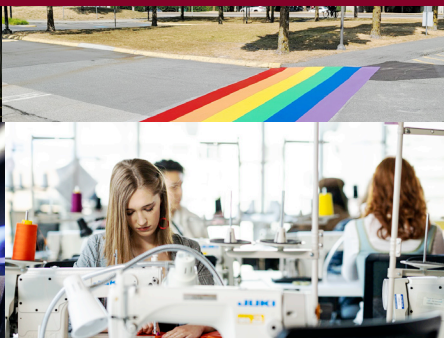
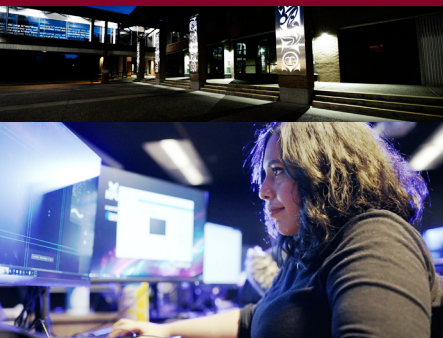




Student Affairs Annual Report



2023/2024 | September 2023—August 2024



KWANTLEN
POLYTECHNIC
UNIVERSITY



2023/24 was another incredibly busy and innovative year in Student Affairs where we continued to advance programming in support of student success, health and well-being, belonging and inclusion. A major initiative was the initial implementation of the Ellucian CRM Advise platform in the spring. This is a significant investment in advising infrastructure being deployed across KPU. Phase two of this project

is currently underway and focuses on early alerts and new student communication tools. Student Affairs has also been active on the policy front, with the approval of KPU's first-ever student awards policy in addition to important policy updates for student conduct and for academic accommodations for students with disabilities.

Health and wellness programming has further expanded and extended our reach. In its eighth year, the annual Thrive Month program, featuring health and wellness resource fairs, workshops and related activities, saw its highest level of programming and participation in the fall. Our inaugural Nutrition Month provided important student outreach across March including a daily grab-and-go breakfast program reaching over 3,000 students, and a \$500,000 KPU Food Security Grant program providing direct financial support to 2,400 students. In partnership with KPU's Office of Indigeneity, 2023/24 marked the inaugural year of KPU's Indigenous Counsellor position, enhancing support for Indigenous students. Additionally, in partnership with KPU's Pride Society and the Office of Equity and Inclusive Communities, the Pride Peers program was launched providing peer support for KPU's 2SLGBTQIA+ student community.

Looking ahead, we remain committed to advancing our divisional priorities and aligning with KPU's strategic and academic plans. In Student Affairs, we engage in regular discussions that inform service planning and help us adapt to an exciting if ever-changing higher education landscape. Key to our planning and to supporting students effectively is engagement with students and colleagues from across KPU. To that end, as always, I look forward to ongoing dialogue with our campus communities about how we can work together to support students best.

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 xwməθkwayə m (Musqueam), qí cə y̓ (Katzie), SEMYOME (Semiahmoo), scə waθən (Tsawwassen), qiqéyt (Qayqayt), and kwikwəłə m (Kwikwetlem), and with the lands of the qw̓ a:nł̓ ə 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.

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



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


Overseeing and coordinating divisional administration, communications, events, finance, human resources, and operations practice and procedures.


Student Affairs 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 for last six months:

 **INSTAGRAM**
@KPUSocialAffairs
Followers **1,422**
Avg reach/post: **363**
Avg reach/story: **215**

 **TWITTER (X)**
@KPUSocials
Followers **1,696**
Avg engagement/post: **1.4**
Avg impressions/post: **53**

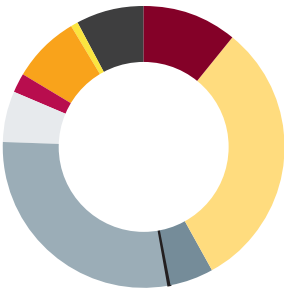
 **FACEBOOK**
@KPU Student Affairs
Followers **384**
Avg reach/post: **10**

Student Affairs Info Kiosk Engagement Booth


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.


Info Kiosk Queries


- 62 International
- 178 SES
- 28 Library
- 2 Bookstore
- 161 Classroom
- 34 KSA and Shuttle
- 13 Parking
- 44 General directions
- 4 Shipping and receiving
- 44 Other





Staffing

 **1** Associate Vice President

 **1** Divisional Business Manager

 **1** Coordinator, Communications and Events

 **2** Administrative Assistants

 **2** Student Assistants

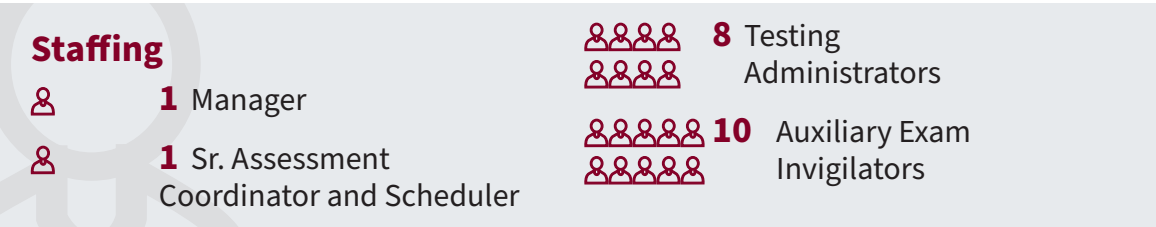
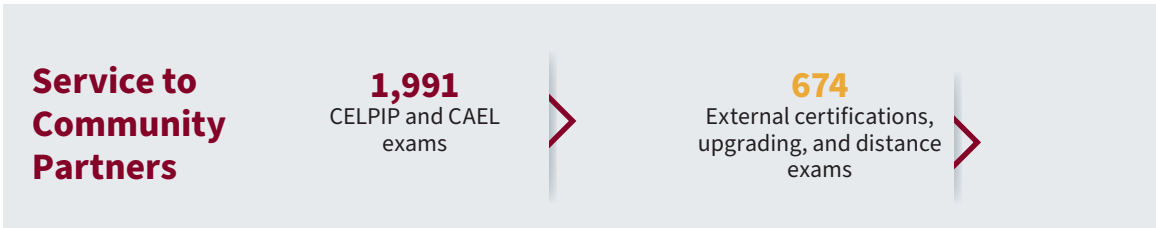
Assessment and Testing Services

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, including:
 - Trades exams • Vocational exams • Admissions testing • Remote and distance testing
- » Testing for contracted external clients and other post-secondary institutions

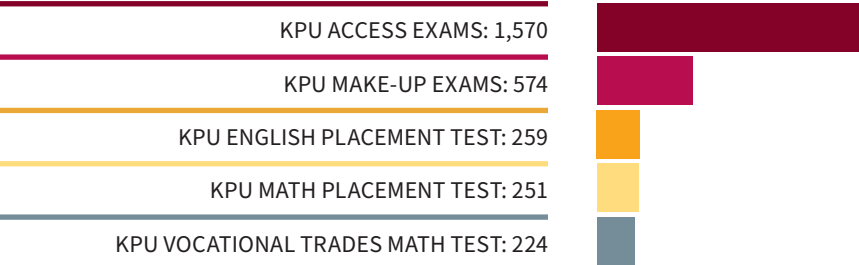
Strategic Challenge	Strategic Response
Maintain consistent testing services on all KPU campuses to meet students' diverse needs	> Extended staffing hours to keep testing centres open from 8 am to 10 pm, Monday to Saturday
Improve and clarify the process for instructors to upload tests	> Supported instructors by inputting results and resolving issues in real-time > Refined internal policies and procedures
Continue to understand evolving student needs in testing environments	> Instituted an “environment of caring,” including intuitive and patient staff who maintain in-depth knowledge of all testing procedures and systems



Initiatives and Highlights

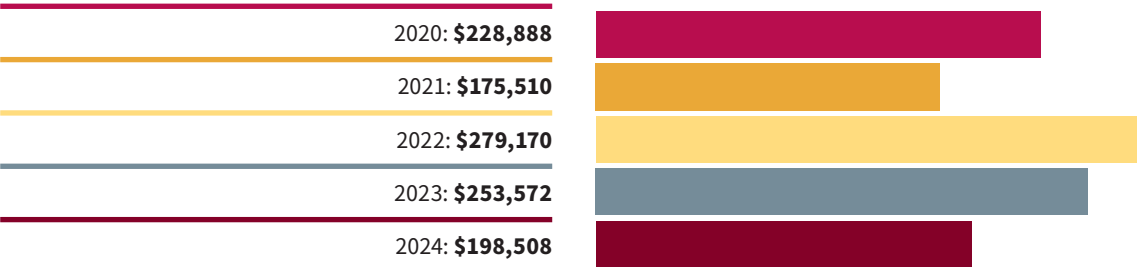
- ✓ Refined department policies to reduce student barriers such as reducing the wait time for English proficiency exam rewrites for Trades students
- ✓ Enhanced the distraction-reduced environment of the KPU Richmond and Surrey centres to meet students' expectations and foster their success
- ✓ Improved operations such as adding secure lockers and partially enclosed waiting areas for test takers
- ✓ Improved availability of in-person services at testing centres in response to the needs of students and instructors
- ✓ Improved wayfinding signage at KPU Langley and Surrey

Service to KPU Students



Revenue Over 5 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.



Career Development Centre



Julia Denker
Director, Career Development
Centre

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
- » Mock interviews
- » Resumé review
- » Volunteer training

Services for Employers

- » Employer information sessions
- » On-campus recruiting
- » Activities and events to promote hiring KPU students
- » Feedback opportunities regarding services and students



Melissa Krahn
Manager, Co-operative
Education

Staffing

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

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

Strategic Challenge

Connect students with educational and career goals

Strategic Response

› Collaborated with key parties at KPU and external hiring partners to create educational opportunities that support student and alumni job search success

› Developed self-guided pathways in the **Career Connection** student career portal

› Continued hiring, training, and mentoring co-op and Work Study students

Increase visibility, recognition, and utilization of the Career Development Centre

› Refined social media and e-newsletter strategy and content

› Increased participation at and promotion of key student and community events

› Delivered information sessions on programs and services across KPU

Increase inclusive, barrier-free work opportunities for students

› Engaged in continuous equity, diversity, inclusion and accessibility (EDIA) learning opportunities and events

› Updated **career resources** for Indigenous students

› Set new objectives to compile EDIA resources as part of a supportive ecosystem for employers

Initiatives and Highlights

- ✓ Recommitted for five years to Career Connection, KPU's free-to-use student career hub for everything career and job-related, KPU's largest online job board
- ✓ Launched the Roadmaps resource in Career Connection featuring step-by-step guides, tips and tools to support the student journey toward career readiness with targeted roadmaps available for first-year students, final-year students, and KPU alumni
- ✓ Partnered with HR to create and deliver information sessions to the KPU community, clarifying processes and supporting student hiring in Work Study, student assistant, and co-op positions
- ✓ Implemented the monthly Inform & Educate series, engaging employers with sessions to help promote co-op, share information on wage subsidies, and support KPU program engagement
- ✓ Developed the quarterly Career Insights series, collaborating with employers to share career advice and industry knowledge to support student career development
- ✓ Launched the annual Co-op Employer Appreciation Campaign, recognizing employers with certificates, tokens of appreciation, and letters of gratitude

- ✓ Launched the newly branded Need-to-Know Bulletin, a concise, easy-to-use snapshot of events, key updates, and tailored communications for employers
- ✓ Inaugural honouring of 14 recipients of Co-op Awards at the Gathering Place celebration
- ✓ Surveyed co-op students to identify and prioritize job search needs, enabling centralized web resources and an online appointment system (with co-op faculty members) to be launched in early 2025
- ✓ Enhanced website clarity and early information promotion to prospective co-op students, boosting approved co-op applications by 8%

Career Development Services

Hiring Fairs Attendance

Get Ready! Get Hired!	
300+ STUDENTS	38 EMPLOYERS
Trades & Tech Fair	
200+ STUDENTS	27 EMPLOYERS
Career Day	
250+ STUDENTS	59 EMPLOYERS

Career Preparation Activities

2,599	NEW JOBS ON CAREER CONNECTION
2,510	NEW STUDENTS ON CAREER CONNECTION
719	RESUMÉS REVIEWED
331	CAREER ADVISING APPOINTMENTS

Employer Relations

15 EVENTS WITH 542 EMPLOYER REGISTRANTS	
140+	EMPLOYER MEETINGS
77%	OF EMPLOYERS REPORTED VERY OR MOSTLY SATISFIED USING CAREER CONNECTION

Co-operative Education

500+	CO-OP STUDENT APPLICATIONS APPROVED
335	STUDENTS COMPLETED COOP 1101 PREPARATORY COURSE
252	CO-OP WORK PLACEMENTS



Counselling and Accessibility Services



Lynda Beveridge
Director, Counselling and Accessibility Services



Gagan Hyare
Manager, Accessibility Services



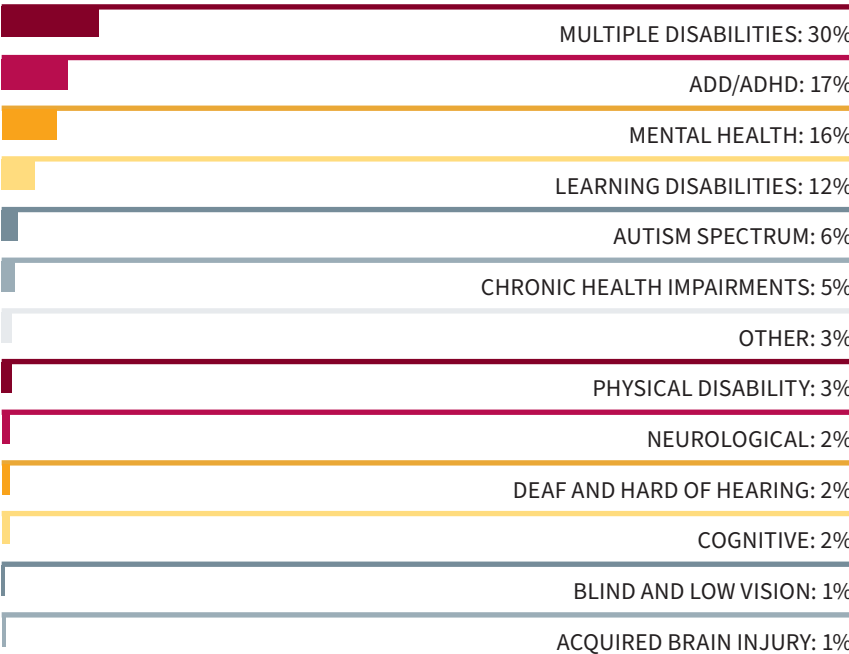
901
students served

19%
year-over-year
increase in
students
registered with
Accessibility Services

Accessibility Services Programs and Services

- » Provide tools for students to self-identify the barriers they are experiencing or anticipating
- » Facilitate U-Pass BC exemptions for students with disabilities whose physical or cognitive barriers cannot be accommodated by the U-Pass BC program.
- » 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



Strategic Challenge

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

Increase clarity regarding services protocols and procedures aligned with legislation and sector best practices

Explore and engage in activities to support the broader student body, faculty and staff in better understanding accessibility and the concept of duty to accommodate

Strategic Response

- Prioritized decolonization, increasing access to KPU and its services through collaborative outreach with Indigenous students
- Participated in KPU committees and initiatives to improve equity, diversity, and social justice
- Facilitated and supported professional development opportunities for our team and others across KPU

- Redeveloped Policy ST14 Academic Accommodations for Students with Disabilities and the associated Procedures

- Redesigned the Accessibility Services website with continued development informed by standardized **Web Content Accessibility Guidelines**

- Promoted Accessibility Services through divisional and institutional communications and social media channels
- Increased visibility to new students by participating in New Student Orientation and sending introduction emails to those who indicated needing support in their application to KPU
- Engaged with the KPU community at institutional initiatives such as Open House, Thrive Month, and KSA events

Initiatives and Highlights

- ✓ Received Senate approval for updates to ST14 – Academic Accommodations for Students with Disabilities Policy and Procedure
- ✓ Completed professional development on de-escalating hostility and anti-racism
- ✓ Began in-person service at KPU Civic Plaza with service now available at all five campuses
- ✓ Developed a Practice Lead position in Accessibility Services

Staffing

👤 **1** Director 👤 **1** Manager
 👤👤👤👤 **4** Learning Specialists (3.5 FTE)
 👤👤👤👤 **4** Accessibility Advisors

Community Engagement

- » Accessibility Community of Practice in Education
- » 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** Indigenous Counsellor
-  **11** Counsellors (8.0 FTE)

Strategic Challenge

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

Outreach to KPU students and community members

Enhance and evolve department practices

Strategic Response

- 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
- Launched the Indigenous Counsellor service
- Actioned a marketing strategy that clarified what KPU students and the broader community can expect from us
- Continued to refine and develop protocols and guidelines for services and practice
- Engaged in supporting new faculty and staff onboarding to enhance their understanding and utilization of our service
- Engaged in reflexive practices to identify ways to integrate anti-racism and anti-oppressive approaches within departmental processes and clinical strategies

Initiatives and Highlights

- ✔ Enhanced the hybrid model of service offering both in-person and virtual sessions year-round
- ✔ Hired KPU's first dedicated Indigenous Counsellor and quickly engaged in a strategy of practice and community building aligned with Indigenous Student Services
- ✔ Launched 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
- ✔ Facilitated psychoeducational groups:
 - Mindfulness
 - 2SLGBTQIA+ discussion and community group
 - Talking Circles, including strategies for managing mental health, healing through Indigenous principles and connection, and contemporary and Indigenous perspectives on healing and growth
- ✔ Initiated an 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
- ✔ Started in-person service one day a week at KPU Civic Plaza, later increased to three days a fortnight
- ✔ 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, 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 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:

2,827

Individual counselling sessions +8%

83

Hours of psychoeducational group sessions +19%

14.7%

Late cancellations and no-shows -0.3%

236

Early Alerts responded to

395

Hours of outreach to classes, departments, and external consultations

What Our Students Say



Cindy Leon

How did you come to study at KPU?

Initially, I was going to another institution for journalism and was spending four hours a day commuting. I later

decided to pursue a career in psychology and I knew KPU was the way to go. Not only was it significantly closer to home, but it also offered a great psychology program.

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 arts in psychology and a minor in counselling psychology. Upon graduating from KPU, I hope to become a counsellor; helping people navigate the difficulties that life often brings.

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

Now that I'm reaching the end of my time at KPU, I regret not getting involved with the different programs and activities offered to students sooner. Especially the various services aimed at helping students such as the Learning Centre, Career Development Centre, and the Student Awards and Financial Assistance office.

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

During my last years at KPU, I was involved in the Peer Support Program, I worked as a student assistant in Student Affairs, and I also partook in the psychology practicum where I worked as a behaviour interventionist.

Those opportunities not only provided me with

valuable experience, but they also allowed me to develop confidence in my area of study as well as leadership skills.

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

The student services that were of great importance to me, were the Student Awards and Financial Assistance office, the Career Development Centre, and the Learning Centre. As a student, it can be difficult to work a full-time job while maintaining good grades in your classes, which is why the Financial Assistance office really helps in taking some of the pressure off so that you're able to solely focus on your studies. The Career Development Centre is great for helping you build a strong resumé, cover letter, and anything that is needed to fully prepare you for the job market. Finally, the Learning Centre came in as a great help in ensuring I did my best on assignments for classes I struggled with.

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

One of my most impactful experiences at KPU was participating in the psychology practicum this past summer. I got to experience working as a behaviour interventionist, which eventually ended up turning into a job opportunity. Having the support from both my practicum instructor and my practicum supervisor allowed this to be a smooth transition, providing me with the tools needed to succeed in such a role.

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

A piece of advice I would give to any future students would be to get as involved as you can in the school community and to make good use of the many services available for students to make their time at KPU as smooth and enjoyable as

possible.

I would also advise them to make good use of an agenda and plan their semesters accordingly to ensure no assignments or important deadlines are missed!

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

During my time at KPU, I have learned to not give up so easily the first time something doesn't go according to plan, and that it's completely okay to accept help from your community. It doesn't make you any less capable or intelligent; on the contrary, we're a lot stronger when we work together.

Did you have any final thoughts to add?

KPU is a university that truly cares about its students, faculty, and staff members, and it makes sure to demonstrate that through all the help and services they provide for them. I have truly enjoyed my time as a student at KPU, and am thankful for all the connections I have made along the way.



Mehreen Mundi

How did you come to study at KPU?

I took a High School Dual Credit Marketing course at KPU and absolutely loved the experience! The hands-on learning

approach, small class sizes, and supportive faculty and peers fostered an incredible sense of community. I knew KPU would be the perfect place to pursue my undergraduate studies!

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 arts in

psychology and a minor in counselling. My goal is to pursue graduate studies in counselling psychology, where I plan to develop advanced clinical and counselling skills to support vulnerable populations, particularly veterans and immigrant communities. I am passionate about creating innovative mental health interventions tailored to marginalized groups, breaking the stigma around mental health, and ensuring equitable access to mental health care for all!

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

Everyone at KPU—staff and faculty—was incredible, always prioritizing student success and well-being. The sense of community and encouragement allowed me to grow, thrive, and gain the tools and knowledge needed to make a meaningful impact in my community.

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

My most impactful experience was working at the Info Kiosk with Student Affairs. This role allowed me to connect with amazing people, build strong connections, and actively contribute to events like the Student Mental Health Fair. I also served on the search committee for the Provost and VP Academic. Additionally, I worked as a research assistant for two psychology research labs. I had the opportunity to be part of KPU's first clinical psychology lab, the BEST Lab, where I honed my clinical and counselling skills under the mentorship of Dr. Evan Lopes and Dr. Deborah Mater. All these experiences have significantly enhanced my interpersonal and research skills, making me a strong candidate for graduate school programs. They have fostered both personal and professional growth, earning me many awards and invaluable connections along the way!

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

The Learning Centre's dedicated faculty tutors helped me hone my writing skills and achieve



high grades in my courses. The Sports and Recreation department's gym helped me stay healthy and fit. I also relied heavily on the Student Awards and Financial Assistance office for support and guidance in navigating scholarships, grants, and loans, which significantly reduced my financial burden during university. These services collectively contributed to my success at KPU!

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

My very first psychology class with Dr. Evan Lopes ignited a deep passion for the field. His exceptional storytelling skills and ability to integrate real-life experiences from his clinical practice into lectures were both inspiring and engaging. Additionally, his use of magic tricks, paired with the psychology behind them, was a highlight of my educational journey. Dr. Lopes's classes inspired me to pursue a career as a psychologist!

What advice would you give future students

thinking about coming to KPU?

KPU offers a truly personalized experience—here, you're treated like a VIP. Your education feels like a front-row experience, with small class sizes and easy access to the faculty. KPU ensures you are seen, heard, and valued.

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

One important lesson I've learned is that support is always available, but you need to ask for it. Reaching out for help has made me realize the power of community and collaboration in achieving my goals.

Did you have any final thoughts to add?

KPU has been the best educational journey of my life!

Student Success



Lisa Higashi

Director, Student Success



Theresa Voorsluys

Manager, Academic Advising



Aran Armutlu

Manager, Student Engagement and Leadership



Naomi Stuart

Manager, Student Awards and Financial Assistance

Central Academic Advising

Exploring, navigating, and 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
 - Early Alert program oversight and triage
 - Head Start program management
 - Academic planning workshops
 - General triage for all academic advising teams at KPU

Staffing



1 Manager



8 Academic Advisors



6 Counselling and Advising Assistants



Strategic Challenge

Produce evidence-based impacts academic advising has on the critical and persistent need to increase student retention

Address the increasing demand for services and programming for students with diverse needs

Develop staff to serve an evolving definition of student success

Strategic Response

➤ Implemented a technological resource, Ellucian CRM Advise, to improve the efficiency and efficacy of advising, enabling our team to use our resources where they have the most impact on retention

➤ Explored and piloted high-touch advising by assigning groups of students to a specific advisor with more frequent interactions and check-in points

➤ Collaborated and communicated more effectively with other teams and services to support student success

➤ Initiated the transition of the Early Alert model to the new Student Support Referral model using the CRM Advise platform

➤ Revised the student support referral language to be more inclusive

➤ Prioritized professional development and reviewed current and updated models in academic advising

Initiatives and Highlights

- ✔ Completed phase one of CRM Advise implementation and are currently rolling out phase two, enabling advisors to use features like communication plans, email metrics, and case loading
- ✔ Worked collaboratively with other advising units and key partners to implement and update our technology platforms to support our diverse services and delivery
- ✔ Transitioned the process for course repeat requests from manual triage to one that automatically sends student requests to the correct advising team
- ✔ Completed training on Responding Skillfully to Distress
- ✔ Increased the size of the Counselling and Advising Assistant (CAA) team to ensure consistent and reliable service at our front counter and phone line
- ✔ Created a new position, Coordinator, Student Support, focused on front desk services and triaging support requests including Early Alert referrals



ENGAGEMENTS

11,682

Emails and phone calls to advisors

7,108

Appointments with Central Advising

2,733

Front counter inquiries

1,663

Early Alert referrals from faculty

8,565

Phone calls triaged by the CAA team

687

Course Planning workshop attendees

Did You Know?

More advising is happening through emails and phone calls directly from students to advisors, increasing advising engagements beyond scheduled appointments

In-person inquiries are rising as we move on from the pandemic

More students prefer online appointments

Early Alert referrals are down compared to the pandemic years

Advisors provide just-in-time instruction to students on how to choose courses for their first semester

The CAA team triages phone calls for Central Advising, Counselling Services, and Accessibility Services

Orientation and Transitions

Familiarizing new students with KPU’s values, expectations, 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
- » First Year Festival
- » Family Orientation
- » KPU Collective peer mentorship program
- » Student Leadership Awards
- » Student leadership development opportunities

KPU Welcomes You Attendance:

Fall: 1,500 » Spring: 900 » Summer: 400
TOTAL: 2,800

1,400 new students enrolled in Online Orientation

New student to Orientation Leader ratio of 6:1


Strategic Challenge

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

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

Improve the quality of program planning to ensure organizational resilience while meeting the needs of a changing new student population

Staffing

-  **1** Manager
-  **1** Coordinator
-  **1** Events Specialist
-    **4** Student Assistants
-    **9** KPU Collective
-    **Peer Mentors**
-    **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.

Strategic Response

- › Expanded specific program offerings during orientation
- › Collaborated with KPU International to bolster Online Orientation content
- › Increased virtual presence via Online Orientation and social media
- › Collaborated with key KPU partners to streamline communication and info-sharing
- › Collaborated to streamline event logistics and communication
- › Found efficiencies using project management tools
- › Implemented sustainable cyclical program planning

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.

- » Awards and scholarships

» Adult upgrading funding

» 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

Staffing

1

Manager

1

Coordinator,
Scholarship and
Awards

4

Financial
Aid Advisors

5

Financial Aid
Assistants

Strategic Challenge	Strategic Response
Support the increased financial needs of students in a fluctuating economy	» Advocated for increased funding for need-based bursaries and merit-based awards
Serve diverse student populations with a wide range of needs	» 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
To enhance and transition the systems, programs and services that impact Student Award and Financial Assistance (SAFA) practices	» Updated the appropriate systems and processes that support SAFA’s daily work

Initiatives and Highlights

- ✓ Received Senate approval for new ST1 – Student Awards Policy and Procedure
- ✓ Awarded over \$1.43 million in awards and scholarships to 1,025 students
- ✓ Disbursed over \$2.36 million in bursary funding to 1,124 students
- ✓ Administered and disbursed \$922,700 to 1,265 international students
- ✓ Disbursed \$140,000 to Work Study students
- ✓ Disbursed \$768,000 in Nursing Tuition Grants to 378 students
- ✓ Disbursed \$36.55 million in government loans and grants
- ✓ Disbursed \$18,050 in KPU emergency bursaries and Indigenous emergency assistance funds
- ✓ Disbursed \$937,429 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

Financial Aid Advising

Phone inquiries	Scheduled appointments	Email inquiries
5,890	2,011	12,388

Distributed \$500,000 in a one-time KPU Food Security Grant to 1,429 domestic students and 960 international students during the March Nutrition Month campaign



Check out the feature on Nutrition Month on page 34 for more information.

KPU Government Financial Assistance – Yearly Totals

BC FULL TIME LOAN/GRANT
\$36,551,421
BC part-time loan/grant
\$2,383,573
Full-time/part-time BC disability grants
\$1,196,869
OUT OF PROVINCE FULL TIME LOAN/GRANT
\$455,127
PROVINCIAL TUITION WAIVER
\$277,582
ADULT UPGRADING GRANT
\$261,087

Student Financial Assistance is More Critical Than Ever!

Supporting students in need is critical to fulfilling our mission and purpose of supporting student success. While acknowledging the generous support and contributions from KPU and our donors, the available financial support is not keeping pace with the growing demand. Rising costs of living in an unpredictable economy have made financial assistance more critical than ever. According to StudentAid BC data, KPU students received \$36,551,421 in funding, yet there remains an unmet need of \$6,973,830. Additionally, SAFA has been experiencing a record number of applications for student awards and bursaries.



Student Rights and Responsibilities



Jennifer Jordan
Director, Student Rights and Responsibilities

**Safer
Campuses for
Everyone**

kpu.ca/
student-rights-
responsibilities/
safer-campuses-for-
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

3 Case Managers

Strategic Challenge	Strategic Response
Increase awareness and understanding towards enhanced services (e.g., methods for anonymous reporting) and add education and training options in our sexual violence and misconduct portfolio	<ul style="list-style-type: none">» Promoted the awareness of where/how to file a sexual violence or misconduct complaint» Increased incentives to encourage students and staff to complete the Safer Campuses for Everyone Moodle course
Support students with an increased diversity and complexity of needs	<ul style="list-style-type: none">» Facilitated workshops to increase employee capacity to refer students in crisis or distress to the appropriate resources and supports
Manage diverse expectations about our role and approach in addressing student behaviours	<ul style="list-style-type: none">» Promoted behaviours that uphold community standards by developing student-centric resources that inform a diverse community with diverse needs» Continued to incorporate EDIA when developing resources, consulting as necessary



Initiatives and Highlights

- ✓ Released **4 new videos** on topics related to sexual violence and misconduct
- ✓ Launched the updated **Individuals in Crisis Protocols (The Green Sheet)** resource
- ✓ Developed an **anonymous sexualized violence reporting web form**
- ✓ Digitally badged the **Safer Campuses for Everyone** Moodle course
- ✓ Collaborated with other departments to develop the **Crisis Support and Suicide Prevention** Page and the **Unhappy With Your Grades – The Dos and Don'ts** student resource
- ✓ Developed the **SRRO's Guide to Helping a Student in Distress** and **How the SRRO Supports Those Impacted by SVM**
- ✓ Updated **student conduct resources**
- ✓ Received Senate approval for updates to ST7 – Student Conduct (Non-Academic) **Policy** and **Procedure**

Engagements

326 Referrals, a 4.8% increase	287 Consultations	14 Behaviour intervention (BIT) cases	12 Student conduct investigations	7 Sexualized violence concerns	6 Threat assessment cases
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Statistics

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

A High Honour: **KPU's Dr. Seanna Takacs Awarded for Leadership on Disability Access**

DR. TAKACS IS BEING RECOGNIZED
FOR HER OUTSTANDING WORK IN
HIGHER EDUCATION.

A Learning Specialist with Accessibility Services at KPU, Seanna received an award from the Disability Resource Network of B.C. for her outstanding service, leadership and advocacy for disability access in B.C. and with national organizations, ahead of Disability Pride Month celebrated each year in July.

“It was one of the best feelings of my career to receive an award from and amongst my colleagues who know my work. People with whom I’ve dreamed accessibility, worked on subverting ableist practices. People who work relentlessly for the best, and jump with both feet into problem solving together. Receiving this award amongst such



Deloris Piper (left) from Academic Communication Equity B.C. presents award to Dr. Seanna Takacs, KPU Learning Specialist.

dedicated, imaginative, humble professionals was a high honour,” says Seanna.

The award came during the network’s annual conference on May 21, where Seanna was joined by KPU sociology instructor Dr. Fiona Whittington-Walsh, KPU’s Lead Advisor for Disability, Accessibility and Inclusion, in leading a discussion around the new Accessible British Columbia Act and its implications for post-secondary institutions and education.

Seanna works tirelessly in supporting students and faculty at KPU to ensure learning access for students with disabilities and in dismantling ableism.

Everyone benefits from accessibility measures, notes Seanna.

“Working to support accessibility measures

for people with disabilities is inevitably a means of justice for us all. Ableist constructs block and dismantle meaningful education and work in innumerable ways. Our universities and colleges are all the better for having the meaningful participation of disabled scholars. The better our work around ableism and accessibility, the stronger our institutions will become.”

Co-chair of the Accessibility and Inclusion Community of Practice for the Canadian Association of College and University Student Services, Seanna is also co-founder of the Canadian Higher Education Universal Design for Learning (UDL) Collective.

Collaboration is key to Seanna’s work, and she is a sought-after speaker on UDL and dismantling ableism. She has provided

workshops and consultation with numerous post-secondary institutions, helping identify gaps, challenges and successes around accessibility — and her research and

Working to support accessibility measures for people with disabilities is inevitably a means of justice for us all

collaborative work continues across B.C., Canada and the United Kingdom.

Seanna is now co-writing a guide for UDL that centres the voices of students with disabilities. Up next? The accessibility lead for KPU Wild Spaces plans to co-write a UDL guide for place-based/land-based pedagogy

For Reference - FULL STORY - ‘A high honour’: KPU’s Seanna Takacs awarded for leadership on disability access (kpu.ca/news/2024/07/04/high-honour-kpus-seanna-takacs-awarded-leadership-disability-access)

Seanna Takacs, Learning Specialist, wrote an article on the Universal Design for Learning and Neurodiversity in Visions magazine, spoke on CBC’s The Current with Matt Galloway, on how educators say more accommodations are needed for students with complex needs, and received the Exceptional Service Award at the Disability Resource Network of BC (DRNBC) conference

Student Wellness



Shalini Vanan

Director, Student Wellness



Megan Matthews

Manager, Student Health Promotion



Kevin Seymour

Manager, Sport and Recreation

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 Offered

- » 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

Staffing

👤👤👤👤 **4** Volunteer Chaplains

Initiatives and Highlights

- ✔ Conducted a food drive during Thrive Month, donating collections to the Kwantlen Student Association’s food hamper program to support KPU students experiencing food insecurity
- ✔ Hosted “one table, many beliefs” tables at International Focus Week, inviting dialogues on how culture, religion and beliefs intersect through sharing food with students sharing their thoughts and cultural backgrounds over some light refreshments
- ✔ 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
- ✔ Relieved exam anxiety with Stress Busters, chaplain-hosted sessions during the exam period for KPU students featuring colouring books, fidget toys, and meaningful conversation

Major Campus Engagements

4

Thrive Month, International Focus Week, UN Interfaith Harmony Week, Stress Busters

4

Community Tabling Sessions



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

- › Increased on-campus presence via tabling, drop-in hours and engagement with student clubs
- › Attended and participated in larger student-focused events such as First Year Festival, Welcome Back, and Thrive Month

- › Developed engaging programming and incorporated cultural events
- › Supported the formation of a Sikh Student Society and associated religious events

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

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, badminton, basketball, indoor soccer, and table tennis
- » Drop-in sports, including table tennis, badminton, volleyball, indoor cricket, basketball, pickleball and indoor soccer
- » Tournaments, including dodgeball, table tennis, badminton and indoor cricket
- » Personal training at KPU Surrey
- » Fitness centres at KPU Langley, Surrey, and Tech
- » Fitness classes at KPU Richmond and Surrey
- » Wellness in Action Program
- » Multicade arcade and bubble hockey at KPU Civic Plaza

Strategic Challenge

Increase student awareness about health and wellness resources across KPU	<ul style="list-style-type: none">➤ Provided quality resources such as fitness consultations, tabling, and workshops➤ Participated in tabling events to promote the department across all campuses➤ Collaborated with other departments to encourage first-time engagements➤ Introduced an online feedback form, allowing the KPU community to share thoughts and ideas on programs and services
Increase student leadership opportunities and development	<ul style="list-style-type: none">➤ Provided leadership opportunities to students formally (e.g., employment) and informally (e.g., sport participation)➤ Developed sport-specific training for intramural leaders and departmental-specific training for student assistants and ensured all student staff completed Indigenous awareness training➤ Implemented mandatory captains' meetings for sport leagues and launched a sportspersonship program➤ Promoted the KPU President's Sports and Recreation Endowed Award, recognizing students who exhibit leadership excellence through sport participation

Strategic Challenge

Increase participation from equity-deserving groups

Strategic Response

- › Collaborated with Indigenous Student Services and KPU Pride Society in hosting specific events for equity-deserving groups such as a 2SLGBTQIA+ indoor soccer tournament
- › Emphasized the recreational nature of KPU sport leagues through a restructure that included an alumni cap, tiered leagues and tournaments, and format changes
- › Enhanced accessibility of on-campus programming to include a variety of fitness classes, tournaments, and other recreational programs

Initiatives and Highlights

- ✓ Collaborated with Student Health Promotion and Active KSA to host the 4th Annual National Health and Fitness Day, encouraging students to get active in unconventional ways and promoting the benefits of an active lifestyle
- ✓ Hosted tournaments that had strong engagement throughout the year with more than 155 participants in sports, such as table tennis, doubles badminton, dodgeball, indoor cricket, indoor soccer, and five-on-five basketball
- ✓ Partnered with BCIT and SFU for the first-ever intramural Inter-campus Cup, hosted at BCIT. Intramural champions from each institution competed in indoor soccer, basketball, and badminton to crown the inaugural inter-campus champions
- ✓ Collaborated with the Faculty of Arts, Employment and Community Studies Program, Health Promotion, KPU Cricket Club, and the ARTS 2000: Science & Practice of Wellness class, to host department-specific events and workshops

Staffing

-  **1** Manager
-  **2** Coordinators
-  **22** Student Assistants
-  **4** Fitness Instructors
-  **2** Personal Trainers



Participation Numbers

- » **250** Intramural participants
- » **156** Tournaments
- » **20,559** Drop-in gym visits

- » **410** Fitness classes
- » **11,498** Fitness centre visits
- » **3** Wellness-in-Action participants

Student Health Promotion

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

Programs and Services

- » Peer-led programming, including Pride Peers, Peer Wellness, and Peer Resilience
- » University-wide events like Nutrition Month, Thrive Month, Student Mental Health Fair, and National Health and Fitness Day
- » Resource development, such as the new **Food Security and Nutrition webpage**

Staffing



-  **1** Manager
-  **1** Coordinator
-  **8** Student Assistants
-  **3** Peer Wellness Volunteers

Strategic Challenge

Identify student health and wellness priorities and address gaps on our campuses

Increase of social connection and levels of student belonging across campuses

Increase inclusion across equity-deserving student groups

Strategic Response

- Addressed mental health concerns of KPU students such as stress management and anxiety through peer-led social opportunities and resource navigation
- Addressed food insecurity rates by reducing barriers to healthy foods through programming such as Nutrition Month
- Explored the opportunity to improve student well-being in the classroom by embedding health promotion practices into learning environments
- Promoted that through peer-to-peer social connection opportunities and resource referral, KPU students can find like-minded community and support
- Continued to offer the Pride Peer program while staffing the Pride Space with Pride Peer Leaders five days a week at KPU Surrey
- Increased awareness around issues impacting 2SLGBTQIA+ students through the development of online resources and tools



Initiatives and Highlights

- ✓ Hosted KPU's 8th annual Thrive Month event, including 50 on-campus events for students and employees supporting their overall health and wellness
- ✓ Coordinated the 2nd annual campus-wide Student Mental Health Fair for students to learn about services and resources at KPU that support their mental health
- ✓ Collaborated on the inaugural Nutrition Month campaign with a multi-faceted approach to education and awareness around alleviating challenges and barriers faced by students while being food insecure, including free breakfasts at each campus, multiple food skills workshops, and financial support for students through a one-time KPU Food Security Grant
- ✓ Hosted National Health and Fitness Day with Sport and Recreation. KPU Surrey and Tech had outdoor/indoor games while at KPU Richmond we hosted a social walk around the Garden City Lands

- » **3,000** students received a free breakfast during Nutrition Month
- » **712** students visited the Pride Space at KPU Surrey
- » **14,271** engagements on the **CampusWell** platform, an **increase of 178%**

25% increase in Peer Wellness Instagram followers with posts reaching 40,762 viewers

Peer Wellness hosted **20** on-campus events and **18 Instagram Live** sessions with a median of **467 views** per session



Nutrition Month 2024 Executive Summary

The inaugural Nutrition Month campaign at KPU took place throughout March 2024. It consisted of a multi-faceted approach including education and awareness around alleviating challenges and barriers students face while being food insecure. Post-secondary students across Canada are experiencing high levels of food insecurity and KPU students are no exception.

The Student Health Promotion department takes an iterative and holistic approach to address well-being issues on campus and aims to create support environments to build resilience and capacity. Nutrition Month activities were consistent with these values and considered the importance of equity, diversity, inclusion, decolonization and indigenization in every aspect. It also aligns with KPU's Vision 2026 Goal A3 to support the health and wellness of our students and employees, as well as Goal D3 to advance equity, diversity, inclusion and accessibility at KPU.

Throughout the month of March, approximately 3,000 KPU students received a free grab and go breakfast. The \$500,000 KPU Food Security Grant provided nearly 2,400 KPU students, 300 of whom were student parents with dependents, with financial support from Student Awards and Financial Assistance. Additionally, the KPU Kitchen Food Skills Workshops on each KPU campus gave 54 students an opportunity to improve their food skills and each participant



went home with groceries and financial support. The KPU Kitchen: Food Skills Workshops and the Free Breakfast Program were overwhelmingly praised by KPU students. The Food Skills Workshops showed notable improvements across all assessed workshop metrics, touching on food preparation and planning skills, knowledge of healthy foods, and ability to navigate grocery stores and purchase healthy foods on a student budget. The Breakfast Program was also successful, with data indicating that many students would have likely not eaten breakfast otherwise.

The Nutrition Month campaign at KPU was delivered as intended and provided KPU students with a chance to take charge of their own well-being while being supported by KPU to address financial barriers they may face. There is an opportunity to continue supporting KPU students through ongoing funding of this initiative. This campaign would not have been possible without generous funding provided by Kwantlen Polytechnic University. Special thanks to Chervahun Emilien Chief Financial Officer, Zena Mitchell Vice-President Students, and Joshua Mitchell Associate Vice President of Student Affairs for their support.

What Students Tell Us



35%

of KPU students ate less because they didn't have enough money for food.



36%

of KPU students couldn't afford to eat healthy meals.



13%

of KPU students say they used a food bank within the last 3 months.

2022 Student Satisfaction Survey results

Nutrition Month Highlights



3,000

students received a free grab-and-go breakfast during March 2024.



54

students attended a Food Skill Workshop



\$500,000

awarded through the KPU Food Security grant serving **2,400** students



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