



Western Student Experience

Strategic Map: 2023 – 2028

OUR VISION

All Western Students Belong. Learn. Thrive.

OUR 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.

OUR GUIDING VALUES

Inclusion • Empathy • Collaboration • Innovation

STUDENT IMPACT

Students feel safe, included, supported and respected throughout their Western journey.

Students find communities of belonging and connections across Western. Students actively engage in environments of collaboration, innovation and creativity.

Students are self-directed learners, empowered and ready to design their own learning pathways.

Students have what they need to prioritize their mental, emotional, social and physical wellness.

Students are prepared to identify, develop and apply their personal strengths.

Students develop the confidence and competencies they need to cultivate a meaningful life and career.

Students feel equipped to create positive change and contribute to a better world.

DELIVERING TRANSFORMATIONAL & IMPACTFUL STUDENT EXPERIENCES

Cultivate the Conditions for Students to Thrive

- Intentionally engage with campus partners and students to create and promote holistic and dynamic experiences.
- Design and deliver seamless supports and resources throughout the student journey, from pre-arrival to post-graduation.
- Deliver proactive support, services and advocacy to ensure accessible and inclusive learning environments.
- Identify and dismantle barriers to inclusive Indigenous and equity-deserving student engagement.
- Re-imagine student spaces, places and experiences to ensure they are accessible, inclusive, equitable, and welcoming.
- Leverage data to analyze and respond to student needs and expectations at each stage of their Western experience.

Integrate Exceptional Learning and Development Programs Into Student Life

- Co-create empowering learning, leadership and community engagement programs, events and experiences across student identities.
- Support students to access and engage in at least one experiential learning program during their time at Western.
- Expand student engagement in strengths-based learning, mentorship and leadership experiences.
- In collaboration with students, employers and Western partners, co-create Canada's most successful career preparation and support program for undergraduate and graduate students.
- Deliver an enriching student-centered and accessible recreation experience.
- Champion a high-performance sport experience that lays the foundation for all student athletes and sports teams to thrive.

Build Safe Communities of Care and Well-Being

- Strengthen health and well-being programs, services and education, so students have the support, tools and resources when and where they need it.
- Partner with clinical, academic and professional affiliates across the community to expand and integrate health and well-being services, supervision, program delivery and research.
- Provide and promote culturally responsive, trauma-informed mental health and well-being services, spaces, practices and resources.
- Co-create Canada's most innovative gender-based and sexual violence prevention education program.
- Intentionally disseminate and translate Student Experience's research and knowledge creation into practice.

CREATING IMPACT THROUGH PEOPLE

Foster a Student Experience Culture of Inclusion and Excellence

- Listen with curiosity to the diverse voices of student communities.
- Cultivate the conditions that encourage mental, physical, emotional and spiritual well-being for all staff.
- Expand opportunities for all staff to connect, collaborate and build our collective capacity for greater impact.
- Nurture a trusting and safe environment for staff to engage, learn and grow.
- Embed a spirit of innovation and continuous improvement into our work.

Empower and Support the Student Experience Team

- Strengthen staff hiring, retention and professional development programs and processes.
- Diversify our workforce to create a culture of belonging that increases our capacity to serve the interests of our students.
- Intentionally practice open and transparent communication and engagement across Student Experience, our partners and students.
- Embed ongoing EDID education, training, and mentoring across Student Experience.
- Recognize and celebrate staff and team accomplishments.

Deploy Value-Added Infrastructure and Technology

- Explore new technologies, tools and analytics to enhance student communications, engagement and services.
- Advocate for increased access to student programming and support spaces.
- Renew staff and student spaces to reflect the transformational importance of our work.
- Assess and improve the energy efficiency of signature spaces and strive for net-zero emissions.

SUSTAINING OUR IMPACT

Grow and Diversify Resources

- Advocate for and increase sustainable internal revenue sources to support our strategic priorities.
- Engage with alumni and donors to build connections.
- Align staffing and resources with changing student needs.

Communicate and Partner for Success

- Deepen multi-disciplinary campus partnerships to optimize the seamless delivery of integrated student services and experiences.
- Promote our Student Experience vision to ensure Western students see themselves as a Mustang.
- Expand student engagement in strengths-based learning, mentorship and leadership experiences.
- Implement a strategic communications plan to showcase and promote Student Experience programs, services and impact.

Continuously Improve

- Monitor and analyze the implementation of the Student Experience Strategic Plan.
- Use performance data and analytics to create insights into student needs and behaviours and to inform action planning for improvements.
- Regularly scan our environment to assess and stay ahead of evolving student trends, opportunities and risks.