

# Student Affairs Annual Report

2024/2025

September 2024 – August 2025





The 2024/25 academic year marks another period of significant progress across Student Affairs, with teams advancing initiatives that reflect continued modernization, collaboration, and meaningful enhancements to the student experience. Institution-wide efforts in wellness, advising, experiential learning, and enterprise technology expanded substantially, demonstrating a coordinated commitment to strengthening student support across KPU.

The annual Thrive program achieved record participation as Student Health Promotion introduced new offerings and deepened campus partnerships. Major technology projects—including the rollout of Ellucian Advise and the launch of myKPU—modernized KPU's advising platform and CRM capacity, and supported the redesign of the Student Referral Program (formerly Early Alert). The Career Development Centre implemented operational changes that improve the accessibility and long-term sustainability of Co-op programs, while the Orientation and Transitions team delivered strong engagement through KPU Welcomes You and achieved its best-ever Orientation Leader recruitment and retention rates. The Peer Resource Centre reopened after renovations with expanded wellness and basic-needs programming, KPU Tech introduced a long-awaited prayer and meditation space, and the Office of Student Rights and Responsibilities partnered with KPU Security to finalize and implement the University's new threat assessment policy. Student Affairs also contributed to KPU's business case for campus-based student housing and secured partnerships with off-campus providers to help address challenges related to student housing scarcity and affordability.

Importantly, Student Affairs was recognized over the summer for its leadership in accessibility, receiving a nomination for an Inclusive Culture Champion award at the Open Door Group's 2025 Workplace Inclusion Awards. This nomination reflects the Division's commitment to advancing accessibility through the adoption of an Accessible Client Services Framework.

As this ninth Student Affairs Annual Report sets the stage for the Division's 10th year at KPU, I couldn't be more excited for the opportunities ahead as we continue to develop programs and services that support our students' development, success, and well-being.

Joshua Mitchell Associate Vice President, Student Affairs

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the xwməθkwəyə m (Musqueam), qì cở ỷ (Katzie), SEMYOME (Semiahmoo), scɨ waθən (Tsawwassen), gigé yt (Qaygayt) and kwikwəλɨ m (Kwikwetlem); and with the lands of the qw a:n∜ o n d (Kwantlen) First Nation, which gifted its name to this university. In the cause of reconciliation, we recognize our commitment to address and reduce ongoing systemic colonialism, oppression and racism that Indigenous Peoples continue to experience.

# How can we better support Indigenous students?



kpu.ca/student-affairs/indigenous-commitments

#### Vision



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

#### **Mission**

We empower students to learn, connect and thrive.

#### Values

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

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

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

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

**Get to know Student Affairs** kpu.ca/student-affairs







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Student Affairs employees are certified in AMSSA's award-winning Safe Harbour: Respect for All diversity and inclusion training workshop for workplaces.

# **Student Affairs Admin**



**Nick Bransford** Divisional Business Manager, Student Affairs

Coordinating divisional budgets, communications, events, human resources, and operations.

#### **Social Media**

Through the great work of our Student Ambassadors our Student Affairs social media channels have seen significant growth in our outreach, impressions and new followers. Through our channels, we aim to communicate to the KPU community and the entire student body. Focusing on our students' sense of belonging and access to support services we keep you updated on events, announcements, and tips for student success.

#### **Insights:**

- (O)INSTAGRAM
- @KPUStudentAffairs Followers 1,426
- ⊞Avg reach/post: 152
- ⊕ Avg reach/Story: 166
- X TWITTER (X) @KPUStudents
- Followers 21,620
- + Avg impressions/post: 46
- **FACEBOOK @KPUStudent Affairs**
- Followers 2 372

Our core social media connects the KPU community to a centralized stream of need-to-know info and activities from across Student Affairs. Despite increased growth, in April we made the jump from X to Bluesky, a similar but decentralized, community-driven Avg engagement/post: 1.2 Avg reach/post: 17 platform that is better aligned with Student Affairs values.

Check us out @KPUStudentAffairs

#### **Info Kiosk**

The Student Affairs Info Kiosk is a central hub located in Surrey Maple building, where students and the community can connect with our Student Ambassadors when seeking assistance for wayfinding, service updates, or a first point of contact when visiting the campus.

#### **Off-Campus Housing**

Student Affairs has recently partnered with off-site housing organizations, GEC Living, providing the comfort and convenience of off-campus living with furnished units, and SpacesShared, an innovative online home-sharing platform, to help solve the growing challenge of affordable student housing.



#### **Staffing**

- A 1 Associate Vice President
- Divisional Business Manager
- **1** Coordinator, Communications and Events
- **2** Administrative Assistants
- **2** Student Ambassadors

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# **Assessment** and **Testing Services**

Supporting prospective students, current students, and community clients by providing secure, universally accessible and inclusive testing.

#### **Programs and Services**

- » Accommodated testing services for current and prospective students in collaboration with Accessibility Services
- » Admission testing for prospective students
- » Make-up exams for current students
- » Revenue-generating testing for external clients and other post-secondary institutions



**Geoff Taylor**Manager,

Assessment and Testing

#### **Strategic Challenge**

# Increase the availability of in-person service on all KPU campuses to meet students' diverse needs and reduce barriers

Expand external service delivery to increase revenue generation

Meet demands for predicted growth in accommodated exams

#### **Strategic Response**

- » Developed a new scheduling model to ensure in-person service to access students from Monday to Friday. Surrey and Richmond 8:30 am - 6:00 pm, and Langley and Civic Plaza 8:30 am - 4:00 pm
- » Aligned external exams to regular operating hours to maximize revenue
- » Increased seats and testing opportunities for external exams at KPU Civic Plaza, Langley, and Richmond

» Refurbished testing centres to meet physical accessibility standards

**CELPIP:** Canadian English Language Proficiency Index Program

CAEL: Canadian Academic English Language

Service to Community Partners

1,710
CELPIP and CAEL
exams

External certifications, upgrading, and distance exams

491

#### **Staffing**

A 1 Manager

🙎 📘 Sr. Coordinator and Scheduler

Support Assistant

<u>&&&&</u>

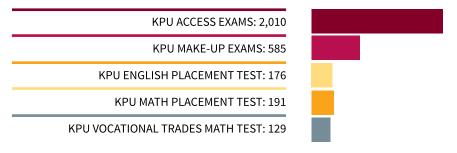
7 Testing Administrators

222 7 Auxiliary Exam Invigilators

#### **Initiatives and Highlights**

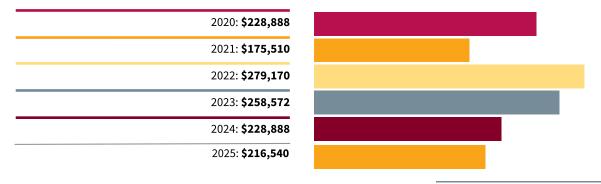
- Revised and relaunched CELPIP examinations to mitigate the impact on scheduling and KPU student access, while increasing community access to English language proficiency testing and supporting institutional revenue generation through external exam delivery. CELPIP is a nationally recognized English proficiency test accepted for Canadian immigration, citizenship, and professional designation.
- Collaborated with the Faculty of Science to update departmental policies and procedures to reduce barriers for students and instructors when scheduling and conducting lab-based assessments.
- Improved the distraction-reduced testing spaces at the KPU Surrey Testing Centre to better align with student expectations and promote academic success.
- Increased on-site service hours and staffing at testing centres to respond to the evolving needs of students and instructors.
- Began development of a communication plan to strengthen awareness of ATS services, improve public-facing information, and update the department website for greater usability and accessibility.

#### **Service to KPU Students**



#### **Revenue Over 6 Years**

Over the past three years, Assessment and Testing Services has transitioned from a business initiative model to a student service model. While we strive to support KPU students we continue to serve community needs and maintain a reliable stream of revenue for ATS.



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# **Career Development Centre**



Julia Denker Director, Career Development Centre



Melissa Krahn Manager, Co-operative Education

Connecting students, alumni, employers, and faculty to foster career success through innovative career development, education, and job preparation.

#### **Programs and Services**

#### Services for Students

- » Career advising
- » Co-operative education
- » Career Insights employer presentations
- » Job board postings
- » Job/career and volunteer hiring fairs
- » Job readiness and employability skills presentations
- » Volunteer training and opportunities

#### **Services for Employers**

- » Inform and Educate presentations
- » Feedback opportunities
- » Activites and events regarding hiring **KPU** students

Working with the Career Development Centre at KPU showed me that when people believe in you, you start believing in yourself too. I've had the chance to try so many new things, grow my skills, and never once feel alone in what I do - that's why it's been one of the most inspiring chapters of my student life."

#### Oleksandra Kulychenko | KPU Student » Mock interviews » Resumé review

#### **Strategic Challenge**

#### Connect students with educational and career goals

#### **Strategic Response**

- » Expanded pathways for students to link academic learning with professional growth through enhanced co-op processes, alumni connections, and industry partnerships
- » Created more flexible entry points and meaningful opportunities for students to apply their education toward future career goals
- Increase visibility, recognition, and utilization of the Career Development Centre (CDC)
- » Elevated its profile across the university and with external partners, through refreshed digital platforms, storytelling and signature events
- » Strengthened awareness of career services and underscored the CDC's role in preparing students for career success

Increase inclusive, barrier-free work opportunities for students

» Prioritized equitable access to experiential learning by removing program barriers, supporting international students, and establishing clear volunteer engagement practices

#### **Staffing**

- 1 Director
- Manager, Co-operative Education
- 1 Career Development Services Coordinator
- **Employer Relations Strategist**
- Administrative Coordinator, Co-operative Education

- Career Development Coach
- 1 Career Services Officer
- Co-op Education Officers
  - **Employer Relations Officer**
- **Student Assistants**

#### **Initiatives and Highlights**

- Refreshed CDC website landing page and co-op web pages for improved navigation and user experience.
- Mosted Working in Canada virtual webinar for international students, in collaboration with KPU International.
- ☑ Launched Co-op Connect in partnership with Alumni Affairs, linking KPU co-op students with alumni to build career networks and industry insights.
- Secured the first-ever Health Science co-op placement in KPU's Applied Genomics Centre (AGC) Lab.
- ✓ Introduced Co-op Success Stories webpage featuring video and written testimonials to inspire future co-op participation.
- Enhanced the annual Trades + Tech Job Fair with a new Industry roundtable on attracting and retaining trades talent in BC.
- Developed new on-campus volunteer guidelines outlining best practices and key considerations for departments when engaging student volunteers.

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- ✓ Implemented major co-op process changes following the removal of the "co-op option" from COOP 1101: Introduction to Professional and Career Readiness, making the program more accessible and flexible for students. Key operational improvements include:
  - » Expanded access to COOP 1101
  - » Year-round co-op application intake
  - » Ongoing co-op participation assessed during COOP 1101
  - » New reassessment process introduced

# **Career Development Services**

#### **Hiring Fairs Attendance**

Get Ready! Get Hired! Job & Volunteer Fair	
<b>54</b> EMPLOYERS	
<b>26</b> EMPLOYERS	
Career Day	
<b>50</b> EMPLOYERS	

#### **Career Preparation Activities**

2,200+	NEW JOBS POSTED ON CAREER CONNECTION
1,600+	NEW STUDENTS ON CAREER CONNECTION
550+	RESUMÉS REVIEWED
350+	CAREER ADVISING APPOINTMENTS BOOKED

#### **Employer Relations**

7 EVENTS WITH 169 EMPLOYER REGISTRANTS		
120	INDIVIDUAL EMPLOYER INFO MEETINGS	
1	CAREER INSIGHTS PANEL  CAREERS BEYOND THE COURTROOM  89 REGISTERED STUDENTS	

#### **Co-operative Education**

394	CO-OP STUDENT APPLICATIONS APPROVED
343	STUDENTS COMPLETED COOP 1101 PREPARATORY COURSE
195	CO-OP WORK PLACEMENTS



# Counselling and Accessibility Services



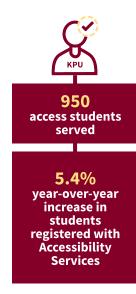
**Lynda Beveridge**Director, Counselling and
Accessibility Services



Gagan Hyare

Manager,

Accessibility Services



## **Accessibility Services**

Reducing barriers through the creation of individualized academic accommodation plans with students and collaborate with KPU staff and faculty to facilitate inclusive KPU educational experiences.

#### **Programs and Services**

- » Provide tools for students to self-identify the barriers they are experiencing or anticipating
- » Work with students to collect information about their experiences, educational or medical reports, and goals
- » Create and implement individualized accommodation plans with students and faculty
- » Collaborate with faculty and staff to develop accommodations, strategies, and solutions
- » Support and facilitate disability-related funding opportunities
- » Monitor progress to ensure the efficacy of student accommodations and modify as needed
- » Collaborate across KPU and externally within the sector on disability- related concerns and the development of best practices

#### **Students Served by Category**

MULTIPLE DISABILITIES: 35%
ADD/ADHD: 16%
MENTAL HEALTH: 15%
LEARNING DISABILITIES: 10%
AUTISM SPECTRUM: 7%
CHRONIC HEALTH IMPAIRMENTS: 5%
OTHER: 4%
PHYSICAL DISABILITY: 2%
DEAF AND HARD OF HEARING: 2%
COGNITIVE: 1%
NEUROLOGICAL: 1%
BLIND AND LOW VISION: 1%
 ACQUIRED BRAIN INJURY: 1%

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#### **Strategic Challenge**

#### **Strategic Response**

#### Connect and increase access services for Indigenous students; decolonizing access

- » Co-developed a funded project between Accessibility Services and Counselling Services to connect with Indigenous students
- » Created an Indigenous Student Hub drop-in
- » Streamlined pathways, supporting funding communication, creating knowledge exchange, supporting community embeddedness and establishing a consistent set of Student Affairs "faces" with whom Indigenous students could readily access support and resources

#### Collaborate on student mental health initiatives

- » Partnered with Counselling Services to launch Snack & Chat, a student support group
- » Engaged students in building meaningful connections, fostering a stronger sense of community, and reducing social isolation. It further served as a platform to share resources and promote dialogue on mental health and well-being

#### **Initiatives and Highlights**

- Completed professional development on Accessible Clinical Education and Shaping the Future of Accessibility and Disability Services. Looked at successes and challenges experienced when accommodating students in clinical and Work Integrated Learning settings.
- Completed professional development with Untapped Accessibility. The training included looking at the CAP (cognitive, affective, and physical) accessibility framework to deliver comprehensive and innovative approaches to disability inclusion.
- Explored accessibility in outdoor settings, as part of KPU Wild Spaces.

#### **Staffing**

A 1 Director

Manager

**&&&& 4** Learning Specialists (3.5 FTE)

**888 5** Accessibility Advisors

#### **Community Engagement**

- » KPU Accessibility Consultation Committee
- » CACUSS Accessibility and Inclusion Committee of Practice
- » BC Articulation
- » Accessibility in Clinical Education BC -Working Group (ACE-WG)

## **Counselling Services**

Advocating for and facilitating student mental wellness. We intend to empower students' academic and personal journeys, promote lifelong learning, and foster an inclusive and resilient community through preventative, holistic, equitable care.

#### **Programs and Services**

- » Short-term individual counselling
- » Group counselling
- » Culturally attuned healing practices for Indigenous students
- » Consultations with KPU departments and service areas

#### **Staffing**

1 Director

1 Indigneous Counsellor)

#### **Strategic Challenge**

#### **Strategic Response**

Promote diversity, inclusion, equity, and justice in departmental practices allied with other Student Affairs and **KPU** initiatives

- » Prioritized specific groups within the student population for specialized services/outreach, in consultation with other Student Affairs departments and the broader KPU community
- » Engaged in proactive mental health promotion, adhering to our primary mandate of providing counselling to students
- » Continued into our second year of providing Indigenous Counsellor service

Outreach to KPU students and community members

» Actioned a marketing strategy that clarified what KPU students and the broader community can expect from us

Enhance and evolve department practices

- » Continued to refine and develop protocols and guidelines for services and practice
- » Liaised with community services to deepen collaborative relationships and access up-to-date information on community resources for referral
- » Leveraged key learnings to refine operational approaches, aiming to increase accessibility and minimize barriers for student access

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- ✓ Continued with enhanced hybrid model of service offering both in-person and virtual sessions yearround.
- ✔ Provided Indigenous counselling services for a second year, furthering access to culturally connected student services that align with Indigenous student needs.
- ✓ Successfully completed a pilot for a Clinical Lead position where a counsellor supports peer consultation, working as a principal contact in the department for other team members and KPU departments.
- ✓ Facilitated psychoeducational groups:
  - » Mindfulness
  - » Snack & Chat: Tailored international student discussion and community group
  - » Cultural Connect: A community group for racialized students
  - » Talking Circles, including strategies for managing mental health, healing through Indigenous principles and connection, and contemporary and Indigenous perspectives on healing and growth
- Continued with participation in anti-racism subcommittee to review the KPU Anti-Racism Task Force recommendations and move department practices forward with enhanced attunement to social justice and anti-oppressive approaches.
- Participated in New Student Orientation, KPU resource fairs, Mental Health Fair, Movember Bike-a-thon, and KPU Thrive Month.
- Participated on the KPU Student Mental Health Strategy development committee.
- Provided virtual and in-person campus outreach including presentations to students and faculty departments.
- Provided in-person service one day a week at KPU Civic Plaza.
- ✓ Integrated technology tools in counselling including eye movement desensitization and reprocessing (EMDR) equipment to assist with trauma and other therapeutic work, and the DAVID Delight visor to assist with emotional regulation, energy, improved mood and sleep.
- Maintained membership on the Faculty of Educational Studies and Development (FESD) faculty council, Senate Standing Committee on Policy, and Faculty Disability Rehabilitation Committee.





#### **KPU's 24/7 Student Support Program**

- » Free 24/7, 365 days a year service to KPU students
- » Real-time chat or phone conversations
- » Diverse languages and cultures represented by service providers
- » Available to KPU students even when outside of Canada

#### kpu.ca/counselling/support



#### **Issues Commonly Explored and Supported**

- » Academic-related issues(e.g., motivation, perfectionism, interpersonal communication, self-discipline)
- » Mood or self-esteem(e.g., depression, anxiety, social anxiety, building self-confidence)
- Relationship issues (e.g., conflicts, communication, break-ups, assertiveness, family concerns)
- » Substance use

- » Identity (e.g., 2SLGBTQIA+, coming out, sense of self, sense of purpose)
- » Adjustment (e.g., dealing with transitions and new life circumstances)
- » Grief and loss
- » Trauma
- » Sexual assault
- » Connection and sense of belonging
- » Referrals to specialized help

#### 4,470 clinical hours scheduled including:

2,579

Individual counselling sessions - 9%

123

Hours of psychoeducational group sessions + 48%

13.3%

Late cancellations and no-shows - 1.4%

182

Early Alerts responded to - 23%

547

Hours of outreach to classes, departments, and external consultations + 39%

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# **What Our Students Say**



#### **Destiny Lang**

Bachelor of Design, Fashion Design and Technology

## How did you come to study at KPU?

I came to study at KPU on the recommendation of my

Home Economics teacher in high school, who recognized my interest in accessible and inclusive fashion design, and encouraged me to pursue higher education at KPU's Wilson School of Design.

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

I am graduating with a Bachelor of Design in Fashion Design & Technology. My two main passions are fashion design and intersectional justice activism, and I aspire to continue both from where I started at KPU. Fashion design-wise, I aim to work as a technical designer in BC's apparel industry for inclusive design, an ongoing theme from my capstone project: a women-centred flame-resistant workwear collection. Activism-wise, I want to keep supporting causes for equity-deserving groups through grassroots organizations and community-led events. Regarding both, I hope to organize my own recurring intersectional justice fashion show accessible to all community members to showcase creations and to attend.

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

Now that I have finished my program at KPU, my KPU experience was somewhat unconventional and incredibly fulfilling—I did not restrict myself to only engaging within my program of study or industry members with a formal post-secondary education, and I attribute my curiosity for knowledge and driving positive change wherever I go to my success.

These values complement my lifelong commitment to build intentional, reciprocal relationships with people I meet, and I have many to thank for their holistic support of me. I am incredibly grateful to have pursued higher education at KPU, to have met the people that brought more value to my life, and to have the capacity allowing me to make the choices to have led to both.

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

Beyond my formal classes, I built strong community relationships across various areas at KPU over my four years here. I introduced and welcomed many new and prospective students to KPU as a Future Students Office Student Ambassador and a Pride Peer Leader. I champion equitable access to housing security and food justice for students as a Research Assistant on KPU's intersectional 2SLGBTQIA+ Research Team. I also successfully advocated for policy changes that support the healthcare needs of 2SLGBTQIA+ students when I served as the Kwantlen Student Association's Queer Students Representative.

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

I benefitted from a wide range of student supports and services during my years of study, and I wanted to highlight a few that were important to my success at KPU in no particular order:

The Future Students' Office (FSO) - Being many students' first introduction to KPU, FSO is incredibly well-connected with various departments, resources, and faculties across all campuses. Through FSO, I familiarized myself with different services supporting students, met helpful individuals across various fields, and got the help I needed that contributed to my success as a KPU student.

The Pride Centre and the Pride Peer Leaders

Program - Inclusive to all and centred on meeting

the needs of 2SLGBTQIA+ students, KPU's Pride Peer Leaders offer resource referral, peer support, and host engaging events that cultivating moments of joy and connection in my busy and sometimes overwhelming student life.

#### Student Aid and Financial Assistance (SAFA) -

Applying for various scholarships, bursaries, and grants helped fund my education, enabling me to spend more time honing my skills, developing my projects, and strengthening my relationships—all that significantly increased

**The KPU Library** - In addition to borrowing books, I also used the library's study rooms, borrowed recording equipment for video production, and searched the research databases to support my projects. The library is an underrated resource—get your student ID card early on to make the most of what the library has to offer.

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

During my time at KPU, my most impactful experience was combining my passions for fashion design and intersectional justice activism—exemplified by volunteering backstage for Indigenous artist Larissa "Gurl 23" Healey in October 2025 when they presented their collection BROKN AROW at Vancouver Fashion Week.

I met Larissa at ApparelCamp 2025, the BC fashion industry conference hosted by BC Apparel and Gear Association and KPU's Wilson School of Design. Prior to their presentation, I offered Larissa help to set up their Indigenous regalia made from upcycled materials, and felt confident doing so as I built competency in working with garments and supporting Indigenous community members across different aspects of my KPU experience. That day, Larissa kindly invited me to help them backstage at Vancouver Fashion Week, and I felt incredibly honoured with their trust as non-Indigenous settlers must receive permission from Indigenous owners before they can touch any regalia.

To prepare for the fashion show, I made bannock for

Larissa's Indigenous kin—their models, drummers, and supporters. Through heartfelt conversations with each individual, I witnessed the significant healing and impact of presenting BROKN AROW at this fashion show for Indigenous community members and the local fashion community.

This experience reinforced my commitments in working towards progress in fashion and justice, and I believe I am uniquely equipped to serve both well through my diverse education at KPU. I feel affirmed in my decision to dedicate my resources towards serving the community when I could have pursued other opportunities in fashion design, which serves my goal of becoming a well-rounded person.

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

I believe KPU's structure as a polytechnic university supports students' interdisciplinary pursuit of excellence, where thought can truly meet action.

Imagine what your life could look like as a multi-faceted being, and take action to achieve your vision. Build intentional, reciprocal relationships with the people around you—this includes your friends, allies, mentors, mentees—learn how to give, share, and receive to foster a culture of care, community, and mutual aid. There are lots of experiences and opportunities that can add value to your educational goals; I encourage you to explore what those could look like for you.

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

Along my journey through KPU, I learned that I have unique gifts and knowledge to offer from the intersections of my life experiences, interests, and ideas. Spending four years studying alongside a cohort of talented, innovative, and hard-working peers deeply inspired my work, but I often experienced impostor syndrome and questioned my belonging to this group. It took me years to realize other peers shared my feelings, and I have also inspired, supported, and elevated them on multiple occasions the way my peers have done for me.

I learned that I have inherent value as a person, a learner, a friend—even when I doubt myself and feel a lack of confidence in my capabilities. I am still working towards pursuing excellence over perfection (rather difficult for design students), in which little moments can help accumulate significant improvements in self-confidence, self-compassion, work ethic, and goal achievements over time.

#### Did you have any final thoughts to add?

Pursuing post-secondary education can be a challenging experience academically and personally. You are not alone, and there are many people willing to help you through this time, no matter what you are facing. Stay connected with your community throughout your academic journey—it is okay to ask for help. You are capable of navigating challenges, and you could offer help to others using your lived experience too.







# **Student Success**



Shane Simpson
Director,
Student Success



Theresa Voorsluys

Manager,

Academic Advising



**Aran Armutlu**Manager, Student
Engagement and Leadersehip



**Naomi Stuart** Manager, Student Awards and Financial Assistance

## **Central Academic Advising**

Planning for student success.

#### **Programs and Services**

- » Support new and current students in navigating program/course decisions and accessing resources, policies, and procedures with the whole student as a focus
- » Help students transition to post-secondary studies using a developmental approach
- » Partner with students to create individualized plans that enable them to achieve their educational, personal, and professional goals
- » Advocate for students through representation on committees, working groups, and forums, relating the impact changes to policy, processes, and programming have on the student experience
- » Services include:
  - One-on-one scheduled appointments and drop-in sessions
  - Development and Support of Advising Technologies CRM Advise and Advisor Connect
  - Head Start program management
  - Academic planning workshops
  - General triage for all academic advising teams at KPU
  - Support for students on academic probation or those required to withdraw, helping them to create a plan for recovering their academic status

#### Staffing

Manager

<u>&&&&</u>

Counselling and Advising Assistants

<u>&&&&</u> &&&&

8 Academic Advisors

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#### **Strategic Challenge**

#### **Strategic Response**

Produce evidence-based advising impact on the critical and persistent need to increase student retention

- » Following implementation of Ellucian CRM Advise, supported advising teams in the increased use of the platform in new and expanded workflows, allowing better tracking of student progress, impact, and outcomes
- » Advanced work on advisor caseload models to provide students with a consistent, high-touch advising relationship shown to increase retention and persistence
- Address the increasing need for services and programming for students with diverse needs
- » Transitioned Early Alert into the Student Referral Program, a cloud-compliant system within myKPU and CRM Advise that improves reporting capacity and intervention workflow, enabling more targeted and timely support for at-risk students
- » Upgraded the Appointment Booking module to ensure sustainable, cloud-based service delivery, providing students with reliable access to advisors

Resource staff members with training and ongoing learning and development to serve student success

» Supported academic advising and other support providers in adapting to new technologies (e.g., Advisor Trac appointment booking, Student Referral Program) to improve efficiency and the student experience

#### **Initiatives and Highlights**

- The Early Alert Program transitioned to the Student Referral Program (SRP) in August 2025. The SRP now operates through CRM Advise and myKPU, with new partners including Career Services, Indigenous Student Services and the Library.

  Throughout the year, faculty and service partners participated in user feedback sessions that informed subsequent revisions.
- A new role, the Coordinator, Student Support, was introduced to ensure consistent, high-quality student care at the front desk. Front desk traffic has increased by 27% this year, reflecting greater engagement.
- ✓ Advisor Connect, the KPU's self-serve appointment booking platform, was upgraded to a modern cloud-based system to maintain service continuity and ensure seamless access across Academic Advising, Accessibility Services, Student Awards and Financial Assistance, and Career Services.
- ✓ Drop-in advising was transitioned to a customizable, user-friendly platform called *WaitWell*, shared by International Advising and the Office of the Registrar, making it easier for students to access support when they need it.
- A new domestic student retention program launched for Fall 2025 to support undeclared students. This initiative includes case loaded advising, peer mentor connections, *KPU 100* (a success-skills workshop), and additional supports designed to foster student persistence.
- The existing *Head Start* retention initiative will collaborate with Indigenous Student Services and Counselling to streamline referral processes and enhance the overall student experience.
- Participated in all-advisor initiatives focused on improving retention through the development of an online course repeat form and an additional project exploring the use of credits older than 10 years to address key student success barriers.



#### **Engagements**

19,915

Emails and phone calls to advisors

6,774

Appointments with Central Advising Front counter inquiries

Early Alert referrals from faculty

6,774

Front line phone calls

#### **Did You Know?**

The Early Alert program typically receives between 1,500 and 2,000 faculty referrals each year, with most referrals concerning new students in their first 30 credits. The new Student Referral Program is now hosted on myKPU.ca and can be accessed by any faculty member with active course sections.

Students can book appointments with Academic Advisors at any time using the Advisor Connect platform - a 24/7 online self-booking.

More students prefer online appointments.

Front counter traffic has risen significantly across all campuses, reflecting an overall increase in student engagement.

While live attendance at Course Planning 101 workshops remains strong, the recorded online sessions have seen growing engagement, with more than 1,100 views this summer.

Central Advising supports new domestic students in planning their courses through its popular online Course Planning 101.

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#### **Orientation and Transitions**

Familiarizing new students with KPU's values, community, and services through initiatives that support and engage students across their first year.

#### **Programs and Services**

- » New Student Orientation: KPU Welcomes You Online Orientation Moodle course
- » Mature Student Orientation
- » Welcome Week
- » KPU Kick-Off: A Campus Welcome Event
- » KPU Collective Peer Mentorship Program
- » Student Leadership Awards
- » Student Leadership Development Opportunities

#### **KPU Welcomes You Attendance:**

Fall: 1,100 » Spring: 350 » Summer: 140 **TOTAL: 1,590** 

230 new students attended KPU Kick-Off

New student to Orientation Leader ratio of 12:1

#### **Staffing**

- Manager
- 2 1 Coordinator
- 2 1 Events Specialist
- **1** Student Assistant

SASS 5 KPU Collective Peer Mentors

<u>&&&&&</u> &&&&& **100+** Student Volunteers

#### **Initiatives and Highlights**

- ✓ Hosted over 20 orientation events across five campuses.
- Collaborated with KPU partners to successfully recruit and train over 100 student volunteers.
- Oistributed 35 Student Leadership Awards to student leaders.

Working with the Orientation and Transitions office has been such a powerful community experience. Going from a first-year university student being shown the ropes by my peer leader to giving back to my community as a peer leader has helped me make so many connections and build the type of campus culture I want to see at my University."

Taylor Sayer | KPU Student

#### **Strategic Challenge**

Recruit and train skilled and motivated student leaders to support new student initiatives

Support the first-year experience of our increasingly diverse new student population with changing needs

Develop a seamless transition experience for all new students across our commuter-based, multi-campus, and multi-modal institution

#### **Strategic Response**

- » Enhanced student leadership training to include additional skill training and online components
- » Improved student involvement structure and support to reduce attrition
- » Expanded specific program offerings during orientation
- » Increased feedback avenues for better insight to new student needs
- » Increased virtual presence via Online Orientation and an updated website
- » Collaborated with key KPU partners to streamline communication and program involvement

#### **Student Awards and Financial Assistance**

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

#### **Programs and Services**

**Financial Assistance:** Administration and delivery of government grants, loans, and KPU's need-based bursary program.

**Scholarships and Awards Program:** Administration, coordination, and delivery of KPU and donor-partner-funded scholarships, awards, and bursary awards rewarding and recognizing students who excel in academics and community service.

- » Scholarships, awards and bursaries
- » Adult upgrading funding
- » KPU Bursary program
- » Part-time studies funding
- » Individualized financial planning
- » Emergency financial assistance
- » Work Study program

- » Funding for students with permanent/persistent or prolonged disabilities
- » Government loans and grants
- » Support for former youth-in-care
- » Support for Indigenous students
- » Administrative oversight of all internal and external student awards

#### Staffing

- A 1 Manager
- 2 1 Coordinator, Scholarship and Awards
- **888 4** Financial Aid Advisors
- **5** Financial Aid Assistants

The Student Awards and Financial Assistance (SAFA) office has truly been a blessing in my life. Words cannot express how grateful I am for the incredible support this team has given me as a KPU student, helping me financially during times when I was struggling, and allowing me to continue my studies peacefully without added stress. Without their support, I would not be where I am today. As I prepare to graduate next year, I will never forget those who helped me along the way — and SAFA is truly one of the greatest programs I've had the privilege to access at KPU."

Deena Nwea | KPU Student

#### **Strategic Challenge**

# Support the increased financial needs of students in a fluctuating economy

Serve diverse student populations with a wide range of needs

Enhance and transition the systems, programs and services that impact Student Award and Financial Assistance practices

#### **Strategic Response**

- » Secured an ongoing KPU Foundation endowment valued at approximetely \$800,000/yr
- » Created additional supports for traditionally marginalized, underrepresented or underserved student populations
- » Provided the team with the necessary resources and skills to effectively meet diverse needs
- » Encouraged professional development and cross-training
- » Updated the appropriate systems and processes that support SAFA's daily work

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- ✓ Disbursed \$42.198 million and \$3.056 million government loans and grants for full-time and part-time students.
- Awarded \$1.646 million in awards and scholarships to 1,137 students, 15% more value than the previous year.
- Disbursed \$2.437 million in bursary funding to 1,321 students.
- Administered and disbursed \$1.038 million to 1,172 international students.
- Disbursed \$140,000 to Work Study students.
- Disbursed \$994,000 in Nursing Tuition Grants to 482 students.
- Administered and distributed \$57,500 worth of grocery cards to single parents.
- ✓ Disbursed \$14,770 in KPU emergency bursaries and Indigenous emergency assistance.
- Disbursed \$825,420 in Entertainment Arts Awards.
- Conducted information sessions for the provincial tuition waiver program.
- Attended class visits with Trades students.
- Participated in KPU student initiatives such as Open Houses, New Student Orientation, various info sessions, and Thrive Month.
- Administered and disbursed \$322,166 department program awards to 121 students.

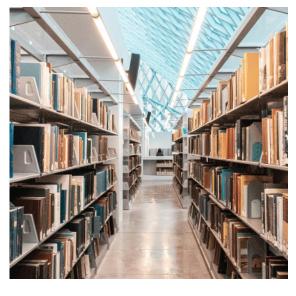
Phone inquiries **5,680** 

appointments

1,840

Scheduled

Financial Aid Advising



# **KPU Government Financial Assistance – Yearly Totals**

BC FULL TIME LOAN/GRANT \$42,198,146

BC PART TIME LOAN/GRANT \$3,056,072

FULL TIME/PART TIME BC DISABILITY GRANTS \$1,196,869

OUT OF PROVINCE FULL TIME LOAN/GRANT \$628,817

PROVINCIAL TUITION WAIVER \$708,549

ADULT UPGRADING GRANT \$239,913

#### **Student Finances Key to Academic Success**

Funding remains one of the biggest sources of stressors for students in post-secondary studies. While StudentAidBC data for the 2024-2025 program year saw a 15% increase in total disbursed loans and grants, unmet need has increased by 27% from \$6,973,830 in 2023-2024 to \$8,873,911 in 2024-2025, with the average unmet need per student up 13% from \$1,728.33 to \$1,959.35. Thus, KPU and our donor-partners must continue to come together to pool resources and find strategic and creative ways to help bridge the funding gap, thereby improving student retention and persistence and ultimately leading to student success.



# Student Rights and Responsibilities



Jennifer Jordan
Director, Student Rights
and Responsibilities

#### "Safer Campuses for Everyone" course

kpu.ca/ student-rightsresponsibilities/ safer-campusesfor-everyone Promoting a community of care and respect through education, empowerment, relationships and restorative practices.

#### **Programs and Services**

- » Addressing student non-academic misconduct and sexual violence and misconduct
- » Working alongside the KPU community to address student behaviours of concern
- » Understanding and communicating students' rights and responsibilities
- » Conflict engagement and resolution
- » Restorative dialogues and approaches
- » Mediation and coaching
- » Facilitating workshops and presentations on related topics
- » Maintaining an employee resource SharePoint page

#### **Staffing**

& 1 Director

**888** 3 Case Managers

#### **Strategic Challenge**

#### Increase awareness and understanding of enhanced services (e.g., anonymous reporting) and added education and training options in our sexual violence and misconduct (SVM) portfolio

Support students with an increased diversity and complexity of needs

Manage diverse expectations about our role and approach in addressing student behaviours

#### **Strategic Response**

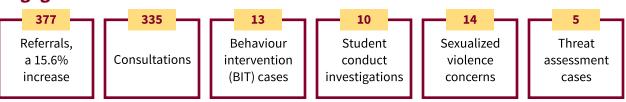
- » Promoted awareness of new video resources, housed on the sexual-misconduct webpage
- » Initiated a semesterly information campaign (e.g., Instagram posts and student emails) focusing on SVM-related topics
- » Continued to evolve case management approach in supporting students and the KPU community
- » Continued development and promotion of resources that inform a diverse community with diverse needs of how the our office can support
- Explored accessibility from various perspectives, including service delivery and supporting behavioural challenges, consulting as necessary

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- Held weekly drop-in sessions a chance for students to get to know the Case Managers and learn more about the services of the Student Rights and Responsibilities Office (SRRO).
- ✓ The Green Sheet gets its own 'card' on myKPU.
- Collaborated with HR to develop a relationship violence webpage with information and resources for both students and employees.
- ✔ Promoted four new video resources. The videos inform the KPU community on how to anonymously report sexualized violence (SV); how the SRRO supports those who disclose/report SV; the Safer Campuses for Everyone online Moodle course, and general safety on campus. The team interacted with approximately 50 100 students at each campus event.
- Spring 2025 launched the consultation process for updates to KPU's SR14 Sexual Violence and Misconduct Policy and related Procedures.
- Featured in The Runner and in the KPU employee newsletter.
- ✓ Jennifer Jordan was part of the working group that developed the Sexualized Violence Prevention Toolkit for the BC Government, launched by the Ministry in September 2024.
- Participated in New Student Orientations, new employee orientations, KPU Community Day, and Thrive Month.

#### **Engagements**



# Untapped Accessibility

# Case study: Building accessibility into service delivery at Kwantlen Polytechnic University

Accessibility in a post-secondary environment reaches beyond the classroom. Students need equitable access to events, career development, counselling services, and all the other crucial services that support their academic and personal success. Recently, the Untapped team finished a project with KPU on just that: expanding the accessibility of their Student Affairs service delivery practices.

We've been working together with KPU since 2023, starting right from our foundations of accessibility training and then narrowing in on accessible service delivery. KPU's Student Affairs worked with KPU's Office of Equity and Inclusive Communities (OEIC) to secure funding for this initiative.

#### We engaged with their team in three stages:

# 1. Foundations of accessibility and the Accessible BC Act training:

This 90-minute training was offered to the entire department and provided foundational accessibility information. The team learned about BC's accessibility legislation, inclusive language practices, and key models of disability. Starting here is important for gaining a consistent vocabulary and understanding of disability issues across teams. Speaking the same language when it comes to accessibility is key for unlocking collective responsibility.

# 2. Intro to Untapped's accessible service delivery framework training:

This 2-hour training was our first step in building understanding for the KPU team about how their services might look from the perspective of students with disabilities. We created custom scenarios for them and taught them how to break down their service activities using our framework.

#### 3. Co-designing a more accessible service flow session:

Finally, we brought the team together over the course of 4 total hours to co-design more accessible services. By activating the learning from previous trainings, teams were able to brainstorm more accessible service delivery options in real time.

#### **Our Accessible Client Services Framework**

Our accessible service delivery training is rooted in the understanding that to better meet the needs of our clients, we need to develop the skill of identifying barriers in our environments.

Historically, organizations have relied on people with disabilities to come forward, report the barriers they encounter, and then the organization may proceed in implementing an accommodation. But true accessibility is a collective responsibility and we need to train our brains to be looking for and anticipating the diverse needs of our communities.

Once KPU had completed that initial service delivery training, they were eager to put it into practice. They saw our framework as a tangible tool for not just understanding accessibility from a theoretical perspective, but also as a tool for making practical change to their policies and practices. Together, we then set out to host a co-design session between the Student Affairs division and Untapped. We settled on a 3-hour session that would only have a little bit of training from us, and mostly keep the time for breakout room discussions. The purpose was to give the KPU teams as much time together to apply what they had learned in previous trainings, to identify practical changes to the ways they offer services for students.

We approached the design of this session in three phases:

#### Phase one: Mapping existing service flows

For this session, we broke the division down into their smaller teams so that they could all unpack and re-design a service activity that was part of their daily workflow. To begin, we asked each manager to complete a short worksheet which called upon their learning from the previous trainings we did together. We asked them to consult their teams and identify the service activity they wanted to investigate during

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our co-design. Some teams looked at intake processes and others looked at events.

Once we received the completed service flow worksheets, the Untapped team moved the information into Miro and created the blank templates for their online whiteboard discussions. This process allowed the staff to show up on the

training day with materials ready to get their brainstorm juices flowing!

# Phase two: Training managers to facilitate team brainstorms

since the training was broken up by small teams within the department, each manager led their breakout groups through the activities. To make sure they were prepared to facilitate, we created a step-by-step facilitator guide and hosted a facilitator prep session two weeks before the all-staff training. There, the managers were able to refresh their knowledge about the framework and ask any questions.

The benefit of having managers lead these breakout sessions is that they, along with their teams, have all the expertise about the service delivery. If the breakout groups had been facilitated by a member of the Untapped team, we may have had to spend more time unpacking how the services worked before we could get into making the service work better. Instead, with this model they were able to jump right in.

#### Phase three: Running a co-design session

Once we got to the co-design day, everything was tidy and ready to go! We at Untapped had taken the completed pre-session worksheets and used them to populate Miro boards— our online whiteboard platform. Miro allowed us to have pre-constructed activities that were interactive not only for the manager facilitators, but the whole team. Since the white boards had been populated with their pre-session reflections, they were able to jump right into future visioning. In their breakout groups, teams worked through three iterative activities which built on one another throughout the session. By the end

of the session, teams had identified key barriers, strengths, and opportunities for improved accessibility in their services. They had planned for more flexibility in the ways that their services could be offered, and they were more prepared to describe the accessibility features of their services to students with disabilities.

Partnering with the team at Untapped has been incredibly rewarding. Their depth of expertise, combined with a genuine commitment to understanding and addressing our specific organizational needs, made a real difference. At every step, the team at Untapped were thoughtful, responsive, and solutions-focused, while also challenging us to think more deeply about how we support our students and helping us to become more skilled at identifying and addressing the barriers they face. I truly believe our collaboration was not only impactful but also a highly valuable use of our time.

Joshua Mitchell, AVP Student Affairs, KPU



The session was a great success. One unexpected benefit of having the managers guide the breakout sessions was that each one was able to operate in a way that matched their typical workflows. Some teams loved the ability for creative thinking and talking through the user experience. Other teams worked more independently and added their thoughts in writing to the board and then took time at the end to discuss the additions. It was amazing to see teams working in real time to identify, prevent, and remove barriers for students.

#### **Student-centered impact**

The most important outcome of this work is the increased capacity of to think and act accessibly. Our student affairs professionals are now more equipped to identify and remove barriers before they become problems. This shift from reactive to proactive design has the potential to transform how students experience support. This work also benefits the entire student population. Flexibility, clarity, and choice aren't just accessibility features; they're good design principles to serve all students.

# **Student Wellness**



Shalini Vanan
Director,
Student Wellness

## **Multi-Faith Centre**

Taking an interfaith approach to creating opportunities for the KPU community to connect, learn and engage in religious and secular dialogue.

#### **Programs and Services**

- » Multi-Faith Centre (MFC) Offices at KPU Surrey and Richmond
- » Annual UN World Interfaith Harmony Week event
- » Prayer and meditation spaces at all campuses
- » Community engagement sessions
- » Chaplain drop-in hours



Megan Matthews

Manager,

Student Health Promotion



Kevin Seymour

Manager,

Sport and Recreation

#### Staffing

**8888** 4 Volunteer Chaplains

#### **Initiatives and Highlights**

- A new Prayer and Meditation Space at KPU Tech located in Main 1121 opened March 2025.

  These spaces are available to KPU students and employees of all faiths and secular beliefs who wish to participate in worship, reflection and meditation and are available at all campuses.
- ✓ The MFC launched the weekly Sacred Stories: A Coffee & Conversation Series. These sessions invite students to engage the chaplains on a variety of topics touching on faith, culture, and spirituality.
- Hosted One Table, Many Beliefs table at International Focus Week, inviting dialogues on how culture, religion and beliefs intersect through sharing food with students.
- Celebrated UN Interfaith Harmony Week with chaplains hosting booths inviting students to write their thoughts, quotes, ideas, or an influential figure that resonated with their notion of peace.

#### **Major Campus Engagements**

8

Thrive Month, International Focus Week, UN Interfaith Harmony Week, Easter Display Community tabling sessions

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#### **Strategic Challenge**

Lack of awareness and engagement with the Multi-Faith Centre (MFC)

Foster a sense of belonging on campus and increase social connectedness

Consider intersecting identities in the MFC's role in the spiritual well-being of the KPU community

#### **Strategic Response**

- » Highlighted in a news feature, discussing the importance of the MFC and the programs and services offered
- » Participated in student-focused events such as New Student Orientation, Mental Health Fair, Welcome Back, and Thrive Month to raise awareness of the MFC
- » Worked with the Sikh Student Association and the KSA to host a Langar offering free vegetarian meals, in celebration of Vaisakhi Day
- » Celebrating Easter, hosted a booth asking students about their various perspectives on the faith and the meaning of the day
- » Participated in International Focus week, hosting events focusing on various cultures, food and beliefs

## **Sport and Recreation**

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

#### **Programs and Services**

- » Intramural sports, including volleyball, singles and doubles badminton, 3v3 basketball, 5v5 basketball, multi-sport and table tennis
- » Drop-in sports, including table tennis, badminton, volleyball, indoor cricket, basketball, pickle ball, dodge ball and futsal.
- » Tournaments, including dodge ball, futsal, table tennis, badminton, spike ball, and FC25 e-sports.
- » Personal training at KPU Surrey
- » Fitness centres at KPU Langley, Surrey, and Tech
- » Fitness classes at KPU Richmond and Surrey
- » Wellness in Action Program

#### **Participation Numbers**

254	Intramural participants
56	Tournaments
17,759	Drop-in gym visits

310 Fitness classes
9,484 Fitness centre visits
7 Wellness-in-Action participants

Being part of KPU's Sport and Recreation department has been one of the highlights of my student journey. The team's commitment to creating an active and engaging space for everyone is truly inspiring."

William Chauhan | KPU Student

#### **Strategic Challenge**

#### **Strategic Response**

 Provided leadership opportunities to students formally (e.g., employment and volunteering) and informally (e.g., sportspersonship program)

- » Developed sport-specific training for intramural leaders, departmental-specific training for student assistants
- » Implemented mandatory captains' meetings, sportsmanship programs and team captains' handbook for all leagues
- » Presented the KPU President's Sports and Recreation Endowed Award, recognizing students who exhibit leadership excellence through sport participation
- Increase student awareness about health and wellness resources across KPU

Build and foster student leadership

- » Provided informative resources such as fitness consultations, tabling, and workshops (such as introductory workshops to the Surrey Fitness Centre with a personal trainer)
- » Participated in tabling events (e.g., Mental Health Fair) to promote the department across all campuses
- » Collaborated with other departments (e.g., Faculty of Arts) to encourage first-time usage of sport and recreation programs and facilities

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St	trategic Challenge	Strategic Response
	move barriers and increase access equity deserving groups	<ul> <li>Enhanced support for KPUstudents and staff by providing access to clean gym attire, hair ties, fitness accessories, towels and lockers</li> <li>Offered KPU students a specialty rate for personal training services and an introduction to fitness centre workshop</li> <li>Emphasized the recreational nature of KPU sport leagues through a restructure that included an alumni cap, tiered leagues and tournaments, and format changes</li> </ul>
	prove infrastructure and stainability	<ul> <li>Transitioned from paper towels to reusable microfiber cloths for equipment cleaning in the Surrey Fitness Centre</li> <li>Added spray bottle holders, mat hangers, and reconfigured spaces to be more user friendly and maximize floor space</li> <li>Added accessories and equipment at KPU such as an</li> </ul>

- ✓ Partnered with BCIT and SFU for the second-annual intramural Intercampus Cup. Champions from each school competed in indoor soccer, volleyball, basketball and badminton to crown inter-campus champions. The KPU Dance Club also performed a half time performance.
- As part of KPU Accessibility Week, Sport and Recreation hosted a 'Tai Chi for All' workshop.
- Ran our first ever Indoor Cricket intramurals.
- ✓ Collaborated with Student Health Promotion to host the 5th Annual National Health and Fitness Day, encouraging students to get active in unconventional ways and promoting the benefits of active lifestyles.
- Personal training at KPU Surrey saw its highest ever level of participation.
- Created and hired Recreation Program Assistants, an auxiliary role supporting evening supervision and program delivery.

#### **Staffing**

enhance the student experience

3 **1** Manager

elliptical, weight belts, foam rollers and medicine balls to

& 2 Coordinators

<u>&&&&&&</u> &&&&&& **24** Student Assistants

2 Q Q

**3** Fitness Instructors

<u>&</u>&

2 Personal Trainers

<u>&&&</u>

**3** Rec Program Assistants



#### **Student Health Promotion**

We take a proactive approach on campus to support student health and well-being.

#### **Programs and Services**

- » Peer-led programming, including Peer Wellness and Pride Peer Leaders
- » University-wide events including Nutrition Month, Thrive Month, Student Mental Health Fair, and National Health and Fitness Day
- » Health education and awareness, including substance use resource development and naloxone training opportunities

# Staffing

🙎 🚺 Manager

**2** Coordinators

<u>&&&&</u> &&&& 8 Student Assistants

**7** Peer Wellness Volunteers

Joining Student Health Promotion as a Peer Wellness Volunteer was a turning point in my journey at KPU. What started as a small step out of my comfort zone became a space where I found belonging, confidence, and purpose. The team's warmth and dedication to student well-being continue to inspire me to give back and grow both personally and professionally."

Bhavni Rampal | KPU Student

#### **Strategic Challenge**

#### The Government of BC released Overdose Prevention and Response Guidelines for Post-Secondary institutions in response to the toxic drug crisis

KPU students are continuing to experience high levels of food insecurity

Low levels of student belonging, inclusion and a lack of social connection across campuses

#### **Strategic Response**

- » Collaborated with external health authorities and local organizations to offer hands-on substance use awareness and naloxone training to students across KPU campuses
- » Developed a substance use harm and overdose prevention webpage for students to seek information
- » Created print resources that were distributed to KPU students across the year through Orientation and other outreach events
- » Alleviated challenges that students face while being food insecure, including a month-long Nutrition Month campaign that saw a free grab-and-go lunch on different campuses, nutrition education workshops, and grocery store tours with registered dietitians
- » Through peer-to-peer social connection opportunities and resource referral, KPU students can find like-minded community and support
- » Expanded the Pride Peer Program to include more on-campus events, including the first annual drag show, weekly movie and crafting socials, and larger monthly events, that foster connection and inclusivity

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- ✓ Hosted the first-ever student-led drag show at KPU in November 2024 titled *Polly's Technicolour Drag Show*. KPU students were both the stars and backbone of the show, with 6 performers, 3 MCs, and 2 stagehands. More than 50 tickets were distributed, with KPU students, staff, and faculty in attendance.
- ✓ The second annual Nutrition Month campaign throughout March 2025 provided free lunch to KPU students across all five campuses consisting of sandwiches and apples! There were also opportunities for skill development through nutrition education workshops and grocery store tours around topics like budgeting, meal planning and making healthy food choices.
- Collaborated with Tailgate Toolkit BC to host a naloxone workshop specifically for KPU students studying in the trades.

  Approximately 30 students at KPU Tech participated in a hands-on training on how to reverse a drug poisoning and received resources about mental health and substance use in the trades industry.
- During National Indigenous History Month in May, we collaborated with Nihkhah, a local Indigenous company, which hosted five workshops across KPU campuses. Each session focused on the deep connection between food and Indigenous culture, and attendees were able to taste Bannock & go home with local Indigenous products.

3,500	students received a free breakfast
	during Nutrition Month Grab and Go

**1,407** student visits to the Surrey Pride Space, a **50**% increase from last year

students attended nutrition workshops and grocery store tours

**27%** increase in Peer Wellness Instagram engagement with posts reaching **51,434** viewers, and surpassing **1,000** followers!

Engaged with **550** students through substance use outreach discussions and naloxone training sessions.



## kpu.ca/student-affairs

#### **KPU Civic Plaza**

13485 Central Ave Surrey, BC

#### **KPU Langley**

20901 Langley Bypass Langley, BC

#### **KPU Richmond**

8771 Lansdowne Rd Richmond, BC

#### **KPU Surrey**

12666 72 Ave Surrey, BC

#### **KPU Tech**

5500 180 St Surrey, BC