

STUDENT SUPPORTS & SERVICES

Findings & Future Directions: UCalgary's Age-Friendly Assessment



About the Assessment

- Timeline: July 2022 - March 2023
- Purpose: To assess strengths and gaps in UCalgary's age-friendliness
- Methods & Participants:
 - Inventory: Completed by 10 administrators to identify existing age-friendly campus practices and features
 - Survey: Completed by 1,953 faculty, staff, and students to understand their awareness, perceptions, and beliefs about age-friendliness and age-inclusivity on campus



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Results Related to Student Supports & Services

RECRUITMENT

Recruitment materials **do not represent** students of diverse ages.

Degree programs are marketed to first-time and returning adult students (age 21+), but outreach through activities—such as dedicated tables at career fairs—do not specifically target them.

ORIENTATION

UCalgary offers an orientation session for adult students (age 21+) and older students (age 50+). However, **fewer than 15%** of students were aware of it, with awareness lower among older students compared to younger ones.



ACADEMIC SUPPORT

Staff highlighted the need for support to help older students navigate the **technology and online resources** essential for academic success.

Older students felt the university offered limited academic and social support, often needing to **advocate more** than younger students to receive the same level of assistance.



CAREGIVING SUPPORT

Students noted a **lack of campus supports** for those with caregiving responsibilities, such as adequate academic accommodations and infrastructure like family rooms for breastfeeding and onsite childcare centres.

Although UCalgary provides information on its website to assist students with caregiving needs—and considers family caregiving emergencies valid reasons for class absences—awareness is limited. Only **35.2%** of students knew about this exception, and just **14.0%** knew where to access support on campus.



ACTION PLAN

The assessment findings informed an action plan to address identified gaps. The goals shown here are part of that plan and focus specifically on student supports and services.

GOAL 8

Recruitment and orientation practices for adult students (age 21+) and older students (age 50+) are improved.

GOAL 10

Employees and students who are caregivers of aging parents or family members, or the primary caregiver or guardian for children, are supported.