

# Management Group Report

## Educational Services

October 6, 1998

### Library

The first two weeks of the semester were very busy, as usual, with lineups of students coming in for their library/student cards. We also set up welcome tables at each campus that offered library guides, free candies and an opportunity to enter a Library contest. The lucky winner at each campus Library received a \$10 gift certificate for the Bookstore.

### Students with Disabilities

#### Science Lab Renovations

The Ministry has approved \$25,000 to be spent on contracting a consultant to do an audit of the biology and chemistry labs in the Richmond and Surrey campuses. The audit will look at access and accommodation issues for all disability groups. Once completed the report will be made available to all colleges and universities in the province.

Meetings with the Department faculty and staff have begun. The Consultants' report should be available sometime in December. Renovations and upgrades will be determined by the audit and take place some time in the New Year.

#### Data Base

We had the misfortune of losing some of the information in our database on students with disabilities during the past year. We have recovered somewhat from that experience and have researched a new permanent system. We will now be using maximizer and have an auxiliary working on inputting the information. This will allow us to generate the reports needed for the Ministry and keep track of students more effectively.

#### Deaf Students

SSD has been experiencing some complex issues related to students who are deaf and hard of hearing. There is a debate within the deaf community and professionals that work with deaf students as to whether deafness is a language disability or a hearing disability. One requires an accommodation of some form of interpreting. The other may require course or pre-requisite substitutions and various accommodations related to language processing problems. It is becoming a human rights concern. This will be an issue at Kwantlen as we are currently making some clinical decisions regarding a request from a deaf student to waive pre-requisites.

#### Human Rights and Case Management Presentation

During the past 5 plus years Susanne has gained a substantial amount of experience working with the University College lawyers in dealing with complex disability human rights issues.

From this experience, she has developed a case management model for making disability accommodation decisions based on legal principles. She will be co-presenting a workshop with Kwantlen's lawyer, Lori Price, at the Provincial Conference for Disability Service Providers in February. Lori will present the legal principles around "duty to accommodate" and Susanne will present the case management model used to gather the information needed to make decisions based on these principles.

#### Instructors' Manual

The Instructors Manual for Accommodating Students with Disabilities has been completed, and we are in the process of working with marketing to choose cover pages and binder



sections etc. Once completed and printed, we will be providing all faculty, as well as administration, with a copy.

#### Clerical Assistance

SSD had the good fortune this year to be able to hire clerical assistance for 1 day per week to assist with the database, typing of manuals, etc. Elaine Bend is our assistant and works on the Surrey campus on Fridays.

#### Strategic Planning

Susanne has received some training in Strategic Planning for Student Service Units, and she developed a workbook to assist in going through the planning process. SSD will be looking at doing some planning in the next few months to give us a focus for the future. We will be asking for input from the Advisory Group on issues that they may like to see addressed. The goal of the strategic plan is to assist us in being proactive in our development. This is timely with the changes that are coming with trimester coverage, Surrey Phase 2 and Cloverdale.

#### Learning Disability Guidelines

The provincial service providers have been developing guidelines for documentation and accommodation for students who have a learning disability. These guidelines have been sent to the Ministry and will hopefully be adopted as criteria for assessment and documentation. Funding issues for SOG, APSD, TSSP, and ASP will be effected by these guidelines.

#### Interpreting Services Project

As part of her committee work, Susanne has been facilitating a strategic planning process with the Interpreting Services Project committee. The committee meets for 3 hours, once per month, to complete a 3-year strategic plan for providing services to deaf, deaf/blind and hard of hearing students in post-secondary institutions. The service is invaluable in providing information needed to meet the accommodation needs of this population. It has been an exciting and interesting challenge. The report will be ready in December.

#### Public Panel on Learning Disabilities

Beverly has accepted a request to do a 2 hour presentation with a number of other professionals in the field of disability. Her presentation focuses around disability issues in post-secondary and appropriate accommodations. She will be attending as a representative of Kwantlen, although speaking on disability issues in general. We know she will do an excellent presentation.

### **Counselling and Advising**

#### Counsellors' Report

The open house on September 23 for the new Access Centre in Counselling and Advising on the Richmond campus was a success. People from community agencies as well as within the college were in attendance. The feedback has been positive and encouraging to date.

All of our Success Skills and Career Exploration Seminars are full, as well as the CAAS credit courses for this semester. In fact, we increased the number of CAAS offerings this semester and were pleased that they are all filled. We believe we could have offered even more sections due to the amount of requests we received for the courses. In addition, there was a special offering of CAAS 1100 for students in the Early Childhood Education Program. We were also pleased with the turnouts for the orientation seminars offered to students in late August, early September. We surpassed last year's numbers in students who attended orientations.

The conference we have been planning for college and institute wide counsellors will take place on October 7-9 at Harrison Hot Springs. It promises to be an action packed conference and one to be remembered for some time.

Students are accessing counselling services in great numbers and it promises to be another busy school year.



## International Education

With the completion of the Fall 1998 registration, our international student population has grown to 177 students spread throughout programs on our Langley, Richmond and Surrey Campuses. With the increase in enrollment, we were able to fund additional sections of EASL and another section of ENGL 0099 at the Richmond Campus.

As our international student population has been growing, Kwantlen has been growing as well to service the needs of these students. Tracy Messere is currently working with Barbara Smith at the Richmond Campus.

We offered our new 2.5 day Orientation for new students this Fall, and we feel it was extremely successful. The new Orientation was primarily developed by Susan Morris from Counselling and Moira de Silva from English Language Training to address issues regarding culture shock, academic preparedness among other issues important to international students adjusting to a new country and a new academic culture. Cori Andrichuk from Recreation Services, Christopher Golden from the K.S.A., Lisa McIntosh from Homestay, Laura Mathay from Advising and Barbara Smith all gave presentations. We would like to thank the Bookstore for the kind donations that were used as prizes for the activities. Students who attended Orientation said they really enjoyed it and would definitely recommend other students participate. The students had such a good time with their peers at Orientation that they are currently working to form an International Students' Club.

Barbara is preparing for a recruiting trip in Asia this fall. Our current student population is primarily drawn from students who have transferred from other schools. With this trip, we are hoping to attract more students to come to Kwantlen directly from overseas.

Homestay placements are up again this Fall. Lisa McIntosh has fielded quite a lot of interest from people who wish to be Homestay "parents" and from students who wish placements. Lisa has been placing both international students and domestic students who did not live in the Lower Mainland prior to commencing studies with Kwantlen.

International student information packages are now available in Japanese, and we are currently developing materials to be translated into Portuguese. We also have an international education web site under development in connection with our main Kwantlen web site.