



1. Introduction:

Please find below a brief breakdown of the caseload for our *SGPS Student Advisors* from May 2018 – August 2018. This term the program dealt with 7 cases. Cases were from the following Faculties: Arts and Science and Engineering. The source of our cases was primarily through the student advisor email (n=6) and one client who made contact in person via the SGPS office.

Our advisors have completed all the necessary training programs required by our insurance and the university. Both Hannah and Jake have been working this summer term as our student advisor team transitions into a larger team. We look forward to working with Anne and whoever the newly hired advisors may be. We will be transitioning the new advisors with shadow cases during the month of September.

2. Caseload Information:

- Three cases were regarding time to completion issues.
- One case addressed an incoming students' concerns about program involvement and supervisory expectations and relationships
- One case was a peer to peer issue.
- One case dealt with a supervisory issue and administrative matters
- One case dealt with an academic appeal

3. Other updates:

Meeting with graduate coordinators, assistants and other representatives to spread awareness of the Student Advisor program, and these groups are historically the most underrepresented. These meetings are taking place throughout the month of August. The advisors will continue to reach out to those who are on vacation by email to ensure they know about the program heading into the upcoming academic year.

4. Recommendations:

Many of the advisor/client meetings center around a lack of awareness about procedures and expectations between student and supervisor. There is potential to introduce mandatory fall orientation sessions per-faculty which can address the contractual relationship between student and supervisor, as well as the departmental expectations of both students and staff. Through continued open communication between SGPS and graduate coordinators across campus, we can hopefully mitigate the issues historically facing graduate students at Queen's University.