



2021–22 Student Affairs Annual Report



Student Affairs

Vision

Student Affairs promotes a collaborative and responsive campus community where every student and staff member feels a sense of belonging.

Mission

To offer and foster holistic, diverse opportunities that engage students, support their unique needs and wellbeing, and help them prepare for future success.

Pillars and Values

The four pillars below and related values at the foundation of our work reflect the [Queen's University Strategy: For the Future](#), and contribute to the institutional goals of **Preparing Students for Impact, Queen's in the Community, and Living Our Values**.

Build Community

We practice empathy, compassion, and respect. We support each other and see things from a student's perspective. We collaborate with faculties, student groups, and community organizations.

Promote Wellbeing

We promote mental, physical, and emotional wellness. We provide infrastructure and support for ongoing skill development, resiliency, and success.

Foster Growth, Skill-Development and Leadership

We seek and value input to ensure we are continually learning. We act with integrity and are willing to challenge and change. We look to evidence. We nurture and celebrate success.

Advance EDII

We strive to promote equity, diversity, inclusion, and Indigeneity, and to meet the intersectional and evolving needs of our diverse student population. We respect all people and their viewpoints.

Queen's University is situated on traditional Anishinaabe and Haudenosaunee Territory. This traditional territory has a long history that predates European colonies and holds deep significance for the Indigenous peoples who lived, and continue to live, upon it. It is a privilege to work, learn, and live on these lands.

A Message from Vice-Provost & Dean Ann Tierney

Student Affairs comprises **20+** units that deliver a broad range of programs and services that embody the division's and university's mission, vision, and values.

This report details our activities and impact in 2021-22 and reflects the outstanding commitment and accomplishments of Student Affairs staff. Together with student staff and leaders, campus colleagues, and community partners, we worked hard to provide responsive services and supports to our students, as the pandemic evolved throughout the year.

Among the highlights:

- **Increasing access to Queen's** through a Financial Aid Review that resulted in a new Major Access Award program, enabling students with the highest financial need to join our community
- Creating new professional and student-staff positions dedicated to improving the campus culture through **community building, and engaging and amplifying the voices and experiences of equity-deserving students**
- **Expanding clinical healthcare services** and **maximizing fitness and recreational options** to promote our students' physical and mental wellbeing as COVID-19 continued to cause significant disruption and uncertainty
- Offering **thousands of academic and personal development and student leadership opportunities**

Our professional staff and trained peer leaders delivered a network of programs, services, and spaces that support ongoing implementation of the [Scarborough Charter on Anti-Black Racism and Black Inclusion in Canadian Higher Education](#), the university's [Declaration of Commitment to Address Systemic Racism](#), the recommendations of the [Queen's Truth and Reconciliation Commission Task Force](#), and the [Campus Wellbeing Framework](#) and [Okanagan Charter: An International Charter for Health-Promoting Universities and Colleges](#). We recognize these efforts require constant focus, intentional decision-making, open minds, and continuous reflection to best serve our students and our community.



Ann Tierney

Advancing United Nations Sustainable Development Goals

Our work in Student Affairs supports many of the UN goals, contributing to the university's global impact and making a tangible difference in the lives of others.



Office of the Vice Provost & Dean

A first point of contact for students, parents, faculty, staff, and community members; we connect individuals to the information and resources they need.

Our office team provides leadership on division-wide initiatives and areas of focus, engaging with campus partners, local organizations, and colleagues across the post-secondary education sector, to fulfill our mission and goals in service to our students.

Preparing Students for Impact

- Awarded the [Peer Leadership Award](#), [Brian Yealland Community Service Award](#), and the [EDII Impact Award](#) (recipients pictured below)
- Supported students applying for the [Rhodes Scholarship](#)
- **10** grants distributed through the [Student Initiative Fund](#) and the [Team-Building Activity Fund](#) to promote inclusive, community-building, peer-led events



Celebrating Community-Based Leadership in Student Support

- Awarded the [Mike Condra Outstanding Student Service Award](#)
- Awarded the [Baillie Award for Excellence in Secondary School Teaching](#)

Living Our Values: Building an Inclusive Community

The Shift Project: Activating Results of the 2021 Student Experiences Survey

A partnership with the Human Rights and Equity Office and Institutional Research and Planning.

- Developed [From Input to Action: Your Voice Matters](#), a detailed analysis of results from **5,400+** respondents
- Created a [Student Engagement and Inclusion Coordinator \(SEIC\)](#) position that:
 - Supported ongoing connection with the survey's Student Advisory Group and student leaders and groups
 - Facilitated student-led discussions about the survey results
 - Developed programming and activities to centre student voices and experiences in ongoing campus climate and culture work
- Engagement and Inclusion strategy highlights:
 - Open feedback sessions – opportunities for students to meet and discuss results, share experiences, suggest improvements, and learn about actions being taken
 - Sunday Supper Series – encouraged dialogue among equity-deserving students
 - The Shift Podcast – stories that amplified the voices of equity-deserving students and highlighted campus resources and visions for a safer community
 - [Student Voices Week](#) – a celebration of equity-deserving voices through events and initiatives run by student clubs and university stakeholders

Looking ahead: The (renamed) Shift Survey (diversity and inclusion modules) will run again in winter 2023 to continue to advance an inclusive campus environment. The survey informs the ongoing work of [The Shift Project](#), a collection of events and initiatives aimed at centering equity-deserving student experiences, providing more opportunities for dialogue on survey topics, and acting to improve campus culture.

Expanding EDII Peer-to-Peer Opportunities

- Additional student-staff positions were created across Student Affairs in support of diverse student communities, including in the Yellow House, Four Directions Indigenous Student Centre, the Queen's University International Centre, the Ban Righ Centre, the Student Experience Office, and Undergraduate Admission and Recruitment
- These student staff were engaged in program development and leadership, peer-to-peer advising, as well as marketing and communications that showcased the lived experiences of our diverse student population

Living Our Values: Promoting Wellbeing

Campus Wellness Framework Implementation

A partnership with Human Resources, as co-chairs of the [Provost's Advisory Committee on Wellness](#).

Priority areas of focus: culture of care, inclusion, and respect; belonging and social connectedness; the places we learn and work; and multiple dimensions of personal health.



Campus Wellness Framework Initiatives

Student Mental Health Network, a caucus of student and staff leaders working to advance student mental health.

Champions for Mental Health, recognizing the important role of educators and staff members in supporting and advancing student mental health.

- Celebrated and showcased instructors and staff members who created environments where student mental health is valued and supported
- Led by the Student Mental Health Network
- **60+** instructors and staff nominated by students who shared stories of their positive impacts
- **15,000+** impressions on Twitter
- **800%** increase in engagement (term over term) on Instagram
- Engaged with the Centre for Teaching and Learning to embed tools and learnings from champions' testimonials in instructor education
- Showcased at a Mental Health Collaborative event attended by **80+** senior Student Affairs leaders from institutions across North America

National Standard for Mental Health and Wellbeing for Post-Secondary Students

Ongoing implementation using a Mental Health Action Tracker tool to audit services and programming, allocate resources, and focus work on priority areas of action:

- Data gathering and evaluation
- Assessment of social, cultural, and economic influences impacting student mental health, within and external to the institution, to advance supportive learning strategies

Student Health Surveys

Implemented **3 concurrent student wellbeing surveys** to provide the university with an accurate picture of how students are doing and inform health and wellness programs and services.

All students were invited to complete one of the following surveys:

- National Collegiate Health Assessment
- Canadian Campus Wellbeing Survey
- Canadian Post-Secondary Alcohol and Drugs Survey
- **4,264** responses
- Integrated the Student Experiences Survey data
- Data analysis underway in partnership with Institutional Research and Planning
- Questions mapped to themes: overall, physical, mental, and sexual health, social health/belonging, food security, substance use, and safety and violence

Sexual Violence Prevention and Response Task Force

Co-chaired by Student Affairs and the Human Rights and Equity Office.

Longstanding cross-campus group of students, staff, and faculty that works to bring about change at the individual, cultural, and institutional levels to help foster a safer campus environment. In 2021-22, this group:

- Contributed to the development and implementation of **It Takes All of Us** – 90% completion rate among incoming undergraduate students – and the **VESTA disclosure tool**
- Discussed and drafted a formal **response to the sexual violence results of the Student Experiences Survey** and identified focus areas for action
- Continued to connect, through Co-Chair Ann Tierney, to the Council of Ontario Universities' Sexual and Gender-based Violence Reference Group that shares research and effective practices in the university sector to help prevent and respond to sexual violence
- Planned for the regular review, in 2022-23, of the **Policy on Sexual Violence Involving Queen's University Students** with a focus on formal reporting processes and procedures

Addressing Food Insecurity

Queen's Food Insecurity Advisory Committee is chaired by Student Affairs on behalf of the Provost. This cross-campus committee, comprising staff and students, monitors food insecurity, promotes initiatives related to education, awareness, environment, community, skill-building, and policy, and aims to create a food culture with reduced stigma and a broad understanding of issues related to student food insecurity.

The committee and the Student Food Collective released a [report updating progress made in implementing recommendations of a 2019 Food Insecurity Report](#), with consideration of the reduction of in-person programming and services due to the pandemic. Progress highlights include:

- Ongoing student-led engagement of collective members
- Annual training created and delivered to **180+** student leaders to date
- Data collected through an AMS Food Bank User Survey and the Student Experiences Survey
- Created a centralized [Food Access Resources information hub](#) on the Student Affairs website
- Peer support through the unique-in-Canada [Swipe It Forward Queen's](#) program
- Internal review of the AMS Food Bank's model and operations to ensure sustainability
- Advocacy to integrate food insecurity into policies and strategies to advance UN SDG 2: Zero Hunger, e.g., the Working Group on Graduate Success, the Internationalization Strategy, the Campus Wellness Framework, and increased access to financial aid

The committee further enhanced and expanded collaborations with campus partners and community organizations to ensure continued supports for food-insecure students in the context of COVID-19.



Alcohol Harm Reduction

Student Affairs chairs the longstanding Alcohol Working Group, comprising student leaders, staff, and community partners, that is focused on collaborative efforts to reduce alcohol-related harms, with particular attention to key times of the year, including the start of the fall term, Homecoming, Halloween, and St. Patrick's Day.

Initiatives include:

- Off-campus door-to-door outreach and information drop-off
- Campus Observation Room, an on-campus overnight detox service
- Ongoing safe drinking education
- Party Goer Safety Kit giveaway event
- Alternate programming in residence and for all students
- Enhanced security and first-responder presence on campus
- Food trucks, food, and water giveaways; Big Breakfasts in residence
- "How to Decide Where to Go" health services directory and map
- Themed paid and organic social media

Undergraduate Admission & Recruitment

Responsible for the recruitment and admission of students to direct-entry undergraduate programs.

Ongoing Pandemic Response

Implemented a mix of in-person and online events and programs in response to ever-changing public health restrictions through the recruitment and admission cycle.

Class of 2026: By the Numbers*

55,000

applications
+6% year-over-year
(YoY)

91%
incoming
class average

90%
18 years of age
or younger

7%
attended high
school outside
Canada

8%
are visa students

Bader College

Record-setting increase
for first-year applications
and enrolment

1,368

applications
+41% YoY

155

registrations
+30% YoY

* Numbers as of November 1, 2022



Recruiting the Class of 2026

Webinars and Events

10 Ontario Universities' Fair
online presentations
– **8,000+** attendees

190+ webinars
– **6,800+** registrations

Queen'sUBound Yield Campaign

- **1,000+** registrations for in-person student receptions in Halifax, Calgary, Vancouver, Hamilton, Toronto, and several cities in India, China, and Vietnam, as well as a hybrid event in Kingston
- **15,000+** page views from **4,300** unique visitors on a [new Queen'sUBound website](#) for students with an offer of admission

Campus Tours

- **10,500+** registrations for **190+** in-person campus tours (opened in October 2021, shut down in December, opened again in March 2022)
- **1,550+** registered for the new Guided Virtual Tour
- **132,000+** page views of the new self-guided [3D Virtual Tour](#) since its launch in March 2021
- New online [Audio Tour](#)

International Initiatives and Outreach

- Hired a new regional manager of international enrolment (Asia) who oversees **3** embedded recruiters and a recruitment agent network
- Increased international agent partnership network
- Introduced weekly "Friday Night Series" for students in China; every week featured a new program or service
- Instagram livestreams continued in partnership with faculties and Student Affairs services

Principal's Global Scholars Program

[Implemented a new initiative](#) with campus partners to support students displaced by war, conflict, and political instability.

- Welcomed **11** sponsored students in 2021-22
- We will also be welcoming **6** new Ukrainian students in 2022-23

Living Our Values: Increasing Access and Diversity

- Hired new manager, access and inclusion (pictured below)
- Developed a **3**-year strategic development plan for outreach, recruitment, and program growth
- Doubled our partnerships from **11** to **22**, with community organizations that work with underserved student communities. These include a strong and important relationship with Pathways to Education
- Created a semi-annual forum for in-person open dialogue with affiliated youth-serving community organizations
- Created a monthly newsletter for community partners and guidance counsellors to facilitate access to information related to navigating post-secondary, including the First-Generation Admission Pathway and Equity Ambassador program

"Diversity, equity, and inclusion are our shared responsibility and now more than ever, our efforts to create pathways for underserved youth communities is of critical importance. Through Ladder2Rise's partnership with the Access and Inclusion team at Queen's, we've moved from conversation to demonstrable action to remove barriers and enable access to post-secondary education for youth who now believe that a post-secondary education is possible, and more critically that we are all committed to seeing them rise to their greatest potential."

~Ruth Nyaamine, Founder & CEO, Ladder2Rise



Indigenous and First-Generation Admission Pathways

1.1%

of all applicants self-identify as Indigenous

8%

increase in acceptances

6%

of all applicants self-identify as First Generation

23%

increase in acceptances

Equity Ambassador Program

- **21** trained upper-year student ambassadors connected with **1,000** self-identified, equity-deserving, prospective students through webinars, social media, and one-on-one meetings to share their perspectives
- **20** workshops developed and delivered to high schools and community organizations
 - Topics include Post-Secondary 101 and Career Options and Resources for Equity-Deserving Students



Equity Self-Identification*

- **6,705** first-year applicants from the class of 2026 (**12%**) completed the optional Equity Self-Identification form
- Offer rate: **53%** vs **51%** overall
- Acceptance rate: **24%** vs **20%** overall
- **600** first-year students self-identified as racialized/visible minorities
 - **108** self-identified as Black (subset)
- **146** self-identified as having a disability
- **284** self-identified as 2SLGBTQ+

* Numbers as of September 20, 2022



Office of the University Registrar

Comprehensive enrolment management services to the Queen's community, supporting the student learning experience and the academic mission of the university. The Office of the University Registrar (OUR) comprises three units: Records and Services, Student Information Systems, and Student Awards.



Records and Services

Maintained online and in-person services, including making both hard copy and digital documentation available.

60,253

phone and email
student contacts

5,216

in-person
interactions

~\$359.7M

student payments
received and reconciled

~541K

enrolment actions

Exams

In-person exams returned to the Mitchell Hall gyms and the OUR's Exam Centre in December 2021 and April 2022 with COVID-19 protocols.

- Students were required to complete the SeQure Self-Assessment app before writing exams
- Medical-grade masks were required at all times
- Queuing systems and line monitoring ensured social distancing

12,093

exam accommodation
requests (+31% YoY)

856

exams scheduled
and run for

1,284

course sections
(+9% YoY)

304 online exams

552 in-person exams

Two additional exam venues were created in former squash courts in Mitchell Hall. Due to open in fall 2022, these 28-seat rooms will house accommodated students requiring 'semi-private' space. When not in use for exams, these rooms will be made available as quiet study spaces.

Convocation

- While spring and fall 2021 in-person ceremonies were postponed due to the pandemic, **8,000+** degrees, diplomas, and certificates were granted and mailed
- In-person ceremonies returned in June 2022 for all 2020, 2021, and spring 2022 graduates
 - **6,000** graduates and **10,000** guests were hosted at **10+** ceremonies, most at the Leon's Centre in downtown Kingston
 - **34** gifts were presented on stage to spring 2022 Indigenous graduates
 - National Indigenous Peoples Day was celebrated at the June 21, 2022 ceremonies with Indigenous drumming

Student Information Systems

- Enhanced the SOLUS Student Centre interface with the new "Fluid" upgrade to be more user friendly and intuitive for end users (current students and alumni) and to improve its mobile performance and accessibility, in partnership with ITS
- Provided specialized data reporting, analysis, and testing; managed hardware and software suites to enhance service delivery and productivity

Student Awards

A comprehensive range of financial aid programs to help reduce barriers related to financial need or personal circumstances so students can focus on their studies, achieve their goals, and prepare to make a positive impact on the world. Programs include government student financial aid, merit-based scholarships for undergraduate students, need-based bursaries, and awards for undergraduate and graduate students.

Ongoing Pandemic Response

- Offered remote and in-person one-on-one financial advising appointments
- Provided ~\$480,000 in financial support to 440 international students who needed to quarantine

Financial Aid Administered by Student Awards

\$95.3M in total government student loans and grants **8,408** recipients

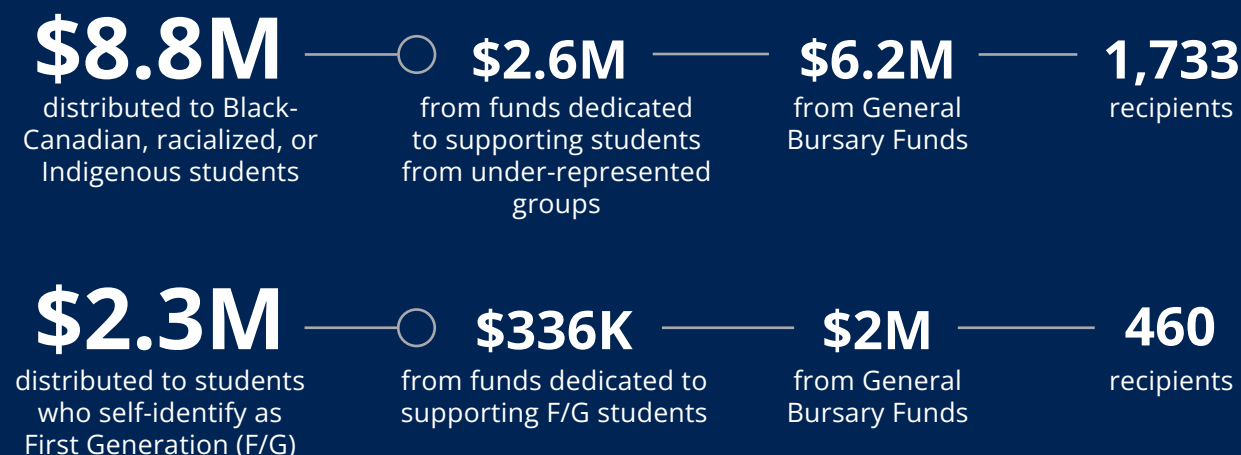
\$37.8M in Queen's assistance **43.3%** provided through the generosity of donors **10,183** recipients



Queen's Commitment Scholars, fall 2022

Living Our Values: Increasing Access to Queen's

Queen's expanded its admission bursary programs to enable more students with the highest financial need to accept their offer of admission. Beginning in fall 2023, up to **100 new and renewable Major Access Awards** will provide recipients with four years of funding totaling **\$40,000 to \$72,000**, depending on program of study. We hope to empower more students who may not have otherwise considered Queen's due to personal, geographic, or socio-economic circumstances, to join the university community.



Promise Scholars Awards

5 awards of **\$60,000-100,000** distributed over 4 years to local first-generation students.

"I grew up questioning whether I would ever be able to attend university and do well, because I assumed I would have to work full time and also be a student. The significant financial aid I am receiving from Queen's has allowed me to focus on school and my grades. It has been such a relief, and it is moving me closer to my goal of being a veterinarian."

Recognizing Inclusive Leadership

In fall 2021, Queen's welcomed our first **Commitment Scholars** – students who have demonstrated leadership in, and commitment to, racial justice, social justice, or diversity initiatives in their school or community.

- The renewable award of **\$48,000 (\$12,000 per year)** is granted to 10 eligible students annually

Queen's also welcomed our first cohort of **Commitment Bursary** recipients.

- Up to **\$5,000** per year was granted to **300+** first-year students. This group will receive more than **\$935,000** over four years

New Admission Awards for International Students

Launched targeted admission awards for incoming 2022-23 Arts and Science and Engineering and Applied Science international students to further diversify enrolment from prioritized countries, including India, Vietnam, Pakistan, Nigeria, and Kenya. These awards support our efforts in making Queen's accessible to the highest-achieving students from around the world.

Housing & Ancillary Services

With over 1.2 million square feet of student living space on and off campus, dining and retail food services, event service operations, and a year-round hotel and conference centre, Housing and Ancillary Services (H&A) supports student life and an inclusive campus environment.

Living Our Values: Sustainability Framework

H&A developed a [Sustainability Framework](#) that tracks our units' progress, in collaboration with Queen's campus partners, in all the [UN's 17 Sustainability Development Goals \(SDGs\)](#). To date, H&A's achievements are most evident in SDG 1: No Poverty, SDG 2: Zero Hunger, SDG 3: Good Health and Wellbeing, SDG 4: Quality Education, SDG 10: Reducing Inequalities, and SDG 12: Responsible Consumption and Production.



Residence Life and Services

Supports the transition and wellbeing of first-year students living in **17** residence building communities. We offer students a supportive environment to develop academic skills, critical thinking, accountability, and personal growth.

Ongoing Pandemic Response: Residence Operations

- Ongoing consultation with KFL&A Public Health and university public health experts
- **93%** capacity – single and double rooms only, and reserved COVID-19 isolation rooms
- Staggered multi-day fall 2021 move-in to limit crowds
- Mask mandates and proof of vaccination aligned with university requirements
- Continued enhanced cleaning and sanitation procedures
- Revised isolation protocols for students who contracted COVID-19
- COVID-19 case management and contact tracing initiatives
- In-person and online options for student events, programs, and staff training
- Implemented winter term fee adjustments and/or refunds due to the university's transition to remote learning in January and February 2022
- Expanded online residence room self-selection system

Living Our Values: Building Community and Promoting Wellbeing

- Launched a pre-arrival online learning module outlining the expectations of living in residence
- **600** health and other student accommodations supported
- **498** students in [Living Learning Communities](#)
- New Mindful Moments weekly program facilitated by embedded residence counsellors

Preparing Students for Impact: Residence Dons

137 positions
in 2021-22

9 days of training, including community building and programming, I-EDI-AA training, peer support, and conduct and crisis support

1,307 don-led residence programs, centred around the three Residence Life and Services pillars: Sense of Belonging, Building Resilience, and Academic Success

Facilities

Developed a multi-year capital renewal plan detailing deferred maintenance and other revitalization projects across the portfolio.

Construction of New Albert Street Residence

334-bed building scheduled to open fall 2022
Designed with LEED gold standards, and featuring accessible rooms and living spaces
Unique amenities include a courtyard featuring an Indigenous gathering space, prayer room, yoga room, nap pods, two study rooms per floor, indoor bike storage, a service animal washing bay, and numerous student gathering spaces



Community Housing

Queen's-owned student rental properties in the University District and on or near West campus.

- **486** apartments and homes
- **730** tenants (students and family members)
- **1,927** maintenance work orders completed

*"Great affordable housing for students
...It was a nice neighbourhood, and the
units are quite large and very clean."*

~ Review of An Clachan

Off-Campus Living Advisor

Supports students living off campus with navigating the Kingston rental market, tenant and landlord rights, housing fraud, and resources for moving in and out.

1,949 one-on-one interactions with students

80 students attended an online First-Year Housemate Search Social

784 students attended online webinars and in-person housing talks

82 students attended an online Exchange Student Housing Social

240 first-year students and family members attended an online resource session

Queen's in the Community

Partnered with the Arts and Science Undergraduate Society to coordinate a spring 2022 move-out program to upcycle household items, reducing waste and helping students reduce expenses.

Hospitality Services

Healthy, inclusive, and sustainable food operations for students, staff, faculty, and campus visitors at **3** dining halls, **20+** food locations, and through a campus catering service.

Queen's in the Community

8,622 pounds of food donated to local food banks and community shelters.

Living Our Values: Sustainability and Access

- **4,493** meals accessed through [Swipe It Forward Queen's](#) by students experiencing food insecurity
- **177** students with food allergies or dietary needs supported by our staff registered dietitian
- Culturally-inspired programming, events, menu options, and gathering spaces developed to celebrate and observe Hanukkah, Passover, and Ramadan in campus dining halls
- Fairtrade certification and sustainable seafood procurement practices achieved
- Implemented LeanPath, a food waste management system, in dining halls
- **665,280** locally-sourced free-range eggs served across campus
- [Established a bee farm](#) on West campus, producing honey for the campus community and improving the urban environment through pollination

42% of the food bought on campus was sourced within 500 km and **67%** within Canada (as of fall 2022)

25,210 single-use containers diverted from waste streams

Queen's Event Services

Professional event management, catering services, and summer accommodations on campus. We transform academic areas and student residence buildings into event and summer hotel accommodations and help university partners run events across campus.

78% summer accommodation occupancy, August 2021 – as pandemic restrictions were lifted

7.8 out of 10 average review score on Booking.com for summer accommodations

56 events run in compliance with all public health guidelines

Ongoing Pandemic Response

Reduced conferences and events and shortened the summer 2021 accommodation season due to COVID-19 restrictions.

The Donald Gordon Hotel and Conference Centre

Year-round meetings, conferences, weddings, special events, dining, and stays.

Living Our Values: Building Community and Promoting Sustainability

- *Travel Proud Transforming LGBTQ+* Travel designation earned
- Rainbow Registered Accreditation received for having established an organizational culture that is LGBTQ+ inclusive and affirmative
- IACC Green Star Certification achieved
- Fairtrade Workplace designation achieved
- Donated unspoiled food to the Kingston community through participation in the Waste Less program
- Launched a partnership with Clean the World to reduce partially-used hotel toiletries

Enrichment Studies Unit

Queen's in the Community

Offered inclusive opportunities to students in grades 5 to 12 to experience the university learning environment.

Ongoing Pandemic Response

In-person programming was suspended for 2021 but online programs continued.

"My instructor was always ready to answer my questions and always encouraged us to ask questions to expand our knowledge. The course material she created was very interesting and diverse."

330+ participants in summer 2021 online programming

16 graduate student instructors

The Enrichment Tutoring and Individual Instruction program was launched, connecting elementary and secondary students with master's students and teacher candidates.

- **10** one-on-one matches
- **100+** hours of individual mentoring time

Student Wellness Services

A range of wellbeing programs and services that support the personal, academic, and social health development of students at Queen's. Student Wellness Services (SWS) staff aim to deliver a welcoming, confidential, and integrated service that is responsive to students' health and wellness needs.

Ongoing Pandemic Response

- Continued in-person and virtual medical and mental health care
- Introduced online booking to enhance access to advisors at Queen's Student Accessibility Services (QSAS)
- Continued to provide interim accommodations for students registered with QSAS awaiting documentation due to pandemic-related delays
- Provided **931** COVID-19 vaccines at **10** on-campus clinics and **1,113** flu vaccines at **16** flu vaccine clinics
- Administered **6,700+** COVID-19 tests
- Distributed and collected **264** COVID-19 self-test laboratory kits over **4** days during the Omicron variant wave
- Promoted up-to-date COVID-19 information to students and staff
- Designed and launched new Peer Wellness Navigator program to assist with COVID-19 screening and referrals

Living Our Values: Inclusive Programs and Services

Continued expansion of diverse and specialized staff team to provide individual care:

- New Black-identified counsellor provided one-on-one wellbeing programming tailored to BIPOC students
- New registered dietitian position supported students with medical diagnoses related to eating
- New Peer Wellness Coaching program helped students reach goals connected to new [Canadian 24-hour movement guidelines](#)

Living Our Values: Addressing Food Insecurity

Fresh Food Box Program

300+
students reached

- Collaborated with campus partners to provide bi-weekly, free, fresh food boxes and mason jar snacks to students, aligning with SDG 1: No Poverty and SDG 2: Zero Hunger
- Increased use of local ingredients and sustainable packaging materials

Preparing Students for Impact

- **18,000+** students, staff, and faculty attendees at **77** health and wellness presentations and training sessions
- **350+** students volunteered **3,500+** hours with Peer Health Educator, Peer Wellness Navigator, Campus Observation Room, Peer Wellness Coaching, and Note-Taker programs
- **14** practicum students and **18** student staff participated in experiential learning initiatives

Living Our Values: Promoting Wellbeing

Appointments

10,000+

unique
students
seen

+110%

(YoY) appointments
with triage team

+70%

(YoY) healthy
lifestyle
appointments

12%

of the student
population was
provided with academic
accommodations

+14%

(YoY) mental
health
appointments

+43%

(YoY) specialized
appointments for
2SLGBTQ+ and Black-
identified students, as
well as cross-cultural,
sexual violence,
and eating disorder
counselling

~50,000

in-person and remote medical, mental health,
healthy lifestyle, and accessibility appointments



"All staff are understanding and patient, whether I'm talking to secretarial staff, counsellors, physicians, etc.. Everyone I have interacted with has left me feeling respected and confident that I will find what I need."

Wellness Groups

- **18** counsellor-led wellness groups filled to capacity
 - **1,600+** total reach
- New group, "Far from Home: New to Canada" for international students adjusting to the culture and traditions of Canada

Reducing Alcohol-Related Harms

- **95** students supported at the Campus Observation Room, an on-campus, non-medical detox location for students who have had too much to drink
 - **66** admitted overnight
- In-person and virtual peer-led harm-reduction outreach, including a video series and presentations during fall orientation

Athletics & Recreation

A broad range of student programs, including intramurals, recreational clubs, varsity teams and clubs, fitness, and aquatics, that emphasize physical activity, sport, and wellness as integral and vibrant parts of campus life; advances UN SDG 3: Good Health, SDG 5: Gender Equality, and SDG 10: Reducing Inequalities.

Ongoing Pandemic Response

- Offered in-person, virtual, and outdoor programming to enable safe, daily access to programs and facilities under public health guidelines
- Implemented extensive safety measures, including reserved activity spaces, modified traffic flows, and enhanced symptom screening for all facilities and events
- Supported student-led clubs for online activities (e.g., creating online recitals for the **800**-member Queen's Dance Club)

250,000+ engagements with students through programming

Living Our Values: Building Community

- Developed and launched a year-long Indigenization, Equity, Diversity, Inclusion, Anti-Racism and Accessibility (I-EDI-AA) focused education program, in collaboration with the Human Rights and Equity Office, to sustain the development of a welcoming and inclusive environment. This included the appointment of a coordinator of equity education and learning
- Created new programming in partnership with the Yellow House to foster inclusion, including 2SLGBTQ+ "Solidarity Swims," Afro-Beats BIPOC Group Fitness, and Queer Yoga
- Mandated education sessions for all full-time staff and coaches on topics including Power and Privilege, Anti-Racism, and Gender and Sexual Diversity
- Mandated Safe Sport Training for all staff and coaches through the Coaching Association of Canada, and took the Responsible Coaching Movement pledge in support of creating a sport environment that is safe, smart, and secure

Preparing Students for Impact

1,000+ students worked in casual staff positions and leadership roles

Queen's in the Community

- **300+** events hosted by community-based organizations in Mitchell Hall gyms
- **1,950** registrants took part in Q Camps, which is the largest local day camp program
- **\$72,000+** raised by student athletes for various causes including the Canadian Cancer Society, Partners in Mission Food Bank Kingston, Martha's Table, Pathways to Education, and more
- **1,200** items donated to Martha's Table by the Varsity Leadership Council
- **2,000+** local youth wore Tricolour in house leagues and competitive teams as part of the Jr. Gaels program, supported by Gaels varsity student athletes and coaches

Recreation and Sport Clubs

Intramurals

- **5,239** unique participants
- **2,747** games and activities
- **921** registered teams
- **16** sport and activity offerings

Fitness

- **6,600+** participants
- **1,000+** in-person and virtual group fitness classes
- **90** in-person and virtual personal training packages delivered to ARC members

Recreational Clubs

- **1,337** registered participants
- **15** student-led sanctioned clubs

Varsity Sport Clubs

- **640** registered varsity club student athletes
- **26** varsity clubs
- **4** varsity club champions (Golf, Cycling, Triathlon, Women's Squash) – provincial and national



High Performance Sport

- **394** Academic All-Stars (**3.5+** GPA while playing varsity sports)
- **2** varsity team champions: Women's Soccer – OUA and Women's Rugby – U SPORTS (pictured celebrating on Nixon field)
- **1,139** student athletes completed live online training modules as part of their return to sport

Facilities and Operations

- All facilities, operations, programs, and services continuously met provincial, public health, and university requirements during the pandemic
 - Operations and safety protocols were recognized by KFL&A Public Health as a leading industry standard
- Hosted three national U SPORTS championships: the Women's and Men's Rugby championships on Nixon Field, and Women's Basketball at the ARC
- Queen's Football hosted the 113th Yates Cup at Richardson Stadium
- Construction began on the new pavilion at Richardson Stadium

Support Services & Community Engagement

Guidance and referrals as students navigate campus and community resources; support to students in distress and who need extra assistance; promotion of positive citizenship, safety, and responsibility through educational outreach; and management of non-academic misconduct processes.

Ongoing Pandemic Response

- Continued both online and in-person meetings with students across all services to maximize access and support
- Implemented regular outreach activities in near-campus neighbourhoods to check in with students and provide information and resources

Living Our Values: Student Outreach

Student Community Relations promotes good citizenship, positive neighbourhood relationships, respect and responsibility, and connects with students living off campus.

A staff and student team collaborated with campus and municipal partners, including Kingston Bylaw, to promote student awareness of off-campus safety initiatives, bylaws, COVID-related protocols, and tips on being good neighbours.

Start-of-Year Outreach

1,000+

students welcomed back to Queen's and Kingston

600

bags with campus and community resources distributed to student houses in neighbourhoods near campus

Engagement Stations

2,700

students reached at 3 resource stations throughout the year

Door Knocking

1,944

student connections made over four months of house visits

CARE Referral Program

Helps to support students by getting them referred to resources early on. The program relies on campus community members or “CARE connectors” (e.g., academic advisors, coaches, residence life staff) to help connect students, who may be facing academic or personal difficulties, to resources and support services.

428 students referred to CARE (+116 YoY)

1,424 individual supports and actions provided

27 cases referred to the Assessment and Care Team (ACT)

Most Common Concerns

- **24%** academic (**154**)
- **10%** mental health (**65**)
- **9%** general wellness (**59**)
- **5%** suicide ideation (**33**)
- **5%** grieving/bereavement (**33**)

Non-Academic Misconduct System

The Non-Academic Misconduct System (NAM) Intake Office manages intake and referral to four units across the NAM system: the Student Conduct Office, Queen’s Residence, Queen’s Athletics and Recreation, and the AMS Judicial Affairs Office.

169 cases

Cases are resolved through educational, developmental, restorative, and disciplinary outcomes. Students are encouraged to reflect on their behaviour, take responsibility, learn, and repair harms. Support is provided to all students throughout the process.

Student Conduct Office

- **120** case referrals received
- **334** students and **1** student group involved
- **446** meetings with complainants, respondents, and witnesses
- **311** students and **1** student group found responsible for Code violations

Student staff in the Student Conduct Office developed **2** online education modules in support of the university’s new Harassment and Discrimination Policy: A Restorative Learning Journey in Microaggressions, Harassment, and Discrimination Prevention, and Response at Queen’s: Navigating Policies and Procedures.



Faith and Spiritual Life

Multi-faith, non-judgmental support for religious, spiritual, and personal issues, concerns, or crises. Chaplains engage in community-building programming, ceremonial services, and interfaith community development.

In January 2022, we welcomed our new Director of Faith and Spiritual Life and Interfaith Chaplain Erin Burns.

Ongoing Pandemic Response

Continued online services and community building initiatives.

Living Our Values: Building Community

- Continued to provide and maintain meditation, prayer, and reflection spaces on campus
- Provided emergency food access through Swipe It Forward Queen's, and emergency bursary assistance to students dealing with a sudden or serious shortfall of funds
- Offered one-on-one support for grief, loss, transition, and complicated relationships (families, inter-faith relationships)
- Supported faith-based academic accommodations
- Ran programming and events, including online Cooking with Grandmas in partnership with the SGPS, and Crafternoons in the Mitchell Hall atrium
- Connected with students through button making, rock painting, collaborative art projects, and lunch-hour outdoor lawn games, such as bocce and croquet
- Hosted a Vigil for Peace for students, faculty, and staff to gather, reflect, and support one another in response to the Russian invasion of Ukraine

Queen's in the Community

- Offered ceremonial services for special events, including Spring 2022 Convocation ceremonies
- Nurtured connections and relationships with faith-based groups on campus and in the community, including the Queen's University Muslim Student Association, Queen's Hillel, and Kingston's Interfaith Community



Student Life and Learning

Student Experience Office

Programs and services to orient students to university life, support their successful transitions into and through university, and encourage leadership development, student engagement, and co-curricular involvement while at Queen's.

Ongoing Pandemic Response

- Continued online summer transition programming
- Adapted fall orientation activities to a hybrid model, facilitating both virtual and in-person welcome activities for incoming students

Living Our Values: Building Community

Summer Orientation to Academics and Resources (SOAR)

- **4,049** first-year students accessed the SOAR onQ course
- **2,000+** students attended webinars and virtual socials held during SOAR and throughout the summer
- **480** parents/supporters attended SOAR webinars

"SOAR was great. Workshops like Academics 101 really helped me get in the mindset of how to study. Because of SOAR I actually created a friend group on Instagram and found people that share my interests."

University Orientation

- **3,921** students accessed their orientation course in onQ
- **730** students participated in virtual activities (University Orientation and First Year Not in Residence [FYNIR])
- **1,180** incoming students attended campus tours
- Created and delivered orientation leader training to **800+** upper-year students on topics including accessible event planning, inclusive leadership, bystander intervention, and intercultural awareness
- Supported faculty orientation leaders in planning **20+** in-person, drop-in events



QSuccess

- Year-long, [first-year peer mentorship program](#)
- **598** first-year students matched with **189** upper-year mentors
- **4,794** one-on-one and small group mentoring meetings
- **193** mentees attended **13** online and in-person QSuccess events
- Mentors developed meaningful leadership skills through training, developmental activities, and ongoing reflection
- **57%** of first-year mentees and **60%** of mentors self-identified as members of equity-deserving communities

97%

of mentees said QSuccess helped build skills to be successful at Queen's

"I love being a mentor because it taught me a lot. My mentees are a fresh source of perspective and ideas. The greatest reward is getting to see my mentees grow, learn, and discover their strengths!"

Year-Long, First-Year Transition Programming

- **4,963** views on **25** Instagram livestreams highlighting campus resources
- **447** students attended in-person social events
- **195** students accessed our drop-in, on-campus lounge space

Queen's Reads Common Reading Program

- 2021-22 selection – *I Hope We Choose Love* by Kai Cheng Thom – explores queer stories that focus on BIPoC and transgender experiences
- **2,000+** copies distributed
- Students, faculty, and staff engaged in meaningful discussions at **9** events

Preparing Students for Impact

1,300+ students completed three new training opportunities, co-created with Sexual Violence Prevention and Response Services, related to consent, healthy relationships, and responding to disclosures of sexual violence

700 student leaders completed Lead, Include, Transform training, which provides an opportunity for reflection on how personal privileges and oppression shape one's approach to leadership

2,761 students completed online learning modules, including:

- Queen's Community Values and Belonging and EDII Supports
- Gender-Based Violence and Consent – Bystander Intervention
- Anti-Oppression in Action

Student Life and Learning

Student Academic Success Services

Academic skills and writing support appointments, workshops, and other events for thousands of Queen's students at every level and year of study.

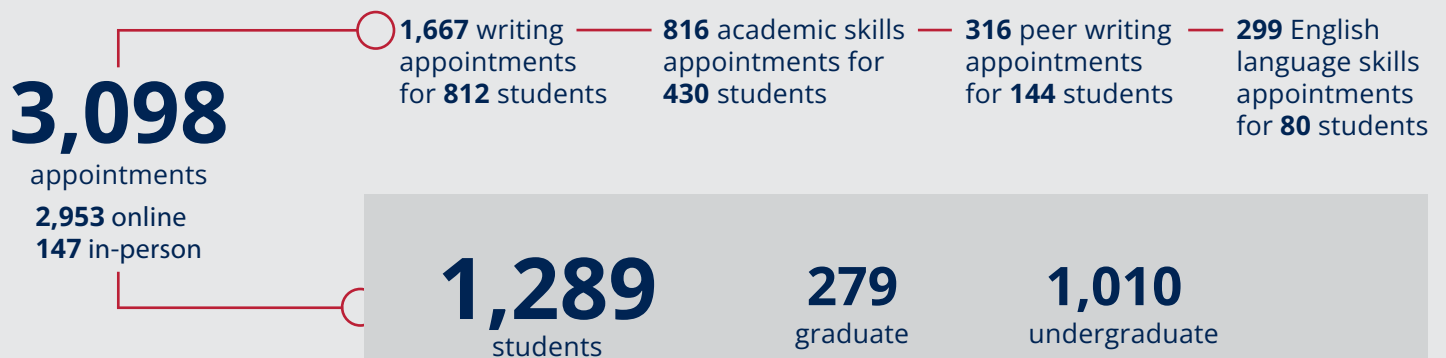
Staff from the writing, learning, and education fields tailor services to be accessible and inclusive for all.



Ongoing Pandemic Response

- Programming delivered in a hybrid model to increase student access to services
- Delivered virtual one-on-one appointments
- Continued to deliver workshops online
- **5,166** users accessed the new, hybrid version of Academics 101, an academic prep mini course
- **3,928** users accessed the new Academic Integrity module
- Created an academic transition module for second-year students

Preparing Students for Impact



Workshops and Peer Programs

8,289 attendees

227 sessions

"I cannot thank you enough for your advice and support. I am thrilled to see my writing progress."

- **126%** increase in student enrolment for [Bounce Back](#), a first-year mentorship program
- **818** How to Study for Exams prep materials distributed to students
- **267** students attended the English as an Additional Language (EAL) Write Nights workshops
- **120** students attended the Study Skills drop-in program in residences
- **212** students attended Get It Done all-day study events
- **6** videos and **10** interactive modules produced for in-class use, including Academic Integrity, Writing Basics, and Thesis Writing Guide for fourth-year history students

Second Year Stride: How to Prep, What to Expect

- Collaborated with campus partners to deliver a week-long series of workshops and events, and created an [online hub](#) containing resources and information, to help second-year students improve their academic and extracurricular skills
- Produced Levelling Up, an interactive, online tutorial to help develop critical thinking and other skills

Expanded Programming for Graduate Students

- Grad Skills Workshop Series: new online and in-person academic skills and writing workshops for graduate students across disciplines
- Grad Writing Lab: new online writing space for graduate students to develop community and skills in a supported environment

Living Our Values: Building Community

- Co-chaired International Education at Queen's with the Queen's University International Centre (QUIC): a week-long conference celebrating international education initiatives in post-secondary education through presentations, panel discussions, and faculty and student participation
- Co-launched the International Voices podcast with the QUIC: a student-run supportive listening space for those with intercultural realities, those engaging in language learning, and those seeking to increase intercultural awareness

Increased Services for Equity-Deserving Students

- New part-time academic skills specialist position added to support students with learning disabilities and Attention Deficit Hyperactivity Disorder (ADHD)
- Expanded the asynchronous writing support program offered to students with disabilities through a new referral process with Queen's Student Accessibility Services

Student Life and Learning

Four Directions Indigenous Student Centre

A home away from home for Indigenous students. In keeping with the teachings of the Four Directions, Four Directions Indigenous Student Centre (4D) provides holistic academic and cultural programming that supports Indigenous students mentally, emotionally, physically, and spiritually.

Ongoing Pandemic Response

- Offered in-person and virtual options for programs and services for students to socialize and spend time with their community
- Provided comfortable workspaces to address decreased access to study spaces on campus
- 4D's cultural counsellor provided support for pandemic-related accommodations, as needed

Preparing Students for Impact

Advising

- Our Indigenous advisor provided one-on-one support to approximately **47** students with academic advising, referrals to tutoring services, and assistance with academic appeals
- **20** Indigenous students received tutoring in **28** different courses
- New Gather Together program facilitated skill-building for goal setting, time management, exam prep, and self-care

New Indigenous Student Leadership Team

- Opportunities for students to build workplace skills, earn income, and contribute positively to the Indigenous student experience at 4D
- **3** social ambassadors, **6** Indigenous peer mentors, and **3** Indigenous administrative support student staff

"Being a part of the student leadership team was the highlight of my fourth year. It made me feel a part of a family and has helped me develop both personally and professionally. I am so grateful to have had this learning opportunity and will always cherish the time that I had at 4D."

A photograph of two young men standing outdoors in front of a brick building with green trim. The man on the left is seen in profile, wearing a blue shirt. The man on the right is facing him, wearing a pink shirt and a backpack, and smiling. The background shows a brick wall, a window, and a green downspout.

Living Our Values: Building Community and Promoting Wellbeing

4D Social Ambassadors

Designed and facilitated **8** peer-to-peer events to provide social opportunities for Indigenous students. Events included a Halloween party, Family Feud nights, a holiday party, games nights, and an exam wellness event.

Frybread Fridays

- 4D staff and Indigenous students gathered monthly for a feast
- **143** students attended throughout the year to enjoy a delicious meal and the opportunity to connect with their peers and 4D staff

New Tipi and Permanent Flags

The two flag poles installed in front of 4D carry six flags: Haudenosaunee Confederacy, Anishinabek Nation, Métis Nation, Two Row Wampum (Kaswenta), 2SLGBTQ+ Pride, and Trans Pride.

Indigenous Peer Mentor Program

- **6** upper-year Indigenous student mentors supported **10** first-year Indigenous students
- **280** meetings assisted with the transition to Queen's, skill-development, and sharing experiences

Student Mental Health Sharing Circle

- In collaboration with Indigenous nursing students, students designed and delivered an eight-week mental health sharing circle
- Incorporated Indigenous knowledge and ways of healing, including Identity, Medicine Wheel Teachings, utilizing Indigenous medicine to cope with stress, and creating a personal Medicine Wheel of Wellness

Student Life and Learning

Queen's University International Centre

Pre-arrival, transition, and ongoing support, programs, and services for international students to help them build a diverse, inclusive, and strong community.

Ongoing Pandemic Response

- Delivered remote and in-person programs and services to connect students with their campus community from wherever they were located around the world
- Opened study spaces when many campus buildings were closed
- Facilitated safe, in-person gathering through outdoor events and programs
- Provided ongoing support during the holiday closure

419

programs, activities,
and sessions
+122% YoY

~4,000

attendees
+18% YoY



Living Our Values: Building Community

- **20** orientation sessions delivered (fall and winter terms) that focused on transitioning to Canada, including COVID-19 information related to entry and mandatory quarantines
- **2,000+** views of **19** orientation videos
- **2,380+** downloads of the new iCent app, implemented to provide students with arrival info and quarantine support
- New [International Student Guidebook](#) launched, featuring info on immigration, Queen's, the Queen's University International Centre (QUIC), and daily life in Canada
- **3,000+** students and dependents registered for the University Health Insurance Plan
- Transition support provided to new [Karta Scholars](#) and [WUSC](#)-sponsored students
- International Student Advisors Amanda Gray and Arthur Chen received the [Queen's University Special Recognition Award](#) for their support of students during the pandemic

1,782 students received quarantine
check ins and support

Peer-to-Peer Connections

- **50** World Link sessions delivered by student leaders
- **109** students entered the annual QUIC Photo Contest

International Advisors Community of Practice

Launched a cross-campus staff community of practice, resulting in enhanced coordination and referrals across the network, shared strategies and responses to common student questions, and increased info sharing and problem-solving.

Preparing Students for Impact

Student Advising

789 one-on-one
advising sessions

6,842 email
sessions

New Academic Skills Programming

- Co-developed with Student Academic Success Services (SASS)
- **88** students attended the weekly Speak Up group, aimed to promote English language proficiency and confidence when speaking in academic settings
- **34** students completed the Academic Connections Certificate, exploring various academic and wellness resources
- **265+** students connected on a new online forum to access resources anytime from anywhere

Workshops

Write It

267 students attended at least one of **40** interactive English as an Additional Language (EAL) sessions focusing on a different writing topic each week

English Conversation Groups

105 students attended at least one of **136** peer-led sessions, focused on mastering spoken language, pronunciation, and daily communication skills

Overcoming Academic Culture Shock

29 students explored hidden assumptions and expectations about academic learning, communication, and writing

Increasing Job and Career-Related Support

The QUIC and Career Services collaborated to create a new position that provides specialized advising to international students, supporting their job searches and career priorities.

Intercultural Awareness Training

- Certificate program completed by **89** students
- **20** presentations delivered to students

Student Life and Learning

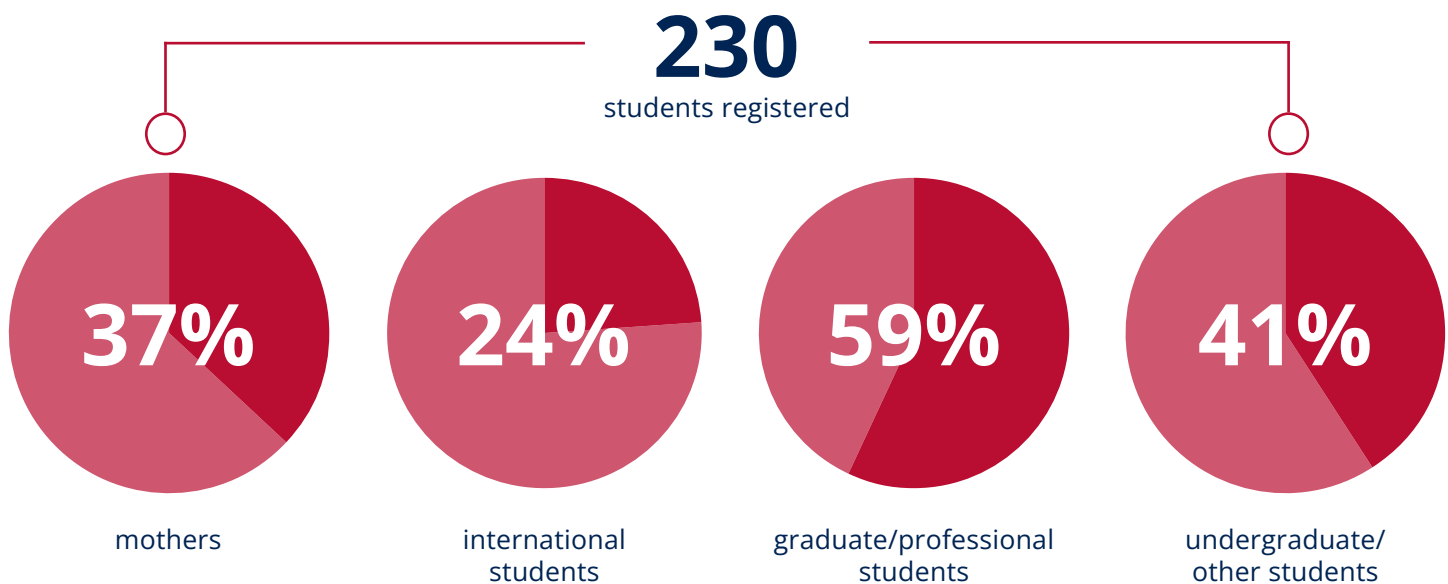
Ban Righ Centre

A welcoming and supportive community for mothers and other woman-identifying students returning to formal education after an interruption. Services are designed to help women overcome barriers and fulfill their educational goals.

Ongoing Pandemic Response

- Continued online services, including student advising, wellness meetups, chats, and guest speakers
- Led strategic outreach to faculty and programs, focusing on distance learning, to promote virtual programming at the centre

"The personalized care and connection have gifted me with a great sense of belonging throughout the pandemic. Without the Ban Righ connection, the isolation would have felt unbearable."



\$164,940

in financial
assistance provided

\$148,486

in emergency
bursaries

\$16,454

in awards

Living Our Values: Building Community

- Held daily Zoom drop-ins
- Continued Zoom drop-ins after the centre reopened to reach those unable to attend in person
- Held a Virtual Winter Celebration with **20** student participants (plus **13** partners and **41** children) and virtual Mother's Day events for students and their children
 - Students picked up treats and gifts from the centre, food was delivered to **17** local and **3** non-local families, followed by a Zoom "party"
- Offered safe, comfortable student workspaces when the centre was open in fall 2021 and winter/spring 2022



Queen's in the Community

Produced and premiered a [video](#) on International Women's Day, viewed **219** times, for a new event celebrating both the Ban Righ Centre Spring Awards and Inspiring Women Awards.



Student Life and Learning

Yellow House

Student Centre for Equity & Inclusion

Committed to creating a comfortable and accountable space for students who identify as Queer, Trans, Black, Indigenous, and/or as People of Colour (QTBIPOC) to feel safe, to create community, to be empowered, to celebrate their identity and to flourish. We seek to engage students in initiatives that actively dismantle oppressive, racist, and colonial ideologies and practices. Home to four student clubs: the African Caribbean Student Association, the Levana Gender Advocacy Centre, Queen's Black Academic Society, and the Queen's University Muslim Students Association.

Ongoing Pandemic Response

- The space was opened to the Yellow House's four resident student clubs and students when possible
- Online programming was expanded, with in-person programming delivered when possible

Living Our Values: Building Community

The Yellow House (YH) seeks to be a safe space for QTBIPOC students where they can exist as their true selves, connect, and take part in the power of community.

New Programs

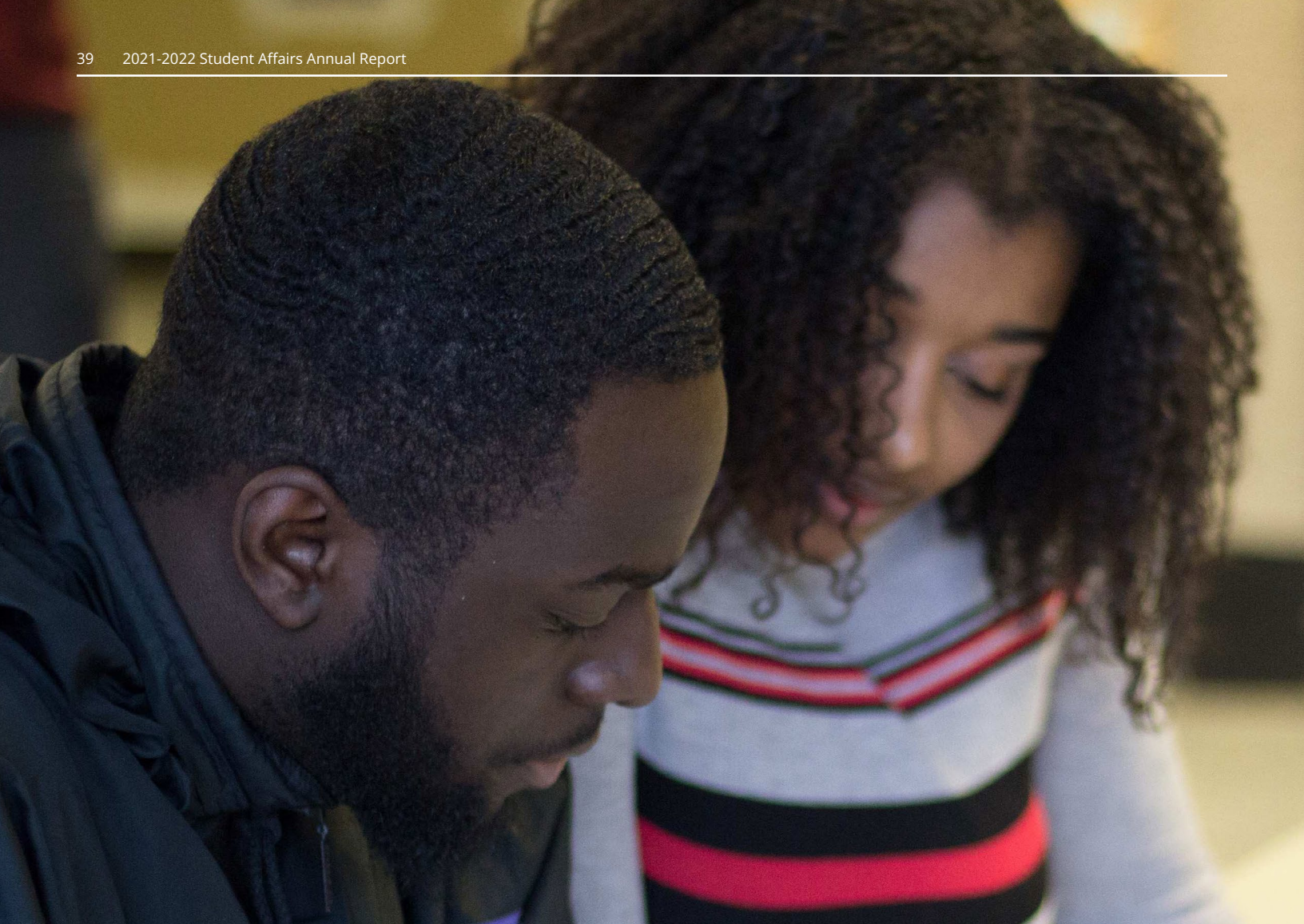
- Wellbeing workshops tailored for various QTBIPOC student communities
- Community-building activities, including cooking and dancing classes, hiking trips on nature trails in Kingston, and low-key social hangouts
- Study spaces for various QTBIPOC student communities
- Opportunities to connect QTBIPOC students interested in engaging in social justice work

New Resources

The [For Us By Us](#) toolkit was developed, for students by students, to promote resources that empower, build up, and support students who identify as QTBIPOC. The toolkit includes [BIPoC Grocery Tips](#) and maps of QTBIPOC-relevant spaces on campus and in the Kingston community.

Increased Staffing: Sexual and Gender Diversity Advisor

- This new permanent role provides programming and advisory services for 2SLGBTQ+ students at Queen's
- Advisor Kel Martin consulted with students who identify as 2SLGBTQ+, as well as student clubs and associations who serve 2SLGBTQ+ students, to explore current needs for their communities
- This information was used to design a series of programs ranging from low-key social events, like art workshops and physical activity, to one-on-one and group counselling, as well as the exploration of drag history and modern-day culture
- Select programs launched – full series to launch in 2022-23



Preparing Students for Impact

- Connecting QTBIPOC students to skill-building opportunities and jobs is an important aspect of dismantling frameworks that impede on equitable opportunities and advancement of socio-economic status
 - Skill-building activities included QTBIPOC cooking classes, Queer Yoga, Solidarity Swims, a series highlighting hair and skincare regimes and local service providers for Black-identifying students, and a BIPOC Reclaim Your Voice series to provide participants with a framework to approach difficult conversations
- Curated a suite of co-curricular programs and tools designed to nurture future changemakers by providing them with meaningful personal, academic, and professional growth opportunities
- Our student clubs and all QTBIPOC students engaging in student-centered, anti-oppression, and anti-racism work, have a valued role within the university
- Through participation in working groups and committees focused on advancing EDII at Queen's, such as the [Queen's Shift Project](#) and the new Harassment and Discrimination policy, students have formalized opportunities to share their ideas and perspectives, allowing them to shape university policy to encourage an inclusive campus culture

Connecting EDI Practitioners

The Yellow House staff launched an EDI Community of Practice for Student Success, bringing together over **25** student-facing staff across the university to support each other, collaborate, and amplify programs for students.



Career Services

Supporting and empowering students and recent alumni to create rewarding career journeys that leverage their education and skills, so they can make a positive impact in the world.

Ongoing Pandemic Response

- Offered in-person, remote, and hybrid options for appointments, workshops, events, and other services to provide students and recent alumni the flexibility to continue to engage with career supports
- Delivered online Career Fairs, allowing employers and students to connect from anywhere in the world

2,710 workshop attendees

2,346 one-on-one student appointments

"My 1-1 appointment was super informative! I learned so much and I am grateful that I got all this info to help me with my job applications."

Preparing Students for Impact

Career Services' four teams, Queen's Undergraduate Internship Program, Experiential Learning (EL) Hub, Career Education and Coaching, and Employer Services, worked collaboratively to facilitate the following activities to support students.

Experiential Learning Opportunities

Facilitated access to on- and off-campus summer and part-time jobs, volunteer and community engagements, research opportunities, and internships. The EL Hub is a "front door" to EL at Queen's: a central contact that supports efficient cross-institutional EL planning and delivery, advising to faculty for program development, collaboration, and resource sharing. The hub also works to further embed **Queen's in the Community**, helping community and employer partners integrate more student ingenuity and enthusiasm in their workplaces and organizations.

Queen's Undergraduate Internship Program

390
internships

+61% participants

Increasing Access

The EL Hub worked with campus partners to create a series of [innovative online learning tools](#) to reduce barriers and encourage underrepresented students across Ontario to participate in internships.

Queen's Doctoral Internship in University Administration

11 PhD students were placed in this pilot program – partnership with the School of Graduate Studies and Postdoctoral Affairs – designed to support doctoral candidates by creating non-academic internship opportunities outside of the student's home department or faculty.

Work Study Program

364 students were prioritized for identified part-time campus jobs. Eligibility was based on financial need

95%

of students were satisfied with their overall experience

Summer Work Experience Program (SWEP)

159 undergraduate participants

99%

of students would recommend SWEP to a friend

Pandemic Wage Subsidy Program

30+ Queen's departments and units helped students gain work experience and develop skills

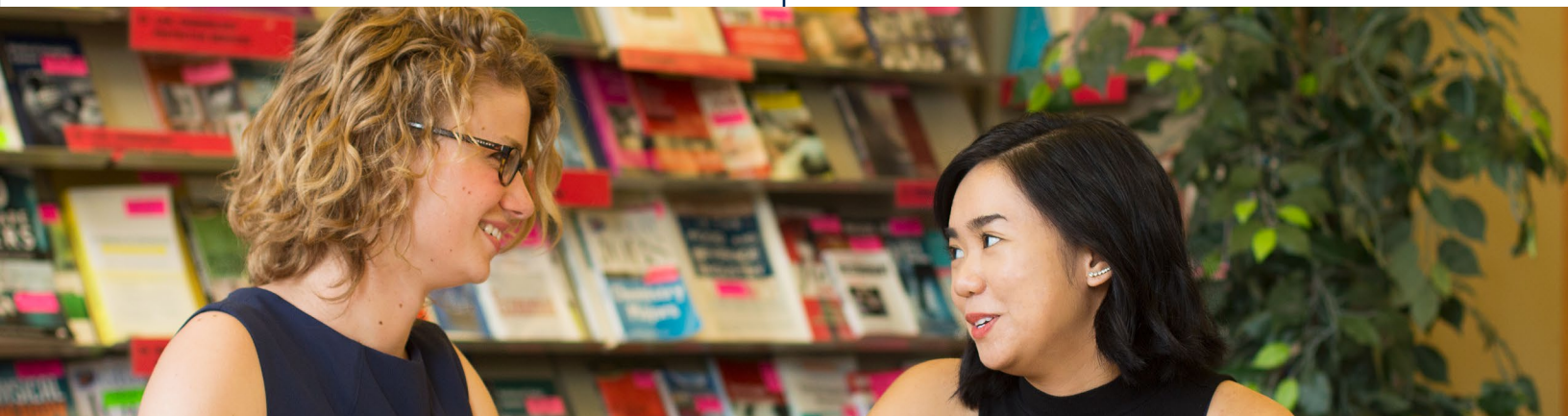
\$900,000+

in wage subsidies secured and distributed to campus employers who employed **424** students

Job Posting Board

7,300

job postings available to students and recent alumni



Career Coaches

5,115 students were supported in exploring their passions, talents, and interests to identify employment, career, and further education options

- Provided assistance in writing compelling resumes, cover letters, and applications for job postings, graduate, and/or professional programs
- **99%** of students would recommend this service to a friend

Student-Employer Events

1,439 students and recent grads met with **172** employers at **53** Employer Recruitment Information Sessions and **4** Career Fairs.

Student-Alumni Career Network

[Queen's Connects](#) is a welcoming online platform for Queen's students, alumni, staff, and faculty to start conversations, ask questions, and provide encouragement about career goals.

- **244** new student members
- **250** new alum members



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