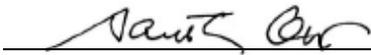


SUBJECT	TUITION AND MANDATORY FEE CHANGES AND STUDENT COMMUNICATIONS
MEETING DATE	JUNE 13, 2019

Forwarded on the Recommendation of the President

**APPROVED FOR
SUBMISSION**



 Santa J. Ono, President and Vice-Chancellor

FOR INFORMATION

Report Date	May 1, 2019
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Presented By Andrew Szeri, Provost and Vice-President Academic, UBC Vancouver
 Ainsley Carry, Vice-President Students
 Deborah Buszard, Deputy Vice-Chancellor and Principal, UBC Okanagan
 Ananya Mukherjee Reed, Provost & Vice-President Academic, UBC Okanagan

EXECUTIVE SUMMARY

It is important that UBC students are aware of their assessed tuition and mandatory fees and the rate of increase that they can expect in future years so that they can plan. UBC's current student communications approach is to ensure that students receive the right information, at the right time, through the right channels, and in the appropriate measure. Although undergraduate tuition, and any increases, are matters that directly affect students who have *accepted* an offer to attend UBC, efforts are made to ensure that *all* prospective students are aware of the costs associated with attending UBC, the importance of financial planning, and the likelihood of increases to tuition fees over the course of their studies *prior* to submitting an application. These prospective student communications include information provided in several formats.

Information regarding immediate and future tuition costs, including any planned increases, are available to students before they accept their offer and before they pay their tuition. This information is included on the current Student Services websites for Vancouver and Okanagan students. The cost calculator helps students estimate their first year costs including tuition, books and living costs. Although the costs calculator is aimed at first-year students, the site advises that tuition fees are reviewed annually by the Board of Governors, and that, in recent years, tuition increases have been 2% for continuing domestic students and between 2% and 5% for continuing international students.

The Academic Calendar is the official source of information related to tuition and fees for all students. The site advises continuing undergraduate, post-baccalaureate, and graduate domestic and international students that their tuition is subject to increases of up to 2% to 5% per annum, depending on their program and year of enrolment. There are 567 unique tuition rates that are specific to whether the student is domestic or international, in an undergraduate, graduate, post-baccalaureate, diploma or certificate program, the program itself, non-degree studies (unclassified, access, visiting), and the year of entry. The best way to communicate specific rates is to have students visit the official source of information; it is this one source that is reliably up-to-date, accurate, and comprehensive.

The 'Courses, Money & Enrolment' section of the Vancouver website links directly to the Faculty of Graduate and Postdoctoral Studies 'Graduate Tuition Fees' website. From this page, graduate students are taken on a prescribed user path, and are provided with:

1. An overview of the different fee considerations (to help graduate students orient themselves to what fees are relevant to them),
2. A search tool that helps the graduate student find the specific program they are registered in, and
3. An overview of the program, including the specific 'Tuition/Program costs'. This section also notes that UBC can change fees and tuition, and that the Academic Calendar is the source of the most up-to-date information.

In an effort to increase transparency regarding tuition and the rates of increase, additional actions were identified and implemented during the 2018/19 cycle. These actions will become part of UBC's regular processes, including:

1. The Prospective Undergraduate Student website has been updated to clearly identify, and set expectations regarding, tuition increases after first year. This content on the Financial Planning page helps ensure that students are aware of, and can begin planning for, tuition increases over the course of their undergraduate studies, even before they have received an offer to attend UBC.
2. The annual 'Tuition Consultation' process was recently updated to better inform students of UBC's planned review of tuition and fees, and to more intentionally advise students about the outcomes of the review and consultation.

There are additional enhancements that are being evaluated including:

1. Updating the Okanagan tuition and fee website to improve transparency.
2. Introducing ways to optimize or update the usability of websites that contain tuition information, especially related to a search function. Currently, across all other sites, students must navigate lists of programs to find the tuition that is relevant to them.
3. Undertake a larger 'information architecture' audit/refresh project for the current student websites to ensure that important information, including tuition, is easily discoverable and prominently featured where it makes sense to the student and in a format that makes sense.

Please see the attached report for a more comprehensive review of the communications strategy in place with respect to tuition increases.

Attachments

1. Tuition and Mandatory Fee Changes and Student Communications

STRATEGIC CORE AREAS SUPPORTED

People and Places Research Excellence Transformative Learning Local / Global Engagement

Board of Governors Approved Tuition and Mandatory Fee Changes Student Communications

June 2019

Background

It is important that every effort is made to ensure UBC students are aware of their assessed tuition and mandatory fees and the rate of increase that they can expect in future years. In order to plan, students must know what their education will cost. Tuition is only one component of the total cost of attending a post-secondary institution. Students or their families may need to pay for student-mandated fees, books and supplies, food, travel, housing, and extracurricular activities. These costs are typically covered through RESP savings, support from parents or guardians, government grants and loans, bank loans, earnings and other savings, and scholarships and bursaries. Realistic budgets are key to financial planning, which relies on relatively accurate estimates of the costs.

UBC's current communications approach

UBC's current communications approach is to ensure that students receive the right information, at the right time, through the right channels, and in the appropriate measure.

Transitioning from high school or another post-secondary institution to UBC is an exciting time, but may also be intimidating and stressful. UBC strategically communicates with incoming and continuing students to ensure that they have the information they need to ensure their success while avoiding communication overload. Multiple, simultaneous modes of communication add to what is being referred to as "digital stress". Consequently, communication calendars are maintained by both the prospective undergraduate student marketing team (which services Enrolment Services domestic recruitment and the International Student Initiative for direct-entry international student recruitment, for both campuses) and by the current student communications team (which supports the Office of VP Students and Enrolment Services), to ensure that the flow of information is properly prioritised and paced. The materials employed are updated every summer to account for continuous optimization of our student communications and engagement infrastructure.

Although undergraduate tuition, and any increases, are matters that directly affect students who have *accepted* an offer to attend UBC (i.e., people who are registered or registering undergraduate students), efforts are made to ensure that *all* prospective students are aware of the costs associated with attending UBC, the importance of financial planning, and the likelihood of increases to tuition fees over the course of their studies *prior* to submitting an application. These prospective student communications include information provided in printed materials, information delivered directly by recruiters at in-school presentations, and in written digital content such as web blogs:

Planning your finances

BY LIANNE ELIAS ON NOVEMBER 8, 2018

If you don't have a financial plan for your first year of university, now is a good time to start thinking about money management. There are a lot of factors to consider, and you might be surprised at just how quickly your expenses add up.

Costs to consider

As a university student, you'll be responsible for paying tuition and student fees. If you're applying for [on-campus housing](#), you'll also need to include residence fees in your budget and factor in a meal plan on the [Okanagan](#) or [Vancouver](#) campus. If you plan to live off campus in the [Okanagan](#) or [Vancouver](#), you'll want to set aside money for rent, utilities, and groceries. And don't forget to budget for clothing, entertainment, and your monthly cell phone bill!

Need help?

Use UBC's [online cost calculator](#) and [budget-planning worksheet](#) to get a better sense of your financial situation.

If you still have questions, you can always contact [Student Services](#) on the Okanagan campus or your [Enrolment Services Advisor](#) on the Vancouver campus. They'll be more than happy to sit down and help you create a realistic budget for the year.

The online cost calculator indicates that tuition will very likely increase in years 2, 3 and 4:

First-year cost calculator

This is where you can calculate your financial plan and find your program's tuition for your first year at UBC.

Try as many options as you want. The numbers will be updated each time you click the **Calculate** button. All fees and costs are current estimates and are **based on a first-year full course load**. If you are pursuing a Bachelor + Master of Management dual degree, you'll need to add \$1,480.50 (Canadian citizens and permanent residents of Canada) or \$2,249.90 (international students) to your first-year tuition total below.

Looking ahead to second year and beyond?

Tuition is calculated on a per-credit basis. [Tuition fees are reviewed annually](#) by the Board of Governors. In recent years, tuition increases have been 2% for continuing domestic students and between 2% and 5% for continuing international students.

First-year cost calculator fees last updated January 2019.

Campus *
Please select

Program *
Please select

Citizenship *
Please select

Where is your permanent home? *
Please select

Where will you live during the school year? *
Please select

How will you be travelling to and from UBC?
Please select

* indicates a required field

Will you have financial support?

Support from parents \$ 0 CAD

Savings at the start of term \$ 0 CAD

Scholarship, awards, and bursaries \$ 0 CAD

Expected earnings during the study period (from a job) \$ 0 CAD

Loan and sponsorship funding \$ 0 CAD

Other resources \$ 0 CAD

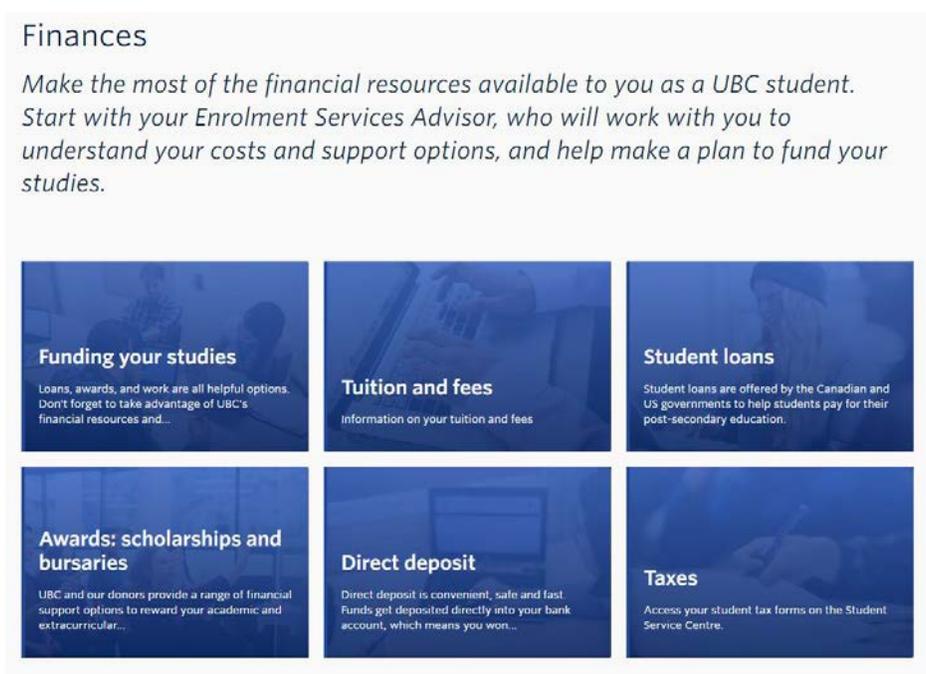
Calculate

When students are admitted they are invited to accept the offer of admission and are then guided through several informational and orientation activities and actions to ensure their successful transition to UBC student life.

The purpose of the offer letter is to congratulate applicants on their successful applications, to identify the conditions of admission, to encourage these prospective students to accept their offers, and to guide them towards the information that may be required to make a decision about UBC. The communications team advises that the admission letter is not the place to offer detailed information about the current and future costs of their education; there are other more appropriate opportunities to provide this information.

Information regarding immediate and future tuition costs, including any planned increases, are available to students before they accept their offer and before they pay their tuition. This information is included on the current Student Services websites for Vancouver and Okanagan students. On the Vancouver site, there are two main locations for the information:

1. In the 'New to UBC' section of the site, there is a link to you.ubc.ca to maintain consistency in the tuition relevant information delivered to prospective students.



Finances

Make the most of the financial resources available to you as a UBC student. Start with your Enrolment Services Advisor, who will work with you to understand your costs and support options, and help make a plan to fund your studies.

Funding your studies Loans, awards, and work are all helpful options. Don't forget to take advantage of UBC's financial resources and...	Tuition and fees Information on your tuition and fees	Student loans Student loans are offered by the Canadian and US governments to help students pay for their post-secondary education.
Awards: scholarships and bursaries UBC and our donors provide a range of financial support options to reward your academic and extracurricular...	Direct deposit Direct deposit is convenient, safe and fast. Funds get deposited directly into your bank account, which means you won't...	Taxes Access your student tax forms on the Student Service Centre.

2. In the 'Courses, Money & Enrolment' section of the site, there is a page dedicated to communicating the latest undergraduate tuition rates. This page is updated once yearly with increases that have been Board approved and posted to the current Academic Calendar. This page reinforces that tuition fees are reviewed annually by the Board of

Governors, and communicates the range of previous annual increases in an attempt to prepare students for annual increases.



Undergraduate tuition fees

Tuition is calculated on a per-credit basis.

Tuition fees are reviewed annually by the Board of Governors. In recent years, tuition increases have been 2% for continuing domestic students and between 2% and 5% for continuing international students.

The tuition fees shown were approved by the UBC Board of Governors on December 4, 2018, and are effective on May 1, 2019.

The student fees shown are from 2018/19 and are subject to change.

The tuition amounts below are for students starting in 2019S and 2019W.

The Academic Calendar is the official source of information related to tuition and fees for all students. The site advises continuing undergraduate, post-baccalaureate, and graduate domestic and international students that their tuition is subject to increases of up to 2% to 5% per annum, depending on their program and year of enrolment. There are 567 unique tuition rates that are specific to whether the student is domestic or international, in an undergraduate, graduate, or certificate program, the program itself, and the year of entry. The best way to communicate specific rates is to have students visit the official source of information; it is this one source that is up-to-date, accurate, and comprehensive.



UBC a place of mind THE UNIVERSITY OF BRITISH COLUMBIA STUDENT SERVICES

Visit the SSC | NEW TO UBC | ACADEMIC SUCCESS | HEALTH & WELLNESS | CAMPUS LIFE | CAREER & EXPERIENCE | COURSES, MONEY & ENROLMENT

Vancouver Academic Calendar 2019/20

Search Academic Calendar... Search

IN THIS SECTION

- Undergraduate and Post-baccalaureate
- Undergraduate/Master of Management Dual Degree
- Vantage College
- Graduate
- Refund of Tuition Fees

Go back to

Homepage Fees Tuition Fees Undergraduate and Post-baccalaureate

Undergraduate and Post-baccalaureate

Tuition fees are reviewed annually by the Board of Governors. In recent years, tuition increases have been 2% for continuing domestic students and between 2% and 5% for continuing international students.

- [Undergraduate Degree Programs](#)
- [Specialized Undergraduate/Post-Baccalaureate Tuition](#)
- [Non-Degree Studies](#)
- [Certificate Programs](#)

One area for improvement in the Academic Calendar might be the tables themselves. The current tables list the total tuition based on a first-year per-credit rate, instalment amount, or

annual amount, depending on the program. The Communications team is reviewing whether it is feasible to break the information down by year level to aid students’ understanding of tuition through their four or more year academic journey. The challenge is that with so many unique rates with differentiated program rates, differentiated rates for each year’s cohort, and different rates for domestic and international students.

Domestic Students

Program	Domestic per-credit rate ¹
Applied Science (Year 1)	\$179.97
Applied Science (Years 2 to 5)	\$192.11
Arts	\$179.97
Commerce (Year 1)	\$179.97
Commerce (Years 2 to 4)	\$266.67
Dental Hygiene	\$179.97
Design in Architecture, Landscape Architecture and Urbanism ²	\$290.00
Environmental Design	\$179.97
Fine Arts	\$179.97
Forestry	\$179.97
International Economics	\$287.93
Kinesiology	\$179.97
Land and Food Systems	\$179.97
Media Studies	\$239.50
Medical Laboratory Science	\$179.97
Midwifery	\$179.97
Music	\$179.97
Nursing	\$179.97
Pharmacy (Bachelor of Science in Pharmacy)	\$265.34
Pharmacy (Entry-to-Practice Doctor of Pharmacy)	\$429.81
Science	\$179.97
Social Work	\$179.97
Subject to increases of up to 2% per annum.	



² Pending approval from the Ministry of Advanced Education.

International Students

Program	International per-credit rate (commenced in 2019S or later) ¹	International per-credit rate (commenced in 2018S or 2018W) ¹	International per-credit rate (commenced in 2017S or 2017W) ¹	International per-credit rate (commenced in 2016S or 2016W) ¹	International per-credit rate (commenced in 2015W or earlier) ¹
Applied Science	\$1,321.18	\$1,308.48	\$1,234.63	\$1,105.80	\$990.41
Arts	\$1,268.39	\$1,256.19	\$1,232.31	\$1,105.80	\$990.41
Commerce	\$1,641.24	\$1,625.46	\$1,594.51	\$1,330.21	\$1,109.72
Dental Hygiene	\$1,306.58	\$1,294.01	\$1,234.63	\$1,105.80	\$990.41
Design in Architecture, Landscape Architecture and Urbanism ²	\$1,290.00	N/A	N/A	N/A	N/A
Environmental Design	\$1,270.79	\$1,258.57	\$1,234.63	\$1,105.80	\$990.41
Fine Arts	\$1,268.39	\$1,256.19	\$1,232.31	\$1,105.80	\$990.41
Forestry	\$1,306.58	\$1,294.01	\$1,234.63	\$1,105.80	\$990.41
International Economics	\$1,534.38	\$1,519.63	\$1,477.38	\$1,325.72	\$1,187.38
Kinesiology	\$1,306.58	\$1,294.01	\$1,234.63	\$1,105.80	\$990.41
Land and Food Systems	\$1,306.58	\$1,294.01	\$1,234.63	\$1,105.80	\$990.41
Media Studies	\$1,268.39	\$1,256.19	\$1,232.31	\$1,105.80	\$1,064.70
Medical Laboratory Science	\$1,306.58	\$1,294.01	\$1,234.63	\$1,105.80	\$990.41
Midwifery	\$1,306.58	\$1,294.01	\$1,234.63	\$1,105.80	\$990.41
Music	\$1,059.42	\$1,049.24	\$1,029.25	\$1,009.64	\$990.41
Nursing	\$1,270.79	\$1,258.57	\$1,234.63	\$1,105.80	\$990.41
Science	\$1,306.58	\$1,294.01	\$1,234.63	\$1,105.80	\$990.41
Social Work	\$1,268.39	\$1,256.19	\$1,232.31	\$1,105.80	\$990.41

Subject to increases of up to 5% per annum.

² Pending approval from the Ministry of Advanced Education.

The 'Courses, Money & Enrolment' section of the Vancouver website links directly to the Faculty of Graduate and Postdoctoral Studies 'Graduate Tuition Fees' website. From this page, graduate students are taken on a prescribed user path, and are provided with:

1. An overview of the different fee considerations (to help graduate students orient themselves to what fees are relevant to them),

2. A search tool that helps the graduate student find the specific program they are registered in, and
3. An overview of the program, including the specific ‘Tuition/Program costs’. This section also notes that UBC can change fees and tuition, and that the Academic Calendar is the source of the most up-to-date information.

The Faculty of Graduate and Postdoctoral Studies issues offer letters that include program-specific (first year) tuition as well as a note about potential increases to tuition. The Faculty of Graduate and Postdoctoral Studies website also provides a cost calculator for students. The cost calculator collections the most up-to-date tuition information, and is manually updated twice a year to include other relevant costs (housing costs, child care costs, and transportation costs including the UPass, etc.). The Faculty has worked diligently as part of a transparency initiative to make financial planning data available to students (e.g., by publishing degree completion times, tuition, and living cost details in prominent sections of the websites).

GRADUATE TUITION FEES

Why Grad School at UBC? >	For most programs, graduate tuition is assessed as an annual program fee, which is divided into three equal installments due at the beginning of academic terms starting in September, January and May. This fee is the same regardless of how many course credits the student is registered in.
Faculties >	
Graduate Degree Programs >	Online programs charge tuition on a per-credit or per-course basis.
Application & Admission v	Current tuition fees for all graduate programs can be found in the Graduate Degree Program listing and the UBC Calendar online: <ul style="list-style-type: none"> ▪ Master's Tuition Fees ▪ Doctoral Tuition Fees
Info Sessions >	
Research Supervisors >	DOMESTIC VS INTERNATIONAL
Research Projects >	For the purpose of tuition charges, the classification between domestic and international students is based on citizenship/permanent residency. <ul style="list-style-type: none"> ▪ Domestic: Canadian citizens or permanent residents (as well as refugees and diplomats) ▪ International: all applicants without Canadian citizenship or permanent residency in Canada (landed immigrants), including US citizens, are international students.
Aboriginal Students >	
International Students >	If you hold multiple citizenships and one of these is Canadian, you will be a domestic student.
Tuition, Fees & Cost of Living ^	
Application Fee >	
Graduate Tuition Fees >	FULL-TIME TUITION FEES (SCHEDULE A) All graduate students (except those in some online programs) are assessed full-time tuition fees (Schedule A), unless they apply

GRADUATE DEGREE PROGRAMS

Try the [advanced program search!](#)

SPECIALIZATION	PROGRAM NAME	FACULTY
Accounting	Doctor of Philosophy in Business Administration in Accounting (PhD)	Faculty of Commerce and Business Administration
Adult Learning and Education	Master of Education in Adult Learning and Education (MEd)	Faculty of Education
Adult Learning and Global Change	Master of Education in Adult Learning and Global Change (MEd)	Faculty of Education
Advanced Materials Manufacturing	Master of Engineering Leadership in Advanced Materials Manufacturing (MEL)	Faculty of Applied Science
Ancient Culture, Religion and Ethnicity	Master of Arts in Ancient Culture, Religion and Ethnicity (MA)	Faculty of Arts

CAREER OUTCOMES

TUITION / PROGRAM COSTS

FEES	CANADIAN CITIZEN / PERMANENT RESIDENT / REFUGEE / DIPLOMAT	INTERNATIONAL
Application Fee	\$104.00	\$168.25
TUITION *		
Installments per year	3	3
Tuition per installment	\$1,665.26	\$2,925.58
Tuition per year	\$4,995.78	\$8,776.74
Int. Tuition Award (ITA) per year (if eligible)		\$3,200.00 (-)
OTHER FEES AND COSTS		
Student Fees (yearly)	\$930.14 (approx.)	
Costs of living (yearly)	starting at \$16,884.10 (check cost calculator)	



* Regular, full-time tuition. For on-leave, extension, continuing or part time (if applicable) fees see [UBC Calendar](#). All fees for the year are subject to adjustment and UBC reserves the right to change any fees without notice at any time, including tuition and student fees. In case of a discrepancy between this webpage and the UBC Calendar, the UBC Calendar entry will be held to be correct.

Registered Students' Access to Individual Fee Assessments

Tuition and student fee assessments are applied to student accounts upon registration (for students paying per credit rates) or upon the upcoming session being rolled (for students with continuing status paying per instalment rates). Students are responsible for viewing their individual student financial account and/or outstanding balance on the Student Service Centre website. This is a multipurpose portal where students gain information about their application, awards, exam schedules, tuition assessments, grades, registration, transcripts, general

messages, and more. E-Payment is made available through the portal. A student can view upcoming fees under “Pending Items” on their “Finances” -> “Financial Summary” page:

Finances

- Financial Summary
- Tuition & Fees
 - Tuition History
 - Pay Fees
 - Sponsorship Billing
- Tax Forms
 - T2202A Tax Form
 - T4A Tax Form
 - U-Pass Tax Credit
- Awards & Financial Assistance
 - Awards & Financial Assistance
 - Apply for Bursary
 - UBC Loans and Advances
- Banking Details
 - Banking Details
 - Pay Tuition

Print

You are currently up to date and have no outstanding amounts to pay.

Financial Summary

Pending Items

Date	Description	Charges	Payments
08-Jul-19	2019S July Instalment	\$4,007.44	

Transaction Record Page 1 of 2

Date	Description	Charges	Payments
01-Mar-19	Non-refundable Deposit: 2019S BASC		\$100.00
07-Jan-19	2018W January Instalment	\$20,489.92	

On this screen, students can also see tuition assessment amounts from prior terms and any payments made. By clicking the instalment description, a breakdown of tuition and student fees pops up in a new screen:

THE UNIVERSITY OF BRITISH COLUMBIA

Print

2019S Term 2 Tuition Details

Customer Details

Student Number: [REDACTED]

Student Name: [REDACTED]

Assessment Details

Description	Amount
WRDS 150 553	\$3,925.44
August UPass	\$41.00
July UPass	\$41.00
Total	\$4,007.44

Instalment Details

Description	Amount to Pay	Amount Paid
July Instalment	\$4,007.44	\$100.00

Amounts that are past due are highlighted in a red banner on the “Financial Summary” screen:

Finances

- [Financial Summary](#)
- [Tuition & Fees](#)
 - Tuition History
 - Pay Fees
 - Sponsorship Billing
- [Tax Forms](#)
 - T2202A Tax Form
 - T4A Tax Form
 - U-Pass Tax Credit
- [Awards & Financial Assistance](#)
 - Awards & Financial Assistance
 - Apply for Bursary
 - UBC Loans and Advances
- [Banking Details](#)
 - Banking Details - Pay Tuition And Fees
 - Banking Details - Direct Deposit
- [Fee Exemptions](#)
 - U-Pass Exemption

Financial Summary

[Print](#)

You owe **\$2,590.03** which is due today or past due:

1. **\$2,500.00** for Tuition and Student Fees: 2018W October Instalment on **Oct 7, 2018**
2. **\$18.13** for Tuition and Student Fees: 2018W December Instalment on **Dec 6, 2018**
3. **\$35.00** for Tuition and Student Fees: 2018W March Instalment on **Mar 7, 2019**
4. **\$18.26** for Tuition and Student Fees: 2018W March Instalment on **Mar 7, 2019**
5. **\$18.64** for Tuition and Student Fees: 2018W April Instalment on **Apr 8, 2019**

The following items are due in the next 30 days:

1. **\$18.78** for Tuition and Student Fees: 2018W May Instalment on **May 15, 2019**

[Pay Fees.](#)

Pending Items

Date	Description	Charges	Payments
15-May-19	2018W May Instalment	\$18.78	

Transaction Record

Page 1 of 2

Date	Description	Charges	Payments
08-Apr-19	2018W April Instalment	\$18.64	

There is no information about anticipated or Board-approved fee increases on the Student Service Centre site. Given the status of the current Student Information System, it would take significant development work to add wording to the Financial Summary or Tuition History sites. The IRP, when implemented, will make many improvements possible.

Recent updates/Additional action taken

In an effort to increase transparency regarding tuition and the rates of increase, additional actions were identified and implemented during the 2018/19 cycle. These actions will become part of UBC’s regular processes, including:

1. The Prospective Undergraduate Student website has been updated to clearly identify, and set expectations regarding, tuition increases after first year. This content on the Financial Planning page helps ensure that students are aware of, and can begin planning for, tuition increases over the course of their undergraduate studies, even before they have received an offer to attend UBC:

Looking ahead to second year and beyond?

Tuition is calculated on a per-credit basis. [Tuition fees are reviewed annually](#) by the Board of Governors. In recent years, tuition increases have been 2% for continuing domestic students and between 2% and 5% for continuing international students.

First-year cost calculator fees last updated January 2019.



This content links through to the Vancouver Student Services' website where detailed fees for each program are provided. This page also contains links to Enrolment Services Advisors on the Vancouver campus and to Student Services and Financial Support information on the Okanagan campus.

The annual 'Tuition Consultation' process was recently updated to better inform students of UBC's planned review of tuition and fees, and to more intentionally advise students about the outcomes of the review and consultation. The 2018/19 process included the following steps:

1. A broadcast email was sent to all registered students informing them that a tuition review was pending. The email encouraged students to anonymously provide their feedback or questions on the proposed increases to tuition, and what the incremental revenue would provide.
2. Upon completion of the tuition consultation, and decision of the Board of Governors, two additional steps were introduced this year:
 - A second broadcast email was sent to all students informing them that tuition rates for the next year had been determined, and that they should visit the Academic Calendar to learn how they would be affected.
 - The SSC homepage (a page that all students use to manage their enrolment and fees) was updated with the same message as the Broadcast email. This step was done to ensure that, even if UBC didn't have the student's current email address on file, a student would see the message in the course of their regular engagement with the SSC.



Additional actions under consideration:

1. The Okanagan campus tuition and fee website is being evaluated to improve transparency (i.e., information about tuition increases could be included on the site itself, not only via a link to the Academic Calendar).
2. Ways to optimize or update the usability of sites that contain tuition information, especially related to a search function – similar to the functionality that has been built into the Faculty of Graduate and Postdoctoral Studies site. Currently, across all other sites, students must navigate lists of programs to find the tuition that is relevant to them.
 - Once the functionality of the Academic Calendar is improved, we will minimize the redundancy of tuition information posted across the UBC ecosystem. This would allow the communications team to focus on ensuring that they are contacting students in a timely manner with updates to tuition, and establish students’ awareness that this is the “official” location where accurate information is located.
3. A larger ‘information architecture’ audit/refresh project for the current student websites is required to ensure that important information, including tuition, is easily discoverable and prominently featured where it makes sense to the student and in a format that makes sense.