

2018-19



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 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 to 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





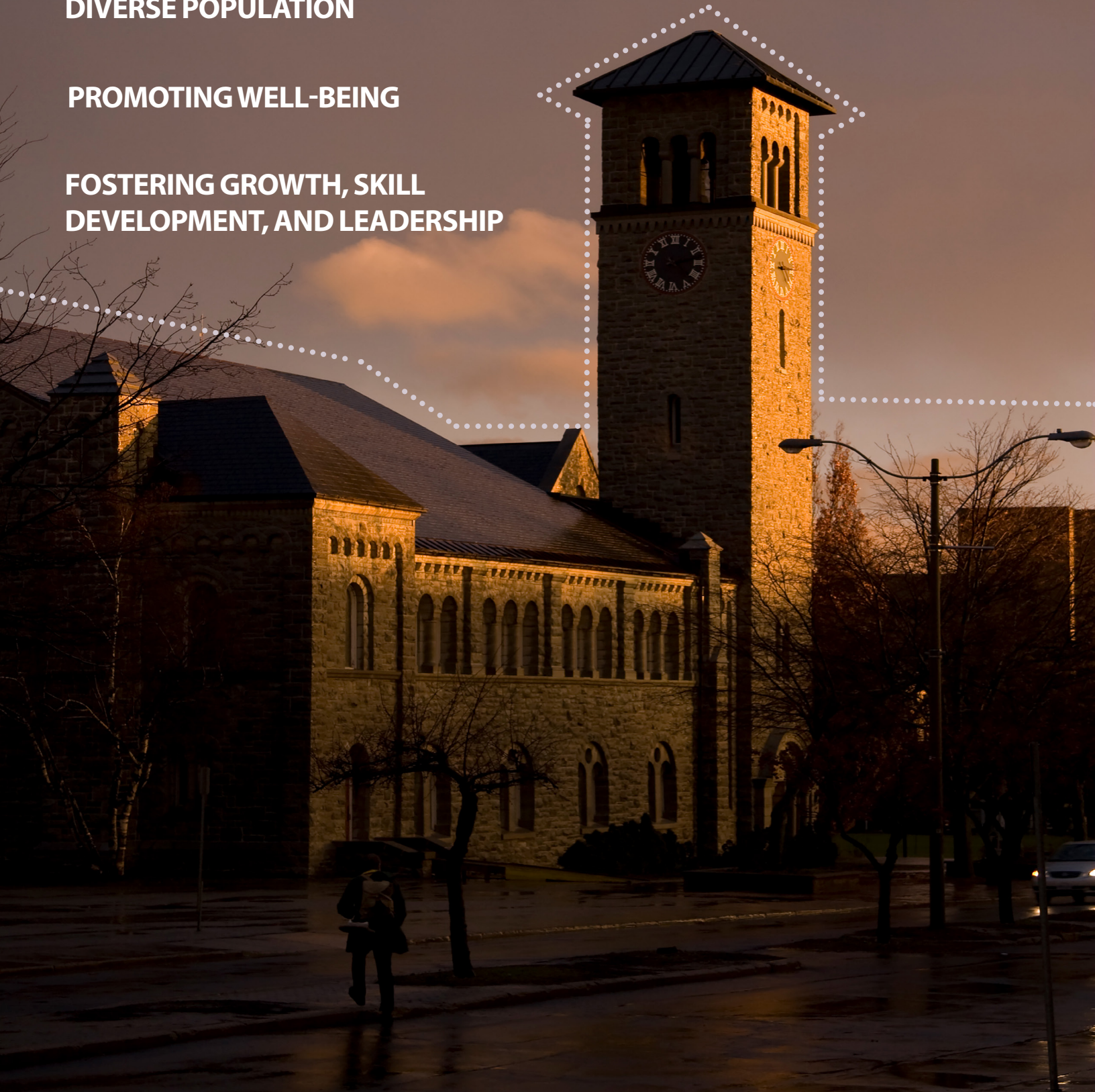
# KEY PILLARS

**BUILDING COMMUNITY**

**SUPPORTING AN INCREASINGLY  
DIVERSE POPULATION**

**PROMOTING WELL-BEING**

**FOSTERING GROWTH, SKILL  
DEVELOPMENT, AND LEADERSHIP**





A photograph of students in a library or study hall. In the foreground, a young woman with long brown hair, wearing a black beanie with a pom-pom and a white sweater, is focused on her laptop. She has white earbuds in. Behind her, another student is working on a laptop. The background is slightly blurred, showing other students and the interior of the building.

# — YEAR IN — **REVIEW**

we **support**, to help our  
students **succeed**



# 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.

**42,600**

applications

**11%**

year-over-year  
growth

## Highlights in 2018–19

- Hired new embedded recruitment representatives for China, Vietnam, and India
- Created a new 180-foot booth for the Ontario Universities' Fair
- Produced 4 new recruitment videos
- Coordinated multiple photo shoots, including members of the Queen's Student Diversity Project, Student Volunteers, and our own Campus Tour Guides

## ON-CAMPUS RECRUITMENT

**65+**

Campus Tour  
Guides

**10,500+**

visitors took a  
campus tour

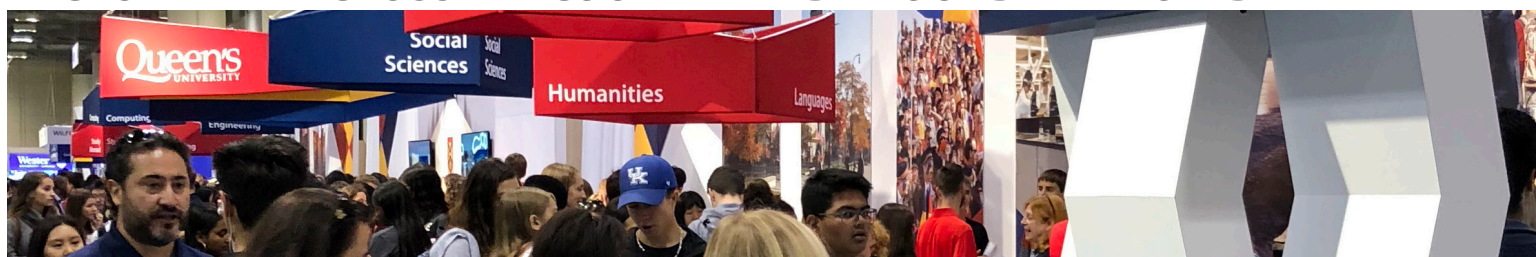
**12,700+**

attendees at Fall Preview days  
and March Break Open House

**75,000**

viewbooks in circulation

## RECRUITMENT ACROSS THE COUNTRY AND AROUND THE WORLD



**1,330**

fall high school  
visits

**725**

in Ontario

**172**

in other provinces  
and territories

141 in China  
20 in Southeast Asia  
121 in U.S.  
50 in India  
53 in Middle East / Turkey  
48 in UK and Europe

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



## OUTREACH TO UNDER-REPRESENTED STUDENTS

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.

Expanded  
partnerships for  
First-Generation  
Admission Pathway

**21.5%**

increase in applications  
from self-identified  
Indigenous students

GTA-based recruiter  
position focused  
on low-income  
communities, outreach,  
and new partnerships



# 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

**4.6%**

year-over-year growth

of which

**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



# BADER INTERNATIONAL STUDY CENTRE (BISC)

## STUDENT SERVICES

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

**57** community meetings

**1,689** program participants

**19** academic skills and professionalism workshops

**6** campus-wide events

**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



**209** students used  
**4,375** meals

Member of the Keys Job Centre Advisory Committee and a mentor in the Dolphin Disabilities Mentoring Day

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

Refreshed **80** bedrooms

Installed new heating boilers as part of our commitment to sustainability



# STUDENT WELLNESS SERVICES

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



## 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

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

**23,000**

participation opportunities

**360**

days the ARC was open

**97%**

of students visited the ARC during the year



## 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

### Student Leadership Opportunities

**102,500+**  
hours of student employment

**200+**  
student leaders

### 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

### 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





## 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



Provincial Level



National Level

**\$61,000**  
raised by Varsity  
Athletes for various  
causes

## 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





# 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.

Provided support and intervention for  
**110**  
student-at-risk cases each year

## 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



**189**  
students and  
6 student groups

## NON-ACADEMIC MISCONDUCT INTAKE OFFICE (NAMIO)

Office was moved to the Division of Student Affairs

**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 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 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 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 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

# 10,600

users accessed online writing and learning resources

# 4,023

1:1 appointments

# 11%

year-over-year growth

attended by



# 2,006

undergraduate and graduate students

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



### Services

### # of Appointments

Professional writing consultation

2,246

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



# 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.

**1,846**

visitors to 4D

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

4D undergraduate Recruitment Representatives reached **3,650** Indigenous youth during recruitment and outreach efforts (APSIP, career fairs, pow wows)

**445** self-identified Indigenous students at Queen's

### 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

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

### 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

**28**

Kairos Blanket Exercise sessions delivered

**1,026**

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”

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

## 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.

**1,827**

1:1 advising  
appointments

**32%**

year-over-  
year  
growth

### 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



"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."

## 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

**298**

workshops  
delivered

**+100%**

year-over-year  
participation  
in Intercultural  
Awareness Certificate  
program

**19**

New English  
Academic  
Writing Support  
sessions

## Held Irish Cultural event

Highlighting rich Irish heritage and culture



welcomed  
**2,567**  
students for Ramadan Iftar

**+31%**  
year-over-year  
participation



# BAN RIGH CENTRE

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

## 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

**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

## 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

## WORKSHOPS

**+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

## 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

## 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+**

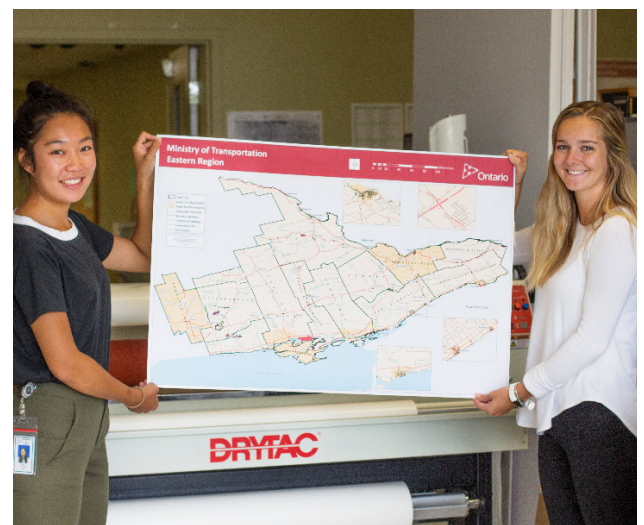
new EL opportunities created by student groups or faculty members through the Experiential Learning Projects Fund

**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







## STUDENT AFFAIRS

Office of the Vice-Provost and Dean of Student Affairs  
Gordon Hall  
Queen's University  
74 Union Street, Kingston, Ontario  
Canada K7L 3N6  
[queensu.ca/studentaffairs](http://queensu.ca/studentaffairs)

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