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<b>SUBJECT</b>	Student Support Initiatives Final Report
<b>SUBMITTED TO</b>	Finance Committee
<b>MEETING DATE</b>	June 15, 2022
<b>SESSION CLASSIFICATION</b>	Recommended session criteria from Board Meetings Policy: OPEN
<b>REQUEST</b>	For information only - No action requested
<b>LEAD EXECUTIVE</b>	Karamjeet Heer, Interim Vice-President Finance
<b>SUPPORTED BY</b>	Ainsley Carry, Vice-President Students Lesley Cormack, Deputy Vice-Chancellor and Principal, UBC Okanagan Gage Averill, Provost and Vice-President Academic pro tem, UBC Vancouver Matt Boydston, Assistant Comptroller Rob Einarson, Associate Vice-President Finance & Operations, UBC Okanagan Dave Shorthouse, Executive Director, Academic Initiatives

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#### PRIOR SUBMISSIONS

The subject matter of this submission was considered previously by the Finance Committee on [March 22, 2022](#) (OPEN SESSION).

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#### EXECUTIVE SUMMARY

##### Background

At the April 2021 meeting, the UBC Board of Governors approved allocation of incremental revenue arising from 2020-2021 Board-approved tuition rate increases (\$18 million comprising \$15.2 million at UBCV and \$2.8 million at UBCO) to student support initiatives. The Board also provided direction that up to \$4 million may be spent through Academic Excellence Funds (AEF) specific to Quarantine Bursaries.

Any unspent funds were to be re-purposed based on the same criteria originally used to allocate the \$18 million, outlined below:

- The request must be for Student Financial Aid, cost of living support (housing, food security) and hybrid learning initiatives
- The request must be for new initiatives to support student facing COVID-19 related expenses
- The expenditure must be unplanned and/or is an unforeseeable deviation from the FY22 approved budget
- The request must be a *one-time* expenditure
- Reimbursements of prior year deficits will not be considered
- All requests must receive pre-approval prior to expenditures. Reimbursements of prior expenditures will not be considered

Following the above criteria, allocated funds have been tracked and reported against three broad categories:

1. Student Financial Aid
2. Cost of Living support, and
3. Delivery of Hybrid Teaching & Student Programs and Services.

**Spending Highlights UBC Vancouver (\$15.2 million)**Student Financial Aid (\$7.5 million):

FY2021/22 Student Support Covid-Impacted Initiatives - in \$000s	Board Approval	Forecast - Sep 30th	Forecast - Jan 31st	Yearend Results
<b>Student Financial Aid - UBCV</b>	<b>7,100</b>	<b>9,090</b>	<b>7,466</b>	<b>7,440</b>
Bursaries related to COVID-related needs	3,200	5,190	3,566	3,340
International Scholars Program	3,900	3,900	3,900	4,100

Approximately \$4.3 million of Student Supported Initiatives (SSI) funding was allocated to student financial aid initiatives on the Vancouver campus, including \$983k in cost of living support dispersed through bursaries. This funding was issued directly to students via a number of award programs designed to reach those facing significant financial pressures. Certain programs benefitted a targeted student group, while other initiatives were open to all Vancouver students facing a particular financial pressure. In total, SSI funded bursaries were able to help 3,755 students. Some of the needs supported by bursaries include:

- Quarantine bursaries assisted eligible students with the costs related to the federal quarantine requirements (\$1.9 million, 2793 students)
- Housing Bursaries alleviated the financial burden of housing costs for students living away from home (\$983k, 335 students)
- Technology bursaries assisted eligible students with purchase of computer and IT equipment and accessibility requirements necessary for completion of online course content (\$177k, 234 students)
- Emergency and General bursaries supported students with short term funding gaps due to COVID related emergency funding situations such as loss of wages (\$333k, 244 students)

The International Scholars Program supported 65 international scholars studying under years one and two of the Karen McKellin International Leader of Tomorrow Award, the Donald Wehrung International Student Award, the inaugural International Impact Award, and the year two of the Vantage One Excellence Award. The \$4.1 million of SSI funding provided the following:

- Summer tuition and living expenses for students who were not able to return home during the pandemic
- Additional mental health and grief support resources for students from regions where populations experienced very high death tolls
- Document support for students who were not able to renew required travel documentation during COVID

Cost of Living (\$2.5 million):

FY2021/22 Student Support Covid-Impacted Initiatives - in \$000s	Board Approval	Forecast - Sep 30th	Forecast - Jan 31st	Yearend Results
<b>Cost of Living - UBCV</b>	<b>2,912</b>	<b>2,561</b>	<b>2,606</b>	<b>2,547</b>
Food security and affordability	2,000	1,849	1,969	1,910
Bookstore bursary	912	712	637	637

In response to cost of living pressures during the pandemic, SSI funding helped to address two primary areas of need, food security and access to course materials and supplies. In response to latter need, the UBC Bookstore bursary provided a 10% discount (fall term) and 20% discount (winter term) on materials and supplies to students to improve affordability and provide lowest prices on the market for most materials. Of the \$2.5 million of SSI funding allocated to cost of living needs, \$1.9 million supported food security and affordability, including meal share plans, on-campus food banks, food hubs and affordable grocery options. Highlights of programs supported include:

- UBC Meal Share provided a dignified emergency food relief program for graduate and undergraduate students providing \$100-\$200 direct funds to students via their UBC card or an e-grocery gift card (\$525k).
- UBC Food Services provided direct support through affordable \$3 lunches at two dedicated food outlets in IRC and Earth Ocean Sciences Building providing affordable healthy lunches (\$36k provided over 23,000 lunches in Fiscal 2021-2022).
- Support for student-run free meals and snacks program, such as Agora & Sprouts which provided 1,200 free study food kits provided over the exam season, and daily access to free fruits for students (\$55k).
- Support for the First Nations House of Learning weekly hot lunch series. Every week 100+ undergraduate and graduate Indigenous students from across campus attend Indigenous student lunch series in the Sty-Wen-Tan Great Hall at the First Nations Longhouse. In addition to providing access to a free nutritious lunch, these gatherings help Indigenous students network with one another, and build community on campus (\$32k).

In addition to funding to provide food access, SSI funds supported organizations such as the Community Food Hub and the Graduate Student Society in creation and planning of food security programs and initiatives. These programs and initiatives not only addressed the immediate needs of the campus student population but will inform future program expansions that could include food skills, mental health, financial supports, and events and activities to celebrate diverse cultural foods.

#### Hybrid Teaching & Student Programs and Services (\$5.2 million):

FY2021/22 Student Support Covid-Impacted Initiatives - in \$000s	Board Approval	Forecast - Sep 30th	Forecast - Jan 31st	Yearend Results
<b>Hybrid Teaching &amp; Student Programs- UBCV</b>	<b>5,188</b>	<b>3,549</b>	<b>5,128</b>	<b>5,213</b>
On-campus Vaccination clinics	-	-	15	68
Student employment funding	2,685	2,196	1,734	1,726
Audiovisual equipment upgrades	503	503	1,697	1,697
IT licenses	-	-	836	876
Improvements to on-campus Wi-Fi capacity	-	850	846	846
Contingency	2,000	-	-	-

The Vancouver campus focused funding for Hybrid Teaching & Student Programs and Services on three areas of need: providing a safe environment for students negotiating a return to campus during the pandemic, support for infrastructure to enable hybrid teaching, and creating student employment opportunities.

In order to provide a safe environment to students returning to the Vancouver campus in October of 2021, UBC Student Health and Safety & Risk Services partnered with Vancouver Coastal Health to the COVID-19 vaccination clinic in Ponderosa Commons which served 541 UBC Community members. In addition, the Student Ambassador program supported a greater sense of campus wellbeing for returning students. Ambassadors were available in various locations to answer questions, provide hand sanitizer and face masks, and also joined the immunization team to assist with infection control measures, further increasing the sense of community and efficiency within the clinic environment.

The decision to proceed with hybrid teaching made necessary various investments in teaching technology and software. As a result, SSI funding was directed toward software license purchases as well as enhancement and upgrades for audiovisual equipment in general teaching spaces (GTS) to support online or hybrid learning. Some of the upgrades funded are highlighted below:

- Upgrading recording and streaming capabilities to 175 GTS at UBCV and 52 GTS at UBCO
- Temporary equipment to support just-in-time needs for streaming and recording lectures in classrooms
- IT licenses, in particular Zoom, Alibaba and Panopto to support on-line learning within and outside of Canada
- Improvements to on-campus wi-fi capacity to support online streaming and hybrid teaching arrangements (approximately 90,000 concurrent wifi connections with return to campus classes); extension of outdoor wifi capacity to allow for additional student roaming capabilities.

Lastly, almost a third of the SSI funding (\$1.7 million) was allocated to support student employment opportunities, which provided both financial resource to students and valuable human resource for a variety of programs:

- 188 additional work-learn positions leading to positive experiential learning;
- 2 additional positions within the Students as Partners program to work with faculty to design/re-design courses;
- 1 Graduate Academic Assistant to support Academic Integrity Working Group;
- 20 additional positions in support of the Academic Essentials content refresh and delivery costs; and
- Additional Teaching Assistant training to meet the faculty demand for more TAs.

### Spending Highlights UBC Okanagan (\$2.8 million)

#### Student Financial Aid (\$1.2 million):

FY2021/22 Student Support Covid-Impacted Initiatives - in \$000s	Board Approval	Forecast - Sep 30th	Forecast - Jan 31st	Yearend Results
<b>Student Financial Aid - UBCO</b>	<b>945</b>	<b>945</b>	<b>1,098</b>	<b>1,150</b>
Emergency Bursaries	410	410	525	556
Equity deserving groups	285	285	285	314
International Students	250	250	288	280

A total of \$1.5 million of Student Supported Initiatives (SSI) funding was allocated to student financial aid initiatives on the Okanagan campus, including approximately \$300k in cost of living initiatives disbursed through bursaries. This funding was issued directly to students via a number of award programs designed to reach those facing significant financial pressures. Certain programs benefitted a targeted student group, while other initiatives were open to all Okanagan students facing a particular financial pressure.

Some highlights of funding allocated include:

- Emergency Bursaries providing one-time support for students whose families were affected by the pandemic and other emergencies such as floods and wildfires (\$483k, 430 students)
- Direct Support to Equity Deserving Groups
  - Students with lived experience in care (\$150k, 18 students)
  - Indigenous students (\$85k, 94 students)
  - Beyond Tomorrow Scholar (\$25k, 1 student)

- International Students one-time emergency support allocated for International students whose family circumstances changed and employment opportunities disappeared with COVID impacts (isolation cost support in addition to the SFA allocation noted here, \$280k, 38 students).

#### Cost of Living (\$1.02 million):

FY2021/22 Student Support Covid-Impacted Initiatives - in \$000s	Board Approval	Forecast - Sep 30th	Forecast - Jan 31st	Yearend Results
<b>Cost of Living - UBCO</b>	<b>1,080</b>	<b>1,080</b>	<b>1,073</b>	<b>1,015</b>
Housing bursaries	344	344	344	283
Technology bursaries	250	250	250	250
Bookstore bursaries	235	235	200	204
Food security funding	251	251	279	278

Out of the financial assistance made available to all Okanagan students facing an unexpected financial shortfall due to the pandemic or other emergencies, On-Campus and Off-Campus Housing Bursaries provided \$283k in one-time support for 225 students requiring assistance with on and off campus living expenses; and the Technology Bursary provided \$250k in one-time financial support to 227 students to address the funding gap in acquiring technology needed to study remotely. In addition to awards distribution programs, the Bookstore Bursary point of sale discount provided \$204k in support to students at UBCO bookstore.

Campus Health managed \$100k in SSI funding to support a variety of food security programs and initiatives including programs offering emergency food access to students experiencing household food insecurity. Funding was primarily used to provide direct support to students requiring food or funds to purchase food. The Student Union Okanagan (SUO) Pantry used a portion of their funds to purchase a freezer, which enabled them to stock more food to provide to students. The Global Engagement Office (GEO) pantry specialized in offering traditional and country food items for international students.

Funds also supported the hiring of students to work with Campus Health to plan and pilot test programs to support food skills development and a vibrant campus food system. A peer-led virtual food skills workshop series was planned and piloted to support students in building their food preparation and food safety skills. From September 2021 to March 2022, 15 food skills workshops were hosted with each workshop allowing up to 20 registrants.

#### Hybrid Teaching & Student Programs and Services (\$0.6 million):

FY2021/22 Student Support Covid-Impacted Initiatives - in \$000s	Board Approval	Forecast - Sep 30th	Forecast - Jan 31st	Yearend Results
<b>Hybrid Teaching &amp; Student Programs- UBCO</b>	<b>775</b>	<b>775</b>	<b>629</b>	<b>635</b>
Centre of Teaching and Learning	415	415	364	350
Harm reduction initiative	47	47	47	47
Peer learning Strategists	313	313	218	238

The Centre for Teaching and Learning developed the Learning Design Intern (LDI) program in response to the COVID-19 pandemic and immediate need to redesign and transition courses to an online learning environment. Graduate students were hired and trained as LDIs, and embedded in faculties across campus to support instructors, teaching assistants, and CTL staff in all manner of course redesign. \$198k of funding was dedicated solely towards hourly student salary costs, including training during their first week of employment. The funding greatly benefited former LDIs as post graduation many have secured positions as sessional instructors, instructional designers, and industry professionals.

Campus Health was provided \$47k to support harm reduction initiatives. This funding was used by UBCO's Harm Reduction Team (HaRT) to hire students for the development and expansion of HaRT initiatives. HaRT conducted two different presentations for the UBC Interdisciplinary Student Health Conference, one of which won first place. HaRT's drug-checking work resulted in numerous requests for provincial and national collaborations.

Learning Resources, in partnership with the Student Learning Hub and Student Experience Office created one comprehensive Peer Mentor Program, launched June 1, 2021. The renewed Peer Mentor program offered a holistic effort to help students orient and transition to university, build community, and adjust to learning in a post-secondary environment. Highlights, as a result of the \$143k SSI funding, include:

- Employed student staff from June 1, 2021 through April 30, 2022 to facilitate year-round case-management support for over 3500 first and second year students
- Enabled timely and relevant peer-to-peer information sharing through one centralized, reliable, and ongoing source
- Offered new-to-UBCO students "real time" support; funding increased Peer Mentor availability, allowing students individual access to their mentors via pre-booked or drop-in appointments
- Created a centralized avenue for students to engage with peers, make friends, build academic and non-academic communities, and improve their study skills
- Offered one-on-one learning consultations, as well as facilitated group study sessions; enabled an expansion of learning supports for faculties/courses not currently supported by Student Learning Hub programming.

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## APPENDICES

1. Student Support Initiatives: Fiscal 2021-2022 Final Report (PowerPoint)

# STUDENT SUPPORT INITIATIVES: FISCAL 2021-2022 FINAL REPORT

FINANCE COMMITTEE  
JUNE 2022



## STUDENT SUPPORT INITIATIVES: FY21/22



- In April 2021 the UBC Board of Governors approved that incremental tuition rate increases of \$18m (UBCV: \$15.2m and UBCO: \$2.8m) will be allocated towards student support priorities.
- Board also provided direction that up to \$4m may be spent through Academic Excellence Funds (AEF) specific to Quarantine Bursaries.
- As of March 31<sup>st</sup> both UBCV and UBCO allocations are fully committed against the entire \$18m in funding for FY21/22.



# STUDENT SUPPORT INITIATIVES – FINAL FINANCIAL SUMMARY



<b>FY2021/22 Student Support Covid-impacted Initiatives - in \$000's</b>	<b>Board Approval - June 30th</b>	<b>Forecasted Requirement - Sep 30th</b>	<b>Forecasted Requirement - Jan 31st</b>	<b>Yearend Results - March 31st</b>
Student Financial Aid	7,100	9,090	7,466	7,440
Cost of Living	2,912	2,561	2,606	2,547
Delivery of Hybrid Teaching & Student Programs and Services	5,188	3,549	5,128	5,213
<b>SSI Pirorities - UBCV</b>	<b>15,200</b>	<b>15,200</b>	<b>15,200</b>	<b>15,200</b>
Student Financial Aid	945	945	1,098	1,150
Cost of Living	1,080	1,080	1,073	1,015
Delivery of Hybrid Teaching & Student Programs and Services	775	775	629	635
<b>SSI Pirorities - UBCO</b>	<b>2,800</b>	<b>2,800</b>	<b>2,800</b>	<b>2,800</b>
Student Financial Aid	8,045	10,035	8,564	8,590
Cost of Living	3,992	3,641	3,679	3,562
Delivery of Hybrid Teaching & Student Programs and Services	5,963	4,324	5,757	5,848
<b>SSI Priorities - UBC Total</b>	<b>18,000</b>	<b>18,000</b>	<b>18,000</b>	<b>18,000</b>

**Notes:**

\*Original Approval included \$2m contingency as part of hybrid teaching category.



# FUNDING HIGHLIGHTS – STUDENT FINANCIAL AID

## UBC Vancouver:

### Bursaries in support of:

- Housing requirements for students living away from home and impacted by COVID
- Technology needs including accessibility requirements and IT equipment to effectively attend online courses
- COVID related emergency funding situations including loss of wages and gaps in funding due to return to in-person classes
- Assistance for eligible students to cover federal quarantine requirements

### International Scholars Program in support of:

- Summer tuition and living expenses for students who were not able to return home during the pandemic
- Additional mental health support resources
- Document support for students who were not able to renew required travel documentation during COVID



# FUNDING HIGHLIGHTS – STUDENT FINANCIAL AID

## UBC Okanagan:

**Emergency Bursaries** providing one-time support for students whose families have been affected by the pandemic and other emergencies such as floods and wildfires

## Direct Support to Equity Deserving Groups:

- Students with lived experience in care
- Indigenous students
- Beyond Tomorrow Scholar Program

**International Students** one-time emergency support allocated for International students whose family circumstances changed and employment opportunities disappeared with COVID impacts (isolation cost support in addition to the SFA allocation)



## FUNDING HIGHLIGHTS – COST OF LIVING

### UBC Vancouver:

#### Food security and affordability funding including:

- Financial support for meal share plans (UBC card or e-grocery certificate)
- AMS food bank support (including Acadia Food Hamper Program)
- Community food hubs to provide direct food compensation to eligible students; Save On Food cards provided to high risk student groups
- Affordable food outlets in IRC and Earth Ocean Sciences Building providing affordable healthy lunches (over 23,000 lunches in Fiscal 2021/22)
- Support for student-run free meals and snacks program (providing over 1200 study food kits over the exam period)

**Bookstore bursary** providing a 10% discount (fall term) and 20% discount (winter term) on materials and supplies to students to improve affordability and provide lowest prices on the market for most materials



## FUNDING HIGHLIGHTS – COST OF LIVING

### UBC Okanagan:

**On-Campus and Off-Campus Housing Bursaries** providing one time support for students requiring assistance with their on and off campus living expenses

**Technology Bursary** providing one-time financial support to address funding gap in acquiring technology needed to study remotely; when SSI funds were exhausted (reflected here), additional funds were made available via Excellence Funding

**Bookstore Bursary** providing point of sale discount provided to students at UBCO bookstore

**Food Security Funding** to support a variety of food security programs and initiatives including emergency food access to students experiencing household food insecurity; UBCO programs primarily used the funds to provide direct support to students requiring food or funds to purchase food as well as purchase of on-campus equipment (i.e. freezer) to stockpile additional food for student needs.

# FUNDING HIGHLIGHTS – HYBRID TEACHING & STUDENT PROGRAMS



## UBC Vancouver:

**On-campus vaccination clinics**, supported by UBC Student Health, Safety & Risk Services in collaboration with Vancouver Coastal Health

- Student Ambassador program which provided support to students returning to campus (answers to questions, providing masks and sanitizer, etc.)
- Graduate student instructional workshops in response to the way instructors teach and students learn due to COVID impacts

**Additional student employment funding** in support of:

- Additional work-learn positions (188) leading to positive experiential learning
- Additional positions (2) within the Students as Partners program to work with faculty to design/re-design courses
- Graduate Academic Assistant position to support Academic Integrity Working Group
- Additional positions (20) in support of the Academic Essentials content refresh and delivery costs analysis

# FUNDING HIGHLIGHTS – HYBRID TEACHING & STUDENT PROGRAMS CONT'D



## UBC Vancouver:

**Enhancement and upgrades for audiovisual equipment** in general teaching spaces (GTS) to support online or hybrid learning:

- Upgrading recording and streaming capabilities to 175 GTS at UBCV and 52 GTS at UBCO
- Temporary equipment to support just-in-time needs for streaming and recording lectures in classrooms

**IT licenses**, in particular Zoom, Alibaba and Panopto, to support on-line learning within and outside of Canada; Zoom licenses also critical to support campus community remote working

**Improvements to on-campus wi-fi capacity** to support online streaming and hybrid teaching arrangements (approximately 90,000 concurrent wifi connections with return to campus classes); extension of outdoor wifi capacity to allow for additional student roaming capabilities

# FUNDING HIGHLIGHTS – HYBRID TEACHING & STUDENT PROGRAMS



## UBC Okanagan

**Centre for Teaching and Learning** providing funding for the hiring of Coop students and Learning Design Interns. Learning Design Intern (LDI) program was developed in response to the COVID-19 pandemic and immediate need to redesign and transition courses to an online learning environment. LDIs embedded in faculties across campus to support instructors, teaching assistants, and CTL staff in all manner of course redesign

**Harm Reduction Initiatives** funding drug checking with Interior Health; funding used to hire students for the development and expansion of HaRT initiatives

**Peer Learning Strategists** funding learning resources, in partnership with the Student Learning Hub and Student Experience Office to create one comprehensive Peer Mentor Program, offering a holistic effort to help students orient and transition to university, build community, and adjust to learning in a post-secondary environment