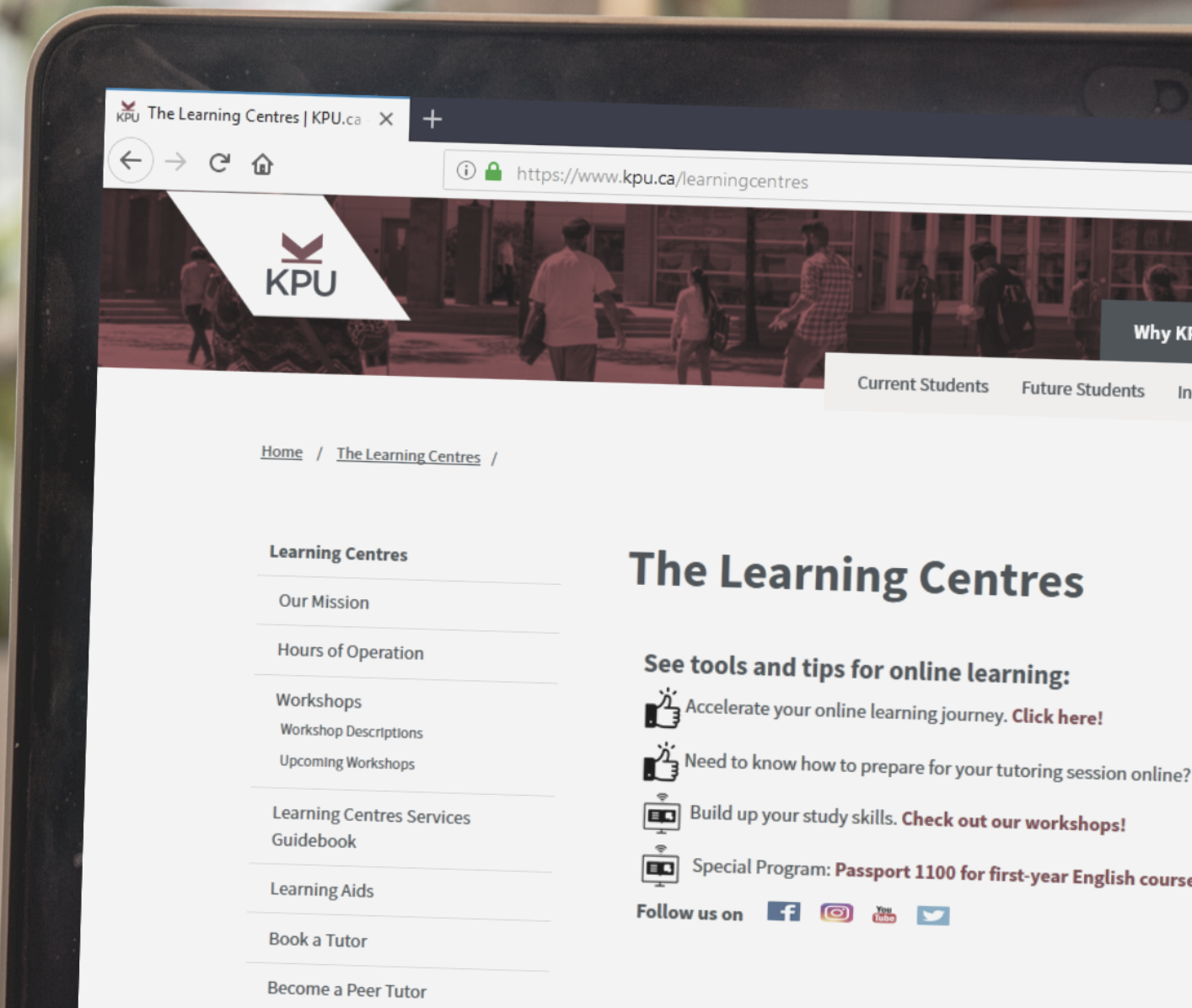


THE LEARNING CENTRE



MESSAGE FROM THE DIRECTOR



Lyn Benn, Director, Student Development & Success (center), with Learning Centre faculty, Lee Beavington (left) and Megan Robertson (right)

Team Success

We look back on the 2019/20 year from a very different place than when we started!

The COVID-19 global pandemic has impacted all of our students, tutors, staff, and faculty. However, the Learning Centre has continued to provide exceptional support for students and instructors - even expanding our programming in the move to remote instruction.

Despite the unexpected challenges encountered this year, the Learning Centre has strengthened our collaborative relationships with our new colleagues in Accessibility, continued our professional development focus on communication,

maintained our commitment to tutor development, and increased access for students seeking to improve their academic skills.

It's my pleasure to share this report that captures the highlights of the 2019/20 year, along with the experience, innovation, creativity, and care that the Learning Centre team brings to all of its programming.

As a team, we succeed. And as a team, our commitment to students remains the same "Our Focus is on Your Learning, Development and Success"

Lyn Benn

LEARNING CENTRE TEAM

Experience

The Learning Centre has a wealth of international, national, and local experience. Team members collaborate to maximize their diverse and interdisciplinary knowledge.

Innovation

The Learning Centre continues to lead KPU in the development and adoption of online and Open Access resources for students and instructors. We share our resources and programming with colleagues from across Canada and around the world.

Creativity

Team members bring new ideas to connecting with students and use new media to engage with students through websites, online videos, workshops, learning aids, and more.

Care

Regular check-ins between the director, faculty, staff, and tutors ensures that we are looking out for one another. The Learning Centre is a KPU pilot unit for the Canadian Mental Health Association's "Not Myself Today" program.



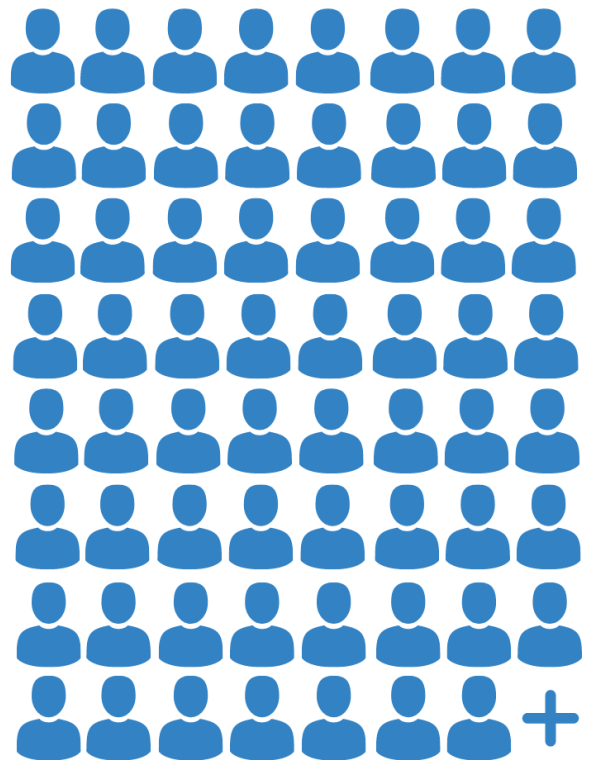
Director, Student Development & Success



Learning Strategists (Faculty)

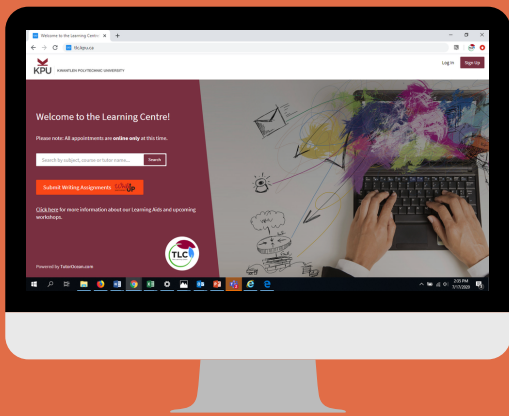


Learning Centre Coordinators, Assistants, and Associates (Staff)



Peer Tutors

RESPONDING TO REMOTE INSTRUCTION



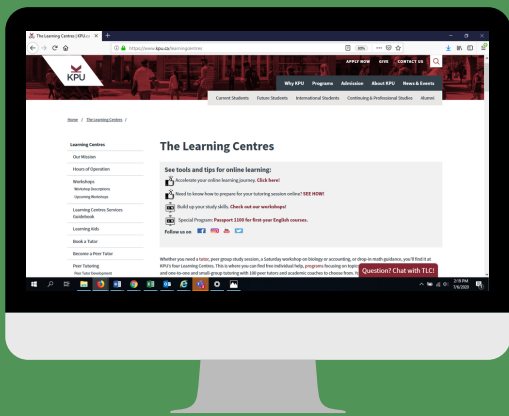
Business as usual...

In mid-March, the Learning Centre seamlessly transitioned all of its offerings to online platforms. This allowed for uninterrupted student support, while adhering to social distance guidelines to keep all members of the KPU community safe.

The Learning Centre's custom-built online tutoring platform was already familiar to students who use the website to book appointments with tutors, meet with staff and faculty in online sessions, and submit writing assignments for asynchronous feedback. All enrolled students have accounts at tlc.kpu.ca that can be activated with just a few clicks.

Learning strategists, already experienced with Zoom and Big Blue Button for offering synchronous online workshops, easily adapted in-person workshop plans and activities to continue their facilitation of Academic Skills Workshops.

The Learning Centre's robust website (www.kpu.ca/learningcentres), home to 90 Learning Aids, the library of Open Education Resources developed by Learning Strategists - with titles that include Learning to Learn Online and University 101 - and a YouTube channel of videos highlighting study strategies, resources were already developed and at the ready, online, for students to use.



RESPONDING TO REMOTE INSTRUCTION

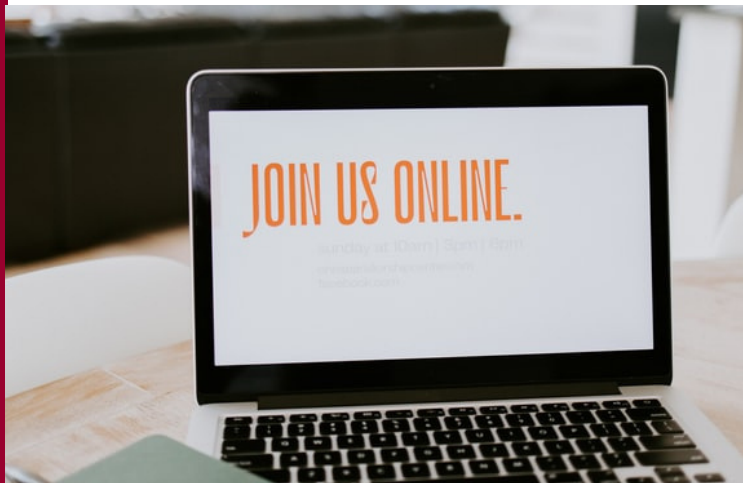
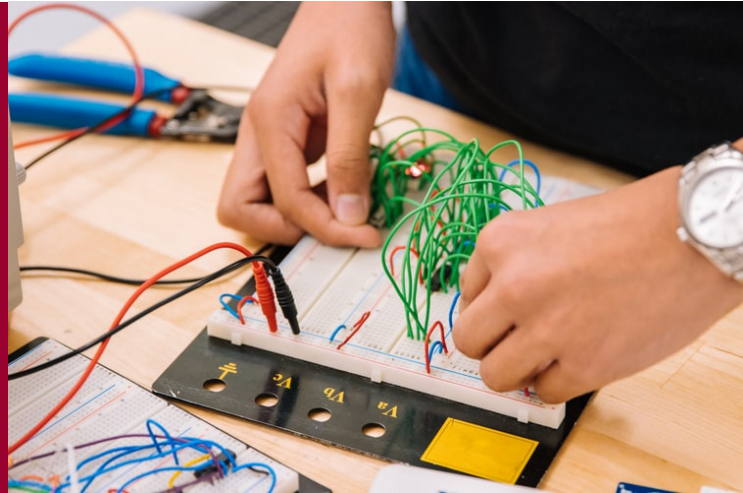
The Learning Centre also continued to make use of KPU's Learning Management Software, Moodle. The innovative Trades Education and Learning (TEAL) - Math for Electrical (Construction) Foundation Program, first launched in 2019 using Moodle, provides students with online resources and activities to improve their mathematical skills. The Trades and Technology Learning staff quickly introduced quick how-to guides to make online learning even more accessible for students now working remotely.

Expanding capacity...

With so many resources readily available, Learning Centre staff were quickly able to create a 'one-stop' landing pages for students and instructors (wordpress.kpu.ca/onlinelearning/). This site provides videos and how-to information for critical online learning skills.

Students, instructors, and community members who visit the TLC homepage can chat in real-time with Learning Centre staff through the TLC chat widget. Staff also provided support for instructors during the transition to remote instruction. Instructors have taken advantage of the Learning Centre's tutoring software to host office hours to schedule and meet with students.

With all peer tutors and Learning Strategists now working remotely, the increased flexibility of working online allows for easily adjustable schedules - particularly helpful when connecting with international students in different time zones.



PEER TUTORING

Peer tutors are the heart of the Learning Centre. With the move to remote instruction, peer tutors continue to connect with students in online, synchronous appointments. KPU's tutoring software provides tutors and students the opportunity to interact via video and audio streaming, screen-sharing, collaborative whiteboards and text editors, file sharing, and chat messaging.

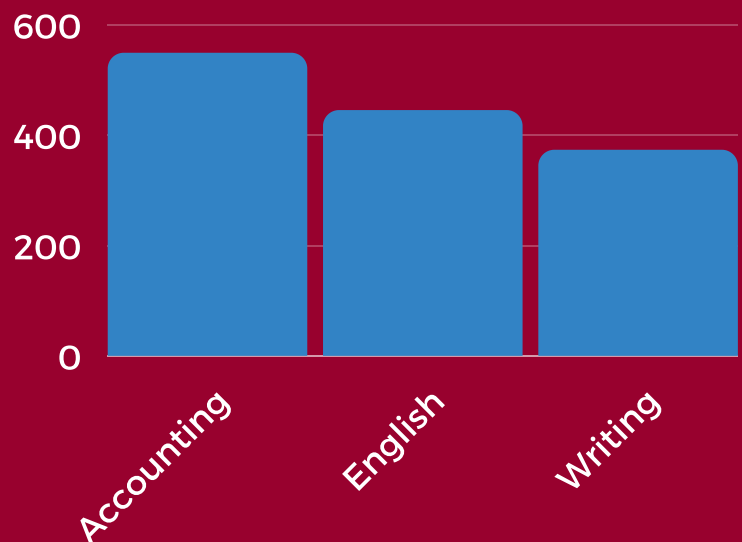
In addition to real-time online sessions, writing tutors provide asynchronous feedback on assignments through KPU's WriteUp program and the provincial WriteAway service.

Peer tutors also continue their training by meeting online regularly with Learning Centre Coordinators and Learning Strategists.

Accounting tutor and post baccalaureate accounting student, Gitansh Jindal (right), is able to share his knowledge from home and stay connected with the KPU community.



Most Popular Subjects by Session



9,860

Student Sessions with Peer Tutors

63

Peer Tutors

WORKSHOPS



Academic Skills

- Get Started on Your Assignment
- Get Your Project Done
- Preparing for Tests and Exams
- Study Smarter
- Reading Texts and Taking Notes



Subject Content

- Study Smarter in Biology
- GNIE: Drug Dosage Calculations
- Accounting Exam Review
- Software Skills



Writing

- University Essay: First Steps
- Quote, Paraphrase, Summarize
- Writing in Your Own Words
- Writing Mini-Bootcamp
- Effective Editing



Thrive Skills

- Plan Your Semester
- Strategic Time Management
- Say No to Procrastination
- Reducing Academic Anxiety
- Maintaining Motivation

The Learning Centre offers workshops throughout the semester across four major streams: academic skills, subject content, writing, and thrive skills.

These workshops are primarily led by Learning Strategists with experience in a variety of educational fields including learning development and positive psychology.

127
Workshops

50
Trades & Tech
Speciality Workshops

LEARNING STRATEGISTS



Learning Strategists are members of KPU's Faculty of Educational Support and Development and bring knowledge and experience from working with post-secondary students at institutions across Canada, North America, and Asia.

Learning Strategists provide specific, one-on-one support for students seeking to enhance their academic skills. This can include everything from helping students refine and strengthen existing study habits to supporting the development study plans for students returning from academic probation.

Working with faculty from across KPU, Learning Strategists develop course and department specific programming to support student learning outcomes.

Learning Strategists are also trainers and mentors for KPU's three levels of tutor training. Recognized as national leader in peer tutor training, KPU Learning Strategists provided an entirely online Tutor Program Development Workshop for peers and colleagues from across Canada.

1,700

Student Sessions with Learning Strategists

100+

Years of Educational Support Experience
Across the Learning Strategist Team

CONNECTING WITH CARE AND CREATIVITY

Learning Centre Assistants offer a warm welcome and a friendly first point of contact when students visit the Learning Centre in-person. Letting students know that staff are still ready and able to answer their questions was important. Introducing a proactive chat to the Learning Centre homepage lets students connect in real-time with Assistants and Coordinators.



Many KPU students enroll in English 1100 to obtain their writing credits. While students no longer had the opportunity to learn with and from peers in a classroom setting, the Learning Centre partnered with the English Department to address this gap. The Passport 1100 program paired experienced writing tutors, Tutor Navigators, with English 1100 sections. Tutor Navigators provided a consistent contact for students throughout the semester, helping students improve their writing skills and grow their confidence. Workshops specifically designed for English 1100 students were co-facilitated by English and Learning Centre faculty. Weekly online meetings of the Passport 1100 team ensured that Tutor Navigators shared their experience and continued to develop as mentors.



The success of the Passport 1100 program builds directly on the model of deep collaboration between Kim Richter, Business Faculty, and Kim Tomiak, Learning Centre Faculty. Kim and Kim worked closely together to develop a semester long system of support for Business students that emphasized developing learning skills while acquiring course knowledge.



The Learning Centre was one of the first departments at KPU to adopt the Canadian Mental Health Association's Not Myself Today program. This program encourages work places to bring "greater awareness, reduce stigma, and foster safe and supportive culture" that openly and actively prioritizes mental health and wellness.

COMING SOON

The 2020/21 academic year will look very different than the 2019/20 year!

The Learning Centre will continue to be a leader in creating online community spaces - for students, through workshops and online tutoring sessions; for tutors, through ongoing training and mentoring conducted online, and; for peers and colleagues, through collaborative programs and ongoing offerings of the Tutor Program Development Workshop.

We are excited to launch two new programs for Fall 2020:

KPU 100: Introduction to University and
KPU 101: Thriving in Action

These programs build on positive psychology and combine enhancing academic skills with enhancing personal wellness and resiliency. Focused on helping students feel empowered in their studies and their KPU experience, KPU 100 and KPU 101 support students in the transition to post-secondary education and the realities of remote instruction.

Even with the Learning Centre being entirely online, we remain committed to supporting student and instructors develop successful academic skills.



Introduction
to University



Thriving in
Action



CONNECT WITH US

The Learning Centre is available online, via social media, by phone, and more!

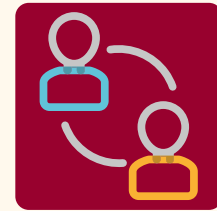
Visit us and chat: <https://www.kpu.ca/learningcentres>



Follow us on our social media channels



Book a session with tutor or Learning Strategist: <https://tlc.kpu.ca>



Email: TLConline@kpu.ca



Call: 604-599-3454

