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MEDIA RELEASE

Capilano University Introduces Student Digital Ambassadors to support students with remote learning

NORTH VANCOUVER B.C. June 29, 2020 – COVID-19 is pushing forward digital transformation at Capilano University and ushering in new tools to support student success in a remote learning environment. CapU is pleased to launch a new Student Digital Ambassador program to support students in our shift to remote learning for summer 2020.

[Student Digital Ambassadors](#) provide peer-to-peer support for students navigating the online environment and the educational technology tools used at CapU. The Digital Ambassadors provide help with how to upload assignments in eLearn, use MS Teams or WebEx for presentations and create videos with Kaltura.

Available 10 a.m. – 8 p.m., Monday to Saturday, the Ambassadors are available to provide assistance virtually using a Microsoft Teams meeting room where students can drop in for support. The Ambassadors are also available for email support at sda@capilanou.ca.

The abrupt shift to remote adapted delivery in spring 2020 revealed that students would benefit from more support navigating the educational technology tools and the online environment. The Ambassador program involves students in their own learning and offers an avenue for student leadership in delivering approachable peer support.

“An instructor in the spring inspired me to get involved in this program, since I enjoy helping other students with technology,” says Josie Buno, a Student Digital Ambassador and CapU student completing a Diploma in Business Administration, who previously worked as an IT professional in the Philippines.

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“By sharing challenges and solutions, the students build an online community,” says Laura MacKay, PhD director of the Centre for Teaching Excellence at Capilano University. “Our Ambassadors have really taken initiative and thought of ways to raise awareness of the program and support students. They are also collaborating with faculty and providing feedback to improve the student learning experience.”

According to Buno, the Ambassadors are drawing on their own experiences, finding new ways to help students and planning to create documents, videos and other students resources for additional learning.

About Capilano University

Capilano University is a teaching-focused university based in North Vancouver, with programming serving the Sunshine Coast and the Sea-to-Sky corridor. The University enrolls more than 10,150 students each year and offers 97 programs, including bachelor's degrees in areas as diverse as film, jazz, early childhood education and tourism management. Capilano University is named after Chief Joe Capilano, an important leader of the Squamish (Sḵw̱wú7mesh) Nation of the Coast Salish people. Our campuses are located on the territories of the Lil'wat, Musqueam, Sechelt (shíshálh) Squamish and Tsleil-Waututh Nations.

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