



Student Affairs Annual Report



2022/2023 | September 2022—August 2023



KWANTLEN
POLYTECHNIC
UNIVERSITY



As ever, the 2022-2023 academic year was busy. It was also, however, a period where the Student Affairs Division took important steps to advance its capacity for student support, and our capacity for helping to advance the priorities of equity, diversity, inclusion and decolonization.

Our work in Student Affairs has never been more important. There is a growing understanding that students can succeed academically only when

their **basic needs** are being met. Students continue to be impacted by a range of local and global factors with those from marginalized communities disproportionately at risk. As a university routed in principles of accessibility, our ability to facilitate timely connection to student supports that promote overall wellbeing and engagement is in sharp focus.

2022-2023 saw a concerted focus on student awareness of, and access to, services and supports through communication campaigns and the physical relocation of some departments. The division also secured space at Civic Plaza allowing us to sustain a regular presence and programming there. Divisional capacity related to student wellness was enhanced with the development of a Student Wellness portfolio. Policy work was a priority with a review of KPU's accommodation policies for students with disabilities and the development of student awards policy underway and alongside contributions to KPU's inaugural Accessibility Plan.

This period also saw important partnerships with colleagues in the Office of Indigenous Leadership, the Office of Equity and Inclusive Communities, the Office of the Provost, and the Information Technology department. These partnerships resulted in the creation of a new Indigenous counsellor position, supporting the development of new 2SLGBTQIA+ awareness training for KPU, the launch of the Pride Peer Program, and the procurement of the Ellucian Advise CRM platform.

There is much to celebrate. I offer my sincere thanks for the tireless effort of the faculty, staff and volunteers working across Student Affairs, and the collaborative approach and leadership from the Office of the VP, Students. I look forward to ongoing dialogue with colleagues across KPU as we move forward.

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 xwməθkwəy̓əm (Musqueam), qí cə y̓ (Katzie), SEMYOME (Semiahmoo), scə wəθən (Tsawwassen), qiqéyt (Qayqayt), and kwikwəł̓əm (Kwikwetlem), and with the lands of the qw̓ a:n̓ł̓ ǎ̓ n̓ (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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When you see this icon please click to view the video.



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

Accessibility Services

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



Gagan Hyare
Manager, Accessibility Services



VIEW VIDEO










Programs and Services

- » Encourage students to self-identify and let us know about the barriers they are experiencing or anticipating.
- » Work with students to collect information about their experiences, educational or medical reports, and goals.
- » Create individualized accommodation plans with students.
- » Collaborate with faculty and staff to develop accommodations, strategies, and solutions.
- » Help students and faculty put accommodations in place and offer support with disability-related funding.
- » Monitor progress and stay connected to make sure students' accommodations are working and make changes if they are still experiencing barriers.

STAFFING

-  **1** Director
-  **1** Manager

-  **3** Learning Specialist Faculty
-   **4** Accessibility Advisors
-    

Strategic Challenge

Developing clarity for, and promoting, a social model of disability at KPU.

Finding meaningful ways to promote diversity, inclusion, equity, and justice in the KPU community.

Creating more awareness across the KPU community about who we are and what services we provide.

Connecting and collaborating with instructional faculty and other service departments.

Aligning KPU policies and procedures with new legislation and current best practices.

Evolving department practices and knowledge base with an aim for continual improvement.

Strategic Response

➤ Implemented a marketing strategy for our services that incorporates an understanding of the social model of disability, conveying with clarity what the KPU community can expect from us and ways to access services.

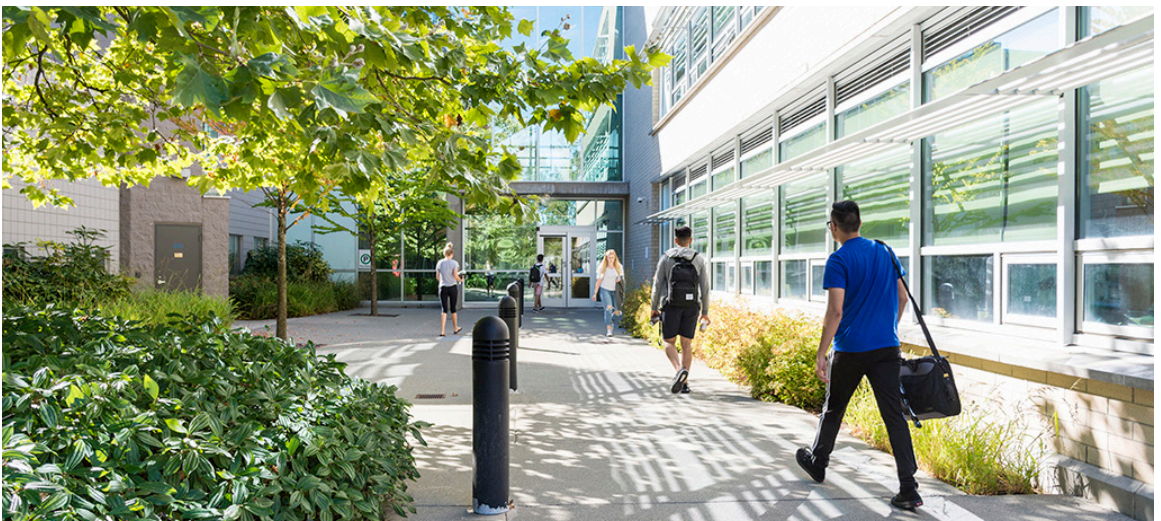
➤ Engaged with working groups, committees, and departments to collaboratively develop protocols and guidelines for services and practices that reflect the needs of students and the university.

➤ Supported the onboarding of new faculty and staff at KPU to better their understanding and utilization of the services we facilitate by presenting to KPU faculty departments and at employee orientation events.

➤ Sought out university activities and events where we can connect directly with the greater KPU community to highlight department commitments and efforts.

➤ Helped the KPU community understand accessibility and what the legal requirements are through policy development and consultation.

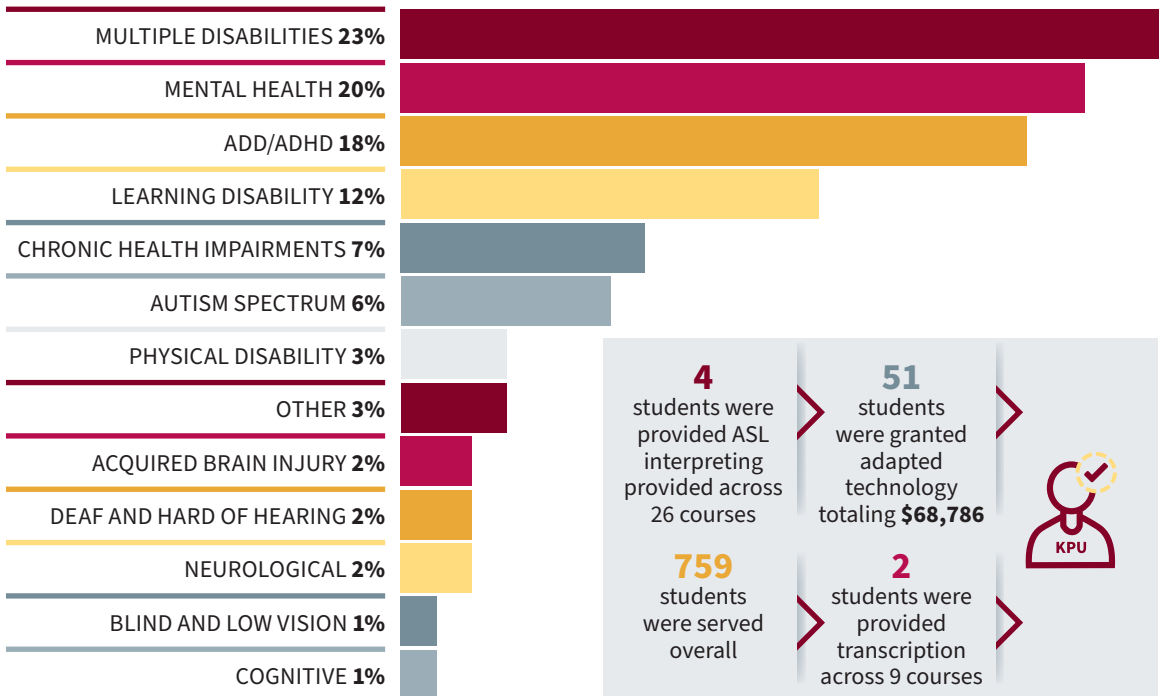
➤ Prioritized service improvement and best practices through professional development, team collaboration processes, and resource revisions.



Initiatives and Highlights

- ✓ Engaged in team professional development with a series of four half-day workshops on neurodivergent diagnoses and educational barriers (ADHD/ASD).
- ✓ Updated **Policy ST14** – Services for Students with Disabilities and developed an associated Procedure. This is now in the final consultation phase.
- ✓ Facilitated U-Pass BC exemptions for students with disabilities whose physical or cognitive barriers cannot be accommodated by the U-Pass BC program.
- ✓ Maintained representation on the Faculty of Educational Support and Development (FESD) faculty council, Senate Standing Committee on University Budget, Accessibility and Inclusion Community of Practice, CACUSS, and the President’s Diversity and Equity Committee (PDEC).
- ✓ Served as a key party in the development of **KPU’s Accessibility Plan**.
- ✓ Participated in the **KPU Wild Spaces** interdisciplinary teaching and learning hub.
- ✓ Participated in the Faculty of Arts Research and Scholarly Mentorship Awards Committee, Academic and Career Preparation and Student Services Committee, and Faculty Professional Development Committee.

Students Served by Category



Assessment and Testing Services

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



Catherine Siermacheski
Manager, Assessment
and Testing Services



Programs and Services

- » Assessment and Testing (ATS) offers both on-campus and virtual admissions testing for domestic and international prospective students.
- » Coordinate with students and accessibility advisors to ensure a universally accessible testing environment for students using assistive technology.
- » Collaborate with faculty to provide seamless exam accommodation for students.
- » Schedule and facilitate make-up exams due to illness or absence.
- » Invigilate distance education exams for students studying remotely.
- » Provide service to local communities by facilitating and hosting a secure testing environment for corporate licensure and certification exams.
- » Support newcomers in our community by providing a secure exam environment for requisite English proficiency exams for citizenship and employment.

STAFFING



1 Manager



1 Sr. Assessment
Coordinator and Scheduler



7 Testing
Administrators



7 On-call Auxiliary
Invigilators



1 ATS Support Assistant

Strategic Challenge

Finding suitable testing spaces for accommodated exams.

Supporting the diversification of KPU's recruitment strategy with creative approaches to admissions testing.

Continuing to support blended learning with those attending KPU outside of our region poses technological challenges for access exams.

Maintaining relationships with our community partners as they rely on us more than ever due to space shortages which we must negotiate without impacting service for KPU students. In particular, IRCC backlogs create an ongoing need for timely English Proficiency exams for Canadian citizenship.

Strategic Response

› Equipped the Surrey testing centre with two distraction-reduced “pods” to facilitate access exams requiring low noise, adjustable light, and personal space.

› Maintained a virtual “testing centre” which allows us to provide secure remote admissions testing to applicants outside of our region and internationally.

› Continued to work with Assistive Technology BC, care aides, parents, and students to ensure the provision of adaptive technology for remote students requiring accommodations.

› Remained connected and supportive of our community partners. By leveraging our Civic Plaza and recently expanded Richmond testing centres and analyzing trends for scheduling, we have continued to serve our communities with professionals able to complete upgrading and certification exams to maintain employment and up-to-date safe work practices without detracting from our students.

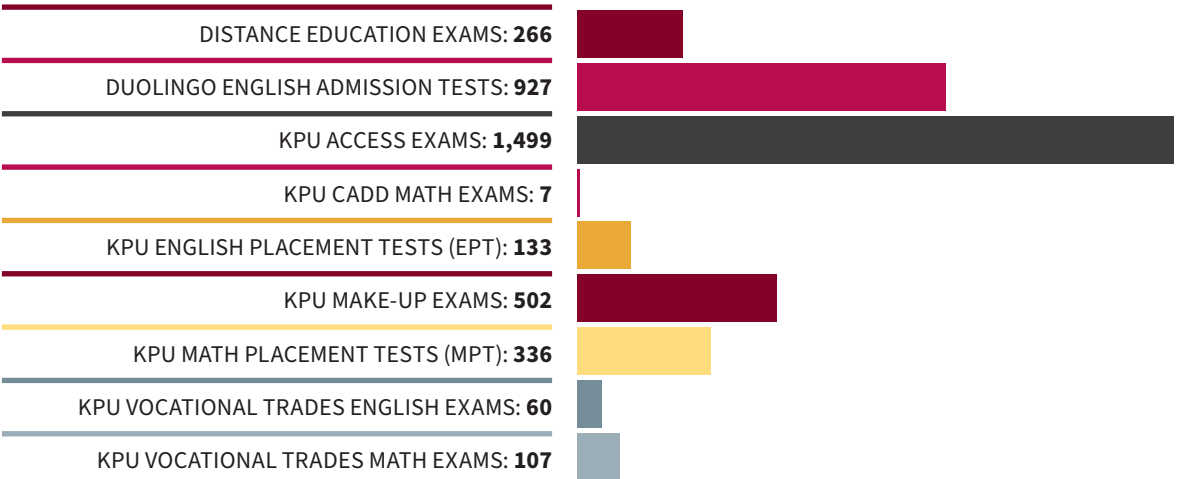
Initiatives and Highlights

- ✓ Refined and maintained remote and on-campus exam support for prospective and current students.
- ✓ Collaborated with English faculty to launch the Accuplacer English assessment, a centralized platform for English admissions testing serving both domestic and international students.
- ✓ Moved to a new location at KPU Richmond, facilitating a computerized testing lab as well as a larger Access exam room. The move also allowed the separation of the busy front-line support desk from the testing centre resulting in fewer testing disruptions.

- ✓ Held another successful warm clothing drive to support Atira Women’s Resource Society in Surrey. A group from “Chicks with Sticks” knitted and donated dozens of warm and colourful toques, and a faculty member’s mother donated beautiful hand-knitted toques. Combined with other donations, the team sorted and delivered 29 boxes of clothing and other supplies to support the Society.

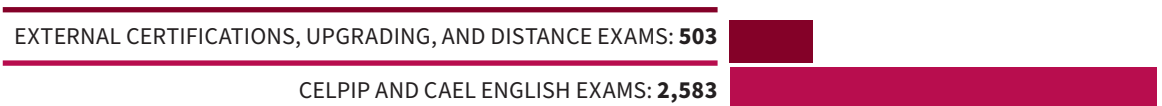
Service to KPU Students

ATS experienced a steady increase in internal testing requests until the pandemic, after which we observed a decrease in demand as faculty offered alternate, mostly remote assignments. As we returned to campus in our hybrid model, overall demand for testing is again increasing.



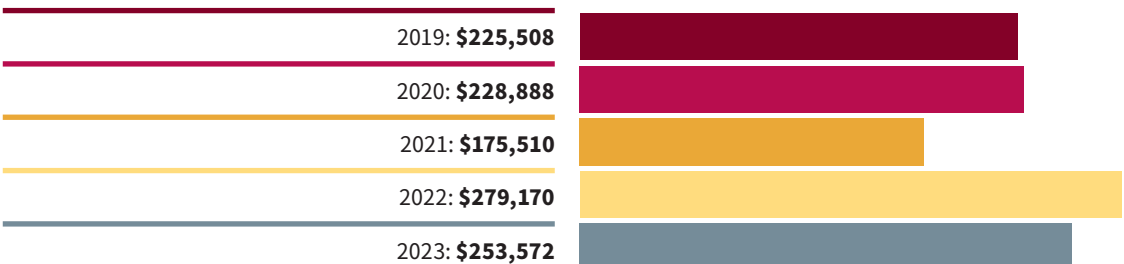
Service to Community Partners

Although the focus of ATS is service for KPU students, we recognize the need to support community members. During the pandemic, we remained open for licensure, certification, and other needed exams for citizenship and continued employment which cultivated a positive reputation in our communities and demonstrated that KPU is a reliable partner in facilitating these critical exams.



ATS Revenue Over 5 Years

Over the past three years, ATS 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.



Career Development



Julia Denker
Director, Career Development Centre

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

Programs and Services

- » Co-operative education
- » Work-Study program
- » Career advising
- » Job/career readiness and employability skills workshops
- » Job/career and volunteer hiring fairs
- » Job board postings
- » Mock interviews
- » Resume review
- » Volunteer training
- » Employer information sessions/panels

STAFFING

-  **1** Director
-  **1** Manager
-  **2** Coordinators
-  **1** Employer Relations Strategist

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

Initiatives and Highlights

- ✔ Reintroduced in-person hiring fairs post-pandemic at KPU Richmond and Surrey.
- ✔ Finalized the Pathways career development program for first-year students, now ready for beta testing.
- ✔ Initiated monthly wage subsidy info sessions to highlight funding for student work-integrated learning opportunities and bolster employer recruitment.
- ✔ Designed and conducted employer surveys to solicit feedback for insight-led improvement initiatives and enriched employer engagement and relations.
- ✔ Completed the Ministry-funded co-op and work-integrated learning (COWIL) project, “A Seat at the Table: Expanding Co-op WIL Opportunities for Underrepresented Students and Programs.”
- ✔ Enhanced marketing efforts to introduce co-op to students earlier resulting in a significant increase in co-op applications and acceptance rates.
- ✔ Collaborated with faculty members to expand credit limits for co-op degree programs from 75 to 90, increasing opportunities for more students to gain work experience before graduation.
- ✔ Launched the Co-op Student Success Stories Contest, inspiring greater student engagement in co-op programs.

Strategic Challenge

Finding new ways to engage students who have limited or no on-campus exposure to the Centre, and adapting career development, planning and exploration in dynamic labour markets which have seen fundamental shifts post-pandemic.

Strengthening the visibility and awareness of the current iteration of the Centre, which is still commonly referred to as the “Co-op Office.”

Continuing to explore, develop and implement new opportunities and partnerships to foster a respectful, culturally safe and supportive environment for Indigenous learners and community partners in alignment with Student Affairs’ commitment to Indigenization.

Strategic Response

- › Engaged KPU students with career preparedness learning through individualized and group learning activities and events.
- › Developed an expanded cache of general/customized career preparation workshops, videos, and other specialized resources.
- › Developed a survey tool to collect baseline student information at the first point of contact with the Centre to identify and address gaps with outreach, timely intervention, and targeted programming.
- › Built and invested in strong relationships with key industry, community, volunteer, and KPU partners.
- › Developed strategic presentations that promote hiring KPU students.
- › Cultivated job development strategy in alignment with KPU programs and evolving industry needs.
- › Developed opportunities to connect to KPU alumni employers.
- › Participated in continuous learning opportunities provided by KPU, Student Affairs and external resources.
- › Customized career preparation/development workshops and resources to better serve our Indigenous students.
- › Built meaningful, sustainable relationships with Indigenous and Indigenous-engaged employers.



Learn more about **Career Day** and **Get Ready! Get Hired!**

Career Development Services

HIRING FAIRS ATTENDANCE

Get Ready! Get Hired! Job & Volunteer Fair

47 EMPLOYERS **268** STUDENTS

Trades & Tech Career Fair

24 EMPLOYERS **216** STUDENTS

Career Day

45 EMPLOYERS **450** STUDENTS

CAREER PREPARATION ACTIVITIES

- » **3,733** NEW JOBS POSTED ON **career connection**
- » **590** RESUMES REVIEWED
- » **333** CAREER ADVISING APPOINTMENTS
- » **10** EMPLOYABILITY SKILLS WEBINARS WITH **260** STUDENT ATTENDEES
- » **2** INDUSTRY PANELS WITH **94** STUDENT ATTENDEES

VOLUNTEER SERVICES

- » **473** KPU STUDENT VOLUNTEER PARTICIPANTS
- » **359** KPU STUDENT VOLUNTEER APPLICATIONS
- » **160** CAREER ADVISING APPOINTMENTS

Employer Relations

EMPLOYER ENGAGEMENT

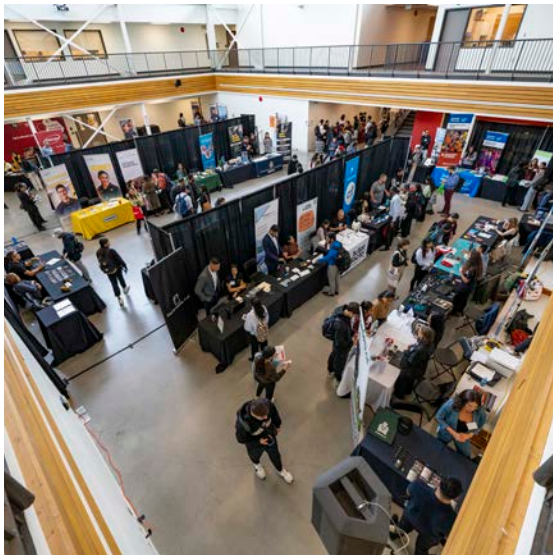
- » **8** MONTHLY CO-OP INFORMATION SESSIONS WITH **184** EMPLOYER ATTENDEES
- » **5** MONTHLY WAGE SUBSIDY INFORMATION SESSIONS WITH **148** EMPLOYER ATTENDEES
- » **114** INDIVIDUAL EMPLOYER INFORMATION MEETINGS

EMPLOYER SURVEY FEEDBACK

81% OF EMPLOYERS VERY OR MOSTLY SATISFIED USING CAREER CONNECTION

MINISTRY-FUNDED COWIL PROJECT

- » INDIGENOUS STUDENT FOCUS GROUP WITH **8** INDIGENOUS-IDENTIFYING STUDENTS REGISTERED AND **4** PARTICIPANTS
- » **4** PROMOTIONAL EMPLOYER RECRUITMENT E-BLASTS SENT TO LOCAL CHAMBERS OF COMMERCE



Co-operative Education

STUDENT ENGAGEMENT

- » RSVPS FOR CO-OP INFO SESSIONS **+80%** TO **617** STUDENTS WITH ATTENDANCE INCREASING BY **+50%**
- » CO-OP APPLICATIONS INCREASED BY **+46%** WITH ACCEPTANCE RATES RISING BY **+22%**
- » COOP 1101 ENROLMENT INCREASED BY **+20%**

STUDENT CONTEST

- » COLLECTED A COMBINED **20** WRITTEN AND RECORDED CO-OP STUDENT TESTIMONIALS FOR PROMOTIONAL PURPOSES

Central Academic Advising



Theresa Voorsluys
Manager, Central Academic Advising

We empower students in program exploration, navigation, and planning for success.



Programs and Services

- » Support new and current students in navigating program/course decisions and accessing resources, policies, and procedures.
- » Help students to transition to post-secondary studies using a developmental approach.
- » Partner with students to create individualized plans, enabling them to achieve their educational, personal, and professional goals.
- » Collaborate across KPU with Faculties and service areas to proactively support students in their academic journey.
- » Advocate for changes to policy, processes, and programming when they are impeding student success.

Which advisor should I see?

There are different advising teams at KPU to assist students as they progress toward graduation.



STAFFING

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

Strategic Challenge

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

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

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

Strategic Response

> Procured Ellucian CRM Advise to improve the efficiency and effectiveness of advising resources.

> Innovated around proactive new student transition programming and resources to establish advisors as trusted partners before students experience challenges.

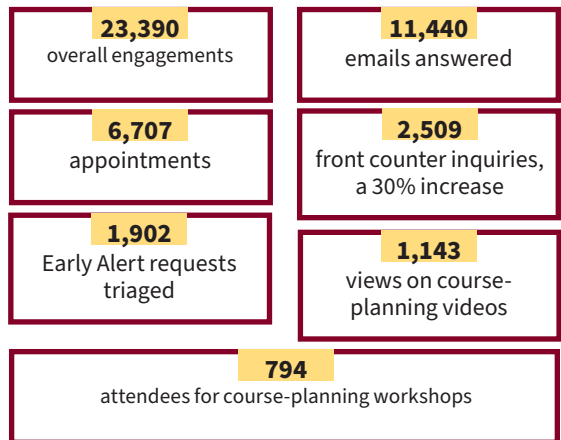
> Refined what Central Academic Advising does and where the boundaries of service are relative to other advising and service areas so that our key partners can make appropriate referrals.

> Prioritized our professional development and reviewed current and updated models in academic advising.

> Referenced **KPU's Pathway to Systemic Transformation** in reviewing our services to ensure that we are contributing to a safe and inclusive space for all students.

Initiatives and Highlights

- ✔ Expanded high school student transition support through course planning workshops for Arts, Design, Business, and Science students following a vigorous communication campaign.
- ✔ Offered specific workshops for select limited intake programs: ENTA, LGLA, and Engineering.
- ✔ Initiated the implementation of the Ellucian CRM Advise platform for all advising teams which will introduce new features to help advisors reach students in need.
- ✔ Saw increasing numbers of students returning to in-person services via drop-ins and appointments while maintaining the option of remote service.
- ✔ Launched the **Head Start program** which includes tie-ins to The Learning Centre's transition program and access to courses with additional support.



8,774 phone calls triaged by Counselling and Advising Assistants across Accessibility Services, Central Academic Advising, and Counselling Services.



What our students say



AUBREY CLARITO

Q: How did you come to study at KPU?

A: KPU had always been my first choice when I was looking for a post-secondary institution because of its location and reputable hands-on approach in its curriculum

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

A: I am taking up Health Science and I hope to use the theories and practical skills I have learned to pursue medicine.

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

A: Thinking of my experiences here so far, I am incredibly grateful to this institution and the people in it for being such a positive influence on my career and personal growth. All the opportunities that came my way have become pivotal to who I am today.

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

A: Outside of my classes, I volunteered with the Peer Wellness program from its inauguration until I was promoted as the Peer Wellness Leader. I'm currently serving my role in the team to lead volunteers and work with other KPU students and staff to encourage social connections and a livelier experience for students. A have seen a

great impact in the simple things we do, such as connecting with fellow students and helping them better equip themselves with their overall health and wellness.

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

A: I am extremely grateful to KPU services such as Student Health Promotions, the financial support that is offered through SAFA, as well as the Academic Advising department for their overall program guidance. There's so much more to mention because almost every KPU service has helped me at different times towards my goals in life and in my studies. I found that the more I actively looked into these available services, the more that I became confident towards finishing my degree with a well-rounded mindset.

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

A: Joining the Peer Wellness Team changed my life in university because it really got me involved in the community, and I have thrived through the social connections and sense of purpose I have gained by volunteering with them. Our coordinator gives us many training opportunities and educates us about all of the KPU services/supports available so that, in return, we can help our fellow students by passing off that knowledge.

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

A: My advice for future students at KPU is to never shy away from any opportunity

that may arise, both for your future career or personal growth. Actively seek out the things that interest you and get involved in the community because that's where you form meaningful connections and relationships that can widen your perspective on life.

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

A: I have learned that having a social aspect of university life is just as valuable as the academic side of it. Having events to look forward to, volunteer opportunities available, and being able to work on campus have made me feel a true sense of belongingness, which became a great source of energy to both help others out and to keep myself motivated.



GURSIMRAT GILL

Q: How did you come to study at KPU?

A: As a kid I used to pass by KPU Surrey Campus to get to my

school, so I knew about KPU before I even figured out what university is all about. Later, in high-school, I felt that being a quiet person, a small class size would probably be better for me. I was right about that.

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

A: I graduated from BBA Accounting with the Co-op option. My goal is to challenge myself every day to learn new things at my workplace. Along with this I will be working on my CPA to further grow in my career.

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

A: KPU really provided me with a well-rounded experience inside and outside of the classroom. I met professors who challenged me beyond my limits, and as a result, I hope to stay connected to KPU as an alumni in the future.

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

A: I had the opportunity to serve as the VP and President of both the KPU Social Enterprise Club and the Accounting Students of Kwantlen, respectively. I also served as an Orientation Leader on the O-Team where I welcomed new students to KPU. Additionally, I was an active member of KPU's Case Competition Team having represented KPU at multiple competitions throughout Canada. My coaches helped me realize that I have good public speaking skills and can convey my ideas in a user-friendly way.

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

A: The Career Development Centre played a big role in solidifying my decision to pursue accounting. Accounting can be a dry subject to study and I was rather nervous thinking I may not have what it takes to be successful. However, having completed three co-op terms, I was able to see various roles that I could take on after graduating. As a result, I felt a lot more confident in my last couple of years at KPU.

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

A: I love sharing my story about how I first got involved in case competitions. I accidentally submitted an application form and was then asked to submit a video about why I would be a good fit to represent KPU at a competition the following month. I then hesitantly sent in my 90-second video, and I was surprised to have been selected! Afterwards, my coach praised my presentation skills and I decided to actively be involved in the program. Funny how things work out sometimes!

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

A: I would highly recommend students to get involved in extracurriculars during their time at KPU. Please don't self-reject without giving yourself a shot at the opportunities that present themselves to you. Be proactive and talk to professors, students, the Career Centre, and the Kwantlen Student Association about ways you can get involved.

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

A: There were times when I questioned my abilities, but I kept going and surprised myself with how resilient I can be. That's also what life is all about in my opinion, facing challenges head-on and appreciating all the memories we've been able to make as part of the journey.



KARAMVEER RAI

Q: How did you come to study at KPU?

A: I began at KPU shortly after high school, after hearing from others that it was a great university to attend.

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

A: I am graduating with a Bachelor of Arts in Criminology. After graduating I hope to enroll in the Parole Officer program at the JIBC.

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

A: I reminisce on my time at KPU and the friends and colleagues I have made on this journey. I also remember all the professors who made my time at KPU wonderful, which was a big part of my success here.

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

A: I worked at the Sport and Recreation department and volunteered as an Orientation Leader. These experiences helped me to connect with other students at KPU and taught me how to work as part of a team.

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

A: The Sport and Recreation department helped immensely by providing a place to relieve stress and get to know other students. Alongside this, the counselling that KPU provides also helped me to get

through difficult times, which I was always be grateful for.

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

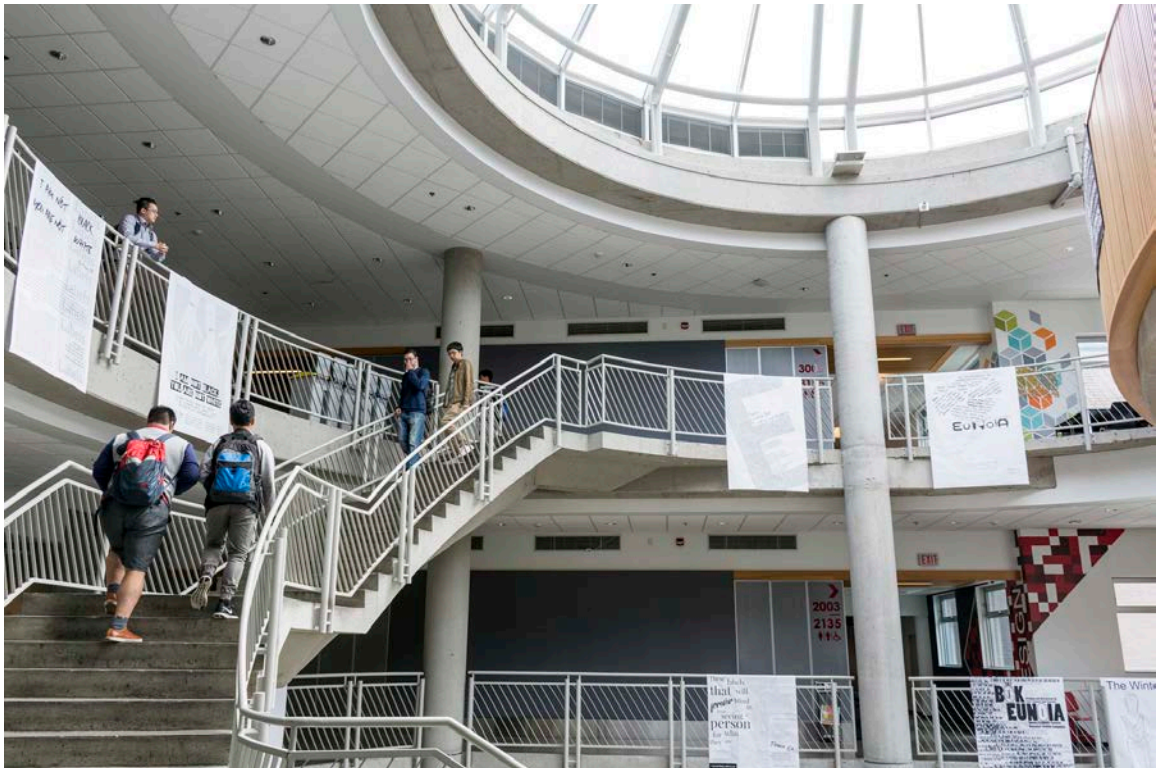
A: During different courses, there would be opportunities to go into the field and gain real world experience. One of these experiences was a trip to the Surrey courts, where we were able to watch real trials. This immensely helped as it was related to my field of Criminology.

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

A: I would recommend finding friends or classmates that you get along with and stick with them through your studies. Being at university student can get lonely, and having a good support system is essential. You never know when a chat with a friend can ease the burden you may feel.

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

A: I learned so much about myself as a student at KPU. I learned how to manage my time and emotional bandwidth and establish boundaries for myself to get through my studies. I also learned how to work with different kinds of people, and how to understand different perspectives. I grew a lot at KPU, and this growth was very important in shaping the person I am today.



Counselling Services



Lynda Beveridge
Director, Counselling and
Accessibility Services

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




Programs and Services

- » Short-term individual and group counselling for common concerns such as:
 - Academic-related issues (e.g., motivation, perfectionism, interpersonal communication, self-discipline)
 - Mood or self-esteem (e.g., depression, anxiety, social anxiety, self-destructive behaviours)
 - Relationship issues (e.g., conflicts, communication, break-ups, assertiveness, family concerns)
 - Identity (e.g., 2SLGBTQIA+, coming out, sense of self, sense of purpose)
 - Adjustment (e.g., dealing with transitions, new life circumstances)
 - Grief and loss
 - Trauma
 - Sexual assault
- » Referrals to specialized help
- » Consultations with KPU departments and service areas

3,239 CLINICAL HOURS SCHEDULED INCLUDING:

- » **2,601** INDIVIDUAL COUNSELLING SESSIONS
- » **450** HOURS ASSOCIATED WITH SPECIAL DEPARTMENT OR KPU PROJECTS OR COMMITTEES
- » **168** HOURS OF OUTREACH TO CLASSES, DEPARTMENTS, AND EXTERNAL CONSULTATIONS
- » **116** EARLY ALERTS RESPONDED TO
- » **67** HOURS OF PSYCHOEDUCATIONAL GROUP SESSIONS (3 GROUPS, 4-8 SESSIONS EACH)

STAFFING

-  **1** Director
-  **8** Counsellors
-  **1** Counselling Master's Practicum Student

➔ **No-shows and late cancellations** equaled **15%** (512 hours) of total scheduled appointments. This is slightly higher than the previous year's **12%**. The mix of in-person and virtual counselling services is believed to be a reason why missed appointments are lower compared to pre-pandemic where this number was as high as **35-40%**.

TELUS Health Student Support App

- » Rebranded from keep.meSAFE
- » Free 24/7, 365 service to KPU students
- » Real-time chat or phone
- » Diverse languages and cultures represented by service providers
- » Available to KPU students even when outside of Canada



Strategic Challenge

Enhancing and evolving department practices.

Reaching out to KPU students and community members to increase awareness and utilization.

Promoting diversity, inclusion, equity, and justice both in department practices and in alliance with other Student Affairs and KPU initiatives.

Strategic Response

➤ Continued to refine and develop protocols and guidelines for services and practice while engaging in ways to support the onboarding of new faculty and staff, increasing their awareness, understanding, and utilization of our services.

➤ Actioned a marketing strategy that conveys with clarity what the KPU students and broader community can expect from us.

➤ Worked to prioritize specific groups within the student population for specialized services/ outreach, in consultation with other Student Affairs departments and the broader KPU community, including engaging in proactive mental health promotion and adhering to our primary mandate of providing counselling to students.

➤ Engaged in reflexive practices to identify ways to integrate anti-racism and anti-oppressive approaches in departmental processes and with clinical strategies.

Initiatives and Highlights

- ✔ Enhanced our hybrid model of service offering both in-person and virtual sessions year-round.
- ✔ Provided three psychoeducational groups: Mindfulness, In-It-Together (focused on resiliency), and Snack and Chat (drop-in for international students).
- ✔ Hired KPU's first full-time permanent Indigenous counsellor.
- ✔ Initiated an anti-racism sub-committee to review the KPU Anti-Racism Task Force's recommendations and move department practices forward with enhanced attunement to social justice and anti-oppressive approaches.
- ✔ Implemented a strategy to encourage BIPOC professionals to apply for counsellor positions which saw the hire of four new self-identified BIPOC counsellors.
- ✔ Participated on KPU's Student Mental Health Strategy development committee.
- ✔ Supervised a master's practicum student (counsellor-in-training) who in turn provided over 200 hours of additional counselling to KPU students.
- ✔ Provided virtual and in-person outreach on campuses including presentations to students and faculty departments.
- ✔ Participated in four half-day departmental professional development events on neurodivergent diagnoses (ADHD/ASD) and implications for practice.
- ✔ Member of faculty council for the Faculty of Educational Support and Development (FESD), Senate Standing Committee on Policy, and Faculty Disability Rehabilitation Committee.

Multi-Faith Centre

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

Programs and Services

The Multi-Faith Centre (MFC) consists of faith-based and secular volunteers from external organizations who support the KPU community facilitating services and activities such as:

- » On-campus prayer and meditation spaces
- » Annual **UN World Interfaith Harmony Week** event
- » “Stress Busters” exam-time workshops
- » Community engagement sessions
- » Chaplain drop-in hours

Strategic Challenge

Lacking awareness and engagement with the Multi-Faith Centre. Students are still largely unaware of the MFC and the roles of the chaplains and may be reluctant to engage as they are often connected to their community faith groups.

Fostering a sense of belonging on campus. Students do not have sufficient on-campus cultural/faith-based events that they can participate in. Student faith and secular clubs were largely disbanded as a result of the pandemic.

Considering Indigenization and decolonization, social justice, equity, diversity and inclusion efforts on campus as part of the MFC’s role in the spiritual well-being of the KPU community. We must find ways to consider intersecting identities, such as incorporating Indigenous ways of knowing and being in support of a more holistic approach to spiritual wellness.

Strategic Response

› Increased on-campus presence via tabling, drop-in hours and engagement with student clubs to raise the visibility and awareness of the MFC services.

› Attended and participated in larger student-focused events such as First Year Festival, Welcome Back, and Thrive Month to bring awareness to the MFC and its role at KPU.

› Developed engaging programming and incorporated cultural events to foster social connection and a sense of belonging on campus.

› Supported the reinvigoration of student clubs like the Secular Student Alliance, Kwantlen Christian Fellowship, and Muslim Student Association and supported the formation of a Sikh Student Society.


› Collaborated with Indigenous Student Services to provide a more fulsome and inclusive spiritual offering that includes Indigenous perspectives.

› Collaborated with KPU International to provide more on-campus cultural activities.

Initiatives and Highlights

- ✔ Hosted an MFC social at KPU Surrey as part of Thrive Month. Students dropped by to view the various faith and secular displays and engaged with the MFC chaplains.
- ✔ Celebrated UN Interfaith Harmony Day with a two-hour session at KPU Surrey and Richmond where chaplains posed the question, “What are your expectations of Spiritual and Secular (non-religious) leadership today?”
- ✔ Broke up exam tensions with Stress Busters sessions during exam week at KPU Richmond and Surrey where students could unwind, participate in activities, and enjoy refreshments and snacks.
- ✔ Relocated the KPU Surrey MFC office to Cedar 1035. Branding was also been added to the exterior of the space to identify it and increase awareness of the MFC. Student engagement with the office has increased since the relocation and branding.

STAFFING

 4 Volunteer Chaplains

3

Major campus engagements

- » Thrive Month
- » UN Interfaith Harmony Week
- » Stress Busters

7

Community awareness tabling sessions hosted



Orientation and Transitions



Paula Broderick
Manager, Student Engagement,
Orientation, and Transitions

We familiarize new students with KPU's values, expectations, community, and services through the delivery of initiatives that support and engage students throughout their first year.

Programs and Services

NEW-STUDENT ORIENTATION INITIATIVES

- » KPU Welcomes You
- » Online orientation Moodle course
- » Mature student orientation
- » First-year Festival
- » Kickstart: Family Orientation
- » KPU Collective first-year peer mentorship program
- » Student Leadership Awards
- » Orientation Leaders (O-Team)



Initiatives and Highlights

- ✔ Hosted some of the largest in-person orientation events to date.
- ✔ Realized the benefits of Eventbrite to streamline registration for professional, accurate, and efficient event registration and check-in.
- ✔ Hosted a Student Leadership Awards celebration to recognize KPU students.

Student Leadership Awards

- 225** applications
- 35** Student Leadership Awards recipients
- 304** hours volunteered per recipient on average
- 10,600** total hours volunteered by recipients
- 1** Future Alumni Award recipient

STAFFING

-  **1** Manager
-  **1** Coordinator
-  **1** Events Specialist
-  **6** Student Assistants
-  **10** KPU Collective Peer Mentors
-  **150+** Student Volunteers



Strategic Challenge

Supporting all first-year students and their increasingly diverse needs through their transition.

Developing an ecosystem that supports students' sense of belonging across our commuter-based, multi-campus, and multi-modal institution.

Improving quality and increasing scope in a sustainable way to ensure organizational resilience while meeting the needs of a growing base of new students.

Strategic Response

- › Collaborated with KPU International to revamp Online Orientation.
- › Expanded orientation programming by offering KPU Welcomes You at KPU Civic Plaza.
- › Collaborated with KPU International to revamp the online orientation Moodle course.
- › Reviewed the student life cycle of first-year students to identify gaps.
- › Increased online connections via online orientation and social media.
- › Incorporated team-based activities in new-student orientation.
- › Collaborated with campus partners to streamline logistics and strengthen communication for Orientation and Transition events.
- › Partnered with Central Academic Advising on Kickstart Family Orientation.
- › Implemented Eventbrite as a registration/ check-in system for service area activities.

Participants in New Student Orientation Initiatives

» **3,284** **KPU Welcomes You** attendees (53%) new students

- Fall 2022: **1,463** (44% of new students)
- Spring 2023: **1,137** (63% of new students)
- Summer 2023: **684** (66% of new students)

» **3,664** **Online Orientation**

- Fall 2022: **2,018**
- Spring 2023: **1,095**
- Summer 2023: **553**

Participants in Kickstart

» Employee calling campaign:

877 calls to welcome new students

» Family Orientation: **579** attendees

» Likelihood of recommending Kickstart: **80%**

Orientation Outcomes



Likelihood of getting involved at KPU

Before Orientation: 15% After Orientation: 69%



Likelihood of seeking help at KPU

Before Orientation: 38% After Orientation: 62%



Likelihood of recommending Orientation: **92%**

KPU Collective

Fall 2022

Spring 2023

Mentees **181**

Mentees **440**

Volunteer Mentors **7**

Paid Mentors **10**

681

TOTAL
MENTEES

kpu.ca/orientation/kpu-collective



KPU Welcomes You:
**Celebrating
20 years
of student
orientation**

It's a new year, a new semester, and a brand-new experience for hundreds of students who are entering post-secondary for the first time. While it's all new to the first-year students, this year marks the 20th anniversary of KPU's student orientation program: KPU Welcomes You.

“Orientation is special because it's the one time per term we have an opportunity to bring the campus together to welcome new students to our



Now we've come to understand that it actually takes about a full year before students actually feel comfortable navigating all the processes here, whether they're local high school students or international students coming to Canada for the first time."

— Paula Broderick,
KPU's Manager of Student Engagement and Leadership

community. KPU has done a great job adapting to the changing needs of students over the years to deliver successful programming," says Aran Armutlu, Interim Manager, Student Engagement and Leadership.

Student orientation isn't anything new for KPU, with articles announcing the free service for students dating back at least to 1989 in *Kwantlen Inside*, the college's official newsletter at the time.

The orientation program began to take on its current form, with multiple orientations per year, in 2003.

Kurt Penner, psychology instructor at KPU, was the second person to fill the role of First-Year Experience Coordinator for KPU Welcomes You back in 2004. He was filling in for Deborah McNamara who had gone on maternity leave and had held the position since its inception in 2003. Penner stayed involved with student orientation for the next 10 years.

"At that time the faculty position focused

mostly on growing orientation programming and coordinating/delivering first-year seminar, University 1100, courses," says Penner. "Our goals included facilitating student leadership development, along with encouraging the launch and growth of student clubs."

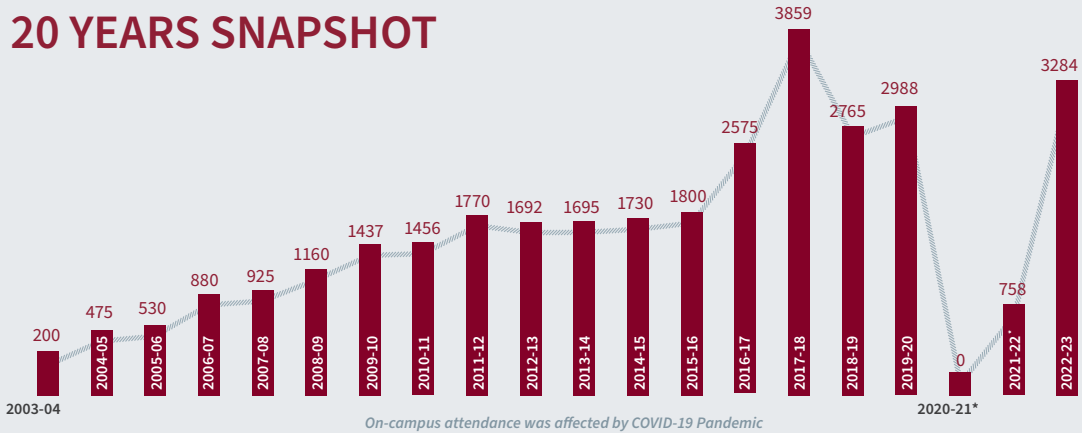
Orientation continued to grow and evolve under the leadership and guidance of Penner and the current Academic Advising Manager at KPU, Theresa Voorsluys. She was involved with the orientation program from 2004 to 2014.

"We wanted orientation to be exciting and meaningful for students," says Voorsluys.

"Meeting your peers, and the community who can assist you is part of surviving and thriving as a student. But just as importantly, students need to feel like they are a part of something and that they belong here."

Thanks to the support of staff, faculty, and most importantly student volunteers and leaders, the program continued to evolve and grow. And then the COVID-19 pandemic arrived in 2020.

KPU on-campus orientation attendance: 20 YEARS SNAPSHOT



Before the pandemic, student orientation was focused on preparing students for their first six weeks of classes and was delivered in an intense eight-hour session. The disruption of in-person events caused by the pandemic provided an opportunity to re-evaluate and revise KPU Welcomes You based on student feedback.

Some of the adjustments coming out of the pandemic were cutting down the on-campus orientation to only two hours, while simultaneously extending orientation well beyond the start of classes.

“Now we’ve come to understand that it actually takes about a full year before students actually feel comfortable navigating all the processes here, whether they’re local high school students or international students coming to Canada for the first time,” says Paula Broderick, KPU’s Manager of Student Engagement and Leadership. “Right now, orientation basically starts the moment that they are officially KPU students and runs to the end of their first semester.”

There are currently three core mentorship programs running as part of KPU Welcomes You: international peer mentorship, run by KPU International; KPU Collective, a parallel program for domestic students; and Indigenous Orientation run by Indigenous Student Services.

The Spring 2024 orientation had almost 1,000 new students attend, the Fall 2023 orientation had

almost twice as many. 100 student leaders and 75 staff volunteers stepped up to make orientation a success across all of KPU’s campuses in January.

The Department of Student Affairs would like to thank everyone who has volunteered their time to make KPU Welcomes You successful. Orientation would not be possible without the tremendous help from departments across campus including, Facilities, KPU International, IT, and KPU’s security teams.

“What a great accomplishment for the KPU community to support the evolution of New Student Orientation over the years,” says Lisa Higashi, Director, Student Success at KPU. “I want to thank everyone involved that helped make these large, complex initiatives happen. First-year programming is pivotal for student success and I look forward to the future of new student orientation programming.”

For their contributions to growing and evolving KPU Welcomes You, Higashi would like to specifically thank the Orientation and Transition teams over the years including, Theresa Voorsluys, Paula Broderick, Kurt Penner, Shannon Blakely, Stephanie Broad, Laura Arneson, Sean Bindra, Jessica Liang, Amy Yiu, Michelle Ikoma, Aran Armutlu, Mark Hurrell, Candy Ho, and the student assistants.

Sport and Recreation

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



Shalini Vanan
Director, Student Wellness



[VIEW VIDEO](#)



Programs and Services Offered

- » Intramural program (badminton, basketball, indoor soccer, and volleyball)
- » Drop-in sports (badminton, basketball, ping pong, volleyball)
- » Tournaments (dodgeball, ping pong)
- » eSports
- » Fitness centre (KPU Langley, Surrey, and Tech)
- » Fitness classes (KPU Langley, Richmond, and Surrey)
- » Wellness-in-Action Program

STAFFING

-  **1** Manager
-  **2** Coordinators
-  **24** Student Assistants
-  **5** Fitness Instructors
-  **1** Basketball Referee

Strategic Challenge

Promoting health and wellness across KPU by illustrating how physical wellness plays an instrumental part in the overall health and wellness of students, and how sports participation provides an outlet for social connection and fosters a sense of belonging.

Increasing student engagement and leadership development opportunities so students can cultivate skillsets that will prepare them for the future.

Ensuring access for equity-deserving groups with facilities that are safe and welcoming to all, including historically marginalized groups such as 2SLGBTQIA+, Indigenous, and students with disabilities.

Strategic Response

› Increased physical activity amongst the KPU community through awareness, education and addressing sedentary behaviour with quality resources such as workshops and asynchronous programming.

› Emphasized the recreational nature of KPU sports leagues through a restructuring, including an alumni cap, tiered leagues, and format changes (e.g., 3-on-3 basketball).

› Developed sports leadership training for intramural leaders and introduced captain's meetings for the various sports leagues.

› Enhanced on-campus programming to include a variety of fitness classes (e.g., kickboxing), eSport events/tournaments, and other recreational programs.

› Updated intramural and front desk training to include Cultural Humility and 2SLGBTQIA+ Awareness training, and ensured all employees complete the Indigenous Awareness modules.

› Explored hosting specific events for equity-deserving groups such as 2SLGBTQIA+-specific drop-in gym sessions.





Initiatives and Highlights

- ✔ NATIONAL HEALTH & FITNESS DAY
- ✔ Collaborated with Student Health Promotion and Active KSA to host KPU's third-annual National Fitness Day at KPU Surrey and Tech. This event encourages students to get active in unconventional ways and promote the benefits of an active lifestyle.
- ✔ Continued intramural leagues with strong engagement, seeing approximately 350 participants across 3 leagues – indoor soccer, badminton, and basketball.
- ✔ Relunched kickboxing as a specialty fitness class with each offering seeing increased interest.
- ✔ Continued the Wellness-in-Action program with Counselling Services. This mental health initiative utilizes psychotherapy and exercise to support students experiencing moderate depression and anxiety.

Participation Numbers

- » **347** Intramural participants
- » **23,159** Drop-in gym visits
- » **30** Tournaments
- » **406** Fitness classes
- » **28** E-sports participants
- » **10,857** Fitness centre visits
- » **7** Wellness-in-Action participants

Student Awards and Financial Assistance



Naomi Stuart
Manager, Student Awards
and Financial Assistance

We support student success by reducing financial barriers and recognizing student achievements.

STAFFING

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

Programs and Services Offered

- » KPU and external awards and scholarships
- » Adult upgrading funding
- » Bursary programs
- » Part-time studies funding
- » Individualized financial planning
- » Emergency financial assistance
- » Work-Study program
- » Funding for students with disabilities
- » Government loans and grants
- » Financial aid student advising and workshops
 - Targeted support for Former Youth-in-Care
 - Targeted support for Indigenous students

Initiatives and Highlights

- ✓ Disbursed \$23,982,951 in government loans and grants.
- ✓ Disbursed over \$2,726,181 in Bursary funding to 1,360 students.
- ✓ Awarded over \$2,690,925 in awards and scholarships to 1,270 students.
- ✓ Administered and disbursed \$859,967 to 1,500 international students.
- ✓ Disbursed \$120,000 to work-study students.
- ✓ Disbursed \$51,119 in combined KPU emergency bursaries and Indigenous emergency assistance fund.
- ✓ Facilitated an expanded Provincial tuition waiver program and a \$3,500 Learning for Futures Grant for Former Youth-in-Care.



Have you heard about SEEF?

The **Student Educational Enhancement Fund** provides KPU students with up to **\$500 to support** experiential learning outside of the classroom.

Strategic Challenge

Responding to significant unmet student financial need.

Servicing diverse student populations and unique needs.

Enhancing the student experience by celebrating student contributions and achievements.

Raising the profile of Student Awards and Financial Assistance (SAFA) and expanding our reach to students.

Strategic Response

› Collaborated with KPU Advancement with ongoing advocacy for increased financial support for students through endowments.

› Supported students through 1-on-1 advising and relevant workshops, such as dedicated advisors for Former Youth-in-Care and Indigenous students.

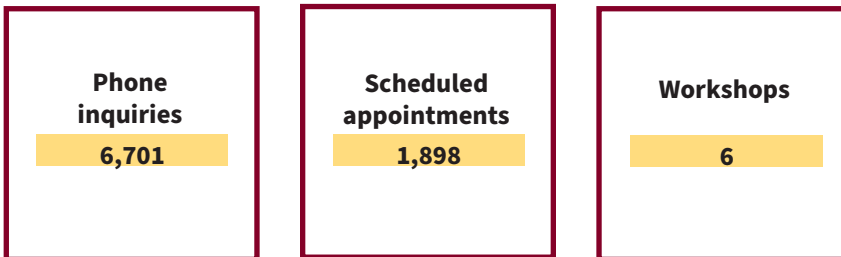
› Developed a KPU policy to ensure fair and equitable administration of student awards.

› Launched a new SAFA website that responds to what students tell us they need most.

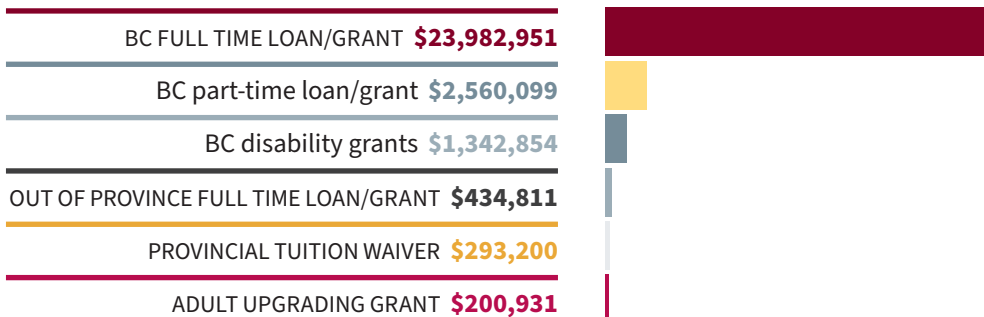
› Moved to a new central location at KPU Surrey that is more accessible to students.

› Participated in KPU student initiatives such as Open Houses, New-student Orientation, various info sessions, Thrive Month, and classroom visits at KPU Tech.

Financial Aid Advising



KPU Government Financial Assistance – Yearly Totals



Student Health Promotion



Megan Matthews
Manager, Student Health
Promotion

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

Programs and Services Offered

- » Peer-led programming, including Peer Wellness, Peer Resilience, and Pride Peers.
- » KPU-wide wellness events such as the Student Mental Health Fair, Thrive Month, and National Health and Fitness Day.
- » Resource development such as the creation of a comprehensive **student health and wellness webpage**.

Strategic Challenge

Ongoing reports of few opportunities for peer social connection on campus and low levels of campus engagement. This negatively impacts student's overall health and well-being. The lack of belonging is exacerbated when considering those with intersecting identities and equity-deserving groups, such as 2SLGBTQIA+ students, Indigenous students, and students with disabilities.

Ongoing challenges impacting students' mental and emotional well-being. Students do not always have the necessary skills to cope with these challenges or seek help for issues like stress management, anxiety, and depression. We have limited health data from our student population to identify priorities, compounded by KPU's lack of dedicated student health centers for access to information, which makes this challenge much more difficult to address.

Strategic Response

» Expanded peer programming to increase student engagement and address health and wellness issues faced by students. Peer programming, such as Peer Wellness and Peer Resilience, focuses on increasing health and wellness literacy and awareness, developing resilience and coping skills, providing resource referrals and navigation, and supporting the development of social connections on campus. The establishment of the Pride Peers pilot program aims to address exacerbated issues of belonging and safety faced by 2SLGBTQIA+ students at KPU.

» Increased depth in the Student Health Promotion department has allowed for greater collaboration with internal and external campus partners to support capacity building and identify wellness priorities for KPU students. It has also enabled the department to continue developing resources that address wellness gaps and coordinate KPU-wide events on multiple campuses to support students' mental and emotional well-being.

Initiatives and Highlights

- ✔ Launched the Pride Peer Program: 2SLGBTQIA+ students at KPU experience systemic barriers in and outside the classroom. This peer-led program focuses on offering social support and mentorship to 2SLGBTQIA+ students, provides resource navigation and referral, and advocates for enhanced equity, diversity, inclusion and social justice at KPU.
- ✔ Hosted 9 Peer Resilience Leaders-led workshops at KPU Richmond and Surrey. The workshops provided KPU students with tips on how to improve their health and wellness with activities and discussions focused on becoming more resilient students. Workshop topics included: happiness, mindfulness, gratitude, healthy lifestyle behaviours, social connection, and nature.
- ✔ Created a Student Health Promotion service area webpage as a resource for KPU students, staff, and faculty to learn about our programs, services, and events.
- ✔ Collaborated across KPU and with the Kwantlen Student Association (KSA) to host KPU's inaugural Student Mental Health Fair. Students who attended learned about the mental health resources available to them, found ways to get involved on campus, and participated in opportunities to make new friends.
- ✔ Hosted KPU's third annual National Health and Fitness Day with Sport and Recreation and Active KSA at KPU Surrey.



STAFFING

-  **1** Manager
-  **1** Coordinator
-  **7** Student Assistants
-  **4** Peer Wellness Volunteers





kpu.campuswell.ca

- » **15** Peer-led social events
- » **19** Resource navigation sessions
- » **35** Peer Resilience workshop attendees
 - **93%** of attendees would recommend the Peer Resilience workshop to a friend
- » **55%** Follower growth on Instagram
- » **11** Instagram Live sessions
- » **182** Average views per session
- » **19,000+** engagements on the CampusWell platform



Student Rights and Responsibilities



Jennifer Jordan

Director, Student Rights and Responsibilities Office

We promote a community of care and respect through education, empowerment, relationships and restorative practices.

Programs and Services Offered

- » Student non-academic misconduct and sexual violence and misconduct, per KPU policy
- » Addressing student behaviours of concern
- » Understanding and communicating students' rights and responsibilities
- » Conflict engagement and resolution
- » Restorative dialogues and approaches
- » Mediation and coaching
- » Oversight of kpu.ca/sexual-misconduct
- » Maintaining an employee resources **SharePoint page**
- » **Facilitating workshops and presentations** on related topics



Strategic Challenge

There is a significant increase in students expressing and experiencing mental health challenges that disrupt the learning environment at KPU.

Balancing being student-centric with upholding community standards.

Meaningfully working towards truth and reconciliation within our scope and mandate.

Managing expectations of a diverse community with diverse needs in how the Student Rights and Responsibilities Office (SRRO) administers policies ST7 and SR14.

The SRRO must maintain currency in three heavy topic areas: student conduct, sexual violence and misconduct, and students displaying behaviours of concern balanced all while balancing team and self-care to mitigate potential burnout.

Strategic Response

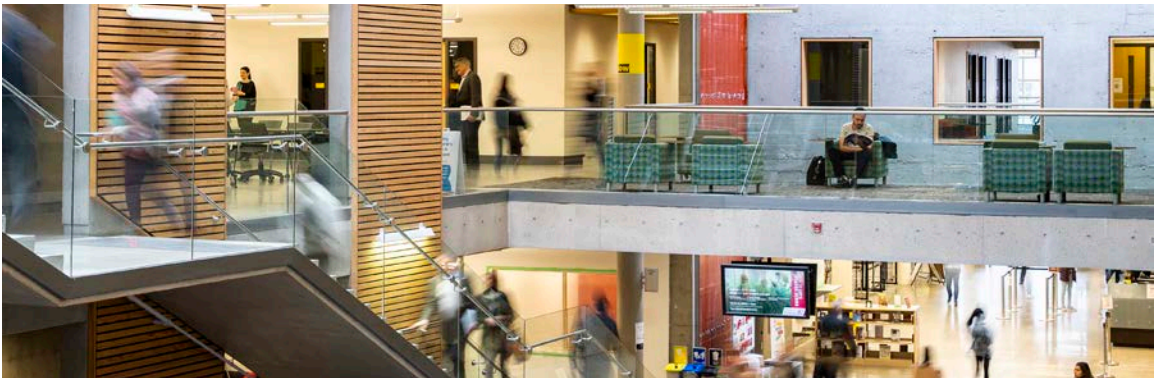
› Employed a case management approach with students referred to the SRRO, and will seek to expand technological capacity by fully leveraging the Symplicity Advocate platform.

› Addressed information reported to our office on a case-by-case basis; balancing rights and responsibilities, understanding that being student-centric means we meet students where they are and guide the intervention by the needs identified by the student.

› Committed to continuous unlearning and relearning by actively participating in professional development and learning about Indigenous Peoples and histories, and engaging in continuous learning opportunities provided by KPU, Student Affairs, and external resources.

› Employed varied ways to communicate to and educate the KPU community, not only in what services the SRRO offers but in how we approach our work to better manage expectations of how the SRRO supports students.

- › Continued to articulate and promote what working relationally means:
- 1 seeing the whole person;
 - 2 taking a holistic, person-centered approach to situations referred to our office;
 - 3 taking time to personally connect with individuals who reach out to our office for support (employees and students).
- › Continued to support team and self-care.





VIEW VIDEO



Initiatives and Highlights

- ✓ Participated in Thrive Month.
- ✓ Hired a third Liaison.
- ✓ Launched the **Safer Campuses for Everyone** online course.
- ✓ Participated in KPU's inaugural Community Day event.

STAFFING



1 Director



3 Liaisons

Statistics

- » **311** Referrals (26% increase)
- » **250** Consultations
- » **14** Student conduct investigations
- » **27** Behaviour intervention (BIT) cases
- » **11** Threat assessment cases
- » **9** Sexualized violence concerns



KKPU



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