



17m

 Kwantlen Polytechnic University



 3,295 likes

[view all 72 comments](#)

»»» STUDENT AFFAIRS
Annual Report
2017-2018





I am honoured to participate in the release of the second Student Affairs Annual Report. This publication demonstrates a desire to be accountable to the broader community and pride in a culture of continuous enhancement of our services and our service models.

As Vice Provost, Students, my role is to lead the Student Services Division at KPU. With a budget of approximately

\$11M annually and a staff and faculty complement of approximately 125, Student Services is a large and complex team, consisting of three main components:

- **Student Affairs,**
- **the Registrar's Office and**
- **the Student Rights and Responsibilities Office.**

My own office - the Office of the Vice Provost - provides oversight for divisional resources, support for communication and events, and the lead in the important work of partnering with the Kwantlen Student Association.

Student Affairs is the newest component of Student Services, brought together under the leadership of Josh Mitchell, Senior Director Student Affairs. The vision for Student Affairs centers on the core themes of supporting student success, student health and well-being, and experiential learning. One of the most exciting responsibilities of Student Affairs is to guide the University's efforts in providing students with a warm welcome to KPU through orientation and transition programs. Based on our First Year Experience philosophy, and built on best practices, our orientation programs provide students with a strong introduction to university life.

The units you will learn more about in this publication provide services that are instrumental in helping KPU students find and navigate their academic and career choices and enhance their success through mental, physical, financial, and spiritual health. On a daily basis, Student Affairs also participates in broader University initiatives concerning diversity and inclusion, building a healthy university community, and supportive curricular structures.

I'm delighted to introduce you to Student Affairs @ KPU. Pleasant reading.

Jane Fee
Vice Provost, Students



Welcome to the 2017/18 Student Affairs Annual Report! In the blink of an eye, it is time once again to reflect on another year that has produced exciting and collaborative new programming. Examples include the launch of Wellness in Action, a collaboration between KPU's Counselling Services and Sport and Recreation

departments; formal partnership between our New Student Orientation program and KPU's academic Faculties; and record participation in orientation and campus sport and recreation programs. These are encouraging benchmarks for student engagement and the student experience at KPU.

An ongoing commitment in Student Affairs is to focus on each student's feeling of **belonging**, access to **support** services and **engagement** with their studies as pillars for student success. We see our work as helping to lay the foundation for students to **thrive**, not only in their studies, but beyond. This year's annual report features a number of students' stories that describe their own experiences thriving at KPU.

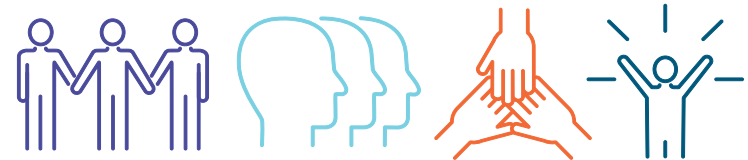
This is an exciting period in KPU's history and there remains much more work to be done in Student Affairs to support students with reaching their goals. To that end, the year ahead revolves around priorities that include the development of a student mental health strategy, revised accessibility policies and practices, and expanded programming in support of student health and well-being, indigenous learners, and students at risk for academic success.

The commitment to students from employees across Student Affairs continues to leave me both humbled and confident in our ability to develop and deliver relevant and innovative student support. I hope that this report can help to stimulate dialogue in support of this and I look forward to collaborating with colleagues from across KPU as we move forward.

Joshua Mitchell
Senior Director, Student Affairs



Accessibility Services	4
Central Academic Advising	6
Co-op, Career and Volunteer Services.....	8
Counselling Services.....	12
Indigenous Services for Students.....	14
Multi-Faith Centre	16
Orientation and Transitions.....	18
Sport and Recreation	20
Student Awards and Financial Assistance.....	22



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 opportunities inclusive and accessible. Accessibility Services works 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 to ensure access to the university and success in achieving academic goals.

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 us to 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 accommodations in place and make sure they are working well.

Monitor Progress

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



Staffing

- 1 Director
- 1 Disability Assistant
- 3 Disability Advisors
- 2 Learning Specialists
- 7 Interpreters



Initiatives & Highlights

- Appointments now booked by students online in Advisor Connect, making it easier to access services.
- Accommodated tests and exams now delivered by Assessment & Testing Services, resulting in more efficient scheduling, increased space, and an improved experience for students.
- Five new ASL interpreters on the KPU team.
- Priority registration now facilitated by Student Enrolment Services per Admissions Policy AR2, making the process easier for students.
- A revised accommodation letter to identify accommodations that are ready to implement and accommodations where collaboration with the instructor is required. With the student's permission, the accommodation letter is sent directly to instructors to initiate this collaborative planning.
- Pop-up displays and monthly "Conversations about Accommodations" held at each campus to engage the KPU community in learning more about Accessibility Services and accommodations.
- Building internal and external relationships included connecting (or reconnecting) with important internal partners at KPU, such as:
 - » Deans' offices
 - » Open Educational Resources
 - » Student Rights and Responsibilities Office
 - » Library
 - » Future Students' Office
 - » Learning Centres
- Along with external partners, such as:
 - » Disability Services Articulation
 - » StudentAidBC
 - » Assistive Technology-BC
 - » Centre for Accessible Post-Secondary Educational Resources (CAPER)
 - » Post-Secondary Communication Access Services (PCAS)
 - » BC's Office for the Advocacy of Service Quality
- Professional development included engagement with:
 - » BC Disability Resource Network
 - » Improvement Science, Carnegie Foundation



Harjas Randhawa,
Nursing Student

"KPU is very enthusiastic in supporting its student body and seeing people succeed. There's so many resources and services that exist to aid that. I've been a part of the Orientation Team as an orientation leader, providing modified campus tours for students who require accommodations. There are so many opportunities for involvement and personal growth at KPU. **Don't place limits on what you can achieve.**"



Students Served by Disability Category

Acquired Brain Injuries	3%	Cognitive Disabilities	0.5%	Neurological Disabilities	2%
Attention Deficit Disorders	4%	Deaf & Hard of Hearing	3.5%	Physical Disabilities	4%
Autism	4%	Learning Disabilities	17%	Other/Not Identified	18%
Blind & Low Vision	2%	Mental Health Disabilities	12%		
Chronic Health Impairment	4%	Multiple Disabilities	26%		





CENTRAL ACADEMIC ADVISING

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

Programs & Services

Individual academic advising consultations at all KPU campuses	Student-led one-on-one peer advising sessions to assist with course planning, general support/guidance and registration assistance
Extended course planning drop-in availability during peak registration periods	Supporting Pathway students through proactive outreach by peer advisors
Email and phone advising	Supporting events with general registration workshops for new students
Managing the Early Alert referral system	

Staffing

-  • 1 Manager
-  • 8 Academic Advisors
-  • 4 Counselling & Advising Assistants
-  • 3 Peer Advisors



Initiatives & Highlights

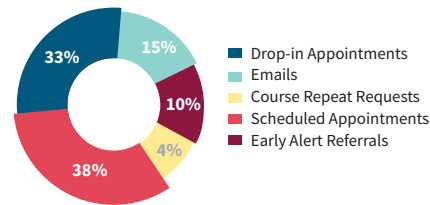
- Successfully revised the Academic Advisor job description to reflect the complex and holistic nature of this work
- Participated in testing and launching KPU's Degree Audit tool "My Action Plan" (MAP)
- Supported faculty based academic advising by providing cross coverage in cases of vacancies
- Participated in various KPU initiatives such as open houses, and Orientation
- Supported KPU International's academic advising portfolio
- Developed advising and student resource information for KPU events
- Reached out to and worked with individual faculty to help support high-need students with Early Alert and case management

Outcomes

- 5,145 Drop-in appointments
- 6,018 Scheduled appointments
- 2,448 Advising Emails
- 1,605 Early Alert referrals
- 639 Course repeat requests

- › Increased Early Alert referrals by 73%, helping to advise and refer 678 additional students over last year
- › Increased stakeholder engagement to holistically support students
- › New partnerships between Central Advising and Indigenous Services for Students to better support Indigenous students

Central Academic Advising: How We Serve Students



Early Alert Referrals

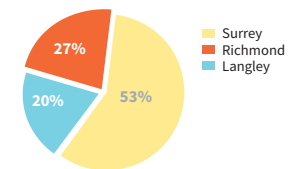
	2016 Totals	2017 Totals	Difference
Total	927	1605	73%

Course Repeat Requests

	2016 Totals	2017 Totals	Difference
Total	730	639	-12%

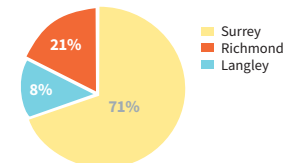
Advising Appointments

	2016 Totals	2017 Totals
Surrey	3012	3202
Richmond	1256	1613
Langley	1114	1192
Cloverdale	44	11
Total	5426	6018



Drop-in Advising

	2016 Totals	2017 Totals
Surrey	3868	3667
Richmond	1085	1057
Langley	417	421
Total	5358	5145



CO-OP, CAREER AND VOLUNTEER SERVICES

The Centre for Co-operative Education and Career Services' mission is: **To enhance student learning, foster career success and partner with industry and community to create opportunities that extend beyond the classroom.**

Programs & Services

Working with students, employers and colleagues, we pursue our mission within the framework of five core values:



Staffing

- 1 Director
- 6 Faculty
- 7 Staff
- 8 Students Assistants



Initiatives & Highlights

2017/18 resulted in a number of new milestones and initiatives that made the year an overall success:

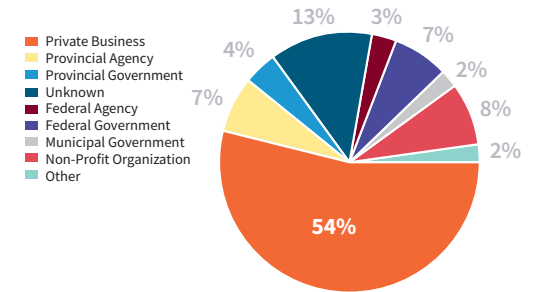
- **Career Services and Volunteer Services** joined forces to host "Get Ready! Get Hired!", a new hiring fair focused on employers recruiting students looking for employment to support themselves during their studies. *Get Ready! Get Hired!* promoted KPU's Volunteer Expo and a series of career workshops on resumé building, LinkedIn, personality dimensions and inclusion in the workplace.
- **Career and Volunteer Ambassadors** launched this year in order to extend our services to more students. The initial group of 15 students were trained in resumé, cover letter, and interviewing skills to assist with workshops, events, and department promotion.
- **Career and Volunteer Services** proposed a Career Advising model to support students with their career pathway questions and centralize services focused on building career development and job readiness in students.
- **Co-operative Education** partnered with local and national organizations to facilitate 371 co-op placements. Based on average co-op wages, co-op students earned a total of \$3.45M.
- **Volunteer Services** developed relationships with various community organizations, resulting in over 680 volunteer opportunities for students. 691 KPU students volunteered over 6,300 hours during the year, or an average of 8.81 hours each.

Co-operative Education

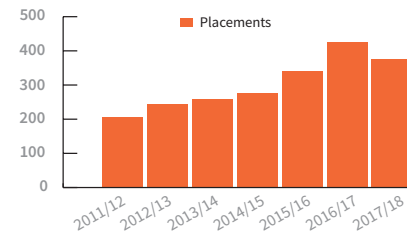
Co-op Postings and Placements

Year	Postings	Placements
2011/12	507	212
2012/13	494	243
2013/14	575	265
2014/15	683	280
2015/16	618	335
2016/17	802	436
2017/18	826	376

Jobs Posted by Organization Type

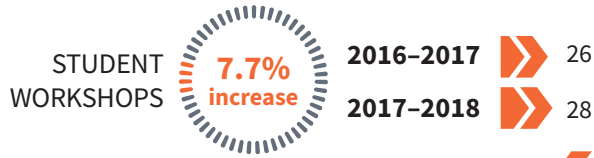
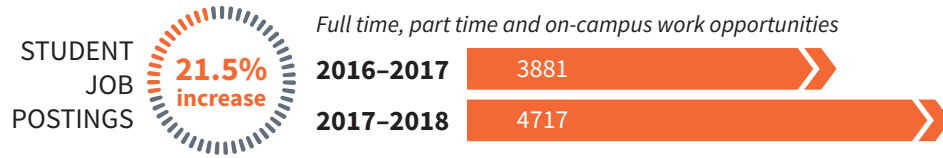


Co-op Placements by Year



Semester	Wages Earned
Summer 2017	\$1,177,385.44
Fall 2017	\$1,039,978.08
Spring 2018	\$1,236,938.24
Total	\$3,454,301.76

Career Services



Volunteer Services

Volunteer Opportunities Posted on Career Connection in 2017/18

48 New On Campus Opportunities

406 New Off Campus Opportunities

685 Total Active Volunteer Opportunities

40 New Community/ Employer Contacts

2017/18 Volunteer Engagement

691 Total # of Active Volunteers

6349 Total Hours Volunteered

8.81 Total Average Hours per Volunteer

One-to-One Student Appointments

108 2016/17

152 2017/18



Andriana McConkey,
Accounting Student

*"I wanted a career that would provide stability, and a profession that was respected. Accounting seemed to be the right fit and KPU offered the program with smaller class sizes and more one-on-one interactions with instructors. My focus was on getting into the workforce so co-operative education was a natural choice. Co-op taught me how to stand out from other applicants and showcase myself during an interview. The co-op team has given me great advice and I applied for a position. I'm now employed full time and my choice to pursue **co-op has fast tracked my career already.** It's been one of the most rewarding university experiences I've had."*



COUNSELLING SERVICES

KPU Counselling Services supports students with personal issues through individual counselling, crisis support and referral to additional resources.

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)



Initiatives & Highlights

A new Director, **Counselling Services**, Nick Phillips, was appointed in January, 2018.

Looking ahead:

- Implementation of a step model of triage that provides a method of determining with students whether their 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.
- Implementation of a new intake/triage system with dedicated triage counsellors to shorten wait times and increase accessibility, and provide students with some assistance in a timely way.
- Piloting a short-term counselling framework with clear goals and time frames to help students better utilize counselling and to free up service for more students. Given the success of this pilot and the evidence in support of short-term models in many settings including post-secondary, we are moving towards full implementation of this framework by fall, 2018.
- Development of a clear scope of service statement and proactive messaging about our services.
- Development of a performance measurement plan that will enable us to report on service outcomes.
- Restarting a Graduate Student Placement Program to provide more services and an enriching learning experience for faculty and students alike.

The following are some of our **counselling outputs** for the past year:

All Campuses	Counselling Appointments Attended	Hours of Counselling Provided	Number of Individual Students Served
2017-2018	3227	3188	889
2016-2017	2881	2883	861

Counsellors responded to approximately 200 **Early Alert** referrals, reaching out to support students identified by instructors as at risk of falling behind in their studies to help prevent further difficulties and connect proactively with those who might not seek help otherwise.

Our focus is to work collaboratively where we can help to build our collective capacity to respond to students in distress. We provided 35 classroom visits to explain our services, attended 14 talks at faculty and student orientation gatherings, and led numerous consultations with individual instructors or staff on how to respond in some specific situations.

The **Peer Support Program** continued to develop, offering a number of ways for students to connect with peers for support and advice. In particular, Chatterbox was successfully launched. This is an activity-based drop-in where students can connect with support volunteers and make new friends. The Peer Support program produced the following results:

- 3 Chatterbox Workshops
- 8 Chatterbox Socials
- 10 Returning Volunteers
- 11 New Volunteers
- 22hrs 2018 Volunteer Training



Chantele Franz,
English Student

*"KPU surprised me with all it had to offer. **The university places a great deal of importance on overall well-being, not just academic success.** Students are guided to resources like the Learning Centre, or counselling, and Wellness in Action—a collaboration between Counselling and Sport and Recreation. As a student that's dealt with issues that made it feel impossible to continue my education, services like this have helped me to manage certain symptoms of stress and provide invaluable tools to help me achieve my academic goals."*



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



Staffing

- 1 Coordinator
- 1 Elder in Residence
- 4 Aboriginal Gathering Place Student Hosts

Initiatives & Highlights

- KPU's 4th annual National Indigenous Peoples Day was celebrated on June 21st and featured Indigenous dancers and hoop dancing as well as a detailed overview of KPU's ceremonial mace
- Increased communication to Indigenous KPU students including a weekly newsletter and Facebook page run by Aboriginal Gathering Place Hosts
- Increased regularly scheduled cultural programming in the Aboriginal Gathering Place including luncheons, crafts, and games
- Established weekly office hours for KPU's Elder in Residence
- Deployment of an Indigenous Student Survey to gather information about KPU Indigenous students and their cultural requirements
- KPU's 5th annual Powwow celebration welcomed over 400 community members and more than 30 vendors to KPU Surrey to perform and cheer on Indigenous dancers in a competition powwow
- Partnered with the Office of the Provost to deliver Open Doors, Open Minds, an open house for Indigenous high school students
- Expansion of Aboriginal Gathering Place Host duties to include peer advising and mentorship, communication to fellow students, and the organization of cultural events

Outcomes

- › Increased student presence in the Aboriginal Gathering Place, resulting in more engagement with Indigenous students and relationship building between students and the Elder in Residence
- › More opportunities for student employees to build their employment skills and connections at KPU



Sarah Strachan,
Anthropology Student

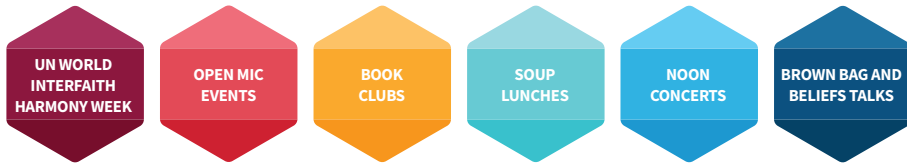
*"I developed an interest in anthropology after realizing I didn't know my own Indigenous culture. I am Tet'lit Gwich'in and my family comes from Inuvik, Northwest Territories. I had a really great experience when I toured KPU at the Open House, and after becoming a student here, I seized the opportunity to become a student ambassador in the Future Students' Office, and a Gathering Place Host. Recently, I've also been elected as the KSA Aboriginal Representative. **I couldn't be more hopeful and excited for my future.** I want to pursue a Masters in forensic anthropology. Whatever happens with my education and career, I want to be working to help Indigenous peoples in some way."*



MULTI-FAITH CENTRE

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

Programs & Services



Staffing

• 5 Volunteer Chaplains

Initiatives & Highlights

- The Multi-Faith Centre hosted its **4th annual celebration of UN World Interfaith Harmony Week** with a theme of “Paths to Peace.” This year’s event included some new events such as Pancakes for Peace – a breakfast that was attended by representatives from 20 different local faith-based community organizations. This year’s event also included a talk on “Israel and Palestine: Listening, Respect, and Dialogue toward Peace and Reconciliation” and a performance of Indonesian Gamelan by master of Javanese gamelan music, dance and shadow puppets, Dr. Sutrisno Hartana.
- In partnership with the Surrey Interfaith Council, the Multi-Faith Centre co-hosted a **16-kilometre interfaith pilgrimage** this spring. The pilgrimage led some two-dozen individuals from varying walks of life across the city, stopping along the way to pay respects at a number of sacred centres.
- The Multi-Faith Centre also introduced a series of afternoon talks – **Brown Bag and Beliefs** – encouraging respectful dialogue and learning about others’ beliefs. The first talk in the fall featured a noted member of the

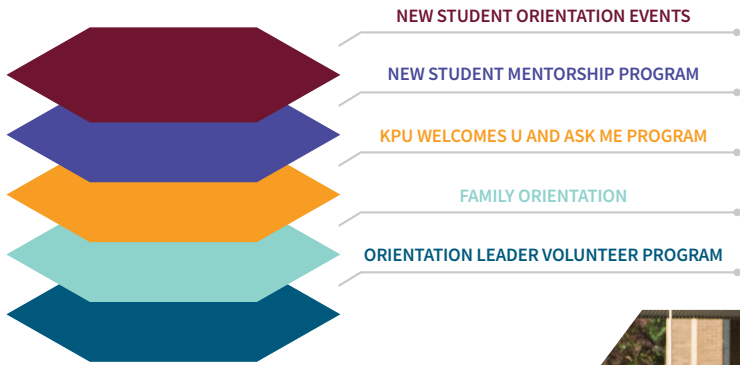
- Sikh community, Dr. Balwant Sanghera, speaking to, “What is Sikhism?” More talks were offered throughout the year, including, “Humanism in the Axial Age,” and “Israel and Palestine – Respect and Dialogue toward Peace and Reconciliation.”
- Chaplains are continuing to support **on-campus faith-based and secular students clubs** – the Secular Student Club, the Kwantlen Christian Fellowship – and engage in dialogue and partnership with the Muslim Student Association. The Christian Fellowship and Muslim Student Association jointly worked on a project this fall called “Personal Pieces,” which collected personal hygiene items on behalf local homeless shelter.
- Since its inception KPU’s Multi-Faith Centre has seen continued growth in representation and engagement and continues to play an integral part in supporting the campus community’s **spiritual wellness**.



ORIENTATION AND TRANSITIONS

Orientation & Transitions (O&T) introduces programs and resources to help new students and their supporters prepare for university life. O&T leads over 14 large scale, multi-campus events per year, involving over 4,500 participants.

Programs & Services



Staffing

- 1 Coordinator, Transition Programs
- 1 Events Specialist
- 4 Student Assistants
- + • 173 Volunteers



Initiatives & Highlights

- Expanded Orientation Leader volunteer program to provide year-round leadership training
- Created new Junior Orientation Leader role to encourage new student volunteerism at Orientation
- Launched the Peer Transition Guide volunteer role – Orientation Leaders who provide enhanced support for Pathways students.
- Re-introduced tailored orientation programming for mature student populations
- Introduced Fall Orientation programming for KPU Tech students
- Launched the Orientation Planning Committee and introduced Faculty Sessions at New Student Orientation to promote community-building within each Faculty

Outcomes

- Improved orientation leadership and engagement among senior students
- Better student engagement and social connections between new students
- Increased awareness of campus resources

56% of all newly enrolled students in the 2017-18 year attended New Student Orientation

92% increase in volunteers from the previous year

103% increase in participation at Family Orientation

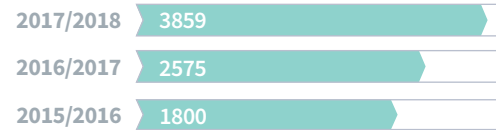


Hannah Cenaiko,
Sociology &
Counselling Student

“KPU has an amazing community and a really welcoming environment which was the right fit for me. I love the volunteer community here, and the learning environment. Many of the friends I’ve made at KPU I met through volunteer opportunities, like Orientation. I’ve been able to connect with other students and staff and ensure they’re able to find the support and services they need here to be successful. I was a first-year university student at one point and I understand how overwhelming it can be. Orientation is a wonderful resource for new students and it’s something I am proud to be part of. I love being able to give back.”



Student Orientation Attendance



Learning Outcomes at Orientation

Likelihood of getting involved at KPU



Likelihood of seeking help at KPU



SPORT AND RECREATION

The Department of Sport and Recreation is committed to delivering comprehensive, innovative and diverse programming to the KPU community. Sport & Recreation has continued to expand its offerings across all campuses with a focus on student and staff engagement.

Programs & Services



Staffing

- 1 Manager
- 2 Coordinators
- 11 Student Assistants
- 10 Fitness Instructors
- 5 Student Volunteers



Initiatives & Highlights

- Coordinated Thrive Week: A collaborative effort across the University including, Counselling, KSA, Peer Support, Career & Volunteer services, Human Resources, Multi-Faith Centre and Student Success.
- Launched Wellness in Action: A joint pilot project between KPU Counselling and Sport and Recreation to utilize exercise in conjunction with counselling to help students manage stress and increase well-being.
- Supported various student groups in developing and delivering wellness related academic projects.
- Expanded Sport and Recreation programming: increased sport programs, increased fitness classes, and free fitness orientations.
- Increased participation across Sport and Recreation programming.

Outcomes

Observed increased awareness of Sport & Recreation programs

53% Fitness centre usage increase

26,720 Participants in fitness and sport programs



PROGRAM PARTICIPANTS

Program	2016/17	2017/18	% Change
Intramurals	270	294	+9%
Fitness Classes	2,146	2,813	+31%
Gymnasium Drop-In	11,979	23,516	+96%

FITNESS CENTRE PARTICIPATION

Program	2016/17	2017/18	% Change
Student Memberships	1,791	2,379	+33%
Staff Memberships	158	169	+7%
Total Fitness Centre Visits	8,576	13,150	+53%








STUDENT AWARDS AND FINANCIAL ASSISTANCE

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

Programs & Services



Staffing

-  • 1 Manager
-  • 4 Financial Aid Advisors
-  • 1 Scholarship & Award Coordinator
-  • 2 Financial Aid Assistants
-  • 1 Awards Assistant

Initiatives & Highlights

- Over \$1 million in awards and scholarships awarded to 990 students
- Total disbursement of awards, loans, grants, bursaries, and scholarships totaled \$24 million
- Implemented mandatory audits for randomized bursary recipients
- More than doubled the number of Former Youth in Care students receiving tuition waivers from 11 to 26
- Increased the presence of Financial Aid Advisors at the Richmond and Langley campuses
- Increased the number of employed Work Study students by 25%
- Revised the student bursary process ensuring students with the highest financial need are able to access the most funding



Outcomes

- 1,000** Awarded bursaries to approx. 1,000 students
- 2,300** Supported over 2,300 students with KPU and donor funds
- 100** Over 100 Students with unexpected financial emergencies received bursary support that allowed them to persist with their studies

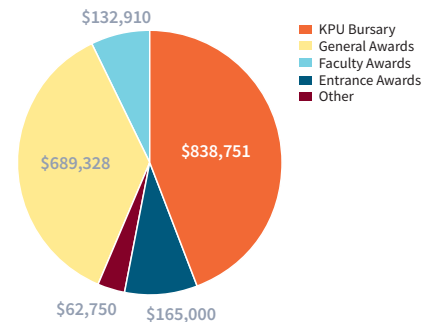


Heidi Dosch,
Legal Admin Alumna
& BBA Student

*"I graduated from the legal administrative assistant program and received six awards, totaling almost \$9,000 which I'm extremely proud of. My instructors encouraged me to continue my education and I entered into a business administration program, funded by the awards I received. I'm grateful for everything KPU has done to help me earn my degree. **It's always worth it to pursue higher education in order to become something greater.**"*



KPU Student Awards & Bursaries



Number of Award Disbursements



