



2019-20
STUDENT AFFAIRS

ANNUAL REPORT

A MESSAGE FROM VICE-PROVOST AND DEAN ANN TIERNEY

I am pleased to share highlights from our division's activities in 2019–20.

Our dedicated staff accomplished a lot, as we continued to focus on increasing access to Queen's, and taking action to foster a supportive and inclusive campus. We also expanded programs and services to reach more students, while building community, promoting well-being, and assisting students in their growth, skill development, and leadership.

When confronted with the arrival of COVID-19, the University quickly implemented alternatives to in-person learning in mid-March 2020. Across Student Affairs, most units pivoted to online service delivery, and worked to respond to the diverse needs of students who were facing unprecedented circumstances as the academic year drew to a close.

The global pandemic will be our reality for months, requiring a transformation of our programs and services to connect with and support students in new ways. Our talented and creative staff are up to this challenge. We are in this together, and together – in partnership with students and campus partners – we will find opportunities amid the uncertainty and engage with students wherever they are, to continue to provide compassionate and holistic supports.

*Queen's University is situated on traditional
Anishinaabe and Haudenosaunee Territory.
We are grateful to live and work on these lands.*





MISSION

To offer diverse opportunities that engage students, support their unique needs and well-being, and help them prepare for future success.

VISION

- Promoting a safe, inclusive, diverse environment that welcomes and respects every community member
- Maintaining strong partnerships, on and off campus
- Embracing a culture where collaboration and innovation are part of the everyday experience
- Helping to meet student wellness needs with a proactive approach to build resiliency and skill-development
- Supporting a common internal and external understanding of our role and responsibilities, including our role in responding to societal issues
- Building infrastructure and processes so we can be nimble in responding to evolving priorities
- Committing to staff learning and growth, so we can adapt to meet student needs
- Maintaining operational stability and making strategic choices to ensure financial sustainability

VALUES

Diversity and Inclusivity

Equity, diversity, and inclusivity are paramount in our decision-making process

Collaboration

We seek and value input from partners to foster continuous learning and growth

Empathy, Compassion, and Respect

We are kind and we support each other. We see things from a student's perspective. We respect all people and their viewpoints

Act with Integrity

We do what we say we are going to do. We follow through. We are sincere and trustworthy

Data-Based Decisions

We look to evidence and make informed, objective, and rational decisions. We are willing to challenge and change

Nurture and Celebrate Success

We recognize staff's unique contributions. We are stronger together

The pictures in this report were taken before COVID-19 became a factor in all of our lives.



KEY PILLARS

Building Community

**Supporting an Increasingly
Diverse Population**

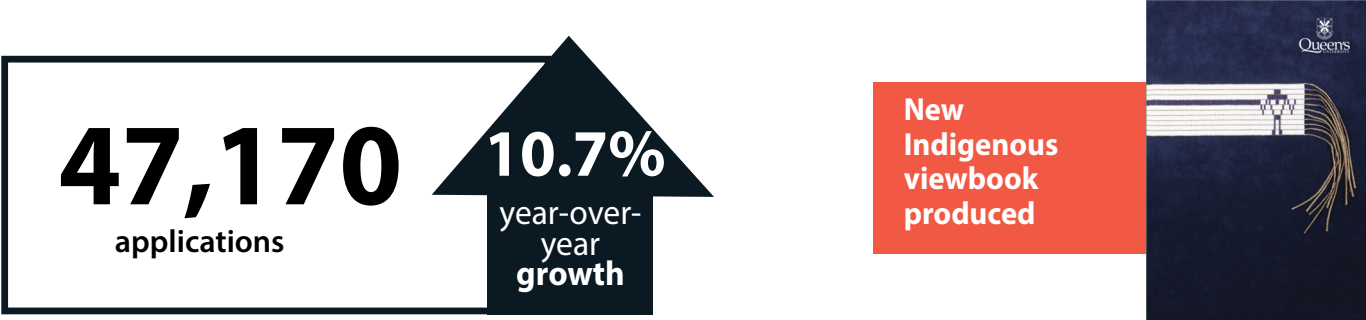
Promoting Well-Being

**Fostering Growth, Skill
Development, and Leadership**



UNDERGRADUATE ADMISSION AND RECRUITMENT

Undergraduate Admission and Recruitment (UAR) is responsible for the recruitment and admission of students to undergraduate programs at Queen's. Through strategic recruitment, admission, and retention activities, UAR successfully meets enrolment targets year after year.



Recruitment Across the Country and Around the World



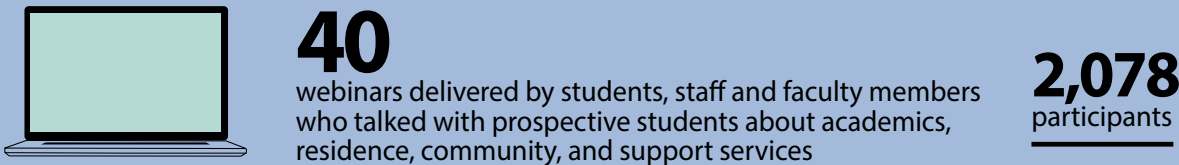
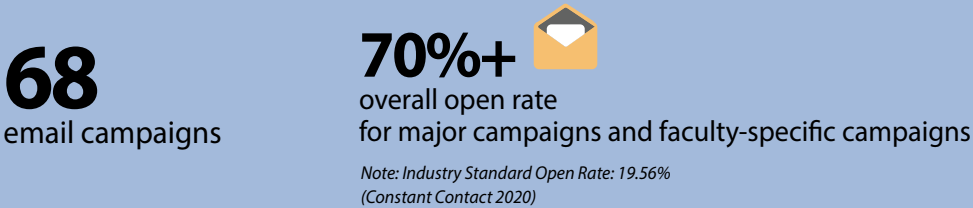
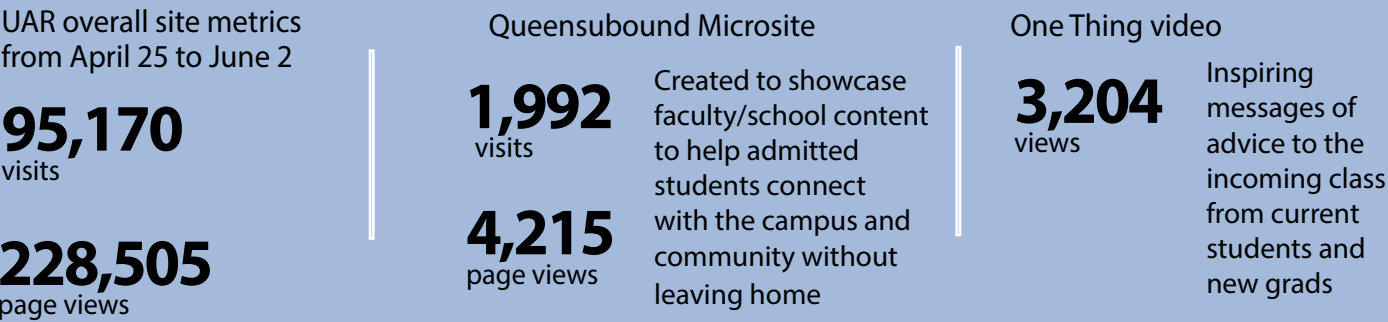
The Promise Scholars Program

In 2019-20, the university launched a new comprehensive initiative designed to reduce financial barriers and increase access to Queen's for local first-generation students. Promise Scholars receive dedicated financial, academic, and career supports throughout their undergraduate degree. The first five scholars began their studies at Queen's in fall 2020.

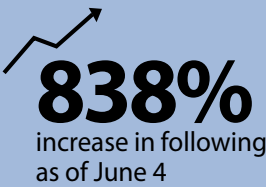
Shift in Services Due to COVID-19

A Yield Activities Group was formed, reporting to the Enrolment Recruitment and Marketing Group (ERM). This group developed and executed a comprehensive student engagement strategy to connect with admitted students as they finalized their university decision. The multi-media plan included:

Targeted Web Content



Social Media Outreach and Engagement



OFFICE OF THE UNIVERSITY REGISTRAR

This office comprises three units: **Student Awards**, which coordinates student financial assistance in all of its forms – scholarships, awards, bursaries, and government assistance for our new and in-course students; **Student Information Systems**, which coordinates SOLUS, the online Student Centre; and **Records and Services**, responsible for managing student registration, student record collection and retention, tuition fees, student cards, transcripts, exam and course scheduling, course evaluation, and convocation.

Records and Services

~\$363.6M

student payments received and reconciled

~435,000

enrolment actions

~23,770

transcripts produced

~18,000

grade and academic record changes

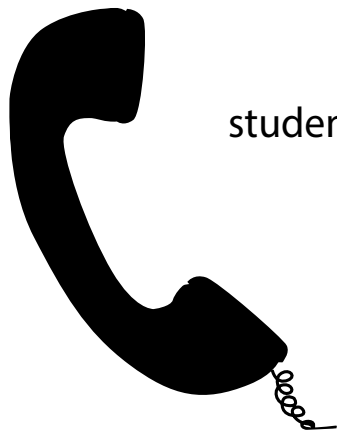
New Exam Centre Opened in Mitchell Hall

1,003 exams scheduled for
1,426 course sections

10,081

exam accommodation requests

9.6%
year-over-year growth



51,153

student contacts (phone/email)

7,392*

in-person contacts

* Reflects partial year closure of office to in-person service due to COVID-19



7 fall 2019 convocation ceremonies

~7,760 graduates
(fall 2019 and spring 2020)

With the cancellation of spring 2020 convocation ceremonies, a new convocation celebration website with video messages and lists of conferred degrees was developed; faculties and schools held various online celebrations.

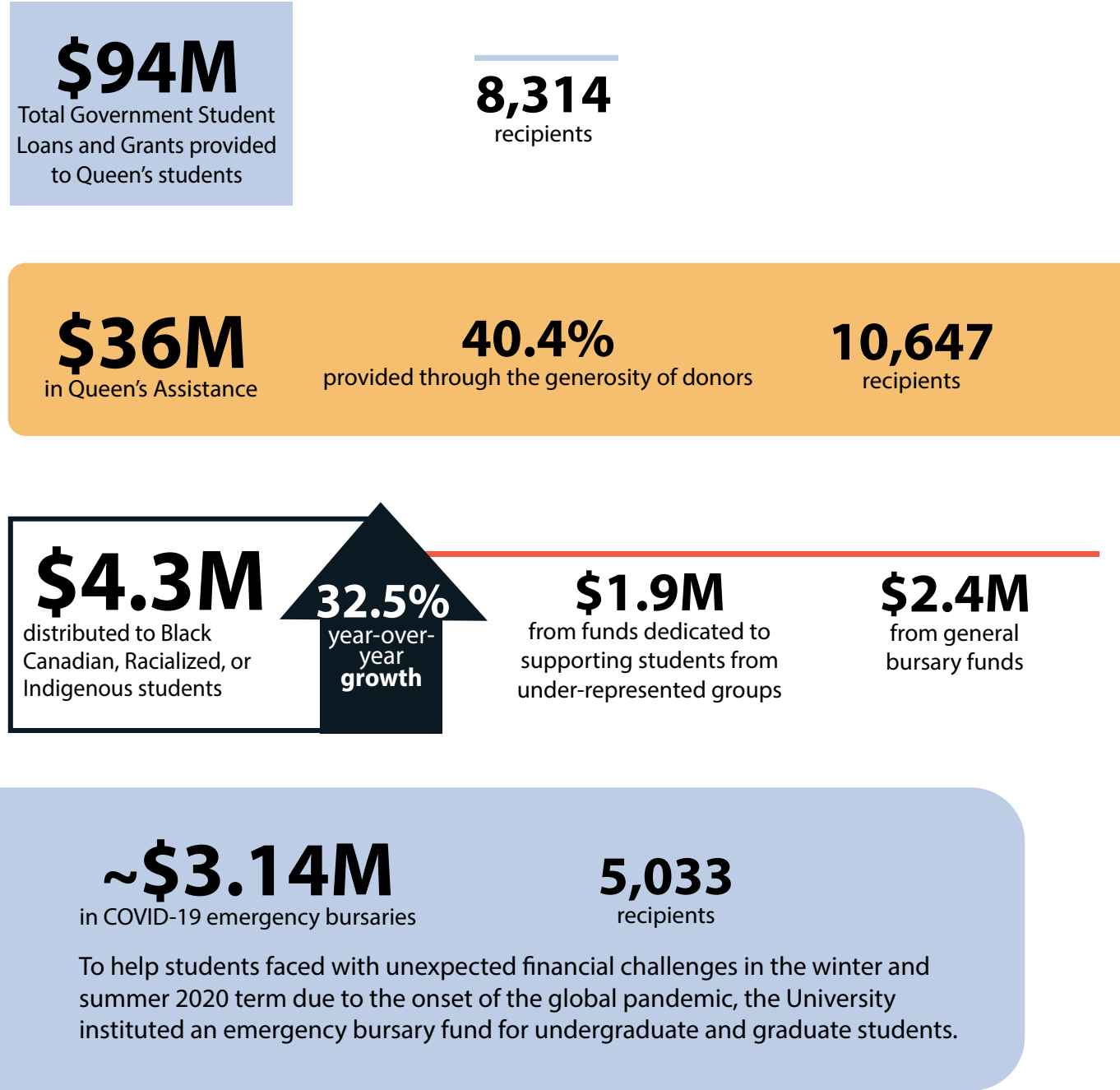
Shift in Services Due to COVID-19

- Maintained telephone and email services to provide students and alumni with immediate and one-on-one advice and support
- Adopted technology and supports to respond to the required transition to online final examinations in spring 2020
- Transformed all transcript, document and form request and delivery processes online to eliminate the need for in-person transactions
- Mailed 5,118 student photo ID cards, sent 2,167 to Residence for pickup, and mailed 14,656 validation stickers to returning students
- Over 5,200 degrees, diplomas, and certificates were shipped to the home addresses of graduates worldwide

OFFICE OF THE UNIVERSITY REGISTRAR

Student Awards

Student Awards administers a comprehensive range of financial aid programs which include, government student financial assistance (e.g. OSAP for Ontario residents), merit-based scholarships for undergraduate students, need-based bursaries and awards for undergraduate and graduate students, and work-study and summer work experience programs.



BADER INTERNATIONAL STUDY CENTRE (BISC)

Student Services at the BISC provides a range of high-quality programs and services designed to make the student experience at the Castle as rewarding as possible. Activities are based on the values that a safe, respectful, and inclusive campus environment supports student learning, personal growth, retention, and success.

94

first-year students in fall/winter

10

upper-year students in fall

22

in the winter

22

students participated on 4 Student Services committees

27

community meetings

24

orientation events

Focus on Equity, Diversity, Inclusion, and Indigeneity

99%

Consent & Bystander Intervention Workshop participation

19

programs/events

Programs and Events By Skills Area

127

social engagement

111

self-development

29

study strategies

28

global citizenship

23

career skills



Trip and Campus-Wide Highlights

- The first Student Services-led overnight trip – Cambridge
 - Stonehenge
 - Bath Christmas Market
- Vimy Ridge
 - Battle Bonfire
 - Harry Potter Studios
- Collaboration with the UK’s leading outdoor education provider, PGL
 - Brighton Football Match
 - Volunteer Day



BISC Skills Award

New Skills Award program helped students develop a range of skills through events and activities to meet their personalized goals.

Health Services

171

medical appointments

164

mental health appointments

Shift in Services Due to COVID-19

BISC services and operations moved online mid-March as students were encouraged to travel safely home, with financial assistance from Queen’s, as needed.

- Final classes and exams were conducted remotely
- The closing ceremony was conducted via Zoom with student performances and videos from Vice-Provost and BISC Executive Director Hugh Horton and Queen’s Principal and Vice-Chancellor Patrick Deane

HOUSING & ANCILLARY SERVICES

Housing & Ancillary Services (H&A) advances the university’s mission through a wide spectrum of services that reflect the university’s strategic goals. Revenue generated through H&A activities supports student life programs and contributes to a positive learning environment.

Hospitality Services

Hospitality Services operates three campus dining halls and 23 retail food outlets that offer a broad range of fresh, high quality menu items geared to support the unique tastes of our campus demographic, including those with allergies and dietary needs.

Recipient of the 2019 Organizational Sustainability Champion Award for sustainability initiatives from Sustainability Kingston.



Residences/Residence Life

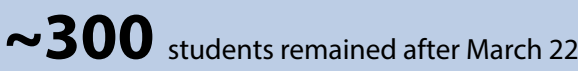
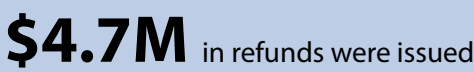


Introduction of new options for students to live in an Alcohol and Cannabis Not Preferred community



Shift in Services Due to COVID-19

Students asked to leave by March 22, 2020 and received partial room and board refund



Virtual engagement and support provided for remaining students, including drop-in sessions with embedded counsellors

Isolation process developed



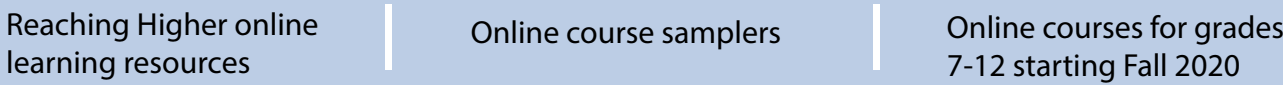
Enrichment Studies Unit

The Enrichment Studies Unit continues to be a unique and exciting way for elementary and secondary students from across the world to experience Queen’s University. Compelling and engaging workshops, courses, and a summer camp program, show participants the world of possibilities in academic studies at the university level.



Shift in Services Due to COVID-19

With spring and summer on-campus programs cancelled, ESU programming moved online and included:



HOUSING & ANCILLARY SERVICES

Community Housing

783

students and their families live in two apartment complexes on west campus and in university-owned housing in the University District

486

university-owned units



Shift in Services Due to COVID-19

- Operations have continued on-site (maintenance, contactless key drop) to provide essential housing services to student tenants
- Maintenance staff continued to respond to urgent issues in the units
- Flexible rent payment options implemented to support students facing financial challenges due to the pandemic
- Moved most work online to reduce the requirement of in-person meetings with tenants
- Planning underway for virtual showings for the next rental year

Student Community Relations

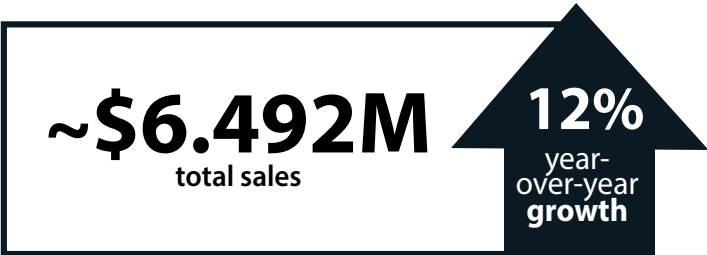
1,300

students served every year

This office assists students with community-related matters, including support with off-campus housing issues. Staff provide confidential guidance on evaluating off-campus housing, tenant rights and responsibilities, household conflicts, and resources for moving in/out. Staff work with undergraduate and graduate students, their families and supporters, landlords, and community members.

Event Services

Event Services provides on-campus event and meeting planning for Queen's departments, students, and external clients, and runs the Summer Accommodations program.



10

major events during fall 2019 Orientation Week



78%

of nights were booked/associated with group business

- In partnership with Queen's Athletics and Recreation, Queen's Event Services (QES) hosted the U18 Football Canada Cup and U16 Eastern Challenge/U18 Rugby Canada Championship
- Largest event on campus hosted by QES – Rideau Lakes Cycle Club with over **1,700** cyclists dining/staying on campus
- A partnership with Smith School of Business provided the opportunity to host over **300** students from the MMA/MFIN and MMIE programs on campus over a period of **3** weeks in Brant House

Donald Gordon Hotel and Conference Centre



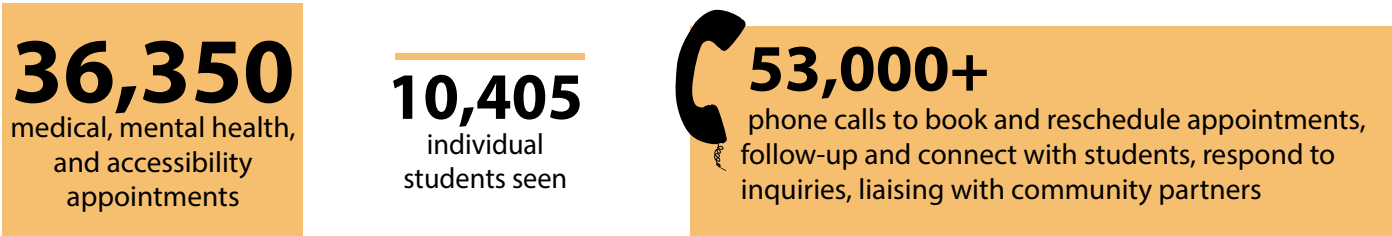
- Hosted Kingston Canadian Filmfest Opening Night
- Became Fair Trade Certified
- Official exhibitor of the Ian Walsh Photography Contest
- Hosted **5** Weddings

STUDENT WELLNESS SERVICES

Student Wellness Services (SWS) aims to provide a welcoming, confidential, and integrated service that is responsive to student needs. SWS is committed to supporting the personal, academic, and social accomplishments of students by providing a broad range of health, wellness, and accessibility-related programs and services.

Côté Sharp Student Wellness Centre

In summer 2019, medical, mental health, and accessibility services moved into the new Côté Sharp Student Wellness Centre in Mitchell Hall. This modern, purpose-built space in the centre of campus supports increased awareness of, and access to, comprehensive care by a multidisciplinary team of health care practitioners and advisors.



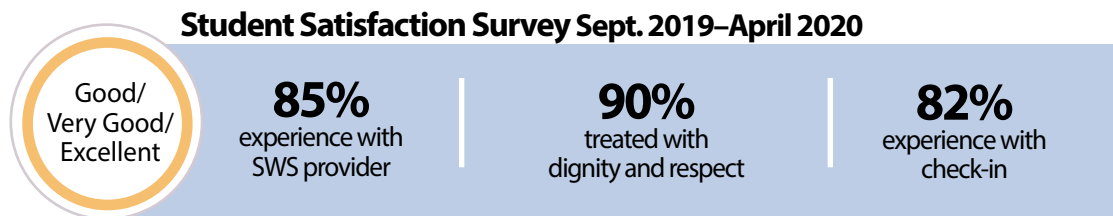
4,600+ medical and mental health appointments during busiest months (Oct/Nov)

200+ per day

17 weekly wellness groups were offered in fall/winter.

Students were able to attend multiple sessions, resulting in **1,100** total attendees

In 2019-20, Counselling Services introduced a new same-day booking model to increase faster access to service



In 2019, SWS introduced a new online mental health support, Therapy Assistance Online (TAO)

TAO is a mobile friendly library of engaging, interactive self-directed pathways that promote wellness and can help students bounce back from challenging times.

- Based on scientific research, TAO helps students who are motivated to maximize the way they think and feel
- A built-in self-assessment module can help tailor an intervention designed to meet individual student needs
- TAO can also be incorporated into SWS mental health appointments (Therapist-Assisted option)



EMPOWER ME BY STUDENTCARE

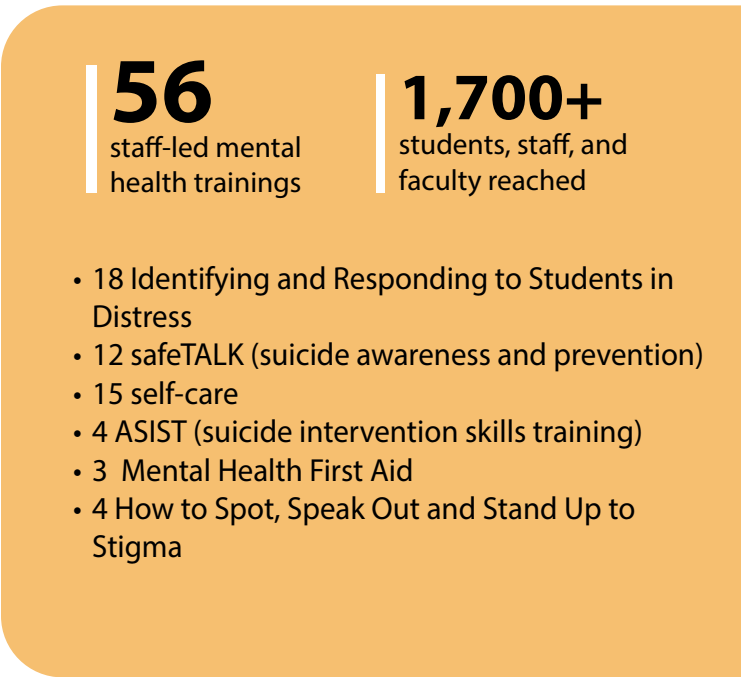
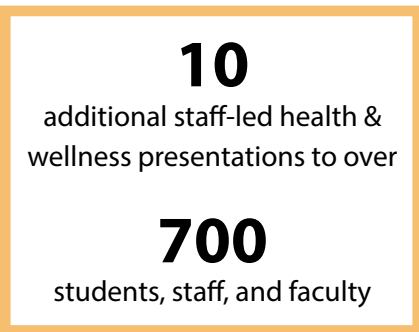
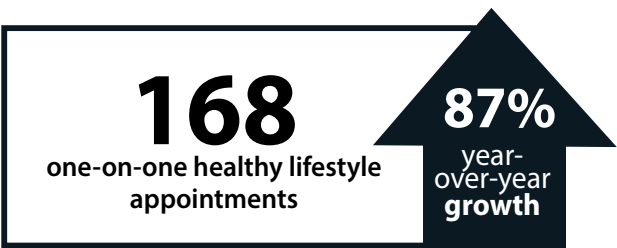
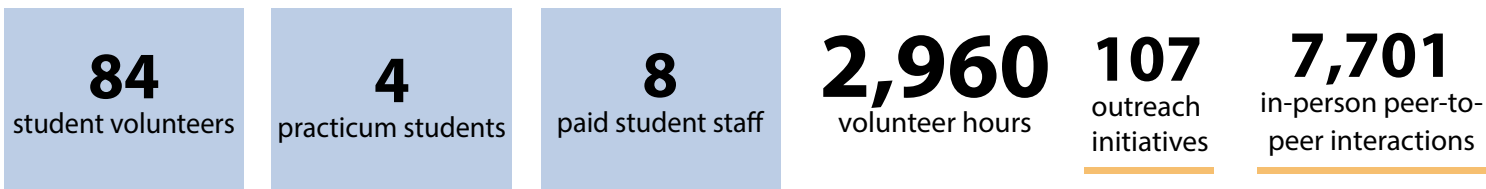
The University, AMS, and SGPS introduced Empower Me, a free, 24/7 online mental health service, available from anywhere in North America in multiple languages.

Students can connect confidentially with qualified counsellors, consultants, and life coaches.

- Empower Me can be used for crisis situations or scheduled sessions by phone, video, or in-person
- Students can access support for issues of any kind such as relationships, family responsibilities, depression, anxiety, addictions, stress, disordered eating, financial insecurity, and much more
- Empower Me offers equity, diversity, and inclusivity-sensitive service. Students can request culture, race, religion, gender identity/sexual orientation specific support

Neil Rossy and Gregory David Health Promotion Hub

Located across the hall from the Côté Sharp Student Wellness Centre in Mitchell Hall, the hub supports many student-led programs and activities that promote student health and well-being.



STUDENT WELLNESS SERVICES

Queen’s Student Accessibility Services (QSAS)

Of the **36,350** medical, mental health, and accessibility appointments

2,171
were QSAS

2,214
students registered with QSAS

8.8%
of all students

43.7%
had a mental health disability

1,554 occupational therapy (OT) appointments

Regional Assessment and Resource Centre (RARC)

Ongoing research:

- Ways to better evaluate reading impairments among postsecondary students
- Ways to quantify functional impairments
- The impact of mental health disabilities on academic fluency
- Documentation requirements for provision of memory aid accommodations
- Correlation between processing speed and academic fluency
- Academic performance profiles of students with ADHD

45
Queen’s students received psychoeducational assessments

33
grade 12 students participated in RARC’s two online transition to postsecondary programs

25
students/interns supervised

U-Flourish

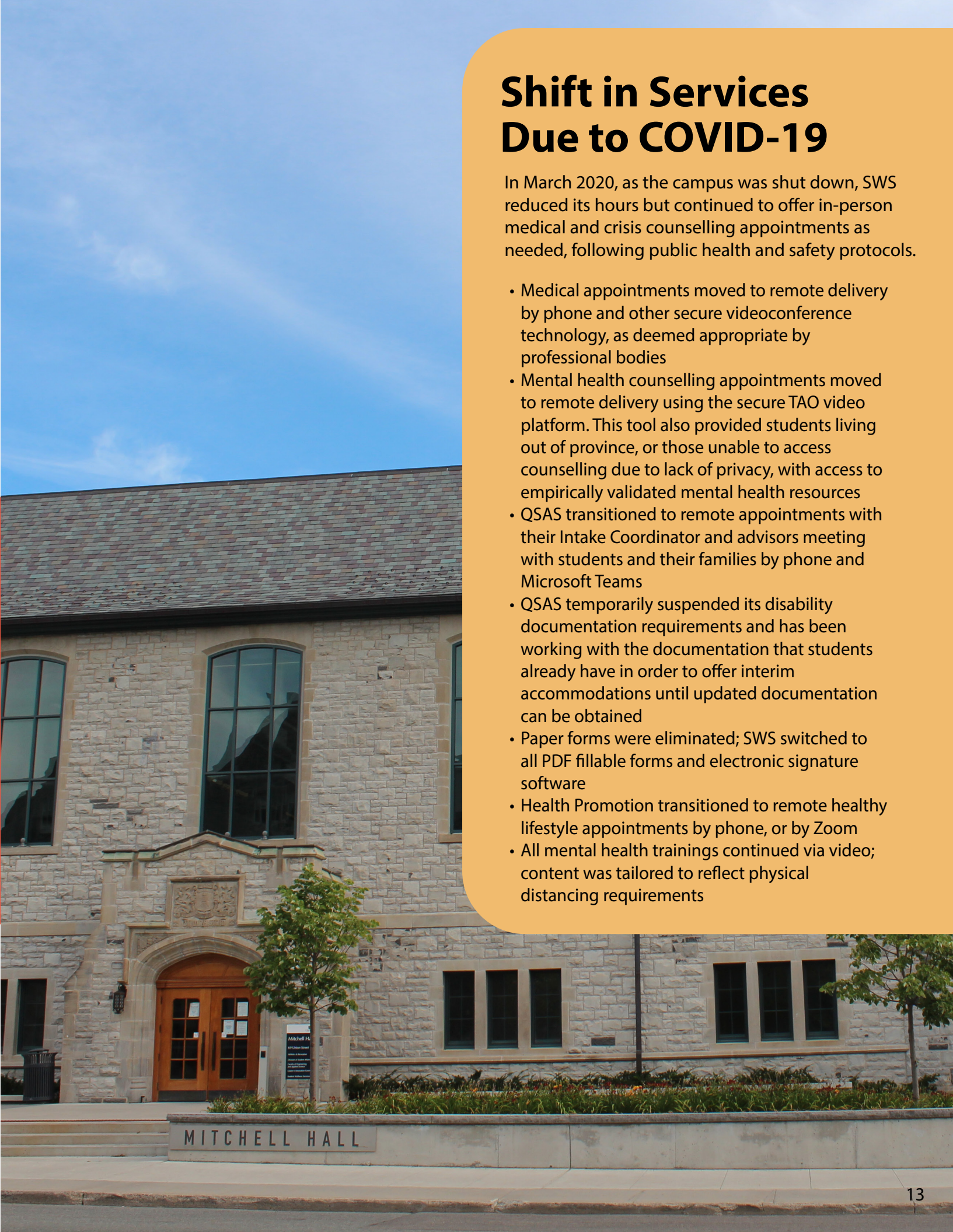
Work continues on this multidisciplinary research project that includes a multi-year Student Well-Being and Academic Success Study, the development of digital well-being resources, an online elective course on student well-being, and the use of technology to support self-monitoring of mental health symptoms.



Shift in Services Due to COVID-19

In March 2020, as the campus was shut down, SWS reduced its hours but continued to offer in-person medical and crisis counselling appointments as needed, following public health and safety protocols.

- Medical appointments moved to remote delivery by phone and other secure videoconference technology, as deemed appropriate by professional bodies
- Mental health counselling appointments moved to remote delivery using the secure TAO video platform. This tool also provided students living out of province, or those unable to access counselling due to lack of privacy, with access to empirically validated mental health resources
- QSAS transitioned to remote appointments with their Intake Coordinator and advisors meeting with students and their families by phone and Microsoft Teams
- QSAS temporarily suspended its disability documentation requirements and has been working with the documentation that students already have in order to offer interim accommodations until updated documentation can be obtained
- Paper forms were eliminated; SWS switched to all PDF fillable forms and electronic signature software
- Health Promotion transitioned to remote healthy lifestyle appointments by phone, or by Zoom
- All mental health trainings continued via video; content was tailored to reflect physical distancing requirements



ATHLETICS AND RECREATION

Athletics & Recreation (A&R) offers a broad range of programs for students, including intramurals, recreational clubs, varsity teams and clubs, fitness and aquatics programs, illustrating the vibrancy and importance of physical activity, sport and wellness as integral parts of campus life at Queen's.

314

days the ARC was open

~622,850

total visits this year

89%

of students visited the ARC more than once during the 2019 fall term

23,000

participation opportunities

350

student leadership roles within A&R



A&R teams and clubs delivered over 150 sport balls to agencies that work directly with youth in at-risk communities. This initiative was carried out in partnership with Athletic Locker in December. Sport balls were delivered to Pathways to Education, the Boys and Girls Club, and Kingston General Hospital Pediatric Unit.

Recreation and Sports Clubs

Intramurals

10,848

participants on **831** teams

- New tournaments: SGPS Grad Games and Special Olympics Unified Basketball Day
- Partnered with Queen's Esports Association to host final of League of Legends Fall Tournament in-person at Queen's ARC

Varsity Clubs

National Championship
Sailing - eighth consecutive year!

Provincial Team Titles
Cycling and Women's Squash (five years in a row)

Recreational Clubs

3,324

registered rec club participants in

24

student-led sanctioned clubs

Fitness & Wellness

Very successful student engagement and collaboration in the re-design and opening of the Queen's ARC new Women's Fitness Zone



Aquatics

21,000

open recreation and lane swim participants

1,700

registered participants in swim lessons and aquatics leadership programs

23

different schools were offered swims

High Performance Sport

420

Academic All-Stars **3.5+ GPA** while playing Varsity (Team or Club)

\$66,000

raised by varsity-athletes for various causes

300,000

social media interactions for Virtual Colour Awards

National Championships:

Women's Cross Country

Provincial Championships:

Men's Rugby, Women's Rugby, Men's Volleyball

23

national recognition awards

97

provincial recognition awards

Business Development and Services

Richardson Stadium

- In partnership with Concerts West/AEG, hosted The Glorious Sons for a sold out concert in September 2019 with **15,000** fans
- Led the OUA in varsity sport ticket sales: **\$250,000+**

New Management Software

- Launched new recreation and facility management software to offer enhanced functionality and user experience

Facilities and Operations

- Facility upgrades included: New ARC main entry, enlarged Q Shop, expanded meeting space, new Women's Fitness Zone, new artificial turf field, and track on Tindall Field
- In collaboration with other university partners, Queen's hosted the Football Canada Cup and the national championship for U16 and U19 provincial football associations

Shift in Services Due to COVID-19

Quick transition to virtual fitness program delivery model and personal training workout tips and guidance in light of COVID-19 closures and cancellations

- Over **350** live virtual fitness classes with over **2,300** participants
- Created a library of on-demand recorded classes and fitness tips
- Queen's Dance Club launched the Virtual Dance Series, with **20+** weekly classes
- Virtual run series and race weekend in collaboration with SGPS

SUPPORT SERVICES AND COMMUNITY ENGAGEMENT

This portfolio supports students and members of the community as they navigate various resources, difficult situations, risk assessment, and incidents of non-academic misconduct. Support Services and Community Engagement helps coordinate formal complaint processes related to student behaviour, student incidents involving sexual violence, students in distress, the CARE referral program, and initiatives to support positive community engagement and conflict resolution.



Highlights in 2019–20

Established dedicated space to support the work of the Student Conduct Office and Support Services, including the creation of a comfortable interview/support room and a boardroom for training and student education sessions

Supported the review of the Campus Alcohol Policy and the work of the campus-wide Alcohol Working Group whose mandate is to evaluate best practices related to alcohol

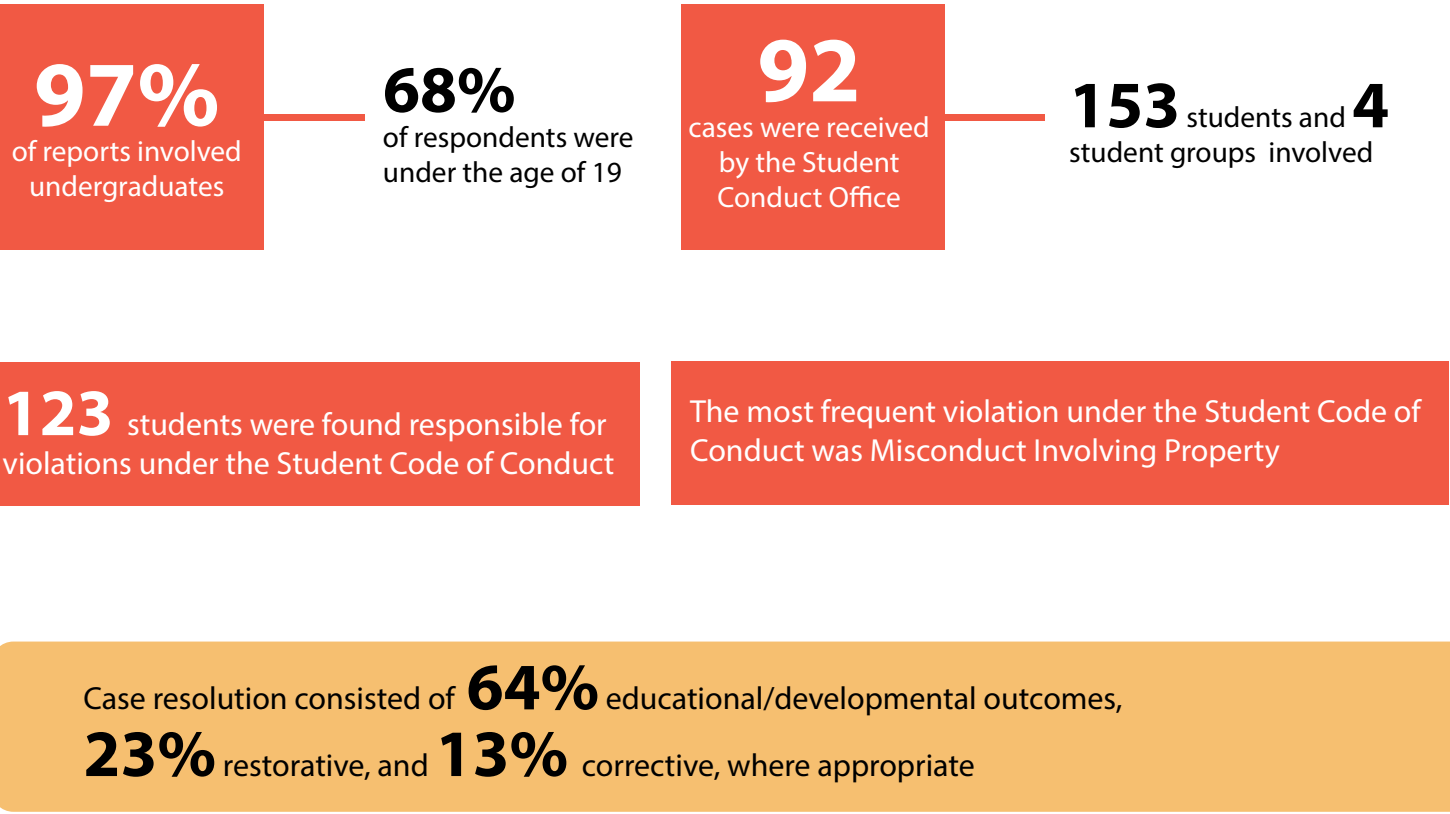
Facilitated a Non-Academic Misconduct system-wide training program for campus stakeholders and partners, including training on procedural fairness, decision-making and approaches to student behaviour

Creation and launch of the CARE Referral Program which functions as an early alert system tool that supports student success and access to resources during difficult times

Created the new Alcohol Strategist position on campus which is focusing on developing the campus-wide alcohol strategy

Revised the websites of the Student Conduct Office and Non-Academic Intake Office to provide enhanced information and resources for students

Non-Academic Misconduct Case Summary



Shift in Services Due to COVID-19

- Developed educational resources to guide student conduct in the pandemic living and learning environment.
- Increased collaboration with other units to support students
 - Seamless shift to online video appointments to continue to support students
 - Redeploying staff to connect with specific student groups (students with children, grad students)

FAITH AND SPIRITUAL LIFE

Faith and Spiritual Life (FSL) offers multi-faith, non-judgmental support for religious, spiritual, and personal issues and respects and advocates for both freedom of, and freedom from, religion.

300

support meetings with students and families

600+

students participated in community outreach events

Staff include one full-time and three part-time chaplains

FSL expanded its programming in its new larger suite in Mitchell Hall that includes an Interfaith Room. Activities included additional meditation opportunities, Sufi worship and increased partnerships with QUIC next door. Weekly meals and facilitated peer support were also made available to students attending Queen's who have lost or are estranged from their parents.

Events, Programs, and Services

- Educational/awareness workshops
- Faith-based accommodations
- Ceremonial services for special events
- Community engagement activities
- Non-judgmental guidance on religious and personal issues
- Connections with faith-based groups on campus and in the community
- Meditation, prayer, and reflection spaces on campus
- Support with grief, loss, and transition
- Support with complicated relationships (families, inter-faith relationships)

Community Engagement

25

community volunteers supported cooking programs and free meals, including Cooking with Grandmas and Kingstonians and the Tuesday Night Supper Club for students without parents

200+

religious accommodations granted

- Weekly crafting sessions
- Twice-weekly sacred meditations from a variety of religious traditions
- Weekly Soulful Singing



Shift in Services Due to COVID-19

All programs and services moved online within days in March 2020

- Crafternoons shifted from an adult program to a kids' program, supporting students with children and staff working from home with youngsters home from school
- Increased support for students without families to keep people connected during the pandemic. The group ran seven nights a week from March through mid-June



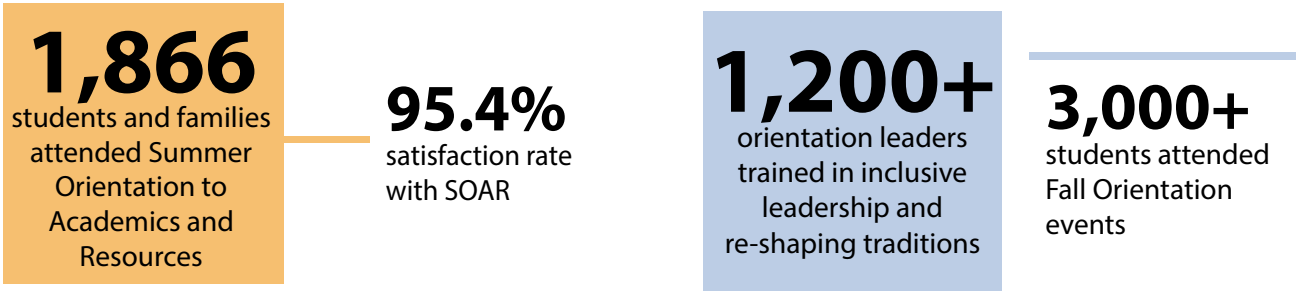
STUDENT LIFE AND LEARNING

Units in Student Life and Learning work collaboratively with campus partners to offer programs and services that increase student engagement, help create a sense of belonging, and contribute to personal and academic success. Programs focus on fostering an inclusive and engaged campus community where students have opportunities to be involved in student life, while successfully pursuing their academic goals.

STUDENT EXPERIENCE OFFICE

STUDENT LIFE AND LEARNING

The Student Experience Office (SEO) offers programs and services that help orient our 4,500+ first-year undergraduate students, support their successful transition, and encourage leadership development, student engagement, and co-curricular involvement.



Peer Programs

Q Success is a year-long peer mentorship program for first-year undergraduate students that includes weekly one-on-one mentoring with upper-year students and monthly events.

Bounceback is a first-year academic support program for students who are matched with an upper-year coach who assists them in getting back on track.



“Throughout this year [my mentor] provided me with the greatest advice, resources and overall friendliness. She truly impacted me in such a positive way. This mentor program was a great thing and I recommend it to all incoming first years.”



Shift in Services Due to COVID-19

Staff moved to remote operation on March 17, 2020. All programming moved online.

- Between March 20–April 3, 2020, there were **40** virtual meetings between students and their peer mentors and academic coaches
- Throughout March and April, the SEO ran a social media engagement campaign that engaged students in events such as online trivia, virtual pet therapy, Study From Home Bingo, and more. The campaign received over **500** likes on Instagram and Facebook, over **1,500** views on Instagram Stories, and had over **200** participants



STUDENT ACADEMIC SUCCESS SERVICES

STUDENT LIFE AND LEARNING

Student Academic Success Services (SASS) supports students in developing academic skills and provides general and discipline-specific writing support, learning strategies advising, peer writing and learning assistance, and English as an Additional Language (EAL) support to undergraduate and graduate students in every program/year and at every level of proficiency.

Highlights in 2019–20

- Expanded EAL programming by introducing a second EAL specialist
- Doubled Grad Writing Lab drop-ins from once a week to twice a week to meet demand

Developed new online resources accessible on SASS' website:

- Group work
- Self-editing checklist
- Write like a scholar
- Making it work... from home

In partnership with Queen's University International Centre (QUIC), we shared our most successful social media campaign: International Education Week, where we highlighted the strengths and experiences of international students and what they bring to Queen's.

On Facebook, the campaign had a total reach of **6,489** and **287** total engagements

Drop-In Programs

60
students attended
Drop-in EAL Support

Averaged
11
students per Write
Night session

66% undergrad
32% graduate

Appointments

~3,650
total

2,028
writing
appointments

540
learning strategies
appointments

654
peer writing
assistants

412
Academic English
Skills support

28%
growth

1,838
graduate and undergraduate
students accessed appointments

Online Writing and Learning Resources

11,055
unique users accessed
our online writing and
learning resources

4.3%
growth



Workshops

By early March, when we had to cancel in-person workshops, we had already exceeded previous years' totals:

224
professional and
peer-delivered
sessions

4.2%
growth

6,098
students attended

6.4%
growth

Types of workshops delivered: Academic writing, academic integrity, procrastination, time management, critical thinking, reading and note-taking, exam preparation, and other academic skills and strategies. We delivered workshops in every faculty and to every year group, including pre-undergrad students at the School of English and graduate students up to the PhD level

Shift in Services Due to COVID-19

COVID-19 temporarily paused a lot of our scheduled programming. We were able to adapt quickly to the virtual environment.

- 349 online professional appointments were run in March and April. Appointments continued to be offered post-exam week to ensure student support
- Eliminated any appointment limits and missed appointment fees to promote access to online bookings
- Switched scheduled workshops from in-person to online versions, and produced tutorial videos to improve asynchronous access to teaching. For example, a graduate writing video series received a total of 471 views

- In partnership with the School of Graduate Studies, Dissertation Boot Camp was moved to a virtual format. The event had a total of 46 participants, which is comparable to in-person participation
- Substituted peer writing appointments with professional writing consultations, to ensure that students were supported during this time

FOUR DIRECTIONS INDIGENOUS STUDENT CENTRE

STUDENT LIFE AND LEARNING

Four Directions Indigenous Student Centre (4D) strives to be a home away from home for Indigenous students. In keeping with the teachings of the 4D, we provide holistic academic programming that supports Indigenous learners mentally, emotionally, physically, and spiritually.

3,708
visitors to 4D

Indigenous students are supported and engaged through many opportunities from recruitment to graduation

Programs

Bi-weekly feasts, weekly beading, cultural programming, including: drumming and sharing circles, access to Elders and knowledge keepers, advising, counselling, application and transition support, and convocation celebrations.

Welcome Day

allows Indigenous students to move into residence a day early, meet each other, and build community with staff and students at 4D during orientation and social activities

40
students and their
families attended
Welcome Day in 2019

473
self-identified
Indigenous students at
Queen's

Reached **5,797** prospective students
at **92** Aboriginal Post-Secondary
Information Program events

Convocation

44 graduating Indigenous students were gifted a Boy Chief blanket or feather fan to recognize their achievements (fall 2019 and spring 2020). Graduating students, their families, and guests are invited to 4D for a reception and to leave a handprint on a canvas that features handprints from previous graduates.

84 Cultural Safety Training workshops
delivered to **4,083** participants

47 Kairos Blanket Exercise sessions
delivered to **2,881** participants



Shift in Services Due to COVID-19

4D continued to offer programming remotely, including drumming, sharing circle, men's teachings, Oneida language classes, and Tea with 4D. Students were continuously updated on financial aid resources and advising assistance. All other services were offered remotely so students could access counselling and advising online.

QUEEN'S UNIVERSITY INTERNATIONAL CENTRE

STUDENT LIFE AND LEARNING

Queen's University International Centre (QUIC) supports Queen's students in the building of diverse and inclusive communities. Alongside campus partners, QUIC provides transition services that lead to a successful student experience and create a sense of belonging.

QUIC in Mitchell Hall

Full academic year in new location in Mitchell Hall

QUIC spaces used for
workshops, events, and programs.
Space use **more than doubled**

746

516
used by QUIC staff

230
used by campus partners and
student clubs

37,000+

visitors entered the QUIC to access services or use the space between August 2019 and March 2020

Programs and Services

188 — **3,380**
workshops, events,
and programs in QUIC's
Churchill Hall alone total
attendees

63%
of QUIC programing focused
on student success and
development (academic
support, intercultural
awareness, English
communication, and career
development skills)

Added **2** Pathways
to Becoming a
Permanent Resident
to support graduating
international students

2,747
students advised
by International
Student Advisors

67%
growth from
previous year

- Increased pre-arrival supports for international students travelling to Canada
- Increased awareness among international students about the Kingston housing market
- Celebrated International Education Week
- QUIC and Residence delivered social programming and coordinated communications about holiday events happening in the city during the December 2019 university closure
- Organized Queen's community gatherings in the wake of xenophobic events and the Iranian air tragedy; supported a fundraiser for hurricane Dorian
- Numerous anti-scam campaigns



Shift in Services Due to COVID-19

QUIC transitioned services and programs to run fully online March 23.

- The QUIC space was one of the last to close to ensure support to international students trying to organize travel home
- QUIC launched daily themed live Q&A sessions for students with travel, medical insurance, and immigration concerns
- Online sessions also focused on academic success and mental well-being
- Throughout spring and summer, QUIC continued to offer online group and one-on-one advising, as well as specialized programming to support academic success, intercultural learning, English skills and well-being
- QUIC continued to monitor and inform international students about updates from Immigration Refugees and Citizenship Canada, the Canadian Border Services Agency, and the University Health Insurance Plan (UHIP)

Delivered over **15** information
sessions to address travel and
immigration-related questions and
concerns during the pandemic to **500+**
students, faculty, and staff

Launched new Arrival to
Canada 2020-21 webpage to
help international students
planning to travel to Kingston



- Co-chaired the International Student Success Project Team to identify and respond to pandemic-related issues and concerns to support returning and new international students
- Worked with campus partners to strengthen orientation programing and communication, particularly related to UHIP coverage
- Supported School of Graduate Studies in creating the Know Your Services video series
- Supported faculties to create content for online university preparation courses

THE BAN RIGH CENTRE

STUDENT LIFE AND LEARNING

The Ban Righ Centre (BRC) is unique in Canada, providing a welcoming and supportive community to mothers and other woman-identified students returning to formal education after an interruption. Services are designed to help women overcome barriers and fulfill their educational goals.

BRC supports for mature women students include:

- Outreach to on-campus and online students
- One-on-one student advising
- Computer lab and study spaces
- Library
- Quiet rooms for resting and prayer
- Free, daily nutritious lunches

- Financial assistance through emergency bursaries and awards
- Facilitated career advising and mentoring sessions
- Hosted student-parent networking groups and events

Highlights in 2019–20

Provided **\$148,768** in financial assistance to students through awards (**\$13,850**) and emergency bursaries (**\$134,918**)

Initiated Fireside Chats series featuring student research and activism

Began preparing nutritious lunches completely in-house

294
active students registered

27%
year-over-year growth

31%
were international Students

66%
were graduate/professional students

34%
were undergraduate, or certificate students

Special Events and Initiatives 2019-20

- Inspiring Women
 - Spring awards
 - Fall and winter speakers series
 - Queer fireside chat series
 - Winter Bazaar
 - Winter gear free store and swap
- Art in the Jean Royce Lounge
 - Career counselling series
 - Meditation series
 - Faculty mentoring series

“My defence went well, and I’m a doctor now! I am so grateful to the Ban Righ Centre for supporting me in this goal in so many ways. What a special place full of special people. Thank you for all the work you do. It means so much to so many.”



Shift in Services Due to COVID-19

Ban Righ staff adapted quickly to working remotely, and we continued to provide one-on-one student advising and bursaries. While in-house spring and summer programming was cancelled, we developed new online programs and events. Ban Righ staff have taken this opportunity to reach out to new students, particularly mature women who are enrolled as interest students.

CAREER SERVICES

Career Services (CS) supports students building hope, confidence, skills and connections toward successful futures by providing centralized support for career development and the growth of experiential learning opportunities.

98%
of students would
recommend CS to a friend

14,000+
undergraduate, graduate,
and professional students,
from all faculties/schools,
reached in-person and at
events

4,500+
students attended CS
workshops

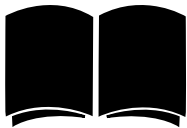
Increased targeted career supports for students from equity seeking backgrounds by building new collaborations with student groups

92%
of students said they gained
skills and knowledge

3,600+
students connected with
employer and education
recruiters at four Career and
Further Education fairs

3,200+
one-on-one career
advisor or peer
educator appointments

269,000+
hits on **Major Maps** and
Grad Maps since launch



Distributed **2,500** copies of the new Queen's Best Cover Letters magazine, along with **1,000** more copies of last year's Queen's Best Resumes



Launched New Queen's Skills Cards
Innovative tool to help students identify and articulate their skills. Received National Excellence in Innovation: Student Engagement Award from CACEE (Canadian Association of Career Educators and Employers)

Experiential Learning

Launched EL Faculty Toolkit
distributed **45** hard copies
and had **332** downloads

Partnered with David Skillicorn in Computing to develop a Simulation Faculty Toolkit to be piloted with a cybersecurity simulation in 2020/21 with funding secured from the NSERC CREATE grant and Teaching & Learning Enhancement Grant from the Centre for Teaching and Learning.

Campus Collaborations

- Contributed chapter on student career development in The Canadian Handbook for Careers in Psychological Science e-book
- Provided keynotes to faculty and students for Career Week for Graduate Students and Post-Doctoral Fellows

In January 2020,
held first Career Summit for faculty,
staff, and student leaders which built
connections and strategies to support
growth of career support across university



“The EL Hub’s tools and supports allow faculty to take on such a substantial curriculum shift without feeling overwhelmed.”
Victoria Sytsma, Assistant Professor,
Department of Sociology, developing a
new EL stream in the MA program

Shift in Services Due to COVID-19

Transitioned all supports (including drop-in career advising, appointments, workshops) to fully remote services, with strong engagement from students and employers



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