



KWANTLEN POLYTECHNIC UNIVERSITY



2021 | 2022

STUDENT AFFAIRS ANNUAL REPORT

SEPTEMBER 2021 - AUGUST 2022





The 2021-2022 academic year in Student Affairs was a period of both change and progress. Most notably, as we moved through the spring and summer terms we welcomed increasing numbers of students back to campus-based instruction and activities. While supporting this transition, we also worked to extend our best practices from learning and working remotely during the pandemic to remain as responsive and effective as possible going forward.

Demand for the flexibility of remote services and programming remains an interest amongst KPU students and, while 2021-2022 saw the resurrection of our campuses' pre-pandemic vibrancy, we also sustained remote delivery of student supports. On-campus spaces have even been enhanced with private offices to ensure that students can connect remotely regardless of the student's or the employee's campus location. At the same time, demand for the resumption of on-campus programming was also strong. Nowhere was this more evident than with Sport and Recreation's intramural program which saw its highest-ever participation rates.

2021-2022 also saw substantial organizational change in Student Affairs. Both the Assessment and Testing Services (ATS) department and the Student Rights and Responsibilities Office (SRRO) were welcomed to Student Affairs. With ATS' critical role supporting exam accommodations and SRRO's efforts so regularly intersecting with issues related to student success, health, and well-being, their alignment within the Division creates great opportunities for synergy and further collaboration. And as we welcomed two new teams, we bade adieu to our friends in Indigenous Services for Students (ISS) as they were organized into the new portfolio of KPU's AVP, Indigenous Leadership, Innovation and Partnerships. We're so pleased to see KPU's efforts toward Indigenization being supported with this new leadership role and Student Affairs departments are continuing to work with ISS as closely as ever.

As in the past, by producing this report we hope to stimulate dialogue in support of student success, health and well-being. I look forward to these discussions and collaborating with colleagues from across KPU as we move forward.

Joshua Mitchell
Associate Vice President, Student Affairs



Vision



Our approach will be ambitious, innovative and collaborative so that students discover their potential and reach their goals.

Mission

We empower students to learn, connect and thrive.

Values

Integrity – we hold ourselves and our institution as a whole to the highest standards of trustworthy, ethical and consistent practices. We will be transparent in our processes and our progress.

Compassion – we foster an environment of mutual respect and equity that recognizes the needs of the individual learner and each student as unique and worthy of respect.

Innovation – we endorse a culture of experimentation and creativity as a progression to learning and growth.

Collaboration – we embrace the joy in learning and education, and in working with students, faculty and other colleagues.



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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



Gagan Hyare
Manager, Accessibility Services

We reduce barriers through the creation of individualized academic accommodation plans with students, and collaboration with stakeholders to facilitate inclusive KPU educational experiences.



Programs and Services Offered

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 work with faculty and staff to develop accommodations, strategies, and solutions.

IMPLEMENT AND SUPPORT

» We help students and faculty put accommodations in place and offer support with disability-related funding.

MONITOR PROGRESS

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

STAFFING

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

Strategic Challenges

- A** Articulating a social justice model of accessibility at KPU.
- B** Creating more awareness across the KPU community about who we are and what services we provide.
- C** Connecting with instructional faculty.
- D** Finding meaningful ways to promote diversity, inclusion, equity, and justice in the KPU community.
- E** Aligning KPU policies and procedures with new legislation and current best practices.

Strategic Responses

- A** Develop a marketing strategy for our services that incorporates understanding of the social model of accessibility, conveying with clarity what the KPU community can expect from us.
- B** Engage with working groups, committees, and departments to collaboratively develop protocols and guidelines for services and practices that reflect the needs of the university.
- C** Support the onboarding of new faculty and staff at KPU to better their understanding and utilization of the services we facilitate, such as presenting at new-employee orientation events.
- D** Seek out university activities and events where we can connect directly with the greater KPU community to highlight department commitments and efforts.
- E** Help the KPU community in understanding accessibility and what the legal requirements are through policy development and consultation.

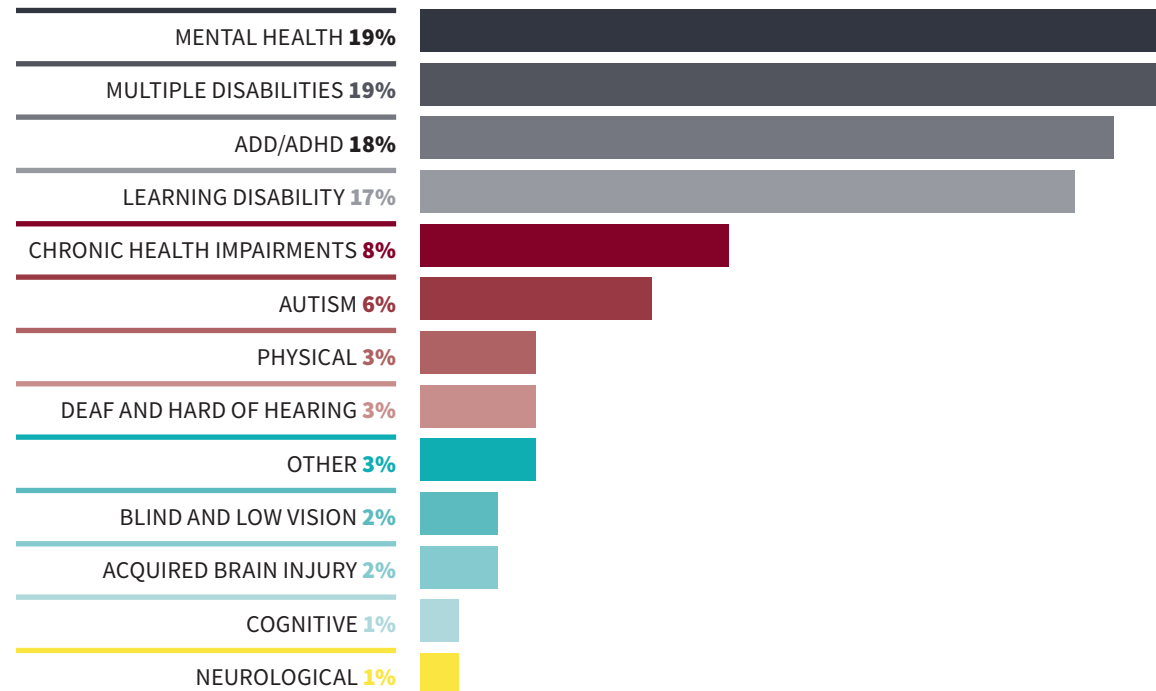


ACCESSIBILITY SERVICES CONTINUED

Initiatives and Highlights

- ✔ Accessibility Services served 756 students.
- ✔ 26 students granted adapted technology totaling \$39,595.13.
 - » 3 students granted loaned assistive technology totaling \$5,144.68.
- ✔ ASL interpreting services provided to 4 students in a total of 22 courses.
- ✔ Transcribing services provided to 1 student in a total of 9 courses.
- ✔ Facilitated KPU's mask exemption system for students that couldn't wear a mask due to a medical condition.
- ✔ Member of the **KPU Disability Inclusion Group (DIG)** with a focus on dismantling ableism by fostering awareness, exposing barriers, encouraging engagement, and promoting inclusion for people with disabilities.
- ✔ Member of Accessible Clinical Education (ACE), a working group of six post-secondary institutions in British Columbia collaborating on planning and implementing accommodations for students with the focus of how to support students with disabilities in health science programs that involve practicum placements and clinical exams.
- ✔ Member of faculty council for the Faculty of Educational Studies and Development (FESD), Senate Standing Committee on University Budget, and co-chair of CACUSS' Accessibility and Inclusion Community of Practice.

Students Served by Category

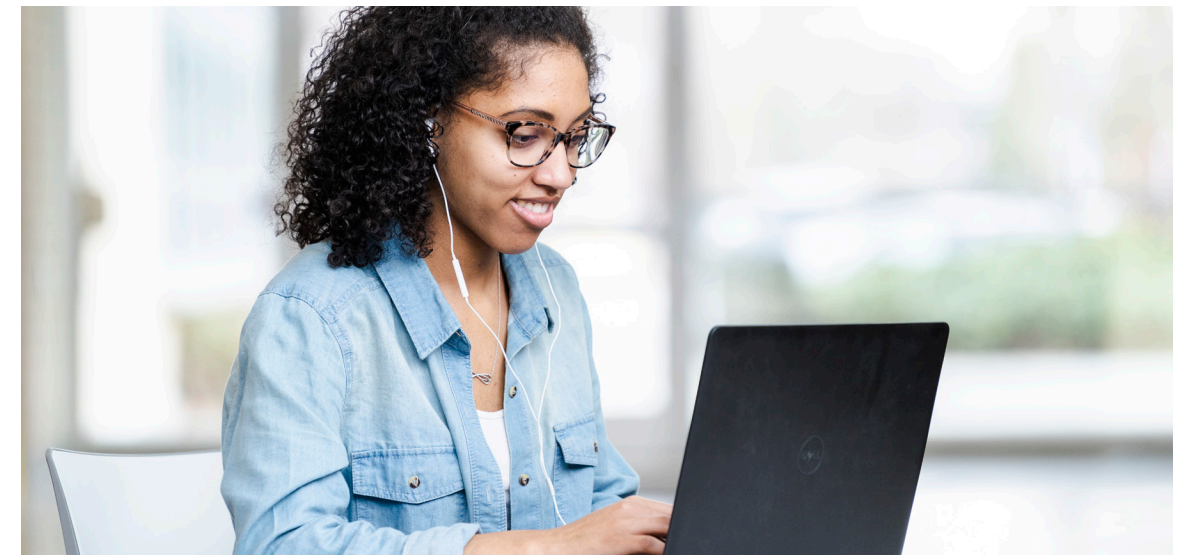


ASSESSMENT AND TESTING SERVICES



Catherine Siermacheski
Manager, Assessment and Testing Services

Assessment & Testing Services supports prospective students, current students, and community clients by providing secure, universally accessible and inclusive testing experiences.



Programs and Services Offered

ADMISSIONS AND PLACEMENT ASSESSMENTS

- » We offer both on-campus and remote admissions testing for domestic and international prospective students.

ACCESS EXAM SUPPORT AND ASSISTIVE TECHNOLOGY

- » We work with students and accessibility advisors to ensure a universally accessible testing environment for students.
- » We collaborate with faculty to provide seamless exam accommodation for students.

MAKE-UP EXAMS

- » We work with students who need to reschedule exams due to illness or absence.
- » We collaborate with faculty to respect course requirements for make-up exams.

DISTANCE EDUCATION EXAMS

- » We provide exam invigilation service to students in our community studying remotely.

CORPORATE LICENSURE AND CERTIFICATION EXAMS







- » We collaborate with community businesses to provide a secure testing environment for exams to ensure safe employment practices and continued employment for community members.

ENGLISH PROFICIENCY EXAMS

- » We support newcomers in our community by providing a secure exam environment for requisite English proficiency exams for citizenship or employment.

ASSESSMENT AND TESTING SERVICES CONTINUED

STAFFING

	1 Manager		7 On-call Auxiliary Invigilators
	1 Sr. Assessment Coordinator and Scheduler		
	8 Testing Administrators		1 ATS Support Assistant

Strategic Challenges and Responses

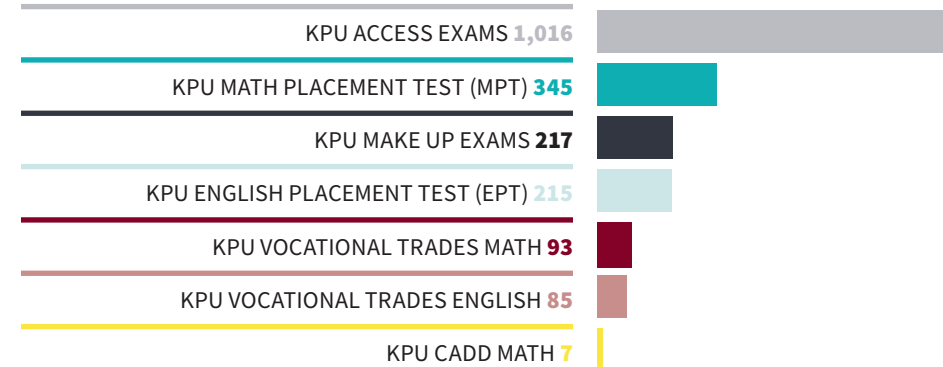
- A** Assessment and Testing Services (ATS) supported applicants to KPU throughout the pandemic to ensure that admissions testing continued by establishing a new virtual test centre which allows us to provide secure remote admissions testing.
- B** As KPU returned to campus, ATS met the challenge to adapt to a hybrid model for testing. Exams are delivered virtually and on campus to better serve all students.
- C** Expanding these same technologies, ATS worked with Assistive Technology BC, care-aides, parents, and students to ensure the connectivity of adaptive technology for students studying remotely that require accommodations.
- D** ATS has remained connected and supportive of our community partners throughout pandemic closures. While many community test centres were closed, we remained open and accessible. This allowed professionals to do required upgrading and certification exams to ensure continued employment and up-to-date safe work practices.
- E** Immigration, Refugees and Citizenship Canada (IRCC) backlogs create an ongoing need for timely English Proficiency exams for Canadian citizenship. We have been filling this need at Civic and Richmond campuses.

Initiatives and Highlights

- ✔ Our key initiative this past year was to continue to provide exam support for prospective and current students, both remotely and on campus.
- ✔ Collaborating with the math department, we launched a new math admissions platform, centralized for math admissions testing that serves both domestic and international students, on campus and remote. The platform will allow prospective students to do practice tests to brush up their skills before an admissions test, and their access remains active for one full year to allow ongoing remedial math tutorials throughout their first year.
- ✔ ATS moved to a new Surrey location in the Fir building. The move allowed us to separate the often busy front line support desk from the testing centre. This has equated to fewer disruptions during testing and ensures a distraction-free environment for all.
- ✔ ATS held a successful warm clothing drive to support Atira Women's Resource Society in Surrey. The team collected, sorted, and delivered 18 boxes of clothing and other supplies to support the efforts of this society.

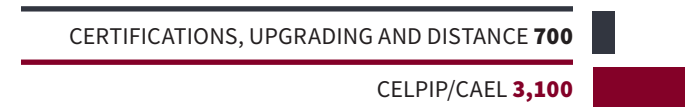
Service to KPU Students

ATS experienced a steady increase of internal testing requests until we reached the pandemic, which caused a decrease in the demand as faculty offered alternate assignments during this period. As we return to campus in our hybrid model, we have already seen an increase in test bookings overall.



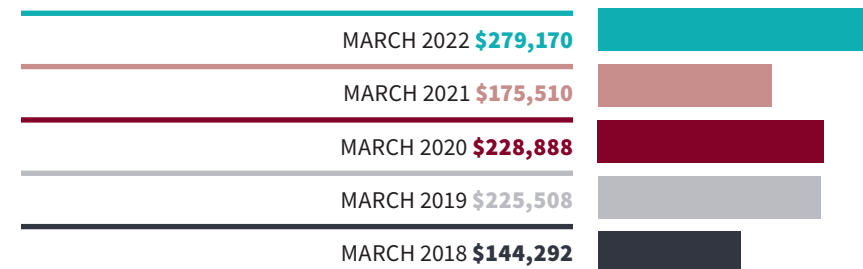
Service to Community

Although the focus of ATS is student service, we recognize the need to support community members. During the pandemic we remained open for licensure, certification and other needed exams for citizenship and continued employment.



ATS Revenue Over 5 Years

ATS has transitioned over the last three years from a business initiative model to a student service model. While we strive to support KPU students we continue to serve community needs and generate revenue for KPU.



CAREER DEVELOPMENT CENTRE



Julia Denker
Director, Career Development Centre

Deliver systematic, research-informed career development, education, and preparation for students and alumni.

Programs and Services Offered

- » Job/career readiness and employability skills workshops
- » Individual and group career advising
- » Job board postings
- » Mock interviews
- » Resume review
- » Co-operative education
- » Volunteer training
- » Employer information sessions/panels
- » Career/job and volunteer fairs
- » Work-integrated learning (WIL)

Initiatives and Highlights

- ✔ **Career Development Services**
 - » Introduced Industry Panel Sessions: CDC-facilitated industry-focused employer panels for students.
 - » Introduced Resumania: in-the-moment resume review by team of experts.
 - » Introduced KPU's New Grad Career Accelerator Program: designed to help KPU Arts graduates to advance careers.
- ✔ **Co-operative Education**
 - » Introduced Co-op Information Sessions for International Students.
 - » Introduced Co-op Virtual Drop-ins.
- ✔ **Employer Relations**
 - » Introduced A Seat at the Table: Expanding Co-op/WIL for Opportunities for Underrepresented Students and Programs, reducing barriers and increasing Indigenous student representation and participation in co-op, while increasing WIL experiences for underrepresented KPU co-op programs.
 - » Introduced KPU Co-op Information Sessions for Employers: virtual monthly sessions around the benefits of hiring KPU co-op students.

STAFFING

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

Strategic Challenges

- A Connecting Students with Education and Career Goals**
Finding new ways to engage students who have limited or no on-campus exposure to the Centre, and adapting career development, planning and exploration in dynamic labour markets which have seen fundamental shifts during the pandemic.
- B Increasing Visibility and Awareness of the Career Development Centre**
The Career Development Centre is still commonly referred to as the Co-op Office. There is a need for strengthening visibility and awareness of the current iteration of the Centre.

- C Increasing Accessibility for Indigenous Students**
Exploring and developing new opportunities and partnerships to foster a respectful, culturally safe and supportive environment for Indigenous learners and community partners in alignment with Student Affairs' commitment to Indigenization.



LEARN MORE ABOUT KPU CAREER DAY



Strategic Responses

- A Engage KPU students with career preparedness learning through individualized and group activities and events;**
 - » Develop expanded cache of general/customized career preparation workshops, videos, and other resources.
 - » Build and integrate career pathways tools for career advising starting in Year 1 at KPU.
 - » Connect students to industry employers, community/volunteer partners.
- B Build and invest in strong relationships with corporate, industry, and community/volunteer stakeholders;**
 - » Develop strategic presentations that promote hiring KPU students aimed at key external stakeholders.
 - » Create a job development strategy, including job mining, in alignment with KPU programs and industry needs.
 - » Focus on student/employer success stories.
- C Commit to continuous learning to better support Indigenous students;**
 - » Participate in learning opportunities provided by KPU and Student Affairs.
 - » Understand and practice meaningful territorial acknowledgments.
 - » Build specific supports and services by developing opportunities with employers seeking Indigenous students.

CAREER DEVELOPMENT CENTRE CONTINUED

Career Development Services

Virtual Get Ready! Get Hired! Job & Volunteer Fair (October)

» **260** TOTAL STUDENT/EMPLOYER ENGAGEMENTS

Virtual Career Day (March)

» **710** TOTAL STUDENT/EMPLOYER ENGAGEMENTS

Career Connection Student Job Board

» **4,934** **+34%** NEW JOBS POSTED

» **2,389** **+64%** NEW STUDENTS REGISTERED

» **605** **+3%** NEW EMPLOYERS REGISTERED

Virtual Career Advising

» **242** CAREER ADVISING APPOINTMENTS

Workshops

» **10** TOTAL WEBINARS

» **380** **+155%** TOTAL STUDENT PARTICIPANTS

Virtual Employer Information Sessions

» **5** **+25%** TOTAL SESSIONS

» **67** **+42%** TOTAL STUDENT PARTICIPANTS

Resume Review

» **457** **+30%** TOTAL RESUMES REVIEWED

Volunteer Services

» **599** **+217%**

TOTAL KPU STUDENT VOLUNTEER PARTICIPANTS

» **827** **+522%**

NEW KPU STUDENT VOLUNTEER APPLICATIONS

» **1,328** **+1,390%**

KPU STUDENT, VOLUNTEERS TRAINED ONLINE

Co-operative Education/ Employer Relations

» **1,256** **+65%** JOB OPPORTUNITIES POSTED

» **297** **+38%** JOB PLACEMENTS

Top 5 Employers

- 1 CANADA REVENUE AGENCY (CRA)
- 2 MICROSERVE
- 3 KWANTLEN POLYTECHNIC UNIVERSITY
- 4 FRASER HEALTH AUTHORITY
- 5 PINCHIN LTD.

New Co-op Employers

10 EMPLOYERS HIRED THEIR FIRST KPU CO-OP STUDENT » **5% of total placements**

Employer Outreach

» **24** NEW INDIGENOUS/INDIGENOUS-ENGAGED EMPLOYERS ONBOARDED TO CAREER CONNECTION

» **33** NEW EMPLOYERS ADDED TO SUPPORT UNDER-REPRESENTED CO-OP PROGRAMS

Co-op Info Sessions (Employers)

» **7** SESSIONS DELIVERED, AVERAGING **42** EMPLOYERS/SESSION

Co-op Info Sessions (Students)

» **228** STUDENT ATTENDEES **+251%**
» **67%** OF RSVPS ATTENDED (VS 30% 2020/21)

COOP 1101

» **258** STUDENTS ENROLLED **+6%**

Co-op Applications

» **438** APPLIED **+54%**
» **378/86%** APPROVED **+72%**

Indigenous Students Co-op Survey

» DISTRIBUTED TO **190** INDIGENOUS STUDENTS;
47 STUDENTS COMPLETED SURVEY.

Source: KPU Office of Planning and Accountability

CENTRAL ACADEMIC ADVISING

Empower students in program exploration, navigation, and planning for success.



Theresa Voorsluys
Manager, Central Academic Advising



Programs and Services Offered

- » We assist students with their academic progression and support them with attainable goals towards academic success.
- » We advocate for changes to policy, processes, and programming when they are impeding student success.
- » We enhance 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.

STAFFING

-  **1** Manager
-  **8** Academic Advisors
-  **4** Counselling and Advising Assistants
-  **1** Peer Advisor

Strategic Challenges

A Student Development and Transition

Preparing new and current students to face challenges with program/course selection, navigation of tools, resources, policies and procedures.

B Student Success and Retention

Supporting students in their decision making which can impact their educational, personal, and professional goals.

C Student Services

Meeting the demand and student needs for quality academic advising while adhering to advising service standards.

Strategic Responses

A Make data-informed decisions to increase impact and improve the efficiency and effectiveness of advising resources, expanding resources for exploratory and undecided students.

B Increase personalization of services with individual care where it can be most impactful, including participating in Indigenization of Student Services, embracing all cultures in creating a safe, inclusive space.

C Optimize services through hybrid online and in-person service delivery, while participating in collaboration efforts that support internal communication and coordination of advising services across KPU.

Initiatives and Highlights

- ✓ Students are now reaching out directly to their advisor rather than through appointments or drop-ins, resulting in a large increase in direct communication, in keeping with a caseload model and increased intentionality around personalization.
- ✓ Increased focus on group advising and resources so students can access guidance and self-direct, resulting in increased engagement in both areas.
- ✓ Continued to offer growth and learning opportunities to staff, fostering a culture of professional development and lifelong learning.

8,825 Number of phone calls received by Counselling and Advising Assistants (Counselling, Advising, Accessibility Services)	1,470 New students called through calling campaigns this year
838 Academic standing students called through calling campaigns this year	1,924 Front counter inquiries
811 Total attendees for course planning workshops	2,561 Total views on course planning videos - YouTube
2,051 Early alert requests triaged	6,637 Central Advising appointments
12,295 Total student engagements overall	22,893 Total Central Advising engagements

COUNSELLING SERVICES



Lynda Beveridge
Director, Counselling and Accessibility Services

Provision of short-term, free, and voluntary mental health counselling to support students in improving their resilience to distress, and empower them to identify and navigate barriers to personal well-being and academic success.



STAFFING

-  **1** Director
-  **10** Counsellors (8.0 Faculty FTE)
-  **1** Counselling Practicum Student

Programs and Services Offered

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

Strategic Challenges

- A Continuing to enhance and evolve department practice.
- B Outreach and marketing to KPU stakeholders.
- C Promoting diversity, inclusion, equity, and justice – in alliance with other Student Affairs and KPU initiatives.

Strategic Responses

- A Continue to refine and develop protocols and guidelines for services and practice, while engaging in ways to support onboarding of new faculty and staff, enhancing their understanding and utilization of our service.
- B Develop a marketing strategy that conveys with clarity what the KPU community can expect from us.
- C Work to prioritize specific groups within the student population for specialized services/outreach, in consultation with other Student Affairs departments and the broader KPU community. This includes engaging in proactive mental health promotion and adhering to our primary mandate of providing counselling to students.

COUNSELLING SERVICES CONTINUED

Issues Commonly Addressed Through Individual or Group Counselling

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

Initiatives and Highlights

- ✔ Introduced a hybrid model of service in summer with a return to campus and some counsellors offering in-person sessions.
- ✔ Developed and piloted a group funded by a Canadian Mental Health Agency grant.
- ✔ Targeted planning for support to international students.
- ✔ Opened competition for an Indigenous counsellor.
- ✔ Initiated a diversity sub-committee.
- ✔ Reinstated our master's practicum placement program and hosted our first counsellor-in-training in the summer semester.
- ✔ Planning for more in-person outreach on campuses including presentations to students and faculty.

2,365 Hours

of individual counselling to students

164 Hours

of outreach to groups including group counselling

192 Hours

of clinical and external consultations



No shows and late cancellations at 12%

(285 hrs.) of total scheduled appointments. This is consistent with the previous year of **11%**. The shift to **offering virtual appointments** has **reduced missed appointments** compared to pre-pandemic years where this number was as high as 35-40%

INDIGENOUS SERVICES FOR STUDENTS



Natalie Wood-Wiens
Manager, Indigenous Services for Students

Guided by principles of respect, relevance, reciprocity and responsibility, Indigenous Services for Students works collaboratively across KPU and engages with Indigenous communities, ensuring cultural authenticity and the inclusion of Indigenous voices.

Programs and Services Offered

OUR SERVICES

- › New-student transition and orientation
- › Cultural support
- › Elder and Cultural Advisor Program
- › Peer mentorship programming
- › Sponsorship information and referral
- › Emergency financial assistance

OUR ROLE

- › Student support and engagement
- › Recruitment
- › Advocacy
- › Advising
- › Inter-departmental collaboration
- › Referrals to Student Services
- › Engagement with stakeholders
- › Supporting institutional Indigenousization and reconciliation

STAFFING

- › **1** Manager
- › **1** Coordinator
- › **1** Elder
- › **3** Student Assistants



INDIGENOUS SERVICES FOR STUDENTS CONTINUED

Strategic Challenges

- A** Providing holistic student services and Elder supports across five campuses with current staffing levels and vacancies.
- B** Creating culturally-safe spaces on each campus with only one Gathering Place located at the Surrey campus.
- C** Collecting more comprehensive data on Indigenous student enrolment trends, persistence and retention to inform service delivery needs and priorities.



Strategic Responses

- A Student Engagement and Community Building**
 - » Continue to further develop a community through a variety of culturally-informed services such as drop-in sessions, workshops, cultural activities, contests and other initiatives.
 - » Expand the Elders Program to increase level of culturally-relevant supports and student access to cultural teachings, guidance and community engagement.
 - » Enhance marketing and communications efforts to increase awareness of opportunities.
- B Support University-wide Indigenization Initiatives**
 - » Increase broader understanding of the Indigenous student experience.
 - » Share resources on creating culturally-safe spaces and strategies for improving the institutional climate for a diverse Indigenous student population.
 - » Take on an advisory role to various university and community members.
- C Indigenous Student Recruitment**
 - » Engage in targeted outreach to local School Districts and urban community organizations.
 - » Actively promote virtual drop-in sessions for prospective students.
 - » Continue to work on the development of a draft Indigenous student recruitment plan in collaboration with the Future Students' Office.
 - » Engage in proactive 1:1 and group outreach to support student transition, success and retention.
 - » Develop, implement and continuously improve Indigenous student orientation and early intervention strategies.

Initiatives and Highlights

- ✔ WELCOMED A NEW COORDINATOR, INDIGENOUS STUDENT TRANSITION AND ENGAGEMENT in May who is a recent graduate of the Wilson School of Design.
- ✔ In collaboration with KPU International, successfully launched the **FIRST VIRTUAL INDIGENOUS GLOBAL EXCHANGE PROGRAM** in partnership with Edith Cowan University and the Kurongkurl Katitjin Centre. Over the span of 4 weeks (2 sessions each week), 10 students connected virtually to learn more about Indigenous histories and cultures, language revitalization, resurgence and futurisms. Sessions were delivered by faculty from both institutes and community guests.
- ✔ Delivered the first on-campus **INDIGENOUS ORIENTATION** event including drop-in sessions at two campuses with new students having an option to, also, complete the complementary Indigenous online orientation course developed last year.
- ✔ Hosted the annual **OPEN DOORS, OPEN MINDS** event for Indigenous high school students with over 90+ in attendance and mock class simulations from various faculties. The keynote speaker was Angela Sterritt, award-winning journalist and author with performances from the Pil'alt Canoe Family.
- ✔ Collaborated on the continuation of the **INDIGENOUS DIALOGUE SERIES** starting with Len Pierre (Pul-ee-qwe-luck) on Reconciliation with Radical Thought, Action and Heart in September; Decolonizing the Academy: Trans-Systemic Transformation with Dr. Marie Battiste in February; Reconciliation: Where are We? with Chief Dr. Robert Joseph in April; and in recognition of National Indigenous Peoples Day on June 21, Dr. Pamela Palmater joined us for a talk on Perspectives on Reconciliation.
- ✔ Worked in collaboration with Counselling Services on the creation of a **NEW INDIGENOUS COUNSELLOR** position.
- ✔ Collaborated on **REVISIONS TO THE CURRENT INDIGENOUS AWARENESS MODULES** that are mandatory for new employees and facilitated translation of the modules into Farsi, Punjabi, Simplified Chinese and Vietnamese.

79%
of Indigenous students indicated that they were somewhat or very satisfied with their educational experience at KPU

3%
of domestic students identified as Indigenous, which includes status or non-status First Nations, Métis, and Inuk/Inuit people of Canada

Source: Office of Planning & Accountability: July 14, 2021

WHAT OUR STUDENTS SAY



ALISHA VIJ
KPU Student, **Career Development Centre**

Q: How did you come to study at KPU?

A: A year after graduating from high school and exploring

my interest in yoga training, I wanted to pursue something in business. I did my research and decided that the BBA program in Marketing Management would be the best fit for me. The small classroom sizes and locality of the University is also something that I took into consideration when choosing KPU.

Q: What program/major are you graduating with, and what do you hope to achieve once you have left KPU?

A: I am graduating with my Bachelors in Business Administration in Marketing Management. After leaving KPU, I hope I can continue to work in the digital marketing field and pursue further education to keep up with the industry.

Q: How do you reflect on your KPU experience now that you've finished?

A: Studying at KPU has been such a great experience. I loved the flexibility, small classroom sizes, and all the opportunities I got as a student.

Q: What kinds of opportunities were you involved with outside of your formal classes and what was the impact of those experiences?

A: Outside of my formal classes I was involved with the Kwantlen Student Association (KSA) working at the

Grassroots Café and volunteering to teach yoga classes. Additionally, I had the opportunity to be a part of the Co-op program. Through these opportunities I was able to build long-term relationships and connections that enhanced my experience at KPU. Furthermore, these opportunities strengthened my skills and confidence and prepared me for life after graduation.

Q: What kinds of student services and supports were important to your success at KPU (and why)?

A: I believe the Career Development Centre was probably the most important to my success at KPU. I got to apply what I learned at my work placements to some of my courses, and vice versa. Through the Career Development Centre, I got opportunities that I probably wouldn't have received otherwise. I built great connections, gained confidence as a student, and enhanced my skills in different areas..

Q: What was your most impactful experience during your time at KPU, and how has that shaped you as KPU graduate student?

A: I think applying to KPU's Marketing department as a Co-op student has been my most impactful experience at KPU. After completing my work placement, I was given the opportunity to work for KPU's marketing department full-time. I think it's so cool that I get to work for the university I'm graduating from. I'm so grateful for the experiences I got from the Career Development Centre and for all the great leaders and mentors I've crossed paths

with on this journey. I've been exposed to different positions in the marketing field and learned the things I liked to do, and also what I didn't enjoy doing. The work placements definitely gave me better direction for my future career path.

Q: What advice would you give future students thinking about coming to KPU?

A: My advice to future students thinking about coming to KPU would be to do your research and reach out to resources, whether that's an academic advisor or a current/past KPU student. The transition to a university can be scary for some, especially if they don't know what to expect and what direction to take. KPU's smaller classroom sizes and hands-on experiences really make the journey easier.

Q: What lessons have you learned about yourself along your journey through KPU?

A: I have learned to not underestimate myself. In my first or even second year as a student, I would have been hesitant to do anything that I felt I wouldn't be good at. I now know that it's okay to step out of my comfort zone and take on any challenges and opportunities that come my way.



DOMINIQUE MANGA
KPU Student, **Assessment and Testing Services**

Q: How did you come to study at KPU?

A: After graduating high school in 2014, I went to Simon Fraser University to pursue my undergraduate studies in Physics, since it was my childhood dream to become an Astrophysicist. However, when I got there,

after taking some core Physics courses, it turns out that it wasn't physics that I was passionate about, but rather the language it uses—which was Mathematics. So, I wanted to switch programs and go to school closer to home. I had found out that KPU just created a new Applied Mathematics program, so it was a good fit at the time.

Q: What program/major are you graduating with, and what do you hope to achieve once you have left KPU?

A: I am one semester away from completing my Bachelor of Science, Major in Applied Mathematics (Honours). After graduating I hope to either work in a Data Science or Data Analytics role or pursue graduate studies in Data Science.

Q: What kinds of opportunities were you involved with outside of your formal classes and what was the impact of those experiences?

A: All roles have been in services of others and purposefully assisting and supporting my peers and the KPU community as a whole. I volunteered as a Senior Orientation Leader, and as a Student Representative for the Department of Mathematics by volunteering at KPU Open House, the KPU Science Challenge, and KPU Science Rendezvous. Outside of class, I was a Peer Tutor for the Learning Centres, and the Student Assistant and Peer Advisor for the Central Academic Advisors. When needed, I also assist both Accessibility Services and Assessment & Testing Service as a Scribe, Orator, and Note-Taker. Currently, I work as a Student Ambassador for the Future Students' Office and as a Student Researcher for the Institute for Sustainable Horticulture.

Continued on next page

WHAT OUR STUDENTS SAY CONTINUED

DOMINIQUE MANGA CONTINUED

Q: What kinds of student services and supports were important to your success at KPU (and why)?

A: The first student service that helped me in my first couple of years was the Learning Centre, where I could get free tutoring until I myself became a peer tutor. Consistently throughout my studies, I would reach out to Academic Advising to make sure that I was on track for graduation and making sure that I was planning for courses that would fulfill my program requirements. If I needed help navigating resources that could help me with tuition and fees, I would turn to Student Awards and Financial Aid, and I always loved using our gym and weight room provided by Sports and Recreation. Now that I am closer to graduation, I am being supported by the advisors over at our Career Development Centre to help me transition into the working world.

Q: What was your most impactful experience during your time at KPU, and how has that shaped you as KPU graduate student?

A: The most impactful experience that I took on at KPU was the opportunity to apply the Mathematics that I learned on a real-world problem. Through working for our Institute of Sustainable Horticulture, I researched predictive mathematical modelling for a crop disease called late blight which affects potatoes and tomatoes, most famously caused the Irish Potato Famines. This opportunity allows me to practice and hone every skill that

being a Mathematic student has taught me, from researching, problem-solving, and critical thinking to learning and applying even more skills quickly, all while working on something that will positively impact B.C. farmers.

Q: What advice would you give future students thinking about coming to KPU?

A: I would encourage new students to actively seek out opportunities that could arise at any time, such as volunteering or working for KPU as a student. There are many ways to get involved, as well as many job opportunities for students to work on campus.

Q: What lessons have you learned about yourself along your journey through KPU?

A: At KPU, I learned that I really enjoy helping and mentoring my fellow students, especially during their transition into post-secondary. This is evidenced by being a volunteer Orientation Team Leader and by working as the Student Assistant and Peer Advisor for the Central Advising Team.

Q: Did you have any final thoughts to add?

A: In addition to being a KPU student, employee, and volunteer, I am a motivated proponent of mobilizing Equity, Diversity, and Inclusion, especially in academic spaces, and my concurrent roles serving as a Scribe, Orator, and Note-Taker reflects my passion and tireless efforts in contributing to an inclusive community here at KPU. I first became a Scribe through the Learning Centre, working alongside Accessibility Services in 2018, helping a student have their accessibility and mobility needs met by being present in. Here at KPU, the level of support is commendable, not only are they here and accessible for students, they are also so eager to help. And I am proud that I have been part of that student support network.



ELIANA MCFARLANE KPU Student, **Sport and Recreation**

Q: How did you come to study at KPU?

A: What really made KPU stand out to me apart from the other

universities here were the smaller class sizes. I enjoyed knowing that I would be able to discuss my progress with my professor directly as opposed to a middleperson. I also liked that KPU was closer to my home at the time and more affordable.

Q: What program/major are you graduating with, and what do you hope to achieve once you have left KPU?

A: I will be graduating from KPU with a Bachelor of Arts degree majoring in Sociology. I hope to eventually become a Curriculum Coordinator for elementary schools in the lower mainland.

Q: How do you reflect on your KPU experience now that you've finished?

A: I still have just over a year left of my studies at KPU, but so far, the experience here has been great! I have met so many interesting people and have learned so much beyond what I had anticipated.

Q: What kinds of opportunities were you involved with outside of your formal classes and what was the impact of those experiences?

A: So far, I have had the opportunity to be a Student Assistant twice: once to assist one of my professors with their research, and the other to support the Sports and Recreation Department as a Front Desk Staff. Both opportunities allowed me to see KPU through a lens that I had never thought of before. While assisting with research, I was

able to view KPU as one large community; a common place for a plethora of people to share their different experiences and viewpoints. And with KPU Sports and Recreation, I was able to meet a lot more people than I would have if I were to go to class and go home. It was encouraging to meet people who also shared a love for physical activity and being active.

Q: What kinds of student services and supports were important to your success at KPU (and why)?

A: I really enjoyed the Orientation Team's contribution to my experience at KPU as well as the Learning Center. The O-Team was the first time that I was exposed to Kwantlen's campus culture. Their energy was infectious, and it really helped me to not feel so anxious transitioning from secondary to post-secondary school.

The Learning Center was always understanding and accommodating to my course-related questions and concerns. I never felt rushed or embarrassed when speaking to the tutors, and I always felt more confident in my work when I completed my sessions with them.

Q: What advice would you give future students thinking about coming to KPU?

A: KPU is definitely more quaint than some of the other universities in the lower mainland, so make sure that you are comfortable with a cozier learning environment before making your final decision.

Q: What was your most impactful experience during your time at KPU, and how has that shaped you as KPU graduate student?

A: When I took my first Sociology course, it felt as though I had finally been seen for the first time. As a woman of color, I truly believed that certain political, human and civil rights

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WHAT OUR STUDENTS SAY CONTINUED

ELIANA MCFARLANE CONTINUED

issues that were explicit to me, were invisible to others. It blew my mind to realize that there was an entire discipline dedicated to making private issues public problems. Since that introductory course, I knew that I wanted to pursue Sociology and find a career where I could actively apply my sociological imagination every day.

Q: What lessons have you learned about yourself along your journey through KPU?

A: Embrace what makes you, you! KPU is such a wonderful inclusive space, so be yourself every minute that you are on campus.



JENNIFER LAMONT

KPU Student, **Indigenous Services for Students**

Q: How did you come to study at KPU?

A: I felt that the reputation of KPU, the industry connections and the hands-on experience is why I picked KPU over other institutions

Q: What program/major are you graduating with, and what do you hope to achieve once you have left KPU?

A: I received my Bachelors in Design, Fashion and tech as well as my CADD technology in Mechanical. My goal has always been to teach in some form, but I still have to complete my masters before that can happen.

Q: How do you reflect on your KPU experience now that you've finished?

A: Overall, it was a great experience and I learned a lot and met some great people.

Q: What kinds of opportunities were you involved with outside of your formal classes and what was the impact of those experiences?

A: I competed in 2 OSF competitions and felt it gave me more of a greater sense of design. The last one was themed 'Awareness,' so I took this opportunity to design a piece for MMIW (which is displayed here at the surrey library). I won second prize and was shocked at the interest I got for this piece.

Q: What kinds of student services and supports were important to your success at KPU (and why)?

A: The main resource I appreciated were the awards and scholarships that are given out every semester. This was especially helpful being a single mom and trying to live off of student loans.

Q: What was your most impactful experience during your time at KPU, and how has that shaped you as KPU graduate student?

A: The most impactful experience was being allowed to try things out and not worry about if it failed. It was about learning that it's the process that is most important and not the final project.

Q: What advice would you give future students thinking about coming to KPU?

A: Get involved and volunteer, be a student assistant and just be part of the KPU community. Don't be afraid to ask lots of questions.

Q: What lessons have you learned about yourself along your journey through KPU?

A: That you will most likely hear more "NO's" than yes' but keep on going and don't give up. There are many more people here at KPU that are cheering you on than you know.

Q: Did you have any final thoughts to add?

A: Don't be afraid to take a class that has nothing to do with what you applied to KPU for. I did, and ended up completing a whole separate designation while I did my bachelors. The possibilities are endless!



KATHLEEN BRIONES

KPU Student, **Orientation and Transitions**

Q: How did you come to study at KPU?

A: I was looking at universities that offer a Health Science program and KPU happened to be one of them. After searching through the website about what KPU was about, I was instantly inclined to apply to the university. Having gone straight from high school, I wanted to make my transition to university as smooth as possible. When I found out that KPU has numerous campuses that are easily accessible to me, it was an easy decision to make. I like having smaller classroom sizes as it allowed me to interact with my professors much easier, and made socializing with my classmates an easier process as well.

Q: What program/major are you graduating with, and what do you hope to achieve once you have left KPU?

A: I graduated with a BSc. in Health Science in June 2022. I hope that with this educational background, I can easily study and pass the

MCAT to make my way into medical school, as I dream to become a doctor.

Q: How do you reflect on your KPU experience now that you've finished?

A: My experience at KPU has been fruitful. I am a strong believer of creating your own experience for your own learning. Taking initiative to be involved in my own community as well as within the classroom has allowed me to flourish and gain life-long and transferable skills along the way. Of course, this was made possible for me as all of the resources I needed as a student had been made available to me. I appreciated all the help of the staff, my professors, and even the librarians who have aided me in my studies. My experience at KPU has been one of a kind and I wouldn't want it any other way.

Q: What kinds of opportunities were you involved with outside of your formal classes and what was the impact of those experiences?

A: Since the beginning of my second year at KPU, I have already been actively involved with the Orientation Team on campus. I have volunteered as an O-Leader each semester since then and made my way to later becoming the Campus Captain, wherein I became in charge of all the other O-Leaders. After a while, I also took on another role of becoming a Krew Collective Mentor for domestic students, after helping develop the program with the OandT office.

These experiences have provided me with a deeper understanding of other people's cultures and backgrounds, allowing me to become well versed. From these, I have learned to develop strategies for making an environment as inclusive, welcoming, and engaging as possible.

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WHAT OUR STUDENTS SAY CONTINUED

KATHLEEN BRIONES CONTINUED

Q: What kinds of student services and supports were important to your success at KPU (and why)?

A: To name a few, one of the services that made the biggest impact to me and my development as a student and as a volunteer on campus was the Orientation and Transitions office. Without Orientation, it would have been so much harder to navigate through the university and know about the things I can access as a student. The friends I made during my orientation are still friends I have now. I was also able to meet such amazing mentors (Paula Broderick and Shannon Blakely) that I truly look up to. OandT has provided me with a way to get out of my comfort zone and discover things I enjoy outside of my education. I am truly grateful for KPU for having such an amazing group of staff at that department. In addition, the academic advising office has also been really big help to me in ensuring that I stay on track in my educational journey. Andrea (Science Advisor) is an amazing advisor. I can really see the passion she has in her job to make sure students are aware of possible educational paths that they can take to reach their goals.

Q: What was your most impactful experience during your time at KPU, and how has that shaped you as a KPU graduate student?

A: There isn't one specific experience, but the combination of years of education and community involvement have really shaped my overall experience at KPU. While gaining knowledge about the scientific field has been influential, I have been more inspired by my professors (Cayley Velazquez and Candy Ho) to develop myself as a student,

a professional, and even just as a person. I have seen their passion in the courses they teach and their genuine care to make sure each student succeeds in their class, and left me with more than what I came in with at the beginning of each semester.

Q: What advice would you give future students thinking about coming to KPU?

A: My advice to new students is that life at a university is more than just learning. It is about discovering who you are as a person. What your likes and dislikes are, what field you want to go into, what possible career you can have in the future, and even just simply discovering a hobby or a passion. There are so many options for you to choose from, so many steps you can take, and so many doors you can unlock. Think of this as an opportunity to start fresh and discover who you are. Changing your major? That's fine. That just means you are one step closer to finding what you really like.

Q: What lessons have you learned about yourself along your journey through KPU?

A: Because of an initial "I want to find ways to volunteer on campus" to actually becoming a volunteer, I discovered that I have an interest in creating an engaging and inclusive community. I discovered my love for helping others find their way and giving them resources they can use to be successful. In addition to that, my experience at KPU has further strengthened my passion to pursue medicine. While others change their career paths after university, mine has been solidified.

MULTI-FAITH CENTRE

Facilitate opportunities for the KPU community to connect, learn, and engage in dialogue about religious, cultural, and secular topics through an interfaith approach to spiritual wellness.

Programs and Services Offered

- » UN World Interfaith Harmony Week
- » Dialogue Sessions
- » Meditation Sessions
- » Faith Groups
- » Drop-in Hours

Strategic Challenges

A Lacking visibility and engagement with the Multi-Faith Centre

- » Students are still largely unaware of the Multi-Faith Centre (MFC) and the roles of the chaplains.
- » Students are often connected to their community faith groups and don't realize there is on-campus support.

B Addressing the lack of student belonging on campus

- » Students do not have on-campus cultural/faith events that they can participate in.
- » Student faith clubs have largely disbanded due to the pandemic.

Initiatives and Highlights

- ✔ Meditation Sessions – The MFC chaplains hosted weekly meditation sessions promoting mindfulness and showcasing different techniques to the KPU community.
- ✔ Dialogue Session – KPU chaplains participated in a virtual dialogue session exploring climate change and the role religious and secular communities play both positively and negatively.

STAFFING

👤👤👤👤 4 Volunteer Chaplains

Strategic Responses

A Develop more engaging programming while increasing our on-campus presence via tabling, drop-in hours and engagement with student clubs, helping to increase visibility and awareness of the MFC services. We will also continue to engage with student clubs to recruit new student volunteers to MFC meetings and events, cultivating authentic interfaith relationship-building between diverse faith traditions at our institution.

B Provide interfaith education that will focus on developing greater understanding among the KPU community around different faith traditions, utilizing academic, theoretical and practical approaches.

35 Total # of Events

Types of Events:

- » Meditation and Mindfulness Sessions: 29
- » Info Booths: 3
- » Social Events and Engagement: 3

SPORT AND RECREATION

Provide inclusive, innovative, and low-barrier sport, recreation, fitness, and wellness services and programming for the KPU community.



Shalini Vanan
Manager, Sport, Recreation and Health Promotion



Programs and Services Offered

- » Intramural sports (indoor soccer, badminton, volleyball, basketball)
- » Drop-in sports (ping pong, volleyball, basketball, badminton)
- » Sport tournaments (doubles badminton)
- » E-sports
- » Fitness centers (Langley, Surrey, Tech)
- » Fitness classes (virtual and on-campus)
- » Personal training
- » Wellness in Action program

STAFFING

- » 1 Manager
- » 2 Coordinators
- » 21 Student Assistants
- » 6 Volunteers
- » 7 Fitness Instructors
- » 1 Basketball Referee

Strategic Challenges

A Observing Low Levels of Student Life and Engagement

- » Students often report a lack of awareness of sport and recreation programs, services, and facilities.
- » Some report a desire to explore other recreational opportunities aside from sport and fitness programming.

B Supporting the Needs of a Diverse Student Population

- » KPU has an increasingly diverse student population that is spread across five campuses.
- » Not all campuses have fitness facilities or sport and recreation programs.
- » Facilities should be inclusive of all including equity deserving groups such as students with equity-deserving disabilities, 2SLGBTQIA+ individuals and the BIPOC community.

C Targeting Sedentary Behaviour

- » Students report insufficient physical activity in their day-to-day lives.
- » Fitness classes are not well attended by students across the different campuses.
- » Individuals may not have the skills or physical

literacy to live an active lifestyle.

Strategic Responses

A Expand opportunities such as intramural leagues, drop-in sport, fitness classes and personal training to help build physical literacy, social connection and holistic wellbeing, while increasing awareness of current programming and expanding outreach that will prompt behaviour change and create opportunities for individuals to participate in departmental offerings.

B Engage meaningfully to support equity, diversity, inclusion, social justice and Indigenization: install inclusive signage throughout all department facilities; participate in Student Affairs and KPU efforts towards indigenization and decolonization practices.

C Leverage technology to connect and inspire engagement with diverse recreation activities including e-sports, virtual fitness classes and educational workshops to remove barriers and promote additional opportunities for engagement.



SPORTS AND RECREATION CONTINUED



Initiatives and Highlights

- ✓ **INTRAMURALS** – Increased participation across all four leagues (indoor soccer, badminton, volleyball, and basketball). Participation numbers are significantly higher than pre-pandemic numbers. In 2018/2019 there were 366 participants, 314 in 2019/2020 and a total of 421 in 2021/2022.
- ✓ **NATIONAL HEALTH AND FITNESS DAY** - Collaborated with Student Health Promotion to host National Health and Fitness Day event at KPU Surrey. The goal of this event was to promote a healthy lifestyle and showcase unconventional ways of being active.
- ✓ **E-SPORTS** – The Sport and Recreation department continues to expand its recreation programming by incorporating e-sports. These are single-day tournaments that are open to students providing them with another venue for social connection and campus engagement.
- ✓ **WELLNESS IN ACTION** - KPU's Sport and 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.

Participation Numbers

- » **421** Intramurals
- » **16** Tournaments
- » **43** E-Sports
- » **17,244** Drop-in Gymnasium
- » **129** Fitness Classes
- » **334** Virtual Fitness Classes
- » **6,127** Fitness Centre Visits
- » **9** Wellness in Action

STUDENT AWARDS AND FINANCIAL ASSISTANCE

Support student success by reducing financial barriers and recognizing student achievements.



Naomi Stuart-Chiu
Manager, Student Awards and Financial Assistance

STAFFING

- » **1** Manager
- » **1** Coordinator, Scholarship and Awards
- » **4** Financial Aid Advisors
- » **4** Financial Aid Assistants



Programs and Services Offered

- » Awards and scholarships
- » Adult upgrading funding
- » Bursary program
- » Part-time studies funding
- » Individualized financial planning
- » Emergency financial assistance
- » Funding for students with permanent disabilities
- » Government loans and grants
- » Targeted supports for Former Youth-in-Care
- » Targeted supports for Indigenous students
- » **Work-study**

Work Study
at

KPU

IT PAYS TO WORK ON CAMPUS!

— [CLICK HERE TO CHECK THIS OUT](#) —



STUDENT AWARDS AND FINANCIAL ASSISTANCE CONTINUED

Strategic Challenges and Responses

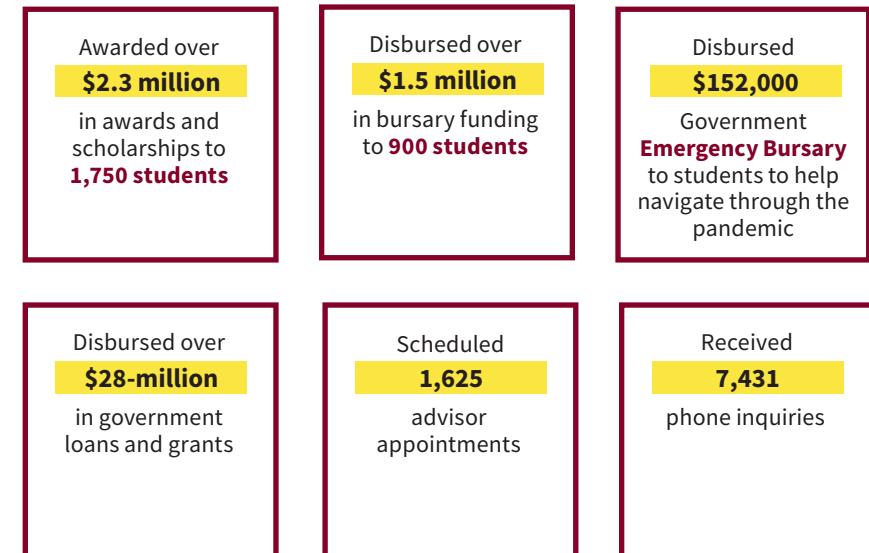
- A** Increasing financial need: Assessed and unmet student needs.
- B** Servicing diverse student populations and diverse student needs.
- C** Enhancing the student experience by celebrating student contributions and achievements.
- D** Raising the profile of Student Awards and Financial Assistance (SAFA) and expanding the reach to students.

Initiatives and Highlights

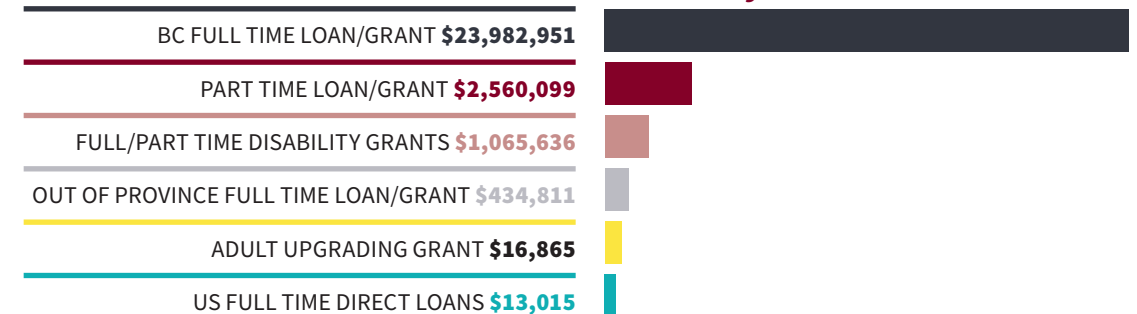
- ✔ Since the launch of the Self-Identification question on Education Planner BC for **Former Youth-in-Care** applicants, the initiative has allowed us to reach **480 new students** and help them navigate the different financial resources available to them as they apply for admission to KPU.
- ✔ Involvement in the Campus Navigator Community of Practice for Former Youth-in-Care students, allowing us to collaborate with the Ministry of Advanced Education Skills and Training and other post-secondary institutions on the various best practices across institutions.
- ✔ Participated in external events sponsored by Ministry of Children and Family Development.

Strategic Responses

- A**
 - » Support students through 1-1 advising and relevant workshops.
 - » Collaborate with key stakeholders such as KPU Advancement.
 - » Advocate for financial support for students.
- B**
 - » Identify and strengthen the support initiatives for marginalized student populations.
 - » Create a respectful and anti-racist space for all to feel safe and included.
- C**
 - » Administer scholarships and awards through a fair, equitable process.
 - » Advocate for increases in merit based (e.g., GPA and extra-curricular) and need-based awards/scholarships.
 - » Commit to continuously revisit and improve processes and procedures to ensure effectiveness and efficiency.
- D**
 - » Improve the communication, marketing and brand of SAFA.
 - » Collect and share data with key stakeholders.
 - » Leverage Banner communication capabilities to proactively reach out to different groups of students based on shared issues/concerns/programs.



KPU Government Financial Assistance – Yearly Totals






STUDENT HEALTH PROMOTION

Take a proactive approach to identifying and addressing key systemic and environmental barriers that impede student health and wellness.

Programs and Services Offered

- » Peer Wellness program
- » University-wide events, such as Bell Let's Talk, Thrive Month, National Health and Fitness day
- » Resource development, such as KPU's sexual health webpage

STAFFING

-  **1** Coordinator
-  **1** Student Assistant
-  **5** Peer Volunteers

Strategic Challenges

A Addressing health and wellness gaps on campus

- » KPU campuses do not have resources such as health clinics thus students may experience health inequities and difficulty navigating community resources.
- » A general lack of health literacy that may be impacting student health and well-being.

B Targeting high rates of student mental health issues and acknowledging low levels of belonging

- » Individuals do not always have the necessary skills to be resilient, cope with challenges or seek help for issues like anxiety, depression and stress.
- » Students may lack the understanding that is necessary to take control of their mental health needs and access resources and tools that are available.
- » The lack of belonging is further exacerbated when looking at intersectional identities such as with equity deserving groups like students with disabilities, 2SLGBTQIA+ individuals and the BIPOC community.

Strategic Responses

A Implement a peer programming model for student engagement and outreach, focusing on increasing health and wellness literacy and awareness, providing resource referrals and navigation, and supporting the development of social connection on campus.

B Establish preventative programming focused on self-management competencies and coping skills, while supporting students by taking personal responsibility for their health and well-being. Establish departmental collaborations and university-wide partnerships to promote and educate students.



[VIEW VIDEO](#) 

Initiatives and Highlights

- ✓ **RESILIENCE WORKSHOP** – Developed a peer-led resilience workshop alongside the KPU psychology department that will address meditation, gratitude, social connection, lifestyle and nature.
- ✓ **SEXUAL HEALTH RESOURCE PAGE** - Launched an online webpage for students focused on sexual health and wellness, providing information on topics relating to sex and sexual health.
- ✓ **THRIVE MONTH** - THRIVE is an annual university-wide initiative coordinated through the Health Promotion department, supported by a variety of KPU service areas and faculties.
- ✓ **NATIONAL HEALTH AND FITNESS DAY** - Collaborated with Sport and Recreation to host National Health & Fitness Day, promoting a healthy lifestyle and showcasing unconventional ways of being active.
- ✓ **BELL LET'S TALK** – Collaborated with Counselling Services on an educational video discussing the mental health services available to KPU students.
- ✓ **PEER WELLNESS NEWSLETTER** – The Peer Wellness team (composed of student volunteers and a student assistant) created a semesterly newsletter, with each iteration highlighting KPU health and well-being resources and student-written articles.
- ✓ **CAMPUSWELL** - Is an online health & wellness resource featuring research-based content providing information such as stress management, nutrition, sleep and physical activity.

- » **86** Sessions and Events
- » **72** Virtual Events
- » **13** On-Campus Events
- » **21** Resource Navigation Session
- » **2,165** Total # of Attendees and Viewers
- » **+ 60%** Follower Growth Increase this Past Year
- » **100** National Health and Fitness Day Attendees
- » **2,300+** Unique views, 55% engagement rate for KPU CampusWell

STUDENT RIGHTS AND RESPONSIBILITIES



Jennifer Jordan
Director, Student Rights and Responsibilities Office

Promote a community of care and respect through education, empowerment, and restorative practices.

Programs and Services Offered

WE CAN HELP WITH:

- » Working alongside the KPU community to address student behaviors of concern
- » Understanding students' rights and responsibilities
- » Conflict engagement
- » Restorative dialogues and approaches
- » Mediation and coaching

- » Providing valuable internal and external support service resources
- » Facilitating catered workshops on various topics

STAFFING

- » 1 Director
- » 2 Liaisons

Strategic Challenges

- A** Triaging the diverse and complex needs around students' concerning behavior. There is a significant increase in students expressing and experiencing mental health challenges.
- B** Recognizing that students are in the process of developing life-long skills in moral and ethical decision-making means, balancing being student-centric with upholding community standards.
- C** Meaningfully working towards truth and reconciliation within our scope and mandate.
- D** Managing expectations of being part of a respectful, inclusive and diverse community and welcoming historically marginalized individuals and groups.
- E** Maintaining currency in three heavy topic areas: student conduct and restorative practices, sexual and sexualized violence, and risk and threat assessment.

Strategic Responses

- A** Continue to engage through KPU's Behaviour Intervention Team (BIT), a multi-disciplinary team with representatives from a number of departments who engage in case consultation.
- B** Take a holistic approach grounded in well-being by considering, and as appropriate talking with student about, the six dimensions of wellness.
- C** Commit to our own continuous unlearning and relearning by actively participating in professional development, learning about Indigenous Peoples and histories.
- D** Provide quality resources that are offered with the specific students' needs in mind, striving for accurate resources at the appropriate time.
- E** Promote restorative approaches across the KPU community; infusing restorative practices in our work; and, facilitating restorative dialogues with those we engage with.



Initiatives and Highlights

- ✔ Stabilized an ongoing initiative of presenting at KPU's New Employee Orientation around supporting students in distress.
- ✔ Joined the Division of Student Affairs.
- ✔ Presented at the National Restorative Justice Symposium.
- ✔ Provided content for the previously-launched sexual health and wellness webpage.

Office Reach Outs – Break Down

- » **226** consultations
- » **14** Student Conduct Investigations.
- » **4** BIT Cases
- » **2** Threat Assessment Cases

Webpage Analytics – Break Down

- » Department landing page had 5,846 users
- » Consistently, the following subpages have the most clicks every month:
 - » Academic Integrity
 - » Complaints
 - » Department landing page
 - » Contact Us
 - » Student Conduct
 - » Commonly referred to student policies

» Unique visitors each month:

Sep. ➤ 737	Jan. ➤ 601	May ➤ 582
Oct. ➤ 485	Feb. ➤ 386	Jun. ➤ 634
Nov. ➤ 508	Mar. ➤ 461	Jul. ➤ 271
Dec. ➤ 336	Apr. ➤ 413	Aug. ➤ 446



kpu.ca/student-affairs

KPU CIVIC PLAZA

13485 Central Ave
Surrey, BC

KPU LANGLEY

20901 Langley Bypass
Langley, BC

KPU RICHMOND

8771 Lansdowne Rd
Richmond, BC

KPU SURREY

12666 72 Ave
Surrey, BC

KPU TECH

5500 180 St
Surrey, BC