

KWANTLEN POLYTECHNIC UNIVERSITY



STUDENT AFFAIRS
2018-19 ANNUAL REPORT



Welcome to the third Student Affairs Annual Report! As the newest component of Student Services at KPU, just three years in we have been successful with not only shaping and resourcing the structure for a Student Affairs division, but in achieving substantial progress toward overarching goals of supporting student success, student health and well-being, and experiential learning.

New programming in 2018-19 included several important

enhancements : the establishment of First Year Fridays as an additional component of New Student Orientation; the implementation of walk-in (same day) counselling intake and group counselling; expanded Multi-Faith Chaplaincy representation through the introduction of Muslim and Sikh representatives; the launch of the Talking Circle Speaker series in the KPU Gathering Place; and participation in new health and wellness initiatives such as Bell Let’s Talk and National Health and Fitness Day.

Organizationally, 2018-19 also saw some important shifts in Student Affairs. The reorganization of Coop and Career Services as the Career Development Centre reflects our joint commitments to supporting experiential learning and career development opportunities for all KPU students, as well we forming a framework for the continued expansion of Cooperative Education. A new department, Student Health Promotion, was established to better support our ongoing commitment to student health and well-being and KPU’s Healthy University Initiative. The Indigenous Services for Students Department grew through the creation of a new manager position and an expansion of Gathering Place student hosts. Finally, the Learning Centres were reorganized within Student Affairs presenting an opportunity for greater integration and coordination of programming in support of student success.

This is an exciting period in KPU’s history and there remains much more work to be done in Student Affairs to support students with reaching their goals. **We see our work as helping to lay the foundation for students to thrive, not only in their studies, but beyond. To that end, the year ahead will continue to revolve around priorities of student support, belonging and engagement.** As in previous years, I hope that this report can help to stimulate dialogue in support of these priorities and I look forward to collaborating with colleagues from across KPU as we move forward.

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

KPU is committed to making our campuses, classrooms, and programming inclusive and accessible. Accessibility Services collaborates with:

- » Students who require personalized plans to ensure access to the university and success in achieving academic goals.
- » Faculty and staff to ensure accessible academic and campus experiences.

PROGRAMS & SERVICES

Accessibility Services, students, instructors, and other partners work together to identify, implement, and monitor the accommodations, services, and supports that ensure a successful university experience.

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 educational experience or medical information, goals, and how they would like our help.

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 instructors put the right accommodations in place.

Monitor Progress

We stay connected to make sure accommodations are working and make changes if there are still barriers.

STAFFING

- » 1 DIRECTOR
- » 3 LEARNING SPECIALISTS
- » 3 ACCESSIBILITY ADVISORS
- » 1 ACCESSIBILITY ASSISTANT

INITIATIVES & HIGHLIGHTS

- » Partnered with Teaching & Learning to hold campus wide conversations about accommodations.
- » Ongoing work with deaf students, hard of hearing students, and interpreters, resulting in increased support of students.
- » Established a new relationship with Typewell to further support students with hearing loss.
- » Increased efficiency with our internal student records system, ClockWorks.
- » Increased presence within the local community, including presenting at the Canadian University and College Association of Student Services Annual Conference and to the Surrey School District.
- » Initiated work towards an updated KPU Accessibility Policy.

OUTCOMES

- » Increased presence across KPU campuses
- » 661 students served
- » Improved supports for deaf and hard of hearing students

STUDENTS SERVED BY DISABILITY CATEGORY

Multiple Disabilities	15%
Mental Health Disabilities	15%
Learning Disabilities	13%
Attention Deficit Disorders	6%
Autism	5%
Chronic Health Impairment	5%
Deaf & Hard of Hearing	3%
Physical Disabilities	3%
Acquired Brain Injuries	2%
Neurological Disabilities	2%
Blind & Low Vision	2%
Cognitive Disabilities	1%
Other/Not Identified	28%



CENTRAL ACADEMIC ADVISING

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.

STAFFING



PROGRAMS & SERVICES

- » INDIVIDUAL ACADEMIC ADVISING CONSULTATIONS AT ALL KPU CAMPUSES
- » EXTENDED COURSE PLANNING DROP-IN AVAILABILITY DURING PEAK REGISTRATION PERIODS
- » STUDENT-LED ONE-ON-ONE PEER ADVISING SESSIONS TO ASSIST WITH COURSE PLANNING, GENERAL SUPPORT/GUIDANCE AND REGISTRATION ASSISTANCE
- » PEER ADVISOR OUTREACH TO PATHWAY STUDENTS
- » REGISTRATION WORKSHOPS AT STUDENT EVENTS
- » MANAGING THE EARLY ALERT REFERRAL SYSTEM
- » EMAIL AND PHONE ADVISING



INITIATIVES & HIGHLIGHTS

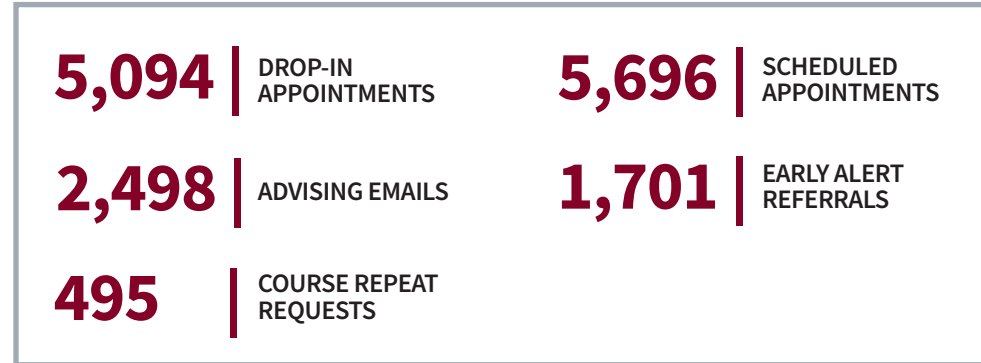
- » Increased case consultations with other service units.
- » Rolled out a new return to studies process for students required to withdraw.
- » Implemented an intervention strategy for students on academic warning and probation.
- » Participated in KPU student initiatives such as Open Houses, Orientation and First Year Friday.
- » Enhanced collaborative practices with other service units to better support student experience.

OUTCOMES

- » Increased one on one support to students
- » Targeted support for students at risk
- » Increased holistic support for all KPU students

STATISTICS

YEARLY TOTALS



APPOINTMENT SUMMARY

TYPE OF APPOINTMENT	KPU LANGLEY	KPU RICHMOND	KPU SURREY
Advising Appointments	1032	1687	2977
Drop-in Advising	521	1027	3546

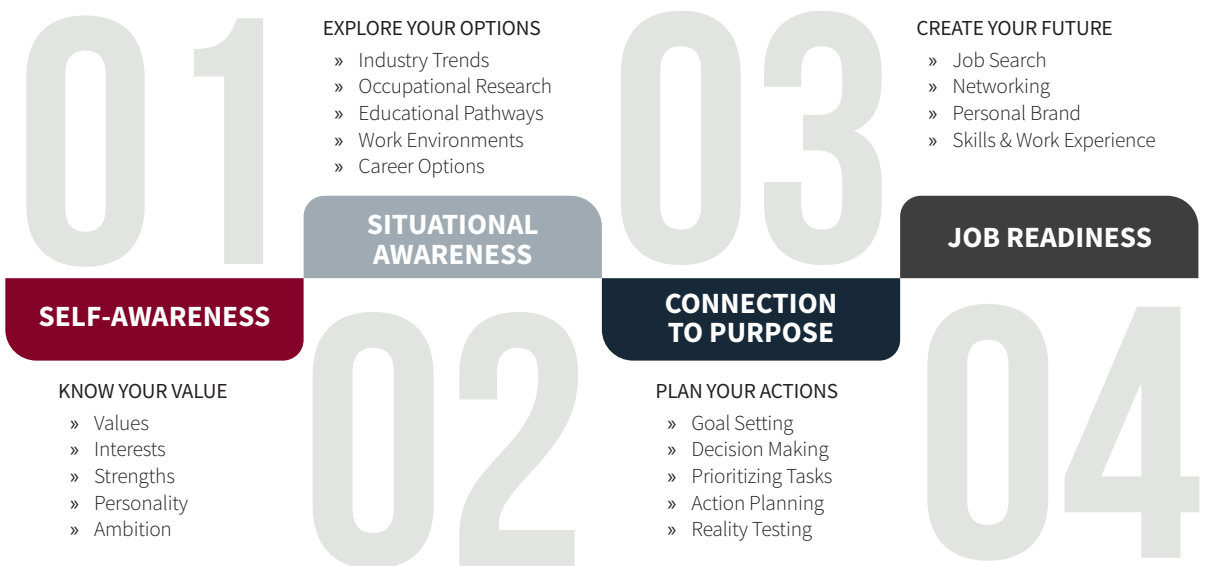


CAREER DEVELOPMENT CENTRE

The Career Development Centre (CDC) is a key co-curricular support offering KPU students a central point to engage with a systematic, research-informed approach that empowers them to create their future.

PROGRAMS & SERVICES

The CDC offers a program mix related to on-campus and external employment and volunteer opportunities that is rooted in **4 pillars**:



STAFFING

- » 1 DIRECTOR
- » 7 EMPLOYEES
- » 8 STUDENT ASSISTANTS



INITIATIVES & HIGHLIGHTS

2018/19 resulted in a number of new milestones and initiatives that made the year a success:

- » **Employer Relations** created a co-op promotional video that streams throughout the day at iON-CONNECT's facility. Alongside its engineering services, iON-CONNECT offers rental space for business events and meetings.
- » **Employer Relations** collaborated with Hootsuite and Nickel Brothers for regular offerings to KPU co-op students.
- » **Co-operative Education** provided students with 959 job opportunities, an increase of 16% over 2017/2018. Overall, 396 students found co-op work opportunities, up 7%.
- » **Career Services and Volunteer Services** joined forces to host KPU's 13th annual Career Day, hosting career-focused companies that offer volunteer and paid opportunities for KPU students. With WorkBC as Title Sponsor and CPA BC as Gold Sponsor, KPU welcomed 50 employers and over 1000 students to the event.



RICHARD STEVENSON,
Career Development Centre
Computer Information Systems Grad

"I started at KPU on a part-time basis. The schedule that the university offered was flexible and I was able to balance my education with working part-time. Getting involved with the Career Development Centre and co-op really helped me get connected to the industry I was trying to establish myself in. It gave me an insight I didn't have before and helped me prepare for interviews and refine my résumé and cover letters. You can't stop learning in the technology sector since it shows no sign of slowing down and I want to keep going and help implement new systems. I'm proud to now be able to take all the knowledge and skills I've learned and put that into action as part of KPU's IT department."

STATISTICS

CO-OPERATIVE EDUCATION

YEAR	POSTINGS	PLACEMENTS
2016/17	802	436
2017/18	828	371
2018/19	959	396

CAREER SERVICES

YEAR	STUDENTS SERVED	EMPLOYER ENGAGEMENT	RESUME REVIEW
2017/18	1560	1036	409
2018/19	2602	1140	471

VOLUNTEER SERVICES

YEAR	1:1 STUDENT APPOINTMENTS	ACTIVE VOLUNTEERS	TOTAL VOLUNTEER HOURS	AVERAGE VOLUNTEER HOURS
2017/18	152	691	6349	8.81
2018/19	257	1060	7489	6.08

COUNSELLING SERVICES


KPU Counselling Services strives to meet the demand for mental health and personal counselling services and to assist students to experience improvements in their well-being and overall quality of life.


PROGRAMS & SERVICES

Counsellors provide confidential personal counselling services to current KPU students on a wide range of issues such as:

- » ADJUSTING TO POST-SECONDARY STUDIES
- » ANXIETY, DEPRESSION AND GRIEF
- » STRESS MANAGEMENT
- » RELATIONSHIP AND FAMILY CHALLENGES
- » MENTAL HEALTH ISSUES

STAFFING

 » 1 DIRECTOR

 » 7.6 COUNSELLOR FTE
(13 COUNSELLORS)

KEY DEVELOPMENTS

- » **Development of a scope of care statement** that defines and describes the types of counselling services provided to KPU students and how the various components of the program work.
- » **Development and implementation of a step model of triage** that provides a method of determining whether students' needs can best be met with consultation, advice, and/or peer support; in-house short-term counselling and/or psychotherapy; external mental health and/or practical support services; or external crisis/emergency services.
- » **Development and implementation of waitlist management practices** to ensure consistency of access and reduced wait times.
- » **Development and implementation of a new intake model**, shortening wait times, increasing accessibility, and providing students with assistance in a more timely way.
- » **Full implementation of a short-term counselling framework** with clear goals and time frames, helping students better utilize counselling and freeing up service for more students.
- » **Redevelopment and reimplementation of a Graduate Student Placement Program** to help provide more services and an enriching learning experience for employees and students.

OUTCOMES

- » Eliminating wait time for first time drop-in appointments. For many students, this initial intake meeting is all they need to get information, strategies, and referrals.
- » Significant improvements in accessibility and reduced wait times for service, dropping from 27 days to 17 days.

COUNSELLING OUTPUTS FOR 2018/19:

UNIQUE NEW CLIENTS	UNIQUE RETURNING CLIENTS	TOTAL CLIENTS
421	305	726

APPOINTMENT TYPES	NUMBER OF APPOINTMENTS	LENGTH (IN HOURS)	NUMBER OF CLIENTS	NUMBER OF SESSIONS
Individual Counselling: Intake/Drop Ins	578	474	558	578
Individual Counselling: Phone or Email	90	53	63	90
Individual Counselling: Regular	2276	2278	413	2276
Individual Counselling: Same Day/ Urgent	98	99	80	98
Assessment	374	380	340	374
Group Counselling: Resilience		20	14	10
Group Counselling: Coping with Emotions/Anxiety		10	4	5
Group Counselling: Depression		20	10	10
Group Counselling: Healthy Relationships		20	16	10
TOTALS	3416	3355	1498	3451

INITIATIVES & HIGHLIGHTS

- » Continued with 22 student participants in Wellness in Action; an additional 8 referred for upcoming semesters. This innovative collaboration between Counselling Services and Sport and Recreation provides students with the support of both a counsellor and a personal trainer across a 12-week program to enhance mental health through a combination of both physical and psychosocial development.
- » Responded to 172 Early Alert referrals, reaching out to support students identified by instructors as at risk of falling behind in their studies.
- » Provided 27 classroom visits discussing Counselling services with students; 16 talks at faculty and student orientation/educational gatherings; and 21 consultations with individual instructors or staff on how to respond to specific situations.

THE LEARNING CENTRE

Did you know...our focus is on learning, development and success?

The Learning Centre's mission is to provide all students with a range of skills and strategies that encourage learning excellence and promote holistic development. This is through outstanding programming and exceptional services based on general, complementary, integrated and embedded supports to foster student success, program completion and a desire for continuous lifelong learning.



PROGRAMS & SERVICES

Learning Support

KPU students are provided with free face to face and online tutoring from highly trained KPU peer tutors. The Learning Centres are also a part of the electronic library network where students can receive help through AskAway chat reference and WriteAway online tutoring to support writing development.

Our team of 70 tutors are trained to provide as much access as possible for students. The most popular online tutoring subjects are writing support, math, accounting and the sciences, where students can ask a quick question, chat with a tutor, or upload an assignment to seek help. The most popular face to face services are for writing, math and accounting.

Review Sessions

Review sessions in Accounting, Economics and Science were a popular feature throughout the year, attracting 380 students. These sessions are also available in most of KPU's offered programs.

Workshops

Learning Centre workshops are delivered as drop-in, online live, online anytime and registered events to allow maximum access for the range of students served. Interventions via in-class workshops also help classes understand ways in which to approach learning in the context of their subjects. Additionally, Open Education Resources in the form of study texts – University 101, Strategies for Success – are produced by the Learning Centre Learning Strategists. Additional online study skills modules have been created to help students review key concepts and strategies to help them develop their independent learning capacity.

INITIATIVES & HIGHLIGHTS

- » Peer tutors, Learning Strategists and staff designed and delivered over 40 different workshops each semester.
- » Peer Assisted Study Sessions were very well attended throughout the year, particularly with Biology and Nursing students.
- » Senior tutors collaborated with faculty to review key concepts and processes with Biology and Nursing students prior to exam periods.
- » Learning Strategists collaborated with faculty to design ways in which to embed learning strategies into courses.

AWARDS

The Learning Centre team was proud to be the recipient of the Team Award from Learning Specialists Association of Canada for our work with tutor training and development. Our model is used across Canada for training tutors in other universities and colleges. We are also the first Learning Centre in Canada to have our tutor training programs accredited through the Educational Developers' Caucus of Canada.



OUTCOMES

3,733	STUDENTS ACCESSED THE TLC TUTORING SERVICES IN 2018/19
10,329	TOTAL TUTOR APPOINTMENTS
7,903	TOTAL HOURS OF TUTORING

AARON BEVELAND-DALZELL,

The Learning Centre

Creative Writing and English Grad

“The most transformative experience for me at KPU was my time in the Learning Centre. Helping students as a writing tutor helped me develop my own skills and reinforced my dream of becoming a school teacher. It’s rewarding to have other students thank me and to know that I’ve helped them succeed in their classes and improve their writing process. Everyone needs help sometime. If you remove the stigma around asking for help, everyone is guaranteed to improve.”

INDIGENOUS SERVICES FOR STUDENTS

Indigenous Services for Students offers Indigenous cultural student support to all KPU students and works with campus partners to holistically support Indigenous learners at KPU.

PROGRAMS & SERVICES

- » ELDER SUPPORT
- » PEER ADVISING
- » HIGH SCHOOL & COMMUNITY OUTREACH
- » CULTURAL PROGRAMMING
- » EMERGENCY FINANCIAL ASSISTANCE
- » WEEKLY NEWSLETTER
- » INDIGENOUS PEER MENTORSHIP PROGRAM



Samantha Jack

Indigenous Services
Political Science Student

"I'm Indigenous from Nuu-Chah-Nulth and Yale First Nations. Being involved with Indigenous Student Services has inspired me and it's how I came to create the Indigenous Student Council. Being an active Indigenous student has been my greatest purpose at KPU. I have been able to encourage others to speak out and to regain our traditional ways. I advise new students to come with a good mind and heart, to be open to new possibilities and to embrace what makes you unique. KPU has a place for everyone to belong, and to feel part of a greater and diverse community."

INITIATIVES & HIGHLIGHTS

- » The Gathering Place underwent a name change to better reflect the inclusive nature of the space and to encourage individuals from all walks of life to come learn and enjoy Indigenous cultures and histories.
- » The Gathering Place weekly eNewsletter continues to expand, along with increased social media presence for Indigenous Student Services.
- » Steady increase in cultural programming in the Gathering Place and across KPU campuses, including the creation of the Indigenous Talking Circle Speaker Series to bring Indigenous wisdom and knowledge to all who want to learn about the culture.
- » A very successful 3rd Annual Open Doors, Open Minds in partnership with the Office of the Vice-Provost, Academic, and a 200% increase of attendance from 2018.
- » Greater number of Gathering Place Hosts to maintain a consistent level of visibility and presence.
- » Encouragement and support in the creation of an Indigenous Student Council.
- » Ongoing participation with the President's Diversity and Equity Committee, as well as the Indigenous Advisory Committee, consulting with local community leaders and stakeholders.
- » Updated the Indigenous Self-Declaration form, making the prospect of self-declaration more inviting and inclusive.
- » Partnered with the Kwantlen Faculty Association to host and help organize Decolonization Week, a symposium, and book launch for Indigenous authors, knowledge keepers and academics.
- » Trained Gathering Place employees and students to facilitate the KAIROS blanket exercise.

OUTCOMES

- » Increased participation in the Gathering Place by both Indigenous and non-Indigenous students
- » Increased visits to KPU from prospective Indigenous students
- » Greater collaboration with departments across KPU



FEATURE:

GATHERING PLACE STUDENT HOSTS

The Gathering Place is an inclusive space that supports the social and educational activities associated with attending KPU in an environment that recognizes the important contribution of the Kwantlen, Semiahmoo, Tsawwassen, Qay'Qayt, Katzie and all other Indigenous Nations. The Gathering Place Hosts are there to welcome and assist students in any way they can, providing a safe and quiet learning and social environment for the university community.



Hi, I'm Alex!

I decided to come to KPU to develop my skills and knowledge in the agriculture industry. I have since experienced many unique opportunities, including my internship in Cuba as well as doing

research in Mexico. I have had the privilege of studying alongside a small cohort of students whilst learning about agriculture from a dedicated and passionate faculty.

Near the end of my degree, I began having more classes at KPU Surrey, so I would find myself hanging out at the Gathering Place (GP). It was a place on campus that truly felt warm and welcoming, and it allowed me to connect with other Indigenous students.

I am Métis (Carrière) and French-Canadian on my mother's side, and English and Polish Jewish on my father's. Traditionally, Métis people were the bridge between Indigenous nations and non-Indigenous nations.

While all of us that work at the GP welcome everyone, I have a particular role in facilitating relationships and communications, which I do through my language work and general convivial manner. I have been a great supporter of lunches and other food gatherings, with various activities such as film screenings, storytelling, crafting and card games. I am also an active member of the Indigenous Students Council.

I absolutely love the community that we've established here at the GP; we continually support each other in our endeavours as students.

The GP went semi-dormant for a time, but in collaboration with the student hosts, student council members, transitions coordinator, previous manager, and the current Indigenous student rep, we are breathing life back into the space through our activities and outreach. This makes me very proud and excited to continue my work as a GP host here at KPU!



Hi, I'm Sam!

KPU's small and intimate environment was the biggest draw for my enrollment. I really enjoy being part of a strong, inclusive community. My experience has been extremely enriching in

gaining knowledge, real-life skills and building a tight-knit circle of colleagues and friends.

As my time at KPU continued, I began to feel my culture calling me. To have the chance to work in such a safe place as the GP was something I didn't ever expect to be doing, but I am now more in tune with my culture, along with feeling the honour of learning from the other cultures that make up the GP. It's our house of knowledge.

I am from Nuuchahnulth and Yale first nations, specifically Mowachaht/Muchalaht and Ruby Creek. I went through my self-discovery journey here at KPU and my work is based on making the student's experience here culturally rewarding. My intention is to uphold this safe space, allowing all indigenous cultures to thrive!

My key responsibilities include community outreach, consultations with faculty members, committees and other departments at KPU, event planning and general student support.

I love the reward in the work. I may be compensated like any employment, but there's no amount of money that can equal the feeling of student success. There is truly nothing quite like getting a student excited about culture and education.

My greatest accomplishment working as a GP host has been founding the Indigenous Student Council. It has been such rewarding and promising work. We are super proud of our small events that we've coordinated through the council, and are very excited for the future!

The growth of Indigenous Services for Students has been very steadily on the rise and it's exciting to see such a demand for reconciliACTION! We are proud of the commitment KPU has pledged and look forward to supporting them in this new direction. We hope to see a GP on all campuses someday!



Hi, I'm Amei-lee!

After attending Douglas College, I was pulled towards KPU because of its Journalism program. I have aspirations to do a Masters in Indigenous studies as I move forward.

In my time at KPU I have made the most amazing friends, friendships that I hope last long after I leave KPU. I have also been inspired to do great work by Indigenous Studies Professor Melinda Kachina Bige, and Journalist Professor Tracy Sherlock. Both women have taught me the importance of using my voice for advocacy and affecting change. More importantly, they have taught me the importance of helping, mentoring and opening doors for people who, historically, never got the chance.

Len Pierre, former Manager of Indigenous Student Services, encouraged me to become a GP host. One day I was passing through the GP and Len mentioned that there was an opening for a new host position, and the rest is history! Len's encouragement, along with the inclusive and inviting environment, is what prompted me to apply to work at the GP.

I am a Metis and Cree woman. My ancestral lands are in Northern Alberta, Treaty 8 territory. My family, through my Nana's side, is registered with Driftpile in Northern Alberta. I am a visitor on Musqueam, Semiahmoo, Squamish, Tsawwassen, Kwantlen, Katzie, Kwikwetlem, and Qayqayt shared territories here in what is the colonial lower main-land region. All of these preliminary things about me help inform the work I do at the GP.

Posting content to the GP's Facebook page is my focus area due to my background in journalism. Having the experience of learning my history in a colonial institution through settlers, as a person belonging to the urban Indigenous community, can be a hard and daunting experience (sometimes). I often find myself talking about this experience with other urban Indigenous peers, but as a GP host it is something I would like to focus on talking about with non-Indigenous peers.

Being a part of such a great community is an awesome feeling. Working at The GP with my co-workers, peers and friends is a joy that I can't find anywhere else. I am very excited to see the community grow even larger, stronger and more visible here at KPU.

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MULTI-FAITH CENTRE

KPU's Multi-Faith Centre (MFC) is a coalition of faith and secular organizations who support the spiritual wellness of the campus community. The MFC promotes mutual understanding between people of different beliefs while aiming to build respect between fellow human beings across all cultures. The programs and services offered by the MFC give people an opportunity to contemplate and explore questions of meaning, purpose and identity, and facilitate inter-faith dialogue. These are reflective of the MFC's commitment to spiritual wellness and enhancing the student and employee experience at KPU.

PROGRAMS & SERVICES

- » UN WORLD INTERFAITH HARMONY WEEK
- » OPEN MIC SERIES
- » BOOK CLUBS
- » SOUP LUNCHES
- » NOON CONCERTS
- » BROWN BAGS AND BELIEFS TALKS
- » VIGILS
- » STRESS BUSTERS

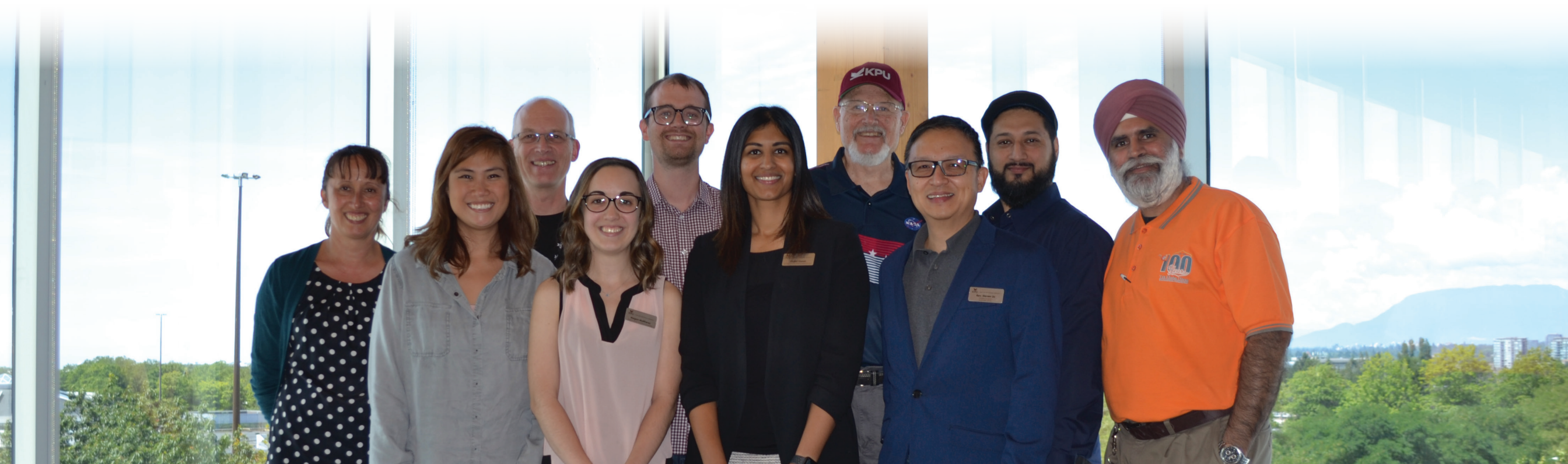
STAFFING

 » 7 VOLUNTEER CHAPLAINS



INITIATIVES & HIGHLIGHTS

- » The Multi-Faith Centre hosted its **5th Annual World Interfaith Harmony Week** event, themed “Will You Be My Neighbour?”. The week began with a **16-kilometer Interfaith Pilgrimage** in partnership with the Surrey Interfaith Council and Baha’i community, followed by the 2nd Annual Pancakes for Peace Breakfast attended by over 30 community faith leaders, KPU representatives and students. The events of Interfaith Harmony Week came to a close with a screening of the documentary “Won’t you be my Neighbour?”, highlighting the life of children’s television host Fred Rogers.
- » The Multi-Faith Centre was a part of KPU’s **4th Annual Thrive Week** in October, hosting events across KPU Surrey and Richmond. Shayky Nurjan Mirahmadi, the Multi-Faith Centre’s Sufi Chaplain, hosted a Brown Bag and Belief workshop called “Personal Energy and Spirituality,” while Pastor Christoph Reiners, Lutheran Chaplain, hosted “Technology, Values & Faith.”
- » The Multi-Faith Centre held two vigils in honor and memory of the victims who lost their lives in Christchurch and Sri Lanka and as a way of responding to the needs of the student body. In collaboration with the Muslim Students Association, the Kwantlen Student Association, the Kwantlen Christian Fellowship, and Indigenous Student Services. These vigils offered a reflection on the tragic events, prayers, a moment of silence and a call to unite and denounce violence and prejudice of all kinds.
- » The Multi-Faith Centre continues to grow its representation and programming. The chaplains support and collaborate with on campus faith based clubs such as the Kwantlen Christian Fellowship and the Muslim Student Association, and support the development of secular programming such as the exam Stress Buster series.







ORIENTATION AND TRANSITIONS

Orientation & Transitions (O&T) facilitates programs and resources to help new students and their supporters prepare for university life. O&T leads approximately 30 multi-campus events per year, involving over 3,000 student participants.

PROGRAMS & SERVICES

- » NEW STUDENT ORIENTATION EVENTS
 - NEW STUDENT ORIENTATION
 - MATURE STUDENT ORIENTATION
 - FIRST YEAR FRIDAY
- » NEW STUDENT MENTORSHIP PROGRAM
- » KPU WELCOMES U AND ASK ME PROGRAM
- » FAMILY ORIENTATION
- » ORIENTATION LEADER VOLUNTEER PROGRAM

STAFFING

- 
» 1 COORDINATOR, STUDENT TRANSITIONS
- 
» 1 EVENTS SPECIALIST
- 
» 3 STUDENT ASSISTANTS
- 
» 303 STUDENT VOLUNTEERS

INITIATIVES & HIGHLIGHTS

- » Recruited and trained 154 student Orientation Leader volunteers to lead and mentor incoming new students.
- » Launched an additional/optional conference style day of orientation, called First Year Friday. Open to all students in their first year of studies, it included 50 workshops and sessions delivered by various service units and Faculties at KPU.
- » Over 300 current students participated as volunteers with Orientation programming, making it the largest volunteer team yet in department history.
- » Expanded Orientation Leader volunteer training to include presentation elements on Sexual Violence & Misconduct.

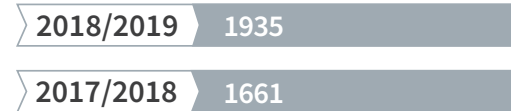
OUTCOMES

- » New students report that they are better prepared for the start of their studies.
- » Increased awareness of campus resources and policies.
- » Better student engagement and social connections between new students.
- » Improved leadership, knowledge and engagement amongst students involved as volunteers in Orientation.

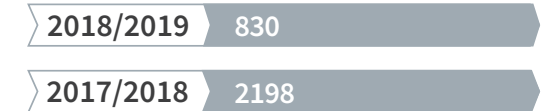


STUDENT ORIENTATION ATTENDANCE

DOMESTIC



INTERNATIONAL



ORIENTATION OUTCOMES

LIKELIHOOD OF GETTING INVOLVED AT KPU



LIKELIHOOD OF SEEKING HELP AT KPU



LIKELIHOOD OF RECOMMENDATION OF ORIENTATION TO NEW STUDENTS



LIKELIHOOD TO RECOMMEND THE FAMILY ORIENTATION TO OTHER PARENTS/ SUPPORTERS



BRAEDEN CURRY,
Orientation and Transitions
Nursing Student

“The resources at KPU have been invaluable to me in my educational journey. My experience as an orientation leader has been nothing less than fantastic. Helping to facilitate orientation for new students, host campus tours, and train other leaders has given me a lot of opportunities to develop my professionalism and leadership skills. I’m proud to be involved as a volunteer knowing I’ve made an impact for someone else.”

SPORT AND RECREATION

The Sport & Recreation Department is dedicated to helping the KPU community stay active and engaged in healthy living by offering several sport, fitness and health promoting programs and initiatives.

PROGRAMS & SERVICES

- » **SPORT INTRAMURAL PROGRAMS**
(BADMINTON, INDOOR SOCCER, BASKETBALL, VOLLEYBALL)
- » **DROP-IN SPORT PROGRAMS**
- » **FITNESS AND WELLNESS PROGRAMS**
- » **PERSONAL TRAINING**
- » **FITNESS CENTRES**
- » **SPORT AND RECREATION TOURNAMENTS**
- » **ONLINE WELLNESS CLUB**
- » **WELLNESS IN ACTION PROGRAM**
- » **HEALTH PROMOTION EVENTS**

STAFFING

- » **1 MANAGER**
- » **2 COORDINATORS**
FITNESS & WELLNESS
SPORT & REC PROGRAMS
- » **11 FRONT DESK**
STUDENT ASSISTANTS
- » **7 FITNESS INSTRUCTORS**
- » **4 INTRAMURAL LEADERS**
VOLUNTEERS
- » **1 BASKETBALL REFEREE**
VOLUNTEER



PROGRAM PARTICIPANTS

PROGRAM	PARTICIPATION NUMBERS
INTRAMURALS	366
TOURNAMENTS	94
FITNESS CLASSES	2232
GYMNASIUM DROP-IN	18989

FITNESS CENTRE PARTICIPATION

PROGRAM	PARTICIPATION NUMBERS
STUDENT MEMBERSHIPS	2098
STAFF MEMBERSHIPS	179
TOTAL FITNESS CENTRE VISITS	12303

OUTCOMES

- 24% INCREASE IN INTRAMURAL PARTICIPATION
- 6% INCREASE IN STAFF FITNESS MEMBERSHIPS
- 21,681 PARTICIPANTS IN FITNESS AND SPORTS PROGRAMS

INITIATIVES & HIGHLIGHTS

- » Coordinated Thrive Week: A collaborative effort with various service areas and departments including the KSA, Peer Support, Career & Volunteer Services, Indigenous Services for Students, the Student Rights and Responsibilities Office, the Multi-Faith Centre, and Student Awards and Financial Assistance.
- » Implemented the “Good Morning Initiative,” as a highlight of KPU’s Thrive Week. All week, employees took 20 minutes to greet students at the campus entrances with a good morning, a handshake, an apple and a smile. .
- » Offered Drop-in Ping Pong for the first time at KPU Richmond and Tech.
- » Organized Ball Hockey tournaments in collaboration with the KSA at KPU Surrey and KPU Tech.
- » Revamped KPU Tech fitness centre to include new fitness equipment such as the cable machine, bench press and dumbbells.



MEGAN MUEHLBAUER,
Sport and Recreation
History Student

“Working with Sport and Rec has given me experiences I wouldn’t have had otherwise. As an intramural leader helping to run programs, I get to work with other students and athletes of all abilities while learning more about fitness and different sports. Getting involved has given me a lot of opportunities to make friends and take advantage of everything the department has to offer. My own techniques have improved and I’ve found ways to be more active every day.”



STUDENT HEALTH PROMOTION

Student Health Promotion is a newly formed department within Student Affairs. According to the World Health Organization, health promotion “is the process of enabling people to increase control over, and to improve their health.” Part of a collective movement across post-secondary settings to focus on advocating for health promotion in support of the health and well-being of those who work, learn, and play on campus, Health Promoting Universities aim to transform the health and sustainability of both current and future societies by embedding health into all aspects of campus culture.

The role of KPU Health Promotion is to develop, organize and implement programming and events that support student health and wellness, and to advocate for services and collaborative efforts across the KPU community that encourage students to adopt a healthy lifestyle. Additionally, Student Health Promotion actively supports the Healthy University Initiative (HUI), which aims to increase health awareness at KPU, build individual and organizational resilience, and develop a supportive, inclusive campus environment.

VISION

By the year 2025, Student Health Promotion will be the organizational backbone for student health and wellness programs, activities and services at KPU, maintaining a healthy campus culture that supports student success.

CORE VALUES

All programs, activities, and services developed and supported by KPU Health Promotion will reflect the following core values:

- » Diversity and Inclusivity
- » Campus Collaboration
- » Empowerment and Resilience

INITIATIVES & HIGHLIGHTS

Bell Let’s Talk Day 2019

- » Coordinated campus involvement in this January’s annual Bell Let’s Talk Day. This Nationwide initiative aims to end the stigma associated with mental health by promoting awareness and understanding. In collaboration with Sport and Recreation, the Student Rights and Responsibilities Office, Indigenous Services for Students and the KSA, interactive booths were set-up across all KPU campuses to promote the campaign and engage in a dialogue about mental health and the importance of positive health and well-being on campus.

Student Outreach

- » Conducted targeted promotion and student outreach on all KPU campuses. Keeping in mind the six pillars of wellness identified in HUI, students were asked to discuss what is important to them in terms of their health and wellness, as well as to identify health and wellness services, programs and/or events that they would like to see at KPU. This will inform future health promotion programs and events on campus.



FEATURE: WELLNESS IN ACTION

Wellness in Action is a pilot program offered jointly by KPU’s Sport & Recreation and Counselling Services departments. This mental health initiative supports students suffering from moderate to severe depression and anxiety. Participants of Wellness in Action, undertake a structured program of physical exercise with the guidance and encouragement of both a certified personal trainer and a counsellor skilled in mental health education and support.

PROGRAM GOALS

The Wellness in Action program highlights the complementary relationship between exercise and psychotherapy and delivers a comprehensive approach to wellness. Program goals include:

- » Increased awareness of the connection between physical and mental health
- » A measurable decrease in symptoms of depression and anxiety
- » The promotion of personal responsibility in the application of physical and mental health strategies and practices

STRUCTURE

A maximum of 10 students per semester are accepted into the program via a referral from Counselling Services. On average participants partake in one personal training session per week across 14 weeks while also attending bi-weekly counselling sessions. Successful completion of this program is identified as a participant attending a minimum of 10 personal training sessions and 6 counselling sessions.

FUNDING

The Wellness in Action Program was initially launched with one time soft funds. In December of 2018, The KPU Foundation awarded KPU’s Sport & Recreation and Counselling Departments with a 3 year Irving K Barber Fund to continue the program.

RESULTS

COMPLETION RATE



Since its inception the Wellness in Action program has had 41 participants with a total of 30 completing the program.

Early indicators show that when participants successfully complete the program, their level of anxiety and depression decreases significantly as demonstrated on their Counselling Centre Assessment Psychological Symptoms (CCAPS) score.

Feedback from exit questionnaires has been highly favorable with participants reporting having learned new skills, the benefits of activity, increased confidence, reduced anxiety and an overall enjoyment of the program.

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RESULTS

COMPLETION RATE

SUCCESSFUL

73%

UNSUCCESSFUL

27%

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STUDENT AWARDS AND FINANCIAL ASSISTANCE



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

PROGRAMS & 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, SCHOLARSHIPS & AWARDS
- » 3 FINANCIAL AID ADVISORS
- » 2 FINANCIAL AID ASSISTANTS
- » 1 STUDENT AWARDS ASSISTANT

STATISTICS

LOANS | GRANTS | BURSARIES

NAME	AMOUNT GIVEN
B.C. Full Time Loan/Grant	\$21,151,727
Out of Province Full Time Loan/Grant	\$660,216
B.C. Part Time Loan/Grant	\$1,851,486
Full Time/Part Time Disability Grants	\$350,550
Nurses Education Bursary	\$48,000
Labor Market Grant (Trades)	\$88,826
US Full Time Direct Loans	\$69,206
Adult Upgrading Grant	\$198,265
TOTAL	\$24,418,276

OUTCOMES

- » Increased availability of Financial Advisors to students
- » Assigned individual case managers for each student
- » Decreased reliance on emergency aid for students
- » Attracted unprecedented number of students into the Work-Study campus employment program

INITIATIVES & HIGHLIGHTS

- » Implemented Advisor Connect to increase availability for students to see Advisors.
- » Increased collaboration with other KPU student services areas to increase student success.
- » Participated in KPU-wide initiatives such as Open Houses, Orientation, High School Counsellor Conference, Fall Applicant Night and Open Door/Open Minds.
- » Expanded our Former Youth in Care program to include a mentorship program with the Faculty of Arts.
- » Revised the KPU Bursary Program to increase supports for students with the highest financial need.
- » Awarded over 1 million in awards and scholarships to 840 students.
- » Disbursed over \$23 million in government loans and grants.



SILLAH DRAMMEH,
Student Awards & Financial Assistance
 Educational Assistant Grad

"I have a passion for teaching and sharing my knowledge. I was a teacher for several years before I came to Canada and I wanted to continue to work in education here. I want to keep learning and I wouldn't have been able to successfully complete my studies without the support I received from SAFA. It enabled me to both focus on my studies and take care of my family. I don't have sufficient words to express my appreciation and gratitude."

