

KWANTLEN POLYTECHNIC UNIVERSITY



STUDENT AFFAIRS

2019-20 ANNUAL REPORT



In what feels like the blink of an eye, another year has passed. As the Student Affairs Division enters its fifth year, and with a mandate for enhancing student success and wellness, I am so pleased to be reporting on our activities in this fourth annual report covering the 2019-20 academic year.

It cannot go without saying that 2019-20 will be indelibly marked by the profound

impact of the COVID-19 pandemic. The effect on higher education has been deep and swift as we've retreated from our campuses and reimagined how we can deliver academic programs and student services remotely. In what turned instantly into a more complex suite of student needs, Student Affairs employees adapted across a period of just two weeks in late March to conscript their homes into service as offices in order to sustain critical programming and support for students as seamlessly as possible. The transformation was remarkable as all Student Affairs departments tailored their operations to a new online reality.

While so much of our focus now is on the road ahead as we continue to adjust to new realities, it's important that we also reflect on our efforts to date. Student Affairs has had another productive year with much to be proud of. The pages that follow provide more detail, but important program enhancements and initiatives from 2019-20 include: the launch of **KPU's 24/7 student support program**, *Keep Me Safe* and the *My SSP* app; receiving national accreditation for KPU's Co-op programs through **CEWIL Canada**; and important collaborations with academic faculties, KPU International, the Office of the Registrar and others to deliver initiatives such as mentorship programming for **Former Youth In Care** and, through the **Student Success Task Force**, additional outreach and supports for students in academic difficulty.

I remain so excited by the work we are doing to help lay the foundation for students to succeed and to thrive. My ongoing thanks to all staff, faculty and volunteers in Student Affairs for their persistence and hard work in support of KPU students.

Joshua Mitchell

Senior Director, Student Affairs

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We work, study, and live in a region south of the Fraser River which overlaps with the unceded traditional and ancestral lands of the Kwantlen, Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt and Kwikwetlem peoples.

ACCESSIBILITY SERVICES

DEPARTMENT MISSION

KPU is committed to making our campuses, classrooms, and opportunities inclusive and accessible. Where our academic and campus experiences present barriers, we work together to increase access. At Accessibility Services, we work with students who require personalized plans to ensure access to the University and success in achieving academic goals. Accessibility Services also works with faculty and staff to develop accommodation solutions and design accessible academic and university experiences.

PROGRAMS AND SERVICES

Self-Identify

We encourage students to let us know about the barriers they are experiencing or anticipating.

Collect Information

We work with students to collect information about their experiences educational or medical reports, and goals.

Plan Accommodations

We work with students to create an individualized accommodation plan.

Collaborate

We invite instructors to help develop accommodations, strategies, and solutions.

Implement and Support

We help students and faculty put accommodations in place and make sure they are working well.

Monitor Progress

We stay connected to make sure students' accommodations are working and make changes if they are still experiencing barriers.



STAFFING

-  **1** Director
-  **3** Learning Specialists
-  **4** Accessibility Advisors
-  **1** Accessibility Assistant

INITIATIVES AND HIGHLIGHTS

- » Expanded team size and campus presence to serve more students
- » Launched the Online Learning help section on the Accessibility Services website
- » Worked with Teaching & Learning and Assistive Technology BC to leverage new and existing technology to better support students with disabilities in an online learning environment
- » Increased participation with local disability community partners to increase our knowledge and services to KPU students

STATISTICS

1,429 Scheduled Appointments

676 Students Served

Students Served by Disability Category

DISABILITY CATEGORY	% 2019-20
Acquired Brain Injuries	1%
Attention Deficit Disorders	11%
Autism	6%
Blind & Low Vision	1%
Chronic Health Impairment	6%
Cognitive Disabilities	2%
Deaf & Hard of Hearing	3%
Learning Disabilities	16%
Mental Health Disabilities	19%
Multiple Disabilities	14%
Neurological Disabilities	2%
Physical Disabilities	5%
Other/Not Identified	14%



CENTRAL ACADEMIC ADVISING

DEPARTMENT MISSION

KPU Central Academic Advising engages in collaborative practices to enhance the development, progression and retention of KPU students. Through guidance and the use of leading and innovative practices, Central Academic Advising empowers students towards student success.



PROGRAMS AND SERVICES

- » Assisting students with their academic progression, supporting them with attainable goals towards academic success
- » Proactive advising and workshops for students who are struggling academically
- » Supporting students as they adapt to the online learning environment
- » Actively engaging in KPU initiatives such as Open Houses, Orientation and First Year Friday
- » Enhancing collaborative practices with other service units, such as the Future Students' Office, International Student Advising, and Office of the Registrar, to better support the student experience



CJ Nyereyegona

Faculty of Science & Horticulture, Sustainable Agriculture

University, to me, is all about building relationships with people. Working with advisors I've been able to see what's right for me and create a plan that lets me continue to work towards my goals and will enable me to graduate early. I've found a great deal of support and encouragement but also a mutual respect and understanding. KPU has become my family. I'm thankful every time I leave the offices.

STAFFING



1 Manager



8 Academic Advisors



4 Counselling &
Advising Assistants

INITIATIVES AND HIGHLIGHTS

- » Working with Orientation & Transitions and the Learning Centres, launched Success over Survival, a one day series of academic success workshops for new and at-risk students
- » Initiated proactive advising and support for students on Academic Probation to increase student retention, progression, and success
- » Offered workshops for students on Academic Warning
- » With Future Students' Office, enhanced focus on transitioning students from application to their first semester at KPU
- » Refreshed online resources to provide students with meaningful tools and direction for course selection.

STATISTICS

4,279 Drop-In Appointments

431 Course Repeat Requests

6,660 Scheduled Appointments

1508 Early Alert Referrals

4,673 Emails received at advisor@kpu.ca

TYPE OF APPOINTMENT	KPU SURREY	KPU LANGLEY	KPU RICHMOND
Drop-In Appointments	3084	397	798
Scheduled Appointments	3019	1073	1710



CAREER DEVELOPMENT CENTRE

DEPARTMENT MISSION

The Career Development Centre connects students with employers and community partners. We support students to become employment-ready through job postings, volunteer opportunities, co-operative education, and career advising.

PROGRAMS AND SERVICES

The Centre offers a range of programs and services related to on-campus and external employment and volunteer opportunities across 4 units: Career Development Services, Co-operative Education, Employer Relations, and Volunteer Services.

- » Job search/preparation and employability skills workshops
- » Individual and group career advising
- » Job board postings
- » Mock interviews
- » Resume reviews
- » On-campus employment for students
- » Co-operative education
- » Volunteer training
- » Employer information sessions/panels, on-campus recruitment, and employer resources
- » Career, job, and volunteer fairs



STAFFING

-  **1** Director
-  **2** Coordinators
-  **1** Employer Relations Strategist
-  **1** Career Development Coach
-  **2** Co-op Education Officers
-  **1** Employer Relations Assistant
-  **1** Career Services Officer
-  **4** Student Assistants

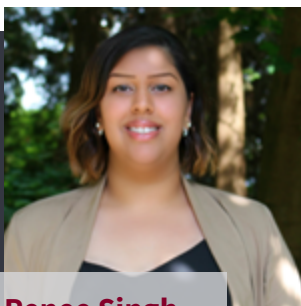
INITIATIVES AND HIGHLIGHTS

Career Development Services welcomed its first-ever Career Development Coach, to develop and facilitate career advising and career development workshops. KPU's 14th annual Career Day, showcasing companies that offer career-related volunteer and paid opportunities for students, welcomed 46 employers and over 350 students. Chartered Professional Accountants (CPA) BC was the Gold Sponsor.

Co-operative Education posted over 1000 job opportunities, with approximately 300 co-op placements. KPU co-op programs received accreditation through Co-operative Education and Work-Integrated Learning Canada (CEWIL Canada). Accreditation assures employers and students that KPU meets "quality assurance standards that support student success, strengthen student outcomes and encourage flexibility and innovation in higher education."

Employer Relations grew significantly, including the addition of a new Employer Relations Assistant. A comprehensive review of foundational outreach and relationship practices has resulted in refining best practices and instituting new ways to track key information.

Volunteer Services experienced significant growth in both the number of KPU student volunteers trained and those who actively participated in KPU events and activities, including career fairs and partnerships with neighbouring high schools. The volunteer program was spearheaded by a Work Study student, including ongoing development of virtual volunteer training.



Renee Singh

Faculty of Arts, Psychology

Being able to work on campus as a student is an amazing opportunity. I didn't expect there to be so much growth in an office job but I've learned a lot and it's changed how I view the work world. My position has let me build relationships and network while helping other students connect with the services KPU has to offer. The University has allowed me to explore my interests as a volunteer, learn more about the community through events, and continually offered opportunities and resources where I could learn new skills. I've opened doors for myself, now, that I never even knew existed.

STATISTICS

Co-operative Education

Top 5 Employers of Co-operative Education Students: Canada Revenue Agency, KPU, BC Liquor Distribution Branch, Coast Capital Savings, Microserve.

KPU employed 8 Co-op students across the departments of: Information Technology, Career Development Centre, Human Resources, and Teaching & Learning.

Co-op Students Hourly Wage: average of \$17.70/hour

TOP CITIES OF CO-OP PLACEMENTS	# 2019-20	% 2019-20
Delta	12	4%
Langley	20	7%
Burnaby	25	9%
Richmond	25	9%
Vancouver	86	29%
Surrey	93	32%
Other	30	10%

Career Development Services

Career Connection (Job Board) Activity

1,601 New Students

3,601 New Jobs Posted

562 New Employers

1,377 New Employer Contacts

Volunteer Services

796 Total Volunteers

5809 Total Hours Volunteered

7 Volunteer Average Hours/Month



COUNSELLING SERVICES

DEPARTMENT MISSION

The primary objectives of counselling at KPU are to improve students' resilience to distress and increase their repertoire of coping strategies as they navigate through their university experience, empowering them to overcome barriers to their success.

Counselling Services operates within a short-term or intermittent model of individual treatment, in order to maximize our resources in meeting student counselling needs. Those whose needs cannot be accommodated within our treatment model are referred to community resources. Such referrals might occur immediately following an intake, or they might occur after some treatment and a further assessment of need has taken place.

PROGRAMS AND SERVICES

Counselling Services offers free and confidential counselling to registered KPU students. The specific services we provide to students include:

- » Drop-in intake/triage
- » Initial assessment appointments
- » Short-term individual counselling
- » Group counselling

STAFFING



1 Director



10 Counselling Faculty
Members
(7.6 FTE)



A SHORT-TERM MODEL

Counselling Services applies a short-term, goal-oriented model to individual counselling. The main focus is to facilitate adjustment to university, reduce emotional distress, and foster resilience to help students continue attending university and pursue their academic, career, and personal goals. Counsellors work to facilitate healthy functioning, problem resolution, or symptom relief as quickly as possible. Students who present with persistent and chronic psychological, emotional, or mental health concerns and require continuous long term treatment are best served by community providers who can offer uninterrupted treatment and care.

Since counselling issues vary from person to person, the length of treatment also varies and is based on goals set by the counsellor and student and on ongoing assessment of the effectiveness of treatment. While Counselling Services provides a maximum of 12 individual counselling sessions per 8-month period, many students achieve their therapeutic goals and end counselling in fewer sessions. Counsellors work in and have specializations in a variety of modalities. At intake, assessment, or during the course of treatment a counsellor may suggest or recommend a referral to another counsellor in the team who works in a modality that may be of particular benefit to the student.

ELIGIBILITY FOR SERVICES

Individuals who are enrolled in credit courses at the University and have maintained their eligibility to register are eligible to participate in counselling services.

Participating in counselling at KPU is always voluntary and never a sanction or condition of continued enrollment.

ISSUES COMMONLY ADDRESSED THROUGH BRIEF INDIVIDUAL OR GROUP COUNSELLING

- » Academic-related issues (motivation, perfectionism, interpersonal communication, self-discipline)
- » Mood or self-esteem (depression, anxiety, self-esteem, social anxiety, self-destructive behaviors)
- » Relationship issues (conflicts, communication, break-ups, assertiveness, etc.)
- » Adjustment (dealing with transitions, new life circumstances, etc.)
- » Grief and loss
- » Trauma
- » Sexual assault

INITIATIVES AND HIGHLIGHTS

Between May 1, 2019 and April 30, 2020, we provided **2624 hours of individual counselling to 511 students** (these numbers are for attended appointments only). In addition, we provided 26 hours of group counselling to 12 students. No shows and cancellations accounted for 16% (570 hours) of total scheduled appointments. This is a significant drop from previous years, where no show-cancellation rates were running as high as 35-40%. We also followed up on **113 Early Alert referrals**.

Counselling Services has successfully transitioned all intake, assessment, and counselling with students to online or phone, in response to the COVID-19 pandemic. Many students have made the transition with us and intake numbers have remained generally consistent. In May, 2020 we provided 186 hours of individual counselling online/by phone to 92 students. In addition, the no show/cancellation rate dropped to 9% (22 hours). This compares with 185 hours and 111 students with a no show/cancellation rate of 18% (52 hours) for May, 2019.

The **keep.meSAFE program and the My SSP app were launched on April 2, 2020**, one month ahead of schedule. This service provides all KPU students with **24/7 access** to a large, diverse network of professional counsellors, matching students' unique circumstances with a counsellor who understands these experiences, in the preferred language and preferred culture of the student. Counsellors can provide immediate support and referral to address a range of concerns, including referral to KPU's in-house counselling and other student services. The service is also available to faculty and staff to consult when dealing with a student in distress and is easily accessed through the app or by phone.

Finally, the Counselling Services team worked on the development of an outcomes evaluation framework for our service to measure what kind of outcomes we achieve for the students we serve as a whole. The finalization and implementation of this framework was interrupted by the pandemic and we will be revisiting in the coming months.



FEATURE:

HEALTHY UNIVERSITY INITIATIVE

BACKGROUND

- » In 2018, KPU's Academic Plan committed to a healthy and positive working and learning environment.
- » Specifically, a key priority for KPU is to create a campus culture that fosters health and well-being by embedding health promotion into programs, practices and policies across our interconnected community of students, staff and faculty.
- » As a result, The Healthy University Initiative (HUI) was created to embody a comprehensive health strategy that would bring this priority to action.
- » The Healthy University Initiative was developed with the purpose to focus on the following three key goals:
 - » Increase awareness of health and wellness throughout the KPU community;
 - » Foster individual and organizational resilience; and
 - » Encourage the development of a supportive, inclusive campus environment.



WHAT YOU CAN DO

- » Tell us about your department's wellness initiatives
- » Participate in HUI-led activities, events and sessions

GUIDING PRINCIPLES

With the above goals in mind, the original HUI working groups (student and staff) have come together to develop and implement an action plan under the Healthy University Framework. The guiding foundation of this framework pledges to:

- » Build on strengths and revise approaches over time
- » Adopt a comprehensive, campus-wide participatory approach
- » Review and revise institutional structure: organization, planning and policy
- » Support the understanding of self-management competencies and coping skills
- » Use evidence-informed action and innovation strategies

DIMENSIONS OF WELLNESS



Paying attention to and nurturing your body with mindful movement and nourishment.



Seeking meaning and purpose in human existence, and encompasses a deep appreciation for the depth and expanse of life and the natural forces within the Universe that connect us all.



Realizing your abilities, having the ability to cope with the normal stresses of life, and working productively and fruitfully.



Embracing the concept of meaningful relationships, respecting yourself and others, and creating a support system of valued family members and friends.



Embodying an optimistic approach to life, including an awareness and acceptance of your thoughts, feelings and behaviors, whether they are positive or negative. This includes self-care, relaxation, stress reduction and the development of inner strength.



Achieving a level of understanding and comfort with managing your financial situation, which includes understanding where your money comes from and where it is going.



INITIATIVES AND HIGHLIGHTS

Establishment of the Student Health Promotion department and hiring a Student Health Promotion Coordinator in January 2019

This position is responsible for developing, organizing, and implementing programs and events that support student health and wellness, and advocating for services and enhanced efforts throughout the University community that encourage students to adopt a healthy lifestyle. This Coordinator actively supports KPU's Healthy University Initiative.

Multi-Faith Centre Programming

In February, 2020 The Multi-Faith Centre at KPU hosted the 6th Annual celebration of UN World Interfaith and Harmony Week. This event provides a platform where interfaith and secular groups from all over the world can come together and demonstrate the importance of interfaith harmony. This year, the theme at KPU was "Harmony starts with Acceptance" which encouraged us to learn more about one another. The Multi-Faith Centre hosted a drop-in event where students, staff and faculty could meet and greet with chaplains, learn more about Interfaith and Harmony Week, and view displays put together by chaplains and student faith clubs like the Muslim Student Association and Kwantlen Christian Fellowship. Events hosted by the Multi-Faith Centre, such as this one, provide the KPU community with opportunities to foster spiritual wellbeing.

Wellness in Action

Wellness in Action is a program offered in collaboration with KPU's Sport & Recreation and Counselling Services departments. The aim of this program is to support students experiencing moderate to severe depression and anxiety by emphasizing the relationship between mental and physical wellbeing. Participants undertake a structured program of physical exercise with the guidance and encouragement of both a personal trainer and a counsellor. Participants in this program have identified positive experiences including increased confidence, reduced anxiety, and the opportunity to learn new skills about maintaining their physical and mental wellbeing.

Thrive Week

KPU Thrive Week is a week-long series of events focused on building positive health and well-being for students, faculty and staff. This initiative was developed by the University of British Columbia in the spring of 2009, and has since been adopted nation-wide at Canadian colleges and universities. KPU has been celebrating Thrive Week for the past five years, with various departments and services coming together to offer events and activities focused on all six dimensions of wellness. Highlights from last year's Thrive Week included: the annual KPU vs. KSA Tug-o-War match, pumpkin carving, morning yoga, 'Revival of the Gaming Dead' event, and a guided Sufi meditation session.

keep.meSAFE

The Student Affairs Division partnered with Guard.me in April 2020 to launch the keep.meSAFE Mental Wellness Student Support Program. This 24/7 program provides all students at KPU with easy access to professional counsellors and mental wellness resources, supplementing KPU's existing Counselling Services. The program can be accessed through the My SSP app on a mobile device, by telephone, or online. Keep.meSAFE can also be used to support staff and faculty when assisting students in distress.

CampusWell by Student Health 101

KPU CampusWell by Student Health 101 is an online interdisciplinary health and wellness platform offered for to all KPU students. The platform provides students with accurate information and resources about various health and wellness topics. Students can access new articles and videos on a weekly basis, many aligning with the six dimensions of wellness. Content includes KPU-specific news and articles, and an up-to-date list of campus resources and contacts. This platform is extremely accessible and is offered through a mobile app and website. Students also receive a monthly email with direct links to the articles.



INDIGENOUS SERVICES FOR STUDENTS

DEPARTMENT MISSION

Indigenous Services for Students works collaboratively with multiple departments across the University to support the success of Indigenous students, while acknowledging the diversity in their identities, cultures and experiences as they pursue their academic studies.

PROGRAMS AND SERVICES

Our Services

Elder in Residence, Academic and Transition Support Services, Peer Mentorship, Cultural Programming, Community Engagement

Our Partners

Indigenous Community, Future Students' Office, Student Affairs, Academic Faculties, Indigenous Student Council, KPU Committees

Our Role

Advocacy, Advising, Student Support, Liaising, Networking, Engagement with the Indigenous Advisory Committee and internal and external stakeholders

STAFFING



1 Manager



1 Coordinator, Indigenous Student Transitions & Support



1 Indigenous Community Coordinator



4 Gathering Place Hosts



INITIATIVES AND HIGHLIGHTS

- » Hired our first Indigenous Community Coordinator to enhance our relationships with local Indigenous communities and increase Indigenous student participation at KPU.
- » Attended the First Nations Education Steering Committee (FNESC) annual education fair.
- » Hosted a series of Indigenous student gatherings, including a Winter Feast, a drum making workshop, and Indigenous Peoples' Day.
- » Held a KAIROS blanket exercises for 100 KPU Orientation Leaders to encourage truth telling and understanding of colonization in Canada.
- » Included questions specifically for Indigenous students in the 2019 Student Satisfaction Survey to better understand the experiences and needs of KPU Indigenous learners.
- » Co-hosted several screenings and teach-ins of *Invasion*, followed by a facilitated discussion on colonialism, Indigenous sovereignty, allyship, and solidarity with Indigenous Peoples.
- » Began development of an Indigenous Student Orientation to be launched in fall 2020.
- » Expanded opportunities for Indigenous learners, who are not able to visit the Gathering Place at KPU Surrey on a regular basis, to connect with other KPU students. Opportunities include peer support and mentorship from an Indigenous perspective.
- » Initiated an Indigenous Book Club to foster a space for new learning, respectful sharing and inquiry, and collaboration between students, faculty, staff, and Elders.

STATISTICS

50 Hosted over 50 students, staff, and faculty at the Teach-In

3.5% of KPU students identify as Indigenous

Of Indigenous learners surveyed in 2019:

65% feel part of the KPU community

80% are satisfied with their educational experience at KPU



Apryl Achtymichuk

School of Business, Computer Information Systems

I found a lot of support from Indigenous Services for Students during my education and I'm fortunate to be working there now, too. The hosts have always listened and helped me figure things out, there's quiet spaces where you can study, and there's computers and other resources available to use. Everyone wants to help you. KPU is a very accepting learning environment. People want to pass along their wisdom and share what they've learned and I'm grateful for that.

THE LEARNING CENTRE

DEPARTMENT MISSION

The Learning Centres support students in their learning, development and success by enhancing study skills and learning strategies to achieve their KPU academic goals.

Programming is available across all five campuses and online at no cost to students. Our services are based on a Learning Excellence model that includes general, complementary, integrated, and embedded supports to foster student success and encourage a desire for lifelong learning.

General

More than 70 peer tutors provide one-on-one sessions, in-person and online, to support students across all of KPU's disciplines.

Complementary

Learning Strategists offer personalized sessions for students who may be referred by faculty, Advising, or Counseling Services. Working in conjunction with faculty and staff, Learning Strategists focus on holistic student development. The Learning Centre also develops and delivers workshops on a variety of academic skills as well as discipline-specific topics. These workshops align with course schedules to meet student needs throughout the semester.

Integrated

Learning Centre staff coordinate with faculty, librarians, Student Affairs, and the Teaching and Learning Commons, to enhance student learning by planning and supporting in-class sessions and extracurricular activities focused on specific course outcomes.

Embedded

Learning Centre staff are integral in establishing course and program pathways for student success through deep collaboration on learning outcomes, developing student skills through course activities, and offering continuous feedback on how to best support student success.

STAFFING



1 Director



6 Learning Strategists



3 Learning Centre Coordinators



2 Learning Centre Assistants



2 Trades & Technology Learning Advisors/ Associates



70 Peer Tutors



PROGRAMS AND SERVICES

Peer tutoring is the heart of The Learning Centre – both in-person and online. Peer tutors provide an essential perspective and motivation for those seeking help in their courses. KPU is Canada’s only accredited tutoring program and students who join The Learning Centre as tutors have the opportunity to work closely with staff and faculty to develop their skills in communication, goal-setting, and to support learning. Peer tutors regularly go on to pursue further education and learning following their time at KPU with some entering post-baccalaureate diploma courses, some pursuing graduate degrees, and many entering teaching programs that will lead them to be classroom teachers. Peer tutoring is complemented by an extensive Academic Skills Workshop schedule – including sessions on everything from accounting and academic writing to time-management and study skills.

This year, The Learning Centre launched the Intensive Study Skills Program, a pilot project designed to support academically at-risk students who have encountered challenges with their studies. Regular online meetings as a group and individual follow-ups with Learning Strategists help students grow in both confidence and competence as they work to complete their programs at KPU. The Learning Centre is actively investigating how this program might be adapted to run asynchronously on a monthly and/or bi-weekly basis in order to tailor supports to different student groups. This programming is designed to be both inclusive and accessible to all students, respecting the diversity of KPU’s student population that includes first-year students, academic-upgrading students, mature students, indigenous students, and international students.

The KPU Tech campus continues to benefit from having Learning Centre staff and faculty with expertise in applied math and technology. Through collaboration with Trades faculty, The Learning Centre has worked to create and centralize resources online for students, with the long-term goal of developing an online learning hub that will continue to be accessible when students are active in their fields.



INITIATIVES AND HIGHLIGHTS

The Learning Centre quickly responded to the transition to remote instruction due to COVID-19. The Learning Centre’s custom-built online tutoring platform (tlc.kpu.ca) was already familiar to students who use the website to book appointments with tutors, meet with staff and faculty in online sessions, and submit writing assignments for asynchronous feedback.

The tutoring platform allowed tutors and faculty to seamlessly transition all appointments to online synchronous sessions, providing uninterrupted support. The Learning Centre also moved to showcase existing resources, like Learning to Learn Online, and develop new resources to help students with the transition to at-home learning.

The Learning Centre also opened the tutoring platform to more faculty seeking online spaces to connect with their students and stay in touch. Students are now able to book appointments for a virtual office hour with their instructor and maintain communication, even at a distance.

STATISTICS

Tutoring

11,444 Tutoring Appointments

239 Trades & Tech Drop-In Appointments

Top Subjects for Tutoring

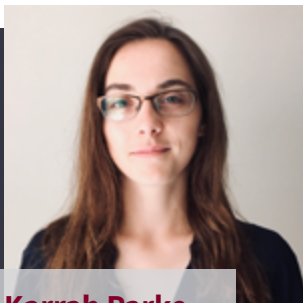
- » Accounting
- » Learning Strategies
- » English
- » Math

Students Accessing The Learning Centre Services

2,757 Students for Tutoring and Strategist Appointments

1,379 Learning Centre Workshops and Review Session Attendance

1,167 Trades & Tech Class Workshops and Review Session Attendance



Karrah Parke

School of Business, Administration, Accounting

Getting involved at KPU—as a tutor in the Learning Centre and a member of the Accounting Society and Case Analyst Network—has given me a sense of belonging here. It’s rewarding to be a tutor and it helps me, too, as I better my own understanding of concepts and theories and develop my leadership skills. The Learning Centre is a great resource for students plus it’s free. I still book appointments with a tutor that’s further along in the program than I am to help me if there’s something I’m struggling with. Asking for help is important, and there are so many resources and supports in place for students.

MULTI-FAITH CENTRE

DEPARTMENT MISSION

The Multi-Faith Centre supports the spiritual wellbeing of the KPU community and provides opportunities for individuals to learn, connect and engage in meaningful discussion on secular and religious issues. The team consists of faith-based and secular volunteers who support and believe in the importance of inter-faith collaboration and learning from each other.

PROGRAMS AND SERVICES

- » UN World Interfaith Harmony Week
- » Open Mic Series
- » Book Clubs
- » Charity Food Drive
- » Stress Busters

STAFFING

 7 Volunteer Chaplains

Laiba Musa

Faculty of Science & Horticulture, General Science

I was excited to take on whatever came my way when I started at KPU. The Multifaith Centre has only enhanced the experience I've had at KPU. It has given me a sense of community and safety. Working collaboratively with the centre to plan events boosted my confidence. My ideas were not only heard but valued and often implemented. Getting involved with the Multifaith Centre, and other student clubs at KPU, made me a better public speaker, and helped me make really valuable connections. I'm proud to be part of this community.

INITIATIVES AND HIGHLIGHTS

World Interfaith Harmony Event

In February, 2020, the KPU Multi-Faith Centre participated in their 6th Annual celebration for UN World Interfaith Harmony Week. This year's theme was "Harmony starts with Acceptance." Multi-Faith chaplains, the Kwantlen Christian Fellowship and the Muslim Student Association hosted a drop-in event at KPU Surrey. The purpose of the event was to spread awareness about Interfaith and Harmony Week and showcase displays that highlight what acceptance and harmony means from their respective denominations. Chaplains and volunteers at KPU Richmond also tabled on campus to spread awareness about Interfaith Harmony Week.

Give & Thrive

For the 5th Annual Thrive Week, the Multi-Faith Centre collaborated with the Muslim Student Association and the Kwantlen Christian Fellowship to host a Charity Food Drive called "Give & Thrive." This was a week long effort that resulted in a substantial food donation to the Surrey and Richmond Food Banks.

Stress Buster Series

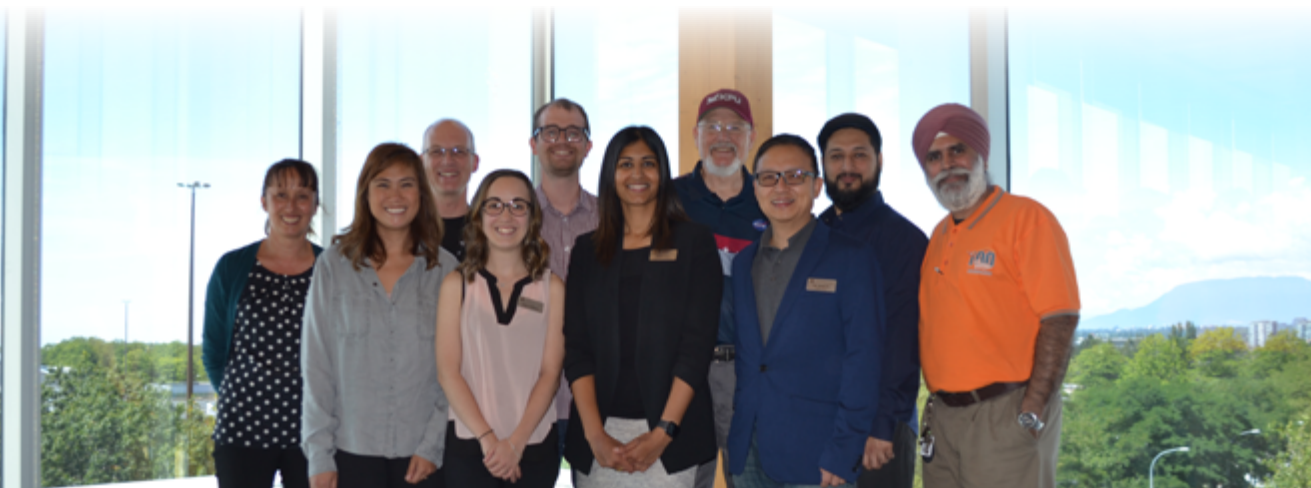
Hosted "Hot Chocolate" and several "stress buster" sessions for students. They provided warm beverages, activities such as colouring books and play-doh and a listening ear.

Expansion of Prayer and Meditation Spaces

In May, 2019, new Prayer and Meditation Rooms were established on the Langley and Richmond campuses. These rooms have been utilized by both staff and students of various faith and secular backgrounds and are equipped with privacy screens and seating.

Increased Representation

The Multi-Faith Centre has grown in representation and now has chaplains from Christian, Muslim, Sikh and Secular organizations. The chaplains continue to collaborate with students from the Kwantlen Christian Fellowship and Muslim Student Association. The chaplains hope to support Sikh students in forming a club in the 20/21 year.



ORIENTATION & TRANSITIONS

DEPARTMENT MISSION

Orientation & Transitions (O&T) facilitates programs and resources to help new students and their supporters prepare for and transition into university life.

PROGRAMS AND SERVICES

New Student Orientation Events

- » New Student Orientation
- » Mature Student Orientation
- » First Year Friday – an optional conference style day
- » New Student Mentorship Program
- » KPU Welcomes U and ASK ME program
- » Family Orientation
- » Orientation Leader Volunteer Program
- » Success Over Survival: Crash Courses for Better Grades workshops

STAFFING



1 Coordinator,
Student Transitions



1 Events Specialist



3 Student Assistants



214 Student Volunteers

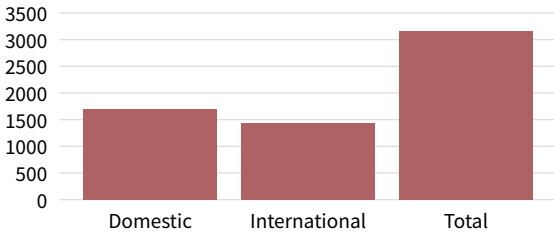
INITIATIVES AND HIGHLIGHTS

- » Hosted 17 events for over 4,000 new and incoming students and their supporters
- » Expanded Orientation Leader volunteer training to two full days and online components to include the Indigenous modules, KAIROS blanket exercise, and further leadership training
- » Recruited and trained 99 student Orientation Leader volunteers to lead and mentor new KPU students
- » In partnership with the Learning Centre, KPU International, and Academic Advising, launched an optional conference style day of academic success workshops (Success Over Survival) to support new and at-risk students
- » Expanded First Year Friday to 62 total workshops delivered by various departments, clubs, and the KSA
- » Created Online Orientation course to launch for Summer 2020 for all incoming students, aligning with KPU's transition to remote learning, in response to COVID-19

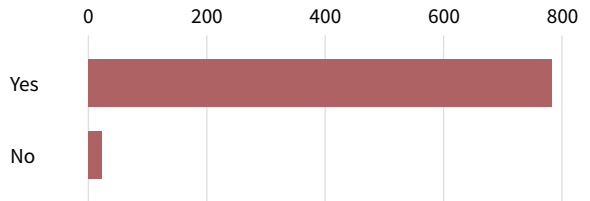
STATISTICS

- » Over 60% of our volunteer team were returning members
- » 97% of students would recommend Orientation to other new students in 2019/20
- » 64% of all newly enrolled students in the 2019-20 year attended New Student Orientation (up 12% over last year)

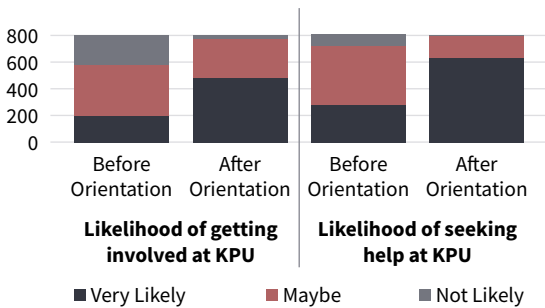
Total Student Attendance for 2019/20



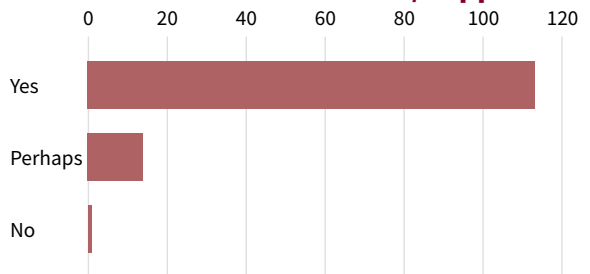
Would You Recommend Orientation to Other New Students?



Learning Outcomes at Orientation



Would You Recommend Family Orientation to Other Parents/Supporters?



Mitchell Paquette

Faculty of Arts, Criminology

Going to my own orientation was probably the best thing I could have done when I started at KPU. It alleviated any worries I had about starting university and got me genuinely excited to start classes. Orientation can be the difference between walking into class on your first day with confidence or being nervous and overwhelmed. After the positive experience I had, I decided to volunteer with the Orientation Team and was recently awarded a Student Leadership Award for Contribution to Campus Life. There are so many resources at KPU—advisors, counsellors, tutors—and it's all here to help students do their best while they're here. It's important students know that and know how to access support.

SPORT & RECREATION

DEPARTMENT MISSION

The Sport & Recreation department is dedicated to engaging the KPU community through outstanding programming that promotes a healthy, active and connected lifestyle. Our goal is to inspire personal wellness through physical activity, social connection and fun.

PROGRAMS AND SERVICES

- » Sport Intramural Programs (Badminton, Indoor Soccer, Basketball, Volleyball)
- » Drop-In Sport Programs
- » Fitness and Wellness Programs
- » Specialty Fitness Classes
- » Personal Training
- » Fitness Centres
- » Sport and Recreation Tournaments
- » Online Wellness Club
- » Wellness in Action Program
- » Health Promotion Events



STAFFING

-  **1** Manager
-  **1** Fitness & Wellness Coordinator
-  **1** Sport & Recreation Programs Coordinator
-  **17** Front Desk Staff (Student Assistants)
-  **11** Fitness Instructors
-  **5** Intramural Leaders (Student Assistants)
-  **1** Basketball Referee

INITIATIVES AND HIGHLIGHTS

National Health & Fitness Day

Collaborated with Student Health Promotion to host National Health & Fitness day event on May 30th at KPU Surrey. The goal of this event was to promote a healthy lifestyle and showcase unconventional ways of being active.

Thrive Week

Hosted a series of Tug of War competitions as part of the 5th annual Thrive Week. At KPU Tech, the competition was held with a round robin structure and over 50 participants.

Handball Tournament

Organized drop in Handball tournaments for students at the Surrey Gymnasium in the summer and fall of 2019. This was the first time Handball was offered at KPU. Participants were enthusiastic and enjoyed participating in a new sport.

Wellness in Action

KPU's Sport & Recreation and Counselling Services departments continue to offer Wellness in Action, a mental health initiative that utilizes psychotherapy and exercise to support students experiencing moderate depression and anxiety.

In the 2019/2020 fiscal year, 25 students participated in the program with 89% of participants stating that they felt less anxious and depressed after completion.

New Equipment

The KPU Surrey fitness centre was outfitted with new urethane dumbbells that range from 5lbs to 100lbs. This upgrade was highly requested by KPU students.

Walking Challenge

Held a walking challenge for the month of June, 2019 that drew 61 participants across KPU campuses. Participants submitted completed activity trackers for a chance to win Sport & Recreation swag.

Specialty Classes

Introduced new specialty fitness classes at KPU Surrey. Kickboxing, Zumba and Bollywood X were offered in 6 week sessions. Kickboxing was especially popular amongst KPU students and will continue to be offered moving forward.

At Home Page

With the COVID-19 pandemic impacting on campus programming, Sport & Recreation developed an online platform to continue to deliver services. This online support ensures that the KPU community has access to resources that contribute to increased health and wellbeing.



SPORT & RECREATION CONTINUED

STATISTICS

Program Participants in 2019/20*

314	Intramurals
49	Tournaments
1,922	Fitness Classes
16,941	Gymnasium Drop-In

Fitness Centre Participation 2019/20*

1,701	Student Memberships
189	Staff Memberships
9,755	Total Fitness Centre Visits

**Participation numbers for the 2019-2020 academic year were impacted by a suspension of on-campus programming beginning mid-March 2020 due to the COVID-19 pandemic.*

Brianna Doyle

Faculty of Health, Nursing Program

I have a very active lifestyle so when I found the gym and fitness centre at KPU I was extremely excited. It quickly became a place I looked forward to going and it met more than just my physical needs, but my mental and social ones, too. Small steps are all it takes to kick start something new. Working out and being active is about so much more than your physical appearance. It's about bettering yourself as a whole person. Once you find what you enjoy it becomes part of who you are.

STUDENT AWARDS & FINANCIAL ASSISTANCE






DEPARTMENT MISSION

Student Awards & Financial Assistance (SAFA) supports student success by reducing financial barriers and recognizing achievement.

PROGRAMS AND SERVICES

- » Awards & Scholarships
- » Adult Upgrading Funding
- » Bursary Program
- » Part-Time Studies Funding
- » Individualized Financial Planning
- » Emergency Financial Assistance
- » Work-Study
- » Funding for Students with Permanent Disabilities
- » Government Loans and Grants
- » Targeted supports for Former Youth in Care and Indigenous students

STAFFING

-  **1** Manager
-  **1** Coordinator, Scholarship & Awards
-  **4** Financial Aid Advisors
-  **2** Financial Aid Assistants
-  **1** Student Awards Assistant



INITIATIVES AND HIGHLIGHTS

- » Partnered with Faculty of Arts to increase mentorship opportunities for Former Youth in Care students
- » Expanded team size and campus presence to serve more students
- » Participated in KPU-wide initiatives such as Open Houses, Orientation, High School Counsellor Conference, Fall Applicant Night and Open Door Open Minds
- » Awarded over \$1.2 million in awards and scholarships to 1037 students
- » Disbursed over \$1.3 million in KPU bursary funding to 1955 students
- » Disbursed over \$300,000 in COVID-19 emergency funding to both Domestic and International students

STATISTICS

Student Contacts

1,509 Advisor Scheduled Appointments

620 Advisor Drop-Ins

364 Advisor Phone Appointments

5,137 Phone Inquiries

1,750 Surrey Campus Walk-Ins

Total Disbursements of Government Funding

\$23,831,589 BC Full Time Loan/Grant

\$397,952 Out of Province Full Time Loan/Grant

\$1,324,389 Part Time Loan/Grant

\$555,744 Full Time/Part Time Disability Grants

\$181,027 Labour Market Grant (Trades)

\$80,625 US Full Time Loans

\$177,798 Adult Upgrading Grant



Gunaranjani Prabu

Faculty of Health, Certificate in Graduate Nurse Internationally Educated Re-Entry


At the end of my third semester at KPU, there was an accident, and my family and I nearly lost everything in a fire. A friend informed me about the university's bursary program and within a few days I had received funds that were a huge help during such a difficult time. I'm grateful for my decision to attend KPU. It was a great place to study and the instructors were present at every step to guide me and share their experience. Now, I'm working as a registered nurse and hope to continue to pursue higher education.

STUDENT HEALTH PROMOTION

DEPARTMENT MISSION

KPU's Student Health Promotion department was formed in January, 2019 with the goal of supporting the six dimensions of wellness, as identified by the Health University Initiative: social, emotional, mental, physical, spiritual and financial. KPU recognizes the fundamental role wellness plays in student success and strives to support individuals in attaining their full potential.

STAFFING

 1 Coordinator,
Student Health Promotion

PROGRAMS AND SERVICES

Peer Support Programming

Conducted a review of current peer programming and a needs assessment with the support from an external consultant. A peer wellness program was developed through the needs assessment and consultation with KPU stakeholders. The proposed peer program will be low intensity and focus on providing social support, promoting wellness resources and conducting outreach to KPU students. Implementation of this plan will begin in the 2020/21 year.

Bell Let's Talk Day 2020

Coordinated campus involvement in Bell Let's Talk Day on January 29th. Information booths were set up on four KPU campuses to spread awareness, as well as a mindfulness yoga class and a Resource Fair at KPU Surrey to showcase mental health and wellness supports from both KPU and the KSA.



Thrive Week

Planned the 5th annual Thrive Week from October 28 to 31st in collaboration with Sport & Recreation, Indigenous Services, Student Awards and Financial Assistance, Students Rights and Responsibilities, Career Development Centre, KPU International, Faculty of Health, Kwantlen Gaming Guild, Kwantlen Student Association, Multi-Faith Centre, Kwantlen Christian Fellowship, and the Muslim Student Association. Thrive Week is a week-long series of events focused on building positive health and well-being for students, faculty and staff.

Out in Schools Workshops

Engaged with Out in Schools to host workshops to promote awareness of LGBTQ2+ issues and help to develop capacity around equity and diversity needs.

National Health & Fitness Day

The Health Promotion and Sport & Recreation departments organized the first ever National Health and Fitness Day at KPU Surrey. This event took place in the Surrey Main courtyard, featuring booths from Active KSA, Bike to Work, and Sport & Recreation. Activities included giant chess, ping pong, corn-hole, washer toss and agility ladder games. The goal of the event was to highlight the importance of movement and utilize unconventional means of engaging the KPU community.





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STATISTICS

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