

STUDENT SUPPORTS

ENROLMENT SERVICES

Board of Governors
September 2020



SUPPORTS TO STUDENTS MARCH 16 – AUGUST 31, 2020



Okanagan

Technology Bursary	Total \$	Students
Graduate	\$44,150	46
Domestic	\$15,650	19
International	\$28,500	27
Undergraduate	\$302,550	322
Domestic	\$269,200	287
International	\$33,350	35
Grand Total	\$346,700	368

Emergency Bursary	Total \$	Students
Graduate	\$213,650	192
Domestic	\$49,300	73
International	\$164,350	119
Undergraduate	\$552,731	943
Domestic	\$335,925	680
International	\$216,806	263
Grand Total	\$766,381	1135

Vancouver

Technology Bursary	Total \$	Students
Graduate	\$38,171	160
Domestic	\$17,576	67
International	\$20,595	93
Undergraduate	\$20,401	77
Domestic	\$19,276	72
International	\$1,125	5
Grand Total	\$58,572	237

Emergency Bursary	Total \$	Students
Graduate	\$2,447,487	1684
Domestic	\$1,119,212	825
International	\$1,328,275	859
Undergraduate	\$887,273	840
Domestic	\$479,528	511
International	\$407,745	329
Grand Total	\$3,334,760	2524



2020 SUMMER BURSARY (WITH 2019 COMPARISON)

2020 Summer Bursary	Okanagan	Vancouver	Total
# Recipients	143	406	549
Total Funding	\$0.5M	\$1.1M	1.6M

2019 Summer Bursary	Okanagan	Vancouver	Total
# Recipients	104	327	431
Total Funding	\$0.4M	\$0.8M	\$1.2M

Additional government funding sources May – Aug 2020 include but are not limited to:

CERB (\$2000/month), CESB (\$1250/month or \$1750/month with dependents), BC Temporary Rental Supplement (\$400/month), additional grant funding, additional funding for Indigenous students, and interest free loans and repayment freeze.



KEY SERVICE IMPROVEMENTS TO SUPPORT STUDENTS

Use of technology

- Implementation of online student queueing system (students can book an online appointment to speak/zoom with an advisor at their convenience).
- Launch of virtual call centre for ES Advisors to take calls while working off campus. Students could call directly to their advisor, staff can call out with a UBC phone line with fully operational call centre.

Answering student and parent inquiries

- 6000 – 8000 interactions each week via phone, email and meetings.
- Supporting other units on campus e.g. AMS UPASS refund processing, grad student bursary application.

Specialized supports for various student groups

- Multiple presentations for graduate, international and Indigenous student support sessions. Participation at Jumpstart. Frequent outreach to Indigenous students through a dedicated advising team with proactive outreach.
- Individualized sponsorship arrangements made with sponsors to provide payment deferrals.
- Zoom student financial planning and budgeting sessions.
- Zoom interactive sessions (e.g. cooking, resume building, etc.) with Former Youth in Care students.

ONGOING STUDENT SUPPORTS 2020/2021

- **Tuition Payment Plan (pilot):** international undergraduate students in years 3+ applied to pay their WT1 tuition in three installments. Just over 600 students are currently participating in this program on both campuses.
- **Streamlined technology bursary:** new dedicated webpage with link to online application that students can complete anytime. <https://students.ubc.ca/enrolment/finances/awards-scholarships-bursaries/ubc-vancouver-technology-bursary>
- Enrolment Services Advisors experimenting with **different student service times** to help support students who are living outside of Canada. Piloting 7AM phone/zoom sessions to speak with students from other parts of the world instead of using email.
- **Emergency bursary supports:** students who experience unexpected and urgent situations can receive financial support to resolve their immediate situation. ES Advisors coordinate and connect students to specialized services such as counselling, sexual violence office, housing, etc. to ensure student safety.
- **Personalized student financial advising:** ES Advisors works with students on budgeting and financial planning, helps explain student loan process (Canadian/US), assists with scholarship/bursary questions, reviews student situations and helps find internal and external resources for support.





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