



REPORT TO THE  
**BOARD OF  
GOVERNORS**

JUNE 2020



## Education leader receives honorary degree from KPU

---

Simon Fraser University President and Vice-Chancellor Andrew Petter has been granted an honorary degree by Kwantlen Polytechnic University.

Petter, who will complete a ten-year presidential term at SFU this summer, has been a pioneer in education throughout his career. He guided SFU's development as an "engaged university," enlarging its presence in the City of Surrey, and before that helped to establish a graduate law program and Indigenous initiatives while dean of the Faculty of Law at the University of Victoria.

"In the region south of the Fraser River, Andrew has spent a lot of time understanding the community and building the programming and impact at SFU Surrey," says KPU President and Vice-Chancellor Dr. Alan Davis. "While SFU is to some degree a competitor to KPU, Andrew has always been collaborative and any success he gains only serves to inspire us and lift our game."

Covid-19 precautions prevented KPU holding a formal convocation ceremony in the first week of June so the honorary degree was announced in a [video tribute to the Spring Class of 2020](#).

"I am hugely honoured to receive this recognition from Kwantlen Polytechnic University," says Petter. "SFU and KPU share deep commitments as community builders, and it has been my huge privilege over the past decade to work with KPU to demonstrate the capacities of our two institutions to enhance the economic and social well-being of Surrey and surrounding communities."

Petter pursued undergraduate studies at the former Notre Dame University in Nelson, before earning his Bachelor of Laws from the University of Victoria and receiving the Law Society of BC Gold Medal. He subsequently earned a Master of Law with first-class honours from Cambridge University.

He taught at the University of Victoria for five years before being elected to the provincial legislature as MLA for Saanich South in 1991. His decade in politics included numerous cabinet portfolios, including Minister of Advanced Education, Training and Technology from 1998 to 2000, during which time he broke ground on TechBC, subsequently to become SFU's Surrey campus.



In 2001, Petter returned to academia and became Dean of the Faculty of Law at the University of Victoria. During his tenure, the Faculty created an interdisciplinary graduate law program and worked with northern partners to deliver the Akitsiraq Law School for Inuit students in Nunavut. His academic work has focused on constitutional law and public policy, including Canadian federalism and the Canadian Charter of Rights and Freedoms.

Petter became President of Simon Fraser University in 2010 and expanded the university's position within its communities. In Surrey, the construction of SFU's Sustainable Energy Engineering Building created a physical legacy, but his impact has been felt more broadly in the community through innovative new programs and initiatives.

"While Andrew firmly and strategically positioned SFU Surrey as a key driver in this city, he was always mindful and respectful of KPU, and its position as the teaching-intensive university for the South Fraser Region," says Marlyn Graziano, KPU's Vice-President, External Affairs. "Andrew and his senior leadership team collaborated frequently with KPU not just on program development but on advocacy for the post-secondary sector in the region."

Petter was appointed to the Order of Canada in 2018 for his commitment and leadership in advancing university-community engagement and higher education throughout the country.

# Table of Contents

---

President and Vice Chancellor Report . . . . .	2
Associate Vice President, Human Resources . . . . .	4
Office of the Vice President, Finance & Administration . . . . .	5
Office of the Provost & Vice President, Academic . . . . .	13
Office of the Vice President, Students & Associate Vice President, Academic . . . . .	35
Office of the Vice President, External Affairs . . . . .	39
Office of Associate Vice President, Planning and Accountability . . . . .	54



## KPU presents Bill Wright with Honorary Degree

---

Kwantlen Polytechnic University is presenting KPU Foundation Board of Directors member Bill Wright with an Honorary Degree for his voluntary service.

Wright, a retired lawyer who focused his practice on the credit union and co-operative system, has volunteered on the KPU Foundation for nearly two decades. He is passionate about education and creating quality, lifelong learning opportunities for KPU students.

“In these astonishing times of COVID-19, when formal convocation ceremonies are not possible, I truly appreciate the honour of being conferred an Honorary Doctor of Laws Degree is in the recognition, not the ceremony,” says Wright.

“We are proud to give this deserving award to Bill,” says Dr. Alan Davis, president and vice-chancellor of KPU. “His passion for education is evident in his service to the KPU Foundation and especially the students at KPU, as he continues to open access to lifelong learning opportunities.”

After graduating from the University of British Columbia in 1960, Wright began his law career with Davis and Company and moved up to become managing partner, over a 30-year period where the law firm grew from 20 lawyers to 100.

With his specialized knowledge of credit union operations, Wright worked with BC Central Credit Union, now known as Central 1, to develop it into an integrated financial facility serving the entire credit union system, including entry into the European financial market. In 1980 the World Council of Credit Unions asked him to prepare a report assisting the Australian credit union movement development on a national scale.

After developing an interest in affordable housing and how housing co-operatives can play a role, Wright assisted in the development and construction of the first housing co-operative in B.C. and served as a national director of the Co-operative Housing Federation of Canada. He has volunteered



and continues to volunteer with many non-profit organizations around Metro Vancouver, and in the Downtown Eastside.

“Looking back on my career I am amazed at and grateful for the diversity of opportunities my law practice provided; challenges, satisfaction and the privilege of knowing so many outstanding people,” he adds.

“KPU is lucky to have Bill as part of its community. He is genuinely interested in the success and education of students,” says Steve Lewarne, executive director of Advancement at KPU.

“He frequently volunteers to sit on the Scholarship and Awards Selection Committee and takes this responsibility seriously as he reads each application and student story to ensure that the most qualified students receive their award.”

For the graduating students, Wright has this piece of advice: “Earn with your head, spend from your heart!”

Covid-19 precautions prevented KPU holding a formal convocation ceremony in the first week of June so the honorary degree was announced in a [video tribute to the Spring Class of 2020](#).

# President and Vice Chancellor Report

---

KPU continues to operate remotely, and planning and preparation continues for the Fall semester. Of particular importance will be the enrollment numbers for September, both domestic and international and the impact that may have on this year's budget. This matter concerns all post-secondary institutions and there is plenty of engagement among them and with the government about planning for various scenarios.

In addition to all the regular operational, governance and sector meetings, I will highlight the following:

- On May 29<sup>th</sup> I joined the regular board meeting of the Post-Secondary Employers' Association.
- On June 2<sup>nd</sup>, KPU broadcast its convocation tribute video, which received many compliments from within and outside the university. [kpu.ca/convocationtribute](http://kpu.ca/convocationtribute)
- We are now planning to host a virtual graduation in the fall and to install our new Chancellor.

- On June 4<sup>th</sup>, I joined the BCNET Governance and Human Resource Committee meeting, and on June 21<sup>st</sup> I chaired the regular board meeting of the BC Association of Institutes and Universities.
- On June 16<sup>th</sup>, the Board engaged in its effectiveness review, led by the Association of Governing Boards.
- On June 19, I made a presentation to the Select Standing Committee on Finance and Government Services regarding the 2021/2022 budget. Needless to say, this will be an unusual budget process and expectations will reflect the impact of the pandemic. I will give a verbal update to the Board at the June meeting.
- On June 22<sup>nd</sup>, I joined the Advisory Committee meeting of the Council for Adult and Experiential Learning.

## New Indigenous artwork at KPU Langley

If you're on the Kwantlen Polytechnic University Langley campus, you may notice some new artwork in the courtyard. The pillars in the centre courtyard now have Indigenous art created by Kwantlen First Nation artist Brandon Gabriel.

"Aside from the University having Kwantlen as its namesake, and Kwantlen being my ancestral nation, I have also designed the centre image of the KPU Coat of Arms in 1998. I was still a high school student back then. Then I studied at KPU from 1999 to 2003 as a student," says Gabriel.

"So, I have had a long personal history with the university that I am very proud of. That connection, combined with my ancestral pride, are my biggest inspirations for the artwork."

The discussions to acknowledge Indigenous heritage at KPU started in the President's Diversity and Equity Council. First came the Indigenous language signage around KPU with translation from Fern Gabriel, a member of the Kwantlen First Nations and art by Brandon Gabriel.

KPU President, Dr. Alan Davis, asked Gabriel for more ideas.

"He and I walked around the campus one day and we identified the pillars as one option, to tie in with the sign on the overhead walkway. Then he went away to design something, sourced the company to make them and we watched it all happen," says Davis.

For the pillars at Langley, Gabriel says he drew inspiration from his background but also the art he's already designed for KPU.

"As seen in the 1998 Coat of Arms, I tell the story of the wolf. It is an important symbol to the Kwantlen people, as it is our Nation's clan Crest. It represents teaching, learning, hunting, and community."



There are plans to add more art to honour and acknowledge KPU's namesake and surrounding Indigenous communities.

"As we move east to west across our campuses we want to add more signage and consult with the local First Nations to add additional exterior and significant art," says Davis.

"I was brought forward as part of this beginning stage to integrate Indigenous artworks at KPU campuses. The surrounding First Nations communities will be part of that, which is much deserved and a long time in the making," adds Gabriel.

~ Story by Sucheta Singh



# Associate Vice President, Human Resources

## PEOPLE FIRST CULTURE:

### Employee Engagement

The Employee Engagement work groups met remotely on May 25<sup>th</sup> to connect and brainstorm ideas for engaging employees in the “new normal” of remote work. Several ideas were brought forward and discussed. A follow up remote meeting with the work groups Chairs was held on June 5<sup>th</sup> to discuss the brainstorming ideas and prioritize those which can be implemented in a timely manner. These will be brought back to the employee engagement work groups on June 12<sup>th</sup> to develop an action plan.

## TALENT MANAGEMENT AND ORGANIZATIONAL DEVELOPMENT:

### Senior Talent Acquisition

Search completed and successful candidate:

- Associate Vice President, International—Carole St. Laurent

Searches underway:

- Associate Vice President, Academic
- Vice President, Finance and Administration

### Organizational Development

#### Having the Courage: Difficult Conversations Workshops

A virtual “Having the Courage” workshop, facilitated by Deborah White, an independent consultant and senior trainer with the Justice Institute of BC’s Conflict Resolution Certificate program, was held at the beginning of June. The purpose of this foundational workshop was to provide attendees with skills and confidence to have difficult conversations in both their personal and professional lives. This is the first time this workshop has been delivered remotely and paves the way for future sessions to be offered in a similar format.

#### Remote Work Tips

With the sudden transition to remote work, Organizational Development created a series of remote work tip sheets to support employees through this change. These tips sheets are available on HR’s SharePoint site and the topics include: Remote Work Tips for Everyone, Remote Work Tips for Families, Remote Work Tips for Managers, and Remote Work Tips for Managers of New Team Members.

## PEOPLE SERVICES

### Compensation

The transition of all administrative employees to the new terms and conditions is complete. An analysis of salaries in relation to the control point will be completed now that all employees are on the new terms.

The analysis to determine who is eligible for merit increases, should one be provided, is underway.

### HR Policies

The HR Policy Review workplan is almost complete. As most HR policies are scheduled for revision, the workplan will identify the area responsible for policy revisions and timelines.

### Human Resources Information Systems (HRIS)

The configuration of the new Applicant Tracking System is ongoing. We are currently in the testing phase and are moving forward with the onboarding portion of the system. The implementation date is planned for this summer.

The digitization of employees files has become a priority due to remote working arrangements. Work continues to move this project forward.

### Health and Benefits

The Health and Benefits team has developed a resources page for our employees on mental health awareness and support. The resources page is regularly reviewed and enhanced and communication regarding these resources is distributed frequently.

### Occupational Health & Safety

A Departmental Return to Campus Safety Plan template has been created for those departments who have received Executive approval to return employees to campus. This template ensures the departments plans are meeting KPU’s WorkSafe obligations and aligns with the recommendations of the Provincial Health Officer.

## PEOPLE RELATIONS

The Employer and bargaining teams for both the KFA and BCGEU have continued to meet virtually and negotiations are ongoing.

The People Relations team is working with KPU in-house Legal Counsel on a revision of the Confidentiality Agreement which is currently signed each time an employee is appointed to a search committee. This updated document will be non-search specific and would bind each member, going forward, for all future Search Advisory Committee appointments, covering them for the term of their employment at KPU. The team is also exploring a similar approach for a document to cover search stakeholder meetings.

# Office of the Vice President, Finance & Administration

## FINANCIAL SERVICES

### FINANCIAL SERVICES:

#### General

The 2019/20 Audited Financial Statements were approved by the Board of Governors on May 27, 2020 and received a clean audit opinion from KPMG. This is a significant success and representative of the efforts, diligence, and hard work of the Financial Services team members. This year posed a tremendous challenge due to the impacts of the COVID-19 pandemic; however, the Financial Services Team was able to rally, with individuals stepping up and going above and beyond to help the team meet its tight reporting deadlines.

The Financial Services team is now working on the year-end and annual audit of the KPU Foundation, as well as compiling the year-end financial statements for the KPU Alumni Association.

#### Initiatives

The Financial Services team has successfully uploaded the operating budget into the FAST Financial Reporting module; providing visibility of departmental budget allocations for the upcoming fiscal 2020/21. In addition, the team has setup meetings with individual departments, commencing on the week of June 8<sup>th</sup>, to officially roll out the budget and discuss details with the internal stakeholders.

The Financial Services team, in collaboration with the Office of the Registrar, are working towards the university going cashless for student tuition and related fees as of July 31, 2020. At present, the group is working with the External Relations department in finalizing the communications to students and staff. In addition, Financial Services team is working on updating policies, based on recommendations from internal reviews and its endeavors for continuous process improvements, such as FM5 – Business Travel and Expense, FM8 – Student Tuition and Fees which are to be updated as the Institution moves towards a cashless process.

### PAYROLL SERVICES:

#### Staffing

After 28 years with KPU, one of our Team Leads, Kathleen Scallion has advised us she will be retiring as of the end of June 2020. We want to thank her for her work and dedication to KPU. She will be missed. Succession planning has been underway for almost 2 years to transfer Kathleen's knowledge of Faculty payroll to other payroll team members.

The new permanent full-time Payroll Officer position posted in February was pulled down in March due to COVID-19. Related to this and Kathleen's retirement, we have forwarded a request to post the following positions immediately:

- Payroll Services Team Lead (replacement for Kathleen Scallion)
- Payroll Officer x 1 (we currently have 1 vacant position and expect that the Team Lead position will be filled by one of our existing Payroll Officers which will create a second vacancy)

#### Initiatives

Continuity planning has consumed much of the last 3 months. All Payroll Services employees are working successfully from home; however, we do maintain a presence on the Langley campus through a rotation amongst the staff. Fiscal year end tasks are now complete and we are turning our attention back to normal activities.

Testing for the June Banner upgrade is complete. We have deferred one part of that project, electronic TD1s, for after the 'go live' date in order to not hold up implementation of the upgrade.

We have been working with an Ellucian consultant to begin important work on optimizing Banner HR and Web Time Entry. Priority setting between Payroll, HR and IT has been completed and we have identified 3 key areas that we can proceed with utilizing departmental budgets this fiscal year – a structural overview (training for a broad base of users to gain understanding of how the system is configured), EAPF (digital workflows and approvals), and various enhancements for benefits/deductions to reduce manual work for both Payroll and HR. A Statement of Work has been drafted by Ellucian and we expect to sign off on this shortly.

Other initiatives we will be addressing include the following:

- Implementing Banner Document Management to greatly reduce paper filing (currently on a slight pause while HR completes their design phase – we will share some of the documents stored in the "cabinets").
- Implementing joint Payroll/HR ticketing system for reporting issues using Team Dynamix.



# Office of the Vice President, Finance & Administration

## CAMPUS SAFETY AND SECURITY

### SECURITY

- The team completed its audit of all of the exterior and interior doors on all campuses, as well as their locking mechanisms, thus bringing the takeover of key control from Facilities to Campus Safety and Security one step closer to being fulfilled. This data will populate the key tracker software and will allow precise key management in the near future.
- Security has gathered quotes to purchase portable radios for the security officers at all campuses, which will enhance their communications capabilities during heightened security issues.
- Given the departure of the Interim Vice President, Finance and Administration, the team's reporting structure has been temporarily changed so that Campus Safety and Security reports to the Vice President, Students. The team met with the Vice President, Students, and discussed the reporting of safety and security events as well as the overall functioning of department.

### EMERGENCY PLANNING

- Emergency Planning has downgraded the Emergency Operations Center (EOC) operating level from Level 1, which denotes a major event such as the pandemic, to Reentry Guidelines which represents a reduced level and denotes that the team is assisting the KPU COVID-19 team.
- The team is working closely with Health and Safety and Communications in regards to new reentry signage's/ plastic holders to facilitate some student and staff return to campuses (COVID-19 related). The team is also working closely with Risk Management in regards to business continuity planning, and with BPAS (Business Performance & Advisory Services) in regards to its Emergency Planning audit.
- The team obtained a final quote for "Lock Down" blinds for the Richmond campus, as well as a quote in regards to alarms on the emergency Sea Container at Langley campus.
- Emergency Planning has ordered the proper stickers for the "Lock Down Thumb Locks" (stickers will be placed above the thumb lock in order to explain its use). These locks are being installed at strategic locations, such as classrooms, and are used solely for "lock down" situations.
- Emergency Planning has received the final copy of the KPU Emergency Planning Five Protocol training video from the contractor. The final draft is being reviewed at this point by Emergency Planning.

### SECURITY SYSTEMS (Cameras, Access Control, Intrusion)

- This month some critical service items were completed at the Surrey and Richmond Campuses:
  - \* Surrey Campus: Cameras on the South East corner of Spruce were finally installed and commissioned. The installation of these cameras had been postponed due to budget trimmings of the Spruce renovation project. These cameras will now provide a great view of the south path by the Quonset Hut as well as a great overview of P1.
  - \* Richmond Campus - Wilson School of Design: A complete audit and reconfirmation of the intrusion system in WSOD was necessary as there had been some minor issues when arming the building. Issues were identified and corrected. All security zones and devices are now at 100%.
  - \* Surrey Campus: A couple cameras that face P2 and P3 had failed, these cameras were located high up on the structure near the entrance to Fir which required a lift in order to reach them. These cameras were replaced with slightly higher quality cameras that will provide clearer images in the event of an investigation.
- All other system in all campuses are functioning as expected.
- IBI are currently working with their internal teams on the detailed plans for the Operation Command Centre (OCC) project and will be providing us a document suitable to go to tender with. Procurement and Facilities have been engaged and a project manager has been assigned to this project.

### Locksmith

- Working with Emergency Planning, the Cloverdale Tech Campus was the first to receive 36 "thumb turn" door latches. These door latches will provide added safety in the event of a lockdown.

### INFORMATION TECHNOLOGY

#### Staffing

The management team continues to work on filling vacant positions through backfilling and new hires. We are also assessing and working on staffing plans to ensure that adequate level of staff is in place within the department. This will allow for full support of all the University services with the ability to build redundancy for vacation coverage.

Key vacancies and hires in IT:

- Senior Network Specialist (Servers) – Vacant
- Project Lead (Architecture/Finance) – Vacant
- Project Lead (Architecture/BANNER) – Vacant
- Programmer Analyst (BANNER) – Vacant
- Administrative Assistant – Filled Internally (Ruby Gupta)
- Manager, Enterprise Systems Architecture – Filled Internally (Naing Soe)

#### Telephone System Implementation

Phone sets have been assembled and moved to our pre-staging area in Cloverdale for secured storage. The project team has established a weekly project meeting. A technical pre-questionnaire has been completed by KPU and reviewed with the vendor. An IT Pilot group has been formed and is scheduled to start in mid-June. The vendor will provide a Teams telephony architecture overview and will be explaining the advanced calling features to the IT team on June 10<sup>th</sup>.

#### Service Desk Renovation

Renovations are completed and protective screens have been installed at the counters in accordance to COVID-19 guidelines.

#### Digital Ready Classrooms and Meeting Rooms

- Kramer Wireless Units: Just started the procurement process to install wireless presentation units in all working classrooms (approx. 200). BC Bid process just began and quotes will be submitted by June 8<sup>th</sup>. Hoping to announce the results by June 12<sup>th</sup>.
- Surrey Campus, Spruce 126 needs be scheduled for late fall – still on hold
- Classroom Controller EOL Replacement - We currently have 130 classrooms with controllers that have reached their end of life. The first batch of 47 controllers have been procured and have arrived in Surrey. 40 units have been installed across KPU.
- Project EOL Replacement - Projector end of life project (phase 1) Currently received 24 projectors and have deployed 10 units to replace models that have reached end of life.
- Mobile Cart for KPU Tech (to facilitate social distance learning inside classrooms). We are in the final stages of



the conceptual design. We are assessing demand and determining the numbers of units required. The plan is to procure, build and make them available for use and training during the summer in preparation for the fall semester. We are also investigating whether this cart could be used elsewhere in KPU.

#### Business Continuity

In the process of planning a long term strategy for high-speed redundant links at the Richmond, Cloverdale and Langley campuses similar to Surrey. For the time being, IT is planning short-term cost effective redundant links in the event of an internet failure. The procurement process has started for the redundant links and will be proceeding with the procurement of a perimeter firewall and VPN solution for site to site connectivity.

#### WiFi Access—Parking Areas

Completed setup of temporary Wi-Fi access for students from designated parking areas at Surrey, Richmond, and Langley campuses to assist students with no access to internet connectivity and who wish to minimize social contact during COVID-19. We are also working on a solution for the Cloverdale campus.

#### AppsAnywhere

We have procured AppsAnywhere to help facilitate student access to applications during COVID-19. Students normally access these applications through campus labs and workstations. We are working with the vendor to finalize setup of the Cloudpaging service (Phase 1) and will begin setting up the Parallels service (Phase 2) in the first week of June.

#### VPN

We have completed the refresh of VPN devices and have successfully migrated all users to the new devices on May 8<sup>th</sup>, 2020 with no service interruptions.

### CRM Project

The CRM project implementing Microsoft Greymatter is progressing along smoothly. The Frequency Foundry Consultants have moved into design and configuration. The steering committee keeps working with domestic and international recruitment teams to ensure they remain in scope and on target to go live in August. Project soft go-live (hand-over) is set to be completed by August 2020, with a full go-live by September. Additional requirements relating to International Agents has been added to the recruitment scope in order for the entry and tracking of international prospects.

### HR Applicant Tracking System

The ORACLE Taleo HR Employment Tracking system implementation is continuing. The team is working with Recruiting Dash Consulting on the training and pilot phases of the project. There is a soft go-live in July 2020, with a new scheduled implementation date of September 2020.

### BANNER Business Transformation

The BANNER Business Transformation has slowed down in progress due to a freeze on budget due to COVID-19. The HR/Payroll team has prioritized their top 3 achievable projects based on the road map created in April, with budget being allocated from HR/Payroll direct funding. Student and Finance road mapping are placed until more budget can be allocated for this initiative.

### BANNER 9 Projects

The University database server which houses the current BANNER ERP database is currently over 5 years old and needs to be replaced. An IT task force has been put together to acquire new technologies in order to have this server replaced within the next 2 months. The BANNER Core Team is working on the next upgrade slated to go live on June 8<sup>th</sup>. They are also working on implementation of other aspects of new BANNER Web Applications (Faculty Grade Loading, E-Commerce, Graduation, etc.). Other projects which are in progress that have significant impact to the University are: Elevate - Flexreg replacement for CPS courses; Upgrade to DegreeWorks - to improve on the Curriculum management of the University; Implementation of Document management - for HR and Payroll to transition to a paperless model.

### TeamDynamix - Facilities

The University continues to work on new Enterprise wide Incident Management Project with a software called Team Dynamix. Facilities continues with their implementation strategy for Work Order Management on Incidents Reporting for implementation by August 2020. The Marketing team continues its work on implementing a project/incident tracking

solution to track changes to the KPU.CA website and other requests made to their team.

### Single Sign-on Redesign

The Identity Management System (IDMS) committee in IT continues its work on standardizing our current single sign-on (SSO) environments at KPU. The IDMS steering committee is now working on several facets: improving password strength policies as well as a consent based options for privacy; consolidating the SSO ID into one single ID, and multi factor authentication security on some functions and applications.

### COVID-19 Information Security Critical Alerts and Training

Additional COVID-19 specific training modules have been added to the Information Security Awareness site. This is to ensure that the KPU community stay extra vigilant to review carefully any COVID-19 related emails for phishing scams.

### KPU Information Security's Participation in Canada's National Research and Education Network Joint Security Project

KPU Information Security is working with project teams with other Universities from across Canada to decide on the data types that should be analyzed for Information Security Threats from each institution so that a combined incident response framework can be shared.

### Vulnerability Management Program

A security scan of all external facing high risk systems being heavily used during COVID-19 has been completed. A vulnerability report has been prepared and shared with the IT service owners to ensure the systems are patched and kept safe and secure. A vulnerability report covering KPU's desktop and Laptop inventory has been prepared and shared with the IT service owners to ensure the endpoint systems are patched and kept safe and secure.

### CUCCIO's (Canadian University Council of Chief Information Officers) Cybersecurity National Benchmarking Project

The benchmarking component of this national project will commence the week of June 1<sup>st</sup>. CUCCIO will start sending out comparison reports that will show KPU's Information Security ratings and scores in relation to other University peer institutions.

### Office 365 Microsoft Defender Advanced Threat Protection

This program has detected, reported and mitigated a number of serious Malware phishing related attacks at KPU. KPU Information Security were able to react and stop the threats before business operations were severely compromised.

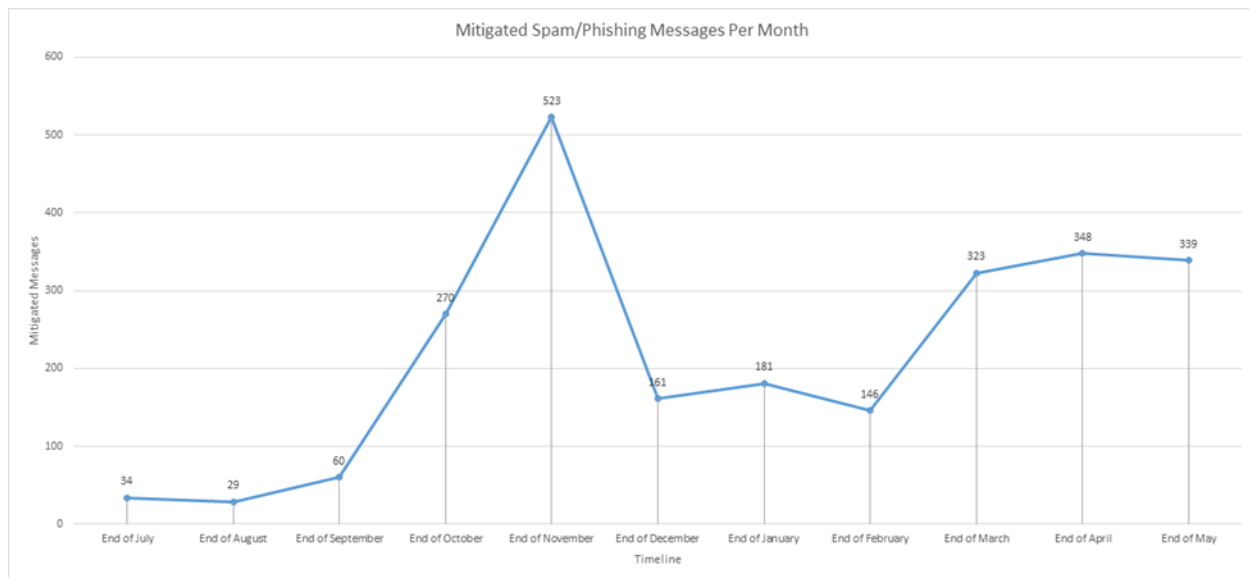
## Office of the Finance & Administration cont'd

### Office 365 Advanced Threat Protection; Safe Links and Safe Attachments

This program has blocked a number of dangerous email links and Malware infected attachments before they could be actioned by KPU employees. This program is a very important proactive tool to ensure KPU's messaging infrastructure is keep safe and secure. A pilot project is now in the planning stages to implement advanced threat protection (ATP) that monitors attachments and links in MS Teams and One Drive.

### Day to Day Phishing Mitigation Operations

This operational program has been and will continue to be very successful in the intake of phishing related email reports to review and block threat actors on a daily basis. Each report is addressed and mitigation measures are done to block the threat and reduce risks throughout KPU.



### Phishing Preventative Security Initiatives Implemented

The compulsory KPU staff and faculty Information Security Awareness training has been moving along now with a 54% completion rate at the time of this report. Information Security and IT is reaching out to both the staff and KPU leadership promoting important nature of skills learned to increase the participation rate.

Information Security is implementing additional staff training modules covering working from home safely and securely and COVID-19 phishing threat prevention.

## FACILITIES SERVICES

### FACILITIES MAINTENANCE/OPERATIONS/GENERAL:

#### Langley Campus

The Facilities team at the Langley Campus have been working on the following projects/improvements:

- Built multiple tables for the Nursing Program in preparation for future classes.
- East and West Building hallways on the 1<sup>st</sup> and 2<sup>nd</sup> floors have all been painted with a fresh coat of paint.
- Pressure washing has been ongoing, and the courtyard is being done at the beginning of June.
- Installation and commissioning completed of a new chiller and cooling tower for Langley Campus. Equipment now providing cooling to Langley Campus and was installed to provide better reliability of the cooling plant to the campus, better energy efficiency, and lower noise levels.



#### KPU Tech Campus

The Facilities team at KPU Tech have been working on the following projects/improvements:

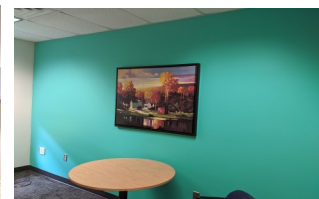
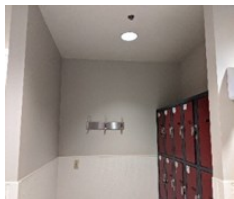
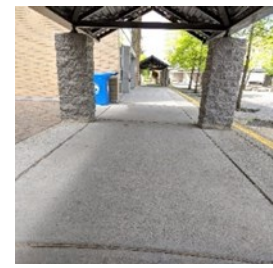
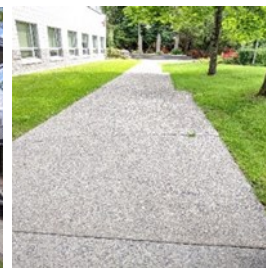
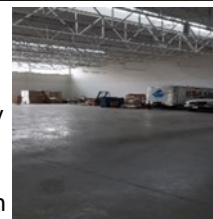
- FSG's supported the physical move and startup of Joey's satellite restaurant.
- FSG's aided in the complete cleanout of 1842-1843 for the startup of a new endeavor for a company to make N95 masks onsite.



#### Surrey Campus

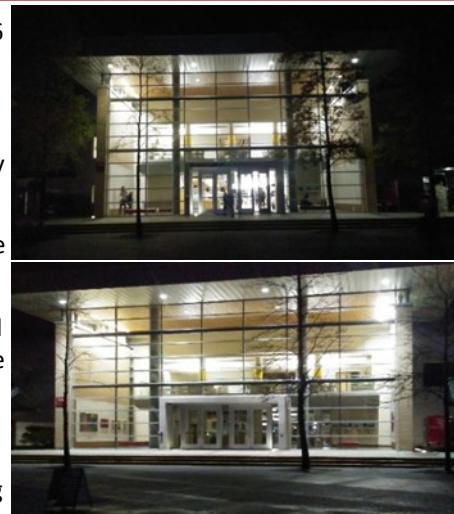
The Facilities team at the Surrey Campus have been working on the following projects/improvements:

- Pressure washed the walkway in front of Surrey Main, the Library and Fir entry from the courtyard.
- The FSG's are doing a campus refresh and painting the areas around the campus that need it. Some of the areas they have painted are:
  - \* Surrey Campus: Cedar Building washrooms near the Conference Center 1220, 1216, both change rooms 1282 and 1284.
  - \* Surrey Campus: Main rooms 162, 132, 133, 134, 135, 136, 137, washrooms 253 and 254.
  - \* Surrey Campus: International and Career Development's open areas and offices using multiple colors and feature walls in the Cedar Building 1150, 1166, 1122 and the entrance area to 1110.
  - \* Surrey Campus: Exterior painting is also underway and they have now painted the exterior of the Birch Building.



## Office of the Finance & Administration cont'd

- Assisted with the setup for the curbside pick-up at the Surrey Bookstore in the S6 parking lot in the back of the Birch Building.
- Assisted with the setup for repairs being done to the parking lots S2, S3, S5 and S6.
- Assisted with the setups in changing the waterless urinals to water ones in Surrey Main on the 2nd & 3rd floors and in the Library on the 1st, 2nd & 3rd floors.
- There was a lighting upgrade done in the Surrey Arbutus Library entrance to improve safety and security.
- Installation of a 275-ton cooling unit for Surrey Main continues. This cooling unit will add cooling capacity to the geo-exchange field at the Surrey Campus and improve comfort on campus during summertime heat.



### Richmond Campus

The Facilities team at the Richmond Campus have been working on the following projects/improvements:

- Installed chair rails in Wilson School of Design meeting room #4900.
- FSG's have cleared and cleaned the concourse drains that were completely clogged.
- The FSG's are doing a campus refresh and painting the areas around the campus that need it. Some of the areas they have painted are:
  - \* All of the washrooms in the Richmond Main Building
  - \* Melville Centre for Dialogue (A and B)
  - \* Wilson School of Design meeting room #4900



Facilities Front Office has been involved in the following:

- Cancellation of over 250 events between March 17<sup>th</sup> and June 5<sup>th</sup>.
- Collaboration with Campus and Community Planning for the contract creation, costing and logistics management for space usage at KPU Tech for:
  - Joey's Restaurant (Monthly utilities, security and rental charge of \$3987.22)
  - Medisupplies Canada Inc. DBA PPE Medical (Monthly utilities charge of \$471.24)

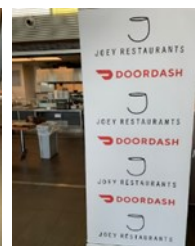
*These initiatives enjoy reduced and waived rental fees in an attempt to support economic growth and KPU partnerships.*

### ANCILLARY SERVICES:

#### Food Services

##### [Joey's Restaurant at KPU Tech](#)

- Due to the shutdown of all Food Services at KPU, Ancillary Services worked with Sodexo to facilitate the transition of our KPU Tech Café to a Joey's Restaurant temporary pop up location. Starting in mid-May, orders can be placed through Doordash, serving both the Surrey and Langley communities.



#### Parking

- We will be continuing to carry out parking lot repairs over the next few months at the Surrey Campus, taking advantage of the mostly empty parking lots due to online learning this Summer Semester.

## Office of the Finance & Administration cont'd

### Fleet

The Tsawwassen Farm School has acquired a new vehicle as part of KPU's Fleet. It is a 2018 Ram ProMaster Cargo Van, to help with deliveries for the Farm products to consumers and local markets.



### Bookstore

KPU Surrey Bookstore launched its Curbside Pick-up program on May 1<sup>st</sup> to give students a less expensive alternative to shipping their course material to their houses. To comply with COVID-19 safety guidelines, ten parking spots were allocated with an empty parking spot in between each stall, to facilitate social distancing. Students were to text the phone number on the sign with their information, and their package was then brought out on a cart for the student to pick up. Between May 1<sup>st</sup> and May 29<sup>th</sup>, just under 900 orders were picked up via curbside service. The largest volume in one day was May 12<sup>th</sup>, with 85 pickups.



Plexiglass Sneez Guards have been installed in KPU Bookstores in preparation for eventual reopening. The front of the Surrey Bookstore was opened May 25<sup>th</sup> to June 5<sup>th</sup>, to allow students to return any unrequired books. Social distancing markings have been placed to ensure social distancing in the Bookstores. Currently, only the Surrey Bookstore remains open.



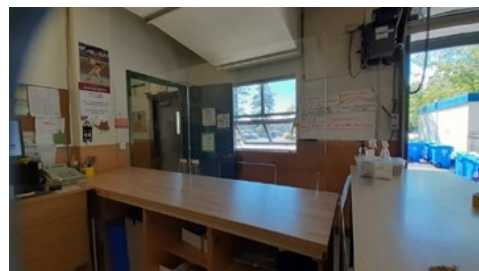
### Print Shop

The front office has been outfitted with Plexiglass shields on the two desks greeting our customers, in preparation to open up when more people start coming back to the campuses.



### Surrey Campus Shipping & Receiving

The Shipping & Receiving Warehouse and Mailroom continue to operate to support KPU's incoming shipments and outgoing mail during this pandemic. Plexiglass shields have been installed to reduce the spread of infectious diseases while we meander through these new normal practices.



## UNIVERSITY SPACE

### Surrey Campus

KPU's MOU with the KSA to use Arbutus rooms 3720 (69m<sup>2</sup>) and 3721 (9m<sup>2</sup>) for the operation of a student newspaper expires on August 31, 2020. Birch 102 (7m<sup>2</sup>) and 106 (29m<sup>2</sup>) have been assigned as alternative spaces. The development of a new KPU-KSA Licence Agreement is ongoing. Arbutus 3720 and 3721 have been reassigned to the Library for incremental archive space.

# Office of the Provost & Vice President, Academic

The Academic Continuity Implementation Plan continues to be an evolving document. Work on the development of fall courses is ongoing and the courses will be offered fully online or in blended formats (a combination of online with limited face to face experiential learning activities). Health and Safety plans for courses with face to face content continue to be developed with strict adherence to ministerial guidance and directives from the Provincial Health Officer. The plans are being developed with the input from the Special Advisor to the President on Covid-19, Manager of Institutional Risk, Manager of Occupational Health and Safety, the Deans and Faculty, and overseen by the Office of the Provost.

A great deal of work has also been undertaken by the Teaching and Learning Commons to support faculty in the transition to online delivery. Faculty have attended workshops, short courses, and the weeklong Level-Up: Learning to Teach Online course. The "Commons" continues to provide high quality support to faculty and are also exploring new software platforms that will further support teaching and learning opportunities. Special thanks to Dr. Rajiv Jhangiani and the entire Teaching and Learning Team for their hard work to support teaching and learning. This work will ultimately enhance the quality of the learning experience for our students

I continue to represent Provosts on the AEST Technology Working Group. Recently, partly as a result of lobbying by this group, the ministerial order on Freedom of Information and Protection of Privacy Act (FIPPA) legislation was extended until the end of December 2020. The committee continues to support working with BCCampus to identify online alternatives to face to face science labs, providing website access to online supports for British Columbia post-secondary institutions, and examining opportunities to provide students with access to affordable hardware. Ongoing concerns focus on cyber security and end point security. Unfortunately, the implementation of state-of-the-art systems vary across the province and are resource intensive. The committee has also begun discussions on the need of many institutions for affordable exam invigilation software.

The AEST Learning Continuity Group continues to meet on a bi-weekly basis with a focus on teaching and learning. Recently, the provincial government committed a total of \$400, 000 for the development of online courses for use by the post-secondary system. This project is in the early stages and is being administered by BCCampus. The Occupational Health and Safety Panel is developing protocols for health and safety on BC campuses that is modeled on WorkSafe BC protocols. Some areas of focus in the report will be on student residences, the movement of students in common areas, and student conduct in the online learning environment. The report will be released in late June.

Closer to campus, I am pleased to confirm that the search for the next Associate Vice President Academic has been

completed. Human Resources continues to collect documentation and an announcement will be made sometime next week. The School of Business is pleased to announce the appointment of Heather Harrison to the position of Interim Associate Dean. Dr. Harrison previously served in the role where she quickly became an invaluable and respected team member. Also, the Faculty of Health welcomes back Dr. Sharon Leitch to the position of Interim Associate Dean. The FoH is pleased to have Dr. Leitch back and welcomes the additional support during this busy time. Both positions will continue to the end of December 2020.

In closing, I am pleased to announce that Dr. Karen Davidson, Faculty of Science and Horticulture, was recently awarded a \$50,000 grant by the Canadian Institutes of Health Research (CIHR) for her project: "Interventions to Mitigate COVID-19 Related Mental Health Risks for Those With Pre-Existing Chronic Health Conditions and Facing Social and Economic Barriers: A Scoping and Rapid Realist Review"

Notable meetings and events attended by the Provost's Office include:

- AEST Learning Continuity Group
- AEST Technology Working Group
- BC Association of Institutes and Universities
- CKNW Interview on the *Mornings with Simi Show*. Topic: KPU transition to online learning and fall 2020 plan
- Covid-19 response team
- Faculty Bargaining Services Webinar: *CAUT As It Sees Itself: Supreme*
- KPU-KFA Bargaining Committee
- Richmond News Article: KPU's fall 2020 curriculum delivery plan.
- Surrey Board of Trade Webinar: COVID-19: Relief, Restart and Recovery for Surrey and BC.
- Trades Training Consortium British Columbia, (TTBC) Directors Group



# Faculty of Academic and Career Advancement (ACA)

## ACADEMIC & CAREER ADVANCEMENT

- The ACA Dean's office continued to work from home this month, with the exception of one person, Cate Anderson, who has chosen to continue to work on the Surrey campus so far. We're grateful to Cate for keeping all the office's plants alive! The Dean's office staff meets virtually several times a week to check in with each other and keep up the team's morale.
- Dean Aimee Begalka attended the May meeting of the Deans and Directors of Developmental Education (held virtually, of course) and learned of the ways in which institutions across the province that provide upgrading courses are meeting the challenges caused by the coronavirus pandemic. One enormous challenge most institutions identified is the variability in students' access to technology and internet service. This is one of the ways in which the pandemic is making inequity more visible.
- The ACA Indigenous Reading Circle met virtually in May, to discuss Sherman Alexie's memoir, *You Don't Have to Say You Love Me*. Although it meant one more Microsoft Teams meeting, the discussion and insights were worth it. The group will watch and discuss the film *Smoke Signals*, also written by Alexie, for the June meeting.
- Meetings with the various ACA Program Advisory Committees are scheduled for the next few weeks, as well as our semi-annual meeting with our five Community Adult Literacy Project partners.
- The Dean's office continues to be impressed by the work and dedication of our faculty who have shown themselves to be endlessly creative and resourceful in continuing to serve students throughout this difficult time.

## ACADEMIC & CAREER PREPARATION (ACP)

- Faculty in the Department of Academic and Career Preparation continue to support each other, particularly those teaching Summer courses, with the transition to online delivery. For ACP students, our courses are the entry-point for their university experiences and faculty take pride in providing a caring, supportive environment. Establishing the framework for this supportive environment in digital space has required additional time and creativity. For the Summer 2020 semester, ACP continues to offer all of its programming.
- With creativity, patience, and support, we are continuing our relationship with the Phoenix Society. The switch to remote learning delivery has been a service challenge. KPU has a long standing partnership with the Phoenix Society to provide upgrading courses on site at the Phoenix Kwantlen Learning Centre (PKLC) in Surrey. PKLC offers personalized education plans and is a key service for participants rebuilding their lives and an essential

component of integrated services model designed to end the cycle of addiction and homelessness.

- Starting in September 2020, ACP will no longer offer programming in our Continuous Intake mode, but the department is working on exciting and innovative curriculum revisions that will be forthcoming to support KPU students.
- Lastly, as well, our ACP math and science colleagues will officially be integrated into the Faculty of Science and Horticulture starting in September 2020. ACP English faculty and staff in the ACA Dean's Office are sad to not be able to celebrate their contributions to the Faculty in person at our regular Faculty as a Whole meeting, but we wish them the best within the Faculty of Science and Horticulture as they continue to offer upgrading programming for those in our region who need access to opportunities.

## ACCESS PROGRAMS FOR PEOPLE WITH DISABILITIES (APPD)

- Since the decision was made for KPU to move online for the fall, faculty members have continued to explore and develop the framework for online content. APPD applied for a KPU "OER Adaptation/Creation Grant" to work with the provincial articulation body on a collaborative provincial initiative designing on-line modules to be shared with other Adult Special Education programs throughout the province (and beyond). KPU, led by APPD's Pat Foreman, has provided leadership at the provincial level in spearheading this unique collaboration.
- APPD faculty members have been contacting those students who were scheduled to attend face-to-face classes in the fall, to see if they are interested in participating in the planned online alternative course, or if they would prefer to wait for a time when they can attend in person. One of the significant factors in their decision making process is the lack of access to community-based experiential opportunities in the online version, due to COVID 19. These work experience opportunities are foundational to programming, and while the department is working on creative online substitutions, they will lack the authenticity of real work in community settings with employer partners. Access to technology may also be a factor for some students. APPD is investigating potential supports available through KPU, such as access to laptops for the semester loans through the library. Other factors such as the cancellation of annual community transition fairs, in-person recruitment activities etc. has led to reduced application numbers in some campus regions. Early indications are that overall impacts to student enrolment will be significant. APPD will continue enrolment activities throughout the summer semester.
- In the upcoming year, APPD plans to embark on significant

curriculum and program design work. Recent departmental variance approvals at the senate level align with this timeline.

- There are numerous changes related to APPD faculty and staff. At the time of this report, the full impact of reduced student numbers to faculty and staff are unclear.

### ENGLISH LANGUAGE STUDIES (ELS)

- The pivot to remote learning has required a great deal of intensive professional development to learn a range of technologies required to successfully meet course outcomes while maintaining rapport with students.
- When classes first went online, the ELS eLearning Coordinators developed a [Wordpress blog](#) with a roundup of e-learning resources for ELS faculty. In addition to this blog, they have now also created an ELS Virtual Student Centre and Tech Help site, with a collection of online learning resources specific to the needs of ELS students, as well as a virtual space to host future events and social gatherings.

secondary or adult learners. These skills will be beneficial in Lesley's continued eLearning support to ELS colleagues.

- Karl Petersen, an ESL faculty member and author, recently published his fourth book, *Reformed: Confessions of a Preacher's Kid*. The book is a memoir about his childhood as the son of a Dutch Reformed Preacher in a small town in Washington State. The book is available [on Amazon](#).

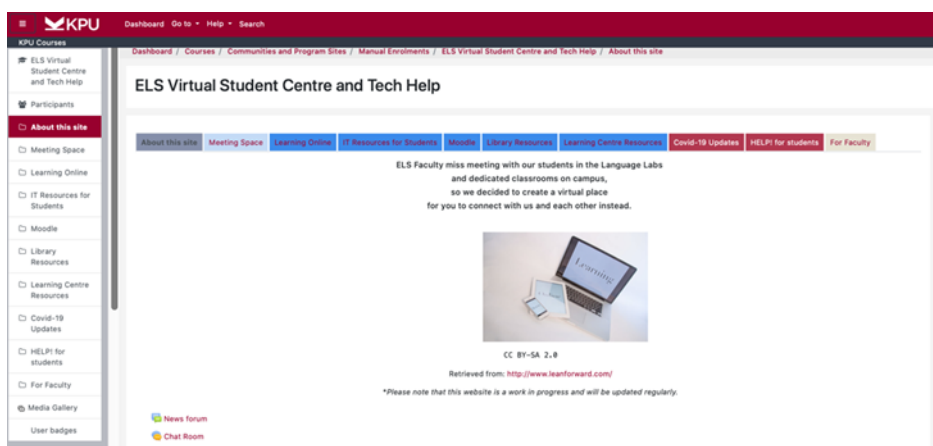
### TALK (THIRD AGE LEARNING @ KWANTLEN)

- Third Age Learning @ Kwantlen(TALK) will be offering general interest courses online for the 50+ age group in Fall 2020. TALK has been successfully offering general interest courses in partnership with KPU for over 20 years. TALK was born from an idea of Joanne Cunningham, a faculty member who was readying for retirement in 1997. Joanne was made aware of the growing number of organizations in North America that were providing education for seniors and thought this was an ideal activity for her retirement. Joanne's Dean and the KPU executive supported her proposal for creation of an Elder College. Over the last 20+ years TALK's memberships ranged from 100 – 400

plus. The average age of the membership is 70+ and they are highly motivated and committed to lifelong learning. Unfortunately, due to the impact of COVID 19, the March, April and May courses were cancelled. With concerns looming for the possibility of not being able to offer face-to-face courses in Fall 2020, the TALK organization surveyed their membership to see if there was interest in holding virtual classes. A positive response was received and a plan is emerging for offering TALK online courses in Fall 2020. There are many seniors facing "shut-in" realities, and having an opportunity to stay connected with their community

and to continue participating in relevant online courses, will have a positive impact on their lives. TALK is an amazing organization run by amazing volunteers and supported by presenters from the KPU community. A big shout out to Jean Garnett, (TALK Program Chair) and Robin Heath (TALK President). TALK will survive the 2020 challenges and will continue to thrive because their mission of providing educational services for seniors is needed, noble and worthy.

- With Covid-19 travel restrictions currently preventing international students from coming to Canada to study, many international students, including cohorts of students from Japan and Panama, have cancelled their travel plans. We hope to be able to welcome these students and others again soon. In the meantime, some international students are choosing to take ELS online classes from their home countries, for example China (Wuhan) and India. These students have indicated that they hope to attend on-campus classes as soon as travel restrictions are lifted.
- ELS faculty eLearning Coordinator, Lesley Hemsworth, completed a Graduate Certificate from UBC in Technology-Based Distributed Learning (TBDL). This program is designed to augment skills in managing, designing or teaching courses supported by digital media for post-



## SPOTLIGHT:

The Faculty of Arts proudly congratulates a record number of Arts graduates this Spring. Many departments are holding virtual celebrations to recognize their students, including Criminology, English, Fine Arts, Music, and Psychology. Congratulations, graduates!

## STUDENTS ACHIEVEMENTS:

Jangir Brar, English major, History minor, was selected to give the address to the graduands for all KPU students for the convocation celebration video.

## COMMUNITY ENGAGEMENT:

- Daniel Bernstein (PSYC): Thesis Committee and Student Supervision
  - ◇ Deva Ly (Ph.D., Psychology), Australian National University, 2019- present; committee member.
  - ◇ Patricia Coburn (Ph.D., Psychology), SFU, 2014-present; committee member.
  - ◇ Daniel Derksen (M.A. Psychology), SFU, 2017-present; M.A. thesis and Ph.D. dissertation supervisor.
  - ◇ Megan Giroux (M.A., Ph.D. Psychology), SFU, 2014-present; M.A. thesis and Ph.D. dissertation supervisor.
  - ◇ Camille Weinsheimer (Ph.D., Psychology), SFU, 2017-present; committee member.
- Dianne Crisp (PSYC): Organized and offered four “Very Basics of Moodle” workshops for faculty in Psychology in May 2020.
- Jocelyn Lymburner, Kristie Dukewich, Shayna Rusticus, and Hammond Tarry (PSYC): The Psychology Program Review Quality Assurance Plan was approved at Senate on May 20, 2020. The important document summarizes two years of Program Review data and presents a plan for moving forward. Jocelyn Lymburner, Kristie Dukewich, Shayna Rusticus, and Hammond Tarry, worked tirelessly on the Psychology Program Review Committee, receiving input from the Psychology Department.
- Lilach Marom (EDST): External Examiner TRU Student Master Thesis.
- Fiona Whittington-Walsh (SOCL): President, Inclusion BC ongoing.
  - ◇ Board of Directors, Canadian Association for Community Living (CACL) ongoing.
  - ◇ Chair, Accessibility Committee, Canadian Association for Community Living (CACL) ongoing.

## RECOGNITION—AWARDS & APPOINTMENTS

- Daniel Bernstein (PSYC): KPU Faculty of Arts Excellence and Advancement Funds
- The effects of hindsight bias and confirmation bias: Perceptions of COVID-19.
- Co-Applicant: Patricia Coburn. Other awardees include: Criminology Department, Introduction to Criminology, OER development grant; Candy Ho (EDST), Influence What Is Possible: Supporting KPU's Graduating Class of 2020; Amy Huestis (FINA), Observing the Natural World/Art + Science; Cory Pederson (PSYC), student research assistants for the Human Sexuality Lab; Liz Toohey-Wiese (FINA), Fire Season monograph; and Katie Warfield (JRNL and COMM), Our Bodies Online: learning resources for K-12 students safe and consensual online image sharing.
- Jocelyn Lymburner (PSYC): 2020 Dean of Arts Teaching Award recipient (announced June 4, 2020).
- Azar Pakdaman Savoji (PSYC): Instructional Enhancement Grant, \$10,000 BCIT.
  - ◇ Learning and Teaching Framework Grant. \$10,000, BCIT.
- Brian Pegg (ANTH): 2020 Dean of Arts Teaching Award recipient (announced June 4, 2020).
- Dorothy Barenscott (FINA); David Sadoway (GEOG); and Constanza Rojas-Primus (LANC): KPU 2020 Open Pedagogy Fellow (announced by KPU Open Education Office on May 30, 2020). KPU Open Pedagogy Fellowships support faculty in designing “renewable assignments” and “authentic assessments” that “help students become agents of change in their communities.” The assignments are collaboratively developed by multi-disciplinary teams across three institutions-KPU, Montgomery College (Maryland, USA), and Maricopa Community Colleges (Arizona, USA). The conceptual framework on which this fellowship is based is the United Nations Sustainable Development Goals (UN SDGs), which is a set of 17 goals that address a wide range of social issues, such as poverty, inequality, climate change, and peace and justice. The faculty teams design their course assignments over the summer and deploy them over the following academic year. A student showcase in Spring 2021 will provide an opportunity for the wider university community to appreciate the students' contributions.

## CREATIVE WORKS & SCHOLARLY PUBLICATIONS

- Daniel Bernstein (PSYC): Cohen, A-L., \*Silverstein, M., \*Derksen, D.G., \*Hamzagic, Z., Bernstein, D.M., & Lindsay, D.L. (2020). Future planning may promote prospective false memories. *Journal of Applied Research in Memory and Cognition*. <https://doi.org/10.1016/>

j.jarmac.2020.02.004

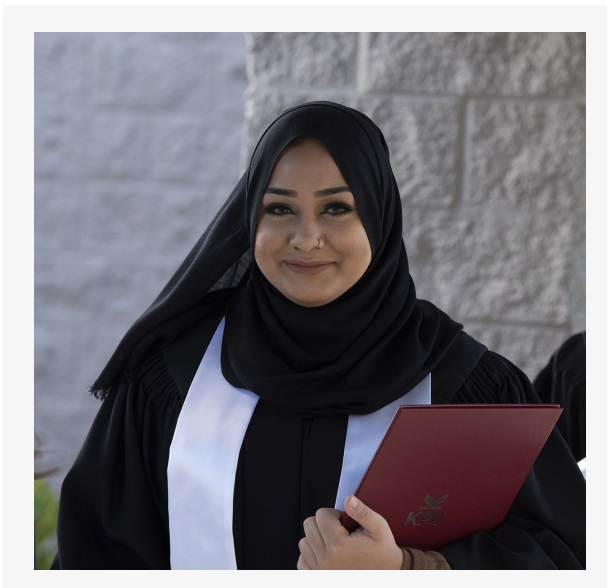
- ◇ Cooke, S.J., V.M. Nguyen, D. Anastakis, S.D. Scott, M.R. Turetsky, A. Amirfazli, A. Hearn, C.E. Milton, L. Loewen, E.E. Smith, D.R. Norris, K.L. Lavoie, A. Aiken, D. Ansari, A.N. Antle, M. Babel, J. Bailey, D.M. Bernstein, R. Birnbaum, C. Bourassa, A. Calcagno, A. Campana, B. Chen, K. Collins, C.E. Connelly, M. Denov, B. Dupont, E. George, I. Gregory-Eaves, S. High, J.M. Hill, P.L. Jackson, N. Jette, M. Jurdjevic, A. Kothari, P. Khairy, S.A. Lamoureux, K. Ladner, C.R. Landry, F. Légaré, N. Lehoux, C. Leuprecht, A.R. Lieverse, A. Luczak, M.L. Mallory, E. Manning, A. Mazalek, S.J. Murray, L.L. Newman, V. Oosterveld, P. Potvin, S. Reimer-Kirkham, J. Rowsell, D. Stacey, S.L. Tighe, D.J. Vocadlo, A.E. Wilson and A. Woolford. (2020). Diverse perspectives on interdisciplinarity from the Members of the College of The Royal Society of Canada. *Facets*, 5, 138-165. DOI:10.1139/facets-2019-0044. (*\*Denotes student or post-doctoral co-author when work was done*).
- ◇ Reviewed journal manuscripts for *New Ideas in Psychology - Zeitschrift für Psychologie*.
- Kyle Matsuba (PSYC): M. Kyle Matsuba, Kimberly A. Schonert-Reichl, Theresa McElroy & Anne Katahoire, "Effectiveness of a SEL/mindfulness program on Northern Ugandan children," *International Journal of School & Educational Psychology*, 2020.
- Fiona Whittington-Walsh (SOCI): Whittington-Walsh, F. (2020). COVID-19 highlights the need to switch to a community-living care model. In, *Rabble.ca Blogs*.
  - ◇ Whittington-Walsh, F. (2020). COVID-19 and the Crisis in Memory and Compassion. In, *Rabble.ca Blogs*

### Public Presentations

- Daniel Bernstein (PSYC): University of Mannheim One World Cognitive Psychology Seminar (virtual).
- Candy Ho (EDST): Served as a panelist on a session titled "The SDGs and Higher Education" at Together | Ensemble Conference (National Conference on the United Nations Sustainable Development Goals May 21, 2020): <https://www.youtube.com/watch?v=v4VIZlouBcU>
  - ◇ Presented session titled "Teaching Career Using the United Nations Sustainable Development Goals" at Fleming College's workshop on "Integrating the UN Sustainable Development Goals within your Course": <https://www.eventbrite.ca/e/integrating-the-un-sustainable-development-goals-within-your-course-tickets-99221204293#> (June 2, 2020).

### UNIVERSITY WIDE INITIATIVES:

- Daniel Bernstein (PSYC): Arts Research and Scholarship Committee (Chair).
  - ◇ Health Sciences Advisory Committee, member (KPU) 2019-.
  - ◇ Psychology Honours Committee (Chair).
  - ◇ Senate Standing Committee on Research, Committee member (KPU) 2018-.
- Fiona Whittington-Walsh (SOCI): Supporting ALL Students: Including All Citizens (IAC) Inclusive Pedagogy and the switch to online teaching.



# Faculty of Health

## VISION 2023 STRATEGIC PLAN

*Quality D2. Hold each other responsible for our promises and our expectations.*

### Bachelor of Science in Nursing – Advanced Entry Program

- The Bachelor of Science in Nursing Advanced Entry Program is upholding its promise to students in offering programming that helps them to meet the course objectives and program outcomes. The Program is using virtual and online simulation and teaching and learning to support in-person clinical and the development of nursing knowledge and critical decision making despite the challenges we are facing in clinical currently due to COVID.

### Health Care Assistant Program (HCAP)

- In the Health Care Assistant Program, faculty all work together as a team whether face-to-face or online. Since the program went online, faculty have been meeting weekly to check-in on each other, dividing workloads and responsibilities. Program faculty are always providing peer feedback whether in clinical or face-to-face teaching and mentoring one another. HCAP faculty completed their BCCNP peer reviews for one another this year. Faculty share access to their Moodle site content, provide feedback when necessary.
- In the Spring, COVID-19 impacted HCAP students' ability to complete the "Community" experience part of their final practicum. Faculty had to find innovative and creative ways to assist students to meet their learning outcomes. Online assignments and activities were provided to students which allowed them to succeed and successfully meet the learning outcomes and graduate from our Program.

## STUDENTS/STUDENT SUCCESS

- Students of **Elise Strand's** Nursing 3245: Nursing Practice 4, for their first journal, they were asked to reflect on the impacts of COVID-19 on the most vulnerable patients in the hospital and also how this will affect the "art" of nursing and connection to patients. One student, **Nicole Parente**, did an excellent job at articulating the risks for patients during this time and strategies that health care providers can implement to support the "art" of the practice. Please read her submitted journal below:
- The current COVID-19 pandemic has impacted every aspect of people's lives, from where and how they work to how they socialize with friends and loved ones. For an otherwise healthy person, adhering to the six feet apart rule is a strange and isolating experience. Yet as a student nurse, I am contemplating the effect that this pandemic has on those who are critically ill and even further isolated in the hospital. In most cases, visitors are restricted from entering, and for those who are permitted to be in the

hospital, precautions are heightened to limit the potential spread of the virus. While these measures are necessary to adhere to, I feel it is important to reflect on how clients and families are affected and what my role is as a student nurse in this challenging time.

### How COVID-19 Affects Patients

- Physical distancing measures unfortunately may negatively impact patients in hospitals by exacerbating their fears and possibly worsening health outcomes. Some patients' descriptions of loneliness struck me: They describe it as a painful experience (Eskimez et al., 2019). This is a poignant consideration when caring for patients. We often rank pain as a high priority to intervene in, so the fact that loneliness evokes expressible sensations of pain for our patients must be addressed. Moreover, the long-term effects of social isolation impact a person's ability to cope, and thus, may increase mortality risk (Eskimez et al., 2019). While I recognize there is so much more to this discussion about how COVID-19 affects our patients, I will reflect on how it could change nursing practice for the better and ways in which to support our clients from a holistic perspective.

### COVID-19 and its Impact on Nursing Practice

- While I have yet to be on the medical unit and truly see what the situation looks like, I believe there is a great lesson to be learned from this change of pace that society has had to adapt to. What I mean by that is that in our personal lives, we have not been able to engage in many activities outside our homes. Stores, gyms, restaurants, and other businesses have mostly been closed, which has forced people to stay home. We haven't been able to occupy our time and be busy with things to "do".
- So how does this relate to nursing practice? Healthcare professionals are, to varying degrees, action-focused in their work. But a pull to be busy "doing" tasks might overshadow another aspect of nursing: The way of "being" with patients. Henry (2017) discusses many possible definitions for the art of nursing, yet one concept stood out to me. She proposed that beyond the idea of caring for patients, the art of nursing includes the component of presence (Henry, 2017). To be with a patient and understand their needs takes time and empathy. Since patients are unable to have family supporting them in person, I believe nurses must examine their practice; in particular, they must reflect on whether there is the opportunity to invite more of the sense of "being" into their role. Remembering that it could be us or someone we love in a similar position as our clients can serve as a reminder to inspire the way in which we care and are present in our essential role.

## Faculty of Health cont'd

### Providing Support and Regaining the Art of Nursing

- Being present with patients involves different methods of therapeutic nursing care. We as nurses can assert a supportive role by taking more time to engage in meaningful conversations about the person's hopes, fears, coping strategies, and health goals. Regaining the art of nursing may also include caring interventions such as massage, music therapy, and guided relaxation. A systematic review of Watson's Theory of Human Caring studied various care interventions and their effects on patients (Holly et al., 2019). For instance, nurses gave patients a slow back massage before bedtime to foster the nurse-patient relationship and enhance the patient's perception of care. From this emphasis on human caring, patients reported decreased anxiety, depression, pain, and hopelessness, as well as improved optimism, emotional well-being, and an increased ability to cope (Holly et al., 2019). I believe this approach could be beneficial not only to patients but also to nurses who can discover more confidence in their ability to meet the needs of their clients and assist in improving health outcomes. What I hope I can do right now as a student is engage in conversations about the impact of emotional support, presence, and caring interventions, as well as focus on embracing the art of nursing as an aspect of my professional development.

### RECOGNITION

#### Bachelor of Science in Nursing

- Bachelor of Science in Nursing faculty member, Dr. Balbir Gurm is a co-investigator on a 7-year senior's isolation project. The team was awarded a \$2.5 million Social Sciences and Humanities Research Council grant.

### EMPLOYEE ENGAGEMENT

#### Faculty of Health - Interim Associate Dean

- The Faculty of Health is pleased to welcome Sharon Leitch back to FoH as Interim Associate Dean. Sharon joined KPU and the Faculty of Health in 2010 as a faculty member teaching across various health programs. Prior to joining the School of Business as Associate Dean in 2019, Sharon was Program Chair of the Health Care Assistant Program. Following the completion of her term as Interim Associate Dean, on December 31 2020, she will return to a faculty role in the Faculty of Health. Welcome back Sharon!



#### Faculty of Health – New Divisional Business Manager

- The Faculty of Health is pleased to announce Elena Franco has joined the FoH Deans office as Divisional Business Manager, effective June 1st. Elena joined the Deans office in an Interim capacity in late January providing leadership and supervisory support to the BCGEU staff, and in leading FoH initiatives forward. She has most recently supported FoH with the transition to online learning and remote working plans. Elena is on maternity leave and will return to FoH in June 2021. Congratulations Elena!

#### Faculty of Health – Interim Divisional Business Manager

- The Faculty of Health is pleased to announce Maryam Garrecht as Interim Divisional Business Manager effective June 8 2020 until June 4 2021. Maryam's experience working in varied health care settings in both the public and private sector, as well as a wealth of KPU experience working in the Office of the Provost and Office of the Vice President with Dr. Steve Cardwell, will be an asset to the Faculty of Health. Congratulations and welcome Maryam!

# Faculty of Science and Horticulture

## NOTEWORTHY ITEMS:

A lab kit developed and fabricated in-house allowed the PHYS 1220 summer students to perform a series of optical and electronic experiments at home. Under the direction of the course instructor, Mike Coombes (PHYS), twenty student lab kits, which included circuit boards and ray boxes, were fabricated by our three lab technicians, John Carri, Michael Chernoff and Dan Peirce (PHYS). These kits were distributed to students via the KPU library.

On May 29<sup>th</sup>, Trading Post Brewing released the Pink Boots Brew India Session Ale (ISA) beer developed by instructors Nancy More (BREW) and Martina Solano Bielen (BREW) in collaboration with Trading Post head brewer, Tony Dewald. KPU Brewing Diploma students Emily Kokonas; Rebecca Diel; Kristy Isaak and Jamie Verschoor participated; as well as alumnae Kristy Tattrie, Fraser Mills Fermentation Co.; Karlie Pretty-McDonald, Fraser Mills Fermentation Co.; and Ashley Brooks, Four Winds Brewing. Women from local breweries such as Locality Brewing, CAMP Beer Co. and Trading Post also joined the event. The event was co-organized by DeAnn Bremner (Communications, Events and CPS Coordinator), Tony Dewald and Hannah Brown from Trading Post Brewing. The KPU-Trading Post Pink Boots ISA is available for purchase at Trading Post Brewing in Langley on tap or as 650 ml bomber bottles.



Melissa Drury (ENVI) participated in the 2020 Applied Science Technologists and Technicians of British Columbia Virtual AGM and Conference. Visitors to the online 'booth' could ask questions in a virtual chat room and find out about the program through videos and webpage links.



## STUDENTS:

- KPU Urban Ecosystems students from the first graduating class of 2015 have found some success. Kristen Hudson finished up her time in BC and with the City of Vancouver Blue/Green Infrastructure Team (who just won an award for their Rain City Strategy) and is making her way back home to New Brunswick, working this summer as a Fire Lookout Observer with Alberta Forestry. Marie Pudlas was accepted into three Canadian university grad schools and chose UBC to begin a Master's in Landscape Architecture in September 2020.
- KPU Sustainable Agriculture students are now selling fresh produce at the Kwantlen St. Farmer's Market every Tuesday afternoon in Richmond. Vegetables are grown on the Garden City Lands, just a few steps away from KPU Richmond.



- Lee Beavington (BIOL) is currently collaborating with Amy Huestis in Fine Arts on a project where students engage in an experiential, place-based, arts/science activity. In the Ecology in 1m<sup>2</sup> project, students periodically observe the same 1 square meter plot in their environment, continuously noting species interactions that they observe in their plots. This is a collaboration that includes faculty guest lectures via video. Students will learn how to accurately depict their environment and will be paired with fine arts students who will learn about ecological



interactions. This inquiry-based project incorporates Indigenous approaches such as place-based learning, interdisciplinary cross-pollination, and reciprocity.

### COMMUNITY ENGAGEMENT:

- The Brewing Program Advisory Committee (PAC) met virtually on June 4<sup>th</sup> and was led by Alek Egi (BREW) and committee chair Vern Lambourne, Parkside Brewing. The meeting was attended by industry members, including Brew alumni and current KPU employees.
- The CADD Program Advisory Committee met virtually on May 26, chaired by Christina Heinrick (CADD) where many updates to the program were discussed and COVID plans for the Fall 2020.
- Andrew Frank (EPT) has been working on two projects with Heiltsuk Nation on Marine Liability Reform and COVID-19 Response: 1. Policy development and communications strategy for reforming Canada's Marine Liability Act in relation to compensation for oil spills; 2. Communications strategy and implementation for the Heiltsuk Nation's response to COVID-19, including publicly advocating for COVID-19 proximate case information-sharing between health authorities and Indigenous governments.

### PRESENTATIONS:

- Karen Davison (BIOL) gave the virtual presentation, 'Nutrition factors are associated with post-traumatic stress disorder in immigrant and Canadian-born adults: Findings from the Canadian Longitudinal Study on Aging' at the Nutrition 2020 Live Online American Society of Nutrition Conference.
- Kianoosh Tahani (PHYS) delivered the remote talk, 'Characterizing star forming clumps in the galaxy: a comparison of JCMT and Herschel Observations' at the Dominion Radio Astrophysical Observatory DRAO.
- Maria Valana (HORT) delivered weekly presentations on "Growing Your Own Food" for the Urban Agriculture group in Kamloops.

### PUBLICATIONS:

- Karen Davison (BIOL) co-authored, 'Nutrition, immigration and health determinants are linked to verbal fluency among Anglophone adults in the Canadian Longitudinal Study on Aging', published in Journal of Nutrition, Health & Aging.
- Kaylee Magee (BIOL) co-authored, 'Cytoplasmic auto-inhibition in HCN channels is regulated by the trans-membrane region' for the April issue of the Journal of Membrane Biology.

### FUNDING:

- Karen Davison (BIOL) was awarded a grant in May 2020 to be the Principal Investigator in the Canadian Institutes of Health Research (CIHR) COVID-19 Rapid Research Fund for project: Interventions to mitigate COVID-19 related mental health risks for those with pre-existing chronic health conditions and facing social and economic barriers: a scoping and rapid realist review.

### EMPLOYEE ENGAGEMENT:

- This year's British Columbia Council on Admissions and Transfer Engineering Articulation meeting was hosted virtually by the outgoing chair, Brian Dick of Vancouver Island University. Discussions centered around how transfer agreements might be affected with different grading schemes, academic misconduct and how to run student group projects remotely. Michael Poon (PHYS), the KPU Engineering Articulation representative, was elected as the new chair.
- Korri Thorlacijs and Christine Takhar (BIOL) attended the BCBio: Building our Teaching Community in a Time of Turbulence session on Zoom (hosted by UBC- Okanagan) on May 13<sup>th</sup>, 2020.
- Korri Thorlacijs (BIOL) also attended four webinars May 4, 7, 12, and 14 hosted by ABLE (Association of Biology Lab Educators) where Biologists across North America shared a variety of ideas and resources for moving biology labs online quickly.
- Lana Mihell (FSH Business Manager) suggested an employment engagement activity 'Show off your home office' to Teresa Smith, the Senior Manager of Org Development & Employee Experience which was implemented in a modified version for the KPU Community.
- The Brewing department participated in the KPU Teaching and Learning Commons' Level Up: Learn to Teach Online course and was attended by Alek Egi (BREW), Dominic Bernard (BREW), Martina Solano Bielen (BREW), Jon Howe (BREW), Derek Kindret (BREW), Nancy More (BREW), Stan



## Faculty of Science and Horticulture cont'd

- Wong (BREW), and DeAnn Bremner (Communications, Events and CPS Coordinator).
- KPU Brewing held video conference calls with the Canadian Malting Barley Technical Centre discussing possibilities for collaboration and with First Key (Brewing Consulting) to discuss pilot brewing projects.
  - Lee Beavington (BIOL) completed workshops in Tutor Program Development, Skills for Anti-Oppressive Student Advising and Level Up: Learning to Teach Online.
  - Kathy Dunster (HORT) attended the following meetings/webinars:
    - \* May 6 - What does Decolonization and Indigenization look like in the classroom? Guest Dr. Shauneen Pete (Little Pine First Nation) in the UVic Kikinoo'amaadawin Webinar Series hosted by Dr. Jean-Paul Restoule (Dokis First Nation) and Dr. Angela Nardozi (OISE)
    - \* May 14 - Dialogue on Western Transboundary Watersheds and the Boundary Waters Treaty of 1909 Salmon Beyond Borders, Salmon State AK, and Southeast Alaska Indigenous Transboundary Commission.
    - \* May 25 - New Nature Keynote Presentation: Leanne Betasamosake Simpson in conversation with Ian Mauro "Land as Pedagogy" a New Nature, project of Goethe Institute Montréal - An Immersive Media and Climate Science Exchange between Canada - Germany - Mexico – US
    - \* May 26 - New Nature Artist Talk: Nerea Calvillo in Conversation with Nick Shapiro a New Nature, project of Goethe Institute Montréal - An Immersive Media and Climate Science Exchange between Canada - Germany - Mexico – US
    - \* May 27 – IUCN meeting via Zoom to discuss "Inclusive Ecosystems: How conservation development can help achieve the SDGs"
    - \* May 28 – BC Food Web and UBC Farm Building a Resilient Food System: What is the food system and how do we make it more resilient during COVID-19 and beyond?
  - Kathy Dunster (HORT) attended the inaugural BC Climate Adaptation Learning Network Advisory Committee representing BCSLA.
  - Kathy Dunster (HORT) was elected to Canadian Society of Landscape Architects College of Fellows.
  - Fergal Callaghan (PHYS) spearheaded a Journal Club where the Physics department meets to discuss an article from physics or astronomy education research literature.



*During Adriana's first semester in the Bachelor of Plant Health program at KPU in January 2015, she was hired at Qualitree Propagators Inc. in Chilliwack, BC. Adriana began her career as a pest scout and has since moved on to the role of section grower producing a variety of woody ornamentals and shrubs.*

*She has had the opportunity to make many new connections and increase her knowledge about growing plants by visiting industry partners and attending conferences and tours.*

*After a trip to the Netherlands this spring to visit nurseries and greenhouse operations, Adriana has begun to focus on learning about crop nutrition and health at a more detailed level.*

*Horticulture is a great industry to work in and she looks forward to seeing what the future brings for her and the amazing people she works with!*

*~ From the [KPU School of Horticulture Facebook page](#)*

# Office of Research and Research Services

## OFFICE OF THE ASSOCIATE VICE PRESIDENT, RESEARCH

### Fiscal Year Highlights

During 2019-20, members of the KPU community undertook 52 research funding applications through the Office of Research Services. We had 33 funded. We are awaiting results for nine applications. Eight applications were not funded. One application was withdrawn, and one was archived. The total external and leveraged internal cash funding approved through the successful projects was \$2.8M.

### Applied Genomics and Metabolomics Laboratory under Development

Detailed engineering designs and cost estimate have been developed for the applied genomics and metabolomics laboratory in Spruce. A steering committee has been meeting regularly to monitor progress. Capital funding has been approved from KPU to build the laboratory to supplement external funding.

### New Legal Provisions for the New Normal

The AVPR is working with retained legal counsel to acknowledge and incorporate risks from the pandemic that we can incorporate for new and amended agreements. The AVPR is also interested in hearing from various project leaders about expected results if performance of a proposed agreement, by either KPU or the other party, becomes impossible due to COVID-19.

### Exploring Indigenous Justice and Restorative Justice in BC and Saskatchewan: A Comparative Action Research

Criminology faculty member, Dr. Alana Abramson, is the principal investigator of a \$99,968 grant funded through the Crime Reduction and Gang Outreach Program, Ministry of Public Safety and Solicitor General. The comparative action research aims to bring together decision makers/staff from restorative justice programs, Indigenous Justice Programs, victims services, and referral sources (law enforcement, Crown, and others) to build relationships, learn from each another, enhance working relationships and address research questions that include how Indigenous justice and restorative justice are defined and what are the similarities and differences.



### Interventions to Help Prevent and Mitigate Mental Ill Health and Substance Use Related to COVID-19 in Equity-Seeking and Priority Populations

Dr. Karen Davison and her collaborators were awarded a \$50,000 grant from the CIHR Knowledge Synthesis: COVID-19 in Mental Health and Substance Abuse program. The project will identify interventions to reduce mental health impacts of COVID-19 in at-risk



populations and aims to synthesize and appraise international knowledge to examine a number of factors related to contracting COVID-19, among priority and equity seeking populations. The study will include other factors related to mental health, substance use and COVID-19, and will address screening, primary prevention, care, and treatment interventions.

### Student Awarded Research Grant to Study Benefit of Seaweed Meal

A Student Led Research Grant was awarded to Rob Hines in the Applied Science and Sustainable Agriculture program. Rob's research seeks to determine the benefit of seaweed meal from rockweed on crop plants, specifically wine grapes. The study includes a two factor, eight-treatment experiment, meal and extract at 4 levels, to test the efficacy of seaweed meal by measuring vegetative growth characteristics and foliar nutrient concentration of L'Acadie Blanc grape vines. The research will be of interest to grape growers in Nova Scotia and New Brunswick who are seeking soil amendments to improve vegetative growth of grape vines. Grape growers in other regions with similar climates, such as British Columbia may also be interested due to the wide availability of seaweed meal and extract products that are thought to provide similar benefits.



### Tri-Agency Update on COVID-19 and Impact on Policies, Programs, and Operations

The SSHRC [Insight Grants](#) submission deadline for 2020 will be advanced to October 1st from October 15th, in response to a system failure resulting in delays during the October 2019 proposal process.

SSHRC recently announced the launch of a COVID-19 initiative under its [Partnership Engagement Grants](#) funding opportunity to support the social sciences and humanities research community during this disruptive and stressful time of COVID-19. Adjustments were introduced that provide more flexibility to meet eligibility criteria and the period of tenure for the PEG COVID-19 program.

### Office of Research Services Continues to Operate Virtually

Please direct questions to [ors@kpu.ca](mailto:ors@kpu.ca) for research administration questions or [reb@kpu.ca](mailto:reb@kpu.ca) for ethics-related queries. During this time of COVID-19 isolation, we encourage researchers to stay connected and informed by meeting with ORS team members via Teams, as well as communicating by email and phone.

# School of Business

*Experience: We will*

## *A1. Enhance the experience of our students*

### **Student Organized Webinar**

KPU CAN student club, hosted a webinar entitled “Building Your Personal Brand” for KPU students on May 21st. It was held as a fundraiser with all the proceeds donated to the Surrey Food Bank.

25 participants raised a total of \$258 for the Surrey Food Bank. Guest speakers included Jonathan Javier, and Jerry Lee from Wonsulting, a consultation firm from California. Wonsulting specializes in identifying ways students from non-target schools can land positions at some of the largest companies in the world.

Jonathan and Jerry shared examples of success stories they have had working with other students. The session included a mock run of how students could apply their recommendations to land fantastic jobs.

## *A2. Enrich the experience of our employees*

The instantaneous transition from regular face-to-face instruction to online instruction due to the COVID pandemic was without precedent and was extremely disruptive to the Spring 2020 term. While not quite as turbulent as the spring term, the Summer 2020 term was similarly disrupted as staff and faculty members had only a short and intense period in which to prepare for exclusively online delivery. To keep spirits up and to recognize these extraordinary efforts, the School of Business, under the lead of Interim Associate Dean Heather Harrison developed and distributed a weekly newsletter highlighting contributions that facilitated overcoming the extraordinarily difficult challenges we all faced through positive messaging to amplify recognition of the above and beyond work of faculty and staff.

## *A3. Delight our friends in their KPU experience*

The School of Business Program Advisory Committees are comprised of leading external practitioners in their field, who provide the School of Business with a valuable industry perspective through identifying and evaluating opportunities, changes and requirements that will drive the School of Business and KPU’s delivery of relevant and contemporary education.

Julie Merkl, administrative assistant, developed a SharePoint hub to provide Faculty and Staff a central location for all Program Advisory related information. This will include documents such as agendas, minutes, Terms of Reference, related Policies as well as a tracking system. The objective of this project is to provide the necessary tools and transparency to support our PAC committees.

Despite the COVID pandemic requirements to work away from campus, The School of Business centrally located advisory materials has helped to successfully shift all Program Advisory Meetings to an online format via MS Teams. An important continuation of the relationship building with our external community and industry.

*Sustainability: We will*

## *B1. Embrace all cultures and promote a renewed, authentic approach to Indigenization*

### **Indigenization**

Deirdre Maultsaid, Faculty, Applied Communications has been using cases on indigenous businesses from Cape Breton University in CMNS 3000 and INFO 3110 <https://www.cbu.ca/indigenous-affairs/purdy-crawford-chair-in-aboriginal-business-studies/> since they were on offer from Mary-Beth Doucette of CPU after she came to speak at KPU several years ago. Professor Doucette generously shared cases and teaching notes. Deirdre has successfully had robust frank discussions and practice in the above classes about how to gently approach, suggest partnering or otherwise persuade indigenous business audiences. The students have been respectful and engaged with the real communications issues. Deirdre has learned to maintain the holistic integrity of the cases. Deirdre also participated in spring 2020 evaluation of the effectiveness of the (implemented) cases upon request from Mary-Beth Doucette and some graduate students at CPU.

## *B3. Integrate planning to ensure KPU operations are aligned with our resources, thus sustaining quality and institutional health.*

### **Congratulations to the School of Business Faculty**

Between mid-March and now School of Business have faculty completely revised their philosophy of teaching, re-designed all of their courses and re-developed all their content and assessments. All School of Business courses have been shifted to a fully online modality, not only the sudden shift at the end of the Spring term, but for close to 400 sections for the Summer 2020 term. The change to online courses was no small feat. The School of Business faculty have worked hard to ensure it has not been just a change in how courses are offered. Faculty have engaged in a great deal of attention and energy to ensure a quality learning experience for students, through the adoption of asynchronous and synchronous online teaching learning methods as recommended by KPU Teaching and Learning and their own professional development efforts. Student feedback has been positive and the quality programming continues in the School of Business despite the disruptive influences of the Covid-19 pandemic.

### *Creativity: We will*

#### *C1. Increase the levels of activity, funding and intensity of research and scholarship.*

##### **Open Pedagogy Fellows**

Andrea Niosi (Marketing) is one of KPU's Open Pedagogy Fellows and will be working with faculty from Maricopa and Montgomery Colleges to design 3 Renewable Assignments that integrate the Sustainable Development Goals. Andrea and her partners come from Marketing, Math, and Art History.

Our annual Open Pedagogy Fellowship provides support for faculty to design "renewable assignments," authentic assessments that help students become agents of change in their communities. The assignments are collaboratively developed by multi-disciplinary teams across three institutions—KPU, Montgomery College (Maryland, USA), and Maricopa Community Colleges (Arizona, USA). The conceptual framework on which this fellowship is based is the United Nations [Sustainable Development Goals](#) (UN SDGs), which is a set of 17 goals that address a wide range of social issues, such as poverty, inequality, climate change, and peace and justice. The faculty teams design their course assignments over the summer and deploy them over the following academic year. A student showcase in the Spring provides an opportunity for the wider university community to appreciate the students' contributions.

For more information about the UN SDG Open Pedagogy Fellowship (including examples of assignments from the 2019 Fellows) please visit: <https://www.kpu.ca/open/un-sdg-fellowship>

##### **Open Pedagogy Workshops**

Arley Cruthers (Applied Communications) & Andrea Niosi (Marketing) are co-facilitating Open Pedagogy Workshops for all KPU faculty to help with their transition to developing renewable assignments, adopting UDL principles, and engaging with OERs. These workshops are online and offered every 3 months throughout the year.

##### **Educational Consultant, Course Design & Assessment (Course Mapping/ Blended/Online Design) - Dr. Nishan Perera, Ph.D.**

A 50%-time release from fall 2020 to summer 2022 was granted to Dr. Nishan Perera, Marketing and Graduate Diploma. The primary role of the educational consultant is to support the professional development of KPU faculty to develop their teaching expertise in higher education with attention to course design, constructive alignment, and assessment, with particular attention to blended and online learning models. Included in this appointment will be a requirement to develop resources as well as consultation and training for educators. Congratulations to Dr. Perera. The School of Business knows he will contribute a great deal of knowledge and expertise to the role and look forward to

working him to incorporate his course designs and assessments.

##### **C2. Increase innovation in teaching, learning and curriculum**

As an update from our previous report, Alym Amlani (Accounting Faculty) is presenting at this year's Teaching Professor Conference (<https://www.magnapubs.com/teaching-professor-conference/>), which was supposed to be held in Atlanta May 29-31, 2020. The conference has been moved online and 20 Accounting Faculty have registered to attend. Below is a summary of his presentation:

Using a Data-driven Approach to Write Better Exams—Alym Amlani, Kwantlen Polytechnic University; *Audience: Is new to this topic; Length: 60 Minutes*

Did you know you can scan multiple choice bubble sheets with your cell phone? You can even perform statistical analysis of your exam questions in most learning management systems. By looking at the data generated by these tools, you'll get a much better idea about which questions on your exams are good, and which ones aren't – and it's super easy to do. In this session, we'll learn how to use Zipgrade to scan multiple choice exams with your smartphone. We'll also look at how to interpret many of the common statistics and reports generated by these tools to improve your exam quality.

##### **Marcelo Machado presenting at Virtual Conference**

*"Artificial Intelligence (AI) Development and Adoption: Testing AI Innovation in Health Care."* To be presented at the 31<sup>st</sup> International Society for Professional Innovation Management (ISPIM), happening virtually June 7-11, 2020. Co-authored with Sarah Daily – Queensland University of Technology, Australia and Jialei Yang – Oulu Business School, University of Oulu, Finland

##### **ACBSP Virtual Conference**

Anita Sangha is presenting at ACBSP Virtual Conference 2020 which takes place June 22-24. The theme of this year's conference is "Teaching in a Student-centered World". The conference is comprised of various live video sessions and pre-recorded sessions. Over 1500 global post-secondary faculty and leadership have registered to attend the online conference June 2020.

Anita is presenting, "Rising Through the Intercultural Waves, the Business School at a Canadian Polytechnic Shares Its Inclusivity Journey." Anita's session focuses on how the School of Business at KPU is embracing interculturalism as a part of its inclusivity initiative and working to help support making inclusivity a part of the fabric of the university. The ultimate goal is to build the global inclusive classroom with students sharing rich and diverse experiences, and enriching the curriculum.

## School of Business cont'd

### *C3. Embolden creative problem solving across KPU's operations*

#### SoB Staff Working on Improvements to the SharePoint site

SharePoint is a platform used university wide as a document management and storage system. The platform allows for a great deal of files to be kept in one central location. Unfortunately, in the past, availability of time hindered the attention needed to fully overhaul the current state of the School of Business SharePoint site. With COVID-19 forcing a shift to a fully online platform, an administrative support team was assigned to review the site and make revisions. Improvements have allowed the SharePoint site to become a valuable resource to faculty once again. In the first stage of the review the team reached out to faculty Chairs to determine what areas of SharePoint were being used. The feedback indicated that, in most cases, faculty only used the site to access the Dean's office meeting packages for Curriculum, Faculty Council, Chairs, course outlines and pertinent information for faculty searches. As suspected, the general consensus among Chairs the site could become a more useful tool.

The School of Business administrative SharePoint team project is already showing promising updates. The faculty landing page has been updated with quick links to the Faculty Instructional book, Faculty Resource Hub and a "who's who in the Dean's office." The Faculty site now includes quick links to the Teaching and Learning sites which will link faculty to useful teaching tools and resources for online learning. In addition, the site now includes information on Academic Integrity and clear policy steps and forms.

In addition to enhancing SharePoint use for faculty, the team has benefited from update. The site is now used for Standard Operating Procedures (SOPS). Staff will now have a central place to obtain step by step instructions for policy and procedures within their own portfolios in supporting School of Business Departments.

SharePoint Team:

Lori-Ann, Coordinator

Tracey Bowles, Coordinator

Sondra Fisher, Administrative Assistant

### Quality: We will

#### *D3. Be accountable to our partners, governments and communities*

#### Faculty reappointment

John Grant, instructor in Applied Communications, has been reappointed to the Council for the Advancement and Support of Education (CASE) District VIII Board of Directors. Additionally, given the significant disruption that COVID-19 has had upon the post-secondary sector, John has been moderating a number of virtual sessions that bring communities of professionals together to have an in-depth

conversation, enabling CASE members to connect and support one another. Titled CASE ToGather, topics have included Alumni Relations, Advancement Services, and Special Events - with more to come. Note: Recordings of previous sessions can be found here, if of interest: <https://www.case.org/districts/district-viii-pacific-northwest-and-western-canada/district-viii-programming?zs=l29nE1&zl=IH6n5>

#### OUR AMAZING FACULTY & STAFF:

##### Xing Lui

Publication: Book chapter titled "Distributed Ledger Technologies and Blockchain", Chapter 8 of the book "Intelligent Internet of Things: From Device to Fog and Cloud", Springer, 2020. URL: <https://www.springer.com/us/book/9783030303662> Conference track chair: 2020 IEEE International Conference on Omni-Layer Intelligent systems, URL: <https://coinsconf.com/> Guest editor: Special Issue on Convergence of Intelligent Internet of Things and Distributed Ledger Technology, Journal of Network and Computer Applications, Elsevier, 2020.

##### Ulrich Pachen establishes Weekly Big Blue Button Bar

The BUSI faculty was no exception to being challenged at the end of March. Apart from the professional stress that developed, many faculty members felt a little stranded on their 'quarantine islands' without a lot of social interaction. To help remedy that, I have set up a weekly "BUSI Big Blue Button Bar", where colleagues met informally to chat with colleagues and have a virtual beverage. This was a fun experience, and many of the attendees remarked how they had talked to more people this way than in regular work weeks. With opportunities to meet in person slowly opening back up, tomorrow will be the 'last call' at the bar.

# Teaching & Learning

## NEWS

This Fall the Teaching & Learning Commons will welcome its new cohort of Educational Consultants:

- [Course Design](#): Gillian Sudlow (Academic & Career Preparation), Laurel Tien (Nursing), Nishan Perera (Marketing)
- [Course Design, Universal Design for Learning](#): Jennifer Hardwick (English), Seanna Takacs (Accessibility Services)
- [Intercultural Teaching Practices](#): Christina Page (Learning Centres)
- [Educational Media](#): Gordon Cobb (Music)

This Summer our 2020 Open Pedagogy Fellows will collaboratively design course assignments that focus on the United Nations sustainable development goals:

- Andrea Niosi (Marketing), Constanza Rojas-Primus (Languages and Cultures), David Sadoway (Geography), Dorothy Barenscott (Art History)

## SUPPORTING THE PIVOT TO REMOTE DELIVERY

- Our Level Up: Learn to Teach Online course has had a total of 5 cohorts comprised of over 175 faculty who have completed the course. The course will be offered throughout summer in June, July, and August, with over 300 faculty completing the training by the end of the summer.
- Workshops for learning technologies, open educational practices, intercultural teaching practices, and universal design for learning will be offered throughout the rest of the summer.
- The Commons team fulfilled a total of 1074 requests for support between May 9 -June 5 (compared to the 572 tickets during the entire Summer 2019 semester). We also provided over 40 hours of 1:1 consultations.
- Equipment loans continue to be made to faculty to support them in remote teaching. A [device request form](#) has been created for faculty to place requests for loans, which are fulfilled in partnership with the Library and IT.
- Resources and supports were provided to faculty for addressing anti-black racism and violence in the classroom.
- New Resource: [BigBlueButton: Frequently Asked Questions](#)
- [Our June newsletter was published](#)
- [OLC Innovate](#): KPU purchased an unlimited group package which allowed members of the KPU community with an OLC account to attend this fully virtual conference. The conference takes place from June 15 – 26 and will

included more than 200 sessions, keynotes, and industry showcases.

## BLOG POSTS

Our blog "[Friday Morning Coffee](#)" has been updated weekly with posts by members of the Teaching & Learning Commons team. Recent posts include:

- [Engagement is Not a Drive-Through](#) (L. McCannell & S. Takacs)
- [Frameworks, Approaches and Models – Oh My!](#) (L. Gedak & L. Waddington)

## EXPERIENTIAL LEARNING GOES ONLINE

- We have several new resources, and some webinars, for facilitating the move to Experiential Learning online. [Virtual Volunteering: Faculty E-Service Learning Options and Needs – Virtual Volunteering in the time of COVID-19](#). This site provides links to useful sources, specially with some ideas about how to help nonprofit organizations and community projects that might need support, during these times. There are also lots of [global initiatives](#) available online. [The Virtual Micro-volunteering](#) page lists all of the things that you can do online for an external partner. And, the [Experiential Learning Random Generator](#) is just fun! It's a game, try it! If you have any ideas or questions, or stories to share, please connect [experiential@kpu.ca](mailto:experiential@kpu.ca)
- On the Experiential Learning website, there is a new page to share with external partners. [External Partners: Virtual Volunteering and Project ideas for Experiential Learning and Practicum Projects](#) provides some of the same ideas about virtual micro-volunteering, and also lists some stories about [how KPU is helping out during COVID-19](#). Please share widely with any partners, offer support if you can, and check with us if you have questions, or stories to share. [experiential@kpu.ca](mailto:experiential@kpu.ca)
- [Riipen: Many of you may have already heard about the Riipen platform](#). It's a good idea to have these set up a few months before classes start so that external partners have lots of time to find you.

[Online training](#) is being offered to learn how to set up a Riipen opportunity:

- Friday, June 12, 9 – 10 AM
- Thursday, June 18, 9 – 10 AM
- Monday, June 29, 9 – 10 AM

## UPCOMING WORKSHOPS

- [BBB Advanced](#) (August 4 10-11am; August 20 3-4pm)
- [Discovering OER](#) (August 24 10-11am)
- [Gradebook Basics](#) (July 8 11am-12pm; August 19

## Teaching and Learning cont'd

---

11am-12pm, August 27 1-2pm)

- [Incorporating Intercultural Teaching and Diverse Assessment in Online Courses](#) (July 6 11am-12:30pm)
- [Intercultural Dialogue Corner](#) (July 2 11am-12pm; July 23 11am-12pm)
- [Introduction to Pressbooks](#) (July 24 11am-12pm; August 25 11am-12pm)
- [Kaltura - Getting started with Audio/Video](#) (July 7 & 9 11am-12pm; August 10 & 12 11am-12pm)
- [Level Up: Learn to Teach Online](#) (July 15, 17, 20, 21, & 22 1-2:30pm; August 24, 25, 26, 27, & 28 10-11:30am)
- [Library & OER drop-in](#) (July 16 10-11am; August 21 10-11am; August 27 10-11am)
- [Linking to Library Resources](#) (August 26 10-11am)
- [Open Pedagogy in Action](#) (July 23 1-3pm)
- [Planning and Designing Your Course Through an Intercultural Perspective](#) (June 29, 11am- 12:30pm)

### FUNDING OPPORTUNITIES

#### 0.6% Faculty Professional Development Fund

Thank you to all who submitted applications for the June deadline. The next deadline will be October 1, 2020. [LEARN MORE](#)

Scholarly Inquiry Grants (SIGs) - Grants of up to \$2,000 are available year-round to faculty members looking to engage in projects relating to the enhancement of teaching or of student learning. We highly encourage faculty and instructional staff to investigate new and innovative teaching practices related to the pivot to remote and online teaching. Applications are accepted on an ongoing basis. [APPLICATION INFORMATION](#)

Open Educational Resources Adoption Grant—The Open Education Working Group (OEWG), in collaboration with the Kwantlen Student Association (KSA), has established an OER adoption grant to support faculty who wish to adopt OER in place of commercial textbooks and to recognize the efforts involved in implementing this change. Individuals or teams teaching multi-section courses may apply for the grant. Successful individual applicants are eligible to receive up to a \$500 towards the professional development activity of their choosing. Teams may receive up to \$1,500 towards a group event, project or activity. Annual funding for the OER adoption grant fund is \$10,000. [MORE INFORMATION](#)



# Faculty of Trades and Technology

## STUDENT ENGAGEMENT:

Congratulations to Henry Wins, recipient of the Dean's Award for Outstanding Achievements for Dave Fengstad's Appliance Service Technician class. This was the first class welcomed back on campus to complete their program.

## ENROLLMENT MANAGEMENT:

By March 20, 2020, we had 396 students involved in new programing delivery due to the Covid-19 pandemic. Some classes were suspended, some classes canceled, some suspended for a short-term as we pivoted to online delivery, and some programs pivoted to a hybrid model of a mix of online and on campus following new Covid-19 measures. Here's the breakdown

- 150 students pivoted to 100% online delivery;
- 56 students continued in April by following newly established health protocols;
- 58 students were suspended for the short-term; and
- 132 students' classes had needed to be re-scheduled into July and August 2020.

## ONLINE DELIVERY

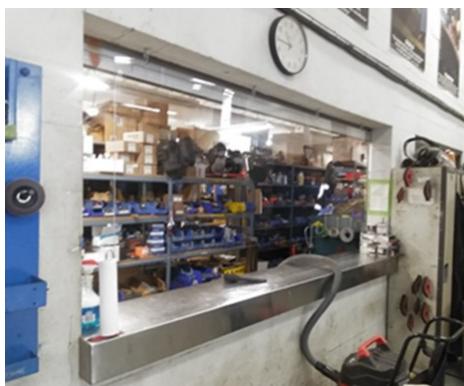
In May, 2020, the Faculty of Trades and Technology had 160 Electrical students all online and 16 Level 4 Carpenter students all online. The instructors were amazing as they re-imagined their delivery and then pivoted to online offerings. Some instructors needed to upgrade computers and cameras, and many needed to learn how to engage students on Microsoft Teams.

## SUSTAINABILITY

As many instructors paused to adapt their content to online delivery, we discovered our capacity and capability to increase the number of offerings and added two new Level 4 Electrician classes. This turned out to be very critical as we saw long waitlists of Level 4 Electrician apprentices.

## NEW PROGRAMS, POLICIES AND INITIATIVES:

Work continues on our campus:



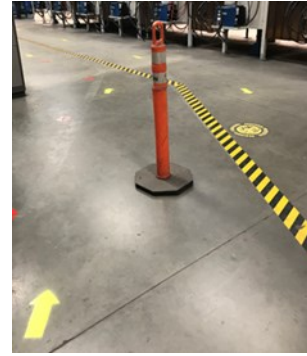
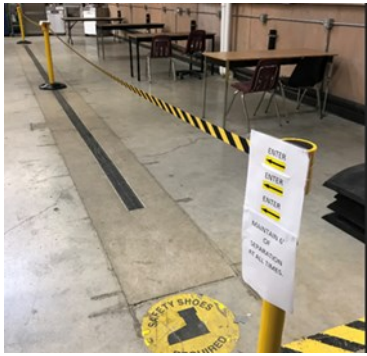
Upgrades to the Automotive Service Counter at KPU.



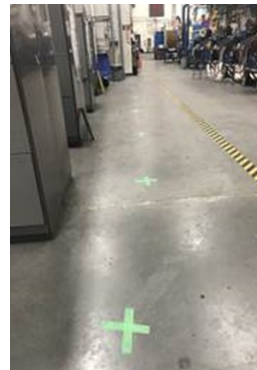
Upgrades to exterior lighting at KPU Tech were completed. This was an issue the Health and Safety Committee brought forward. The campus is brighter and safer.



## Trades and Technology cont'd

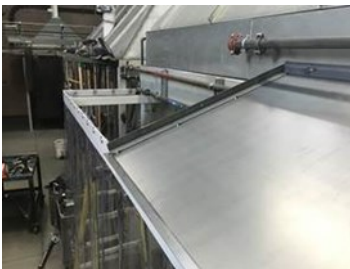


Safety upgrades to the Welding shops.

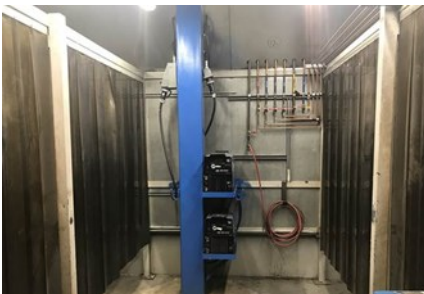


Plexiglas barrier for the front desk has been installed

Physical Distance Markers created in the Welding shop.



Sheet metal canopy and barriers have been installed in the Welding shop.



New Welding booth has been added to the Welding shop.

## COMMUNITY ENGAGEMENT:

### Information Sessions:

Subject	Date
Appliance Service Technician	20-May-20
Mechatronics and Advanced Manufacturing	9-Jun-20
Plumbing/Piping	10-Jun-20

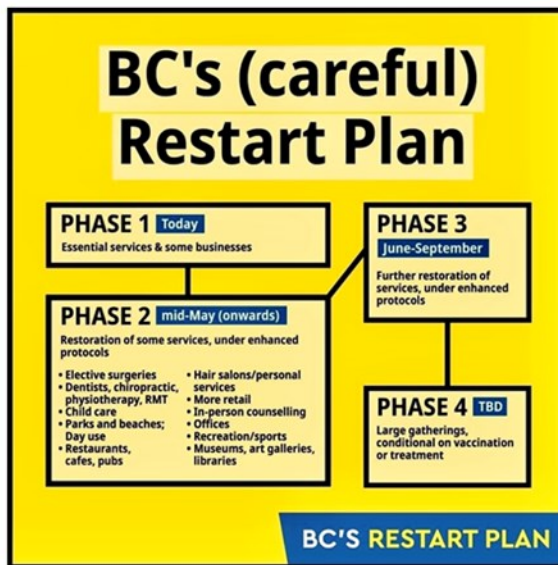
## EMPLOYEE ENGAGEMENT

- On Friday, May 29, 2020, we recognized Lynn Doull's years of dedicated service to the Faculty of Trades and Technology and wish her all the best. She will be missed.



- On Thursday, May 15, 2020 - we held our first ever online Divisional Meeting. Thanks to everyone for sharing great ideas and best practices.

- We are well on our way to PHASE 2 of BC's Restart Plan



## Capacity Building

- As instructors pivoted to online, we saw new levels of engagement and interaction among instructors.
  - ◇ Cross-department support during the transition to online instruction.
  - ◇ KFA, BCGEU, and Administration collaboration with safety protocol implementation for on-campus instruction. Leading the charge in creating and implementing safety protocols for on-campus instruction.
  - ◇ Instructors became skilled in utilizing online technology to train trades students and apprentices.

# University Library

## ALIGNMENT WITH VISION 2023 STRATEGIC PLAN

**Experience:** *Students, employees and friends enjoy rich, engaging and supportive educational and working experiences*

- Enhance the experience of our students
- Enhance the experience of our employees

### Keeping the Library Open During Pandemic Times

- The Library remains open and we are expanding service in a very controlled manner. We continue to issue KPU Cards (24 employee and 112 student cards to date) and loan laptops to students (143 to date). Sneeze guards are in place at all 4 libraries to assist staff when dealing with the public. Here's the installation at Surrey:

- Starting June 15 we are lending items from our General Collection, Reference Collection, Video Collection, and Langley Music CD Collection. Students and all employees can request an item from the catalogue then receive instructions on when they can come in to pick the item up. In order to reduce contact in the collection only Library employees will be retrieving materials.

- As our print reserves collection is not accessible we are offering a scanning service allowing faculty to request articles or chapters to be scanned and placed in Moodle. All requests will be processed within copyright.



# Wilson School of Design

## STUDENTS/ALUMNI:

### Fashion & Technology

#### Fashion Design & Technology – Student Podcast

Where do we even start? - Alex Wyse, Chloe Knowles, and Erika Watson, students who are looking forward to starting their third year in the Fashion Design and Technology program in Fall 2020 have just started their own podcast, *Where do we even start?* This is a podcast about fashion, entrepreneurship and navigating life. The podcast is available on Spotify, Apple Podcast, Google Podcasts, Breaker, Radio Public and Anchor Podcast. The first two episodes were released June 1<sup>st</sup>, 2020.



#### Fashion Design & Technology – Student Featured in Magazine - Earthsuit, Alex Wyse

Alex Wyse, a student in the Fashion Design and Technology program who will be entering her third year in Fall 2020, had her design, process, and final garment images for a piece titled 'earthsuit' featured in with intensions, V.5, May 2020, in an issue title CRAFT. This monthly magazine features opinion pieces, reviews, interviews, art(ist) spotlights, and manifestos. The issue with Alex's work can be found here: <https://withintensions.wixsite.com/website/craft>



## PROGRAM INITIATIVES

### "Look At Me Now" Alumni Campaign

In collaboration with the KPU Future Students' Office, the *Look At Me Now* campaign is an opportunity to profile recent grads and feature their work on the newly launched WSD Grad Website (<https://thisiswilson.design/>)

Grads were given the opportunity to participate, and those who chose to were asked a series of questions, including the name of the high school from which they graduated. Their responses were compiled and letters have been sent to the principals/counsellors/teachers from the student's alma mater, outlining that a student from their school has recently graduated from X program, and encouraging the school to

connect other students with the Wilson School of Design.

We are excited to push this campaign further by creating individual alumni profiles of each of the students featured in this campaign and sharing on our social media channels, website, blog etc...

An example:

Dear Counsellor/Principal at Matthew McNair Secondary School,

I'm writing to you today to share an exciting initiative that we at the Future Students' Office are working on in conjunction with KPU's [Wilson School of Design](#). We're reaching out to local high schools to let them know that one of their alumni has completed a Design credential at KPU, and has the impressive portfolio to prove it!

### "Look at me now!"

*Designer, photographer, and artist Ronald Chan is a creative force to be reckoned with. Ronald brought a lot to the table when he entered the Bachelor of Design, Fashion Design and Technology cohort at KPU's Wilson School of Design. Over the course of the program, Ronald paired his natural talent with rigorous training in the design skills, business acumen, and marketing savvy he needs to compete in the global fashion marketplace. Along the way, he made significant personal and professional connections with his peers, instructors, and mentors. In such a demanding program, and a competitive industry, he says, "it's comforting to know that there's a group of people who knows exactly what you're going through!"*

*When asked about his greatest accomplishment at KPU, Ronald doesn't hesitate: "My thesis! It is a culmination of everything I've learned in the past four years. I didn't fully realize the breadth of my skills until I saw it in every aspect of developing [the collection](#), from research and design, to production and promotion." You can view more of Ronald's inspiring work on his website at [ronald-chan.com](http://ronald-chan.com).*

*So what is next for this up-and-coming designer? The way Ronald sees it, "Design is a language, so how can I continue using it in an impactful way? A long-term goal would be to be in a position where I can make major creative decisions. I plan on working in the Vancouver industry for a few years to gain more work experience, then eventually to look for opportunities outside of Vancouver/Canada. I also want to further my education so I plan on going to grad school abroad."*

We hope stories like Ronald's will inspire other design-savvy students at Matthew McNair Secondary School to discover

## Wilson School of Design cont'd

what is possible at the Wilson School of Design. With credentials in [Fashion Design & Technology](#), [Fashion Marketing](#), [Foundations in Design](#), [Graphic Design for Marketing](#), [Interior Design](#), [Product Design](#), and [Technical Apparel Design](#), KPU has a program tailored to all of your young innovators, dreamers, and makers.

If you'd like to see the inspiring work produced by more of our 2020 Design graduates, head to this [comprehensive online showcase of their work](#). We are so proud of our alumni, as we know you are of graduates like Ronald!

**Student Farewell Video** (<https://vimeo.com/420765334>)

To celebrate our graduating and returning students, several faculty and staff participated in the development of a "Farewell Video". This video was shared as a surprise with all our students, just prior to the June 2<sup>nd</sup> airing of the KPU Convocation video.

We are grateful to the KPU Marketing team who supported the process with the editing of the video, and to all those who participated. We received very heartwarming feedback from students who felt acknowledged and appreciated.

*Student: "Thank you so much to you and all the WSD Team! This was very thoughtful and kind! I appreciate it."*

*Student: "This is super sweet, made my heart smile. Thank you for putting this together!"*

### Special Topics Course: Canada by Design

For the third year that this Fashion Special Topics course ran, the content theme was design in Canada with a fashion, apparel and textiles lens. Originally designed to be a field school with travel to Calgary, Banff, Toronto and Montreal, fashion faculty team members Sharon Greeno and Heather Clark pivoted the course for a fully online asynchronous course, due to Covid-19. Course content included hands on activities, guest speakers, discussions, and collaboration among students. Guest speakers included a variety of industry members based here in Vancouver, and across Canada with some being alumni of the Fashion Design and Technology program.

Guest Speakers included:

- David Baxter, The Charter Quilts
- Josie Robinson, Josephine Clarke Textiles (FASN Alumni 2018)
- Sue Clark, Sue Clark Art
- Ashley Eady, Teeny Weeny Bikini Co.
- Cindy Neilson, Torn Clothing & 7mesh (FASN Alumni 2003)
- Wendy VanReisen, Dhalia Drive
- Michelle Larsen, FORTIV (FASN Alumni 2015)
- Caitlin Tanaka Snow, Matte Black Studio (FASN Alumni 2008)

### FACULTY RECOGNITION

#### Heather Clark, Faculty – Completion of Masters

Heather Clark, program coordinator and faculty with the Fashion Design and Technology program, finished her Masters in Education in Home Economics Education with UBC this spring, with her degree being conferred in May 2020. Her final thesis paper utilized A/R/Tography as a form of research to explore the process of handcraft and the many things that can be learned throughout the making and creating process.



# Office of the Vice President, Students

The following reports from Student Services and International outline the key activities undertaken recently by the departments under the Vice President, Students. It is with great appreciation and acknowledgement of the hard work, dedication to student success and commitment of all staff serving KPU within this portfolio that the following reports are presented.

In addition, notable recent virtual meetings involving the Vice President, Students include:

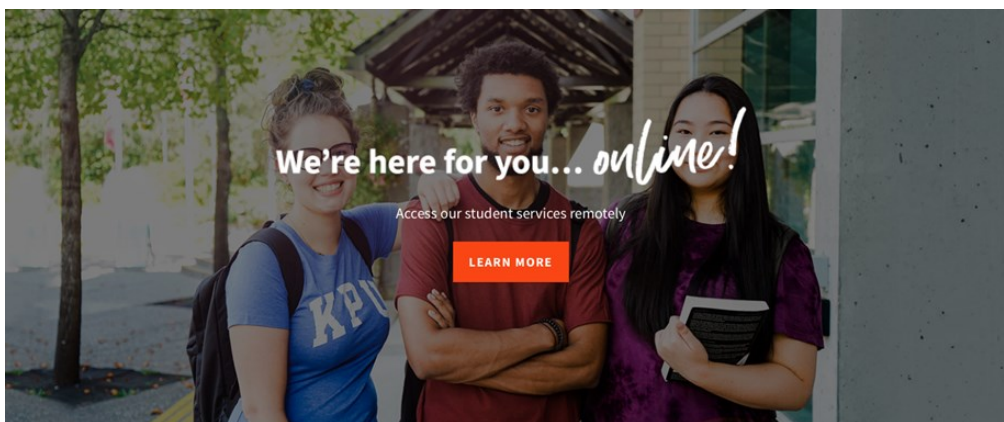
- BC Association of Institutes and Universities (BCAIU) Student Services meeting – May 19, June 9
- Liaise with Maple Leaf School re return to campus planning (Richmond Campus)
- Faculty of Education Support and Development AGM and Faculty of the Whole – May 27
- Attended international Learning Forward virtual meetings as President – April-June

- Active participant in the BC Council on Admissions and Transfer (BCCAT) meeting as a member of the council – June 3
- Hanover Research meeting – June 4
- National Indigenous Peoples’ Day planning – June 5
- BC Learning Forward meetings – June 8 and 9
- WESTSSAA meeting – June 9
- BC Heads of International meeting – June 11

## Upcoming meetings:

- Senior Academic Administrators’ Forum (SAAF) executive meeting – June 19
- Indigenous Advisory Committee meeting – June 23
- Surrey Urban Indigenous Leadership Committee meeting – June 23

## Student Services



*The following activities and programs are underway across Student Services in alignment with the University’s strategic vision and goals.*

### New Student Online Orientation Launches For Summer Semester

- Orientation and Transitions piloted a new *Online Orientation* in place of the Summer Orientation this year due to COVID-19. Currently, over 350 incoming students have accessed the course.
- Orientation also hosted multiple virtual office hours using “Big Blue Button” where approximately 60 students took part to ask questions about starting at KPU.
- This program includes an opt in e-mentorship program utilizing the trained Orientation Leaders as mentors. Many students have opted into the program to be matched to an Orientation Leader mentor.

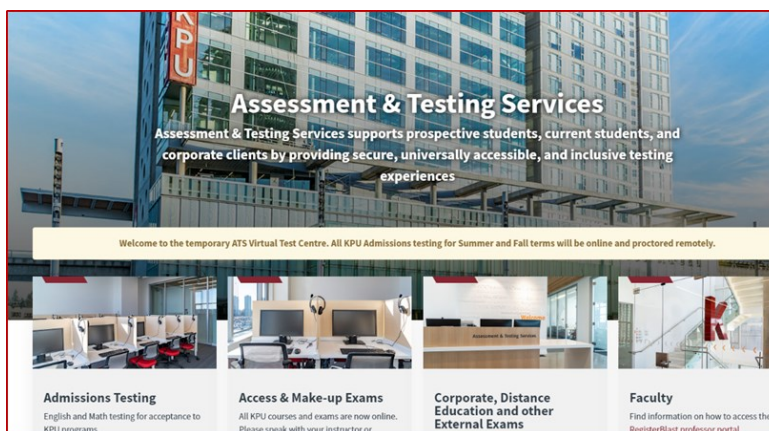
### Career Development Centre (CDC)

- Almost 40 Co-op students have been placed in work term jobs this summer; 14 of these placements were extensions from Spring 2020 into Summer 2020. At this early stage, there are already 32 Co-op jobs listed for Fall, with 7 students placed so far.

## Assessment and Testing Services

With support from the KPU Marketing team, Assessment & Testing Services (ATS) successfully launched our new website. This timely release enabled us to establish an online Virtual Test Centre which continues to support new student applicants to register for online Admissions on campus testing. ATS is working to contribute to business continuity by offering virtual Admissions testing and is pursuing a safe plan to re-open testing services to continue our community exam offerings. One of these key exams is the *Canadian English Language Proficiency Index Program* (CELP) English proficiency exam required by *Immigration, Refugees and Citizenship Canada* (IRCC) for newcomers. We are working diligently to re-establish this essential service in the community in Richmond and Surrey (Civic).

Accessibility exams and the need for consistent support for Accessibility students has always been the main task for ATS. We are continuing to support students who require reader/scribe accommodations and have worked alongside the KPU Accessibility team and Assistive Technology BC to ensure equipment and technical support is available to students in order to provide a seamless exam experience. We are looking forward to continuing our support of KPU students into the summer and fall both online and safely on campus.



## Student Rights and Responsibilities Office (SRRO)

KPU's Student Rights and Responsibilities Office (SRRO) administers KPU policies ST7 (Student Conduct) and SR14 (Sexual Violence and Misconduct) and coordinates the Behaviour Intervention Team (BIT). As such, our office works with the KPU community regarding student non-academic misconduct, sexual violence and misconduct and students displaying behaviours of concern. We are a department of three, Jennifer Jordan is the Director and Patrick Bourke (L below) and Laura Arneson (R below) are the Student Rights and Responsibilities Liaisons.

We have successfully transitioned to working from home during Covid-19, meeting with students and KPU community members virtually. We have a SharePoint resource page for KPU employees to access: <https://our.kpu.ca/sites/committees/srrodocs/SitePages/Home.aspx> and have recently added some powerpoint slides that faculty can use to introduce our office and remind students of appropriate online conduct.



By the end of May 2019, we had tracked 107 interactions with our office. For the same time period in 2020, we have tracked 101. As such, the number of interactions with our office is holding steady -- even with Covid-19. Additionally, the SRRO team is participating in virtual learning opportunities through the many online webinars and workshops being offered. We initiated bi-monthly meetings with our colleagues at other BC post-secondary institutions who handle similar portfolios. We recently completed our reports for the President and OPA on the sexual violence and misconduct initiatives undertaken by our office.

The SRRO team works closely with AEST on initiatives related to sexual violence and misconduct and the Ministry has just launched two new working groups; Jennifer is a member of the group on data and reporting and Laura is a member of the group on K-12 linkages. Jennifer continues to serve on the overarching advisory group of post-secondary SVM initiatives while Patrick continues to work within the Community of Practice on SVM training and resources. Jennifer is a member of the planning committee for the National Restorative Justice Symposium 2020 and 2021. The 2020 Symposium will be hosted virtually while the 2021 event is planned to be held in North Vancouver. The SRRO is working with various departments to deliver asynchronous programming featuring our office and working with instructors who would like us to deliver presentations to their classes.

# KPU International

The following activities and programs are underway with KPU International in alignment with the University's strategic vision and goals.

## Partnership Activities

- Universidad de Guanajuato, Mexico – KPU Exchange Coordinators hosted two live webinars for potential exchange students from a partner University in Mexico, the University of Guanajuato. The sessions took place May 27<sup>th</sup> and June 3<sup>rd</sup> over multiple platforms.

## Faculty Mobility Funding

- The Guard.Me Global Mobility Fund for faculty has been deferred to 2021, applicants will be asked to submit new or revised applications for this mobility opportunity once travel is permitted and possible.

## Study Abroad

KPU International has made the difficult yet prudent decision to cancel all outbound and inbound mobility for Fall 2020 students.

- Incoming exchange students who are still interested in coming to KPU for exchange in Spring 2021 will be able to defer their Fall 2020.
- Outgoing KPU exchange students have been given the option to cancel their application for exchange altogether or defer for Spring 2021 and get priority in being nominated for their first-choice institution.

## Advising

- In collaboration with School of Business Student Success Coaches, KPU International Advising reached out to about 350 new students in May 2020 and provided a one-on-one caseload advising contact to help them succeed in their first semester at KPU.
- The KPU International Advising "Introduction to Advising" video was created and played in EDUC 1150 classes. The video includes an introduction of KPU International Advising and the available services, as well as important academic and non-academic information for new international students.
- KPU International Advising created the KPU Immigration Purpose document, which provides additional information about the student's academic enrollment to Immigration, Refugees and Citizenship Canada (IRCC) when applying for their post graduate work permits.

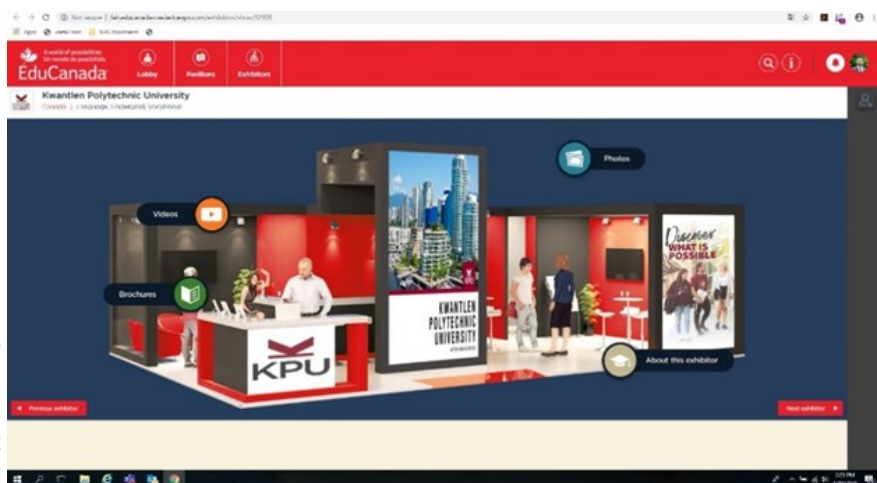
- KPU International Advising sent out about 700 completion letters (re Post-Graduation Work Permit Letter) to recent graduates.

## International Admissions

- KPU International has received more than 800 deferral requests for the applicants who wish to move from Summer 2020 intake to Fall 2020 intake. These requests have all been processed which brings the total admitted number to more than 1500 International students for the Fall semester.
- A survey was sent to all new international students admitted to the Fall, 2020 semester. As of June 2, almost 60% of these students expressed intentions to attend the Fall classes online. About 25% of the students have not decided whether to defer their studies or participate in virtual learning. KPU International is following up with these students.

## International Recruitment

- Edu-Canada virtual fair—KPU International has been actively participating in virtual fairs that were hosted by various organizations including the most recent, hosted by Edu-Canada. These fairs were tailored to be offered in different time zones to prospective students from different regions. On May 14th, KPU participated in a session for Latin America, the Caribbean, and Brazil which generated over 600 leads. On May 21<sup>st</sup>, the session was directed to Central Asia and Eastern Europe. Over 60 students from Turkey, Russia and Bangladesh entered the KPU virtual booth and chatted with the recruiters to learn more about KPU's programs.



Model of Virtual Booth Used in the EduCanada Virtual Fair



## International cont'd

### Other virtual webinars and social media live sessions

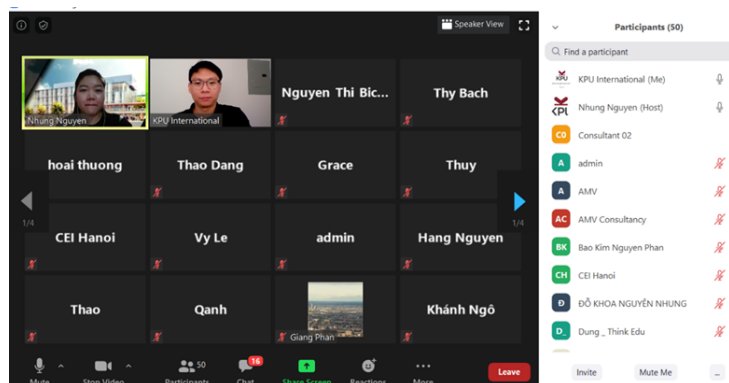
- In addition to attending these big fairs, KPU International has been hosting webinars and social media live sessions for agents and students in various countries (Philippines, Thailand, Indonesia, Nepal, Albania, Russia, Iran and China). KPU International also continues to invest in social media campaigns. For example, Portuguese Facebook and Instagram accounts were recently launched. A 5-week digital campaign with a Hong Kong agent also started in May. Many leads were collected from these webinars and campaigns. However, it is evident that there is still a lot of uncertainty regarding students' intentions based on student inquiries.



What is Polytechnic? Instagram live with Canada New (Agent)

### Field Representatives

- KPU International has an initiative to hire field representatives in key regions to help develop those markets as well as to maintain the relationship with the agents and students in local languages. This strategy has been very helpful during the pandemic as international travel was halted. The field rep in Vietnam, Sandra Nguyen visited 13 agents in Vietnam as soon as the lockdown was lifted. She also organized two webinars delivered in Vietnamese with over 50 attendees.

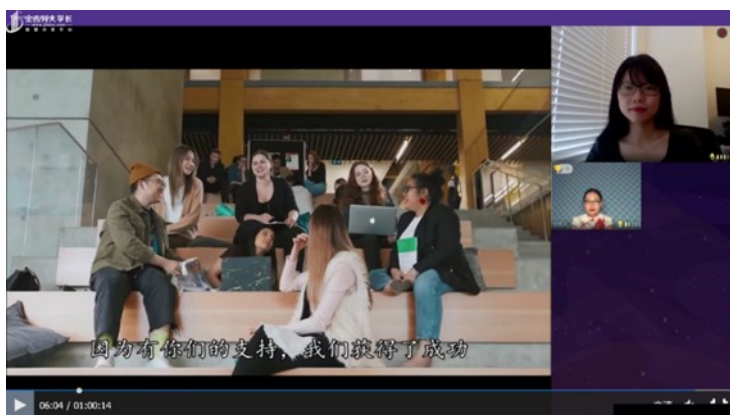


Webinar in Vietnamese by field rep Sandra

- The field reps in Brazil and India are also working hard to convert student applications to enrollment by providing real-time support in answering emails, phone inquiries and in-person meetings when possible.
- With the 'new normal' in international recruitment, we will continue to explore opportunities to expand the field representatives' network to other countries.

### Recognition

- KPU International is extremely pleased that Carole St. Laurent is the successful candidate in the search for the permanent position of Associate Vice President, International.



Webinar to Chinese Students

# Office of the Vice President, External Affairs

## GOVERNMENT RELATIONS AND COMMUNITY ENGAGEMENT

### GOVERNMENT RELATIONS AND COMMUNITY ENGAGEMENT

Virtual activity includes:

Advocacy planning and communications with our associations, including:

- Universities Canada (GR and Communications groups)
- Colleges and Institutions Canada, GR network
- Polytechnics Canada, GR working group
- BC Association of Institutes and Universities GR Committee
- PSI Transit Coalition

### Community Engagement

- Richmond COVID-19 Community Task Force
- Langley City Economic Development Task Force
- Surrey Board of Trade, Delta Chamber of Commerce, Richmond Chamber of Commerce, Langley Chamber of Commerce, Cloverdale Board of Trade, South Surrey & White Rock Chamber of Commerce
- City of Surrey Economic Development Task Force

## OFFICE OF ADVANCEMENT

Since the last board report in May 2020, the Office of Advancement has raised \$30,100. For Fiscal 2021 to date, more than \$204,000 has been raised.

It is anticipated that this will be a challenging year for fundraising given the COVID-19 environment, uncertainty and impact on industry and the economy. Having said that, two months into the fiscal year we are on pace with last year for fundraising and still have several major gifts in our pipeline.

Our focus for the coming year will be to invest on retention through good donor stewardship and to identify ways that we can interact and stay connected with our donors in a virtual space. We do not expect to be able to hold events this year and face-to-face contact with donors will be limited. We have committed to preparing endowment impact reports for every endowment fund holder. These endowment reports will contain a combination of financial information, institutional information and detailed stories of student impact both in terms of need, scholarly activity, and community impact. It is our hope that we will be able to create a document that can be updated annually to better connect our donors with the university and its students.

Over the next several months, while our ability to conduct traditional fundraising is limited, we will be building campaigns to better tell the story of COVID-19's impact on students and financial need. We are creating digital campaigns to build our COVID-19 relief funds and other student bursaries. We will be testing new and different ways that we can engage with our donor constituents, alumni community and industry partners.

**MEDIA AND COMMUNICATIONS**

**OVERALL**

A big focus of Communications in May and into early June was virtual convocation. We shared the news about our honorary degree recipients and wrote summaries for the convocation guide about all the employees past and present who were being honoured this spring. Communications also continued to support KPU's response to the Covid-19 pandemic, including telling the world through words and video how the Fine Arts grad show had moved online. We shone a spotlight on the Indigenous art created for the Langley campus by Kwantlen First Nations artist Brandon Gabriel and we announced the launch of the Graduate Certificate in Food Systems and Security (SFSS).

Communications prepared content for the SFSS program web page, as well as for the re-launching Farrier Science diploma. Web content plans were approved for SFSS, the Future Student's Office, Human Resources and the Bio-Innovation Lab. Work on the hierarchy, navigation and copy needed to implement those plans began and, in the case of SFSS, concluded during this period.

There continued to be a steady stream of media inquiries, particularly in relation to the COVID-19 pandemic, which kept the office busy. We also supported several internal initiatives and continued planning for projects that should enhance our communication efforts in the future.

**COMMUNICATIONS INITIATIVES**



**Twitter activity  
May 9 - Jun. 4, 2020**

Tweets: 6                      Impressions: 12,168  
Profile visits: 135            New followers: 2  
Mentions: 3



**LinkedIn news activity  
May 9 - Jun. 4, 2020**

News posts: 16                Social actions: 337  
Impressions: 17,932        (likes, comments,  
Clicks: 298                    shares)  
New followers: 286         Video views: 1,137



**Facebook news activity  
May 9 - Jun. 4, 2020**

News posts: 5                Impressions: 13,460  
Social actions: 428         Engagement: 1,074  
(reactions, shares,         (views, clicks, likes,  
comments)                    shares, comments)



**Instagram news stories  
May 9 - Jun. 4, 2020**

News stories: 6                News posts: 1  
Impressions: 14,227        Impressions: 3,991  
Ave. reach: 10,723         Reach: 3,991  
Actions: 259 (shares,        Actions: 470 (shares,  
views, likes, replies)        views, likes, replies)



High Performing Social Media Posts:

**Top Tweet** earned 2,541 impressions

.@SFU President Andrew Petter receives honorary degree from @KwantlenU

[kpu.ca/news/2020/06/0...](https://kpu.ca/news/2020/06/0...)  
[pic.twitter.com/Kw4HfeSRX9](https://pic.twitter.com/Kw4HfeSRX9)



6    15

[View Tweet activity](#)

[View all Tweet activity](#)

**Top Tweet** earned 3,881 impressions

Kwantlen First Nation artist, Brandon Gabriel, designed some beautiful Indigenous artwork for @KwantlenU's Langley campus. Learn more about the inspiration behind the work.

[kpu.ca/news/2020/05/2...](https://kpu.ca/news/2020/05/2...)  
[pic.twitter.com/B0sa88WuJp](https://pic.twitter.com/B0sa88WuJp)



16    33

# Office of External Affairs cont'd

**KPU** Kwantlen Polytechnic University  
39,411 followers  
2w · 🌐

KPU has launched a new Graduate Certificate in Sustainable Food Systems and Security. The program tackles food security and food sustainability. ...see more




**New KPU program focuses on food security and sustainability**  
kpu.ca · 2 min read

👍👎 61 · 2 Comments

**KPU** Kwantlen Polytechnic University  
39,411 followers  
3w · 🌐

2020 is the Year of the Nurse. We want to celebrate all nurses including KPU nursing students who are doing their part during COVID-19. Learn more about how they've teamed up with nursing students across the region to f...see more




**Langley nursing students and Lower Mainland universities match volunteers with health care workers - Langley Advance Times**  
langleyadvancetimes.com · 1 min read

👍👎 62 · 1 Comment

**KPU** Kwantlen Polytechnic University  
Published by Sucheta Singh 🇮🇳 · May 14 at 12:30 PM · 🌐

The Bachelor of Fine Arts at KPU Grad Exhibition was cancelled due to COVID-19 but the show must go on. The show will now be virtual on Instagram.




**Over the past year, KPU Fine Arts students have worked hard to complete their creative pieces for the BFA Grad Show.**

3,595 People Reached      402 Engagements      [Boost Post](#)

👍👎👏 39      1 Comment 16 Shares

**KPU** Kwantlen Polytechnic University  
Published by Sucheta Singh 🇮🇳 · May 20 at 11:58 AM · 🌐

Kwantlen First Nation artist, Brandon Gabriel, has created new Indigenous artwork for pillars at the KPU Langley campus. The artwork has elements of other work Gabriel has done for KPU. Learn more and take a look at how the pillars look during the day and night.  
<https://www.kpu.ca/.../20/new-indigenous-artwork-kpu-langley>



3,648 People Reached      409 Engagements      [Boost Post](#)

👍👎👏 118      7 Comments 7 Shares

**KPU** May 28 10:41 AM



**Some interesting research involving these smart hogs happens here @tsawwassenfarmschool**

👍👎👏      Share      Highlight      More

**KPU** May 15 9:53 AM

KPU will continue delivering classes online with very limited on-campus learning opportunities.

This includes labs, shops, studios, etc. with physical distancing guidelines and capacity restrictions.

👍👎👏      Share      Highlight      More

## Office of External Affairs cont'd

Media training, key message prep, response statements, interview facilitation included these topics:

COVID-19 response plans, teaching during COVID-19, graduation, nursing, international students, mental health, career development, Sustainable Food Systems and Security.

### KPU media coverage – May 9 – June 4, 2020

Facilitated media requests from and/or received coverage in:

*CBC British Columbia, CTV, CityNews Vancouver, Global BC, CKNW, News1130, Black Press, Cloverdale Reporter, Surrey Now Leader, Richmond News, Delta Optimist, Langley Advance Times, EdCan, Canadian Press, Associated Press, Indigenous Lands & Resources Today, Vancouver Sun, The Province, The Georgia Straight, National Observer, Stockwatch, Education News Canada, Rabble.ca, Vancouver is Awesome, Academia Group, The Windsor Star, Before it's News, Darpan Magazine, This Magazine, The Runner.*

The following graphic was created by our media analytic software and shows the overall media sentiment for this reporting period (May 9 – June 4). The chart is an aggregate measurement that includes everything from public service announcements, which are largely considered neutral, to large news and feature pieces.

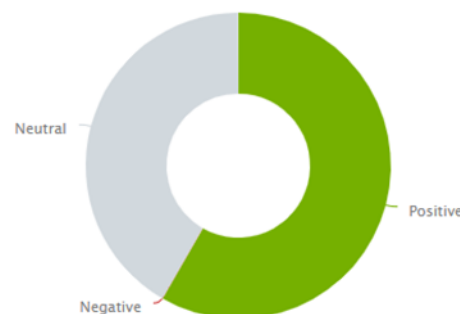
Media exposure during this period totaled 235 mentions, divided into 137 positive and 98 neutral. (source: Meltwater).

During this reporting period, Communications issued five media releases and web stories, and one video:

June 1 – 4: two media release

May 9 – 31: three media releases and one video

The following is a list of the KPU media releases and the web stories issued during this reporting period. Media advisories and videos are not included.



### June 2020

Jun 02	KPU presents Bill Wright with Honorary Degree
Jun 02	Education leader receives honorary degree from Kwantlen Polytechnic University

### May 2020

May 21	New KPU program focuses on food security and sustainability
May 20	Fine arts show at KPU reflects moves online due to COVID-19
May 20	New Indigenous artwork at KPU Langley

## Office of External Affairs cont'd

### ALUMNI AFFAIRS

#### EVENTS AND ACTIVITIES

##### Alumni Affairs office during COVID-19

The office team continues to successfully work remotely from home. We have established a good working routine fully utilizing video conferencing and expect to be able to achieve our goals of engaging alumni. In addition, the KPU Alumni Association has successfully moved to a video conference meeting platform.

##### KPU Alumni Association meetings

Since the last Board of Governors report, the office has supported the following KPU Alumni Association board and committee meetings:

- May 11, Executive Committee
- May 13, KPU Ring Program Task Force
- May 19, Distinguished Alumni Award Selection Committee
- May 25, Engagement Committee
- May 27, Social Media Task Force
- June 4, Affinity Program RFT Task Force
- June 8, Risk Management Committee
- June 9, Governance Committee
- June 10, KPU Ring Program Task Force
- June 16, KPUAA Board meeting

##### 2020 Alumni Awards

The Tribute Selection Committee comprised of 11 faculty members, staff, and alumni met remotely on May 19 to review the adjudication procedures and begin the work of reviewing applications. A total of 26 nomination applications will be considered for the 2020 award. A second meeting of the committee will be held on June 8 to determine this year's recipients for both the Distinguished Alumni Award and the Outstanding Young Alumni Award.

The Future Alumni Award recipient was selected through the Student Leadership Awards adjudication process. Nancy Armitage participated on behalf of the KPUAA. The award recipient will be approved at the June 16th KPUAA board meeting prior to a formal announcement.

##### KPU Alumni Magazine

Planning for the 4<sup>th</sup> issue of the magazine is underway. This issue will be dedicated to KPU's 40<sup>th</sup> Anniversary celebration.

##### KPU Alumni Social Media

Posts on KPU Alumni Twitter, Alumni Facebook, and Alumni LinkedIn have been ongoing. A digital media communications calendar was established to help guide this process. Further developments per the Business Plan have commenced.

##### Alumni Perks

The Alumni Affairs office is pleased to have secured an agreement with Advantage Alumni to move our current Alumni Benefits program to a mobile app.

#### COMMUNICATIONS:

The Alumni Affairs office supported a number of communications to alumni as follows:

Message subject:	Send date:	Recipients:	Opens:	Open rate:
Tribute to the Spring Class of 2020	2020-05-29	27,562	8,326	30.22%
National Nursing Week - May 2020	2020-05-15	2,130	330	15.49%
Message from the KPUAA Chair, KPU Students need your encouragement and support.	2020-05-13	29,727	4,063	13.77%
May is here, and so is your KPU Alumni News-letter! Enjoy!	2020-05-06	30,776	4,360	14.18%

## Office of External Affairs cont'd

### ALUMNI SOCIAL MEDIA

#### KPU Alumni Facebook

Alumni Page likes as at May 31—726  
 Page likes—net increase since Apr 30—1  
 Total Impressions 619  
*(posts appearing on a persons FB page)*  
 Unique Users 560  
 Engaged Users 93  
*(Liked, commented or shared)*



#### KPU Alumni Twitter

Total followers 925  
 New followers -2  
 Number of tweets 20  
 Tweet Impressions 4,262  
 Profile visits 48  
 Mentions 4  
 Impressions 407  
 Engagements 4  
 Most popular tweets



#### LinkedIn Alumni Group

Number of Members as of May 31 918  
 New Members since Apr 30 2  
 Number of posts 3

#### LinkedIn Alumni Page

Number of members as at May 31 379  
 New members since Apr 30 19  
 Number of posts 17

### Most popular post:

**KPU Alumni**  
 Published by Hootsuite [?] · 21 May at 10:05

During Adriana's first semester in the Bachelor of Plant Health program at KPU in January 2015, she was hired at Qualitree Propagators Inc. in Chilliwack, BC. Adriana began her career as a pest scout and has since moved on to the role of section grower producing a variety of woody ornamentals and shrubs.

She has had the opportunity to make many new connections and increase her knowledge about growing plants by visiting industry partners and attending conferences and tours.

... See more



**KPU Alumni**  
 @kpualumni

Who has discovered a love of gardening during the last few weeks? Get some ideas for growing your own fruit and veg from @KPU\_SportRec

#KPUAA #AlumniInAction #AtHome #gardening #stressrelief #eatlocal

**KPU SportREC** @KPU\_SportRec · May 20

Are you trying to find something new to do during this time? The season of gardening has begun! Check out our gardening info in our recreation and nutrition tab on how you can get started and even make a recipe with your home grown fruits and vegetables! #KPUreathome





# Marketing & Recruitment Board Report

May 1 - 31, 2020

## Applicant Numbers

Domestic Applicants as of May 31, 2020



## Recruitment

The recruitment team has been busy conducting virtual high school presentations, supporting teachers and counselors, holding individual online appointments for prospects and parents, continuing community outreach and working with faculties on info sessions.



### APPOINTMENTS SUMMARY

- » Many appointments with prospective students interested in **Accounting, Design** and **Trades**, with some looking for a career change.
- » Connecting with students who have recently accepted their offer but have additional questions about KPU.
- » **23 scheduled video appointments** with prospects
- » Increased volume in email inquiries
- » **18 Grade 12** capstone video appointments

### HIGH SCHOOL PRESENTATIONS

- » **CLE 10 – Career Life Exploration Presentation** with Delview High School. Presentation to explore various career paths to help students understand the pathway to post-secondary studies, with a focus on KPU.
- » **Next Steps** – Sent to all high school students who had applied to KPU in order to provide more information about their next steps after submitting their applications. We facilitated one Next Steps per school district (10 total).
- » **CLE 10, CLC 11/12, and General Presentations** for various schools including Queen Elizabeth, Holy Cross, Guildford Park, Semiahmoo Secondary, LA Matheson, and with the South Surrey White Rock Learning Centre.
- » General Presentation with Kitsilano Secondary in Vancouver. This presentation was requested specifically from the school and is a general overview of KPU and KPU programs and FAQs. The audience was grade 10-12 students and their parents.

### OTHER RECRUITMENT INITIATIVES

- » Setting up meetings and presentations with SUCCESS; working to create a pre-landing education seminar opportunity for KPU so that new immigrants are acquainted with our ELS and short term programs.
- » Info Sessions: Legal Admin, Health Care Assistant, 2 Brewery Operations, 2 Acupuncture, Public Relations, Appliance Servicing.
- » PSBC Planning for Fall 2020 – virtual presentations to all high schools
- » Faculty Interviews with Carlos Calao, Amanda Bickell, Robin Cook-Bondy, Gillian Kolono, Tracy Sherlock, Tracey Kinney, Chad Skelton, Brian Pegg, and Asma Sayed for recruitment videos.
- » Campus Tour Video Script and Planning
- » Creating transfer info/documents/process for prospective students who may be interested in a transfer path to KPU.
- » Researching Career/Education Fairs
- » Calling LGLA applicants who are still with incomplete documents
- » Breaking Barriers Community Campaign Calling- Calling and getting back in touch with Community Agency representatives
- » Emailing students who have taken Duolingo testing without applying first and helping them apply to KPU.



**Recruitment** *continued*

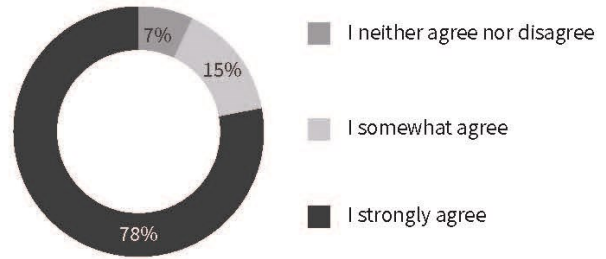
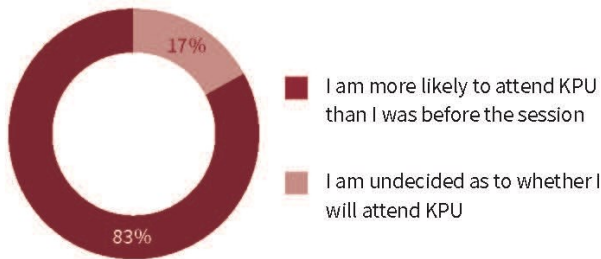
**COMMON QUESTIONS AND OBSERVATIONS FROM RECRUITERS**

What is happening with classes?	Will fall semester now be cheaper?	What makes KPU different than other institutions for remote learning?	Do you have any shorter programs to be certified in bookkeeping? (Shorter than certificate)	How do I become a CPA? How do I become a CPHR?	When is your next intake for (trades programs)?
How do I book my test?	What is my application status?	Individuals (mature market) researching going back to school and starting online	Individuals upset with everything being online - craving in-person instruction	Some comments about assuming KPU will be in person due to nature of programs and 'hands on, polytechnic' approach	True mix of people who like things moving online and people frustrated with things moving online

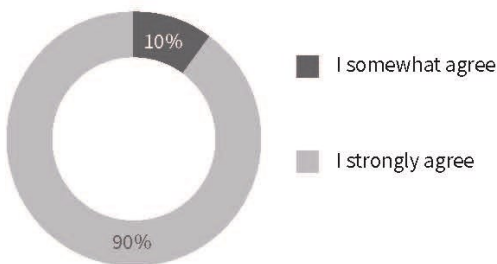
**ASK US ANYTHING FEEDBACK**

The survey results are in from our Virtual Ask Us Anything Sessions and they are impressive. This series replaced our Annual On Campus event- Fall Applicant Night. We held 3 events focused on Faculty of Arts, Faculty of Science & Horticulture and School of Business. Following is what our guests had to say about this important conversion event:

As a result of attending the session:



I would recommend the Ask Us Anything session to other students who received offers of admission to KPU.



The **Ask Us Anything session answered all of my questions** about my offer of admission, how to pay my confirmation deposit, important dates and deadlines, and what my next steps should be as I prepare to register for classes.

**Recruitment** *continued*

**FUTURE STUDENTS' OFFICE IS BACK ON SOCIAL MEDIA!**

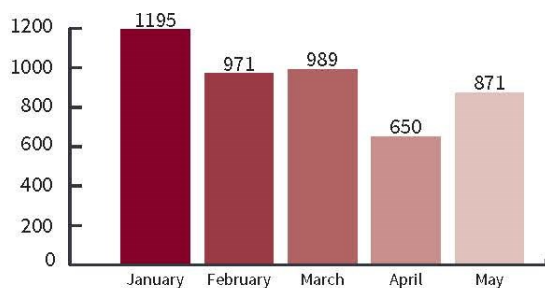
Recruitment Coordinators quickly got to work creating content. We've got a new team, a new look, and it was time to engage with our new audience. Everyone can now find us on Instagram & Twitter for up-to-date KPU information to meet any recruitment needs!

**SOCIAL MEDIA OUTREACH INCLUDED:**

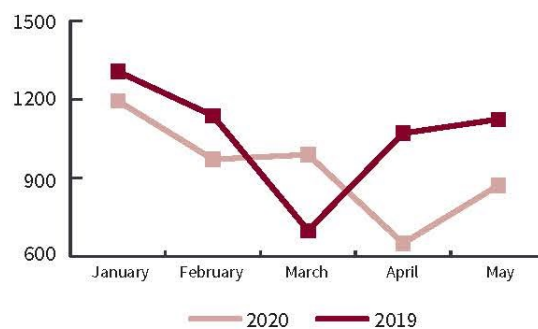
- » A giveaway with @KwantlenU on Instagram to celebrate new KPU students who have recently accepted their offer.
- » Some recent posts: Campus Highlights, Meet the team, Promoting Upcoming Information Sessions, and program highlights.
- » Creating 2 videos with the Recruitment Team: "We're still here" and "Pay your confirmation deposit contest"

**FUTURE STUDENTS' OFFICE PHONE ACTIVITY**

PHONE CALL ACTIVITY 2020



2019 - 2020 PHONE ACTIVITY



Despite the shift from on campus to managing our office remotely, phone activity from March - May continues to remain relatively consistent compared to 2019. March 2020 experienced a large increase in phone activity when the province transitioned online. April had a slight dip in phone activity. However, phone calls in May rose by 34% over April and is expected to steadily rise as the application deadline for open intake programs nears.

**UPCOMING EVENTS**

Our team is excited to be moving our popular upcoming events to interactive virtual platforms. There is much work to be done to integrate each event with the appropriate virtual platforms, ensure an engaging experience and training the team on the new delivery methods. Upcoming virtual events include:

- BREAKING BARRIERS
- VIRTUAL & SELF DIRECTED OPEN HOUSE
- COUNSELLORS' CONFERENCE

## Marketing

Since social-distancing began in mid-March the media industry has seen a drastic shift in consumer consumption patterns, for instance, the resurgence of TV viewership over-indexing on news media (with record-breaking numbers). In response, KPU's Marketing Department pivoted our media buying strategy over the Spring to reflect new consumer behavior including shifting spend towards digital media, pausing investment in out of home tactics and investing in TV media. As the social-distancing measures relax, we will be re-assessing our media plans throughout the Summer and Fall months.

### 1 TV ADVERTISING - :30SEC TV

- » TV went to air in a new format utilizing unsold Public Service Announcement inventory on the TELUS network, airing specialty networks like A&E, AMC, CNN, Fox News, Golf Channel, Headline News, MSNBC, NFL Network, Paramount, TLC, Game Show Network, CNBC (in BC only).
- » **This media space cost KPU zero-dollars and has an estimated value of at least \$150,000**



[Discover What Is Possible](#)

### 2 TV ADVERTISING :10SEC TV SPOTS

- » Closed captioning TV spots went to air on CTV and Global TV, targeting morning breakfast programming, news media, and entertainment placements.
- » This space has been secured for the duration of the year with a bi-weekly buying strategy for budget efficiencies with the plan to rotate in new creative and messaging.
- » This spot is a shortened version of the :30sec spot mentioned previously

### 3 PRINT AND DIGITAL ADVERTISING - MECHATRONICS AD

- » In the Spring Edition of Colleges and Institutes Canada's Employment for Education Magazine KPU ran a full-page ad and profile pieces on our Faculty of Trade of Technology, specifically Promoting our Mechatronics program. Due to COVID-19 this print version has been delayed



[Education For Employment](#)

PAGES 22-23

### 4 PRINT ADVERTISING - SCHOOL OF BUSINESS MAGAZINE AD

- » This May we continued our series of ads with BC Business magazine promoting KPU's school of business. Targeting business professionals across BC, this ad promoted KPU's post-baccalaureate and graduate diploma programs towards employees and employers as a professional development opportunity.



### 5 SFSS PRINT AND DIGITAL AD

- » To promote KPU's new Sustainable Food Systems and Security program KPU partnered with the Georgia Straight which included a feature article with companion display advertising, promotions on Georgia Straight's social channels as well as a full-page print ad.



[The Georgia Straight](#)



Marketing *continued*

6 OUTDOOR ADVERTISING BONUSING

» Our out-of-home buy ended March 30, however a large number of unsold placements have remained in-market as bonus inventory throughout the month of May providing exceptional value to KPU.



DIGITAL ADVERTISING

Technical Apparel - Facebook Event Ads for upcoming info sessions.

**KPU** Kwantlen Polytechnic University ...  
Sponsored

West Coast = best coast.  
Dress for it, design for it, and ... See More

**THU, JUN 11 AT 4:30 PM**  
**Tech Apparel Online Info Session**

32 people interested · 1 going

1

Like Comment Share

**KPU** Kwantlen Polytechnic University ...  
Sponsored

West Coast = best coast.  
Dress for it, design for it, and ... See More

**THU, JUN 11 AT 4:30 PM**  
**Tech Apparel Online Info Session**

32 people interested · 1 going

Like Comment Share

**JUN 11** **Tech Apparel Online Info Session**  
Public · Hosted by Kwantlen Polytechnic University and Wilson School of Design at KPU

Thursday, June 11, 2020 at 4:30 PM – 5:30 PM PDT  
Next Week

Online Event

Tickets: [www.kpu.ca](http://www.kpu.ca) Find Tickets

**Details**

Curious about our technical apparel program? Join us for an online info session!

RSVP: [kpu.ca/info-sessions/design/technicalapparel/jun-11](http://kpu.ca/info-sessions/design/technicalapparel/jun-11)

At the Wilson School of Design, the Post Baccalaureate Diploma in Technical Apparel Design blends creativity with cutting-edge technology. Gain the research, design, business and leadership skills needed to join the next generation of design innovators striving to enable humans to move faster, survive longer, and explore further.

Disrupt what is possible.

Marketing *continued*

DIGITAL ADVERTISING

Sustainable Food Systems and Security Graduate Program

KPU Kwantlen Polytechnic University  
Sponsored

You can help create a food-secure future for everyone with an online graduate certificate.

**Influence  
WHAT IS  
POSSIBLE**

KPU

KPU.CA  
**Change the Future of Food**  
Learn more at [kpu.ca/foodsecurity](http://kpu.ca/foodsecurity)

Learn More

KPU Kwantlen Polytechnic University  
Sponsored

You can help create a food-secure future for everyone with an online graduate certificate.

**Influence  
WHAT IS  
POSSIBLE**

KPU

KPU.CA  
**Change the Future of Food**  
Learn more at [kpu.ca/foodsecurity](http://kpu.ca/foodsecurity)

Learn More

KPU Kwantlen Polytechnic University  
Sponsored

You can help create a food-secure future for everyone with an online graduate certificate.

**Influence  
WHAT IS  
POSSIBLE**

KPU

KPU.CA  
**Change the Future of Food**  
Learn more at [kpu.ca/foodsecurity](http://kpu.ca/foodsecurity)

Learn More

KWANTLEN POLYTECHNIC UNIVERSITY

KPU

**Influence  
WHAT IS  
POSSIBLE**

Study food security and sustainability to influence the future of food.

> LEARN MORE

KWANTLEN POLYTECHNIC UNIVERSITY

KPU

Study food security and sustainability to influence the future of food.

> LEARN MORE

KWANTLEN POLYTECHNIC UNIVERSITY

**Influence  
WHAT IS  
POSSIBLE**

KPU

> LEARN MORE





Marketing *continued*

**WEBSITE ANALYTICS May 1-31, 2020 vs May 1-31, 2019**

**TOP 10 PROSPECT PAGES**

Prospect Page	Pageviews	
find-your-program	45,788	<b>7.69%</b> ↓
search	17,192	<b>11.65%</b> ↓
tuitionestimator	12,958	<b>1.9%</b> ↑
international	10,328	<b>30.13%</b> ↓
registration/dates	15,057	<b>6.2%</b> ↓
current-students/programs	7,941	<b>8.62%</b> ↓
admission	6,950	<b>14.57%</b> ↓
registration	4,828	<b>26.6%</b> ↑
future-students	4,413	<b>11.4%</b> ↓
info-sessions	968	<b>27.38%</b> ↓

**DEVICE BREAKDOWN**

 <p><b>Total</b></p>	New Users	<b>21%</b> ↓
	Users	<b>22%</b> ↓
 <p><b>Desktop</b> 51% OF TOTAL</p>	New Users	<b>28%</b> ↓
	Users	<b>24%</b> ↓
 <p><b>Mobile</b> 47% OF TOTAL</p>	New Users	<b>7.46%</b> ↓
	Users	<b>14%</b> ↓
 <p><b>Tablet</b> 2% OF TOTAL</p>	New Users	<b>63%</b> ↓
	Users	<b>69%</b> ↓

**PROSPECT PAGE AVERAGES**

Page Views	<b>12.35%</b> ↓
Unique Pages Views	<b>11.56%</b> ↓
Avg. Time on Page	<b>3.27%</b> ↑
Bounce rate	<b>6.82%</b> ↑
Exit Rate	<b>15.23%</b> ↑

**CHANNEL, SOURCE & MEDIUM BREAKDOWN**

Organic Google Search: 85,470 sessions (17% decrease y/y)

Direct: 38,536 sessions (33% decrease y/y)

Bing: 3,348 sessions (265% increase y/y)

m.facebook.com referral: 1,401 (51% increase y/y)

**SESSIONS**

Total sessions **336,7833** vs. **375,650** last year  
(10% decrease in total sessions y/y).

**NEW VS. RETURNING**

<b>New Visitors</b>	103,703 users	<b>22%</b> ↓
	3.2 pages/session	<b>3%</b> ↓
<b>Returning Visitors</b>	536,682 users	<b>22%</b> ↓
	2.7 pages/session	<b>10%</b> ↓

In May, we experienced a steady decrease in page views for our top prospect marketing pages, compared to the same month last year. Overall web activity dropped. This falls in line with the effects of COVID - 19 over the last 2 months. Recent survey results and conversations with prospects and parents show that prospects have been reassessing their plans to attend post-secondary, therefore the drop in interest and searches in the month of May.

Marketing *continued*

## WEBSITE ANALYTICS May 2020 vs April 2020

## TOP 10 PROSPECT PAGES





Prospect Page	Pageviews		
find-your-program	45,788	23%	↑
search	17,192	5%	↑
tuitionestimator	12,958	35%	↑
international	10,328	10%	↑
registration/dates	15,057	16%	↑
current-students/programs	7,941	12%	↑
admission	6,950	18%	↑
registration	4,828	17%	↓
future-students	4,413	12%	↑
info-sessions	968	29%	↑

## PROSPECT PAGE AVERAGES

Page Views	16%	↑
Unique Pages Views	14%	↑
Avg. Time on Page	23%	↑
Bounce rate	77%	↓
Exit Rate	1.81%	↓

We see a steady rise in traffic in comparison to April 2020 as we reach the next stage of the global pandemic. It appears more people may be considering options with education and engaging on our website compared to the previous month. We hope this trend continues as individuals adjust to their new 'normals'.

## DEVICE BREAKDOWN

	New Users	4%	↑
	Total Users	3%	↑
 51% OF TOTAL	New Users	7%	↑
	Users	5%	↑
 47% OF TOTAL	New Users	2%	↑
	Users	1%	↓
 2% OF TOTAL	New Users	2%	↑
	Users	2%	↓

## CHANNEL, SOURCE &amp; MEDIUM BREAKDOWN

Organic Google Search: 85,470 sessions (2% increase y/y)

Direct: 38,536 sessions (9% increase y/y)

Bing: 3,348 sessions (5% decrease y/y)

m.facebook.com referral: 1,401 (57% increase y/y)

## NEW VS. RETURNING

<b>New Visitors</b>	103,703 users	6%	↑
	3.2 pages/session	9%	↑
<b>Returning Visitors</b>	536,682 users	1%	↓
	2.7 pages/session	2.7%	↑

Although traffic is down compared to last year, we are encouraged that traffic has increased overall in the past month. Recruitment efforts such as virtual presentations to high schools and community agencies as well as info-sessions and other outreach has brought continued interest in KPU programs. We hope to see steady growth as our advertising efforts will increase in the coming months to support the final application deadlines for fall.

## Office of External Affairs cont'd

### SOCIAL MEDIA (May 1 – 31 vs Apr 1 – 30)

#### AUDIENCE GROWTH

Total Fans	37,938	.2%	↑
Facebook Fans	22,522	.08%	↑
Twitter Followers	7,565	.1%	↑
Instagram Followers	7,851	.65%	↑
<b>Total Fans Gained</b>	<b>84</b>		

#### GROUP MESSAGES

Facebook Messages Received	58	48%	↓
Twitter Messages Received	195	0%	↑
Instagram Messages Received	94	100%	↑
<b>Total Messages Received</b>	<b>347</b>	<b>15%</b>	<b>↑</b>

#### IMPRESSIONS

Facebook Impressions	18,569,391	205%	↑
Twitter Impression	237,869	324%	↑
<b>Total Impressions</b>	<b>21,900,000</b>	<b>257%</b>	<b>↑</b>

#### ENGAGEMENT

Facebook Engagements	82,288	106%	↑
Twitter Engagements	10,015	1871%	↑
<b>Total Engagements</b>	<b>98,397</b>	<b>125%</b>	<b>↑</b>

Our social media channels are performing well with much to communicate in the current climate. Our social channels will continue to improve as we implement our new social media strategy later this year. We plan to improve engagement and content quality directed to prospective and current students.



# Office of Associate Vice President, Planning and Accountability

## EXPERIENCE

### The Student Experience:

- Student Satisfaction Survey: This survey collects a broad range of information from students on their experience at KPU to identify areas for improvement. Data analysis is ongoing and, most recently, presentations of selected results have been delivered to the Senate Standing Committee on Research and Graduate Studies, and Deans' Council. Additional infographic and tabular reports, to be posted on OPA's website, are in preparation.
- BSN-AE Community Partners Survey: This survey provides feedback from organizations with which Bachelor of Science in Nursing-Advanced Entry students are placed for practica, including the ease of arranging the practica and students' effectiveness within them. The survey closed on May 31 and a report was delivered to the program chair on June 2.

## QUALITY

### Student Success:

- Created an Academic Standing Dashboard with particular focus on number of students who are given an academic warning for the first time. This dashboard will be updated every term.
- Conducting a study on of relation of entrance requirements and student performance in Business Graduate Diploma and Post-baccalaureate programs.

### Service Improvement:

- Provided data to KPU International on Agent performance in terms of number of students recruited who actually enrolled in KPU and the number of terms they have registered.

### Program Review:

- Support is currently being provided to 29 programs (or cluster of related programs) that are at various stages in the program review process

As of June 10, 2020	Number of Programs
Phase 1: Self-Study	12
Phase 2: External Review	3
Phase 3: Quality Assurance Plan	4
Phase 4: Annual Follow-Up	10
Total	29

- KPU's Quality Assurance Process Audit (QAPA) took place in December 2020. (QAPA is a new accountability requirement that is overseen by the Degree Quality Assessment Board (DQAB) Secretariat.) The audit report was received in January and OPA submitted KPU's response in April. The

Institution Report, program review reports of the selected programs, and all other supporting documents can be found at: <https://www.kpu.ca/opa/program-review/qa-process-audit>. OPA is currently working on implementing the action plan submitted in the Institution Report in collaboration with members of the Senate Standing Committee on Program Review, as well as other stakeholders across KPU.

### Course Feedback:

- The Summer 2020 survey project was launched on May 26. We will be administering surveys for approximately 875 sections between June 5 and August 11. The majority of course feedback surveys (86%) will be launched on July 13. All surveys will close on or before August 11.

### Hold Each Other Responsible:

- Senate Effectiveness Survey: This survey invited Senators and non-Senator members of Senate Committees or Standing Committees to provide their feedback on how well Senate and its committees are functioning, how they could be improved, and what supports are needed for this improvement. The survey was launched on May 4, and closed June 1. A report, to be delivered to the Senate Office, is in preparation.

### Accountability to Our Partners:

- Canadian Campus Wellbeing Survey: KPU participated in a provincial survey focused on post-secondary student health and wellbeing, and awareness of on-campus health resources, which was facilitated by researchers at the University of British Columbia. The survey ran from January 27 to March 1 and KPU received the raw data in May. Analysis of the raw data is underway and reports will be delivered to relevant areas at KPU, including the Healthy University Initiative.
- Faculty survey of courses involving community engagement: In collaboration with KPU's Teaching Fellow, Experiential Education and Community Engagement – a survey was developed to collect data from instructors on the types of community engagement and experiential learning taking place within KPU courses. Data analysis is ongoing. Presentations to Senate and the Senate Standing Committee on Research and Graduate Studies are in preparation, and the final results will be used in KPU's Carnegie Community Engagement Classification application.
- Currently working with KPU' human resources office on HRDB Data Collection required by the Post-Secondary Employers Association, due at the end of August.

### Accountability to Government:

- Completed the submission of the Central Data Warehouse (CDW) to the Ministry of Advanced Education, Skills and Training in May.

- Submitted the AY 2020-2021 Tuition and Living Accommodation Cost (TLAC) survey responses to Statistics Canada.
- Developing the 2019-20 KPU Institutional Accountability Plan and Report, which must be submitted to the Ministry of Advanced Education, Skills, & Training by mid-July. In advance of this deadline, it will be presented for approval by KPU's Board Governance and Board of Governors in June.
- Working on the cohort for the 2020 Baccalaureate Graduates Survey for submission to BC Stats' BC Outcomes Survey by the end of July.
- Preparing the cohort submission for the Adult Special Education- Labour Market Agreement for Persons with Disabilities (ASE-LMAPD) outcomes survey which is due on July 15, 2020.
- Preparing the FY 2019/20 Contact Hour Activity Report for submission to the Ministry of Advanced Education, Skills, & Training by mid-July.
- OPA Data Warehouse: To improve OPA's ability to provide timely information, OPA is working with IT to create a comprehensive data warehouse. The purpose of the OPA Data Warehouse project is to have a single source of data that will meet the requirements for institutional reporting and analysis, including KPU's business intelligence dashboards. The data warehouse will replace various existing sources of information and faster data extraction and preparation. Currently, the data elements are about 65% complete and data validation is ongoing.
- Providing support to the project to implement a Customer Relations Management (CRM) tool. OPA's role is to ensure definitions of data elements reported in the CRM are consistent with definitions in institutional reports generated by OPA.
- Preparing the Summer 2020 update of the Employee Dashboard.
- Preparing updates to several dashboards generated from the Student Transitions Project data.

### **INSTITUTIONAL PLANNING**

#### **Program Planning:**

- Finalized the feasibility assessment for the proposed Bachelor of Health Science in Traditional Chinese Medicine and sent to the Faculty of Health on May 15.
- Provided data to the Faculty of Health on Health Foundation course completers and non-completers as of Summer 2020, and expected demand for HEAL courses and potential BPN/BSN declarations for Fall 2020.

#### **Integrated Planning:**

- Planning support to respond to impacts of COVID-19 on student recruitment and enrolment, including updating enrolment estimates for Summer 2020 and Fall 2020., and using these to estimate tuition revenue.
- Providing support for initiatives under the Sustainability Enrolment Planning Council.

#### **Enrolment Management:**

- Applicant Funnel dashboards: Summer 2020 Applicant Funnel cycle ended the first week of June. Applicant funnels for Fall 2020 and Spring 2021 are running currently and are updated every Wednesday. The dashboards provide information on the number of applicants, and their conversion through each step in the application process to qualified, offered, admitted and ultimately enrolled. The dashboards also include information on country of origin of International applicants.
- High School Applicant Dashboard: This provides information on high school applicants including high school and contact information of applicants currently in BC High Schools. The dashboard is updated every Friday for Fall 2020 application cycle and is used by the Future Student's Office in their efforts to convert applicants to admitted and ultimately to enrolled students.
- Updated the following dashboards: Seat Dashboard for Spring 2020, Enrolment Dashboard for Spring 2020, Grade Distribution Dashboard for Spring 2020, Classroom Utilization Dashboard for Summer 2020, and the Stable Enrolment Report for Summer 2020.

## *New KPU program focuses on food security and sustainability*

To tackle the growing concern about food security and food systems, Kwantlen Polytechnic University (KPU) is launching the Graduate Certificate in Sustainable Food Systems and Security (SFSS).

Dr. Kent Mullinix, Director of the Institute for Sustainable Food Systems at KPU, says food security and sustainability is the single most important human imperative, not just locally but globally. Uncertainties about the global food system stemming from issues such as climate change, the global economy, environmental and ecosystem degradation and collapse, pandemics and more expose the need to better understand and transform our food systems.

“The adverse outcomes of our food system are clearly evident to anyone looking: environmental destruction, food security inequity, economic destruction of family-based farming and farming communities, epidemic food-related disease,” says Mullinix.

“As such, increasingly there are those who want to do something about it – from all sorts of professions. This program is in response to increasing awareness of and growing intent to rectify the unsustainability of our global industrial food system.”

Students from around the world will be able to enroll in the SFSS program.

“The launch of the SFSS program online opens this graduate certificate program and KPU to students around the world. Students will have the chance to learn from instructors who are researching food security and sustainability in Canada and internationally,” says Dr. Sandy Vanderburgh, provost and vice-president academic at KPU.

The SFSS program features a collaboration between the KPU’s Institute for Sustainable Food Systems and its Faculty of Arts that makes gives the program a wide appeal, says Dr. Diane Purvey, dean of the Faculty of Arts.

“The SFSS program is focused on more than just agriculture,” says Purvey. “It highlights people, the economy and social policy.”

Students who complete the Graduate Certificate in SFSS will be well-placed to work in government, planning and consulting, NGO operations, public education and research, community activism, community health, and economic development. The certificate can also be extended into a Master of Arts in Interdisciplinary Studies, with an emphasis on sustainable food systems and security, through [Royal Roads University](#) in Victoria, B.C.

“The Graduate Certificate is a program focused exclusively on understanding the outcomes, vulnerabilities, and fragility of the dominant industrial-transnational food system that our very sustenance and society currently depend upon. Further it focuses on what needs to be done to rectify the unsustainability of our food system including community-focused initiatives,” adds Mullinix.

“From our perspective a sustainable food system is job one – it makes little difference in the long run what else we do to advance a sustainable society if our food system is not sustainable.”

The SFSS Graduate Certificate launches in Fall 2020. To learn more, visit [kpu.ca/foodsecurity](http://kpu.ca/foodsecurity).

