I am pleased to share highlights from our division’s activities in 2018–19.

Over the past year, we have focused on responding to the evolving needs of an increasingly diverse student population and enhancing access to Queen’s by reducing financial barriers to attendance. We have also expanded programs and services to reach more students, encourage participation, and help create a supportive and inclusive campus community.

In partnership with students and campus colleagues, Student Affairs staff work to support every student through their time at Queen’s, from their first contact with the university through graduation and beyond. I am grateful to our staff for all they do to support student well-being and enhance the student experience at Queen’s.
MISSION
To offer diverse opportunities that engage students, support their unique needs and well-being, and help them prepare for future success.

VISION
Student Affairs strives to foster a collaborative and responsive campus community, where every student and staff member feels a sense of belonging, by:

• 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, rational decisions. We are willing to challenge and change

Nurture and Celebrate Success
We recognize staff’s unique contributions. We are stronger together
KEY PILLARS

BUILDING COMMUNITY

SUPPORTING AN INCREASINGLY DIVERSE POPULATION

PROMOTING WELL-BEING

FOSTERING GROWTH, SKILL DEVELOPMENT, AND LEADERSHIP
we support, to help our students succeed
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.

In response to lower post-secondary participation rates among self-identified Indigenous, first-generation, and lower-income students, UAR has dedicated recruitment resources to expand targeted outreach to under-represented student populations.

Every spring, we’re back on the road, talking to students with an offer of admission, who are making their university decisions.
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

$380M student payments received and reconciled

~432,000 enrolment actions

~28,000 transcripts produced

~14,000 grade and academic record changes

Opened a new exam centre in Mitchell Hall

1,062 exams scheduled for 1,427 course sections

~9,200 exam accommodation requests

7.7% year-over-year growth

42,960 student contacts (phone/email)

~35,750 in person contacts

27 convocation ceremonies

~7,200 diplomas/certificates prepared
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.

+39.6% in OSAP applications over the past two years

+37% year-over-year admission bursary applications

$35.4M in financial aid disbursed

39.6% provided through the generosity of donors

1,250 students self-identified on bursary applications as Black Canadian or Visible Minority/Racialized students

$2.5M of funding was distributed to Black Canadian or Visible Minority/Racialized students

468% year-over-year growth

*OF THAT TOTAL

$1.5M came from funds dedicated to supporting students from under-represented groups

$1M came from general bursary funds

4.6% year-over-year growth

+37% year-over-year admission bursary applications

+39.6% in OSAP applications over the past two years

$35.4M in financial aid disbursed

39.6% provided through the generosity of donors

8

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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.

**FOCUS ON EQUITY, DIVERSITY, AND INCLUSIVITY**

- **99%** student participation in Sexual Violence Bystander Intervention training

**HEALTH AND WELLNESS**

- **82** medical appointments provided to students
- **139** mental health appointments provided to students

**PROGRAMS**

- **13** orientation events
- **1,689** program participants
- **6** campus-wide events
- **57** community meetings
- **19** academic skills and professionalism workshops
- **41** needs-based programs

**FOCUS ON CAREER READINESS**

- **62** unique students participated in **185** work-integrated learning experiences
- **17** students participated in a Carousel Interview process to help develop their skills
HOUSING AND 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 Housing & Ancillary activities supports student life programs and contributes to a positive learning environment.

RESIDENCES / RESIDENCE LIFE

4,600 students call 17 residences their home away from home

Created a Housing and Ancillary Services EDI Advisory Group

Initiated planning for a new residence with approximately 300 beds

COMMUNITY HOUSING

486 university-owned units

798 students and their families live on Main and West Campus and in the University District

• 98 family events (parent/children drop-ins, special events, etc.)
• 57 English conversation events
• 41 other events (social and cultural awareness)
• 271 participants in total

STUDENT COMMUNITY RELATIONS

Strives to assist students with community-related matters, including support with off-campus housing issues. Available to provide confidential guidance on evaluating off-campus housing, tenant rights and responsibilities, and resources for moving in/out

Raised $2,675 for charity partners and donated 3,000 pounds of goods to local charities during move out
HOSPITALITY SERVICES

~1,158,000 meals served at dining halls
~2,041,000 meals served at retail food outlets
8,000 meals donated to charity

Recipient of 2 Sustainably.eco badges

The badges are awarded to businesses that are taking measurable action towards sustainability

+20% year-over-year students self-identifying with special diets and allergies

Meals donated to peers in need

EVENT SERVICES

• Managed several large conferences on campus, including the international Physics of Galaxy Scaling Relations and the Nature of Dark Matter.
• A partnership between Queen’s Athletics and Recreation, Event Services, and Tourism Kingston resulted in a successful bid to host the largest sporting tournament for football, Canada Cup U-16 and U-18.

20 major events over Homecoming weekend
14 weddings at several locations on campus
22,914 room nights sold

ENRICHMENT STUDIES UNIT

1,600 registered campers
150,000+ students have participated in ESU programs since 1987
students from 108 new schools participated in ESU programs

DONALD GORDON CENTRE

~$5M revenue

Many capital improvements with respect to deferred maintenance in 2018-19, including:
• Redecorated the dining room and meeting rooms
• Installed new heating boilers as part of our commitment to sustainability

Refreshed 80 bedrooms
The mission of Student Wellness Services (SWS) is to provide a welcoming, confidential, and integrated service that is responsive to the needs of students. 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.

44,630 medical, mental health, and accessibility appointments

~11,200 individual students seen

STUDENT SATISFACTION SURVEY
MARCH–APRIL 2019

Very Good/Excellent

85% experience with SWS provider

93% being treated with dignity and respect

89% experience with reception staff

SWS prepared for its move to the Côté Sharp Student Wellness Centre in Mitchell Hall for Summer 2019.

MEDICAL AND MENTAL HEALTH APPOINTMENTS

5,000+ appointments in busiest months (Oct. and Nov.)

200+ appointments/day

~60,000 phone calls a year to book and reschedule appointments, follow up with students, respond to inquiries, and liaising with community partners

82.1% of students surveyed would seek help from a mental health professional NCHA 2019

24% of students accessed university mental health services (Dr./Counsellor) in the last 12 months NCHA 2019

HEALTH PROMOTION AND PREVENTION

Health promotion is embedded throughout the work of SWS, with health education and prevention strategies integrated into supports and programs. In December 2018, Health Promotion moved to the Gregory David and Neil Rossy Health Promotion Hub in Mitchell Hall.

83 students volunteered

3,221 volunteer hours

188 volunteer-led initiatives

10,500 in-person peer-to-peer interactions

90 1:1 lifestyle appointments

Workshops

- 60+ staff-led workshops for students, staff, and faculty
- 46 staff-led trainings on mental health for students, staff, and faculty, including:
  - 13 SafeTalk (suicide awareness sessions)
  - 12 identifying and responding to students in distress
  - 16 self-care sessions

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Expanded Health Promotion Group Offerings

- Managing Powerful Emotions group
- Psychotherapy group designed for unique needs of graduate students
- Manage Your Stress and Anxiety group
- New Art therapy group
- Change Ways group (low mood in the fall and anxiety in the winter)
- New facilitated peer support group for students with chronic pain

~800 student attendees participated

ACCESSIBILITY SERVICES

Queen's Student Accessibility Services (QSAS) provides services related to academic accommodations for students with temporary and permanent disabilities to ensure equitable participation and access to learning opportunities and the academic environment.

| 7.7% of all students registered with QSAS | 2,163 students registered | 41.3% with a mental health disability (primary and secondary) | 2,642 appointments |

OCCUPATIONAL THERAPY

1,903 appointments: Our occupational therapists supported students in working towards goals that address their ability to function in their everyday life while at Queen's. The OTs also provide support for students with extenuating circumstances.

U-FLOURISH

The U-Flourish Project is a longitudinal study that examines the well-being and academic success of students over their first year at Queen's and follows their progress throughout their upper years. In 2018–19, almost 60% of all first-year Queen's students participated.

REGIONAL ASSESSMENT AND RESOURCE CENTRE (RARC)

RARC provides supports and services to youth across the province, as well as Queen's and Kingston-area secondary school students.

| 73 Queen's students received psychoeducational assessment | 30 students/interns supervised | 65 grade 12 students participated in RARC’s two online transition-to-post-secondary programs |

Ongoing research into:
- Reading impairments
- Functional impairments
- Neurocognitive profiles of individuals with psychotic or depressive symptoms
- Learning disability documentation
ATHLETICS AND RECREATION

Athletics & Recreation is committed to providing an inclusive environment that fosters diversity, equity, and respect. We offer a broad range of programs for students that illustrate the vibrancy and importance of physical activity, sport, and wellness as integral parts of campus life at Queen's.

+814,300
visits to the ARC in 2018–19

23,000
participation opportunities

360
days the ARC was open

97%
of students visited the ARC during the year

New Program Highlight
Launched Junior Gaels program with 5 local youth organizations and over 3,000 participants

RECREATION AND SPORTS CLUBS

Intramurals
7,520 individuals participated in
4,020 intramural games

• Increased programming in new spaces in Mitchell Hall
• Addition of a women's multi-sport league

Recreational Clubs
Our largest student clubs were Dance, Yoga, and Outdoors with approximately
1,400 yoga club participants
1,100 dance club participants
433 outdoor club participants

Varsity Clubs
National Championships
Men's Ultimate and Cycling

Provincial Team Titles
Women's Lacrosse, Women's Squash, and Women's Curling

Aquatics
+19% total winter lessons
+172 total winter leadership programs
+52 total winter private lessons

Student Leadership Opportunities
102,500+ hours of student employment
200+ student leaders

Youth Camps & Sports Days
+9% PA Day Camp Registrations
1,700 Summer Camp Registrations

New Camps
• Junior & Senior Gardening
• On Your Mark, Get Set, READ!
• Cross Country ID Camp

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HIGH-PERFORMANCE SPORT

350
Academic All-Stars
3.5+ GPA while playing Varsity (Team or Club)

26
U SPORTS
All-Canadian or National Distinction

107
OUA Major Awards or All-Star Recognition

7
Gaels on Team Canada delegation for the 2019 International University Sports Federation Summer Universiade

BUSINESS DEVELOPMENT AND SERVICES

Mitchell Hall
Queen’s now has 6 gyms, a high-performance training centre, indoor turf training area, 6 studio spaces, as well as other student support amenities. ARC South has something for everyone!

Queen’s ARC App
• Launched in September 2018
• Provides real time schedule and alerts
• 2,400 downloads to date

FACILITIES AND OPERATIONS

ARC North (our original building) was revitalized with new lifting and conditioning zones:
• 2 new custom training systems featuring squat racks, benches, slam ball wall for medicine ball training, battle rope stations, chin up bars, and a new turf flooring system were added

Planning was completed for ARC North’s main floor update in Summer 2019. This renovation will feature:
• A redesigned gate system
• A barrier-free Q Services counter
• Dedicated ticket counter providing a more consumer-focused guest experience
• A larger Q Shop
• An additional meeting space/tournament operations room, and
• A renovated Alumni/Student lounge for meetings of groups up to 75 people

OUA marketing and promotions awards for hosting the best market-driven (Queen’s Cup) and high-performance (Forsyth Cup) championships

$61,000
raised by Varsity Athletes for various causes
SUPPORT SERVICES AND COMMUNITY ENGAGEMENT

This portfolio manages the Student Conduct Office, part of the university’s non-academic misconduct system. It coordinates case management for students-at-risk, and sexual violence cases involving students. Staff implement threat assessment protocols and coordinate efforts to reduce alcohol and cannabis-related harms. The portfolio also includes the Non-Academic Misconduct Intake Office and Faith and Spiritual Life.

Highlights in 2018–19
• Created the new position of Director of the Office of Student Conduct to process the more complex cases of conduct on campus
• Secured and began renovations for a more accessible space for The Student Conduct Office to better meet students’ needs
• Revised the Student Code of Conduct
• Revised the university’s Policy on Sexual Violence Involving Queen’s Students
• Began a review of the Campus Alcohol Policy
• Developed CARE Alert, an additional tool to support student success and retention, launching fall 2019
• Hosted Advanced Violence Risk Assessment training
• 2,300+ students trained in Sexual Violence Bystander Intervention

STUDENT CONDUCT OFFICE

178 cases

NON-ACADEMIC MISCONDUCT INTAKE OFFICE (NAMIO)

Office was moved to the Division of Student Affairs

189 students and 6 student groups

354 cases received for referral

FAITH AND SPIRITUAL LIFE

SUPPORT SERVICES AND COMMUNITY ENGAGEMENT

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

500+ students participated in community outreach events

FSL moved to a welcoming new space in Mitchell Hall which features a large new multi-faith room for prayer, meditation, reflection, and programming, plus new Ablution Stations located in the second-floor washrooms

Community Engagement
• Cooking with Grandmas
• Cooking with Kingstonians
• Soulful Singing
• Service of Remembrance
• Midterm + Exam period “Stew Suppers”
• Pop-Up Crafternoons with the Chaplain

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)
STUDENT EXPERIENCE OFFICE

STUDENT LIFE AND LEARNING

The Student Experience Office 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.

1,900+ students & families attended Summer Orientation to Academics and Resources (SOAR)

94% satisfaction rate with SOAR

1,200+ orientation leaders trained in inclusive leadership and re-shaping traditions

3,500+ students attended Fall Orientation events

99 Q Success peer mentors & Bounce Back Academic Coaches hired

270 peers across the division participated in a collaborative training session

799 1-on-1 meetings between Q Success and Bounce Back peers and their mentees

82% of Q Success participants would recommend the program to other students

2,300+ students attended 60 sessions on Sexual Violence Bystander Intervention Training

4,000+ copies of Scarborough by Catherine Hernandez distributed as part of Queen’s Reads

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 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 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 Additional Language (EAL) support to undergraduate and graduate students in every program/year and at every level of proficiency.

90% of students reported that the SASS writing program enhanced their confidence in their writing.

Highlights in 2018–19
- New English Academic Writing Support sessions coordinated by a shared Intercultural Academic Support Coordinator at Queen's University International Centre
- New programs for graduate students
- New outreach and teaching partnerships

4,023 1:1 appointments

11% year-over-year growth

2,006 undergraduate and graduate students

90% of students reported that the SASS writing program enhanced their confidence in their writing.

“"I always feel more confident about my essay and come away with new insights and strategies.""

90% of students reported that the SASS writing program enhanced their confidence in their writing.

Services
- Professional writing consultation
- Professional learning strategies advising
- Peer writing assistant
- English as Additional Language

# of Appointments

- Professional writing consultation: 2,246 (21% growth)
- Professional learning strategies advising: 561 (21% growth)
- Peer writing assistant: 894 (55% growth)
- English as Additional Language: 322 (72% growth)

WORKSHOPS
- Academic Writing
- Academic Integrity
- Procrastination
- Time Management
- Critical Thinking
- Reading and Note-taking
- Exam Preparation
- + other academic skills and strategies

90% of participants agreed that they would use content from the session in the near future and that the sessions were easy to follow.

215 professional and peer-delivered workshops

5,732 students attended

PEER PROGRAMMING
- 245 students attended the Get it Done collaboration with SWS and Res Life
- 32% year-over-year growth

+50% year-over-year attendance for Procrastinot

219 1:1 appointments delivered by the new Science Peer Writing Assistant program

10,600 users accessed online writing and learning resources

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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.

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

Programs
Weekly soup lunches, bi-weekly feasts, cultural programming, including drum making and Full Moon Ceremonies, 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.

35 students and their families attended Welcome Day in 2018.

Convocation
22 Indigenous students were gifted a Turtle Creation blanket on stage to recognize their achievements.

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.

Sweat Lodge Ceremony
hosted in April to support wellness and healing.

41 Cultural Safety Training workshops delivered to 1,784 participants.

I attended a Full Moon Ceremony and it was my most memorable experience. The women were so inclusive and hearing their stories and experiences really opened my eyes. Thank you ladies, you are all so strong and wonderful.

Kairos Blanket Exercise sessions delivered
28
1,026 participants

Created a new position in partnership with Student Wellness Services – an Embedded Cultural Counsellor at Four Directions who provides individual or group support counselling services to Indigenous students.
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.

**Highlights in 2018–19**
- Relocated to its new home in Mitchell Hall
- New Intercultural Academic Support Coordinator for International students
- Hired a second International Student Advisor
- QUIC and Four Directions Indigenous Student Centre recreated the Intercultural Training program in an online format in collaboration with Continuing & Distance Studies

**ORIENTATION**
QUIC delivered workshops and info sessions, and hosted social events in the first month of each term to welcome students to the QUIC and university community, and orient international students to services on campus and in Kingston.

+1,000 Welcome Packages given to new students
42 activities hosted to promote resilience, sense of belonging and academic success

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298 workshops delivered
1,827 1:1 advising appointments
32% year-over-year growth
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+100% year-over-year participation in Intercultural Awareness Certificate program
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19 New English Academic Writing Support sessions
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welcomed 2,567 students for Ramadan Iftar
+31% year-over-year participation
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"I am delighted to mention as collective feedback that it was time well spent. We found your session really helpful! A lot of our queries and doubts were put to rest and that’s something we appreciate."

Held Irish Cultural event
Highlighting rich Irish heritage and culture
The Ban Righ Centre (BRC) is unique in Canada and provides a welcoming and supportive community to mothers and other women returning to formal education after an interruption. Services are designed to help women overcome barriers and fulfill their educational goals.

~10,000 total visits

19% year-over-year growth

BRC supports for mature women students include:
• Outreach to on-campus and online students
• 1:1 student advising
• Computer lab and study spaces
• Library
• Free daily lunches
• Breastfeeding room
• Financial assistance through emergency bursaries and awards

99% surveyed said staff were very responsive to their concerns

95% said the BRC had an inclusive atmosphere

232 active students registered with the Centre

56% were graduate/professional students
44% were undergrads
18% were international students

Highlights in 2018–19
• Provided $126,520 in financial assistance through awards ($10,295) and emergency bursaries ($116,225)
• Initiated a new student-parent networking group to facilitate the introduction of student mothers to one another

SPECIAL EVENTS AND INITIATIVES
• Inspiring Women Event
• Spring Celebration
• May Writing Studio for graduate students
• Winter Bazaar
• Fall and winter Speakers Series
• Winter Gear free store
• Art in the Jean Royce Lounge
• Female Faculty mentoring
• Meditation series

“Coming back to school after a decade of being a mom was terrifying. The staff are amazingly supportive and encouraging and I've met such an authentic and kind group of women.”
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.

Ranked #2 Impressive Career Services Model in Canada
by the Canadian Education and Research Institute for Counselling

98%
of students would recommend CS to a friend

19,800+
undergraduate, graduate, and professional students, from all faculties/schools, reached in person and at events

17%year-over-year growth

2,500 copies of the new Queen’s Best Resumes magazine distributed

4,400+1-on-1 career advisor or peer educator appointments

5,000+students connected with employer and education recruiters at four Career and Further Education fairs

Campus Collaborations
Career Counsellor began consultations with diverse student groups to develop new customized supports

Expanded on-site targeted career supports provided to international, Indigenous, women, and mature women students

Support provided for a new undergraduate Psychology careers course and textbook

Worked with the Faculty of Engineering and Applied Science to embed career modules into first and second-year Engineering courses

225,000+ hits on Major Maps and Grad Maps web pages since launch

98%of students would recommend CS to a friend

WORKSHOPS

4,400+1-on-1 career advisor or peer educator appointments

5,000+students connected with employer and education recruiters at four Career and Further Education fairs

Campus Collaborations
Career Counsellor began consultations with diverse student groups to develop new customized supports

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EXPERIENTIAL LEARNING (EL)
Largest number of QUIP interns in workplaces to date across Faculty of Engineering and Applied Science, School of Computing, and Faculty of Arts and Science

790+new EL opportunities created by student groups or faculty members through the Experiential Learning Projects Fund

1,100+students in Student Affairs and work-study roles who had an EL reflective component added to their position

First Experiential Learning Summit
Over 70 faculty, staff, and student leaders built connections and strategies to support growth of EL across the university

+26%growth in number of faculty members and departments requesting CS workshops over the last 4 years

5,990+students attended CS workshops

95%of students said they gained skills and knowledge by attending CS workshops

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