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Dear Provost and Vice-President Academics Dr. Airini,

We send this letter on behalf of the University Students' Council to create active communication with the University of Saskatchewan administration and our student community.

This past year has been challenging for students, including the ongoing pandemic affecting students' education, financial stability, and mental health. Students should be the priority of the university administration, and we ask that you continue to prioritise us in your decision-making.

When we pay tuition, we expect to see the money we spend returned to us in services and programs that help foster a vibrant campus community. The university has experienced an increase in enrollment, not to mention the students who are physically coming to campus for the first time since the pandemic began. Many students are unfamiliar with registration, section changes, scholarships, bursaries and other financial information, federal and provincial student loans, crisis financial aid, and financial appeals. And yet the main point of contact, Student Central, remains closed to in-person drop-ins and operates with long wait times for appointments and responses to emails from students.

If Student Central is the frontline for student support regarding class registration, finances, academic life, and referrals, then we believe it should be easily accessible to students. With this in mind, we've included a list of priorities that we want our university to consider.

- Student Central should be open for drop-ins at the start of the Term (Spring, Summer, Fall, Winter)
- Video resources to resolve concerns for frequently asked questions like - how to apply for loans, USask student scholarships, and procedures for credit transfer
- Increase in financial support for Student Central in the next budget
- Increase in student support staff (student ambassador programs)
- Adequate staffing for peak times

As we move forward, we hope to continue creating a positive dialogue with the University of Saskatchewan's administration. Thank you for taking the time to read our letter, and we look forward to hearing from you.

Sincerely,

[University Students' Council \(2022/23\)](#)

Association of Constituency of Presidents (AOCP) (2022/2023)

Cc'ing

Vice-Provost Teaching, Learning and Student Experience

Jay Wilson