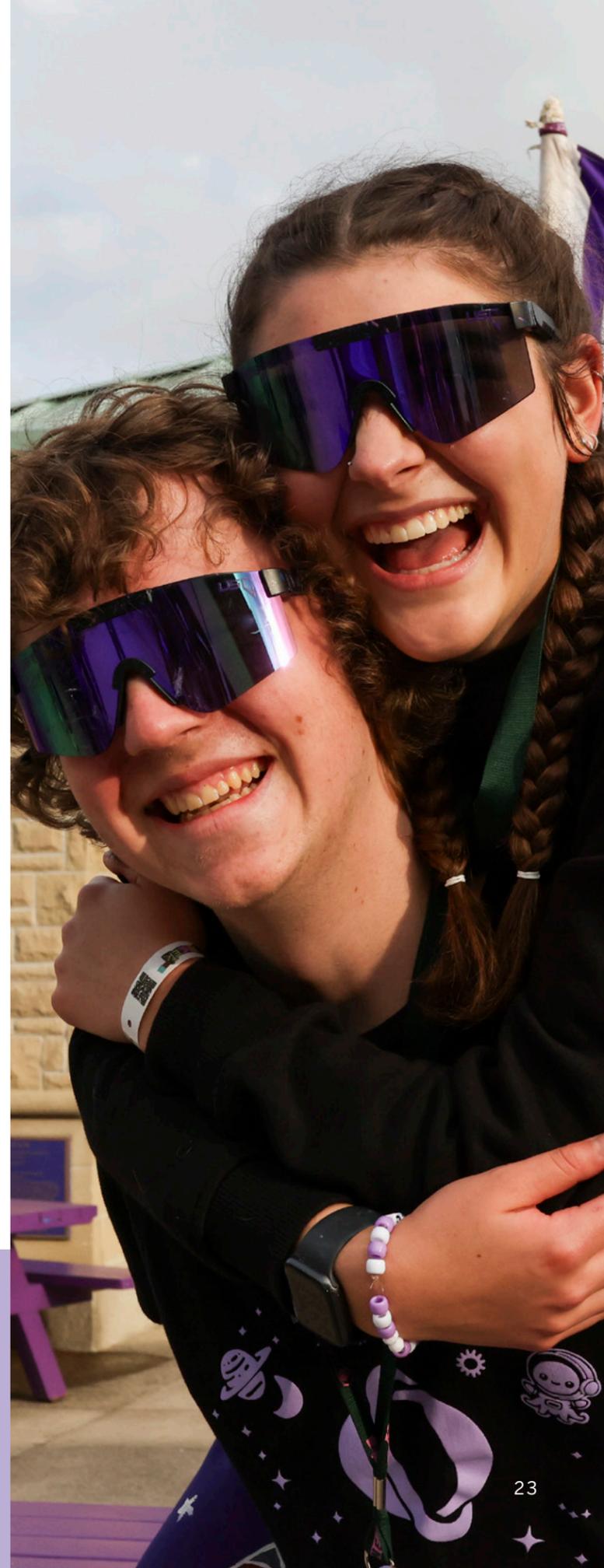
"Sophs are more than student volunteers, they're the first friends new Western students make on campus and they play a critical role in helping foster a sense of belonging," says Temple.

Together with campus partners, Student Experience also leads several key programs that help to enhance the OWeek experience. The Wellness & Well-being team provides mental health emergency support at Care Hubs, which are stations set up across campus to provide students with water, snacks, wayfinding and other resources. Meanwhile, the OWeek football game led by Sports & Recreation helps to create a powerful sense of school spirit and belonging for new Western students, bringing thousands of new Mustangs together to kick-off the school year. Finally, the Community Engaged Learning team along with Charity Sophs connect students to local non-profits during OServes, giving students an appreciation of the wide range of social causes in their new community.

"As an off-campus student, I was nervous about starting university and how I would make friends and connections, but OWeek was the opportunity that allowed me to meet new people and make lasting friendships with my Sophs, other off-campus students and people in my program. OWeek is a one of a kind experience that helped me feel excited to be a Mustang and be welcomed into the Western community."

Emily Barbosa, former off-campus student

OWeek reflects Western's commitment to students, creating a welcoming, safe environment where everyone feels they belong. Western continues to evolve OWeek to meet students where they are – ensuring every Mustang feels seen, supported and ready to thrive.



6,300
approximate participants
in 2024 Orientation Week
activities.

ORIENTATION WEEK PARTNERS

- Facilities Management
- Faculties
- Housing & Ancillary Services
- Huron University
- King's University College
- Office of Equity, Diversity and Inclusion (EDI)
- Office of Indigenous Initiatives (OII)
- Student Emergency Response Team (SERT)
- Student Experience
- University Students' Council (USC)
- Western International
- Western Special Constables

Together we can help students belong, learn and thrive, from admission to graduation – within and beyond the classroom.

ACADEMIC SUPPORTS

Inclusive resources and supports to build confidence and enhance learning.

CAREER DEVELOPMENT

Helping students discover their potential, explore career paths, and build the skills to design their future.

EXPERIENTIAL LEARNING & LEADERSHIP

Skill-building experiences that prepare students for leadership and employment opportunities.

HEALTH & WELLNESS

Mental and physical health supports to help students thrive through every step of their journey.

ORIENTATION & TRANSITION

Wayfinding and community building so all students feel at home from their first day at Western.

SPORTS & RECREATION

Opportunities to stay active, connect with others, and be part of the campus community through fitness, recreation, and varsity sport.

Western Student Experience

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Western
StudentExperience