September 27, 2016

MacEwan University names first Student Ombudsperson

Edmonton – MacEwan University is pleased to announce that Cathryn Heslep has been named the university’s first student ombudsperson.

The student ombudsperson serves current MacEwan University students in an impartial and objective manner by providing them with confidential assistance in their dealings with the university. The ombudsperson informally negotiates mutually beneficial solutions when well-founded individual complaints by students are received. The ombudsperson retains a significant level of independence from the university administration and student government, ensuring that their actions are first and foremost in support of individual students who believe they have not been treated fairly.

Heslep held positions at the University of Alberta and the Westerra Institute of Technology before becoming associate registrar at Olds College. In 1989 returned to her hometown of Edmonton to take on the role of registrar at what was then Grant MacEwan Community College.

In 2004 she was named MacEwan’s vice-president, Student Services. In this role she provided leadership and direction in support of learning, student development and student satisfaction.

Heslep formally retired from her position of vice-president in April 2015. In May 2016, after a year away from the university, she was appointed as ombudsperson. She is a member of the Association of Canadian College and University Ombudspersons (ACCOU) as well as the International Ombudsman Association (IOA).

In March, 2015, the Students’ Association of MacEwan University (SAMU) conferred on her a honorary membership, and in June 2015 she was awarded the university’s highest award, the MacEwan University Medallion, named after the university’s namesake, Dr. John Walter Grant MacEwan.

Founded in 1971, MacEwan University inspires its students with a powerful combination of academic excellence and personal learning experiences. Offering more than 65 programs including undergraduate degrees, applied degrees, diplomas, certificates, continuing education and corporate training, the university provides a transformative education in a creative, collaborative and supportive learning environment where creativity and innovation thrive. Located in Edmonton, Alberta Canada, MacEwan University offers a unique student experience that opens up diverse pathways for achievement and growth.