

2022-23

Student Affairs Annual Report



Student Affairs

Vision

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

Mission

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

Values

Collaboration

Diversity and Inclusivity

Acting with Integrity

Data-Based Decisions

Empathy, Compassion, and Respect

Nurturing and Celebrating Success

Institutional Alignment

Five pillars provide the foundation of our work, and align with the [Queen's University Strategy](#), contributing to the institutional goals of Preparing Students for Impact, Global Engagement, Queen's in the Community, and Living Our Values.



Increase Access



Build Community



Promote Wellbeing



Advance I-EDIAA



Foster Growth, Skill Development, and Leadership

Advancing UN Sustainable Development Goals (SDGs)

Our work in Student Affairs is directly tied to many UN SDGs, contributing to the university's social impact and making a tangible difference in the lives of others.

Throughout this report, the SDG goal icons and colours will appear in each unit section to highlight our role in addressing critical global challenges.



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

A Message from Vice-Provost & Dean Ann Tierney

This report details the breadth and impact of services, programs, and activities across Student Affairs' 20+ units throughout 2022-23. This work reflects the outstanding commitment and accomplishments of Student Affairs staff. In partnership with student staff and leaders, campus colleagues, and community partners, we continue to deliver responsive supports that aim to empower and support our students as they prepare to make a positive impact on the world.

Among the highlights:

- Prioritizing need-based financial aid and awards to enable more academically-eligible undergraduate students to join our community, regardless of socio-economic, geographic, or personal circumstances
- Expanding opportunities for students to connect with peers, build community, and feel a sense of belonging
- Offering thousands of academic and personal development, and leadership opportunities for students, including paid and volunteer positions, mentorships, peer-to-peer programming, and experiential learning offerings and options
- Expanding health promotion and clinical health services, and increasing fitness, recreation, and programming options to promote student physical and mental wellbeing
- Seeking out, engaging, and amplifying the voices and experiences of equity-deserving students to inform and support action to foster a welcoming, safe, and inclusive campus culture and climate for all

Our professional staff and trained peer leaders delivered a network of programs, services, and spaces that will help achieve institutional goals, and the ongoing implementation of the [Scarborough Charter on Anti-Black Racism and Black Inclusion in Canadian Higher Education](#), the university's [Declaration of Commitment to Address Systemic Racism](#), results of [the Shift Survey](#) and [Student Health Surveys](#), recommendations of the [Queen's Truth and Reconciliation Commission Task Force](#), the [Campus Wellbeing Framework](#), and the [Okanagan Charter: An International Charter for Health-Promoting Universities and Colleges](#).

We recognize these efforts require continued collaborations with campus and community partners, constant focus, intentional decision-making, open minds, empathy, flexibility, compassion, and continuous reflection on how we can best serve our students and our community.

I am grateful to our staff, and to colleagues across the campus community, and the post-secondary education sector, who have helped us contribute to Queen's mission to offer an exceptional student experience, attract and cultivate excellence and leadership, and push the boundaries of knowledge through research – in service to an inclusive, diverse, and sustainable society.



A handwritten signature in black ink that reads "Ann Tierney".

Office of the Vice-Provost and Dean

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

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

Preparing Students for Impact

Awarded the annual [Peer Leadership Award](#), [Brian Yealland Community Service Award](#), and the [I-EDIAA Impact Award](#) (recipients pictured below).



12 grants totaling \$11,500 distributed through the [Student Affairs Student Initiative Fund](#) and the [Team-Building Activity Fund](#) to promote inclusive, community-building, peer-led events.

Celebrating Leadership in Student Support

Awarded the [Mike Condra Outstanding Student Service Award](#) to **3** recipients in Student Affairs.



Teresa Alm
Office of the
University Registrar



Heidi Bonnell
Athletics & Recreation,
Q Sports Medicine Clinic



Amber McCart
Student Wellness
Services

Awarded the [Baillie Award for Excellence in Secondary School Teaching](#) to **5** educators at their student-nominators' convocation ceremonies.

Living Our Values: Building an Inclusive Community

Shift Survey

Worked in partnership with the Office of the Vice-Principal (Culture, Equity and Inclusion), to run a [second climate and culture survey](#) of all students in January-February 2023. More than **11%** of all students responded. Results will be used to help guide efforts to address systemic racism, target exclusionary and discriminatory behaviours, and improve the student experience for all.

Shift Project

The surveys inform the ongoing work of [The Shift Project](#), **a collection of events and initiatives aimed at centering equity-deserving student experiences**. Based in the Student Experience Office, the Shift Project provides additional opportunities for dialogue on survey topics, and actions to improve campus culture. The longstanding Student Advisory Group continues to guide the **planning and implementation of student-centered initiatives** throughout the year. The Shift Project Student Lead role was created and helped support these initiatives.

Shift Project Highlights

[Allyship & Belonging Student Calendar](#) – launched to help students find upcoming events and initiatives that address themes related to equity, diversity, inclusion, and Indigeneity.

Doors Open – a start-of-year opportunity for students to visit campus units and offices to learn about supports for equity-deserving students.

Student Voices Week – opportunities for dialogue and learning through events and initiatives run by student clubs and university stakeholders.

Sunday Supper Series – encouraged reflection and dialogue among students from the dominant culture on topics related to equity and allyship.

The Shift Podcast – stories that amplify the voices of equity-deserving students.

Peer-led social media content – engaged students in equity & allyship-focused topics, including "Knowledge Check Friday" series and on-campus student interviews.

Expanding I-EDIAA Leadership

Created a new position, **Senior Director, Student Equity, Belonging and Inclusion**, to lead the development and implementation of proactive Indigenization, Equity, Diversity, Inclusion, Accessibility and Anti-Racism (I-EDIAA) initiatives in support of the division's priorities, engaging diverse communities across the campus and in the broader community. The role also oversees the operations of the division's student-facing centres focused on Equity, Inclusion, and Belonging.

Living Our Values: Building an Inclusive Community

Campus Wellbeing Framework Key Initiatives

Champions for Mental Health, led by members of the university's Student Mental Health Network, recognizes the important role of educators and staff members in supporting and advancing student mental health.

- **60+** faculty and staff members were nominated by students who shared stories of their positive impacts in classroom and other campus environments
- Engaged with the Centre for Teaching and Learning to embed tools and learnings from champions' testimonials in instructor education

Co-produced a national conference on post-secondary student mental health as a founding institutional Steering Committee member of the [Best Practices Network in Canadian Higher Education \(BP-Net\)](#).

The Shift Project and the Champions for Mental Health program were showcased at major North American and Canadian Student Affairs conferences, including NASPA Strategies and CACUSS.

Addressing Sexual Violence: Proactive Policy Review

As part of Queen's ongoing commitment to addressing sexualized violence, the university conducted a regular, scheduled review of the [Policy on Sexual Violence Involving Queen's University Students in 2022-23](#), co-led by Vice-Provost and Dean of Student Affairs Ann Tierney, and Vice-Principal (Culture, Equity, and Inclusion) Stephanie Simpson.

Recommendations from external consultants with academic and professional expertise in legal responses to sexualized violence, who have worked with several Canadian universities on their policies, are guiding updates to policy, processes, and supports to students involved in formal complaint processes.

Implementation will help ensure the university is providing the most effective and trauma-informed response to formal complaints, in alignment with evolving best practices for addressing sexual violence complaints within the post-secondary sector.

Review participants included students who have been involved in formal reporting processes, as well as the student, staff, faculty and community members of the longstanding [Sexual Violence Prevention and Response Task Force](#). The Task Force works to bring about change at the individual, cultural, and institutional levels to help foster a safer campus environment.

Addressing Food Insecurity

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

FIAC and the Student Food Collective tracks progress on past recommendations, and supports new and ongoing initiatives, including:

- The 2022-23 launch of the pay-what-you-can PEACH Market, in partnership with the AMS Food Bank and Hospitality Services, offered pre-packaged entrees, soups, and sides from campus dining halls
 - **5,735** meals served
- Updates to the [centralized Food Access Resources information hub](#)
- Ongoing student-led engagement with members of the food collective
- Data collection and reporting from stakeholders
- Recommendations for service provision, education, and policy



Alcohol Harm Reduction

Student Affairs chairs the longstanding Alcohol Working Group, comprising student leaders, staff from across campus, and community partners. This group collaborated to **help reduce alcohol-related harms**, with particular attention to key times of the year, including the start of the fall term, Homecoming, Halloween, and St. Patrick's Day.

Working group initiatives include:

- [Off-campus outreach and information](#) with campus and community partners
- Campus Observation Room, Student Wellness Services' on-campus overnight detox space where students who have had too much to drink can come to sleep it off
- Ongoing responsible drinking education and activities
- Peer Health Educator-led Party-Goer and Party-Thrower Kit giveaway events
- Outreach, education, and alternate programming in residence, and for all students
- Enhanced security and first-responder presence and support
- Food trucks, food, and water giveaways; Big Breakfasts in residence
- "How to Decide Where to Go" health services directory and map
- Themed social media campaigns led by University Relations



Undergraduate Admission & Recruitment

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

Incoming Class of Fall 2023: By the Numbers*

54,500
applications

Our first-year students come from all provinces and **1** territory, **27** U.S. states, and **66** additional countries.

90.5%
incoming
class average

11%
attended high school
outside of Canada

10%
are visa students

1,364 applications to Bader College

174 confirmations

**Numbers as of September 1, 2023*



Recruitment Activity Highlights

Events

78,000+ attendees at **2**-day, in-person Ontario Universities' Fair.

4,200+ registrants: On-Campus Fall Preview Open House.

2,700+ registrants: On-Campus March Break Open House.

2,800+ webinar registrants.

Campus Tours

15,000+ registrants for in-person tours.

800+ registrants for a live Guided Virtual or Audio Tour.

69,000+ visitors to the 3D virtual tour.

Queen's U Bound Campaign

2,700+ registrants for events in Halifax, Calgary, Vancouver, Kingston, and several cities in India, China, Vietnam, and the Middle East.

Outgoing Communication

635,000+ individual emails sent.

79% open rate **+14.5%** (YoY).

Enhanced International Outreach

- **Launched the International Ambassador** program with **6** student ambassadors
- Offered **weekly virtual drop-in sessions** for students to connect with staff
- Created a **new International Student Guidebook**
- Made earlier offers of admission: **80%** of international offers out by March 31
- Expanded global class diversity by **~20** countries
- **+10%** in international confirmations from the Middle East and North Africa regions

International Awards and Scholarships

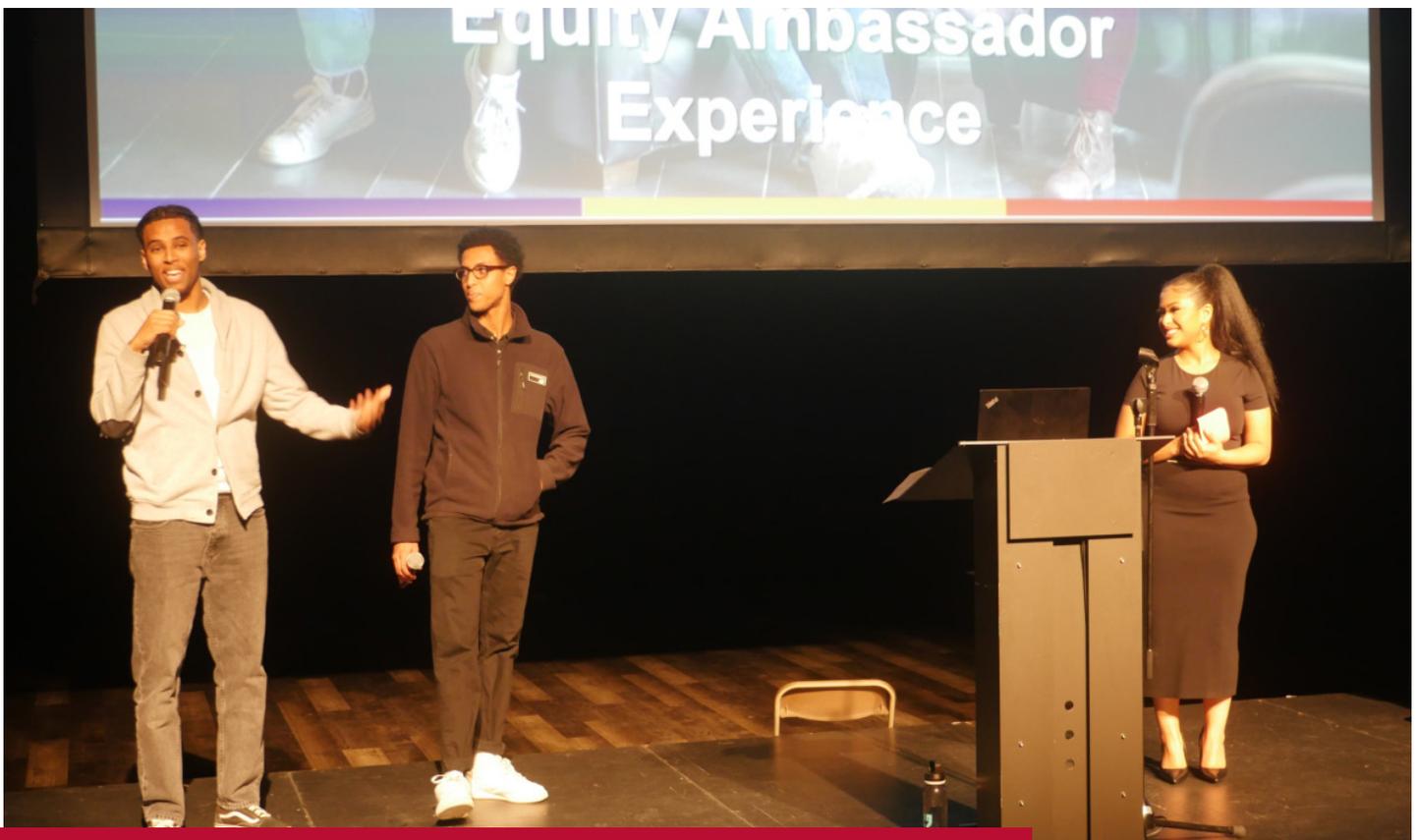
Expanded International Awards and Scholarship program to the Smith School of Business and the Bachelor of Health Sciences program and increased the number of awards.

Welcomed additional **World University Service of Canada (WUSC)** and **KARTA Catalyst scholars** in September 2023.

Living Our Values: Increasing Access and Diversity

The Access and Inclusion Team expanded connections with students, families, and community agencies in underserved communities to provide information on programs and options for financing a Queen's education.

- Hired a dedicated **Indigenous Recruitment Coordinator**
- Developed an **Indigenous Applicant Guide**
- Connected with **5,000+** students in underserved communities – a **150%** (YoY) increase
- Expanded community partnerships to the Ottawa region
- Held **3** events to further build connections with partner organizations and communities
- **82.5%** of applicants through the first-generation admission pathway received an offer of admission
- **+450%** increase in the number of first-generation students supported through the application cycle



Equity Ambassador Program

21 Equity Ambassadors delivered **200+** workshops to high schools and communities.

+50% increase in workshop offerings.

Increased outreach through in-person community events.

2,800+ youth connected with Ambassadors.



Indigenous and First-Generation Students

+15.5% (YoY) in applications from OUAC applicants who identify as Indigenous.

1.9% of the fall 2023 incoming class self-identified as Indigenous on OUAC.

+147% (YoY) in applications from first-generation pathway applicants.

5% of the fall 2023 incoming class are first-generation students.

Numbers as of September 1, 2023

Equity Self-Identification*

8,921 first-year applicants – **16.4%** of all applicants – completed the optional equity self-identification form.

- **50%** vs **49%** overall offer rate
- **24%** vs **21%** overall acceptance rate

6,925 first-year applicants self-identified as racialized/visible minorities.

- **942** self-identified as Black (subset)
- 1,468** self-identified as having a disability.
- 2,764** self-identified as 2SLGBTQ+.

**Some applicants self-id in more than one category*



Office of the University Registrar

The Office of the University Registrar (OUR) provides comprehensive enrolment management services to the Queen's community, supporting the student learning experience, and the academic mission of the university.

Student Support

91,851 phone and email student contacts (Records & Services).

8,456 in-person interactions.

\$386.8M student payments received and reconciled.

~594K enrolment actions.

Convocation

Fall 2022

8 ceremonies at Grant Hall.

1,494 graduates.

2,325 guests.

7 honorary degrees granted.

11 gifts presented to Indigenous student graduates.

Spring 2023

6 ceremonies at the Leon's Centre.

4,262 graduates.

8,345 guests.

10 honorary degrees granted.

40 gifts presented to Indigenous student graduates.



Exams

931 exams scheduled and run for
1,256 course sections **+8.7%** (YoY)
161 online and **770** in-person exams



Accommodated Final Exam Coordination and Scheduling

16,681 exam accommodation requests **+38%** (YoY); **+80%** vs 2020-21

Pilot project launched to coordinate on-campus computer-based accommodated exams in response to increased demand.

- **103** exams supported
- Expansion planned for 2023-24 with the long-term goal of full central support for accommodated on-campus computer exams

Student Information Systems

Leadership and management of student registration and enrolment technology systems and projects, including:

- Developed and delivered a student enrolment dashboard
- Enhanced cybersecurity and streamlined audit processes for PeopleSoft across campus
- Implemented 'Target X' software, in collaboration with Undergraduate Admission and Recruitment. Students have a new and more efficient way to apply for non-OUAC programs, and there is an improved application review process
- Redesigned student photo ID card and software for improved integration with PeopleSoft
- Implemented a new user-friendly course evaluation platform

Financial Aid and Awards

Administration of a comprehensive range of financial aid programs to help reduce barriers related to financial need or personal circumstances. Programs include government student financial aid, merit-based scholarships for undergraduate students, need-based bursaries, and awards for undergraduate and graduate students.

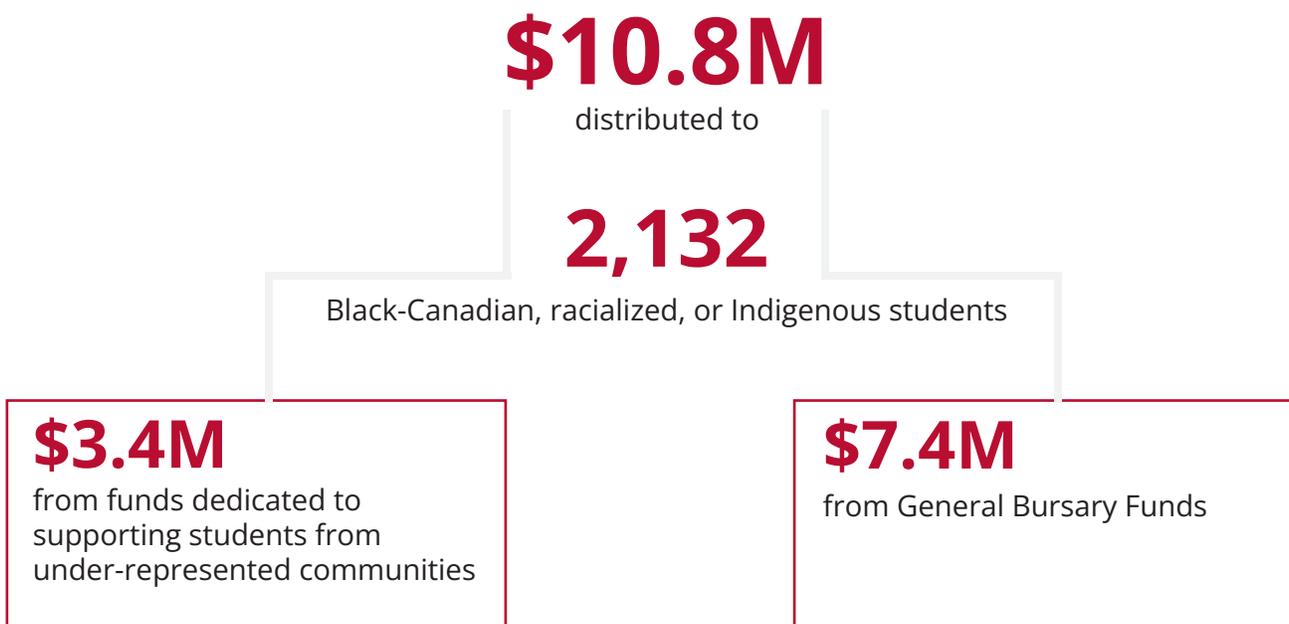
\$100.9M in total government loans and grants to **8,506** students.

\$40.3M in Queen's assistance to **10,250** students **43.2%** provided through the generosity of donors

Living our Values: Increasing Access to Queen's

Queen's financial aid has been transformed to prioritize need-based awards for fall 2023.

108 first-year students are receiving the first **Major Access Awards** (fall 2023), providing recipients with a total of **\$5.28M** over four years of study. These awards enable students with the highest financial need to accept their offer of admission to Queen's, when they may not have been able to due to personal, geographic, or socio-economic circumstances.





Commitment Scholars

10 annual awards of **\$48,000** distributed over **4** years to students who have demonstrated leadership in, and commitment to, racial justice, social justice, or diversity initiatives in their school or community. In 2022-23, there were **21** Commitment Scholars at Queen's.

Commitment Bursary

300+ equity-deserving first-year students will receive up to **\$5,000** in each of their four years of study.

Promise Scholars Awards

5 annual awards of **\$60,000-\$100,000** distributed over **4** years to local first-generation students. In 2022-23, there were **12** Promise Scholars at Queen's.

Expanded Awards for International Students

International admission awards expanded to include students in Smith Commerce and Health Sciences for the upcoming admission cycle. In 2022-23, **\$685K** was awarded to students from Smith Engineering and the Faculty of Arts and Science.

These awards further diversify enrolment from prioritized countries, including India, Vietnam, Pakistan, Nigeria, and Kenya.



Housing & Ancillary Services

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

Living our Values: Sustainability Framework

H&A's [Sustainability Framework](#) tracks progress, in collaboration with Queen's campus partners, in all of the **UN's 17 Sustainable Development Goals**.

Living Our Values: Building an Inclusive Campus

H&A's [I-EDIAA Plan](#) focuses on People, Spaces, Services and Programs, and Principles and Values.

- Two staff members **certified as Anti-Racism Response Trainers**, to build capacity for expanded in-house knowledge
- Staff completed two core **I-EDIAA trainings**: Call It Out, an e-course on racism, racial discrimination, and human rights, and Working Together: Building an Inclusive Queen's Community
- Senior leaders also completed the Showing Up for Anti-Racism and Inclusion course

Residence Life and Services

Living Our Values: Building Community

603 students lived in Living Learning Communities or preferred communities.

139 student staff completed a **10**-day training program on intercultural competence, human rights, positive spaces, and awareness of campus I-EDIAA resources.

343 Don-led programs focused on academic success and support, including exam and mid-term resources, floor study sessions, and workshops with SASS.

850 Don-led programs in residence.

Hosted an **international student welcome BBQ** in partnership with QUIC.

Student Voices Week events hosted in residence that **connected equity-seeking students**.

Hosted Black Histories & Futures Month Student Mixer that **brought together different cultural student groups**, education, engagement, and food.

Students **donated 1,201** lbs. of items from residence buildings to the Canadian Diabetes Association at the end of the year.

Living Our Values: Promoting Wellbeing

4,619 first-year students completed It Takes All of Us, a mandatory online learning program about sexual violence awareness and prevention.

784 accommodation requests received.

7 free menstrual product dispensers installed in **5** residence buildings.

Ran **free weekly yoga classes** for students in residence.

Hosted alternative off-campus social events on St. Patrick's Day as part of comprehensive **alcohol harm reduction activities**.

Introduced a gender expression/identity and a creed-based request form, to better **support students in the residence application process** and in their living experience.



Dedication event for the new outdoor gathering space in Endaayaan – Tkanónsote residence building.

Facilities

In September 22 2022, the university opened the **Endaayaan – Tkanónsote Residence** building, which features an Indigenous gathering space in the courtyard designed by local artist David R. Maracle. The building is targeting Leadership in Energy and Environmental Design (LEED) Gold Certification and is the **university's most accessible residence building**.

Completed phase one of **Leonard Dining Hall renovation**, which includes an accessible entrance, optimized loading dock, and expanded on-site storage.

Achieved national CIMS Green Building Certification for meeting the world-wide green cleaning industrial standard by using green-certified chemicals and ensuring staff are trained in infectious outbreak prevention, response, and recovery.

Community Housing

- **1,279** students and their families live in **493** off-campus units
- **2,254** maintenance work orders completed
- New **accessibility ramps installed** in all An Clachan buildings
- **New Community Room opened** in the An Clachan complex to provide expanded programming that promotes connection and wellbeing
- Construction of two new fully accessible units is underway

Off-Campus Living Advisor

Supporting students living off-campus with the Kingston rental market, tenant and landlord rights, housing fraud, and resources for moving.

2,340 1-1 student interactions. **30%** of inquiries were from international students.

3,463 students (**+363% YoY**) attended **19** housing resource events.

Increased collaborations with campus partners working with **equity-deserving groups**.

Held **Drop or Swap Event** that focused on waste diversion and community giving:

4,818

items donated by students

\$190,000

estimated value of donations

19,600 kg

diverted from waste streams

Hospitality Services

Queen's in the Community

27,351 lbs. of food donated to local food banks and community shelters.

Living Our Values: Addressing Student Food Insecurity

5,735

rescued meals served to food-insecure patrons at PEACH Market in partnership with the AMS

4,707

meals accessed through Swipe It Forward Queen's by students experiencing food insecurity



Living Our Values: Inclusion and Sustainability

540,843 locally sourced free-range eggs served across campus.

866 students with food allergies or special dietary needs supported in residence by staff and our registered dietitian.

480 lbs. of honey produced from the [west campus apiary](#).

10 [religious/cultural observances recognized](#) in residence dining halls with featured menus.

210,452 single-use containers diverted by the GOOD TO GO Reusable Container Initiative.

Spirit of Inclusion and Working Together: Building an Inclusive Queen's Community programs provided to all external contractors' staff and management.

45% of the food procured on campus was sourced within **500** km and **69%** within Canada.

Hospitality managers completed Mental Health First Aid training.

Queen's Event Services

15,155 nights of booked summertime accommodation in residences.
900 event bookings totaling **9,340** event days.
28 weddings on campus.

Transitioned Enrichment Studies Unit programming to a pilot program supporting the logistics, planning, and chaperoning of community group activities involving minors attending outreach activities at Queen's.

Living Our Values

- Achieved Rainbow Certified Accreditation
- Travel Proud Certified through Booking.com
- All staff completed Positive Space training to support 2SLGBTQ+ communities

The Donald Gordon Hotel and Conference Centre

- **14,406** room night bookings
- **230** lbs. of hotel toiletries donated to Clean the World
- **170** lbs. of food donated to Kingston community through the Waste Less program
- Travel Proud Transforming LGBTQ+ Travel designation maintained
- Rainbow Registered Accreditation achieved
- Fairtrade Workplace designation maintained
- All managers completed Positive Space training to support 2SLGBTQ+ communities

Student Wellness Services

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

Operational Highlights

- Medical care, counselling, wellness coaching, mental health trainings, and peer programs resumed in-person, while continuing to offer virtual options to respond to student preferences
- Continued on-campus COVID-19 and flu vaccine clinics
- New STI Quick Test clinic provided asymptomatic students with access to testing



Living our Values: Inclusive Spaces

1,200+ student appointments with Black-identified counsellor, cross-cultural counsellor, and 2SLGBTQ+ counsellor.

+20% registrants with Queen's Student Accessibility Services (QSAS), **+75%** registered students with **mental health-related disabilities**.

Creation of Transcare Health Team of primary care and mental health professionals with specialization in gender-affirming care, to provide holistic support to students at any stage of a transition. Increased supported **Rainbow Health training** for SWS practitioners.

Living our Values: Addressing Food Insecurity

22 Fresh Food Box, Mason Jar Meal, and Healthy Cooking sessions reached a total of **494** students. **+84%** participation rate in **Healthy Cooking Sessions**.

“ I was so excited to learn how I could save some money this week to put towards more fruits/veggies for myself, and that I had a healthy meal for a couple nights that required minimal effort to prepare. ”

Preparing Students for Impact

110 student volunteers.
~4,000 volunteer hours.
30 practicum students.
23 student staff – **+27%** (YoY).

Living our Values: Promoting Wellbeing

~50,000+ in-person and remote medical, mental health, healthy lifestyle, and accessibility appointments.
10,350 unique students seen.
12,000+ counselling appointments.
+29% in mental health trainings offered.
1,700+ drop-ins to the Health Promotion Hub.
6,000+ students reached through in-person peer programs.



New 'Move for Mental Health' Event

Collaborated with A&R, Queen's Women of Colour Collective, Step Above Stigma, Peer Wellness Coaches, and Peer Health Educators to **encourage physical activity** as a positive impact on student mental health.

Red Flag Campaign

Peer Health Educator-led [annual campaign and events](#) educated the Queen's community about unhealthy relationships and dating violence.

Wellness Groups

17 counsellor-led wellness groups filled to capacity.

Ventus Platform

Partner in the development and launch of Ventus, a **new academic accommodation platform** to streamline processes and communications between students, QSAS, the Exams Office, and instructors.

Substance Use and Harm Reduction

- **121** students supported overnight at the Campus Observation Room (COR), an on-campus, non-medical detox location for students who have had too much to drink
- **600** Party-Goer kits with harm reduction information and resources distributed in advance of Homecoming and St. Patrick's Day
- New Party Thrower Kit given during off-campus door-to-door peer engagements at **15** houses with conversations around safe hosting



Athletics & Recreation

Athletics and Recreation (A&R) provides a broad range of student programs, including intramurals, recreational clubs, varsity teams and clubs, fitness, and aquatics, that emphasize physical activity, sport, and wellness as integral and vibrant parts of campus life.

Preparing Students for Impact

250,000+ student engagements through programming

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

Living Our Values: Building Community

Ongoing programming focused on engaging equity-deserving students and community members.

Collaborated on programs with Yellow House Student Centre for Equity and Inclusion QTBIPOC Hikes at Lemoine Point, 2SLGBTQ+ and/or BIPOC Mindfulness Walks, Solidarity Swims for trans, nonbinary or other gender diverse persons, and weekly Queer Yoga and Drag Cycle classes.

September is designated **Safe Sport Month**. A Safe Sport Committee was established to provide ongoing guidance and advance industry recommendations.

The Varsity Leadership Council (VLC) and all varsity teams identified annual areas of focus to advance I-EDI-AA.

A&R coaches, student-athletes and staff organized and **hosted the first Culture Day**, a celebration of diversity across all Varsity Teams and Clubs, featuring a student-athlete talent show.



Queen's in the Community

\$75,000+ raised by student-athletes in support of a variety of causes.

1,600 items donated to Martha's Table through the annual VLC food drive.

1,500 pounds of food collected for Partners in Mission Foodbank Kingston.

1,500+ registrants for Q Camps, the largest day camp program in Kingston.

2,000+ local youth participated in Jr. Gaels programs, with support from Gaels student-athletes and coaches.

The return of **Pathways to Education Day at the ARC**, hosted by the VLC. This initiative aims to increase exposure and access to post-secondary education among local high school students from low-income communities

Promoting Student Wellbeing: Recreation and Sports Clubs

Intramurals



14,626 participants.

2,747 games and activities.

1,214 registered teams.

17 sport and activities offered.

Fitness



2,600+ unique participants.

1,200+ in-person and virtual group fitness classes.

40+ classes per week.

Recreational Clubs



3,369 registered participants.

20 student-led sanctioned clubs.

Varsity Sport Clubs



527 registered student-athletes.

26 varsity clubs.

5 varsity club provincial and national champions: **Baseball, Fastpitch, Women's Lacrosse, Sailing, Women's Squash.**

High Performance Sports



978 student-athletes.

393 Academic All-Stars (3.5+ GPA while playing varsity sport).

Women's Rugby won their provincial championship.

Women's Basketball, Women's Rugby, and Men's Cross Country won medals at national championships.

Facilities and Operations

Daily ARC access records set, as activities returned to campus.

- **7,392** participants accessed the ARC, a new single-day record
- Completion of Lang Pavilion at Richardson Stadium on schedule for fall 2023
- Major ARC pool renovation began in spring 2023
- A&R hosted OUA Women's Rugby Championship, OUA Squash Championships, and OUA Women's Basketball Championship



Support Services & Community Engagement

Provides non-clinical support to students in distress, promotes positive citizenship through educational outreach, and manages non-academic misconduct processes.

Queen's in the Community

Student Community Relations (SCR) promotes good citizenship, positive neighbourhood relationships, safety, respect, and responsibility by connecting with students living off campus, often with community partners, including Kingston Fire and Rescue, City Bylaw officers, and Kingston Police.

Preparing Students for Impact: Skill Development and Leadership

SCR provided **volunteer opportunities** for **18** students.

Staff and **8** student ambassadors **collaborated with campus and municipal partners** to promote student awareness of off-campus safety initiatives, bylaws, alcohol-related offences, and tips on being good neighbours.

Start-of-Year Fall Outreach

1,773 student connections.

1,000 campus and community resource kits distributed to off-campus student houses.

Engagement Stations

2,645 students reached at **4** resource stations throughout the year.

Door-Knocking

3,131 total student connections made over four months of [house visits](#).



Living Our Values: Promoting Student Wellbeing

CARE Referral Program

The program provides campus community members with an opportunity to quickly connect students who may be facing academic or personal difficulties, to resources and support services.

324 students referred to CARE.

1,037 individual supports and actions provided.

25 cases identified as high priority/urgent.

98 cases referred to the Assessment & Care team.

Most Common Concerns:

- **25%** academic (136)
- **17%** general wellness (94)
- **6%** mental health (32)
- **6%** peer issue (31)

“ I will never forget how the CARE program helped me, which led me to get help for myself. ”

Non-Academic Misconduct System

The Non-Academic Misconduct System (NAM) Intake Office manages intake and referrals for four units across the NAM system, under Queen's Student Code of Conduct: The Student Conduct Office, Queen's Residence, Queen's Athletics & Recreation, and the AMS Judicial Affairs Office.

132
cases



The NAM case management system was connected to the university's Harassment & Discrimination case management software to streamline administration and processes, enhance confidentiality, and improve investigation timelines.

Student Conduct Office

The student conduct process is part of the broader learning environment. Cases are resolved through educational, restorative, and corrective outcomes. Students are encouraged to reflect on their behaviour, take responsibility, learn, and make amends.

106 case referrals.

- **34** students and **3** student groups involved
- **82** meetings with complainants, respondents, and witnesses
- **139** students and **1** student group found responsible for non-academic misconduct

800+ orientation leaders received an anti-hazing presentation as part of annual training.



Faith and Spiritual Life

Faith and Spiritual Life (FSL) provides students with multi-faith, non-judgmental support for religious, spiritual, and personal issues, or concerns. Chaplains engage in community-building programming, provide one-on-one and small group student support, ceremonial services, and interfaith community development.

Living our Values: Building Community

- Relaunched **in-person cooking program** in partnership with local faith communities, bringing seniors and students together to cook and share meals
- Hosted **Cookies and Conversation** during exams (10 days each term)
- Co-led guided meditation and walks to **connect with nature**
- Hosted weekly winter term **board game** drop-in sessions
- Initiated **student connections through events** like button making and rock painting
- Facilitated a **grief group** that ran for **6** weeks, as well as **6** drop-in sessions
- Supported faith-based **academic accommodations**
- Provided **emergency food access** through Swipe It Forward Queen's, and emergency **bursary assistance** to students in crisis
- Provided and maintained **spaces on campus** for meditation, prayer, and reflection

Preparing Students for Impact

4 paid student positions.

Established **peer-led spirituality program**, The Voyagers, held weekly as a space for spiritual conversation, curiosity, and grounding.

Partnered With:



AMS Peer Support Centre to run **7** drop-in gatherings.



Colleagues across Student Affairs units to offer mental health, inclusive, and intersectional supports.



Faculty of Health Sciences to create a new prayer space in the School of Medicine building.

Queen's in the Community

Offered the **invocation at convocation** ceremonies.

Led the university's **Remembrance Day service**.

Visited **local congregations** to speak about chaplaincy at Queen's.

Invited to speak about **food insecurity** at Beth Israel Synagogue's Shabbat dinner.

“ The FSL office is a great spot to take a deep breath, have a cup of tea, and spend some time surrounded by plants, among supportive staff, and peers. I'm so grateful to have experienced this part of Queen's. ”



Student Experience Office

The Student Experience Office (SEO) delivers programs and services to orient undergraduate students to university life, support their successful transitions into and through university, and encourage leadership development, student engagement, and co-curricular involvement at Queen's.

Living our Values: Building Community

First-Year Foundation

Year-long program launched as a series of online and in-person events and activities that support the incoming class with their academic and social transition, help them build community, and find their path to success.

Summer Orientation to Academics and Resources (SOAR)

- **962** students attended this on-campus program over **6** days in July 2022
- **1,147** parents, family members, and supporters attended SOAR

Fall Prep

- **3,765** students, family members, and supporters attended pre-arrival webinars
- **101** students attended online summer socials
- **12,350+** messages sent between incoming first-year students on the RAFTR app before Sept. 5



“ I’m so glad I went to SOAR. I don’t think I would feel as confident going into first year without all the great info. ”

Fall University Orientation

2,000+ first-year students attended Welcome Home Night.

4,239 students attended the inaugural Tricolour Parade & Welcome at Richardson Stadium.

Delivered **Orientation Leader Training** to **1,100+** student leaders on topics including Bystander Intervention, Inclusive Leadership, and Making Effective Service Referrals.

Piloted Meet & Mingles event in collaboration with equity-focused campus partners for **equity-deserving students to meet and find community** on campus.

First-Year Foundation 100 onQ Course

83% of the incoming class accessed the First-Year Foundation (FYF) 100 OnQ course.

Undergraduate Programming

600+ students attended drop-in events.
1,200+ students attended the Leadership Workshop Series sessions.

Launched the Action, Commitment, Transformation (ACT) Certificate.

Peer Mentorship

200+ mentors **developed leadership skills** through training and developmental activities.

First Year

802 first-year mentee/upper-year mentor relationships established. **34%** increase in program participation.

3,419 one-on-one meetings.

64% of mentees and **66%** of mentors self-identified as a member of an equity-deserving group.

Upper Year

17 students matched with mentors.

54 one-on-one meetings.

64% of applications came from equity-deserving students.

QSuccess Mentors



Sudeepta



Jade



Anika

Living Our Values: Building an Inclusive Community – Shift Project Highlights

Created and facilitated events and initiatives for equity-deserving students and allies, providing opportunities for dialogue around topics outlined in the Shift Survey, and acting on student input to improve campus culture at Queen's.

Sunday Supper Series – **5** events to encourage open dialogue and address the experiences of equity-deserving students.

The Shift Podcast – **8** episodes featuring **22** students.

Student Voices Week – **17** events, **7** social media initiatives, **20** campus partners.

EDII Student Events Calendar – **950+** events listed; **2,500** calendar views over the academic year.

Preparing Students for Impact

Collaborated with campus partners to require all incoming first-year students to complete the online program, **It Takes All of Us**, before the start of the fall term, aligning with the university's commitment to addressing sexual violence. Achieved a **98%** completion rate for the 2022 class.

1,832 upper-year students completed peer-led **Gender-Based Violence & Bystander Intervention training**, offered online and in person.

350+ paid and volunteer **student leadership positions**.

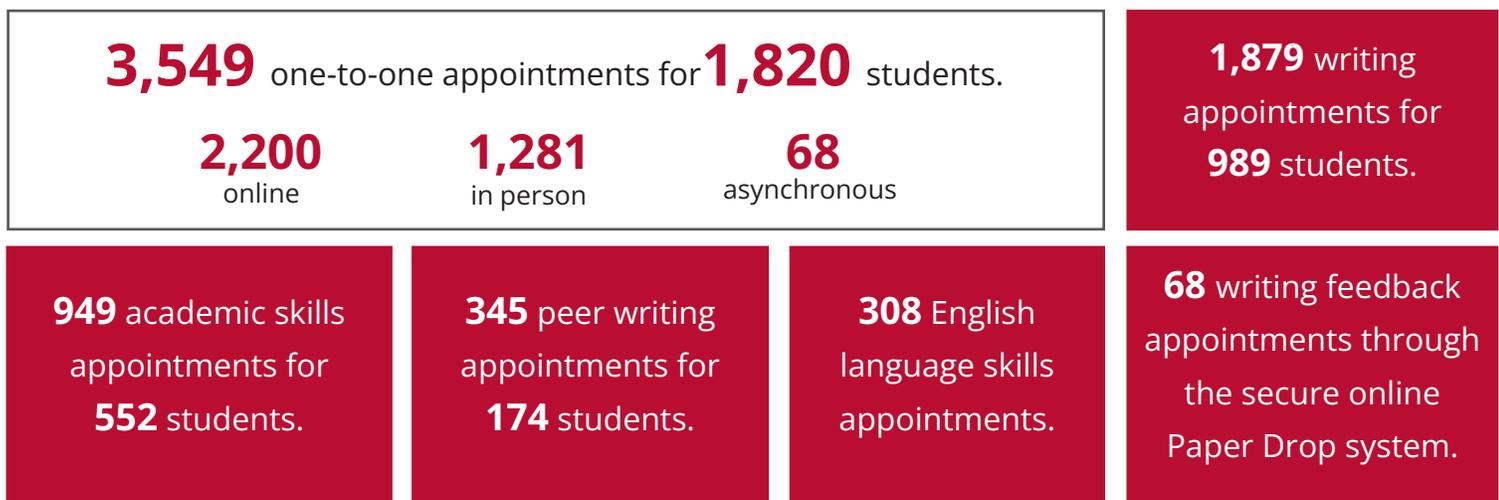
890 student leaders completed **Lead, Include, Transform training**, which highlights how personal privileges and oppression shape one's leadership approach.

1,163 students completed **FYF 100 modules** including Anti-Oppression in Action, Community Values & Belonging, and EDII Supports.

Student Academic Success Services

Student Academic Success Services (SASS) offers academic skills and writing support appointments, workshops, and other events. Staff from the writing, learning, and education fields tailor services to be accessible and inclusive for all students at every level and year of study.

Preparing Students for Impact



Workshops and Peer Programs

7,365 students attended at least one of **195** sessions, including **1,046** graduate students.

- **1,241** first-year Arts & Science students completed part or all of a new **Academics 101** prep course through the OnQ central learning management system
- **44** workshops delivered by **peer volunteers**
- Peer volunteers worked with **300+** students at pop-up booths around campus
- **220** students attended **2** Get It Done Study Day events in fall and winter term
- **128** first-year students participated in the **Bounce Back mentoring program** with **45** peer mentors.
- **270** students attended **27** Write It sessions, an **interactive writing workshop**
- **56** students attended **10** Speak Up academic speaking skills sessions that **focused on observing and addressing harmful communication** in academic settings

Graduate Student Supports

Grad Writing Cafes: **70** students attended a new drop-in writing group for An Clachan residents and graduate students in the Faculty of Education.

Co-writing Sessions: **112** new peer-facilitated online writing sessions provided students with opportunities to set goals and write together for set periods of time.

“ I really appreciate all your hard work and the Intercultural Academic staff who make all students welcome and included. ”

Global Engagement and Living our Values

Co-chaired **International Education at Queen’s Conference** with the Queen’s University International Centre (QUIC).

Co-ran the **International Voices podcast** with the QUIC.

958 English as an Additional Language (EAL) students supported with one-to-one appointments.

Increased Services for Equity-Deserving Students

Worked with **210** students referred by Queen’s Student Accessibility Services (QSAS).

70 students supported with writing help.

Ran a regular queer study group in collaboration with Yellow House.

Launched a new Academic Journeys blog written by equity-deserving first-year students in collaboration with Yellow House, which received **7,000+** views.

Grad Writing Lab: An online writing community with **187** members, supported by SASS staff, that helped grad students build community and develop skills.

Developed an **interactive module for graduate students** on understanding and integrating principles of academic integrity.



Delivered tailored workshops for Indigenous students through partnerships with:

- Four Directions Indigenous Student Centre (4D)
- STEM Indigenous Academics (STEMInA) program in the Faculty of Engineering and Applied Science
- The Indigenous Teacher Education Program in the Faculty of Education
- Queen’s Accelerated Route to Medical School (QuARMS) students in the Faculty of Health Sciences



Four Directions Indigenous Student Centre

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

Living our Values: Building Community

First-Year Peer Mentor Program

8 upper-year Indigenous Peer Mentors held meetings with first-year students, **sharing experiences, assisting with the transition to Queen's, and supporting skill development.**

Community Mentorship

Partnered with the Research Mentorship Program, led by Dr. Bruce Elliott (Cancer Research Institute) to provide **mentorship opportunities** for local Indigenous youth in grades 9-12.

Good Minds Nights

New **evening programming** included drop-in dinners, study rooms, art therapy, cooking, and fitness courses.

Indigenous Identity Sharing Circle

Bi-weekly gatherings focused on **supporting students struggling with their Indigenous identity.**

Each circle featured guest speakers, opportunities for students to share, and guided conversation led by 4D's Cultural Counsellor.

Engaging 2SLGBTQIA+ Indigenous Students

Partnership with Yellow House Student Centre for Equity and Inclusion.

New **2SLGBTQIA+ Program Assistant** offered dedicated programming for Indigenous students who identify as Two Spirit, trans and/or members of the queer community.

Programs included: social fires, cooking programs, Indigenous sharing circles, traditional teachings, guest speakers, and a medicine bag workshop.

Preparing Students for Impact

Indigenous Advisor provided ongoing one-on-one support to **70+** students through advising, academic skills, and referrals to on- and off-campus services.

32 Indigenous students **received tutoring** for **57** courses.

Additional programming and drop-in sessions provided opportunities for students to learn about goal setting, time management, housing supports, exam preparation, wellness, career supports, and self-care.

Student Leadership

4D's Student Leadership Team was expanded by more than **50%**. Student leaders developed skills, earned income, and made positive contributions to the culture at 4D.

New roles included Fire Keepers, 2SLGBTQIA+ and Ohsahè:ta Program Assistants, Social Ambassadors, Peer Mentors, and Administrative Support positions.

“ Every time I go to 4D, I feel like I belong. The community is welcoming and there to assist you, whether for academics or personal supports. ”



Queen's University International Centre

Queen's University International Centre (QUIC), provides pre-arrival, transition, and ongoing supports, programs, and services for international students to promote their success and foster a strong, diverse, and inclusive, community.

265
events

4,119
attendees

Global Engagement: Building Community

Expanded the use of the **iCent app** to support students' pre-arrival touchpoints.

937 international students attended **26 online and in-person orientation sessions** and events aimed at connecting them to the community and supporting their transition.

Hosted **new Welcome BBQ** event for first-year undergraduate international students living in residence.



470 students attended **Immigration and Settlement workshops**.

Launched new program where volunteer hosts welcomed international students and family members for a **meal during the holiday season**.

4,000+ students and dependents registered with the **University Health Insurance Plan**.

Tailored transition support provided to Karta Scholars and World University Service of Canada (WUSC) sponsored students.

“ I really appreciate all your hard work and the Intercultural Academic staff who make all students welcome and included. ”

Peer-to-Peer Connections

900 participants attended **36** in-person and online peer-to-peer events.

240 students entered the annual [QUIC photo contest](#).

Preparing Students for Impact

1,101

one-on-one advising sessions

4,253

email inquiries

Academic Skills Programming

A partnership with Student Academic Success Services (SASS)

293 students attended at least one of **39** interactive **English as an Additional Language sessions** that focused on a different writing topic each week.

56 students attended one of **10** Speak Up groups, aimed to **promote English language proficiency and confidence** when speaking in academic settings.

39 students completed the new Academic Connections Certificate, **exploring various academic and wellness resources**.

60 students attended at least one peer-led session focused **on mastering spoken English, pronunciation, and daily communication skills**.

“

The instructors for English as an Additional Language are great. They make the learning experience really enjoyable! ”



Global Engagement: Broadening our Perspective

Held two-day **International Education Conference**, in collaboration with SASS:

- Hosted **216** attendees at **6** sessions
- Interactive presentations, workshops, and exhibitions where international students and staff could share their experiences

QUIC staff invited by **31** units to deliver **information sessions** to **930+** students.

171 students completed the **Intercultural Awareness Certificate**.

1,648 students completed additional **QUIC intercultural training** sessions.

Produced the **International Voices at Queen's Podcast** in collaboration with SASS.

- **8** peer-produced episodes on topics including intercultural realities, language learning, and building intercultural awareness

Ban Righ Centre

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

Living our Values: Building Community

5,500+ student visits

Relaunched **free lunchtime soup** program. Offered student **advising, wellness meetups, and community building** chats.

Held a Front Lawn Concert for students and passers-by to enjoy.

Offered **study and lounge spaces** and access to a full kitchen.

Hosted **events with activities and food** for students and their children in partnership with Community Housing's An Clachan housing complex.

Regular student **referrals to campus and community supports** for assistance with food insecurity, academic skills development, financial assistance, and more.



Winter Bazaar

Held **first in-person Bazaar** at the Centre since 2019.

9 student mothers and **13** children attended in-person, while **4** student mothers and **14** children attended virtually.

Students mingled in the lounge while their children brought and wrapped gifts.

Dinner was provided and distance students were sent a grocery gift card & gift.



2023 Highlights

275 active students

43%
mothers

24%
international

69%
graduate/professional

31%
undergraduate/other

\$223,446
for 190 bursaries and awards

\$199,346
in emergency bursaries

\$17,800
in need-based annual awards

\$6,300
for a special winter clothing bursary

“ The Ban Righ Centre as a whole – the people, the place, the bursaries, the soup – have played a key role in the pursuit of my degree. If it wasn't for the BRC, I would have probably given up by now. But they stood up for me, with me, and made me feel like I belong. ”





Yellow House

Student Centre for Equity & Inclusion

The Yellow House Student Centre for Equity and Inclusion is committed to creating comfortable and accountable spaces for students who identify as Queer, Trans, Black, Indigenous, and as People of Colour (QTBIPOC) to feel safer, to build community, to be empowered, to celebrate their identity, and to flourish.

Living our Values: Building Community

2022-23 was the first academic year the Yellow House was open for in-person programming. New and existing programs and collaborations, with units across Student Affairs and student clubs, expanded reach to incoming and returning students.

2,480+ student interactions with Yellow House programs and events.

300 students, staff, and faculty attended a **Welcome BBQ** to start the academic year together over food and joyful conversation.

75 students attended a September **Mix and Mingle** event.

460+ students welcomed at **student-led social events** that invited different communities to build community. Events included games nights, crafting classes, Black TV Talks, screenings, trivia nights, karaoke, a Queering Barbie event, collaging, and mocktail making.

150+ [events for 2SLGBTQ+ students](#), developed and delivered in collaboration with campus partners and Kingston community members.

100+ students welcomed to special events rooted in wellbeing through the **QTBIPOC Wellbeing Series** including office hours with Student Wellness Services counsellors Shannon Gendron and E.L. Adams, group meditations, music therapy, community reflections, paint nights, and much more.

Held **space for reflection and togetherness in reaction to challenging times** of racism, homophobia, and antisemitism faced by student communities.

Fierce Movement Series

Collaborated with Athletics & Recreation to welcome students to physical activity and community-building programs within affirming spaces.

180+ trans and non-binary students, and their invited guests, attended Solidarity Swims at the ARC.

550+ attendees at Afrobeats dance classes.

60+ Queer Yoga attendees.

20 attendees at Drag Cycling event.

Many Identities Speaker Series

Collaborated with campus partners on a series [focused on queerness and spirituality](#).

40 students attended a performance by Brooklyn-based writer, educator, and performer T-Wise. Students attended a reflective learning session to explore and unpack learnings, and a meet-and-greet with T-Wise.

200+ students welcomed to Coffee House networking events that brought together QTBIPOC community groups, alumni, student leaders, student club members, and staff to chat about student-selected topics.

Preparing Students for Impact

- Collaborated with the Student Experience Office to create the paid **Community Organizer for Social Justice** student position
- **Adulting Series** events featured cooking and anti-procrastination and time management classes, as opportunities to develop life skills through community
- **Queering Academics workshops** and **Queer Study Space sessions**, hosted in collaboration with Student Academic Success Services, focused on studying and developing academic skills

Queen's in the Community

Celebrated Pride Month 2023 with Pride-themed social media content, a Pride sign-making event, and by joining Kingston Pride's community fair in City Park to host button making and a community mural.





Career Services

Career Services (CS) helps undergraduate students, graduate students, and recent alumni in all disciplines. Staff work collaboratively to deliver a comprehensive range of accessible services to support and empower students in making informed decisions about their career, further education, and employment next steps.

4,500+ students and recent alumni accessed 1-1 appointments, drop-in sessions for career education/coaching, workshops, and resume support.

Preparing Students for Impact

Queen's Undergraduate Internship Program

411

QUIP internships

Implemented a new technology system, creating program efficiencies and better processes for students and program partners.

Queen's Doctoral Internship in University Administration

15 PhD students participated in this pilot partnership with the School of Graduate Studies and Postdoctoral Affairs designed to support doctoral candidates by creating non-academic internship opportunities.

Pathy Foundation Fellowship

Provides [community-focused experiential learning](#) opportunities for graduating students to become active and effective change-makers.

- In 2022-23, the **largest cohort of Queen's fellows** to date was selected to run four year-long projects in Pakistan, Tanzania, Nigeria, and Kingston

Expanded Experiential Learning Opportunities

Support provided to employers for the development and expansion of curricular and co-curricular EL opportunities to **enhance student learning**. The EL WrapAround adds an EL structure to co-curricular opportunities for Queen's employment, volunteer, and peer programs.

- **100%** participation for on-campus Work Study and Summer Work Experience Program

Summer Work Experience Program (SWEP)

180 undergraduate students participated in on-campus positions.

Work Study Program

502 Work Study jobs secured by students who are prioritized based on financial need.

“ My SWEP role helped me grow and develop as a person. It forced me to step outside of my comfort zone and be a leader and it was very satisfying to apply what I had been learning in school to a job.”

Career Coaching

- **2,200+** students met with coaches via appointments or drop ins
- Provided support and access through online and in person options



Student-Employer Connections

~**1,800** students and recent grads met with **200+** employers at **4** in-person and online **Career Fairs and Employer Recruitment Information Sessions.**

Collaborated with Yellow House Student Centre for Equity and Inclusion on a new **QTBIPOC Student Networking** Event.

Alumni Roadmaps

Collaborated with the Queen's Student Alumni Association, Career Services, and the Office of Advancement to develop a new online resource. Alumni Roadmaps showcases **6 alumni stories** that show how skills, experiences, and relationships developed in university and after contribute to career development.

Living Our Values: Increasing Access

- Developed and delivered **career development and employment prep sessions** for participants in the World University Service of Canada (WUSC) Student Refugee Program, as well as Commitment, and Promise Scholars
- Collaborated with Financial Aid Services to designate on-campus (SWEP) **summer job funding** for WUSC-SRP recipients and Promise Scholars



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