

# RO End of Term Wrap Up

September 2022 - December 2022

**Did You Know?**  
For our first in-person convocation ceremonies since 2020, a total 5,426 grads crossed the stage during 13 ceremonies!

## Fall Start Up

This September we were back in person and in full swing. And once the RO starts up, it never stops...

From September to November, the Contact Centre responded to 73,000 enquiries across five different channels: phones, welcome desk, social media, live chat and email. That is approximately 24,000 enquiries per month or 6,000 enquiries per week or 1,200 enquiries per day!!!



## More Mobile Than Ever

Fall was full of new developments for Transfer Services. From October 17 to 21, the Student Mobility team hosted the 2nd annual Transfer Student Week, interacting with over 425 students and 10 campus partners, a 100% increase over the previous year. Top sessions included the Varsity Athletic Night and the Peer Assisted Learning Support (PALS) sessions.

November 14 to 18 brought us the first ever fall Get Transfer Ready event for applicants from winter, summer, and fall 2023 intakes.


And on November 21, more user-friendly functions were added to the ever-evolving Pathways module including the ability to search by credential, drop down options for Details and Compare tools and the addition of Entry Point information for Pathway start dates. You can explore the Pathway module here: [humber.ca/pathways/explore-pathways.html](https://humber.ca/pathways/explore-pathways.html)

## The Ins and Outs of OSAP

To better support students with questions about OSAP funding and demystify course-loads, academic probation and academic progress as related to OSAP, our Financial Aid experts hosted a very well-received virtual Financial Aid Learning Series for the Contact Centre and any staff looking to be more confident about this key source of funding.

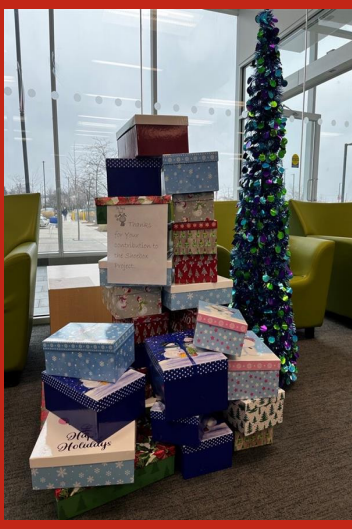
## Recruitment Revs Up

The fall term found the Student Recruitment team back in action for in-person events and school visits across Ontario. From hosting over 4,000 visitors on November 12 for Fall Open House and returning to the Enercare Centre from October 19 to 20 for the Ontario College Information Fair, we had a chance to engage with prospective Humber students in ways that had not been possible for quite a few terms. We were pleased to host over 40 Guidance Counsellors at the Barrett CTI for the first in-person Guidance Lunch since 2019, including a presentation from the Faculty of Applied Sciences and Technology on the Bachelor of Engineering degrees. We look forward to engaging with future Humber students combining the strengths of in-person engagement with digital and virtual innovations in the year ahead.



This December the RO team was proud to collaborate on departmental initiatives that gave back to our community including assembling packages for The Shoebox Project, gathering food bank donations and supporting a Humber student pursuing their degree in the face of personal and financial challenges with some gifts and encouragement to make their family's holiday season a bit brighter.

*Season of Giving*



## Coming up: Welcoming the Hawkbot!

Watch for Humber's live chat to get a friendly face in the new year with the Hawkbot chat widget getting ready to swoop in to help answer student questions. You can check out the current live chat by visiting [humber.ca/future-students.html](https://humber.ca/future-students.html).