

# PRESIDENT'S REPORT TO THE BOARD

FULL REPORT

September 24, 2019

## PRESIDENT'S OFFICE

Leaders from Capilano University and Líl'wat Nation signed an affiliation agreement on August 26, 2019 that recognizes shared values and commitments as they continue to work together to deliver post-secondary learning opportunities. The Líl'wat Nation develops its own long-range educational plan, and CapU supports the development and implementation of this plan by offering advice and expertise related to post-secondary education and teaching courses in Mount Currie.

Preparations for the opening of CapU Lonsdale continue. Once opened later this fall, it is expected that there will be over 400 students at the new CapU Lonsdale location. CapU's involvement with projects such as CityStudio (where students explore potential innovative solutions for issues in North Vancouver) will make the Lonsdale location a central connecting point for community-university activities and initiatives.



*Affiliation agreement signing at the Ts'zil Learning Centre in Mount Currie, B.C. on August 26, 2019 (ABOVE)*

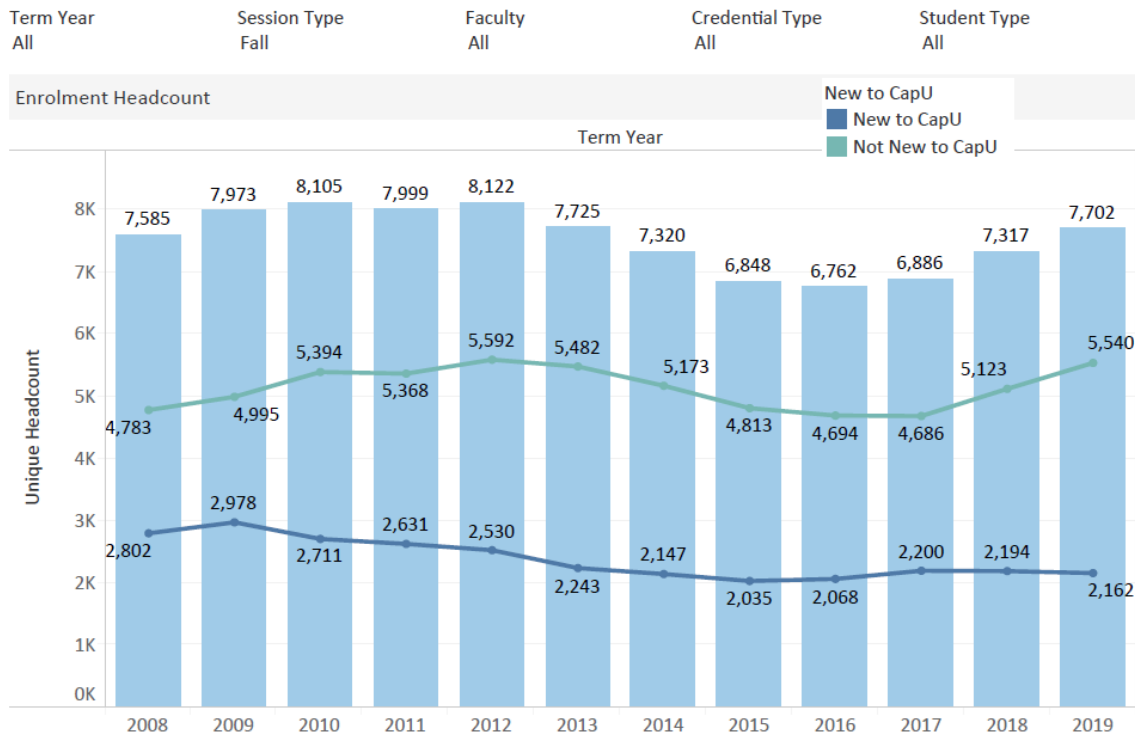


*2019 CapU Student Orientation (ABOVE)*

*CapU Lonsdale coming soon (LEFT)*

Student orientation took place at CapU's North Vancouver campus from August 26 to September 6, 2019, and we welcomed over 2,000 new students. Orientation activities are crucial for the transition and successful on-boarding of new students. For the Fall 2019 term, CapU has a total of 7,702 new and returning students enrolled, a 5.3% increase from Fall 2018 enrollment numbers.

## Student Enrolment



Data Snapshot: September 16, 2019

## ACADEMIC & PROVOST

Over the summer semester, planning continued for academic programming at CapU Lonsdale as an additional location that will extend the options for learners. Partnership agreements in various forms have been signed with the Vancouver Film School and two international universities (Hanoi Open University in Vietnam and Udayana University in Indonesia) to foster international collaborations and contribute to diversifying the international student population as well as creating new opportunities for faculty academic international endeavors. Three new academic leaders joined the University in August: Aurelea Mahood as Director, Academic Planning and Initiatives Office; Dawn Whitworth as Director, Creative Activity, Research and Scholarship Office; and Lara Duke as Dean, Faculty of Global and Community Studies. In October, Micki McCartney will take on the inaugural role of Regional Director in Sechelt at the *k̓áɫax̓*-ay Sunshine Coast campus.

### FACULTY OF ARTS AND SCIENCES

- » The first Walls to Bridges course (Geology 100) will run this Fall at the Fraser Valley Institution for Women. Eight CapU students will be joining eight inmate students at the Correction Center, with tuition for the women at the Correction Center waived for this augural offering. A team is actively seeking sponsorship to cover prison-student tuition for the next course offering. The goal is to have inmates complete a credential while in prison.
- » New Faculty bylaws were approved at Senate last year, and the first Faculty Council meeting was held in August with much enthusiasm for the new academic governance structure.

- » Summer semester courses were nearly twice that of last year, with 80 courses running over the May to August time period.
- » A collaborative approach with the Registrar's Office to utilize a new process for a more balanced approach to courses was implemented for the summer utilizing a reserve seat approach for domestic and international students. This was viewed as a positive approach and refinements are being made to continue this for a better overall experience for students and faculty.
- » Degree development continues with three degrees in various stages of approvals with the Degree Quality Assessment Board and the Ministry of Advanced Education, Skills and Training. The next round of degree development will focus on Clean Technology, Data Science, Life Science and Applied Social Justice.

## MT. CURRIE

- » On August 26, the Lil'wat Nation and Capilano University signed an affiliation agreement during the grand re-opening of the Ts'zil Learning Centre. The event also celebrated the re-furnishing of the Centre, which was made possible by a \$300,000 grant from the University. All classrooms, the computer lab, student lounge, study room and staff boardroom were updated. The grant also funded several Lil'wat Nation artists to create artwork for the walls of the Centre.



## kálaḡ-ay SUNSHINE COAST CAMPUS

- » Over 50 students, faculty and staff attended the first indigenized orientation at the Sechelt Nation Longhouse on September 3. The event included presentations from Elders and members of the Sechelt Council, as well as traditional dancing and food.
- » Student enrolment in Adult Basic Education courses is at times exceeding space in some classes and coordinators are adjusting future planning for the Spring semester courses to ensure needs are met. Such courses provide an important means for students to gain entrance requirements for additional programs at the University and thus support overall enrolment.
- » The Pathways to Higher Learning (P2HL) program continues into its second year in partnership with the Sechelt Nation and enrolments are strong in Early Childhood Education and Care, Business courses and the Health Care Assistant program (the latter bolstered by a partnership with Vancouver Coastal Health).
- » A new Fundamental English course has been launched to meet the needs of the many new immigrants to the Sunshine Coast.

## FACULTY OF BUSINESS AND PROFESSIONAL STUDIES

- » The School of Business successfully completed their program review in the Spring of 2019 and the action plan is being implemented based on recommendations from the review.
- » After three award-winning years, CapU Enactus is off to a fresh start with a mostly new executive team. CapU Enactus is excited to compete with their existing Financial Literacy program at Regionals and Nationals in Spring 2020. Research and development are underway with new projects ranging from First Nations inclusion, mental health and

food waste/scarcity. This academic year, the team aims to help all Faculties see how Enactus can benefit their own professional development and passion goals. Enactus is not just a team of business students, it is a team of people who care about environmental and social responsibility and want to make change locally and globally.

- » The School of Business welcomed two faculty members visiting from the University of Pécs, Norbert Sipos and Eszter Jakopanez, to engage in a faculty exchange. The visitors met with business faculty, attended professional development sessions and School of Business department meetings.
- » School of Communication faculty member Kym Stewart along with Annabella Cant (faculty, Early Childhood Education and Care) published a paper for Oxford Bibliographies focusing on "Young Children's Imagination".
- » Communication faculty Masa Takei completed the Wilderness Survival Training to help with the continuing mission of earthquake preparedness for the faculty.
- » Faculty-wide consultation between Business and Professional Studies colleagues continues as they refine a concept paper for a proposed Post Baccalaureate Diploma in Indigenous, Intercultural and International Business Communication. The diploma aims to focus on Indigenous and international students to inspire students to be informed, sensible, future-oriented business communicators and innovators that will add value to the global society.
- » The School of Communication welcomed many new students on Orientation Day, with an approximate 50% increase over 2017-2018.

#### FACULTY OF EDUCATION, HEALTH AND HUMAN DEVELOPMENT

- » The Health Care Assistant (HCA) program has partnered with Vancouver Coastal Health to support learners and help them secure employment. Labour shortages in the field are currently high in many regions of the province. The Health Authority is covering full tuition and textbook costs for 11 students enrolled in the HCA program in Sechelt with a commitment of employment for a minimum of 18 months upon graduation.
- » The English for Academic Purposes (EAP) department is developing an intensive language training program for Japanese students that will be piloted in March 2020. The program design is based on a qualitative research project that EAP Coordinator, Maggie Reagh, conducted during the Aichi Gakusen Faculty Exchange in May 2019. The program is being developed in partnership with Utsunomiya and Aoyama Gakuin Universities, where at least 20 students will be recruited to participate.
- » With funding from the Ministry of Advanced Education, Skills and Training, the Early Childhood Care and Education (ECCE) department launched a new diploma program in Squamish and expanded its existing certificate and diploma programs in Sechelt in September 2019. These initiatives have been launched in response to the province-wide shortage of early childhood educators and are designed to provide flexible educational opportunities to local learners. The Squamish program is being delivered through an agreement with Quest University where classes are being held and services are available for students and faculty to best support teaching and learning.
- » With one-time funding from the Ministry of Advanced Education, Skills and Training, a new cohort of learners was welcomed into the Discover Employability program in September 2019. This program provides students with developmental disabilities the opportunity to participate in post-secondary education and develop valuable skills to enter the workplace.

- » Over the Fall semester students and faculty from the Rehabilitation Assistant diploma program will be working closely with the North Shore Stroke Recovery Centre to provide improved access to augmentative communication for stroke survivors with speech and communication challenges. Students will work with these survivors to identify appropriate technology to assist them with communication and train them and their families to use the technology.
- » In August, the Children’s Centre, in partnership with the Early Childhood Care and Education (ECCE) department, participated in a National Summer Institute program funded by the Public Health Agency of Canada that was co-facilitated in partnership with BC Aboriginal Child Care Society and Vancouver Island University. The Centre hosted a group of 19 Indigenous educators from across Canada at the University to learn about the innovative early childhood education pedagogy practiced and taught, and to consider it in the context of working with Indigenous families.
- » The Early Childhood Care and Education Department and the Children’s Centre are preparing to host the annual North Shore Early Childhood Conference, “To Learn To Wonder,” on Saturday, September 28. A significant scholarly event, this popular conference hosts 240 early childhood educators from across the Lower Mainland for a day of professional learning. The keynote this year will address new recommendations for Early Care and Learning in BC.

#### FIRST NATIONS STUDENT SERVICES (FNSS)

- » On August 27, the First Nations Student Services department hosted the inaugural Indigenous Student Orientation on the North Vancouver campus. Over the course of the day, the department welcomed new Indigenous students to the University and provided support to ensure they have the tools and resources necessary for postsecondary success. New students were guided through the steps necessary to get set up on campus, including accessing and navigating student accounts, funding applications, health and dental information and resources related to various academic and service areas.

#### FACULTY OF GLOBAL AND COMMUNITY STUDIES

- » Christy Dodds, Co-operative Education Coordinator, presented at the Advancing Cooperative & Work Integrated Education (WACE) global conference in Ohio. The presentation was based on her co-authored and published article *Ethical risks in work-integrated learning: A study of Canadian practitioners* with Craig Cameron & Cynthia Maclean. [https://www.ijwil.org/files/IJWIL\\_20\\_1\\_83\\_95.pdf](https://www.ijwil.org/files/IJWIL_20_1_83_95.pdf)
- » Stephanie Wells was voted in as Chair, Human Capital Development Committee on a two-year term with the Pacific Asia Travel Association (PATA). This supports capacity building in the industry and continues to build strength linking our students to a global organization.
- » In partnership with the Centre for International Excellence, the University signed a Memorandum of Understanding with Hanoi Open University to develop an offshore International Tourism Management Diploma. The diploma will then provide opportunities for students from Vietnam to complete the 3<sup>rd</sup> and 4<sup>th</sup> year of their degree at Capilano University.
- » The Schools of Tourism Management and Outdoor Recreation Management had 157 students working in industry over the summer.
- » The Bachelor of Tourism Management is offering all of its upper level courses at CapU Lonsdale this Fall.
- » Five School of Tourism Management students each earned a \$3,000 scholarship from the Tourism Industry Professionals (TIP) organization.

- » Changes to the Outdoor Recreation Management program were approved through Senate including nine new courses that focus on the skills required to lead in this dynamic field. The updated curriculum is being implemented this academic year.
- » The Fall 2019 intake of the Tourism Management International program reflects a truly international student cohort with 13 countries represented.
- » A successful mini-career fair was hosted by the Tourism Management International program that included eight employers interested in hiring our students for their Fall practicums.
- » Stage 2 of the proposal for the new Bachelor's degree in Human Kinetics is progressing through the approval process with the Ministry of Advanced Education, Skills and Training. A site visit is anticipated in Fall 2019.
- » On September 19, the School of Human Kinetics is hosting its annual Run/Walk Back to Cap event to promote health and wellbeing on campus. The event begins at 11:30 a.m. in the Library courtyard.

## FACULTY OF FINE AND APPLIED ARTS

- » The Vancouver International Jazz Festival featured many current and former students, including Gord Grdina, Adam Robert Thomas, Dawn Pemberton as well as current faculty members Jared Burrows, Steve Kaldestad, Jennifer Scott, James Danderfer, Dave Robbins, Mike Allen, Andre LaChance, Dennis Esson, Steve Maddock and Brad Turner. Four faculty took part in the two-week Vancouver Symphony Orchestra School of Music Jazz Workshop in June, and two faculty taught at the Delta Summer Jazz Workshop in July.
- » The day after a busy Spring semester wrapped up, seven members of the Capilano Jazz Studies faculty team went on a five day tour of the Okanagan visiting high schools and playing gigs in the local jazz clubs in the evenings, meeting some prospective students and creating new ties with educators in Penticton, Kelowna and Vernon.
- » The Cap Singers and Festival Chorus had a wonderful tour of Italy under the directorship of faculty Lars Kaario. They performed at cathedrals in Rome, Orvieto, Lucca, Venice and more. Their final concert was near the tomb of composer Claudio Monteverdi. It was an amazing opportunity for students to experience first-hand the venues where great composers worked and to perform in Italy.
- » This summer had a record number of Performing Arts alumni and faculty performing, directing and designing in both theatre and film productions.
- » Oliver Castillo won the Jessie Award for Best supporting actor in "Sweeney Todd" and Taran Kootenayoo won the Sam Payne Award for the Most Promising Newcomer at the Jessies.
- » This summer, the Graphic Designers of Canada (GDC) awarded the following scholarships to IDEA School of Design students, in consideration of nation-wide entries:



- Danica Koller (IDEA Grad 2020), 2019 GDC Foundation UX Design Scholarship: This national scholarship is available for a promising visual or interactive design student in first to third year who exhibits passion and



proficiency in the area of experience design. This scholarship encourages students to take a user-centric approach to interactive design while exploring the design process in its many forms.

- Sara Nguyen (IDEA Grad 2021), 2019 GDC Foundation Ray Hrynkow Scholarship: This national scholarship is awarded to a third-year student in a Canadian four-year program whose submission has demonstrated a deep understanding of problem-solving through communication design.
- » David Brisbin (faculty) was the Production Designer on the film “Scary Stories to Tell in the Dark”, a theatrical film produced by Guillermo del Toro, released on August 9.
- » Faculty Jack Silberman and the Documentary Certificate program were featured in an [article](#) in the Georgia Straight. This article describes the documentary program and features many of its graduates.
- » Bachelor of Motion Picture Arts (BMPA) student Spencer Zimmerman’s film “Emily”, which focuses on domestic violence, was screened at the Regina International Film Festival in August.
- » Justin Bromley (BMPA grad 2019) has had his year 4 film, "Isolation", accepted in this year's Independent Short Film Festival in Los Angeles. The film won this year's Gold Award at the Festival, and Justin won Best Student Director.
- » "The Pain Within Us", a fourth year BMPA student project from 2019, written and directed by Dylan Murray, was screened at the Queer Film Festival in Vancouver this August.
- » Second year Indigenous Independent Digital Filmmaking Diploma (IIDF) student Dustin McGladrey and IIDF grad April Johnson both enjoyed very successful internships with Great Pacific Media (GPM) in Vancouver during the summer. They worked on a number of existing GPM series over the summer including “Highway Through Hell”, and “Queen of the Oil Patch”.
- » The number of graduates from the Costuming for Stage and Screen Diploma gaining permit status with the local film and television union continues to rise. Graduate Caroline Cheng’s extensive credits include the TV series “Sirens” and “Somewhere Between”.



## CENTRE FOR TEACHING EXCELLENCE

- » Barry Magrill has joined the team as an educational developer. Barry comes to CapU from SFU where he was previously Program Director in the Centre for Distance and Online Education. Barry will be focused on programming for flexible and online learning, ePortfolios, and open educational resources.
- » We successfully applied for and received the BC Campus Open Education Sustainability grant worth \$32,250. This grant will go towards increasing open educational resources (low or no cost textbooks to decrease barriers for students) in our new degree programs and towards creating authentic experiential assignments across all Faculties.
- » CTE Director Laura MacKay has been asked to facilitate a provincial discussion and book club for post-secondary instructors. <https://bccampusonlinebookclub.opened.ca>

- » Substantive activity happened during the last academic year with 665 participants in workshops, programming, and connecting with a third of all faculty at the University, including 147 one-on-one consultations.

## CREATIVE ACTIVITY, RESEARCH AND SCHOLARSHIP

- » This summer, the Creative Activity, Research and Scholarship Office (CARS) launched the University's first ever internal research grant, *Unified*. This competitive grant will award up to \$5,000 to faculty who are undertaking research and scholarly activities that are in partnership with the public, not-for-profit or private sectors. Unified funding will support the hiring of student research assistants and the implementation of knowledge exchange events. Competition results will be announced in late September after adjudication by a group of peer reviewers. As well as receiving Unified funding, the successful grant awardees will be mentored by the CARS team to position their research into larger external funding opportunities currently offered by federal funding agencies.

## FINANCE & ADMINISTRATION

On the financial front, the focus has been completing the Q1 reporting for April to June and working with budget owners on the financial forecast for the fiscal year. Integrated planning for 2020/21 to 2022/23 has been initiated with identification of the themes to guide the process. The themes were informed by discussions with executive and insights from the Envisioning 2030 process to ensure that building the operational and budget plan to support our long-term goals in alignment of the strategic priorities. Discussions on the themes have started with stakeholders as part of the integrated budget development.

## FACILITIES SERVICES AND CAMPUS PLANNING

- » With the construction of CapU Lonsdale nearing completion, plans are being developed to move into the space and begin operations in October 2019.
- » A Smoking and Vaping policy for the University came into effect on August 15, 2019 with Designated Smoking Areas on all campuses and Student Residence. The North Vancouver campus has added extra security guards to patrol and redirect individuals to the two Designated Smoking Areas at the north and south ends of the campus.
- » A University-wide Violence Risk Assessment was accepted by the Senior Leadership Council and a work plan is currently being developed to implement the recommendations, including updating policies and training as well as looking at physical enhancements to mass communications and ability to lock-down facilities.
- » Several capital infrastructure projects are underway including an upgrade to the end of life fire systems in the Cedar, Fir and Willow buildings, and an upgrade of our emergency power distribution for the Fir and Arbutus buildings to ensure all life safety systems can remain powered during an outage.
- » In preparation for the fall semester, the operations team have been busy preparing the campus by removing hazardous trees, painting safety lines on the roads, parking lots and exterior stairs and supporting minor renovations in classrooms and the Library.
- » In Sustainability, CapU's Energy Manager will join Associated Engineering at the EcoCity World Conference on October 11, 2019 at the Vancouver Convention Centre to speak on Campus Climate Risk. Additionally, seven new CapU Works' Student Organizers have been employed for another year to create a campus culture of sustainability through educational fun events and activities.



## INFORMATION TECHNOLOGY SERVICES

- » **Cybersecurity education and awareness:** Training sessions were conducted amongst various employee groups to encourage all employees to practice “think before you click” in order to prevent phishing email attacks. Phishing attacks continue to increase in number and sophistication, and educated employees are our best defense.
- » **Operational upgrades and improvements:** A number of enterprise applications have been upgraded and/or patched over the summer, including eLearn (Moodle), Banner and ePortfolios. Security updates were applied to the core network hardware, and our main firewall was upgraded.
- » **Online and digital experience:** The new CapU eLearn mobile app is now available for both iPhone and Android smartphones; the eLearn app has many useful features, including the ability to work offline when Wi-Fi is not available. The CapU website search functionality has been enhanced, allowing prospective students to search across specific fields of study, save searches and create shortlists of programs and course information. Frontlines, CapU’s employee intranet, has been updated to be mobile-friendly, single sign-on enabled and securely accessible from anywhere.
- » **Integrated Classroom Action Plan (iCAP):** iCAP is the annual renewal of learning spaces to ensure students have access to environments conducive to learning, with working technology and the appropriate software. All 162 learning spaces were reviewed and work was coordinated between IT and Facilities during the summer, with ongoing communication to affected areas. Moving forward, iCAP will become an annual project, spread throughout the year, and the Director of the Centre for Teaching Excellence will continue to be the project sponsor.



## STUDENT HOUSING SERVICES

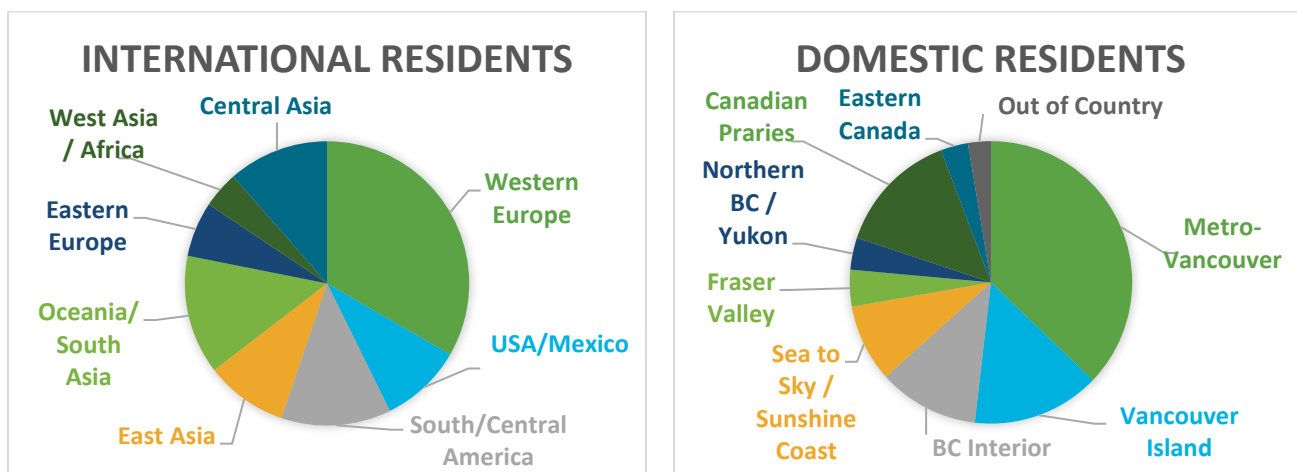
### RESIDENCE MOVE-IN AND ORIENTATION

- » On August 28, 2019, over 250 students moved into CapU Residence making this the largest move-in day to date for Student Housing Services. New initiatives including staggered move-in timeslots and designated unloading parking zones made for a smooth and efficient process with more time spent welcoming new students and their families to our community. Of particular highlight was the support received from over 90 CapU varsity athletes who volunteered in helping students unload and carry their belongings in record time.
- » Residence Orientation took place from August 31 to September 1 and featured a number of exciting events to help students connect with their community. This included an improv comedy kick-off show, photo scavenger hunt, faculty dinner, and “Explore the North Shore” bus trips to Deep Cove, Lynn Canyon and Park Royal. The highlight of the weekend was the Residence Community Challenge in which students from our three residence halls competed against one another in games of mental, physical, and social skill including dodgeball, pool, ping pong, three-legged race, puzzles and the highly anticipated frozen t-shirt race.

### OCCUPANCY AND DEMOGRAPHICS

- » For the second year in a row, CapU Residence has reached maximum occupancy for the start of the Fall term. In total, 509 applications were received for 281 spaces. Since June 2019, 228 students have cycled through our wait list. Currently there are 25 students remaining on the wait list who will receive first priority for Spring 2020 spaces.

- » The population of CapU Residence has continued to diversify with 35 different countries represented by students in residence. Increases in students from other areas of the province and the rest of Canada have also been notable. The ratio of international students to domestic students has remained consistent year to year with 33% of students coming from outside of Canada. The graphics below provide a breakdown of our current demographics:



## STRATEGIC PLANNING, ASSESSMENT AND INSTITUTIONAL EFFECTIVENESS

### INTEGRATED PLANNING

The Integrated Planning team has initiated the next planning cycle for 2020/2021. Using feedback from previous planning exercises and diverse consultation mechanisms, the Integrated Planning process for this year brings significant improvements that focus on simplification, collaboration and alignment from the top. These improvements include a shortened, one-phase timeline to enable budget owners to action plans based on approved budgets in time for the new fiscal year; identification of Integrated Planning guiding themes by the executive to improve alignment and resource allocation decision-making; increased collaboration and dedicated discussion opportunity for Senior Leadership Council with two full day retreats; increased transparency with key community partners including faculties, staff and students through various joint planning sessions; creation of a central process for projects that involve IT, facilities and communications & marketing to ensure timely communication and effective coordination with these key supporting departments; enrolment planning led by the Registrar's Office with support from finance; calculation of tuition revenue at the front of the process; and significantly simplified operational and budget templates designed to facilitate thoughtful budget requests. The new process also requests continuous dialogue between the executive and their respective areas in order to assure alignment to the Integrated Planning themes at all levels, and to simplify the prioritization of budget pressures.

### ENVISIONING 2030

After multiple face-to-face and digital consultation events, the Envisioning 2030 team has gathered input from diverse community partners. Along with the development of a final situational analysis document, the team has initiated the works to set up a task force with representation of our community partners in order to synthesize feedback and identify themes, trends and highlights that will inform the development of the 2030 Plan template and draft. Derived from preliminary highlights recently identified, a proposed 2030 statement has been presented to our community partners to receive first reactions and thoughts. Findings from this Thoughtexchange exercise will inform the work that the newly formed task force is about to initiate.

## CONTINUING STUDIES & EXECUTIVE EDUCATION

- » In August, we welcomed 42 junior high school students from Koto City, Japan for a 7-day English language and socio-cultural program in Squamish. Students spent mornings learning English and afternoons embracing BC's outdoors with activities such as kayaking in Murrin Provincial Park and hiking the Chief. This marked the program's 33<sup>rd</sup> year!
- » Also in August, 12 students registered in MBA and Masters of Communication programs at FHWien der WKW University in Austria participated in a 2-week intensive Digital Communication Strategies program. The training included a mixture of in-class lectures by industry experts, visits to signature Vancouver companies like Hootsuite and applied projects with local organizations looking to implement new online communication strategies. This year, learners worked to create digital marketing strategies for Aku, Kintec and RecycleSmart.
- » Our summer camps welcomed 443 children in over 30 different camps who produced movies, engaged in science experiments and designed digital media. 22 volunteers donated their time to give children a great experience.
- » In September, we launched our new Award of Achievement in Photography, making CapU the only post-secondary institution in the Lower Mainland to offer a photography program aimed at the serious amateur.
- » There are lots of personnel changes on the horizon as we grow our offerings and operations. Currently CSEE has searches for a program developer to design new programs, a program assistant, and in the coming days, we will post a search for a marketing & communications officer to advertise in the digital realm.
- » On November 1, CSEE plans to offer its first course at our exciting new Lonsdale location. We will be moving our offices to the new building in the weeks preceding that date.



## CENTRE FOR INTERNATIONAL EXPERIENCE

- » Between the summer and fall semesters we welcomed over 1,300 new international students to the University. For the fall, this included 721 new international students that will be entering into a wide array of programs throughout the University. The leading countries of origin for international students are India, China, Brazil, South Korea and Vietnam.
- » Over the past two months, the Internationalization plan has been refined through input from senior leadership, faculty, students and staff. The plan is nearing completion with the aim of a release and launch in November. Core strategic areas of the plan include diversity, global engagement, student success, innovation, and renewed structures and processes. The plan will provide a foundation to assure international learning success, and achieve global recognition for the University.
- » Aligned with the Internationalization plan is the first recruitment strategy that the University has formalized in many years. The strategy aims at enhancing the quality of our customer services and maximizing our recruitment resources to achieve a more diverse international student population at the University. It is now the primary recruitment season for institutions around the globe and members of our recruitment team are currently in Colombia and Brazil, and over

the next two months, we will also be visiting Kazakhstan, Russia, Ukraine, Turkey, Japan, Korea, Vietnam, Philippines, India and Indonesia.

- » This month we released the renewed International Student Guide. This bold new guide utilizes the fresh 2019-20 CapU colors and imagery but is in a new condensed format from previous guides that efficiently and clearly highlights the learning experience at CapU, the programs and costs, what is needed to enroll and how to enroll. The guide significantly reduces paper use and weight for our respective shipping and distribution around the world, but we believe is it also a much stronger way of showcasing what we are about and what we offer.
- » We have engaged in new and exciting international partnerships over the summer. Agreements for exchange and cooperation have been reached with Uduyana University (Bali), Hanoi Open University (Vietnam), Beijing College of Finance and Commerce (China) and we are in conversation with two additional leading institutions in India and Ho Chi Minh City. Each agreement is aimed at increasing our diversity, experiences and knowledge internationally.
- » In July, President Dangerfield also conducted an inspiring keynote address on the future of learning at the BCCIE/South East Asia Ministers of Education (SEAMEO) conference in Ho Chi Minh City, Vietnam. CapU's Director of International, Chris Bottrill, also conducted workshops for university leaders and delivered a plenary on Capilano University's road to USA Accreditation. We have secured a very positive reputation with our Vietnamese colleagues and will continue to build on this with future initiatives and next year's event.



## DIVISION OF STUDENT SUCCESS

### ACCESSIBILITY SERVICES

- » **Initial phases of Target X software implementation:** As part of a digital transformation in Accessibility and Counselling Services, IT Services is partnering to build and support a redevelopment of scheduling, record keeping and student processes. The central objectives are to: simplify the student intake process, better manage student data, create user-centric online access, develop a comprehensive notetaking system for university student support areas and move closer to a paperless operation. Development will be ongoing through the fall and spring terms.
- » **Policy Development:** After considerable internal review and re-drafting, we are finalizing the new draft of the *Access and Accommodation Policy for Students with Disabilities* and preparing it for public consultation.

### ATHLETICS & RECREATION

- » CapU athletes participated in CapU Residence Move-In Day: Over 40 CapU Blues athletes participated on August 28, 2019. Blues athletes greeted parents and assisted new students with moving into residence and welcoming them to Capilano University.
- » Blues Athletics hired a new women's volleyball coach at the end of the season. Rob Gowe has been the Assistant Coach with Simon Fraser University Women's Volleyball since 2014. SFU plays in the NCAA Div. 2 of the Great Northwest Athletic Conference (GNAC). Rob has exceptionally strong roots within the North Shore volleyball

community, a successful coaching resume at various levels of community and intercollegiate competition, and is the head coach for Team BC selects.

The Department hosted or supported a number of events:

- » BC Bike Race (July 2019): This international event is held over 2 days at CapU. Over 600 riders and 100 event staff gather at CapU for two days before the riders embark on a mountain bike race that introduces international racers to British Columbia's coastal communities and mountain bike meccas each year.
- » CapU Blues Summer Camps (July/August): in Volleyball, Ultimate and Basketball camps on the Lynnmour campus.
- » Pre-game pump-up and soccer kick-off during CapU 50 celebrations and also co-hosted the Cap Rocks event.
- » PACWEST Soccer Championships at Burnaby Lake (Oct.) which the Blues men's team won. Women won Silver.
- » Supported Bell Let's Talk and Make Some Noise for Mental Health initiatives and student athletes.
- » Pink Laces initiatives by the soccer teams to support diversity and inclusiveness in the sport and to support the LGBTQ community awareness campaigns.
- » Samilkameen First Nations Basketball Camp (August): the Blues men's basketball team travelled to Keremeos in August again this year and conducted 3 days of basketball training to kids in the First Nations community.

2018-19 Highlights:

- » 5 teams were ranked nationally in 2018/19
- » 2nd in PACWEST Aggregate Points (best since 2011-12)
- » 5 CCAA Academic All-Canadians/ 3 CCAA All-Canadians
- » 1 CCAA Player of the Year/1 PACWEST Player of the Year
- » 1 PACWEST Rookie of the Year
- » 17 PACWEST Conference All-Stars (most since 2004-05)
- » 4 PACWEST All-Rookie Team members
- » 10 PACWEST Tournament All-Stars (1+ from every team)
- » 10 PACWEST Academic Excellence Award Winners (1+ from every team)
- » 1 Sport BC College Athlete of the Year (1st since 2012)
- » 5 teams won medals in PACWEST competition
- » Blues teams recorded highest overall Fall 2018 GPA – (2.90) highest since 2011

- » Blues teams recorded highest overall Spring 2019 GPA – (3.00) - highest since 2011
- » 63% of student-athletes with a GPA of 3.0 or better in Spring 2019 (up from 55% in Spring 2018)
- » 19 student-athletes on the Dean’s List for Fall, 2018 - At least 2 from every team
- » 102 student-athletes across 16 different academic programs

#### CAREER DEVELOPMENT CENTRE

- » To build our visibility amongst students, the CDC introduced its services to two School of Tourism Management classes and 11 residence advisors. We collaborated with Tania Loken, Tourism Management Diploma for International Students (TMI) Convenor and Instructor, when nine of our students joined her class for an engaging and informative dining etiquette session at the Holiday Inn. On June 8, 12 and 22, the CDC participated in **Jump Start’s Parent Orientation** in a session with 95 parents called “Navigating Future Opportunities, Challenges and Transitions.” In the months of July and August, we continued our work with faculty by delivering two resume clinics to students in the Post-Baccalaureate Diploma in Global Hospitality & in Tourism Management. We also worked with students in the Arts and Entertainment Management class on resume and cover letter writing.
- » We are working with our team of three student **Career Ambassadors** (Yen Yuen, Mar-Jean Dolar and Israa Al-Sakab) on an outreach and engagement campaign for the fall. They will be visible around campus in our new ‘CDC lemonade stand’ with activities and prizes to help engage students in career activities.
- » To ensure the concept of career development is introduced early to students, we participated in the **new student orientation** by delivering two workshops at SmartStart, two breakout sessions following the Welcome Ceremony, as well as offering two workshops for New International Student Orientation. Our student Career Ambassadors will participate in the CSU Community Expo, Well-Being Wednesday and Connect with the Co-Curricular Record events to inform students about the CDC.
- » Our CDC team has been busy organizing and finalizing details and promotional materials for our fall lineup of workshops and events which will include:
  - 11 career development workshops with topics covering resume, cover letter and professional email writing, LinkedIn, career exploration, networking, workplace etiquette, interview skills and Canadian work culture basics
  - Industry Day
  - CapU to Career (C2C) Alumni Chat: Careers in HR
  - LinkedIn headshots
  - Company Tour: Shaw Communications
  - CapU Launch Info Session
  - Job Search Skills Bootcamp



- Creating Connections
  - Explore with CDC
  - Career Chat
- » We are excited to launch our new career-readiness program: **CapU Launch**. We collaborated with communications & marketing to create materials and messaging to promote this new initiative to the campus community. CapU Launch is a self-paced, co-curricular program designed to help students build confidence, clarity and competencies that will help them to successfully launch their careers upon graduation. As part of the program a foundational competency framework was developed and to be used in documenting skills in the Co-Curricular Record.
  - » To help encourage students to attend networking events and engage them in exploring potential careers and building professional networks, we have created the **Link Up program**. Link Up gives students the opportunity to apply for subsidies to attend conferences, events, pay professional memberships and enroll in mentorship programs. Through Link Up, the CDC will offer an **Explore with CDC** event each term where staff will accompany a select number of students in industry or networking events.
  - » We are delighted to welcome our new Employer Engagement and Experiential Learning Facilitator, Jaime Oetter, who started on September 3.

## COUNSELLING

- » **Phase 1 of External Review:** External reviewer, Yves Pelletier, has completed phase one of the review, conducting meetings with nearly 30 members of the university community. Pelletier aims to complete a report and a package of recommendations by mid fall and will return to campus to deliver and consult on implementation.
- » **Initial phases of Target X software implementation:** See Accessibility Services section for complete update.

## LEARNING SUCCESS

- » **SmartStart Orientation:** In conjunction with the New Student Orientation (Start Right Here), SmartStart welcomed 80 students to its focused learning sessions over 3 days. Partner presenters from the Library, Writing Centre, Math Centre, and Career Development Centre joined the Learning Success Team to present 3 days of workshops and activities designed to prepare students for the post-secondary classroom.
- » **Learning Success Team:** We are pleased to announce the return of Alison Parry as our *Learning Specialist* and the arrival of Caree Mandel as our *Learning Success Advisor*.

## OFFICE OF INSTITUTIONAL RESEARCH

### Institutional Reporting

- » The annual **Institutional Accountability Plan and Report** was completed and submitted to the Ministry for review in July. The final document will be posted on the CapU website along with the Ministry's accountability website during the Fall term. During the month of August, IR also deployed new program review data and information for academic teams to use during the 2019/20 academic year. In the future, all program review information will be available for department heads to self-serve on CapU Analytics.

## Data Education

- » After two months of continuous consultations and workshops with departments across the university, the IR team has wrapped up its first data education training schedule (Data Jam) for CapU Analytics. During the summer term, designated CapU Analytics users have been on-boarded to the new platform. Existing Data Jams and related training materials will be posted for CapU Analytics designated users on Frontlines along with additional Data Jam sessions information for academic departments throughout the Fall term.

## CapU Analytics

- » The IR team has received overwhelming support and positive feedback during our Data Jam sessions. Thank you to all those who provided feedback concerning the new dashboards and suggestions for ways to share data and information with the CapU community. As the IR team reviews and implements this feedback and suggestions, CapU Analytics will be unavailable during a 2 week black-out period while the team refreshes all relevant information and dashboards based on the feedback of its users.

## STUDENT AFFAIRS

- » **Positive Space Programming:** Positive Space is a campaign and corresponding educational programming designed to raise awareness and visibility of LGBTQ2S+ students, employees, and community members. With increasing enthusiasm for the program, Positive Space will add new enhancements and additions in attempt to meet the varying needs of the community.
- » **Policy Review:** Multiple student-focused policies are currently under review this academic year. Student Affairs team members are working on revisions to the *At Risk of Harm or Violence Policy*, the *Sexual Violence and Misconduct Policy*, and the *Student Conduct Policy*.
- » **Consent Campaign Refresh:** After 2 years of partnering with UVIC to run *Let's Get Consensual* as our primary outreach program related to consent and sexual violence prevention, UVIC is no longer offering the training and support for other institutions. With this change and our growing in-house expertise, Student Affairs and the CSU are jointly launching a re-crafted and CapU-focused program under the banner of **Consent Comes First**.
- » **Orientations and transitions:** new student orientation by the numbers:
  - 2 weeks of orientation activities
  - 2,000 eligible incoming students
  - 1,600 in attendance to hear President Paul Dangerfield, Elder Rose and a host of others at the main welcome event
  - 80 students engaged in Smart Start academic preparation orientation
  - 1,500 burgers and hot dogs served by senior leaders at the President's Welcome BBQ
  - 16 third year Theatre students leading our flash mob dance
  - 100s of CapU employees working together to make the start of the academic term amazing

- » **Gender Diversity Audit (Background):** In conjunction with the Capilano Students' Union, the University launched a gender diversity study to review CapU practices in support of community members of varied gender identities. With broad input from community members, TransFocus Consulting prepared 36 recommendations in support of improving and developing our campus support for trans, gender non-binary, and two-spirited students and employees.
- » **Gender Diversity Audit (Implementation):** After considerable work from IT and the Registrar's Office, the first recommendation is now complete and class lists will now display students' **preferred names** only. This is a significant and necessary step to help ensure that students are identified as per their chosen names rather than legal names. Student Affairs and the CSU are currently ranking the priority projects and creating a draft implementation timeline for the remainder of the implementable recommendations.

## REGISTRAR

- » **Application Change - EPBC Document Uploads:** Prospective students will be able to upload all their required and optional documents online during their application process. The changes will be made live in the production system (i.e. students applying to these programs will see the change as soon as they are made in the system). This will help decrease the lag time between application submissions and review as previously some of the lag was due to waiting for students to submit the required documents.
- » **Website Change - Admission Requirements:** Admission requirements will be displayed in an improved format which allows prospective domestic students to clearly view their requirements by province and information about using Grade 11 grades as part of their application. This will be live on October 1. International admission requirements will be added to the website in November/December.
- » **Process Change - Argos Report for Checklist:** As per consultation with respective areas, a report has been created to allow departments to see where their prospective students are in the application review process. For example, if documents are missing from a student, this will be listed as "Outstanding" on the report. A training session for the user groups for this report will be held at the end of September/Early October by Jaspreet Jhutti, Associate Registrar.
- » **Process Change - Admission Facilitator Portfolios in the RO:** Our Admissions team is currently working on Admission Facilitator Portfolios. What this means is that your program areas will have a primary point of contact going forward. A document will be sent out in the next few weeks to communicate which Admission Facilitator will be supporting which programs.
- » **Process Change - Preferred Emails and Paperless:** The Admissions Team is trying to move to a paperless future, which will also allow prospective students to input their preferred email for receiving communications. We are working hard with IT to make this successful and will provide additional updates as we get closer to implementation. Once implemented, prospective students will receive admission letters in their preferred emails instead of physical letters. This will also expedite communications with prospective students instead of waiting for physical mail delivery.
- » **Recruitment:** The Capilano University Recruitment team hosted their inaugural recruitment season kick-off on September 9. Faculty and staff from across the University were invited to experience what it is like to attend a CapU recruitment session at high schools across BC and Canada. The presentation was fun, engaging and stimulated good dialogue amongst the attendees. It was a great opportunity to showcase the newly re-designed recruitment presentation and package. The success of this event and the new recruitment materials were largely due to the hard work and dedication of the recruitment team: Cheryl-Ann Henning, Ashley Pleadwell, Jake Fidler and Carley

Fitzpatrick. We were also excited to welcome Hiten Amin on September 3rd as the new Manager of Student Recruitment.

## UNIVERSITY RELATIONS

Jennifer Ingham, vice president, university relations, officially arrived on campus and is connecting with the internal community to build relationships and identify opportunities under the university relations portfolio. Planning is underway to structure a new government relations and community engagement unit to strengthen the University's strategic outreach. The CapU Lonsdale ad campaign launched along the Lonsdale corridor and in the SeaBus terminals. Design elements from the University's 2020-21 Viewbook can be seen in the ad campaign, as well as on campus elevator doors, walls and windows to welcome students and faculty to the 2019/20 academic year. Three University events after Convocation took place over the summer months. On July 1, Capilano University hosted a booth at the North Vancouver Canada Day Celebration at Waterfront Park. In advance of CapU Lonsdale's opening, CapU provided sponsorship support to The Shipyards opening event on July 20, 2019. The University was also a sponsor of Pride at the Pier on July 30, allowing us to showcase CapU as an inclusive employer and a learning environment characterized by diversity.

## COMMUNICATIONS & MARKETING

### CAMPAIGN ADVERTISING

- » The CapU Lonsdale campaign is now in the marketplace. Combining large format out-of-home creative with digital with major positioning along the Lonsdale corridor and in both north and south SeaBus terminals. Space has been purchased through September and will appear in some until mid-October. This high impact campaign is already resonating with students as a backdrop to their own social media.



- » Following a six-month vacancy, we are pleased to welcome a new senior communications officer (external) to our team. Linda Munro will lead our outreach to the media and public awareness of the successes, challenges and opportunities that contribute to defining the CapU experience.

## HIGHLIGHTS THIS PERIOD

- » A suite of print collateral materials, centred upon the University's 2020-21 Viewbook, have been developed to support domestic and international student recruitment. The new design brings together colourful text, images and modern graphic design to take CapU's visual identity to a whole new level. Elements of this work can be seen across campus on elevator doors, walls and windows and the featured messages emphasize optimism, creatively lifting spirits and confidence across the campus community in time to welcome students and faculty to the 2019/20 academic year.

## DEVELOPMENT AND ALUMNI RELATIONS

- » The primary focus for the team has been developing new engagement and fundraising programming to launch in September and build upon our successes through the 50th. The creation of an alumni home opener in partnership with the Athletics department will profile our athletes, generate pride and provide important networking and engagement opportunities for alumni. Over 100 alumni have already RSVP'd for the event.
- » Contactable alumni have now exceeded 10,000 records and our alumni connect portal was updated to reflect feedback from alumni. The portal now includes features such as: mentorship, event support and alumni groups to name a few. Alumni Relations also launched a new social media strategy and added Instagram to our social media channels.
- » The Development team has been working to deploy fund summary reports for donors, which provide donors with a list of student recipients and the amount they received. Moving into the fall with the recruitment of a new funds officer, an audit of funds and processes will be conducted in collaboration with Financial Services and Financial Aid and Awards. Additionally, a \$50,000 gift was realized in support of the Learning Commons Phase II, which brings the total funds raised for the project to \$180,000. Finally, the new sponsorship officer has been working to support sponsorship for Athletics, Orientation and the Alumni Home Opener. Moving into the fall, work will begin in the identifying and valuing sponsor-able assets across the University.
- » New hires: We are pleased to welcome Brittany Haavaldsrud as our new manager of Alumni Relations. Brittany has a strong background in mentorship and engagement communications. She is currently building out the alumni programming calendar and will begin, alongside Bria Marchenski (our new Alumni Relations Officer), to engage faculty and staff with regard to alumni engagement and the important work employees already engage in with alumni. Bria joins CapU with three years of alumni experience and brings a great balance of student and alumni engagement. Additionally, we welcomed Jennifer Bryan as our Sponsorship Officer. Jennifer brings with her a vast array of sponsorship and naming experience to CapU and is currently auditing sponsorship assets in addition to securing sponsorship for various University events.

## GOVERNMENT RELATIONS AND COMMUNITY ENGAGEMENT

- » Planning to structure a new government relations and community engagement unit within University Relations is now underway. Working with community leaders and all levels of government, this unit will strengthen our strategic outreach to further the University's mandate on the North Shore and beyond.

## UNIVERSITY EVENTS

### CANADA DAY

- » On July 1, 2019, Capilano University hosted a booth at the North Vancouver Canada Day Celebration at Waterfront Park. This gave us the opportunity for up close interaction and connection with the North Shore community. Visitors

to our booth received a Canada Day pin and flower seed packets that said “Come Grow with Us” to promote the CapU Lonsdale. Lucky winners of the booth’s “spin the wheel” activity were rewarded with CapU swag.

#### **THE SHIPYARDS OPENING**

- » In advance of CapU Lonsdale's opening this fall, CapU provided sponsorship support to The Shipyards opening event on July 20, 2019. In return CapU signage was displayed during the event including on the main stage where the program featured CapU alumni – The Whiskey Dicks.

#### **PRIDE AT THE PIER**

- » CapU was also an active sponsor of Pride at the Pier on July 30, 2019 where we reprised our Canada Day booth attraction. Participating in Pride at the Pier allowed us to showcase CapU as an inclusive employer and a learning environment characterized by diversity.

#### **UNIVERSITY RELATIONS**

- » The 50th Anniversary program’s final report has been published. Advance copies have been provided to all members of the Board of Governors and the Senior Leadership Council. The report will be posted to [capilanou.ca](http://capilanou.ca) at the end of September.
- » Jennifer Ingham, vice president university relations has now arrived on campus and started on a tour of meeting and connecting with the internal community in all faculties and departments. She has interviewed 37 people and will spend part of the Fall meeting with additional internal and external members of the CapU community.