



Division of Student Affairs

2011-2012 Annual Report to Senate

November 2012

Submitted by Ann Tierney, Vice-Provost and Dean of Student Affairs

Introduction

This report covers the period from July 1, 2011 to June 30, 2012. John Pierce's term as Dean of Student Affairs ended on June 30, 2011 and Ann Tierney assumed the role on July 1, 2011.

The **mandate and mission** of the Division of Student Affairs is to provide a wide range of programs and services to:

- Recruit and support students through the application process and assist in the management of university enrolment;
- Promote student development and learning;
- Foster student health and wellness;
- Enhance the student experience at Queen's; and
- Contribute to the creation of an environment for student success and student engagement in academic pursuits and the co-curricular life of the university.

The division's work reinforces the university's academic mission and supports the broader learning environment. In 2011-2012, the Office of the University Registrar (OUR), the Four Directions Aboriginal Student Centre, The Writing Centre and the Queen's University International Centre (QUIC) were added to the Student Affairs portfolio.

The division's **core activities** are divided into the following units:

- Athletics and Recreation (A&R)
- Health, Counselling and Disability Services (HCDS)
- Housing and Hospitality Services
 - Residences
 - Community Housing
 - Event Services
- Office of the University Registrar (OUR)
- Queen's University International Centre (QUIC)
- Student Life and Learning
 - Four Directions Aboriginal Student Centre
 - Residence Life
 - Student Experience – Orientation, Transition, Leadership and Community Engagement
 - Student Success - Learning Strategies and The Writing Centre

- Student Services and Community Relations
 - Ban Righ Centre (affiliated unit)*
 - Career Services
 - Office of the University Chaplain
 - Queen's Daycare Centre (affiliated unit)*
 - Student Town Gown Relations Office

*Each of these units has a separate Board but is affiliated with the Division of Student Affairs.

Goals and Outcomes

The units in the Division of Student Affairs provide a broad range of services to the campus community. The activities of some of the division's larger units are detailed in separate reports to Senate, e.g. Athletics and Recreation and through the Senate Residence Committee.

The division's goals for 2011-2012 were developed in alignment with the university's Academic Plan. Highlights from across the portfolio are set out below.

The Student Learning Experience

1. *To enhance student engagement through increased opportunities in co-curricular learning, experiential learning and leadership opportunities in an inclusive environment that fosters global mindedness.*

Initiatives and Outcomes:

- A Co-Curricular Opportunities Directory is in development as a pilot project for launch in the winter term of 2012-13. The project advisory team includes representatives from the AMS, SGPS, ASUS, Career Services and the Queen's Student Alumni Association;
- Over \$10,000 supporting 21 student-led projects was distributed through the division's Student Initiative Fund. This fund provides financial support for special projects and initiatives, particularly those providing extra- and co-curricular educational opportunities for students to build leadership, citizenship, intercultural awareness and/or community-building skills;

- The Baillie Award for Excellence in Secondary School Teaching was awarded to four high school teachers who were nominated by graduating students. This program gives graduating students the opportunity to initiate meaningful recognition at their convocation ceremony for a high school teacher who encouraged them to pursue post-secondary education;
 - 115 dons were trained to provide peer support, coordinate educational programs and build community across the university's 15 residences;
 - Over 4,500 students received job and career search-related advice from Career Services; over 8,000 students connected with employer and educational recruiters and more than 1,900 students attended workshops delivered by Career Services in partnerships with faculty members, student groups, or other student services offices;
 - QUIC provided on-line and in-person pre-departure information and advice to 2,000 students going abroad;
 - The Intercultural Competence Certificate program and the Certificate in International Perspectives program were offered by QUIC staff to up to 400 staff and students.
2. *To provide specific programming and support to prospective and first year students to ensure their successful transition to university studies, and to enhance learning strategies support for students in all years.*

Initiatives and Outcomes:

- The new Summer Orientation to Academics and Resources (SOAR) program launched in July 2012. Over 2,000 incoming students and family members attended over a two-week period. This program was established in collaboration with Faculties, Schools and student support units across campus;
- The Common Reading Program was established in partnership with Kingston WritersFest. All incoming first-year students are sent the same book to read over the summer. The program uses book-based discussion groups during residence orientation to help build community;

- The Writing Centre joined with Learning Strategies (from HCDS) to form the new Student Success Unit as part of Queen's Learning Commons. Staff levels have increased and programming has expanded under this new model of service delivery;
 - A new 'community of advisors' group began to connect career services and academic department advisors to support students in their career exploration and planning;
 - Targeted career exploration plans were developed for international and graduate students.
3. *To enhance the student experience by providing excellent service to students in their interactions with all student services, ensure broad communication to enhance student awareness of campus supports, events, deadlines etc. and ensure broad recognition of student achievement to enhance the visibility and profile of the university.*

Initiatives and Outcomes:

- An on-campus Academic All-star event was established for Queen's student athletes who are recognized by their sport's governing body for maintaining a 3.5 GPA while playing a varsity sport;
- Queen's hosted a hugely successful CIS national men's volleyball championship in the ARC;
- Information sessions on move-in day for first-year parents were expanded to enhance awareness of student services and supports. Attendance increased by 20%;
- The division continued to respond to students in crisis and worked with parents and friends to provide information and support through HCDS, the Chaplain's Office and the V-P/Dean's office;
- The division continued to respond to inquiries (phone, email, walk-in) from students and parents about the university and its network of student support services;
- The number and range of stories about student achievement on the Queen's News Centre was increased;
- A division-wide communications network was created to share information and help integrate messages across units to students, faculty and staff.

The Student Learning Experience and Reaching Beyond Globalism Diversity and Inclusion at Queen's

1. *To support the university's enrolment goals working with faculties and departments to recruit, admit, support and retain domestic and international undergraduate students, including first generation, international students and students from underrepresented groups.*

Initiatives and Outcomes:

- 30,000 applications were processed by undergraduate admissions;
- The overall enrolment target was achieved. A detailed enrolment report is provided to Senate each year;
- Bader International Study Centre (BISC) enrolment increased in 2012;
- Earlier offers were made to international and out-of-province students;
- Total out-of-province enrolment increased;
- International student recruitment efforts were expanded and an International Recruitment Plan was developed in collaboration with the Office of the Vice-Provost (International);
- As many as 400 students per day visited the Queen's University International Centre (QUIC). The centre provides a range of transition programs and year-round support services;
- More than 100 international students received immigration, tax, housing and interpersonal advice from QUIC every week;
- Aboriginal student recruitment and support initiatives were expanded. The Four Directions Aboriginal Student Centre is now fully staffed with a Director, Administrative Assistant, Student Success Strategist, Aboriginal Advisor and Aboriginal Recruitment/Admission Liaison;
- Early move-in for aboriginal students was enhanced to introduce incoming students to the full range of services provided by the Four Directions Aboriginal Student Centre;
- A graduation gift program for aboriginal students at their convocation was established to recognize their achievements;

- The division participated in the development of the Aboriginal Council of Queen's University's policy objectives and the Council's working groups in support of the Council's mandate;
- 91 bursaries to support mature women students studying at Queen's were provided by The Ban Righ Centre;
- New residences beds were added to Waldron Tower and the JDUC graduate residence was converted to a first-year undergraduate residence. This allowed the university to ensure all first-year students were offered a residence space and addressed concerns about residence overcrowding;
- Rooms were leased at the downtown Confederation Hotel as a new graduate residence option. This is a one-year pilot with the possibility of a longer-term arrangement.

Disciplinary and Interdisciplinary

1. *To continue to foster partnerships and collaborations with faculties/schools, student government, campus units and the broader community and ensure coordination across the Student Affairs portfolio.*

Initiatives and Outcomes:

- The division continued to engage with the AMS, SGPS and University Rector through regular meetings to share information, collaborate on projects, respond to questions and address any concerns;
- The division continued to work with student faculty societies and the Queen's Student Alumni Association to support their initiatives and priorities (Orientation planning, speakers events etc.)
- A number of units in the division continued to contribute to the School of Graduate Studies' Expanding Horizons workshop series for graduate and professional students;
- Work continued with the City of Kingston and community partners on joint initiatives such as the 'Live and Work in Kingston' fair, Summer Job Fair, artignite, Special Olympics, move-in/move-out planning and a variety of educational and outreach opportunities;

- Undergraduate admissions expanded its enrolment reporting to faculties and senior leadership, including application numbers, and offer and acceptance rates;
- The division continued to participate on the Queen's Learning Commons executive and service committees to provide input on enhancements to campus-wide academic supports for students;
- An internal communications strategy was developed and implemented for the division that includes town hall meetings and a regular newsletter for all staff.

Community Health

1. *To enhance proactive and responsive measures to maximize student health, safety and wellness.*

Initiatives and Outcomes:

- Wait times for counselling appointments were reduced under a new service model (maximum 24 hours for a crisis appointment and one week for a regular counselling appointment);
- Increased consultation services were implemented in Counselling Services to respond to faculty members who call with concerns about students;
- An additional part-time psychiatrist was hired to increase psychiatric services for students;
- A mental health nurse was hired to assist with case management for students with mental health issues;
- New mental health education programs were developed – a 45 minute session, a half-day session and the two-day Mental Health First Aid certificate are currently offered. Approximately half of all academic departments and many student leaders have participated. Over 40 sessions were delivered and 3,500 participants were trained;
- The “Green folder” was developed through the Mental Health Working Group for distribution in Fall 2012 to help all faculty, staff and TAs identify and respond to students in distress. Several Canadian universities have inquired about this initiative;
- The division participated in, and provided ongoing support to, the Principal's Commission on Mental Health;

- An additional half-time position was added in Disability Services Office (DSO) to support the growing number of DSO-registered students requiring accommodations;
- An update to the 2004-5 Campus Alcohol Policy is underway by Alcohol Working Group;
- The division's proposal to reopen space in the Physical Education Centre to increase recreation opportunities for students and the community, as well as increase exam and event space was supported by the AMS and approved by the university. Three gyms will reopen for the December 2012 exam period;
- Athletics and Recreation expanded health and fitness offerings at the ARC and launched a Health and Wellness showcase targeted to Queen's faculty and staff;
- The *SeQure* "app" to promote student safety and awareness was developed by the Campus Safety Working Group for launch in Fall 2012. This was a collaborative effort that links students to information and support from Campus Security, the AMS, and the Division of Student Affairs. Queen's has received several inquiries from other universities about this initiative.

The Division of Student Affairs coordinates and/or participates in campus-wide committees, programs and initiatives, works with student governments and groups, engages with the local community and collaborates across campus with Faculties and Schools to support students in their educational experience at Queen's.

<http://www.queensu.ca/studentaffairs>