



2018/19 OUTCOMES

VISION
2023
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Lyn Benn

Director, Student Development & Success



CELEBRATING OPPORTUNITIES

The 2018/19 academic year has been a busy one for The Learning Centre! We made significant progress with our strategic goals, aligned with KPU's Vision 2023, while remaining focused on supporting student success.

Some of the highlights of this past year...

Recognition & Accreditation

In 2018/19, KPU's multi-level tutor training program received accreditation from the Society for Teaching and Learning in Higher Education, Educational Developers Caucus. This is the first accreditation for a tutor training program in Canada and we are proud to lead the way! The Learning Centre also received the 2019 Learning Specialist Association of Canada Team Award for our work with students, tutors, staff, and colleagues.

Institutional Re-organization

The Learning Centre moved from KPU's Library Services to Student Affairs. This move allows for closer collaboration with colleagues in Accessibility Services, Academic Advising, and Career Services, Student Awards and Financial Aid, and Indigenous Services for Students.

While this organizational transition provides new opportunities, The Learning Centre continues to benefit from the strong relationship forged with Library Services as The Learning Centre in Surrey, Richmond, and Cloverdale continue to be located within the library at these campuses.

Team Development

Three permanent staff positions were filled during the 2018/19 year, bringing both stability and fresh ideas to The Learning Centre. Staffing these permanent positions means that students will be greeted with friendly, familiar faces when they visit The Learning Centre. It also allows for longer-term operational planning to ensure that students, faculty, and staff continue to receive high quality support.

Civic Plaza Campus

The opening of the Civic Plaza campus offered new opportunities for The Learning Centre to support students. A Learning Strategist is now scheduled at Civic Plaza to provide individualized support for students. Review sessions led by experienced peer tutors are also hosted at the new campus. The Learning Centre will continue to explore how to best meet the needs of Civic Plaza students.

Through the transitions and opportunities that have shaped 2018/19, the dedication of tutors, staff, and faculty has allowed The Learning Centre to continue its important work of supporting student learning and student success.

In this report, we highlight how our 2018/19 outcomes align with KPU's Vision 2023



RECOGNIZING EXCELLENCE

In 2018/19 The Learning Centre was recognized by two national organizations - the Educational Developers Caucus and the Learning Specialists Association of Canada.

The Learning Centre is "accountable to our partners and communities"

VISION
2023
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QUALITY

The Educational Developers Caucus (an affiliated group of the Society for Teaching and Learning in Higher Education), accredited the three levels of KPU's Tutor Training - making it the first tutor training program in Canada to receive the designation.

The accreditation process involves rigorous peer review to ensure that programs align with the Caucus' values of:

- Engaging Community
- Building Resources
- Organizational Development
- Facilitating Change
- Teaching and Learning Quality



These values are demonstrated throughout the KPU Tutor Training Program and The Learning Centre is committed to continuous improvement through regular program review. The Learning Centre is honoured to receive this recognition.

“ [The LSAC Award is] a true testament to the work that The Learning Centre provides for the betterment of students at KPU. Well done! ”

Todd Mundle
KPU University Librarian



At the 2019 conference of the Learning Specialist Association of Canada (LSAC), The Learning Centre was awarded the LSAC Team Award. This award acknowledges a team that has worked either on an outstanding project or within an outstanding centre that has met high standards of leadership, met the expected learning outcomes, and followed a culture of inclusion and collaboration.

The Learning Centre is proud to accept this award as recognition of the ongoing commitment to advancing student success as well as the support and mentorship that the Learning Centre provides to peers and colleagues across Canada.

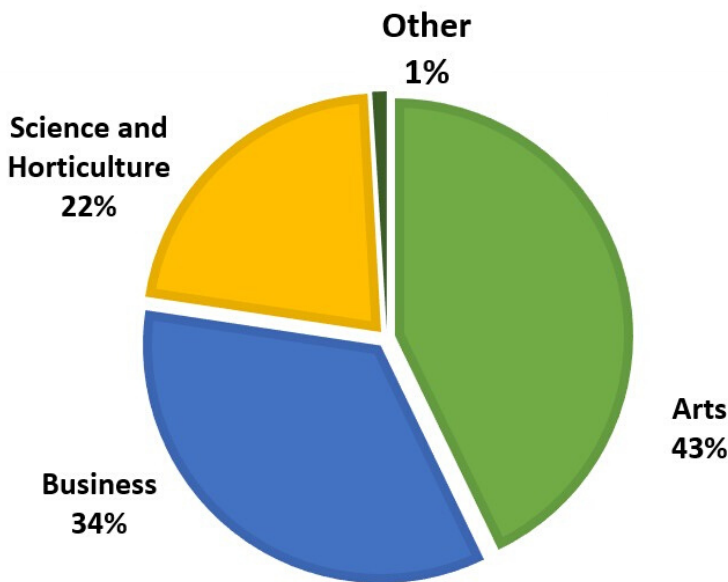


The Learning Centre faculty and staff accept the 2019 LSAC Team Award. Left to Right: Christina Page, Marti Alger, Lyn Benn, Emily Tan, Harpreet Sandhu

Photograph courtesy of Lyn Benn.

PEER TUTORING

Peer tutoring is the heart of The Learning Centre. Tutors support students at all five campuses and cover the breadth of KPU programs that include certificate and diploma programs, associate and bachelor degrees, as well as post-graduate diplomas.



Student visits to peer tutoring by faculty

17,011

appointments with tutors

8,505

hours of one-on-one tutoring

Students in KPU's Faculty of Arts, with 21 different departments and disciplines, are the largest group of students making use of peer tutoring.



STUDENTS SAY

"[The tutor] did an amazing job of making things more clear when I was confused about concepts from class. She helped me feel more confident in my school work and each time I see her I feel more confident in myself that I can succeed in my studies."

Students benefit by learning from peers who have recently completed the same KPU courses that they are studying.

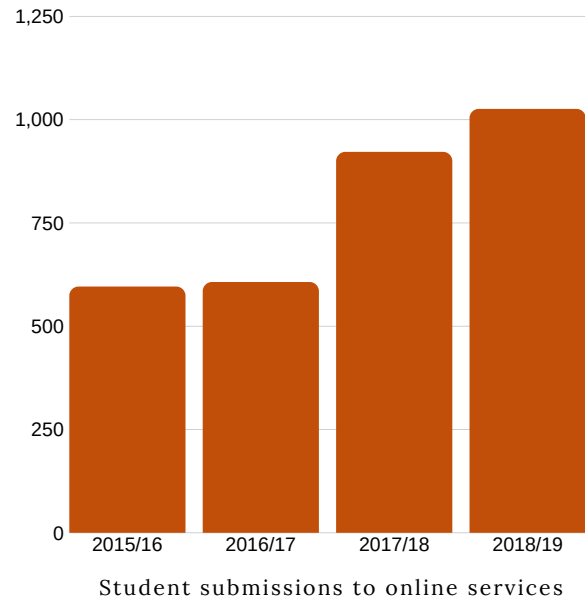
While students benefit from their instructors' expertise in their courses, peer tutors are 'expert students' who can support learners as they move towards being expert students themselves.



Peer tutor, Shahina Hakik (left), meets with Business Administration student Astha Khanna.

Photograph courtesy of Lumina Foundation.

Peer tutors provide written feedback on assignments (strategies to consider when students are revising their own work) through two online services - KPU's own tutoring platform and the provincial consortium, WriteAway. Over the past four years student submissions to these services have increased by more than 72%.

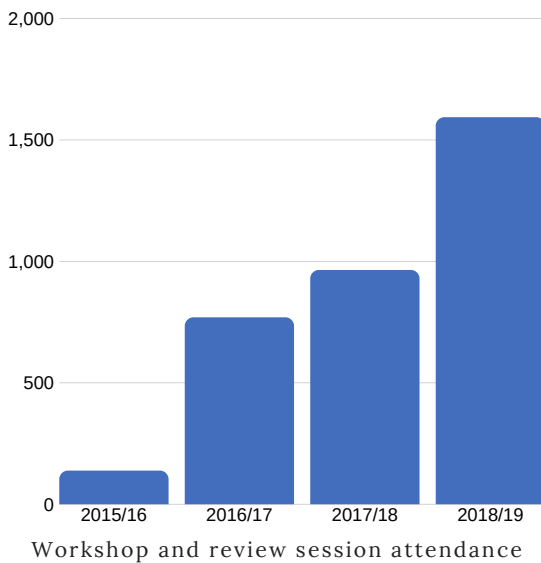


STUDENTS SAY



"All the feedback was really helpful in making my writing concise, organized and grammatically correct. I was really delighted with my first response and told my other classmates to send their assignments as well. I will definitely send more writing! Highly recommendable! Again, thank you very much!"

WORKSHOPS & REVIEW SESSIONS

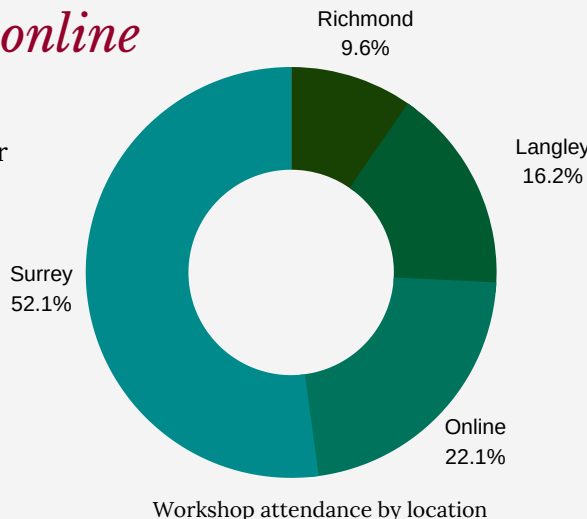


Expanding offerings of Academic Skills Workshops and Review Sessions gives more students access to learning supports. Peer tutors and Learning Strategists are able to share their knowledge with a larger group of learners, freeing up one-on-one sessions for students who want to follow up or seek out individualized help.

On campus and online

Students can attend workshops in-person or connect online.

The popular "Writing Right in Biology" is offered at each campus and online - with 140 students signing up for the online workshop.



Through tutoring and workshops, The Learning Centre "enhances the experience of our students" and provides resources "to support their learning and development"

EXPERIENCE



LEARNING STRATEGISTS

Learning Strategists provide one-on-one support for students seeking to improve their time-management skills, develop study strategies, and advance their academic reading and writing. Learning Strategists design and deliver workshops and often work with other faculty to offer and support in-class and embedded learning.

1,267
appointments with learning strategists

926
hours of one-on-one tutoring



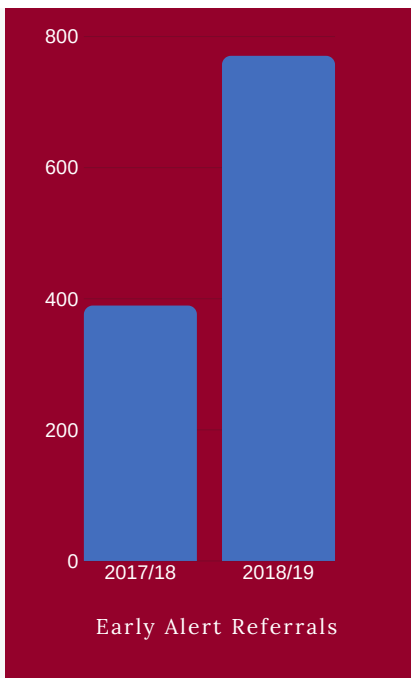
For new KPU students, the first meeting with a Learning Strategist may come at First Year Friday. Learning Strategists are key contributors to this important event and host standing-room only workshops on strategic time management, reading and taking notes, and preparing for university essays. Learning Strategists invite students to visit The Learning Centre and provide information on how students can book sessions with tutors and Learning Strategists.

STUDENTS SAY

"[The Learning Strategist] is a great listener. She helped identify the main reasons behind the issue I was facing, as well as providing me with simple tools that I can use to overcome these obstacles."

STUDENTS SAY

"[The Learning Strategist] was very perceptive, really listened to me, and came up with a plan of action to help me feel more focused!"



Learning Strategists are part of KPU's Early Alert support system. The Early Alert program offers help for students who are missing assignments, not attending classes, experiencing distress, or facing other challenges impacting their studies.

In 2018/19, Learning Strategists worked with faculty colleagues, academic advisors, accessibility advisors, and counsellors to streamline the referral process and make it even easier for students to be connected to learning supports.

As a result, Early Alert referrals to The Learning Centre nearly doubled, from 389 to 770.

“ The entire group at The Learning Centre are well known to be efficient and timely in working with students, preparing workshops and being collaborative.

[The Learning Strategist] is confidential, reliable and eager to contribute! I appreciate that she is easy to work with and makes me feel supported and I can refer students knowing they will have the same experience. ”

Sharon Greeno
Faculty, Wilson School of Design

Learning Strategists collaborate with faculty across the KPU community to "expand innovation in teaching, learning and curriculum"



CREATIVITY

TEAMWORK

Learning Strategists actively collaborate with staff and faculty across the KPU community. One example of this in 2018/19 is the development of *Building Professional Skills in the Classroom* - a pilot project of The Learning Centre, the School of Business and the Teaching and Learning Commons.

Learning Strategists are available for consultations with instructors in any discipline and have experience working with faculty in Applied Communication, Biology, Criminology, Fashion Marketing, Horticulture, and Nursing (to name a few!) to directly embed learning strategies within courses and help students develop those strategies through course-based assignments. With The Learning Centre moving to KPU's Student Affairs, the potential for collaboration is expanded. Upcoming priorities for the Learning Centre include strengthening existing relationships with Accessibility Services and the indigenization of tutor training and learning aids.



Members of the Learning Centre team (left to right): Alice Macpherson, Lyn Benn, Christina Page, Harpeet Sandhu, Emily Tan.

Photo courtesy of Lumina Foundation.

Global networks, local impact

Learning Strategists contribute to scholarly communities across Canada and around the world. In 2018/19 Learning Strategists attended and participated in conferences, workshops, and courses in British Columbia, Alberta, Ontario, and in the United Kingdom. Learning Strategists also seek out occasions where they can co-present with students and peer tutors to provide further mentorship.

These opportunities connect KPU faculty to peers across the country and around the world that allow them to learn and share best practices and innovative strategies that will directly benefit KPU students.

EXPERIENTIAL LEARNING

Tutors are active participants in experiential learning as they support their peers. Peer tutors also gain experience from working with faculty mentors and Learning Strategists inside and outside of the classroom, presenting at conferences, and developing skills they will use far beyond their time at KPU.



Writing tutors have the opportunity to contribute to KPU's First-Year English Writing Labs. Tutors observe experienced instructors in-action and offer support for students participating in the Writing Labs. For tutors interested in pursuing careers in education, this experience is invaluable.

Peer tutors develop learning aids for students based on their own experiences in the classroom and in The Learning Centre. These learning aids are available for students online, at any time, and are often used to highlight key concepts.

Learning aids are one aspect of a tutoring portfolio that Level Three tutors complete as part of their training and development. This e-portfolio is a valuable resource that tutors can use to apply for academic and professional programs and when seeking employment.



Tutors Jarren Ralf (left) and Sweta Shrestha discuss math learning aids.

Photo courtesy of Lumina Foundation.

The Learning Centre alumni

Vic Heer, former peer tutor, graduated from the Graduate Institute of International and Development Studies at the Geneva Graduate Institute with a degree in International History. Vic was also a valedictorian of his graduating class.

Former peer tutor, Rawia Inaim (pictured, right) completed her Bachelor of Arts degree at KPU and began a graduate program at Simon Fraser University. Rawia's academic accomplishments and her promising future were recognized with a Joseph-Armand Bombardier Canada Graduate Scholarship.



Photo courtesy of KPU Marketing.

Peer tutoring "gives participants an opportunity to practise collaborative sharing of power, responsibility, meaning, and knowledge with co-responsible others"

Zhang, Zuoichen and Bayley, Jonathan G., Peer learning for university students' learning enrichment: Perspectives of undergraduate students, *Journal of Peer Learning*, 12, 2019, 61-74, p.62.

Tutor materials and activities were hosted in Moodle sites in 2018/19, making it possible for tutors, staff, and faculty to follow progress at-a-glance, online.

Transitioning online workshops to Big Blue Button has allowed for complete integration of workshops with Moodle, allowing for easier student registration and access.

The systematic reorganization of The Learning Centre's common drive in 2018/19 offers increased efficiency in locating information.

Hosting more meetings online and sharing materials digitally reduces reliance on travel and print resources.

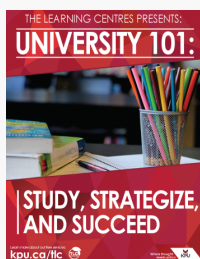
LOOKING AHEAD

In 2019/20, The Learning Centre will continue to support students, increase programming, and further collaboration across KPU.

Proactive Support

The Learning Centre will pilot a series of intensive study skills seminars designed to help students who have been identified as part of the Early Alert program. By enhancing their study skills, students will be able to continue their programs with confidence.

Open education



The Learning Centre is a major advocate for open education. Learning Strategists take an active role in reviewing, developing, and disseminating open education resources. Building on the success of The Learning Centre-created *University 101*, The Learning Centre currently has two major projects underway: an open education resource for academic writing basics and an open education initiative for trades math that include multi-media resources and interactive examples.

TOOLS & RESOURCES

The Learning Centre "Integrates planning to ensure operations are aligned with our resources" and "fosters environmental sustainability through our offerings, research and operations"



SUSTAINABILITY



Image by Freepik

2019/20 will see the launch of The Learning Centre's new custom tutoring platform. Designed and hosted in Canada, the new platform will offer customization specifically for KPU and allow students and tutors to connect seamlessly when booking appointments and meeting online.



The Learning Centre Staff & Faculty.
Photo courtesy of KPU Marketing.

*Our focus is on learning,
development and success.*

KPU Surrey
A1650 (library)
604-599-2437
tlcsurrey@kpu.ca

KPU Langley
2070 (west building)
604-599-3444
tlclangley@kpu.ca



KPU Tech
1317 (library)
604-598-6062
tlccloverdale@kpu.ca

KPU Richmond
1100 (library)
604-599-3454
tlcrichmond@kpu.ca

The Learning Centre at Kwantlen Polytechnic University respectfully acknowledges the Kwantlen, Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt and Kwikwetlem peoples on whose unceded traditional and ancestral lands we are privileged to work and learn.