



Sheldon and Tracy Levy
Student Learning Centre
Annual Report

2018-2019

Strategic Projects Liaison
Office of the Provost

INTRODUCTION

Step into the Sheldon & Tracy Levy Student Learning Centre (SLC) and you will immediately realize you have entered a unique place. An iconic structure on the Toronto city skyline located just north of the bustling Yonge and Dundas intersection, the SLC is the symbolic 'front door' of Ryerson University and host to a wide range of student and academic activity. Encompassing eight spacious floors of flexible and diverse study space and featuring both a physical and virtual connection to the Ryerson University Library, these two adjacent towers together create a world-class learning destination in the heart of Canada's largest city.

Our Student Engagement and Leadership (SEAL) team is at the forefront of creating memorable experiences for all who visit the SLC. Comprised of a large student team representing a wide range of faculties and supported by a dedicated group of full-time staff, we ensure the voice of our students informs and inspires our ideas and decisions. This creates a sense of collective ownership, responsibility, and pride for the SLC, and generates an atmosphere of innovation leading to continual operational improvement throughout the building.

The SLC is also home to a number of key academic stakeholders from the University, including the Ryerson University Library, the DMZ Sandbox, Student Learning Support (SLS), the Master of Digital Media (MDM) program and the School of Performance. These teams collectively offer wide-ranging expertise to deliver a diverse array of educational support and resources to our students, and contribute to the SLC's reputation as an environment which fosters academic achievement.

We invite you to visit the SLC and experience it for yourself. Whether you are a long-standing Ryerson community member, or this is your first time on campus, you will feel excited, inspired and engaged, and will become a part of the world-class experience that is the SLC.



A MESSAGE FROM THE STRATEGIC PROJECT LIAISON

On behalf of the Student Engagement and Leadership (SEAL) team, welcome to the Sheldon & Tracy Levy Student Learning Centre! We are proud of the SLC, and that pride is made manifest in the work we do each day to ensure the SLC remains a world-class learning destination for anyone who visits. This report provides an overview of the scope of the SEAL team's responsibilities, illustrating how our key priorities and collaborative culture provide context and focus for everything we do. We are proud to share these stories of impact and shared accomplishments with our key partners from across campus, and the ongoing contribution of our work towards the success of our Ryerson students.

Christopher Visser
Strategic Projects Liaison, Office of the Provost



WHAT'S IN A NAME

In a ceremony on November 27, 2018, the SLC was renamed the Sheldon & Tracy Levy Student Learning Centre, celebrating the contributions of Sheldon Levy, Ryerson's eighth President & Vice-Chancellor.

Serving in the role from 2005-2015, he oversaw an era of growth at the University, ushering in signature elements upon which Ryerson's reputation stands – the construction of the SLC, the refurbishment of the former Maple Leaf Gardens into the Mattamy Athletic Centre, and the establishment of the Digital Media Zone.

The SLC is a monument to Levy's vision, a physical manifestation of the values he championed: the student experience, learning and innovation.



The SLC is a place for everyone; allowing users to build on existing interests while discovering new passions.

MICHELLE PHAM, SLC SPECIALIST



MEET THE TEAM

THE TEAM

Comprised of a combination of student and full-time staff, the SEAL team is responsible for operations, events, tours and communications at the SLC. We are a passionate group, dedicated to providing exceptional experiences to anyone who visits. Together we create a nexus point on campus where students are connected to academic resources and programs, and where key partnerships take root and flourish.

Feedback from each member of the team flows in all directions, but it starts with our students. Communicating openly and honestly with their Mentors, their keen observations and ideas contribute to our world-class environment. They in turn are guided by the SLC Building Officers, responsible for operations, communications and partnerships. High-level direction is overseen by the Strategic Projects Liaison, and the Special Projects Coordinator.

LEADERSHIP



Strategic Projects Liaison

Provides strategic vision to the SLC and leadership of the SEAL team



Special Projects Coordinator

Leads SLC projects initiated by the SEAL team and supports team culture and professional development

Working at the SLC has given me the opportunity to meet some of the most wonderful people on the planet. With wonderful people comes a wonderful job, and the SLC has indeed lived up to that.

ABDULLAH, STUDENT SPECIALIST

2018 -2019
TEAM STRUCTURE

GUIDANCE



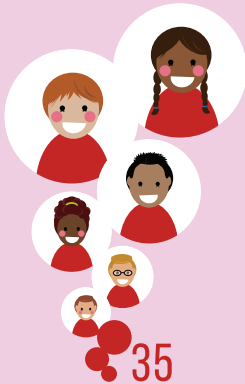
**SLC Building Officer,
Administration and Operations**
Supervises administrative and operational portfolios for the SLC to ensure effective on-going procedures

MENTORSHIP

SLC Assistant
Provides mentorship for our student staff and oversees daily operations throughout the SLC



FEEDBACK



SLC Specialists
Ensures the SLC is always ready to provide a world-class experience for our guests

GUIDANCE



**SLC Building Officer,
Communications and External Relations**
Oversees communications with our key stakeholders, and cultivates both internal and external partnerships

MENTORSHIP



Tours and Events Coordinator
Coordinates logistics for events held in spaces across the SLC and oversees tours for visiting guests and students



**Creative and Communications
Coordinator**
Designs and creates graphic and written content for SLC communications across all media

FEEDBACK



Student Creative Team
Supports the Creative and Communications Coordinator, producing graphic and written assets for communication campaigns

LEADERSHIP

FACILITIES (FM&D) PARTNERSHIP

There are more than 40,000 students attending Ryerson, and some days it seems they are all moving in or through the SLC. With that amount of traffic, coffee spills, broken furniture, overflowing sinks, and other facility accidents are a daily occurrence. Fortunately, our Custodial team is always available throughout the day, resolving any mishap and ensuring the SLC is always safe and clean for our visitors.



COMMUNICATION

An SLC Specialist is on a roam of the building. They see a coffee spill in the stairwell.



“Joyce here.” One of our Assistants is quick to respond on the radio.

“We’ve got a spill on the 6th, near Stairwell B.”

The caution sign is already in place as Jenn takes a picture of the mess and uploads an image to Slack, our team-wide communication tool. Joyce opens Slack and radios Custodial, using the photo as a reference.

Custodial answers, and within minutes, the spill has been cleaned – almost like nothing ever happened. Which is good, because even as we speak, someone else is purchasing another coffee at the Amphitheatre Starbucks...



Facilities Supervisor, Facility Management and Development

Oversees day-to-day building operations, including SLC cleanliness and safety, event preparation, response and investigation of reported building deficiencies, and arranges and schedules repairs.



Caretakers, Facility Management and Development

Perform all cleaning tasks throughout the building, ensure washroom supplies are replenished regularly, light bulb replacement when required, set up furniture for events, and perform furniture moves as requested, ensuring the SLC is safe for all to use on an on-going basis.





Meet Andy and Wendy, the morning custodial team at the SLC. While you're still waking up, they're already hard at work ensuring the SLC is sparkling, ready to welcome students for the day. While students are studying in a CGWR, they're quickly responding to spills, restocking washroom supplies, and setting up equipment for Amphitheatre events. Andy and Wendy are here every day, ensuring the SLC is always at its very best.



WHAT WE DO

OPERATIONAL EXCELLENCE

What we do, our daily work, is fundamental to the SLC experience. Our commitment to operational excellence is evident in our solutions-oriented approach, and our drive to accomplish our work effectively and efficiently. We are not satisfied with the status quo, but always looking to raise the bar and foster an environment which positively impacts our students.

KEY PERFORMANCE INDICATORS

Our 10 Key Performance Indicators frame our work and guide our priorities. Aligning our activities and initiatives with these 10 overarching objectives provides a road-map leading towards Operational Excellence.

Look for these number throughout the report!

- 1 Fostering a culture of pride of place at the SLC through five team-led initiatives
- 2 Providing exceptional resources to those booking the Amphitheatre, Tabling activities and Tours measured by user satisfaction
- 3 Completing five facility enhancement projects in order to maintain our status as a world-class learning destination
- 4 Developing a comprehensive Life Cycle Plan for the SLC
- 5 Ensuring the number of communication campaigns about items addressed is equal to the number of items brought forward
- 6 Committing to completing twelve projects resulting from the communication campaigns, with a minimum of two projects from each of the three impact categories
- 7 Ensuring team culture is preserved by measuring staff satisfaction
- 8 Fostering a healthy work environment for a high performing team through the promotion of excellence, development and support
- 9 Measuring and evaluating key benchmarks for day-to-day operations
- 10 Establishing ten new collaborations based on our indicators



OUR VISION

We aspire to elevate the SLC's status as a world-class learning destination.

We are committed to continual growth in order to meet the needs of our students, enhance Ryerson's reputation, and ensure exceptional user experiences.



OUR PRINCIPLES

- ▶ Respect the needs of the students
- ▶ Maximize use of the SLC in ways that support the first principle and promote academic stakeholder activity
- ▶ Foster a dynamic environment
- ▶ Leverage opportunities for student and Ryerson community engagement
- ▶ Enhance Ryerson University's reputation

THE ACADEMIC & MASTER PLAN

The SLC is an academic building, and is guided not only by the Academic Plan, but also supports Ryerson's Master Plan. The current Academic Plan, Our Time To Lead, was launched in 2014 (coinciding with the year the SLC first opened its doors) and sets out four interconnected priorities for the university:

- ▶ Enable greater student engagement and success through exceptional experiences.
- ▶ Increase SRC (scholarly research and creative activity) excellence, intensity, and impact.
- ▶ Foster an innovation ecosystem.
- ▶ Expand community engagement and city building.

The SLC aligns strongly with three of these priorities, as we create exceptional and engaging experiences for our students, provide innovative spaces for learning throughout the building, and actively partner with our neighbouring community and city.

HOW WE WORK

COLLABORATIVE CULTURE

What we do produces Operational Excellence, but how we do it makes our work sustainable. Our team lives and breathes a collaborative culture which guides how we work with each other, our partners, and our entire Ryerson community. Collectively we shape a healthy work environment in which our team can thrive and grow.

Our 9 Cultural behaviours are championed by our entire team. They are an active part of our workplace vocabulary, and serve as valuable guideposts in how we treat each other and work together to produce a world-class experience at the SLC.

DECISION-MAKING

Make conscientious decisions which consider the impact on others, realizing you're supported by your colleagues

COMMUNICATION

Express yourself boldly and with respect; listen actively to ensure full understanding

IMPACT

Go beyond your comfort zone to affect change, understanding your work is important and supports larger goals

CURIOSITY

Be excited about new opportunities and change, transforming ideas into actions and results

INNOVATION

Analyze the root cause of issues to resolve challenging problems while minimizing complexity

COURAGE

Respectfully express your ideas, even when controversial, questioning actions inconsistent with our principles

PASSION

Be driven by excellence, celebrate collective successes, and encourage those around you with enthusiasm

HONESTY

Be authentic and risk vulnerability to build trust with the team; display integrity by following through on commitments

SELFLESSNESS

Be willing to put aside your own agenda, working as a team to create exceptional experiences for our students

KAIZEN

The SEAL team embraced the Japanese philosophy of Kaizen as our motivation for the year. More than just a word, Kaizen is a mindset capturing the idea of continuous incremental improvement across all areas of responsibility. Throughout the year we have refused to settle for the status quo, but looked continuously for opportunities to increase our effectiveness and efficiency. Applying the concept of Kaizen to all facets of our work has introduced countless small improvements which accumulate to make a substantial impact throughout the SLC.

1 7 8



TRUST

At the SLC we believe trust is fundamental to everything we do as a team. When issues of trust are addressed and repaired, improvement will follow in all other areas. This year we focused on laying a foundation of mutual trust and respect upon which we can build and grow in all other areas of our work.

7 8

FULL TIME STAFF SURVEY RESULTS REGARDING TRUST:

“There is an Atmosphere of Trust at the SLC”

March 2018	14% agree
November 2018	10% agree
April 2019	100% agree

“ I love the teamwork and cooperation, we are such a happy and supportive bunch and it is awesome to work in a place where I feel valued and appreciated.

SPECIALIST EMPLOYEE SATISFACTION SURVEY, WINTER 2019

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COLLABORATORS & STAKEHOLDERS

COLLABORATION

Learning is embedded in our very name, and five Academic Stakeholders have ongoing residence in the Student Learning Centre. Students visiting the SLC gain special access to technologies, entrepreneurial expertise, academic support and in-class education through these different units. The spaces and services they provide enriches classroom learning, enhances the student experience, and cements the SLC as a multifaceted hub on campus to study, collaborate and invent.



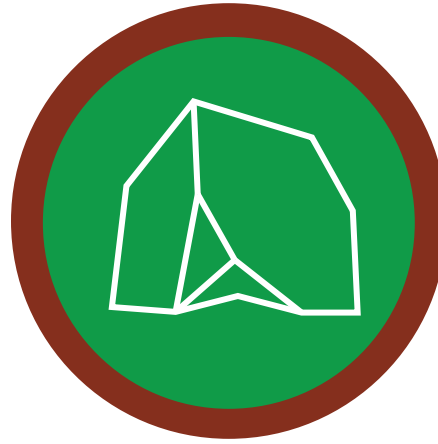
““
Since its opening, the staff of the Sheldon and Tracy Levy Student Learning Centre (SLC) has been an exceptional team to work alongside and collaborate with on many valuable initiatives. With the strong support of our partners in the SLC, we have been afforded the opportunity to reach out and connect, directly and indirectly, with thousands of Ryerson students, staff and faculty on a variety of topics regarding the safety and security of our community. Our team is so grateful for the amazing relationship that we have with this team.

COMMUNITY SAFETY AND SECURITY

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**RYERSON LIBRARY DIGITAL MEDIA
EXPERIENCE LAB**



STUDENT LEARNING SUPPORT



MASTER OF DIGITAL MEDIA



DMZ SANDBOX



COMMUNITY SAFETY AND SECURITY



SCHOOL OF PERFORMANCE

NEXUS POINT

PARTNERSHIPS & CAMPUS NEXUS POINT

The SLC prides itself on being a nexus point of the Ryerson community, where student groups, faculty, services and units across campus collide and collaborate.

We actively seek opportunities to connect people, whether it's encouraging new partnerships in Amphitheatre events, or giving student entrepreneurs a platform to showcase their ideas and talents at Shop the SLC and Taste of the SLC, or improving our own operations by integrating expertise from campus partners like Community Safety and Security, Equity and Community Inclusion, and Ryerson Aboriginal Student Services.



OPEN HOUSE

Following the success of SLC Live, The Office of the Registrar's Student Recruitment unit approached us to host their Open House in the same format. These events in November and March welcomed prospective students, their families and friends to campus to discover all that Ryerson has to offer.

Floors of the SLC were programmed by faculties and University units and services. Building and campus tours were offered throughout the day. The Autumn event saw a record of over 13,600 registered guests, while the Spring session attracted more than 7,800 registered visitors – and a little rain on the day didn't dampen students' enthusiasm for Ryerson!

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Out of all the university open houses I have attended, this one was by far the best. The staff and student volunteers were all extremely welcoming, kind and helpful. Everything about the open house seemed very well prepared, from the tours, to the presentations, and all very impressive.
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ANONYMOUS, OPEN HOUSE FEEDBACK FORM

GLOBAL CAREER SERVICES SUMMIT

In March 2019, the SLC was the venue for a conference of career education professionals co-hosted by the Ryerson Career & Co-op Centre and their counterparts from the University of Toronto. The organizers wanted a space which showcased Ryerson as a modern, forward-thinking, dynamic institution – and the SLC’s 8th floor fit the bill. The conference piloted the 8th floor as an event space, allowing us to develop initial guidelines for this type of use. The Career Centre came away very pleased with the venue and our team’s support, and it laid the groundwork for refinement of our own goals and procedures towards expansion in the hosting of events.



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Communication & information was prompt and detailed, and this really helped the planning process. I can't thank Bami (SLC Tours and Events Coordinator) enough here. The SLC team also supported us with signage and communication to students about the space being used several days prior to the event. It felt like a true partnership.

DAN TRAYNOR, CAREER INTEGRATED LEARNING SPECIALIST, RYERSON CAREER & CO-OP CENTRE



ATHLETICS

Starting with SLC Live, the SEAL team forged a growing relationship with Ryerson Athletics & Recreation this year. In October 2018, members of our team registered for the Scotiabank Waterfront 5k walk/run in support of RamsCare’s 500 Smile Challenge. From gathering donations, to helping with a charity potluck, to sharing words of encouragement during training runs – the SEAL team surpassed our target, raising over \$1,250 for RamsCare!

8 10



Photo by Cara Gilhula

COMMUNITY SAFETY & SECURITY

One of our top priorities is the safety of our guests and staff. As a public building located at the heart of downtown Toronto, many of people come through our doors, day and night. Community Safety and Security identified the SLC as an area of focus this past year, and together we have implemented practices which expand and strengthen our relationship.

This year Security led walkthroughs of the building with Specialists as part of their onboarding at the start of the school year. These small group sessions were an opportunity to get to know one another, learn from, and share best practices with each other.

Security also provided more presence in the SLC, increased coverage of the building in patrols, regular check-ins at HQ, community outreach events in the Amphitheatre, and collaboration during this year's Specialist Hackathon on theft prevention. Providing a safe and comfortable environment for all our guests and staff couldn't be done without our valued partners in Security.

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Through our continued partnership with Ryerson Security at the SLC, we are able to improve the safety and wellness of our students and patrons through collaborative outreach projects and training. Not only have we improved our procedures for all emergency situations at the SLC, but together as partners we have branched into the Ryerson community with education and engagement.

JOYCE LEUNG, SLC ASSISTANT



ECI TRAINING

Specialist Orientation this year incorporated a new module on Anti-Oppression and Equity Training, in collaboration with and delivered by Dr. Anita Jack-Davies and Heather Willis of the Equity and Community Inclusion Office.

Recognizing that there was a gap in this area in previous Specialist Trainings, we invited these subject matter experts to speak to us on the difference between equity and equality, the importance of equity, diversity and inclusion, understanding the land acknowledgment, intersectionality, intention versus impact while interacting with different people, and a foundational knowledge on accessibility and accommodations.

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TOURS

Led by a Specialist, our tour highlights the unique features, space functions, and design elements which make the SLC a world-class learning destination.

We heard from Stakeholders who expressed a desire to speak to their spaces and the work they do directly to tour groups. As a result, a new format for the tour was designed, positioning Specialists as “hosts” or “masters of ceremony.” At a Stakeholder space in the building, the Specialist hands off to a Stakeholder representative, who delivers their portion of the tour. This brings new junctions of collaboration on the tour route, enhancing the guest experience with a variety of speakers, and enriching the content with subject matter expertise.

7



SLC LIVE

SLC LIVE 2018

Ryerson's first cross-faculty Orientation event saw 3,730 students in attendance, making it the largest Central Orientation event to date. Encompassing the entire building, each floor, including stairwells, was programmed by a faculty, student society or university department. Groups were encouraged to program intentionally with ideas reflecting the theme of their floor and the stakeholders who occupy them.

It was an opportunity to showcase the building to incoming students, establishing a relationship, and creating awareness of the spaces and offerings in the SLC. It was a very successful collaboration between the SLC, Student Life, all faculties and student societies, drawing accolades from deans, and senior leadership, forming a new annual tradition with partners across campus.

8 FCAD & RCDS celebrated creativity with a 360° film projection, a flower wall photo booth, candy bar & the musical Rynamics.

The 7th floor was transformed into an escape room, board game lounge, and movie theatre!

7

6 FEAS & Ryerson Sci put on a beach themed party, complete with a ball pit, and food!

FoA and RLAS brought the floor to life with a live band, and variety of games including Cards Against Humanity.

5

4 FCS, RCSS, & REC threw a silent dance party! Consent Comes First provided a relaxing craft room.

TRSM hosted a vendor market while Library DME created a Virtual Reality lounge.

3

2 Ryerson University Library gave away free ice cream, while Consent Comes First gave out relationship advice!

Athletics hosted a fun fitness circuit, and TMP created a mini putt challenge, while O-Team screened #RoadToRyerson tweets!

1



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From inception to execution, working with the staff in the Student Learning Centre to host our largest Orientation Week event to date couldn't have been easier. The flexibility of the space to host innovative programming that catered to the diverse needs of multiple stakeholders is unmatched, and is an integral component of an annual event that continues to welcome students back to campus each year.

KAITLYN TAYLOR-ASQUINI, SENIOR MANAGER, STUDENT LIFE

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DEVELOPING STUDENTS

STUDENTS FIRST

A Specialist's time at the SLC is a formative experience early in their working lives which lays a foundation for their future careers. It's also an opportunity to positively influence their ideas, and harness their enthusiasm for making the SLC the very best it can be.

In addition to their frontline duties, we provide Student Specialists with opportunities to develop soft skills like ideation, collaboration, punctuality, responsibility, planning, and organization.

With a renewed priority on developing our students, we built on previously successful programs like the Hackathon, where Specialists are challenged to find solutions to an operational challenge in the building, and launched new initiatives such as the Student Recognition Program to celebrate our Specialists and their achievements.

We hope that through these development efforts our Specialists know they have made a significant impact on their University, and when they leave Ryerson they are ready to take on the world!

1 6 7 8



Our Specialists are young – for some, their role at the SLC is their first paid work experience. We recognize this as an important opportunity to offer training and mentorship that also enriches their time with us beyond the day-to-day.



SPECIALIST RECOGNITION PROGRAM

Our Student Specialists are critical to the SLC, and their dedication to excellence helps keep our building world-class. This year we paused each month to celebrate the times our Students went above and beyond, providing exemplary service in their roles, linking their accomplishment to one of our team's core cultural behaviours. Our Specialist Recognition Program shines a spotlight on a well-deserving student while encouraging high caliber performance and inspiring other staff to greater heights. We want our Specialists to know they have left a lasting mark and their hard work does not go unnoticed.

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It was proof for me that my efforts and ideas could actually be worth the time put into them, which only served as further motivation to keep improving myself and surroundings. I'm grateful to be working in an environment that not only fosters growth but also recognizes it.

OBAI, STUDENT SPECIALIST



HACKATHON

Our student staff are uniquely positioned to view the SLC through multiple lenses. As full-time students, they have an innate appreciation of the important role the SLC plays in their academic life, but as staff members they get to peek behind the curtain to understand the challenges involved in operating the facility. Each year we leverage this dual perspective through a Hackathon, where our student staff are challenged to design and present solutions to problems we face in the SLC. This year our students tackled the issue of theft, suggesting targeted interventions, and ways to raise awareness which will help minimize the loss of property throughout the building.

5 6 9



STUDENT LEARNING CENTRE HEADQUARTERS



(Left & Below) Our Student Recognition Program celebrates students for their exemplary work demonstrating one of our 9 behaviours, by gifting them in a ceremony with a certificate, keychain, cupcake, and their photo displayed in HQ for the month.

(Right) The winning team of our Hackathon, featured here with our judges, tackled the issue of theft prevention and awareness. Their ideas were refined and will be implemented in the 2019-2020 academic year.





TOP FACILITIES

MEETING ACADEMIC NEEDS

Ryerson is known as a 'commuter campus', with a large percentage of our students travelling from other locations in the GTA to study here. Making optimal use of time between classes is paramount to our students' academic success. With 61 Collaborative Group Work Rooms (CGWR's), each equipped with a white board and AV technology, hundreds of individual study carrels, an entire floor designated as silent study space, a dedicated study area for our Graduate students, and centralized academic assistance available from Student Learning Support, the SLC provides a cutting edge solution to our students' varied academic needs.



LEED CERTIFICATION

Leadership in Energy and Environmental Design (LEED) is the most widely used green building rating system in the world, and at the SLC we're proud to have obtained Gold Certification.

Environmental sustainability is fundamental in Canada's urban centres. The SLC has done away with bottled water, featuring dispensers for reusable containers on every floor. Green roofs adorn the exterior of our Amphitheatre, 4th floor and roof. Even the plants in the building have been specially selected to clean and purify the air.

4 9



7TH FLOOR SLC RENOVATIONS

When the doors of the SLC first opened in 2015, no one quite anticipated just how many students would fill the building on a daily basis. The 61 Collaborative Group Work Rooms (CGWR's) spread across three floors of the SLC are always in high demand, and it is important to ensure these spaces are well-maintained. In response to student feedback, we embarked this year on the first phase of a building-wide enhancement of these dedicated study spaces, refurbishing the 30 CGWR's on our 7th Floor with new white boards, sound absorption insulation, and streamlined AV technology.

3 4 5 6



SLC HEADQUARTERS

The SEAL team's Headquarters is always a hive of activity, fielding student questions on a wide range of topics. From Lost and Found items to usage of space throughout the building, to wayfinding across campus, our team is responsive to student inquiries. We are always considerate of the needs of our community, resolving issues where we can or redirecting people to the resources needed to find solutions to a challenge.

2 5 9

PRIDE OF PLACE

OUR HOME

Pride of Place is the phrase the SEAL team uses most often to remind ourselves we're never willing to settle for the status quo. We recognize we have the opportunity to work in a unique environment, and our ideas and actions are motivated by the desire to ensure the SLC continually provides guests with a world-class environment. Our Pride of Place manifests itself daily, but shines brightest through the events and initiatives the SEAL team hosts throughout the year for our Ryerson community.

SHOP THE SLC

Continuing to grow and expand in its fourth year, Shop the SLC has become the SEAL team's hallmark event, a week-long winter market eagerly anticipated by vendors and students alike. This year's incarnation provided 57 student entrepreneurs opportunity to engage with the community, selling their creations across two floors of the SLC. With over 2,100 shoppers browsing the market, and a panel of Ryerson alumni available to provide mentorship and guidance, Shop the SLC provided a fantastic opportunity for our budding student entrepreneurs to move their business venture another step towards success.

1 2 8

The SLC building has become my second home. Not only is it an amazing space for studying, but it is always full of surprises, such as this week's Shop the SLC. Got to see some students sell unique items and even got a sweet shirt to remember this day.

CLAUDIA N., SHOP THE SLC CUSTOMER



TASTE OF THE SLC

Shop the SLC has proven such a success, this year we created a spin-off based on the original! For two days in April 2019, over 1,500 hungry guests sampled delicacies from around the globe. Ryerson students, staff, and alumni operated a diverse variety of food stalls throughout our Amphitheatre, creating an enriching culinary experience for our entire community.

1 2 8

Participating in the Hackathon was an engaging and stimulating way to get to work together with my colleagues outside of our day-to-day duties. As a student, it was both eye-opening and stimulating to see the steps that go on behind the scenes when it comes to building enhancements. The opportunity to participate in a hackathon also showed me that my voice matters and that I am able to leave an impact on the team. Seeing the final decal design on the 6th floor is a surreal opportunity, something that I'll always be proud of my experiences as a student at Ryerson.

STUDENT STAFF HACKATHON PARTICIPANT



94.8%
of customers wanted
TASTE OF THE SLC
to be an annual event!

DECALS ON THE BEACH

The Beach is one of our most popular locations in the SLC. With accessibility ramps running the length from the upper 'dunes' right down to the 'water', it is important to ensure these ramps remain clear for all guests to traverse the floor.

Our student staff eagerly tackled this challenge last year in our Hackathon event, envisioning a clever solution. To encourage people to keep moving along the ramps this year, we installed decals to provide a visual cue. Recording soundwaves of our staff saying words representing the SLC values, these installations remind our students to keep the ramps clear so everyone can easily access the entire Beach floor.

1 5 6

Taste was built off the success of Shop the SLC and our staff's commitment to supporting innovation. This unique opportunity to test out skills in the food and hospitality sector was loved by vendors and customers alike.





These ramps are the accessible pathway between the levels on this floor. It is important that we keep these ramps clear so everyone can access and enjoy the Beach equally.

The ramps are designed to visually blend in, which can make them difficult to identify as separate from the flat areas used for lounging. The decal designs differentiate them from other surfaces and help everyone navigate the floor.



LOOKING AHEAD

MOMENTUM

Momentum is a fundamental concept of physics. It is a property of an object in motion, derived by calculating an object's mass and velocity, associated with its vector (direction).

This past year at the SLC the SEAL team has been in continuous motion, with respect to both the work we do, and how we accomplish it together. We are proud of what we've achieved, both within our team, and through partnership with others. We have developed solid foundations of operational excellence and collaborative culture upon which to build, and evolved our team structure to increase our flexibility, and better equip us to meet challenges. Our team has a growing momentum, and we're excited about the direction we are moving.

With that in mind, the SEAL team has adopted Momentum as our theme as we move forward into the next year. 2020 marks a significant milestone for the SLC as we celebrate our 5-year anniversary. Our growing momentum will carry us to new places and reveal new opportunities, and we couldn't be more eager to see where the year ahead takes us. We hope you'll join us in 2020 and become a part of that journey!

“

I've witnessed our team go through massive change, not only shifting our direction but finding and defining who we are and how we want to work together. We have spent the last year solidifying our team culture and creating a unified team. With our foundation solid, it's time to look ahead and start moving full steam ahead towards the next set of goals!

JALEESA PETERS, CREATIVE AND COMMUNICATIONS COORDINATOR

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#RSLC
ryerson.ca/slc