



2023-24

# 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.

## Institutional Values

Truth   Responsibility   Respect   Freedom   Wellbeing

## Institutional Alignment

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



Increase Access



Promote Wellbeing



Foster Growth, Skill Development, and Leadership



Build Community



Advance I-EDIAA

Our programs, services and spaces also support 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](#).

## Advancing UN Sustainable Development Goals (SDGs)

Our work in Student Affairs helps to advance 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 that are most directly tied to each unit's mandate and achievements, are featured 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 the Vice-Provost & Dean



This report details the breadth and impact of programs, services and activities, across the **20+** units comprising Student Affairs, in 2023-24.

The following pages are packed with details of our accomplishments and impact, which reflect the commitment and expertise of **400** full-time professional staff, working with **1,760+** trained student staff and volunteers, including **210+** roles that are part of academic programs; along with student leaders, colleagues across campus, and community partners, near and far.

These are challenging times for the university, for our diverse and dynamic community, for Canada, and the world. I remain so grateful and proud of the collaboration, flexibility, empathy, and respect that our team demonstrates every day, to foster an inclusive living, learning and social environment where every student feels a sense of belonging, and where they can thrive to chart their unique path forward into a life of impact.

  
Ann Tierney

## Outreach and Building Awareness

The Office of the Vice-Provost and Dean is a first point of contact for students, parents, families and supporters, faculty, staff, and community members; we aim to efficiently connect individuals to the information and resources they need.

**37** 'The Pulse' e-newsletters for students and parents

**498.5K+** reach on Instagram

**36K+** website page views

**30K+** reach on X (formerly Twitter)

Student Affairs and University Relations partnered on the first-ever [Student Communications Preference Survey](#) in March 2024 to help determine students' satisfaction, channel and information preferences, and social media and email use.

- **5,000+** students participated
  - **80%+** of respondents are satisfied with the comms they get
  - The preferred channel for all topics of communications is **email**

This important student input and feedback is informing communications going forward.

# Staff Recognition for Leadership, Innovation, Excellence, Service, and Contributions

Congratulations to staff across the division who have been recognized for significant contributions, reflecting the breadth and impact of the work of Student Affairs.

## Innovation in Student Services



**Queen's Shift Project** was honoured with an Innovation Award from the Canadian Association of College and University Student Services (CACUSS).

**Taryn McKenna**, Student Inclusion and Engagement Coordinator in the Student Experience Office, and **Jennifer Ross**, Manager, Special Projects for Student Affairs, accepted the award on behalf of the project and the university.

[The Shift Project](#), launched in 2022, aims to transform campus culture, championing a future where equity, inclusion, and safety are the norm. Year-long events and activities, coordinated by dedicated staff and students, centre the voices of equity-deserving students, and work to empower students by building knowledge and leaders in equity and inclusion across the institution. The project also promotes allyship, and challenges students from dominant cultures to recognize and use their influence to enact positive change. The Shift Project has been featured at Student Affairs conferences in Canada and the US.

## Championing Mental Health

Student Affairs staff members were among the [40+ instructors, teaching assistants and staff](#), nominated by students as Champions For Mental Health, for creating and supporting learning and campus environments. Since 2021, this Student Affairs program, that advances Queen's Campus Wellbeing Framework, has celebrated **130** Champions, including **22** Superstar Champions, who have been nominated in more than one time period.

[The 7 Student Affairs staff](#), recognized for the ways they promote mental health and wellbeing in their practices, approaches, interactions, and spaces/environments are:

- **Kandice Baptiste**, Senior Director, Student Equity, Inclusion and Belonging
- **Erin Burns**, Peer Health Outreach Coordinator, Student Wellness Services - Superstar
- **Roger Davidson**, Mental Health Counsellor, Student Wellness Services
- **Hanna Knowles**, Student & Transition Programs Coordinator, Student Experience Office
- **Gail Motut**, Support Services Coordinator, Care Support Services
- **Jessica Walker**, Manager, Active Living, Athletics & Recreation
- **Lisa Webb**, Student Advisor, Ban Righ Centre - Superstar



## Outstanding Student Service



**Deandra Kabungu**, Student Success Advisor, Student Experience Office, is a 2023-24 recipient of Queen's [Michael Condra Outstanding Student Service Award](#) for displaying a commitment to providing outstanding service to students, outside of a teaching role.

Deandra works with Queen's Promise and Commitment Scholars, providing ongoing advice and building programs that foster peer mentorship, community-building, leadership, and skill-building. She supports student advocacy and is involved in equity-focused initiatives on campus.

Deandra's 2023-24 award co-recipient is **Megan Bruce**, Department of Chemistry.

# Queen's Human Rights Initiative Award



**The Hospitality Services team**, in Housing and Ancillary Services, was recognized for extraordinary work promoting global foods and cultures in the dining halls, including supporting community members observing Passover and Ramadan, and incorporating Indigenous dishes within its menus; championing food sustainability on campus and through community food donations, and prioritizing student food security through initiatives, including Swipe it Forward Queen's, and the PEACH (Providing Equal Access Changing Hunger) Market, in partnership with the AMS.

Pictured with Vice-Principal (Culture, Equity and Inclusion) Stephanie Simpson (far left), are (L-R) **Jenn Pete**, Director, Business Development & Communications, **Kathy Newstead**, Operations Manager, **Colin Johnson**, Executive Chef, Aramark, **Theresa Couto**, Wellness and Sustainability Manager, **Carl Hanna**, General Manager, Aramark. Absent: **Kim Gascoigne**, Marketing Coordinator.

# Queen's Educational Technology Award

**The Student Academic Success Services (SASS)** received this Principal's Teaching and Learning Award, that recognizes and encourages the use of technology to enhance teaching and learning at Queen's. Excellence is exemplified through evidence-based approaches that are learning and student focused. SASS staff were honoured for the development and expansion of Academics 101, a series of academic skills modules that are embedded in a growing number of first-year courses.

Congratulations to:

- **Johanna Amos**, Academic Skills and Writing Specialist
- **Gail Eaton-Smith**, Academic Skills and Writing Specialist
- **Alyssa Foerstner**, Academic Skills Support Coordinator (EAL)
- **Ian Garner**, Manager, Outreach
- **Lindsay Heggie**, Academic Skills and Writing Specialist
- **Greg Hicks**, Academic Skills and Writing Specialist
- **Susan Korba**, Director
- **Ana Norris**, Departmental Assistant
- **Leslie Paterson**, Manager, 1:1 Programs
- **Mikayla Sebesta**, Outreach and Peer Programs Coordinator
- **Lydia Skulstad**, Intercultural Academic Support Coordinator



# Queen's Special Recognition for Staff Award

The Queen's Doctoral Internship in University Administration (QDIUA) Team, which includes **Katie Fizzell**, Experiential Learning Strategist, Career Services, and **Cathy Keates**, Assistant Dean, Student Affairs, received a Special Recognition for Staff Award for their work on this first-of-its-kind program in Canada.



Launched in 2021, the QDIUA provides professional development and experiential learning opportunities for PhD candidates by placing them within administrative units for a term to engage in meaningful projects and tasks.

## National Emerging Leadership Award

**Matthew Savoie**, Director, Facilities and Infrastructure, Housing and Ancillary Services, is the recipient of the 2024 Emerging Leader Award from the Canadian Association of University Business Officers.

This award recognizes up-and-coming individuals in the areas of finance, administration, facilities management, human resources, risk management, procurement, and/or audit, known for their innovative, meaningful contributions to the improvement of their profession and the efficiency of their institution.



## North American 2023-24 Designer of the Year

**Rob Stacey**, Brand and Multimedia Specialist, Athletics & Recreation, was recognized by the College Sports Communicators, the North American professional association for Sports Information, Communications, Social Media, and Design professionals. Rob's student assistant, Connor Lanteigne, was also recognized for his assistance. Check out [Rob's winning portfolio](#).

## Provincial EDI In Sport Award

**Taryn McKenna**, Student Inclusion and Engagement Coordinator, Student Experience Office, was recognized with the inaugural Ontario University Athletics' Soccer Champion of EDI Award. Taryn is a former varsity athlete, and an assistant coach for the Queen's Women's Soccer team, who worked with the Gaels men's program, as well as many other varsity teams at Queen's.

## Top 40 Under 40

Two staff members in the Yellow House Student Centre for Equity and Inclusion were among the 2023 [Top 40 under 40 young professionals in Kingston](#). **Kel Martin** and **Tianna Edwards** were recognized for exceptional achievements and contributions to their profession and the community.

## Preparing Students for Impact

**18,300+** improved their skills through a workshop or training opportunity offered across the division.

## Recognizing Student Leadership

Congratulations to the recipients of Student Affairs' annual [Peer Leadership Award](#), [Brian Yealland Community Service Award](#), and the [I-EDIAA Impact Award](#).



# Celebrating Student Achievement

**300+** undergraduate students received [Queen's major scholarships and awards](#) in 2023-24, including **Promise Scholars, Commitment Scholars, Karta Catalyst Scholars, Principal's Global Scholars, and Major Admission Awards.**



## Addressing Food Insecurity

Recent surveys reflect increasing food insecurity among Queen's students.

In 2023-24, the university's [Food Insecurity Advisory Committee \(FIAC\)](#), chaired by Ban Righ Centre Director Susan Belyea, detailed progress on recommendations from a 2019 report, aimed at helping to address the issue across five strategic priority areas: Education and Awareness, Environment, Community, Skill Building, and Policy. This most recent [report](#) also highlights key campus and community-based initiatives that support students, and provides input on future directions within the five strategic areas.



## Addressing Sexual Violence: Policy Review and Approval

The university's [Policy on Sexual Misconduct and Sexual Violence Involving Students](#) was updated, following a proactive review by external experts. The review, co-chaired by the Office of the Vice-Provost and Dean of Student Affairs and the Office of the Vice-Principal (Culture, Equity and Inclusion) was initiated to ensure the university is providing the most effective and trauma-informed response to formal complaints. The policy updates were developed in consultation with campus partners, including students. They include:

- Moving further toward less complex complaints processes
- Providing students who make a complaint with a right to appeal
- Introducing dedicated support for Student-Respondents Introducing the use of limited measures earlier in the process
- Integrating the university's interim employee sexual misconduct policy

The review also resulted in changes to processes and supports for students involved in formal complaint processes, including:

- Reviewing, simplifying, and adjusting language in formal complaint forms and documentation
- Revising the detail required in initial written complaints
- Ensuring the university is regularly communicating with students about the status of their case
- Reviewing how Queen's collects and publishes information about disclosures and complaints



# Undergraduate Admission & Recruitment

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

## Incoming Class of Fall 2024: By the Numbers\*

**58,000+** applications  
An **8%** increase, and the highest number ever.

Our first-year students come from all provinces and **2** territories, **25** U.S. states, and **64** additional countries.

**90.5%**  
incoming class average

**8%**  
attended high school outside of Canada

**11%**  
are international visa students

### Winter Admission (January 2024)

**170**  
applications

**26**  
registrants

**65%**  
are international visa students

\*Numbers as of August 2024



# Recruitment Activity Highlights\*

## Events

**86,000+** attendees at **2**-day, in-person Ontario Universities' Fair (September 2023).

**7,000+** registrants: On-Campus Fall Preview Open House (November 2023).

**2,800+** registrants: On-Campus March Break Open House (March 2024).

**2,500+** webinar registrants.

## Campus Tours

**17,200+** registrants for in-person tours.

**200+** registrants for a live Guided Virtual or Audio Tour.

**38,700+** visitors to the 3D virtual tour.



## Queen's U Bound Global Campaign

**2,000+** domestic student registrations, and **300+** international student registrations for events in Guangzhou, Nanjing, Shanghai, Beijing, Hanoi, Calgary, Ho Chi Minh City, Vancouver, Abu Dhabi, San Francisco, Dubai, Mumbai, New Delhi, Montreal, Halifax, Kingston, and online.

## Outgoing Communication

**637,800+** individual emails sent.

**80%** open rate.

## Enhanced International Outreach

- Digital media awareness campaign in India
  - **4.48M** impressions; **90,000** landing page clicks
- Launched Queen's first official WeChat account
- Expanded in-country representation to the Middle East and North Africa (MENA) region
  - **+12%** confirmations from that region; **+87%** from the United Arab Emirates (UAR), specifically
- Delivered the Queen's Commitment package, including scholarships, airport pick-up and early move-in

## International Awards and Scholarships

- In 2023-24, **\$1.9M** was awarded to students from Smith Commerce, Health Sciences and the Faculty of Arts and Science. These awards further diversify enrolment from prioritized countries, including India, Vietnam, Pakistan, Nigeria, and Kenya
- Continued the Deans' **International Admission Awards program**, helping support student mobility and access to Queen's
- Preparing to welcome additional **2 World University Service of Canada (WUSC)** and **2 KARTA Catalyst scholars** in September 2024

\*As of July 31, 2024

# Living Our Values: Increasing Access and Diversity

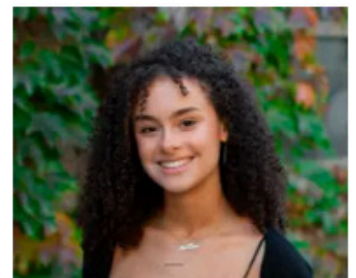
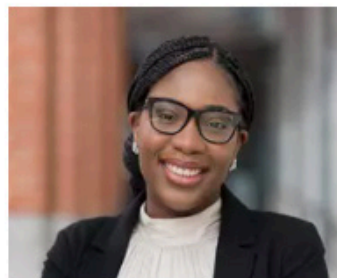
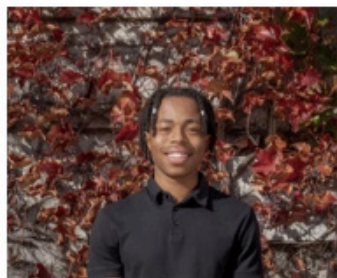
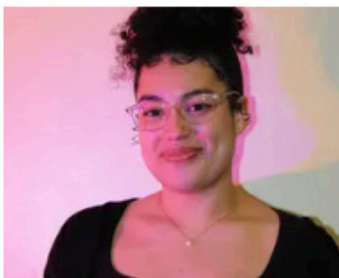
The Access and Inclusion Team works to create connections with students, families, and community agencies in underserved communities to provide information on higher education programs, and options for financing education. Enhanced initiatives in 2023-24 include:

- Connecting with **9,000** students in underserved communities – a **80% (YoY) increase**
- Starting to build community partnerships in the Greater Halifax region
- Holding **3** events to further build connections with partner organizations and communities

## Equity Ambassador Program

**21** upper-year Equity Ambassadors delivered **400+** workshops to high schools and communities.

- **+95%** increase in workshop offerings
- **Increased outreach** through in-person community events





## Indigenous Recruitment

- Expanded the Indigenous Applicant Handbook
- Rejoined the Aboriginal Post-Secondary Information Program (APSIP) tour for in-person recruitment

## Indigenous and First-Generation Students

**+19.5%** (YoY) in applications for Fall 2024 from applicants who self-identified as Indigenous through the Ontario Universities Application Centre. (OUAC)

**1.8%** of the Fall 2024 incoming class has self-identified as Indigenous.

**6%** of the Fall 2024 incoming class has self-identified as first-generation.

## Equity Self-Identification

Applicant diversity data is now being collected by the Ontario Universities Application Centre (OUAC). Due to the sensitivity of this data, Undergraduate Admission and Recruitment is consulting with Queen's Human Rights and Equity Office, Institutional Research and Planning, and the Office of the University Registrar on how to securely store and analyze this data. Aggregate, de-personalized data will be included in future reports.



# 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

**112,190** phone and email student interactions (Records & Services)

**12,467** in-person interactions  
**~934K** enrolment actions

## Convocation

### Fall 2023

- 8** ceremonies at Grant Hall.
- 1,447** graduates.
- 2,315** degrees/certificates/diplomas awarded.
- 28** gifts presented to Indigenous student graduates.
- 3** honorary degrees granted.
- 4,547** guests.

### Spring 2024

- 6** ceremonies at the Slush Puppy Place.
  - 4,366** graduates.
  - 6,133** degrees/certificates/diplomas awarded.
  - 29** gifts presented to Indigenous student graduates.
  - 6** honorary degrees granted.
  - 14,087** guests.
- 1** ceremony at Grant Hall.
  - 128** graduates.
  - 229** degrees/certificates/diplomas awarded.
  - 431** guests.



## Exams

**852** exams scheduled and run for **1,216** course sections.

**640** in-person; **212** privately administered.

## Accommodated Final Exam Coordination and Scheduling

**18,102** total individual accommodated exams.

**15,417** on campus, **2,685** privately administered.



## Computer-Based In-Person Support for Accommodated Students

**1,668** individual student in-person computer-based exams were administered for **127** courses in the Faculty of Law and the Faculty of Health Sciences.

The Faculty of Law:

- **1,080** individual student exams for **76** total courses

The Faculty of Health Sciences.

- **588** individual student exams for **51** total courses

## Student Information Systems

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

- Designing, building, and deploying Business Intelligence dashboards and ad hoc reports for the unit and campus partners
- Maintaining, configuring, and improving the stability, security, and functionality within PeopleSoft Campus Solutions
- Supporting implementation of the redesigned student and staff photo ID card software, in partnership with Housing and Ancillary Services, Athletics and Recreation, Queen's University Library, and Human Resources
- Creating the Queen's academic timetable: collecting data, scheduling, reviewing, publishing to PeopleSoft, and providing ongoing support

# 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.

**\$123.7M** in total government loans and grants\* to **9,955** students.

**\$38.1M** in Queen's assistance to **7,749** students **48.1%** provided through the generosity of donors.

## Living our Values: Increasing Access to Queen's and Enhancing Diversity

**\$11.9M** distributed to **3,546** Black-Canadian, racialized, or Indigenous students\*\*

**\$4.5M** from funds dedicated to supporting students from under-represented communities

**\$7.4M** from other bursary and scholarship funds

Queen's is transforming the distribution of its financial aid to prioritize need-based awards. In Fall 2023, the first **91 Major Access Award recipients** began their studies at Queen's. These awards, totalling **\$859,000** in 2023-24, 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. This support continues throughout their degrees - **\$10-18,000** of funding per year (depending on program).

“

Receiving the Major Access Award has been something I could have only dreamed about as a child. Opening my Queen's portal and discovering the news, it felt like I was stepping into a movie or a fairy tale. Reflecting on my journey, I realize that without this financial support, pursuing my education at Queen's University might have remained a distant dream. This opportunity has allowed me to fully immerse myself in my studies and the experiences that university life offers.

”

\* Government financial aid data is from September 1, 2023 – August 31, 2024.

\*\* Diversity data is from September 1, 2023 – April 30, 2024.

## 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 2023-24, there were **30** 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 **2023-24**, there were **16** Promise Scholars at Queen's
- **2** Promise Scholars from the first cohort (2020) graduated from their programs



# 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.

## Preparing Students for Impact

### Setting the First-Year Foundation

- **798** incoming undergraduate students and **1,008** parents/supporters attended **Summer Orientation to Academics and Resources (SOAR) 2023**
- **2,449** students, parents/supporters attended **pre-arrival webinars**
- **101** students attended **virtual summer socials**
- **12,370 RAFTR app messages sent** among incoming students June–September 2023, and **29,703** messages June, 2023–April 2024
- **93%** of incoming students accessed the **First-Year Foundation 100 OnQ course**.
- **481** students attended **drop-in SEO events**
  - **210** first-year equity-deserving students attended **Meet & Mingles**, with equity-focused campus partners to promote connection and community building
- The **Off-Campus Community (OCC)** connects first-year students living off-campus with peer leaders, a campus lounge, and socials. New event in 2023-24: A welcome walk downtown from the campus helped familiarize new students with the city and local businesses
- All first-year **Commitment Scholars** and **Promise Scholars** matched with a **QSuccess** mentor to support their community building and promote well-being
- **500 QSuccess program peer mentee/mentor** matches; **2,098** one-on-one meetings
  - **57%** of mentees and **60%** of mentors self-identified as a member of an equity-deserving community
  - **2** Promise Scholars from the first cohort (2020) graduated from their programs



QSuccess Mentors

“ My [QSuccess] mentor had a fantastic impact on me. She was always super helpful and approachable and provided me with a lot of resources when I needed them... My mentor also made me feel a lot better regarding academics because many of our peers are highly motivated and high achievers so the imposter syndrome definitely began to creep up. ”

## Building Leadership Skills

- **991** students completed **Lead, Inform, Transform Training**
- **1,168** students completed **Gender-Based Violence & Bystander Intervention Training**
- **368** students completed **Leadership Development workshops**
- The SEO partnered with the **AMS Clubs Commission** to provide resources and supports to students who are part of clubs that work in the community or are connected with community services
- **18** students attended the first [Student Leadership Summit](#) in February 2024, an opportunity for students to learn how to develop and market their leadership skills, connect with peers, and more



# Living Our Values: Building an Inclusive Community

- SEO was one of the first co-hosts of the **Faceless Dolls** installation, on loan from the Four Directions Indigenous Student Centre until 2026
  - A [statement of commitment](#) was developed with the Office of Indigenous Initiatives (OII). The SEO will continue working with the OII and Four Directions to create educational opportunities for students and staff during the SEO's time as exhibit host
- The **Commitment Scholars Engagement Committee** connected with local high schools and community members to share their experience as Queen's University students to help break down barriers between high school and post-secondary education
- **93** one-on-one meetings between Promise Scholars and the SEO's Student Success Advisor

## The Shift Project Highlights

### Results of 2023 Campus Culture and Climate Survey.

**Shift Shorts**, a new social media video campaign: **3** conversation formats featuring discussions of equity, identity and allyship-related topics to help bridge gaps and foster understanding through dialogue and human connection.

**16** episodes  
**58+** student participants  
**145,000+** views

## Student Voices Week

A series of opportunities to engage in conversations about equity and allyship and celebrate equity-focused work being led by students.

**400+** students, **24+** campus partners and student clubs participated.

Events included a market, film screenings, community soup lunch, guided meditation, workshops, crafting, and conversation cafe.

**94%** of student-attendees found opportunities to engage in conversations about equity.

**91%** felt like they were part of the shift toward a safer, more inclusive campus.



## Allies & Faith

This partnership with Faith & Spiritual Life brings students together to draw connections between allyship and faith-based beliefs, encouraging reflection on what a student's faith calls them to do as an ally.



“ Choosing Queen's as a South Asian Muslim woman brought forth immense uncertainty—would I find acceptance and a safe space for my identity? The Shift Project, however, emerged as not just a support system, but a transformative haven for those deeply committed to social justice. ”

# 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

### One-on-One Appointments

**3,665** appointments with **2,739** students.

**1,820**  
online

**1,588**  
in-person

**257**  
asynchronous

**2,801** appointments with **2,205** undergraduate students.

**864** appointments with **534** graduate students.

**1,921** writing appointments with **1,483** students.

**1,200** academic skills appointments with **1,066** students.

**210** peer writing appointments for **113** students.

**334** English as an Additional Language appointments with **77** students.

### Workshops and Peer Programs

**5,948** students completed one of **144** skills development workshops offered in-person or online.

- **51** students with English as an Additional Language were supported over **20** weeks of **Write Now** drop-in sessions
- **2,988** Arts & Science, Commerce, and Engineering Bridge Pathway students completed part/or all of the **Academics 101** prep course on the OnQ learning management system
- **550+** students attended **2** Get It Done study day events in fall and winter term
- **Peer volunteers** worked with **1,141+** students at workshops, Get It Done, drop-ins, residence booths, and other outreach events
- **135** first-year students participated in the **Bounce Back** mentoring program
- **199** graduate students registered for **Grad Writing Lab**, an online writing community, helping grad students build community and develop skills

“ Your assistance in honing my thesis-writing skills has been particularly impactful, teaching me the art of clarity and conciseness in academic writing. ”



“ I sincerely appreciate your readiness to help, often going above and beyond to ensure I am well-prepared and confident in my abilities. ”

SASS worked with faculty and staff in **30+** academic departments and units.

**82** students worked at SASS in **59** volunteer and **23** paid positions.

## Living Our Values: New in 2023-24

**Monthly writing drop-in sessions at the Ban Righ Centre:** **11** mature women students participated, with approx. half of these students continuing to make regular use of SASS services.

**Academic Excellence Group:** undergraduate students met throughout the year to build skills and develop community in workshops and study group; **100+** workshop attendees; **40+** study group attendees.

**The Accountability Cafe:** SASS peers, in collaboration with the AMS Social Issues Commissioner, hosted **3** drop-in study sessions for neuro-divergent students. **38** students attended.

**Skill Share Group for Students with ADHD:** **12** students participated in a **6**-week winter term group for students with ADHD to build community and share skills for academic success.

## Queen's in the Community

SASS supported a team from the **PhD Community Initiative Project**, whose report "Increasing Student/Faculty Awareness and Access of Services" seeks to improve the graduate research experience.

SASS peers established **relationships with local businesses**, who provided incentives in support of social media campaigns and contests, highlighting academic skills and student learning.

## Global Engagement

- Co-hosted the **International Education at Queen's Conference** with the Queen's University International Centre (QUIC)
- Co-launched Season 3 of the **International Voices podcast** with QUIC. The podcast aims to improve support for students with intercultural realities
- **40+** English-as-an-Additional Language (EAL) focused events, presentations, and workshops

# Career Services

Career Services supports students and recent graduates from all faculties and schools. Staff empower students to reflect on their skills and make informed decisions for the future and success they want.

**14,000+** interactions with students and recent alumni via 1-1 appointments, drop-in sessions for career education/coaching, workshops, events, online modules in OnQ, and resume support.

## Preparing Students for Impact

### Skills Development

**4,333** students completed at least **1** Skills Development Workshop. **97%** of the attendees said the workshop increased their skills and knowledge.

**5 new Career Prep Modules** were developed to empower students to achieve their career goals. During the soft launch, **300+** students enrolled.

### One-on-One Advising

**4,285** students met with Career Services staff for one-on-one advising.

- Specialized support for graduate students to prepare for opportunities within and beyond academia
- Specialized 1:1 support for international students.
- 1:1 advising for QUIP interns on job search strategies and decision making
- Peer coaching on resume and cover letter strategies

### Major Maps and Grad Maps

Major Maps and Grad Maps are award-winning visual guides to help undergraduate and graduate students navigate their academic and career paths.

- **350,000+** views; **100,000+** print copies since 2015 launch.
- **93%** of users report increased confidence in decision-making.

### Graduate Student Support

- Specialized support for CVs and job applications, helping graduate students prepare for opportunities, within and beyond academia
- **300+** students attended the Further Education Expo, where reps from **25** institutions provided valuable resources and connections

## Queen's Undergraduate Internship Program (QUIP)

**525** QUIP internships – highest number to date!

**28%** year-over-year growth

**8** students interned outside of Canada



“ I want people to know that participating in the QUIP year-long internship is incredibly rewarding, and I highly recommend it. Opportunities to "test drive" a career are rare, and this internship was invaluable for me in understanding my professional interests and goals. ”

– QUIP intern

## Student-Employer Connections

**4,800+** students and recent grads met with **280+** employers at **5** in-person and online Career Fairs and Employer Recruitment Information Sessions.

## Experiential Learning (EL) WrapAround

The [EL WrapAround](#) adds an experiential learning structure to **1,200+** co-curricular opportunities for Queen's employment, volunteer, and peer programs, supporting goal setting and reflection on skill development.

- **100%** participation across the on-campus Work Study and Summer Work Experience Programs.

## Summer Work Experience Program (SWEP)

**181** undergraduate student-participants accessed full-time on-campus positions.

“

My SWEP position gave me some much-needed experience in molecular biology labs, and a much better insight into how graduate school and academic research is done, which has been very useful to shape my goals. ”

## Living Our Values: Increasing Access

**512** students with financial need secured Work Study positions.

**11** full-time summer positions facilitated for some of the university's Promise Scholars, and World University Service Canada (WUSC) Scholars, helping these students gain workplace skills and professional connections.

**124** faculty and staff registered for a new Career & Academic Advising Certificate to support students with career questions.

## Living Our Values: Inclusion

- Hosted a new I-EDIAA Employer Networking Event as part of the fall Career Expo
- Organized a new event in collaboration with Faith and Spiritual Life: Finding Purpose & Meaning in Work: A Conversation Circle
- Embedded I-EDIAA considerations throughout the Experiential Learning Faculty Toolkit
- Updated online career support resources for BIPOC students, students with disabilities, and international students
- Collaborated with the Queen's University International Centre to offer on-site career advising

## Living Our Values: Queen's in the Community

**69** student Work Study positions funded at local Non-Profit Organizations.

**76** QUIP interns worked in Kingston.

## Pathy Foundation Fellowship

Queen's is one of five Canadian universities offering its graduating students a **12-month experiential learning opportunity** to lead a self-directed community-focused project, anywhere in the world, to support their growth as active and effective change-makers.

In 2023-24, **4** Queen's students completed fellowships that helped improve the earnings of rickshaw drivers in Nigeria, increased mental health support for youth in Pakistan, promoted reproductive healthcare for Tanzanian women and girls, and addressed youth consent culture in Kingston.





# 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: Building an Inclusive Campus

Housing and Ancillary Services has established an [I-EDIAA Plan](#) with four dimensions: **People, Spaces, Services & Programs, Principles & Values**. Initiatives under the plan include:

- New annual funding established through the Cold Beverage Fund for Indigenous food kits and grocery cards, to help address food insecurity and increase culturally-focused support for Indigenous students
- **4 staff positions** supported through the Queen's Gateway program, creating employment pathways and learning opportunities for individuals in the Kingston community, who experience vulnerable situations, particularly newcomers to Canada, refugees, and individuals in equity-deserving groups with limited English language skills
- **2 new student positions** created in H&A's IT unit, as part of the Queen's World University Service of Canada (WUSC) summer employment program
- Hospitality Services, QES, and the DGHCC maintain **Rainbow Certified Accreditation**, reflecting diverse and inclusive practices that support a safe and welcoming environment
- Expanded H&A **staff education**
  - New lunch and learn sessions launched to provide an information sharing forum to H&A on topics of I-EDIAA, Sustainability, and wellbeing
  - **5** Residence Life and Services staff participated in a provincial webinar series on Indigenization and Decolonization in Student Housing
  - The Event Services team participated in a land-based Walk-Talk with staff in the Office of Indigenous Initiatives
  - **3** sessions of "*English Language Learners in the Workplace: Strategies to Ensure Success for Everyone*" to support students and/or employees whose first language is not English
  - "*Working Together: Building an Inclusive Queen's Community*" program provided to Food Contractor hourly staff and management
  - Hospitality Services managers completed Mental Health First Aid training

## Living Our Values: Sustainability Framework

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

## Facilities

As part of multi-year planning, the following initiatives were completed in 2023-24:

- Modernizing the **91-bed JDUC residence** to enhance accessibility and increase study and gathering spaces. Reopening Fall 2024
- **Renovating the Leonard Dining Hall**, with a new, accessible entrance, optimized loading dock, expanded storage, enhanced operational waste collection systems, improved functionality and speed of service, and an increased menu, to respond to the evolving needs of the diverse student population

- **Expanding use of a mobile custodial dispatch tool** from **1** to **5** residence buildings. Students generate requests for service, and using QR codes, the system tracks cleaning activity, protocols and task completion. Further expansion is planned
- **Enhancing lighting** in Adelaide Hall, Ban Righ Hall, and Morris Hall
- **Water system studies** at Waldron Tower, Leonard Hall, and Ban Righ Hall
- **Installing 200+ cameras across 5 residence buildings** to promote a safe and inclusive living environment
- An **accessible washroom study** at the Donald Gordon Hotel and Conference Centre (DGHCC)
- Achieving Cleaning Industry Management Standard - **Green Building (CIMS-GB) certification** for Residence Facilities
- Initiating the planning for a revitalization of Gordon Brockington residence to increase accessibility



Leonard Dining Hall

## Residence Life and Services

Queen's Residences welcomed **4,730 students** and **170 Dons** (live-in upper-year student staff) in the university's **17 on-campus buildings**, and promoted a sense of belonging, resilience, and academic success through programming and extensive supports.

## Preparing Students for Impact

- All students living in residence are required to complete the Pre-Arrival Module and [It Takes All of Us](#)
- **779** students lived in Living Learning Communities or Unique Communities
- **1,443** Don-led programs
- Year-long academic programming, including a Learning Resource Fair, and workshops in partnership with SASS

## Living Our Values: Promoting Wellbeing and an Inclusive Community

- **1000+** volunteers supported Residence Move-In
- **75%** of the **1,200+** students who completed the year-end Residence Satisfaction Survey would recommend living in residence in first year
- **1,400** free menstrual products distributed from **7** dispensers in **5** residence buildings, reducing financial barriers to these products
- Introduced a Gender Expression/Identity Form, and a Creed-Based Request Form, to better support the dignity and wellbeing of students in the residence application process, and living experience
- **24** I-EDIAA events, including a Black Mixer during Black History & Futures Month, an International Student BBQ, Lunar New Year and Holi celebrations, and events as part of The Shift Project's Student Voices Week
- Introduced a pilot pet-friendly residence community; offered free weekly yoga classes; hosted Mental Health Week, Exam Care Week, and a Winter Wellness Night Market
- Participated in Queen's Consent Week and promoted Healthy Relationships programming offered by Sexual Violence Prevention and Response Services

## Living our Values: Increasing Sustainability

- **3,930** pounds of items collected from residence buildings, and donated to the Canadian Diabetes Association
- **9,460** digitized Move-In and Move-Out processes completed, reducing paper consumption and streamlining administration, compared to a former manual process
- Mindful Move Out: Mini fridge recycling and Food Bank donation drives

## Hospitality Services

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

## Living our Values: Promote Wellbeing and Inclusion

**6,063** meals served to food-insecure patrons at the campus' PEACH Market (Providing Equal Access Changing Hunger), a partnership with the AMS.

**6,127** meals accessed through Swipe It Forward Queen's by students experiencing food insecurity.

**801** students with food allergies or special dietary needs supported in residence by the Registered Dietician and support staff.

**13** religious/cultural observances recognized in residence dining halls with featured menus.



## Living our Values: Enhancing Sustainability

- **45.6%** of food served on campus was sourced within **500 km**; **71.3%** within Canada
- **537,494** locally-sourced free-range eggs served
- **1,844** pounds of honey produced from the West Campus apiary
- **261,831** single-use containers diverted through the GOOD TO GO Reusable Container Initiative
- No-tray dining implemented at Leonard and Ban Righ Dining Halls

## Living Our Values: Queen's in the Community

**42,068** pounds of food donated to local food banks and community shelters.

**29,089** pounds of food scraps donated to a local pig farmer.



# Queen's Event Services (QES) & The Donald Gordon Hotel and Conference Centre (DGHCC)

**22,963** on-campus overnight summer accommodation room nights booked, generating **\$2.1M** revenue.

- QES receives an **8.3** out of **10** average review score on Booking.com
- **14,817** DGHCC hotel room night bookings

QES & DGHCC maintain **Travel Proud Certification** through Booking.com for their commitment to providing inclusive stays for LGBTQ+ travelers.

DGHCC received [Green Key Certification](#) for environmental management and corporate social responsibility.

**850** event bookings, including **26** weddings, totaling **5,133** event days, including **376** internal bookings in support of the 'Keep It On Campus' Initiative.

## Queen's in the Community

- QES supports **9 camps**, and **300+ youth** through Youth Outreach Chaperone Services, as part of on-campus faculty/school initiatives
- **350** bedspreads donated to Diabetes Canada
- **200** shampoo/conditioners, **500** bars of soap, **15** clock radios, and **10** kettles donated to Kingston Interval House
- QES staff participated in the City of Kingston's Community Clean Up event

## Enhancing Sustainability

- DGHCC maintains Fairtrade Workplace designate
- **170** pounds of food donated to Lion's Heart community partners, addressing food insecurity
- **130** pounds of partially-used hotel toiletries diverted, by transitioning to bulk product dispensers in DGHCC guest rooms

## Off-Campus Living Advisor (OCLA)

The Off-Campus Living Advisor supports students navigating the Kingston rental market with tenant and landlord rights, housing fraud, and resources for moving in and out.

- **1,510** student inquiries and appointments. **24%** of inquiries from international students
- **4,604** students attend **29** housing resource events. **523** students participated in housing webinars
- Increased collaborations with student and campus groups that support equity-deserving student communities

## Enhancing Sustainability: Second-hand Shuffle

This annual event focuses on waste diversion and community giving. Students donate un-needed items and can take (swap) items they need. Remaining items are donated to local charities.

- **2,560** items donated, with an estimated value of **\$126,000**
- **9,096** kilograms diverted from waste streams
- **47.5** tons of **CO2** emissions were avoided, equivalent to the annual emissions of approx. **103** passenger vehicles

## Community Housing

Queen's-owned student rental properties in the University District and on/near west campus at John Orr Tower and the An Clachan Complex.

- Students and their families live in **481** units
- **1,938** maintenance work orders completed
- **164** events held at An Clachan, focusing on community building including:
  - **46** English Conversation events
  - **6** cultural recognition and celebration events
- A new Community Room and a fully accessible unit opened at An Clachan complex
- Implementation of Fair Access Policy changes began, to maximize student access to university-owned housing at below market rent
- Planning process initiated for a significant redevelopment of the An Clachan complex to potentially quadruple the number of units



# 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

- New **training framework** developed for student casual staff, as part of A&R's student leadership framework. Pilot training program included sessions on Safety and Security, Customer Service, Giving and Receiving Feedback as a Leader, and more
- **Educational seminars and guest speaker presentations** delivered to **1,110** Gaels student-athletes across wide range of topics
- **40 peer tutors** provided academic support to student-athletes
- **46 student internships** offered in Strength and Conditioning program through the School of Kinesiology and Health Studies
- **6** undergraduate **research project positions**
- **66 placements in the Q Sports Medicine Clinic**, including **42** student trainer positions embedded with Varsity Teams and Clubs

## Living Our Values: Promoting Wellbeing and an Inclusive Community



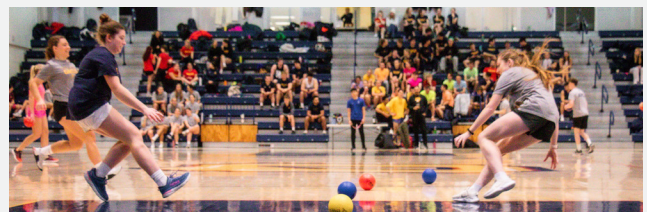
Second annual **Culture Day** held in December 2023, a celebration of diversity across Varsity Teams and Clubs, featuring a student-athlete talent show.

**Launch of Q Move**, a peer-to-peer program to advance a culture of active living and wellbeing on campus through accessible and diverse programming for participants of all fitness levels.

September is **Safe Sport Month** that advances education in support of a healthy training and competitive environment, free from maltreatment and abuse.

**22,000+** unique users accessed the ARC in 2023-24, a new record for the facility, including a new single day record of **7,514** entries in January 2024.

**4,295** student participants in **22** recreational clubs.



**443** varsity student-athletes recognized for earning a **3.5+** grade-point average or higher in 2022-23.

**16,000+** student-participants in Intramurals making it one of the **largest Post Secondary Education intramural programs** in Canada.

# Queen's in the Community



Queen's hosted three national championships in 2023-24, providing access, and engagement for the campus and broader community, to the highest level of amateur sport in Canada.

- **58th Vanier Cup**, welcoming **7,000+** football fans to Richardson Stadium and the newly completed Lang Pavilion, which enhances the training environment for varsity sports and provides a new concession area and elevated viewing area for spectators
- **2023 U SPORTS Women's Soccer Championship** at Richardson Stadium
- **2024 U SPORTS Men's Volleyball Championship** at the ARC

**1,750+** local child and youth participants at Q Camps, the largest day camp program in the Kingston region. **16** youth attended Q Camp through donations of **\$4,700** to the Q Camp Bursary program, in partnership with Queen's Office of Advancement.

**30+** local schools registered for **Queen's Sports Days** at the ARC.

**2,000+** local youth participated in **Jr. Gaels programs** with support from student-athletes and coaches. **\$1,100+** raised by the **Varsity Leadership Council (VLC)** for Martha's Table, as well as **472** items of need.

The VLC hosted **Pathways to Education Day**, which aims to increase the accessibility of post-secondary education and opportunities for local high school students from low-income communities.



## Celebrating Student-Athlete Accomplishment and Perseverance

Queen's Men's Basketball won the **OUA Championship** and captured **silver** at the U SPORTS Men's Final **8** Basketball Championship, the team's best performance in program history.

**9** Queen's Varsity Teams **qualified for national championships.**

**Queen's won 4 OUA Championships:** Women's Rowing, Women's Rugby, Women's Squash, Men's Basketball.

Queen's won **1 national championship:** Men's Ultimate.

# Student Wellness Services

Student Wellness Services (SWS) supports the personal, academic, and social health development of Queen's students by providing a range of programs and services, offering a welcoming, confidential, and integrated service that is responsive to student health and wellness needs.

## Preparing Students for Impact

- **93** students volunteered **5,000+** hours in the Peer Health Educator (PHE), Peer Wellness Coaching (PWC) and Campus Observation Room (COR) programs
- **10** senior volunteer leadership positions in the PHE and PWC programs
  - Nashmia Anwar, received Student Affairs' **Peer Leadership Award**
  - Enhanced diversity across all volunteer programs to reflect students lived experience
- **17** part-time and **4** full-time summer paid positions including **12** Work Study
- All volunteers and student staff complete the Experiential Learning (EL) Wrap Around process
- Students trained in health equity and the intersectionality between racism and health

## Living our Values: Promoting Wellbeing

**53,000+** in-person and online appointments:

- **28,445** medical, **18,039** mental health, **1,936** same-day counselling (new in 23-24), **4,500** accessibility, and **253** professional wellness coaching
- Expanded access to medical specialists, providing dermatology and gynecology care
- **593** students seen at new asymptomatic Sexual Transmitted Infection (STI) quick test drop-in clinic
- Pick-up site for HIV Get-A-Kit (self-test)
- **1,200+** students received **drop-in support/resource navigation** at the Gregory David and Neil Rossy Health Promotion Hub
- **4,239** **flu and COVID vaccines** administered to students, staff and faculty
- **157** **Meningitis B vaccines** administered

**Online appointment booking** piloted for several embedded therapists, a physician and nursing.



Peer Health Educators

## Wellness Groups and Education

**21** professionally led wellness/therapy groups with a combined reach of **1,000**.

New groups included:

- Focus and attention for ADHD
- CBT-i for sleep struggles
- emPOWERED Up trauma-informed weight-lifting collaboration with Athletics & Recreation

**5,281** students, staff and faculty attended **81** health and wellness presentations, workshops and mental health trainings.

New student-driven, *bewellatqueens* blog:

- **1,617** unique visitors
- **4,918** pageviews

# Increasing Access to Queen's

- **6,165 (21.8%** of the student population) registered with Queen's Student Accessibility Services (QSAS), a **1.4%** increase from 2022-23
  - **44.9%** for experience of neurodiversity (i.e., ADHD, Learning Disability, or Autism)
  - **32.7%** for a mental health disability
- New initiatives included:
  - Faculty or discipline **portfolio-based Accessibility Advisors** to enhance collaborations
  - **1,000+** quick question QSAS appointments
  - Online [Student Intake Guide](#) that provides detailed information on academic accommodation processes and documentation requirements
  - **Streamlined intake process**, making it easier and faster for new students to finalize their accommodations

## Living our Values: Building an Inclusive Community

### Supporting Equity and Inclusion in Student Mental Health Services

Secured a **\$100,000 grant from the Bell Let's Talk Post-Secondary Fund** to fund **2 new fellowships for recently trained QTBIPOC-identifying counsellors** who will provide same-day, one-on-one appointments and therapy groups. The first counsellor will start in 2024-25. This fellowship program expands capacity to serve QTBIPOC students, while advancing and supporting the careers of newly trained QTBIPOC counsellors in a clinical, post-secondary setting.

### Staff Education and Training

2023-24 sessions included: Several all-staff trainings focusing on concepts and practices for gender-friendly client services, facilitated by Dr. Lee Airton (Faculty of Education).

#### Therapists and nursing staff also completed:

- Rainbow Health training to provide more inclusive 2SLGBTQ care
- In-service session facilitated by the cross-cultural diversity & equity affairs psychologist
- In-service session and monthly consultations facilitated by SWS' neurodiversity consultant
- Collaborative Assessment and Management of Suicide (CAMS) and Accelerated Resolution Training (ART). Queen's is one of the few post-secondary institutions in Canada who have staff trained to use these approaches

## Queen's in the Community

- **3,631** student connections through ongoing partnership with local St. John's Ambulance Therapy Dog program.
- **10 suicide alertness and intervention** sessions (i.e., safeTALK and ASIST) trained **182** people
- Staff held **monthly meetings with community mental health providers**, including local hospitals, to improve student referrals to and from community-based health resources, and student care
- Embedded **residence therapists** provided **1-on-1 and group sessions** for members of the National Youth Orchestra while they were living on campus in Summer 2023

## Living Our Values: Addressing Food Insecurity

**60** students accessed new **food access appointments**.

**423** students received support through regular **Fresh Food Boxes, Mason Jar Meals, and Healthy Cooking** sessions.

# Student Conduct and Care

Provides non-clinical support and referral to campus services and programs to help students navigate challenges and distress, promotes positive citizenship through educational outreach, and manages non-academic misconduct processes.

## Living Our Values: Promoting Student Wellbeing

The **Care Referral 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.

- 326** students referred to Care Support Services.
- 710** concerns recorded.
- 2,856** individual supports and actions provided.
- 25%** cases identified as high priority/urgent.
- 56** cases referred to the university's Assessment & Care team.

### Most Common Concerns:

- **15%** academic (103)
- **10%** general wellness (56)
- **10%** peer issue (51)
- **8%** mental health (64)

“

I really appreciate the dedicated support I received from the Case Manager. It greatly helped me to get the support I needed to get unstuck.”

## Living Our Values: Queen's in the Community

**1,300+** connections with students living off-campus through proactive engagement and messaging about positive citizenship, personal responsibility, and local safety initiatives, through door-to-door outreach and information booths on campus.



# 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.

**1,082** cases involving **895** students.

**95%** of reported incidents occurred in Residence.

**80%** of student-respondents were found responsible for at least one NAM violation.

## Student Conduct Office

This office manages non-academic misconduct cases involving students pertaining to Category 2 violations under the Student Code of Conduct, the university's Harassment and Discrimination Policy, and the Policy on Sexual Misconduct and Sexual Violence involving Students.

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.

**87** case referrals.

**209** students involved.

**131** violations recorded.

**240** sanctions issued.

**63** students participated in an early resolution.

**5** appeals:

- **4** sustained the original decision (some sanctions were slightly modified)
- **1** dismissed without being heard due to lack of appealable grounds

# Faith and Spiritual Life

Faith and Spiritual Life provides students with multi-faith, non-judgmental support for spiritual, religious and existential questions and conversations. Chaplains and student leaders cultivate welcoming, peaceful communities and spaces, where belonging, inclusion, and spiritual wellness are valued and nurtured.

## Preparing Students for Impact

- Increased student led programming through **6** paid and **5** volunteer student positions
- Programs included: **The Voyagers Spirituality Discussion Group, Knitting Drop-ins, Crafternoons, and Connect4**
  - Student staff were responsible for creating communication plans, schedules and content to support and promote services and events
- Partnered with Career Services to offer a conversation circle on **meaningful work**
- New **identity development student-led programs** were offered, one-to-one and in small groups



“ The thing I appreciate most are the connections I've created with everyone here ... it is such a safe and inclusive environment. ”



# Living our Values

Faith and Spiritual Life offers ongoing programming to support inclusion and wellbeing, including:

- Four **5**-week sessions of a **Grief Group**
- **4 Intergenerational Cooking Events**
- **Cookies and Conversation** drop-in during April 2024 exams: **510** attendees; **600** cookies served in **10** days
- Monthly **Allyship and Faith discussion groups** in partnership with The Shift Project
- A pre-exam **Labyrinth Walk** to support mindfulness, meditation, or prayer
- **8 free Soup Lunches** through the winter term to help address hunger and loneliness, serving **400+** bowls of soup through the semester
- Our relaunched **Students Without Parents** support group
- Monthly **Prayers for Peace** gatherings
- An **Islamic Study Circle** and **Gathering of Remembrance** programming for Muslim students
- Maintaining [spaces on campus](#) for meditation, prayer, and reflection

“

I found the grief group to be tremendously helpful as it allowed me to process my grief with the support of my peers and Heidi's guidance. Meeting other students who had similar experiences made me feel much less alone during a difficult time.

”



## Queen's in the Community

- Through our **Cooking with Grandmas** program, students build connections with community members of different age and demographics
- **Connected with local churches** to engage in discussions around youth and spirituality, inclusivity and intersectional identities in community

# 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.



**4,653** activities\*      **18,548** activity attendees

## Preparing Students for Impact

QUIC's advising team provides comprehensive support, including cultural advising, immigration guidance, and personal counselling. The advising team delivers pre-arrival and post arrival orientation sessions in fall and winter terms, along with 1:1 advising and weekly programming.

**3,300+** one-on-one advising sessions      **4,600+** email communications to students

- New online booking tool for appointments with **International Student Advisors Satellite Advising**, where advisors meet students, where they are, across campus
- **9 Global Scholars** supported and guided by QUIC Advisors
- **149** students supported by **career coaching** appointments/drop-ins in partnership with Career Services
- **143** students attended **Intercultural Awareness Workshops**
- **174** students attended **immigration workshops**
- **400** students, staff and faculty attended the **third Global Education Conference**, co-hosted by QUIC and SASS
- **144** students participated in the "**Learning Across Cultures Certificate**", offering flexible learning options
- **14 student positions** to supported programming, advising and responses to student inquiries
- **220** students supported with **academic support programs** (ie. "Write It" and "Write Now,") in partnership with SASS
- **79** students participated in "**Speak Up**", a program designed to build confidence in speaking at university

\*Activities include in-person events, programs, and appointments.

# Living our Values: Building an Inclusive Community

**1,722** international students attended **49 online and in-person orientation sessions and events** to help connect them to the community and support their transition.

Arranged for a **Queen's welcome booth at the Toronto airport** to welcome and support newly-arriving international students.

Introduced **early residence move-in**.

**427+** bookings of **QUIC spaces** (Kitchen and Hall) by student clubs and campus partners.

Monthly free lunches attended by **630** students.

The **International Voices Queen's podcast**, a QUIC-SASS partnership, ran for a third season.

Launched a **Learn to Float** program in partnership with Athletics & Recreation

**22** international students participated in the **Holiday Host program** over the university's annual December closure. They were invited to share a meal with a staff host in their home.

“ The Intercultural Awareness training served as an eye-opening experience that allowed me to learn about different cultures, see and hear differing opinions, and gain a greater understanding of what is considered culture. ”

“ I've volunteered at QUIC for my entire undergrad, and it has honestly been one of my favourite experiences here at Queen's! I love learning about people's experiences and traditions, and I really appreciate the camaraderie and warmth that I've found at the conversation program. Many conversations at QUIC led to friendships and memories that I cherish. ”



# Yellow House

## Student Centre for Equity & Inclusion

The Yellow House team is committed to creating comfortable and accountable spaces for students who identify as Queer, and/or Trans, and/or Black, and/or Indigenous, and/or People of Colour (QTBIPOC) to feel safe, to create community, to feel empowered, to celebrate their identity and to flourish. We seek to engage QTBIPOC students in initiatives that actively dismantle oppressive, racist and colonial ideologies and practices.

### Living our Values: Building Community

**2,600+** student interactions with Yellow House programs and events.

Expanded operations to **2** locations.

Provided space to students and students clubs to host **60+** events connected to our mandate.

**300+** students, staff, and faculty attended a **Welcome BBQ** event.

**150+** students joined our **Black Welcome**, the institution's first event to welcome Black students, staff and faculty to campus for a new academic year.



A **new student staff role focused on Black Inclusion Initiatives**, and consulted with students across the university to gather preferences, needs, and ideas for resources and programming.

Launched new **Gender Diverse Wellness Retreat** to Elbow Lake, in partnership with Student Wellness Services. This special retreat brought together **15** trans, non-binary, genderqueer, agender, and other gender diverse students for two days of activities that enabled them to connect, reflect on their experiences, and celebrate their identities.

“ As student staff, this retreat was so beautiful to organize and facilitate because we witnessed just how significant every little action could be for those of our peers who don't have trans community elsewhere. I got to see that for other gender diverse students, this retreat was an introduction to acceptance, joy, and safety in a way they'd never experienced before. When we were younger we were busy explaining ourselves and looking out for our safety while other kids got to enjoy camp games, so this experience was really healing - we hiked a forest and sang songs around a campfire among only safe people. ”

# Promoting Inclusion and Wellbeing

Supporting students through a series of programs to help build connections, find community, and find a sense of belonging at Queen's.

**Fierce Movement**, offering safe and affirming spaces for BIPOC and/or 2SLGBTQ+ students to engage in physical activity and build community. A partnership with Athletics & Recreation.

- Solidarity Swims
- Afrobeats dance classes
- Queer Yoga

**What a Drag**, highlighting the history and role of drag in the queer community while also providing a space to practice, view, and discuss drag performances.

**Coffeehouses**, bringing together BIPOC and/or 2SLGBTQ+ student communities with student clubs, community organizations, faculty, and more.

**Joy in the Community**, offering low-commitment social events – student-led and often paired with food.

**Black @ Queen's**, for Black students looking to build community and find a sense of belonging at Queen's.

## Preparing Students for Impact

**14** student roles to support program design and facilitation. These students are the heartbeat of our Centre, bringing ideas forward to align programs and initiatives with the needs, hopes and dreams of QTBIPOC students on campus.

**Academic Success** events promoting skill development through peer-to-peer and role model connections.

**Organizing for Change & Social Justice**, providing BIPOC and/or 2SLGBTQ+ students the opportunity to explore practices that engage and empower equity-deserving communities through activism and social justice. Students have the opportunity to learn from activists at Queen's, Kingston, and other postsecondary institutions who are making changes in their communities.

**Adulting event series**, focusing on opportunities for participants to develop a range of life skills and to share knowledge from community members. Events included a Culinary Program featuring culturally-affirming cooking classes and Fresh Recipe Meal Kits for QTBIPOC student communities.

## Queen's in the Community

- Ongoing partnerships with local community groups and initiatives
- Hosting an informational booth and community art activity at Kingston Pride
- Co-chairing the City of Kingston working committee to plan a series of interactive activities, including a Black Block Party, a flag-raising ceremony, art exhibitions, film screenings, and live music to raise awareness and educate the community on the historical significance of Emancipation Day

# Four Directions Indigenous Student Centre

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

## Living our Values: Year-Round Programming

### New Traditional Food Pantry

The centre has created a student pantry to help address food insecurity, while enabling Indigenous students to reconnect with traditional Indigenous recipes. The pantry includes ingredients for recipes (eg. bison and wild rice) as well as staples, such as pasta, sauces, spices, and other student-requested items. Students can take what they need.



### Good Minds Nights

**60+** students attended drop-in dinners, study rooms, art therapy, cooking, and fitness courses throughout the year.

### Indigenous Identity Sharing Circle

Bi-weekly gatherings to support 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.

### Monthly Social Fires

A traditional meal cooked over the fire with the Centre's staff Elder. Meals included bison stew, pickerel bites and bannock.

**250+** students attended monthly drop-in **beading and drumming, feasts, social fires.**

“ I feel a strong sense of community at 4D. I'm still learning about my Indigeneity, so it's a great space to connect to that part of my identity. Everyone is so warm and welcoming, it truly feels like a home. ”



## Supporting 2SLGBTQIA+ Indigenous Students

4D's **2SLGBTQ+ Student Program Assistant**, in partnership with Yellow House Student Centre for Equity and Inclusion, continued to offer dedicated programming for Indigenous students who identify as Two Spirit, trans and/or members of the queer community, including:

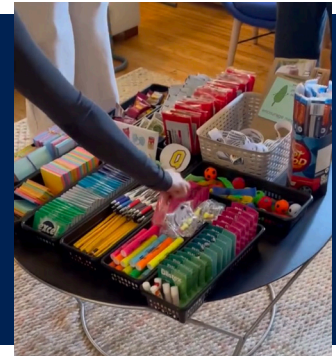
- Social fires
- Food bundle creation
- A medicine walk
- Crafting events with Two Spirit Indigenous artists
- Movie screenings
- Sharing circles at 4D and a local cafe

Partnered with Yellow House to run a **Gender-Inclusive Clothing Swap** with **100+** items for Indigenous students and staff.

## Preparing Students for Impact

- **60+** Indigenous students received one-on-one staff advising and support
- **21** Indigenous and non-Indigenous students volunteered for 4D's Tutor Bank - **20** Indigenous students were tutored for **27** courses
- Social programming offered for graduate students
- Quick referrals to on- and off- campus services, including Queen's Student Accessibility Services (QSAS), Student Academic Success Services (SASS), the Off-Campus Living Advisor (OCLA), Student Wellness Services (SWS)

4D hosted **2 academic skill-building study days**. Centre staff collaborated with campus partners to facilitate workshops on good study habits, physical wellbeing and healthy eating, career advising, housing support, and more.



## Student Leadership

Four Directions was proud to offer **19** Indigenous student leadership positions in 2023-24. These roles are integral to the functioning of the Centre, from **fire keeping** and **peer mentoring first-year students**, to on- and off-site **social programming** and **administrative support**.

Our Student Leaders receive cultural teachings, opportunities to network, and build life skills, while having a part-time job.

In 2023-24, The Four Directions Indigenous Student Centre created a new **Senior Peer Mentor** position to provide additional program support training and leadership to the team of mentors. This position gathers feedback about the mentor process, and shares the successes and challenges of the coaching roles.

# 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.

**12,000+** total student visits

**325** active students

**40%**  
mothers

**30%**  
international

**64%**  
graduate/professional

**31%**  
undergraduate/other

## Increasing Access

**\$225,420**

in financial assistance provided

**\$198,970** in emergency bursaries

**\$20,050** in awards

**\$6,400** in additional targeted financial aid

## Celebrating Student Accomplishment and Perseverance



Photo credit – Kristen Ritchie

Every spring, centre staff, students, faculty, alumni, and community members gather at a reception to **celebrate the recipients of 14 donor-funded awards** that provide financial assistance on the basis of need and merit.

## Preparing Students for Impact

The centre held **monthly on-site drop-in sessions** with staff from Student Academic Success Services, offering **academic writing and learning skills support**.

**Writing Studio: 11** students registered for a **week of concentrated writing** with reserved space in the centre, on-site advisors, lunch and snacks.

//

My gratitude for the centre is truly unexplainable. Never in my life have I felt so supported and encouraged to persevere through difficult times... I feel pride and a genuine connection to the BRC, more than any other space on campus. //



The centre **employed 12 students** in roles, including Programming Assistant, Kitchen Assistant, and Archiving Assistant.

## Living Our Values: Building an Inclusive Community

### Student Programming

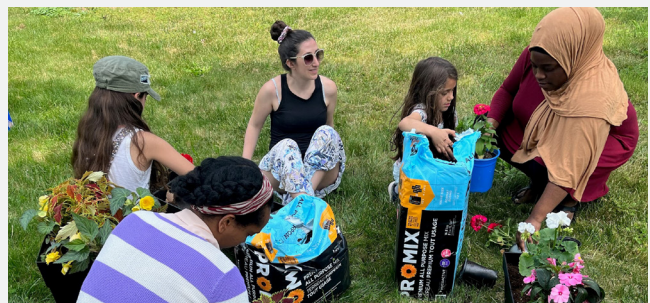


The centre serves **homemade soup daily**, and held multiple events, including Trivia Night, a Power Point Party (where students presented on a hobby or interest), and holiday meals.

The centre makes effective **referrals to a range of campus and community supports** to assist students with academic skills development, finances, food insecurity, and more.

### Family Programming

- PA Day Movie Screening
- Gardening activities
- Family Games Night
- Winter Bazaar:
  - **10** student moms & **17** children gathered at the centre. Students mingled while the children bought and wrapped gifts. Dinner was provided.
  - **1** distance student with 5 children participated online.



## Queen's in the Community

The Centre is available to Queen's departments, student groups, and community groups, and was **booked 68 times** for evening and weekend events.

The centre held **Front Lawn Concerts** with local musicians to be enjoyed by students and passersby. Thank you to Jenica Rayne and Danielle Hope Edwards for sharing your music and talent.

## Celebrating 50 Years

2024 marks the Ban Righ Centre's **50th anniversary!** The centre kicked off celebrations with the launch of the ***Who is She?* fundraising campaign**, which invites supporters to celebrate an influential woman in their life.

Other highlights will include the *Where Are They Now?* series, telling the stories of alumni, and a Legacy Event where staff and community members will unveil a plaque in honour of the founders and supporters of the Ban Righ Foundation. Celebrations will culminate at a gala event in October 2024.


**WHO IS SHE?**

Kath Leverette honours her mother Katherine Connell Crothers

*"she never, ever hesitated to let me know I could accomplish good things if I put my mind to it."*



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