



KPU

STUDENT AFFAIRS ANNUAL REPORT



2016-2017



STUDENT AFFAIRS

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Welcome!

Joshua Mitchell

Senior Director, *Student Affairs*

Well what a year it has been and what an amazing opportunity this is to introduce KPU's inaugural Student Affairs Annual Report! Of course this period also represents the inaugural year of the Student Affairs portfolio, a major component of the broader reorganization of the Student Services Division which also houses departments falling within the Office of the Registrar and the Office of Student Risk and Judicial Affairs.

Much of this past year has been about setting the foundation for a new portfolio and the alignment of services around three core themes: student success, student health and well-being, and experiential learning. We've worked hard to organize our structure around these priorities and I'm pleased to say that we've made substantial progress. This means a sincere thank you is owing to the many people who have worked tirelessly in interim and transitional roles across

many months, to all employees within Student Affairs for their ongoing patience and commitment during a period of transition, and to the new employees that we've welcomed into new roles.

More than organizational restructuring, 2016/17 has been a year of substantial success and progress. In the pages that follow you will see indicators of significant growth in student engagement and participation in addition to new or expanded programming across all Student Affairs departments. This year also saw initial efforts toward developing a framework for supporting student success while transitioning to university. **I had the privilege of chairing KPU's First Year Committee who were successful in delivering a philosophy statement and a vision statement for the first year experience at KPU.**

The philosophy and vision will serve as a foundation for the development and evaluation of programming in Student Affairs departments.

As I reflect on the past year, I couldn't be prouder of the commitment to supporting KPU students in expanding and innovative ways from the employees across Student Affairs. As we move into 2017/18, Student Affairs will continue its work with a focus on enhancing accessibility, inclusion and diversity, student transition, career services and career development, student health and wellness, and Indigenous learner services. I look forward to connecting and to collaborating with colleagues across KPU as we move forward.

Philosophy for the First Year

A student's first year is a transitional time often characterized by curiosity, excitement, anticipation and uncertainty. KPU, as a community, commits to supporting every student in their first year as they explore the larger world and their own possibilities within it.

KPU's vision for the first year is: an experience where all students belong, engage, are supported and thrive.

I had the privilege of chairing KPU's First Year Committee who were successful in delivering a philosophy statement and a vision statement for the first year experience at KPU.



Belong

All Students are respected and valued members of the KPU community.



Support

All Students are supported in their learning.



Engage

By engaging in campus life, students gain skills and experiences that help them grow.



Thrive

In addition to educational success, all students develop the foundations that allow them to thrive.

The First Year Experience is:



Belonging

+



Engagement

+



Support

=

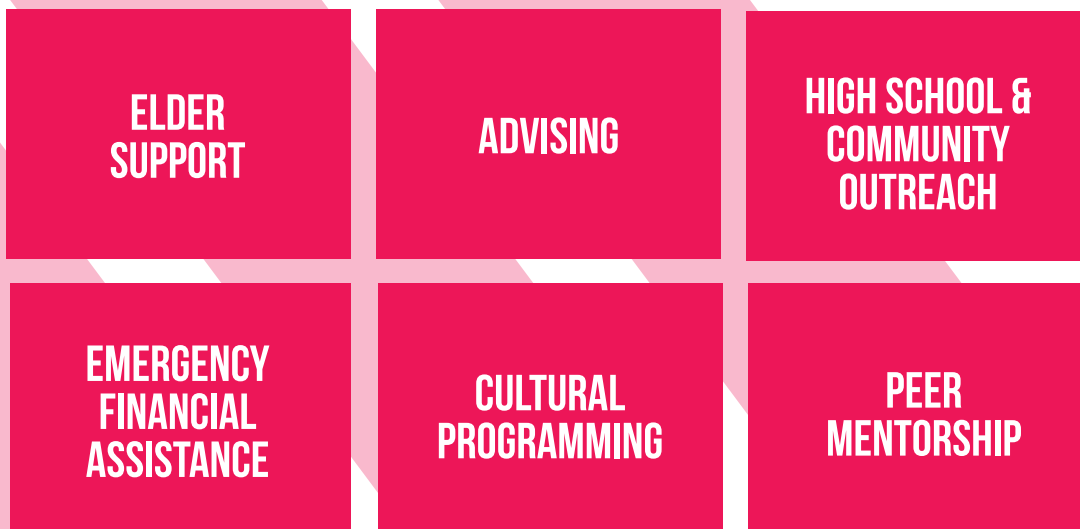


The Potential to Thrive

ABORIGINAL SERVICES

Based out of the Aboriginal Gathering Place on KPU's Surrey campus, Aboriginal Services partners across the University to support the development and success of Indigenous learners with their academic pursuits.

Programs & Services

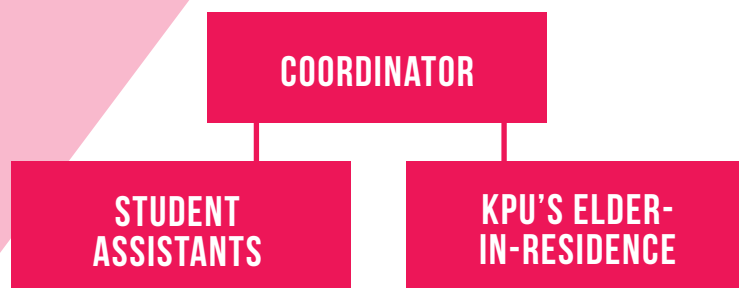


Staffing

In 2016/17, Aboriginal Services had:

3 STUDENT ASSISTANTS

1 COORDINATOR





Initiatives & Highlights

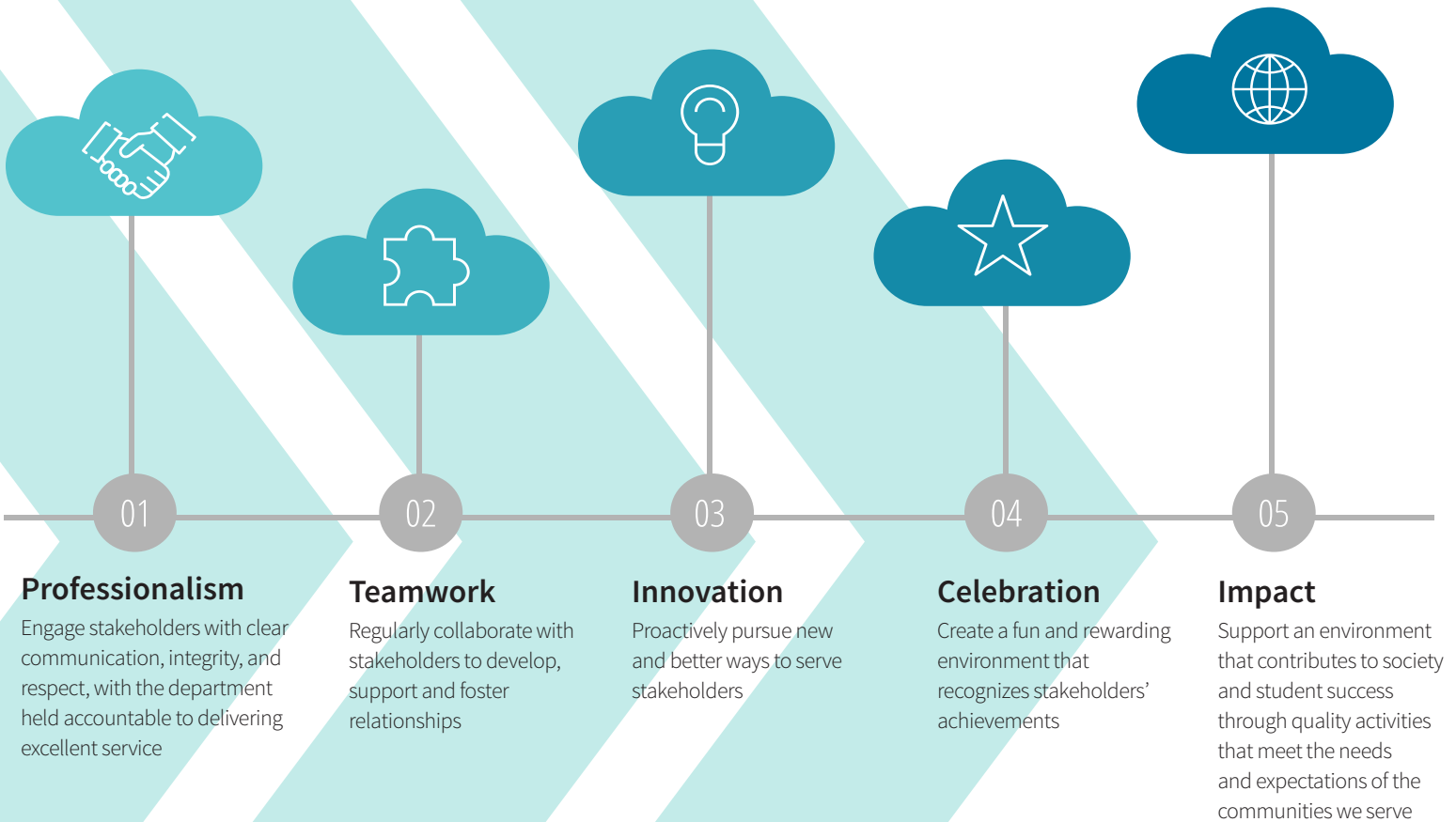
- KPU's 3rd annual National Aboriginal Day celebration on June 21 at KPU Surrey gave the KPU community and guests an opportunity to take part in a West Coast feast and Plains dance performances.
- KPU's 6th annual Your Path: Aboriginal Open House was held on the Langley campus on April 19. This event showcased KPU programs for Aboriginal high school students in the surrounding school districts. 110 students and school support workers attended a very successful day.
- The department attended numerous career fairs throughout the year in the Lower Mainland with a provincial group called Strengthening Connections. These fairs were hosted by high schools and Indigenous community organizations for Aboriginal junior and senior high school students.
- On September 24, 2016, KPU held its 4th annual powwow celebration of Aboriginal culture and customs. This free event was open to the public and featured a variety of vendors from across the Lower Mainland. The attendance at any point throughout the day was estimated to be between 300-400 people with the total attendance significantly higher.

CO-OP, CAREER & VOLUNTEER SERVICES

The Centre for Co-operative Education and Career Services' mission is:

To enhance student learning, foster career success and partner with industry and community to create opportunities that extend beyond the classroom.

Working with students, employers and colleagues, this mission is pursued within the framework of five core values:



Staffing

In **2016/17**, the Centre for Co-operative Education and Career Services had:

7 STUDENTS

7 STAFF

6 FACULTY

1 DIRECTOR



Co-op Student Testimonial:

“Co-op has confirmed that I have chosen the right career path. When you study something in school it isn’t necessarily what it is going to be like in the working world. The only way to find out is to work in your field of choice and decide if it is right for you. For me, gaining experience and understanding of the environmental field has allowed me to find a sense of purpose in the world and I am truly happy I chose this field. Without the experience, I wouldn’t be able to either confirm or deny my career choice.”

-Jeff Schmidt, EPT Co-op Student



Initiatives & Highlights

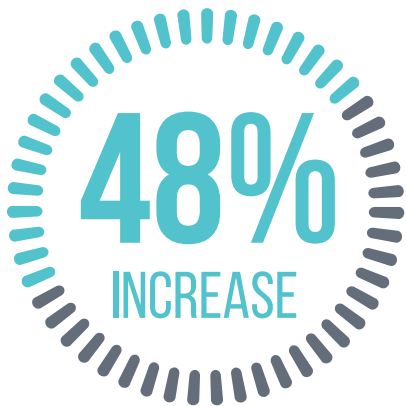
2016/17 resulted in a number of new milestones and initiatives that made the year an overall success, some examples of which include:

- **Co-operative Education** – For 2016/17, the co-operative education program saw an increased number of placements and job posting opportunities for students over last year. In doing so, the department achieved the highest year-over-year percentage increase in placements compared to all B.C. post-secondary institutions.
- **Career Services** – During the year, Career Services saw an increase in each key category it measures compared to last year. This included more job opportunities, employers connecting with KPU, and student or alumni resumés reviewed. The department also coordinated several successful career fairs including: Branching Out: Horticulture Career Fair, Trades and Tech Career Fair and the KPU-wide Career Day. In addition, the Work Study program attracted 272 applications for 30 positions, up from 25 last year.
- **Volunteer Services** – For 2016/17, Volunteer Services continued to build relationships with various community organizations. In doing so, they provided over 700 opportunities for students to participate in. As a result, 343 KPU students volunteered over 3,000 hours during the year, or an average of 8.81 hours each.
- **Overall** - Students and alumni were provided with opportunities to build transferable skills through various experiential learning programs and events, connecting them to over 4,000 co-op, volunteer and employment opportunities through a connection to over 1,800 new community and industry partners.

Co-op Placements

YEAR	POSTINGS	PLACEMENTS
2011-2012	507	212
2012-2013	494	243
2013-2014	575	265
2014-2015	683	280
2015-2016	618	335
2016-2017	802	436

Career Services

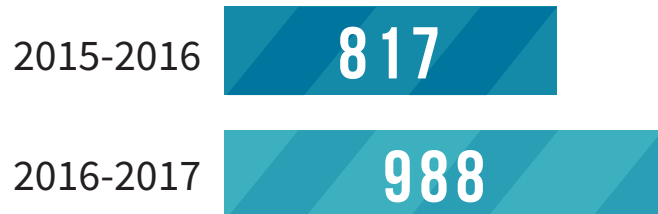


Contacts & Employers

New contacts

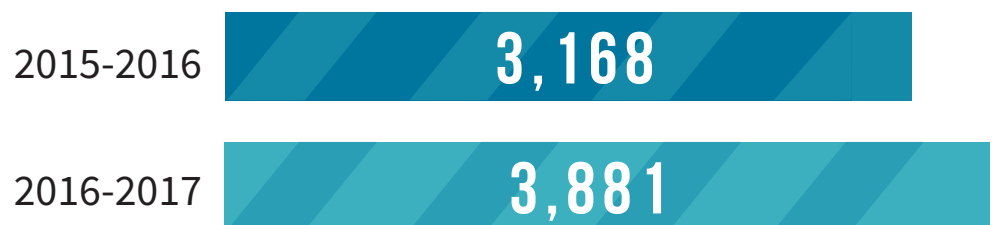


New employers



Job Postings

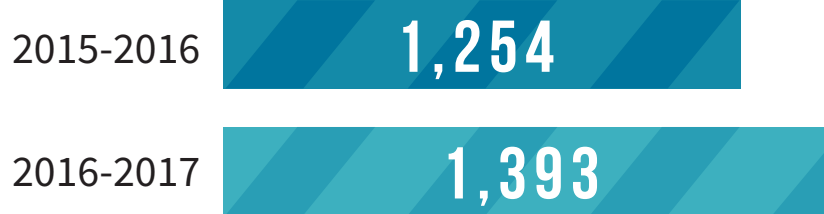
Full-time, part-time and on-campus work opportunities





Students Using Career Connection

New students



Peer-to-Peer Resumé Review

In-person review



Resumé uploads for review





Volunteer Services

46

NEW ON
CAMPUS
OPPOR
TUNITIES

410

NEW OFF
CAMPUS
OPPOR
TUNITIES

741

TOTAL
ACTIVE
VOLUNTEER
OPPOR
TUNITIES

201

NEW
CONTACTS





Volunteer Engagement 2016-2017

343 TOTAL # OF ACTIVE VOLUNTEERS

3,020.5 TOTAL HOURS VOLUNTEERED

8.81 AVERAGE HOURS PER VOLUNTEER

Active Volunteer Demographics



COUNSELLING SERVICES

KPU Counselling Services supports students with personal issues through individual counselling, crisis support and referral to additional resources. Counsellors provide confidential personal counselling services to current KPU students on a wide range of issues such as:

- **Adjustment to post-secondary studies**
- **Anxiety, depression, and grief**
- **Stress management**
- **Relationships and family challenges**
- **Mental health issues**
- **Addiction**

In **2016/17**, the most prevalent issues addressed by the counsellors included:



Staffing

In **2016/17**, Counselling Services had:

10 COUNSELLORS

1 DIRECTOR





Initiatives & Highlights

KPU Wellness in Action

In collaboration, Counselling Services and Sport and Recreation are piloting Wellness in Action, a mental health initiative open to students through referral by their KPU counsellor. Participants will undertake a structured program of physical exercise and mental health support with the encouragement and accompaniment of both a certified personal trainer and counsellor skilled in mental health education and support.

Online Counselling Appointment Booking

The KPU website for Counselling Services was redesigned to an updated, cleaner, more concise look. This redesign also afforded students the opportunity to request an appointment with a counsellor online. This brand new feature was highly supported by students as 848 requests were made during this report period, of which, four were employees which were redirected to the HR website, 1 was redirected to Services for Students with Disabilities, 252 were redirected to Academic Advising and 591 requested an appointment to see a counsellor for personal counselling.

Peer Support

KPU's Peer Support program continues to grow. There were 20 new and returning student volunteers supporting this program and supporting their peers during this annual report period. Highlights for 2016/17 include:

- **Contributing to the development of the Peer Facilitator Program in Balanga, Bataan, Philippines**
- **Recruiting 8 new volunteers to the team**
- **Transitioning volunteer opportunities to various new job roles for students e.g. PSP coordinator, support worker for at-risk youth, student recruitment coordinator at the Future Students' Office, shelter worker, student ambassadors at the Future Students' Office, and peer advisor**
- **Developing Chatterbox, a new initiative for 2017/18 - group support specifically aimed at international students**

Tea and Treats

Tea and Treats is a weekly session to connect with international students. Topics discussed with students include: managing moods, dealing with loneliness, relationships and dating, building friendships, building healthy boundaries, effective communication and coping with family conflict. 56 unique students attended Tea and Treats during the spring 2017 semester.

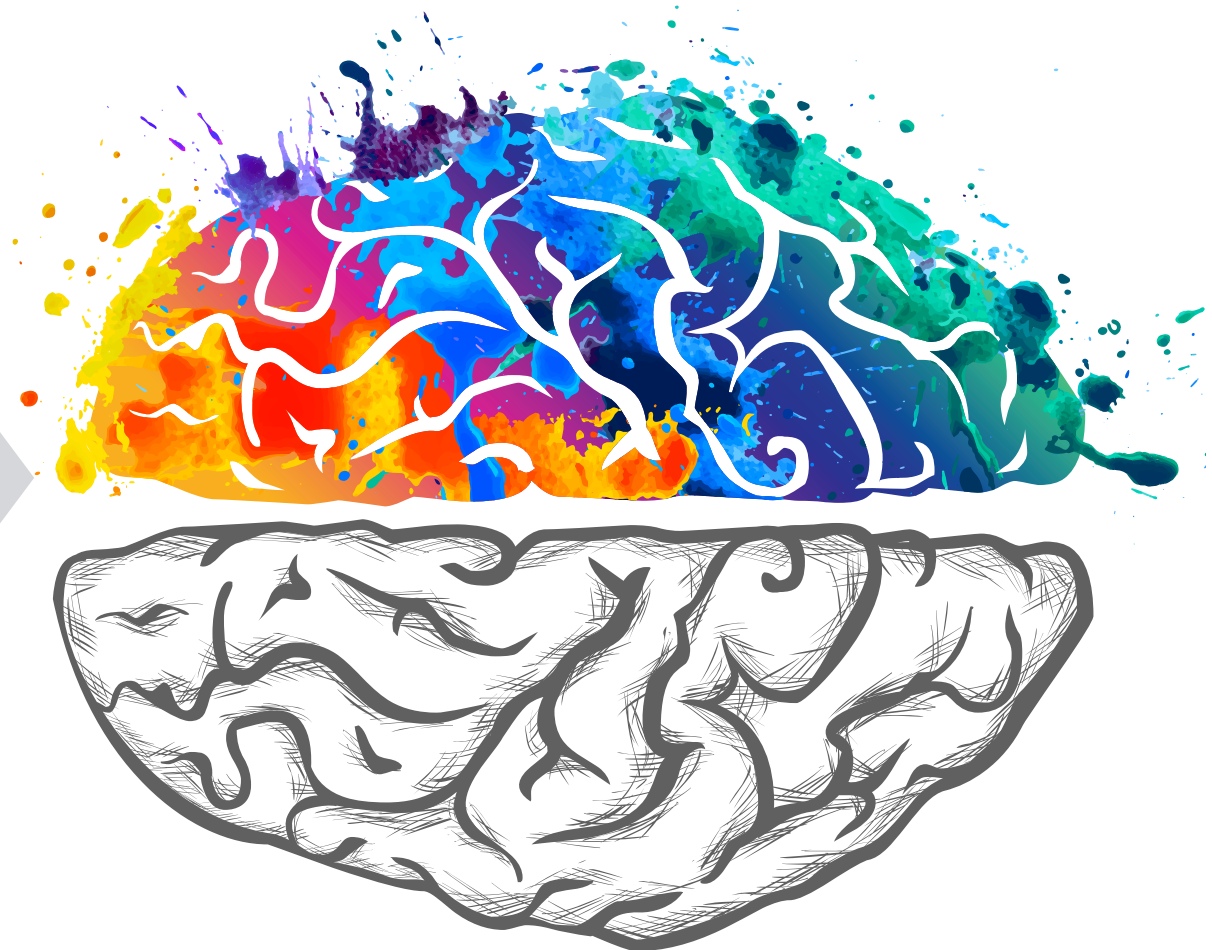
Departmental Protocols and Practices

The following departmental protocols and practices were finalized and documented:

- 1. Counselling Response to Reports of Students' Suicidal Ideation**
- 2. Addressing Early Alert Referrals**

The following departmental protocols and practices are in the process of being finalized:

- 1. Referral of Clients When Faculty Going on PD/Vacation**
- 2. Student Eligibility for Counselling Services**
- 3. Safety Protocols for Appointments**
- 4. Release of Counselling Records Protocol**
- 5. Intake Process**
- 6. Onboarding for New Counsellors**
- 7. Supervision of Counselling Practicum Students**
- 8. Data Entry Standards for Titanium**



Outcomes

APPOINTMENTS PER CAMPUS

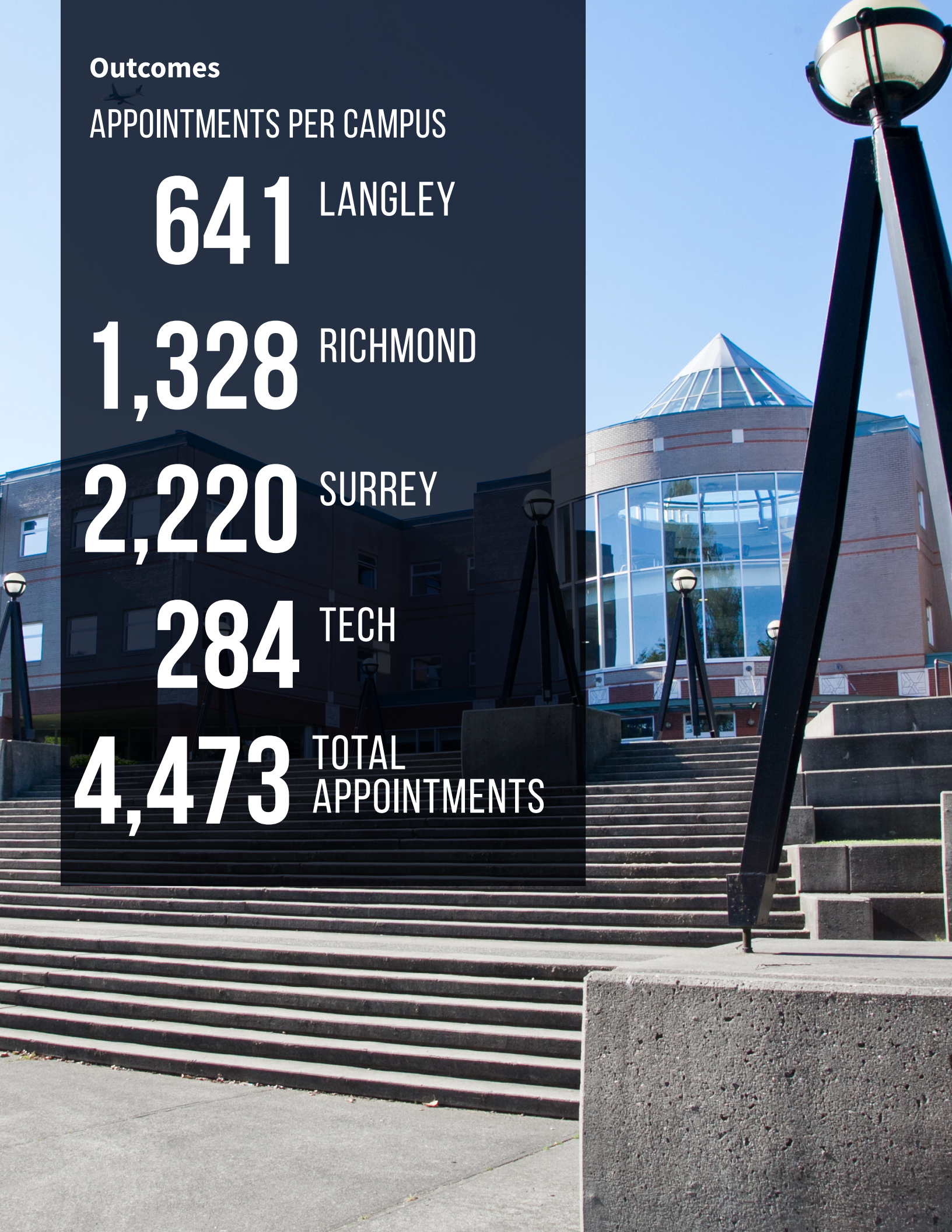
641 LANGLEY

1,328 RICHMOND

2,220 SURREY

284 TECH

4,473 TOTAL APPOINTMENTS



CENTRAL ACADEMIC ADVISING

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

Programs & Services

Individual Academic Advising consultations available at all four KPU campuses

Extended Course Planning 101 drop-ins during peak registration periods

Email advising

Managing the Early Alert referral program

Student-led one-on-one peer advising sessions to assist with course planning, general support/guidance and registration assistance

Supporting Pathway students through proactive outreach by peer advisors

Staffing

In **2016/17**, Central Academic Advising had:

6 PEER ADVISORS

4 COUNSELLING & ADVISING ASSISTANTS

8 ACADEMIC ADVISORS

1 MANAGER

To help support the academic advisors, counsellors and disability advisors, four counselling & advising assistants also report to the manager of Academic Advising.



Outcomes

934

EARLY ALERT
REFERRALS TRIAGED
TO SUPPORT
SERVICES AT KPU

6

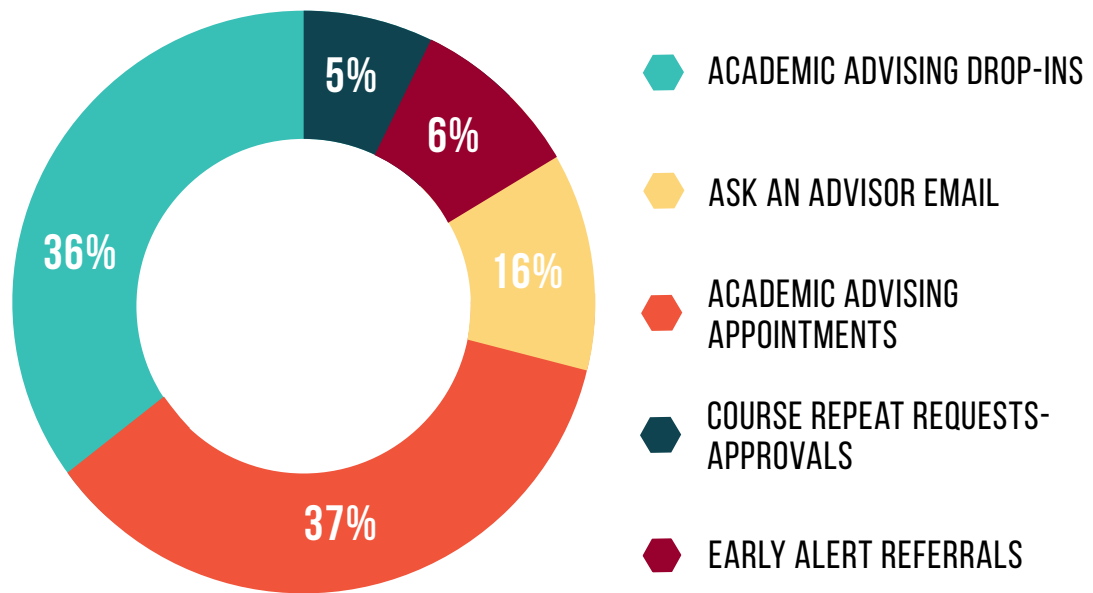
PEER ADVISORS
HIRED THROUGH IKE
BARBER FUNDING TO
HELP TRANSITION
STUDENTS ENROLLED
IN PATHWAYS
PROGRAMS



- STANDARDIZED ADVISING PRACTICES ACROSS KPU
- ENGAGED IN CROSS-TRAINING NEW ACADEMIC ADVISING ACROSS KPU



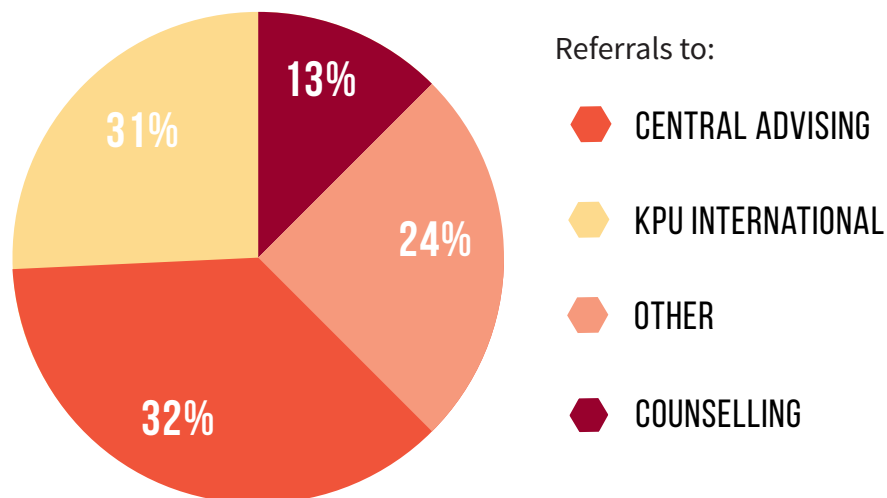
How We Serve Students



Central Advising Appointments 2016-2017



Early Alert Referrals 2016-2017



MULTI-FAITH CENTRE

KPU's Multi-Faith Centre (MFC) is a coalition of diverse faith and secular communities offering students, faculty and staff an open door, an open mind, and an open heart of care and advocacy. The Multi-Faith Centre works to: create spaces of solace, sanctuary and discovery; provide respectful alternatives for the questioning mind; and connect people to local faith and secular communities and to global causes.

KPU's Multi-Faith Centre has continued to grow and expand its services to students. In addition to several successful events, the focus of the MFC this year has been to explore a potential Prayer and Meditation Space in Langley, to create a multi-faith calendar, and most importantly, to define how the Centre will operate in a Policy and Procedures document. Chaplains researched organizational options via a visit and phone calls to other university multi-faith centres and after much consideration have finalized an operations draft.

Programs & Services

In **2016/17**, the Multi-Faith chaplains hosted:

**WORLD
INTERFAITH
HARMONY WEEK**

**MOVIE
NIGHTS**

**OPEN
MIC
EVENTS**

**BOOK
CLUB**

**SOUP
LUNCHES**

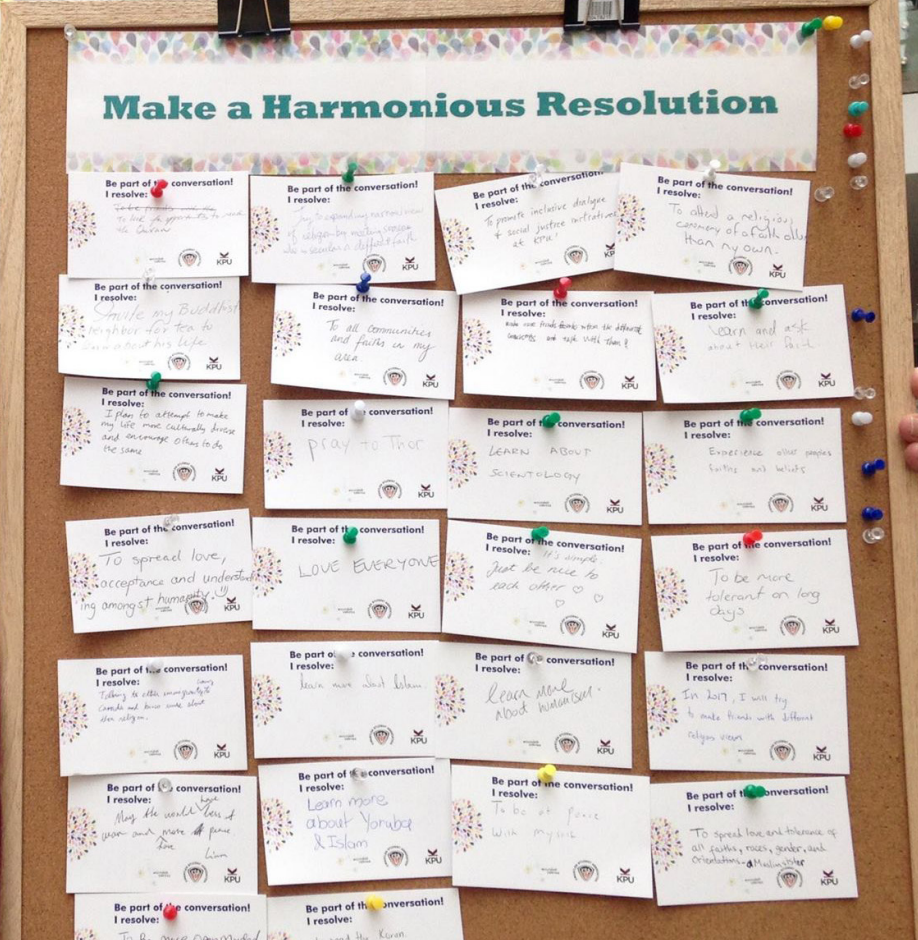
NOON CONCERTS

Staffing

In **2016/17**, the MFC had:

5 CHAPLAIN VOLUNTEERS

The Multi-Faith Centre is supported by five Chaplains who volunteer their time at offices on the Surrey and Richmond campuses.



Student Visits



World Interfaith Harmony Week

This was the 3rd year for the Multi-Faith Center to sponsor this UN sanctioned world- wide awareness program. The goal as outlined by the UN and the WIHW committee in Jordan, is to stimulate interfaith discussion and cooperation throughout the world by events bringing together different religious and secular groups. KPU was the first university in Canada to start this week in 2015 and each year students make submissions on the yearly theme, 2017 being “Stories that Build Bridges.” We had 12 new submissions that were displayed at the event in February at KPU Richmond and Surrey. Also featured was an interfaith talk by Dr. Puqun Li, an art installation by local artist Deborah Putman, and an Israeli Folk dance demonstration. An open mic night featuring various performers and a talk with Chris Friesen, ISSBC’s Director of Settlement, was scheduled but canceled due to poor weather.

ORIENTATION & TRANSITIONS

Orientation & Transitions (O&T) introduces programs and resources to help students and their supporters prepare for university life. O&T leads at least 12 large scale, multi-campus events per year, involving over 3,000 participants.

Programs & Services



Staffing

In **2016/17**, the Orientation & Transitions team had:

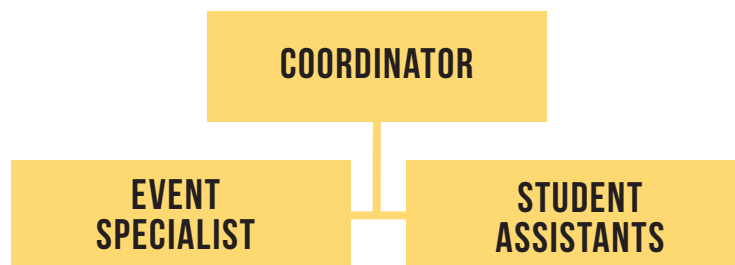
90 VOLUNTEERS

35 EMPLOYEE SUPPORTERS

1 COORDINATOR

1 EVENT SPECIALIST

O&T is staffed by two full-time employees and is largely dependent on KPU volunteers. The coordinator of transition programs which leads O&T, which is also composed of an event specialist, part-time student assistants, and approximately 90 volunteers.





Initiatives & Highlights

01

Created a strong partnership with KPU International to fully combine Orientation for domestic and international students. This collaboration resulted in more international students in attendance than previous years and increased engagement between international and domestic groups

02

Expanded orientation leader duties to include mentorship of new students throughout their first semester

03

Initiated a calling campaign to personally invite new students to Orientation

04

Improved awareness of the student experience and campus resources at Family Orientation for student supporters

05

Rebranded the department as “Orientation & Transitions”

06

Recruited an event specialist to improve the quality of event operations

07

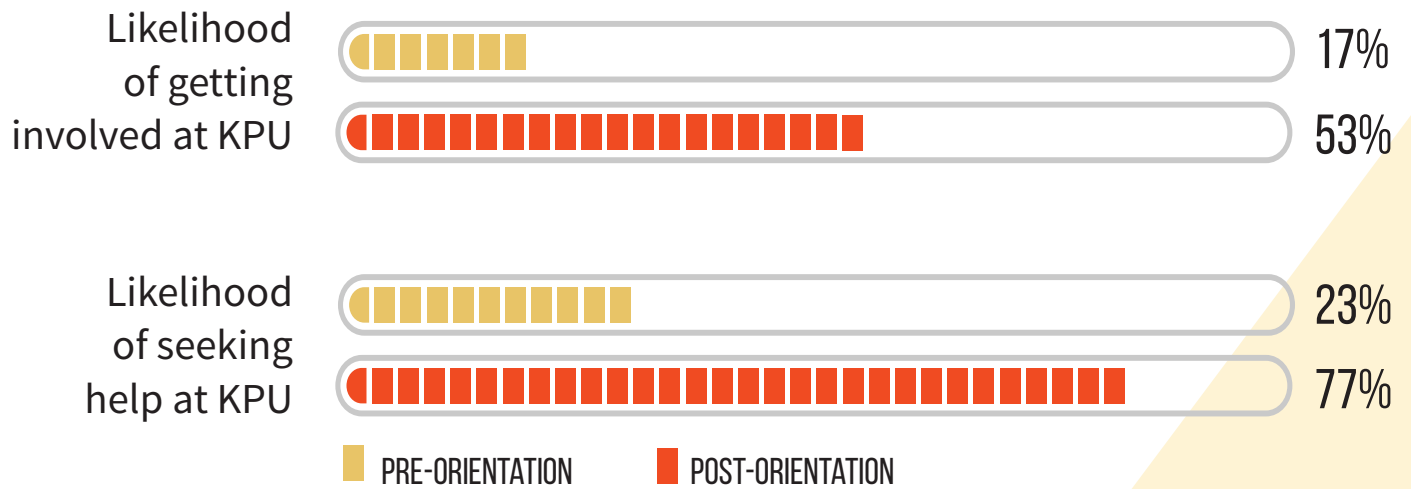
Outcomes



- IMPROVED STUDENT PREPAREDNESS FOR THE BEGINNING OF THEIR STUDIES
- INCREASED AWARENESS OF CAMPUS RESOURCES – STUDENTS WERE THREE TIMES MORE LIKELY TO SEEK OUT THESE RESOURCES AFTER ORIENTATION
- IMPROVED STUDENT ENGAGEMENT AND SOCIAL CONNECTIONS BETWEEN NEW STUDENTS
- IMPROVED LEADERSHIP AND ENGAGEMENT AMONGST SENIOR STUDENTS INVOLVED IN ORIENTATION



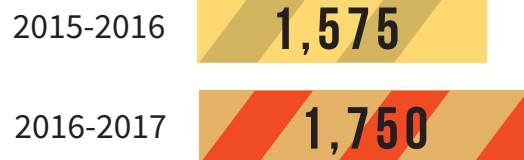
Learning Outcomes at Orientation



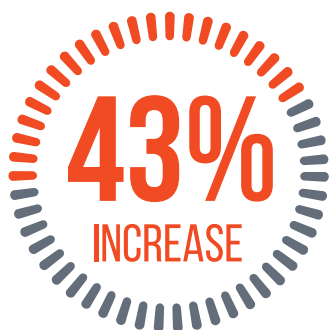
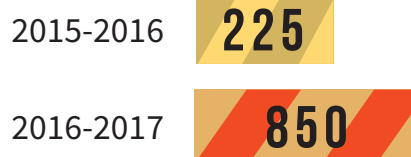
Increase in Attendance from 2015/16–2016/17



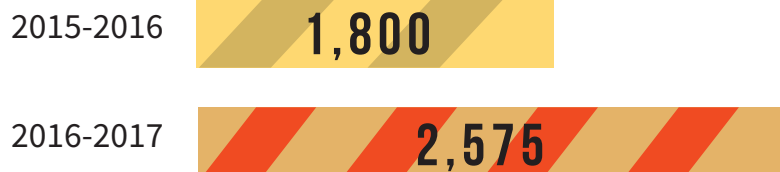
Domestic



International



Total



STUDENT AWARDS & FINANCIAL ASSISTANCE

Student Awards & Financial Assistance (SAFA) supports student success by reducing financial barriers and recognizing achievement. With offices at all four campuses, staff work with students on an individual basis to create a thorough financial plan on a yearly or semesterly basis.



Staffing

In **2016/17**, the SAFA team had:

1 AWARDS ASSISTANT

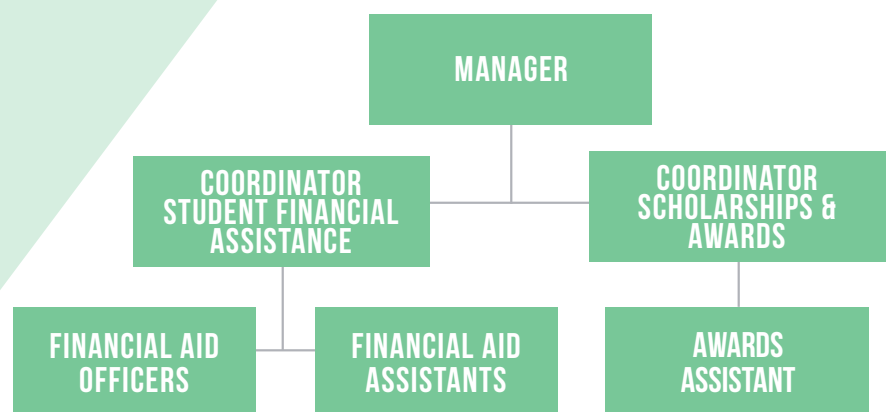
2 FINANCIAL AID ASSISTANTS

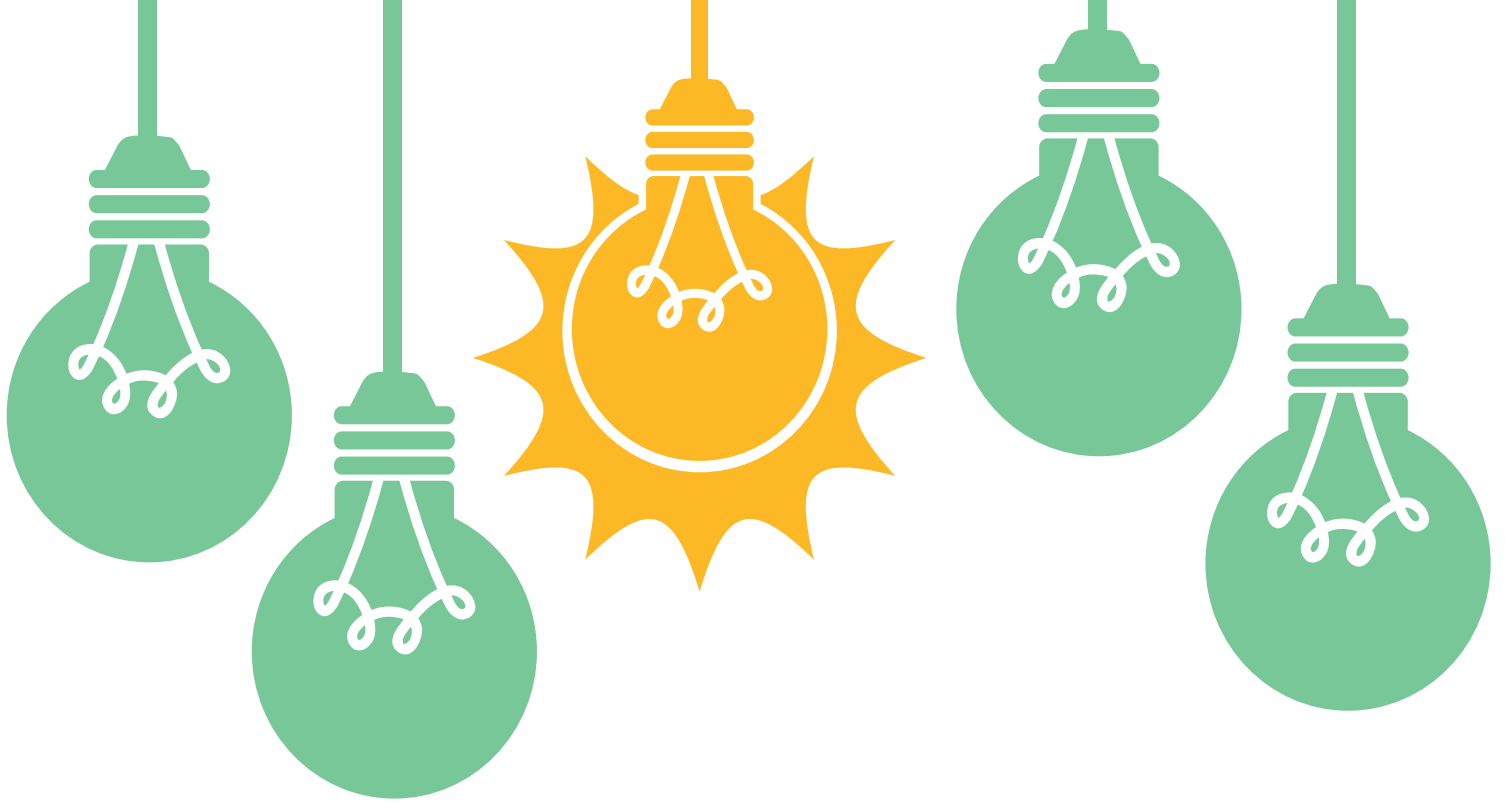
3 FINANCIAL AID OFFICERS

2 COORDINATORS

1 MANAGER

Led by the manager, SAFA also includes two full-time financial aid assistants, three full-time financial aid officers, a part-time administrative assistant, a scholarship and awards coordinator, and a coordinator of student financial assistance.





Initiatives & Highlights

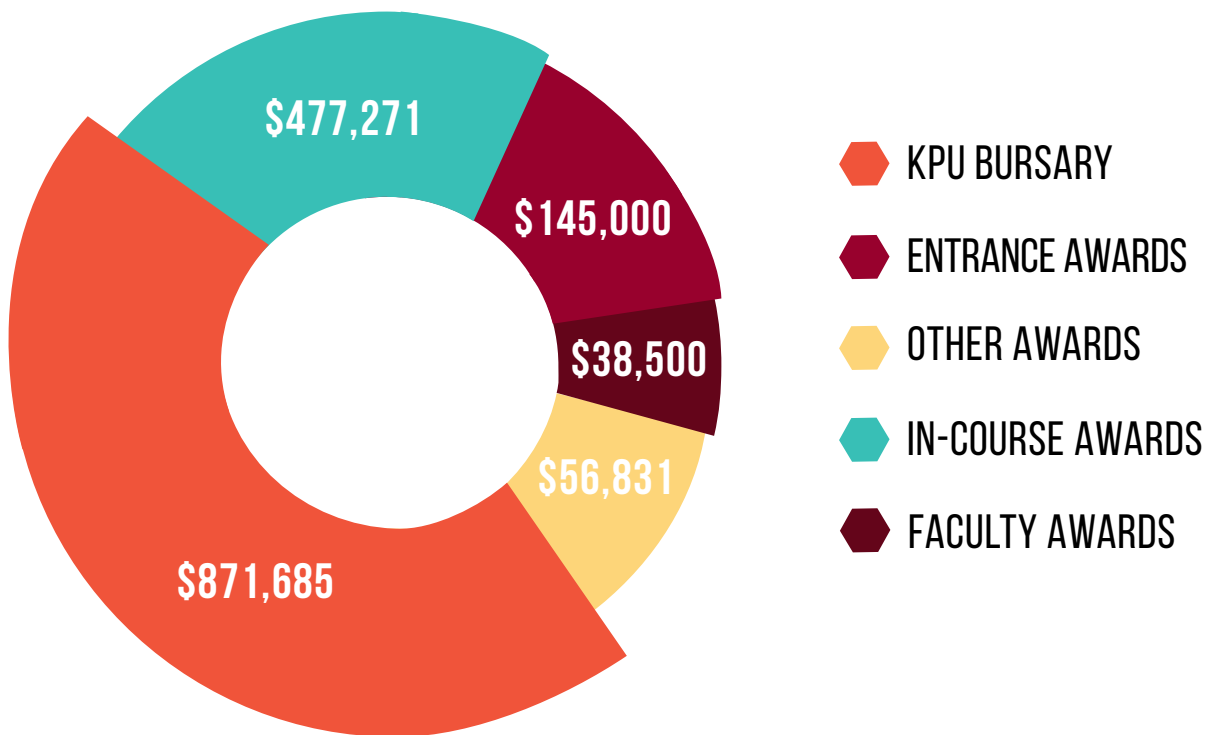
- Distributed over \$20 million in loans, grants, bursaries, and awards to KPU students
- Expanded KPU bursary program across entire academic year
- Launched KPU's first-ever Aboriginal Entrance Scholarship awards
- Expanded funding for KPU Work Study to include summer employment
- Completed an upgrade to KPU's financial awards database platform
- Consolidated KPU award selection and nomination processes across KPU Faculty and administrative units



Outcomes

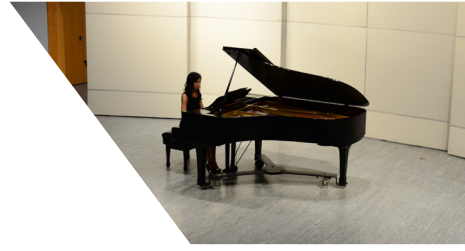
OVER 2,500 STUDENTS SUPPORTED FINANCIALLY USING INSTITUTIONAL AND DONOR FUNDS

KPU Student Awards & Bursaries



Number of Award Disbursements





SERVICES FOR STUDENTS WITH DISABILITIES

Services for Students with Disabilities (SSD) provides leadership and facilitates equal access to all institutional opportunities for disabled students through:

Advisement – consulting and training on disability topics such as duty to accommodate and universal design.

Accessibility – work with partners to identify and remove barriers.

Accommodations – facilitate individual accommodations for students with disabilities.

Staffing

In 2016/17, the SSD team had:

40 STUDENT ASSISTANTS/TUTORS

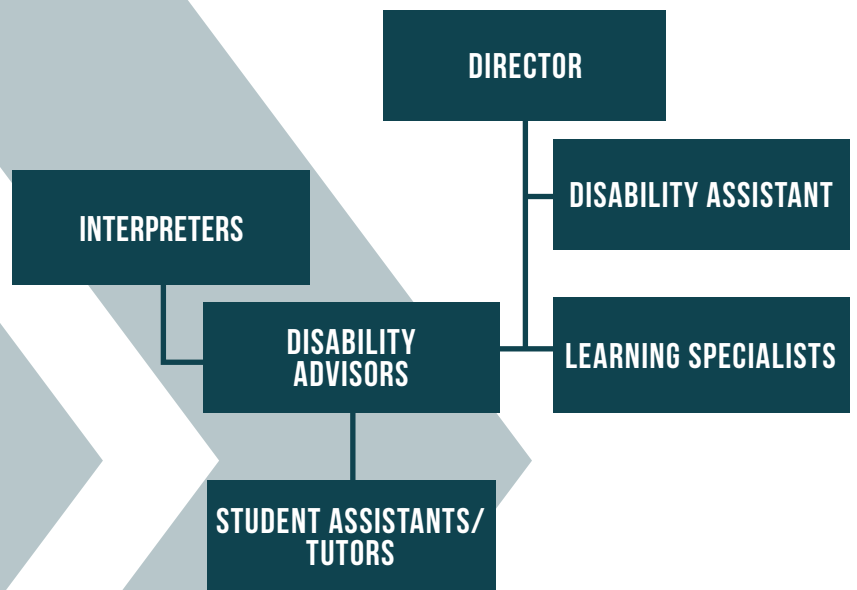
13 INTERPRETERS

4 DISABILITY ADVISORS

1 LEARNING SPECIALIST

1 DISABILITY ASSISTANT

1 DIRECTOR



Professional Development

HUMAN RIGHTS

Hosted by Articulation and held at UBC, this afternoon event with disability services providers from around B.C. was facilitated by Patrick Gilligan-Hackett and reviewed relevant cases to advise on the legal standard of duty-to-accommodate.

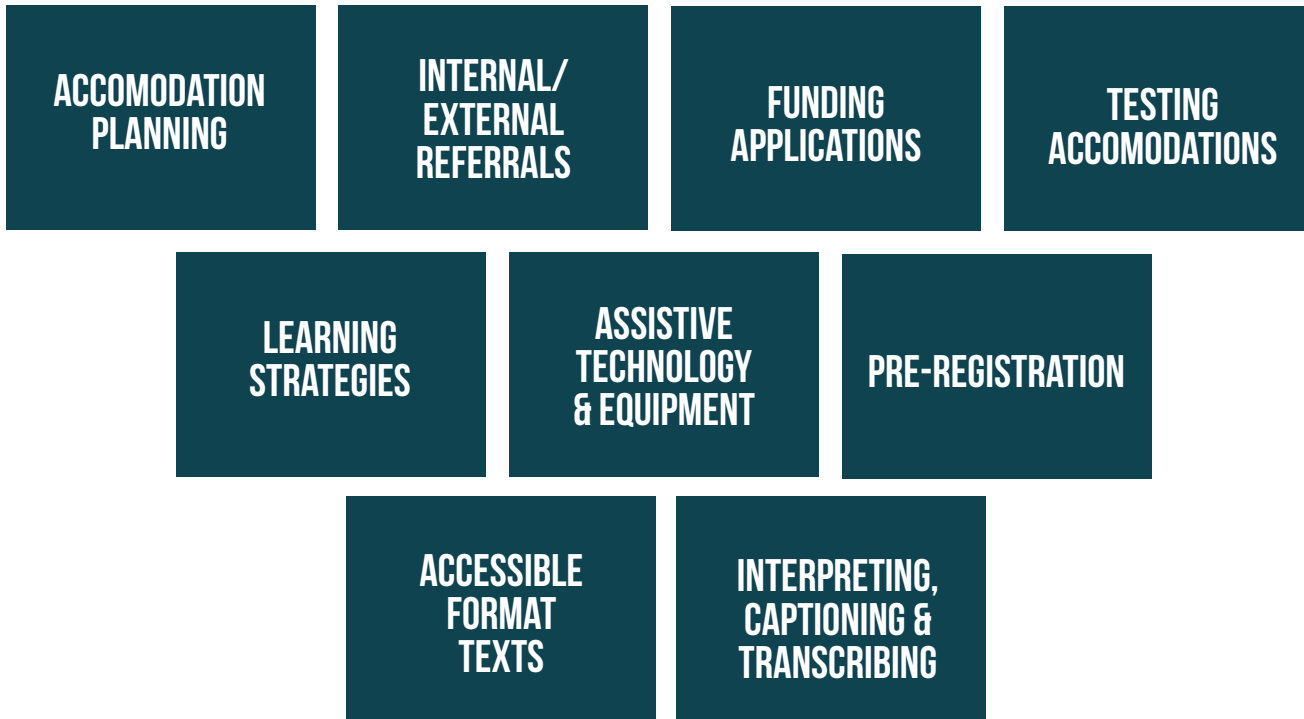
DISABILITY RESOURCE NETWORK

With a focus on transitions, this conference held at VCC shared resources and research about programs specific to students with disabilities transitioning to education or employment.

ASSOCIATION FOR HIGHER EDUCATION & DISABILITY

A week-long course on how disability services can lead and advocate for system-wide change to increase access and inclusion in higher education. It focused on challenging the dominant medical model narrative and discussed applications of a social justice view of disability.

Programs & Services



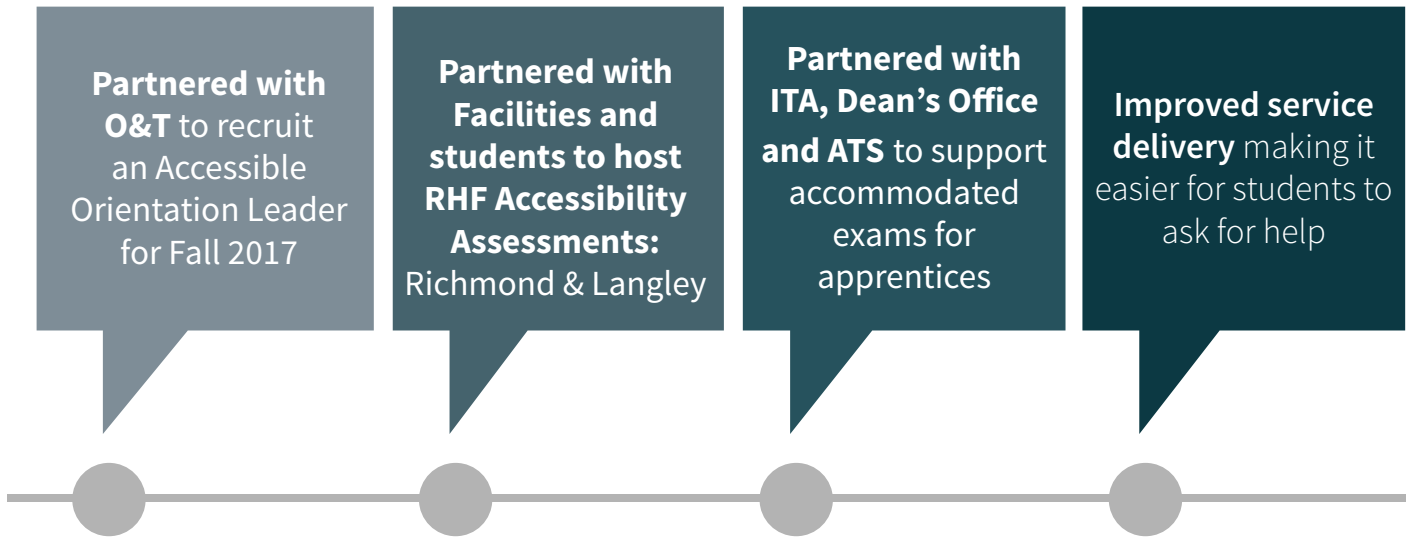
- Build awareness of accommodation services for students with disabilities through participation in KPU events



- Provide web & printed materials internally and externally
- Present on medical/social model view of disability services
- Policy review request approvals
- Consult with deans and faculty to initiate collaboration
- Respond to faculty and student requests to facilitate barrier removal
- Participate in other inclusion initiatives, such as:

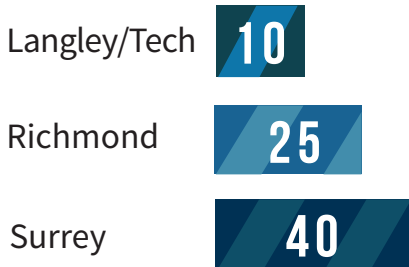


Initiatives & Highlights

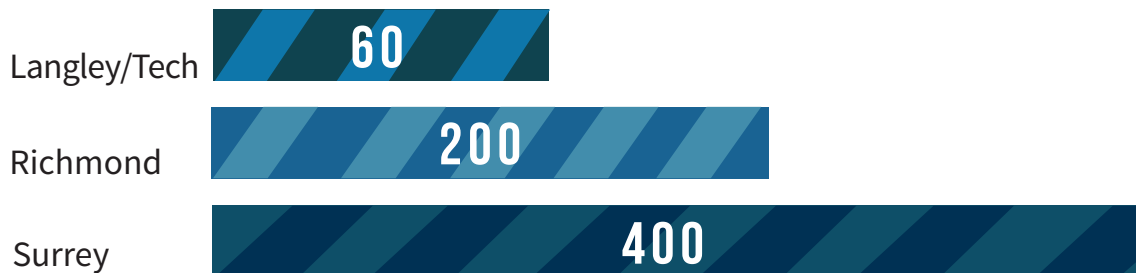


Test & Exam Accommodations

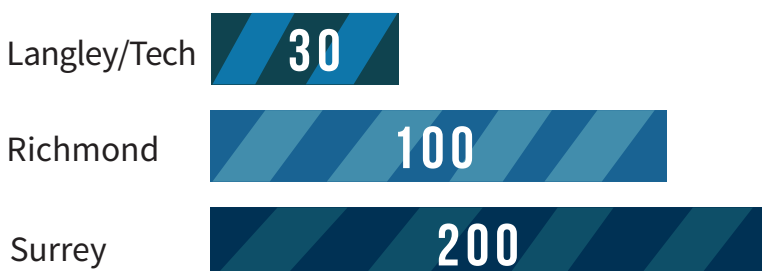
Invigilators



Tests



Students



Students Served By Disability Category

ACQUIRED BRAIN INJURIES.....	3%
ATTENTION DEFICIT DISORDERS.....	5%
AUTISM.....	7%
BLIND & LOW VISION.....	3%
CHRONIC HEALTH IMPAIRMENT.....	4%
COGNITIVE DISABILITIES.....	1%
DEAF & HARD OF HEARING.....	4%
LEARNING DISABILITIES.....	21%
MENTAL HEALTH DISABILITIES.....	15%
MULTIPLE DISABILITIES.....	22%
NEUROLOGICAL DISABILITIES.....	4%
PHYSICAL DISABILITIES.....	2%
OTHER/NOT IDENTIFIED.....	9%



SPORT & RECREATION

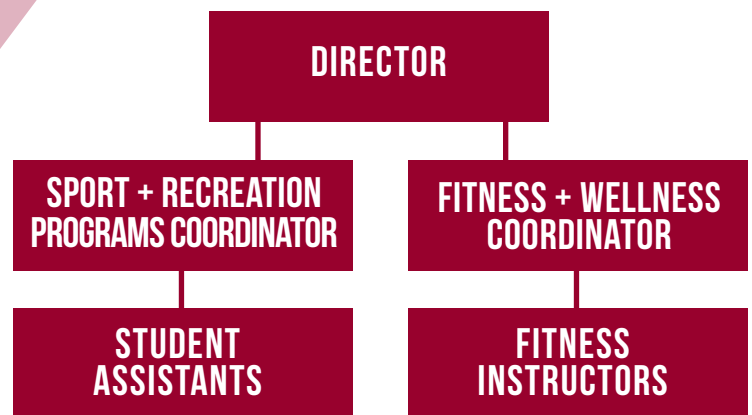
The Department of Sport & Recreation develops and implements sport, fitness and recreation programming and activities for students and employees. Sport & Recreation delivers a growing suite of programming across all four KPU campuses.

Programs & Services



Staffing

In 2016/17, Sport & Recreation had:





Initiatives & Highlights

Opened new fitness centres at KPU Tech and KPU Langley

Expanded hours of operation

Hosted a World Health Day Event on depression

Expanded Sport & Recreation programming: increased sport programs (volleyball, basketball, soccer, flag football, Frisbee), free fitness Friday and expanded open gym and drop-in programs

Increased student health and wellness programs including student-only fitness classes and fitness orientations

Revised financial and pricing model: free fitness centre memberships and low-cost fitness classes

A photograph of a woman and a man running on treadmills in a gym. The woman is in the foreground, wearing a light blue t-shirt and black shorts, with her hair in a ponytail. The man is behind her, also in a light blue t-shirt. They are both looking forward, focused on their run. The background shows large windows with greenery outside.

Outcomes

14,600 PARTICIPANTS
IN FITNESS AND
SPORT PROGRAMS

130% FITNESS
CENTRE
USAGE
INCREASE

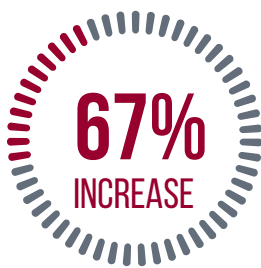
»»» INCREASED CAMPUS
AWARENESS OF
HEALTH AND WELLNESS



Program Participants in 2016/17

INTRAMURALS	270
TOURNAMENTS	205
FITNESS CLASSES	2,146
GYMNASIUM DROP-IN	11,979

Fitness Centre Usage Memberships and Usage



Student Memberships

2015-2016 1,073

2016-2017 1,791



Employee Memberships

2015-2016 37

2016-2017 158



Total Fitness Centre Visitors

2015-2016 3,727

2016-2017 8,576

