

STUDENT HOUSING & COMMUNITY SERVICES

CULTIVATING COMMUNITY. INSPIRING WELLBEING. ENRICHING LIVES.



THE UNIVERSITY OF BRITISH COLUMBIA



About SHCS

UBC Student Housing and Community Services (SHCS) is one of the foremost campus service providers in the higher education sector in North America. Our services enhance the UBC experience on both the Vancouver and Okanagan campuses. Our work is guided by the SHCS 5-Year Plan, our roadmap as we work to achieve our goals and support the university's strategic plans.

We are a self-funded unit within the Vice-President, Students portfolio and our operations financially support the university's academic mission.

OUR VISION

Cultivating community. Inspiring wellbeing. Enriching lives.

MISSION

Student Housing and Community Services enhances the UBC experience by:

- › Delivering high quality and innovative services and products
- › Embedding a culture of wellbeing, inclusivity, transparency, Indigeneity and sustainability in processes and practices
- › Stewarding our assets and resources
- › Attracting revenue and managing costs, which contributes to UBC's academic mission
- › Offering industry leadership beyond UBC

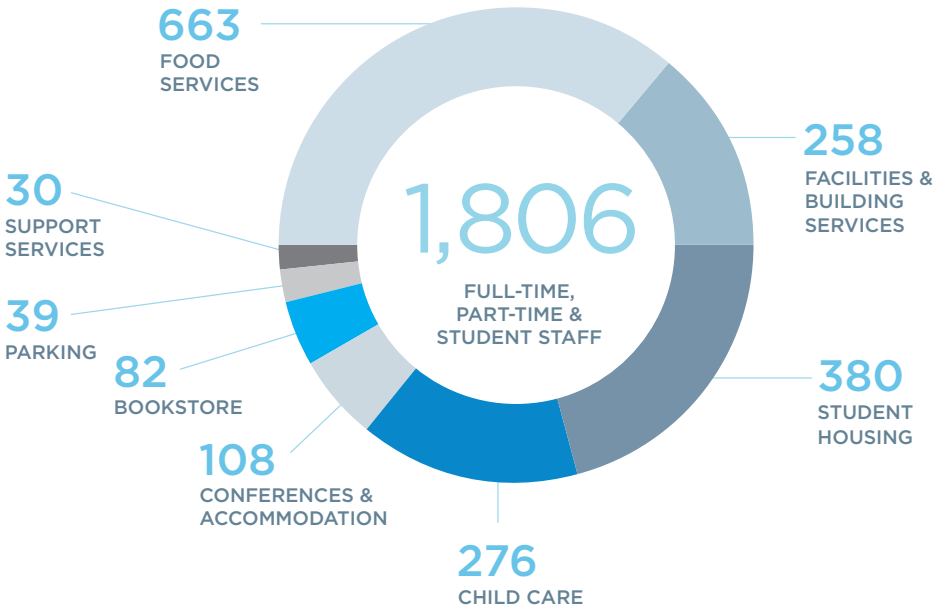
OUR PEOPLE

At SHCS we strive to create an environment where each colleague is valued, supported and recognized for their distinct contributions. Our work is guided by our People Plan, which focuses on three themes:

- › Create a shared vision and strategic alignment
- › Build connection and community
- › Develop and engage our people

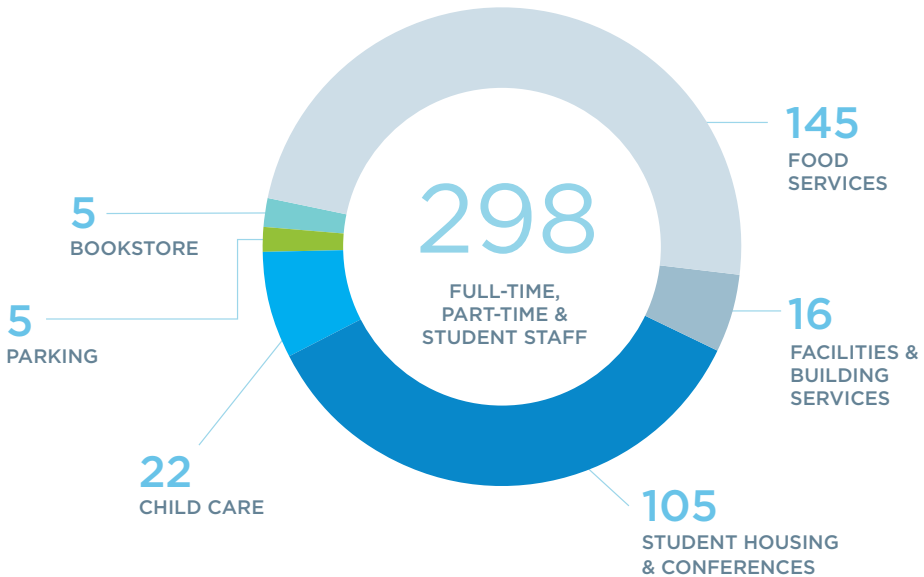


VANCOUVER CAMPUS





OKANAGAN CAMPUS



HOW WE CONTRIBUTE



ESSENTIAL CAMPUS SERVICES



Housing and Accommodation

Supportive homes for more than 16,000 students at below-market rental rates; 210,000 overnight stays annually of conference attendees and other campus guests.



Food

30 food service locations serving 1 million customers annually, with more than 1,000 catered events on our two campuses.



Care

Quality child care for more than 850 children of students, faculty and staff across our campuses—most at \$10 a day.



Learning Resources

UBC Bookstore provides learning materials and related resources in support of our academic mission. Campus Mail delivers to locations across the Vancouver campus.



Parking

Convenient parking options and support for sustainable transportation initiatives on both campuses.

SUPPORTIVE AND INCLUSIVE ENVIRONMENT

- › Students living in residence experience greater academic success, better social connections, more engagement and involvement in leadership opportunities, and have access to special programming, facilities and extra-curricular activities
- › We are a recognized residence life leader and focus on creating safe, caring, inclusive and respectful living environments
- › Prof-in-Residence and Counsellor-in-Residence programs, and Living Learning Communities, support student learning and wellbeing
- › Menus that reflect our communities' cultural diversity and dietary preferences, backed by healthy food values and ethical business partners and practices

SUSTAINABILITY LEADER



The SHCS Climate Action Committee is working to advance UBC's Climate Action Plan 2030 within our operations. We have initiatives underway related to buildings and embodied carbon; food systems; waste, circularity and procurement; engagement and capacity building; and sustainable transportation and fleet.



19 green buildings across two campuses, including LEED Gold and Passive House certified buildings.



Emphasis on locally sourced food, climate friendly meals and waste reduction in our Food Services operations.



Sustainability Living and Learning community in UBC Okanagan residence.



100 EV charging stations and 12 zero emission fleet vehicles.

INDIGENOUS RECONCILIATION

- › SHCS operations are located on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam) in Vancouver, and the Syilx Okanagan Nation at UBC Okanagan
- › Indigenous Education Relations Pedagogist role in Child Care (Vancouver)
- › xʷməθkʷəy̓əm storytelling committee fosters collaboration on Indigenous reconciliation projects between xʷməθkʷəy̓əm and SHCS
- › Eight student residence buildings with hə́łqəmińəm language names gifted from xʷməθkʷəy̓əm

FINANCIAL CONTRIBUTION

SHCS is self-supporting and contributes financially back to UBC every year to fund critical programs that enrich the student experience. SHCS helps fund:



Student financial aid, particularly for shelter and food.



General revenues that support UBC's academic mission.

STUDENT HOUSING

Student Housing provides supportive and inclusive living communities that help students succeed at UBC.

Our residents enjoy an exceptional campus experience and have access to educational opportunities, facilities and related co-curricular activities that promote connections, personal growth and academic success.

CONTINUED GROWTH

Between 2010 and 2024 we invested more than **\$700 million** to add 6,080 new student housing beds across our two campuses.

Over the next 10-15 years, we plan to build another 4,800 beds, including 1,000 replacement beds and 3,300 new beds in Vancouver and 500 new beds on the Okanagan campus.



DIVERSITY IN RESIDENCE

VANCOUVER CAMPUS



55%
Domestic



45%
International

38% First Year Students

48% Upper Year Students

13% Graduate/Professional Students

VANCOUVER CAMPUS SPACES:

- > 7,338 Winter Session
- > 5,652 Year Round
- > 626 Student Family
- > 267 Graduate Colleges

OKANAGAN CAMPUS



6%
Indigenous

69% First Year Students

31% Upper Year Students

2% Graduate/Professional Students



68%
Domestic



32%
International

OKANAGAN CAMPUS SPACES:

2,120 Winter Session

HOUSING FACTS



16,000+

More than 16,000 students live in residence in a diverse mix of unit types (*singles, doubles, studios, 2, 3, 4 and 6-bedroom shared, townhouse*) supporting first year, upper year and graduate students and students with families (*13,883 in Vancouver, 2,120 in the Okanagan*)

87%

Of first-year new to UBC Vancouver students felt living in residence **positively contributed** to their academic performance



Guaranteed residence for first year students entering UBC directly from high school or CEGEP



25 residence communities
(15 in Vancouver, 10 in Okanagan)



Rates at **below market value** and comparable to other peer institutions in Canada



Commuter Student Hostels on each campus provide **affordable short-term overnight accommodation**



LARGEST UNIVERSITY OPERATED STUDENT HOUSING SYSTEM IN CANADA



of first year students
would recommend living
in residence



HOUSING TEAMS

VANCOUVER CAMPUS



Residence Life Managers

Residence Administration
Managers



Building Services Managers

Residence Advisors



Front Desk Representatives /
Overnight Mobile Team

OKANAGAN CAMPUS



Residence Life Managers

Operations and Services
Manager



Housing and Hospitality Assistants

Residence Advisors



Guest Service Agent
Representatives



x^wməθk^wəyəm Residence Names

tə šx^whələləms tə k^wałk^wəʔaʔ
The Houses of the Ones Belonging to the Saltwater:

đəlɬələməcən leləm Orca House

q^wta:yθən leləm Sturgeon House

sɬewəł leləm Herring House

təməs leləm Sea Otter House

sqimək^w leləm Octopus House

Totem Park:

čəsnaʔəm leləm x^wməθk^wəyəm place name for a village site near campus

həmłəsəm House x^wməθk^wəyəm place name for important transformation site on campus

đələxən House x^wməθk^wəyəm place name for a strategic fortification site on campus





FOOD SERVICES

We nourish and support the students, faculty, staff and visitors of UBC's campuses by providing a diverse selection of fresh, nutritious, delicious and memorable food experiences in a socially and ecologically conscious manner.

We have three main service lines—residence dining, retail and catering. Our commitment to leadership extends well beyond UBC into the Canadian and North American post-secondary community.

KEY FOOD FACTS



Serve more than 1 million customers annually, over 25,000 everyday.



The largest customer of the UBC Farm in Vancouver and the Land to Table Food System Network in the Okanagan.



800+ employees, including over 100 student employees.



Zero Waste Champion: reusable container program(s), multi-stream waste sorting and a food recovery partnership with Food Runners.



Red Seal apprenticeship program provides training and certification for new chefs.



Manager, Nutrition and Wellbeing dedicated to supporting students and SHCS staff in managing allergies and making healthy food choices.



Climate-friendly labels program in Vancouver residence dining helps students make more sustainable food choices.



\$9.7 million of food is purchased from local partners, supporting the BC economy.



OUR LOCATIONS



VANCOUVER CAMPUS

- › Three all access dining halls
- › Two Harvest market grocery outlets
- › Two autonomous markets
- › Eight food services-managed retail outlets
- › 11 franchise brand outlets
- › Over 1,000 catered events annually
- › 30+ campus community events supported annually
- › 15 UBC value card local restaurant food partners



OKANAGAN CAMPUS

- › One all access dining hall
- › One convenience store
- › Four food services-managed retail outlets
- › 565 catered events annually
- › Two national franchise brand outlets
- › 24 campus community events supported

CHILD CARE

UBC Child Care proudly offers leading early childhood education at licensed group child care on both the Vancouver and Okanagan campuses. We have grown to become one of the largest and most well-respected child care providers in Canada.



33

Unique settings
across two campuses



850+

Children enrolled



250+

Early childhood educators



\$10 a day

At all infant toddler and
3-5 settings in UBC
Vancouver



1

Largest university-
operated child care in
North America



1,200

Spaces by 2041 target in
the UBC Vancouver Child
Care expansion plan

FACTS

In 2021 our Vancouver Child Care department hired Ena Point as Indigenous Engagement Relations Pedagogist. Ena's work helps educators increase their fluency in Indigenous curriculum and programming and start to weave Indigeneity into the work they do every day.



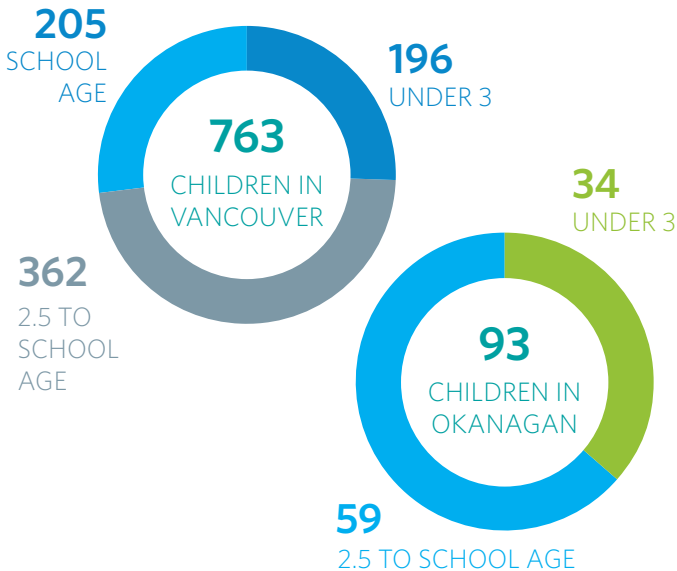


WHAT'S NEW?

- › As of June 2023 Child Care at UBC Okanagan came under SHCS management, transitioning from the previous independent non-profit society
- › In summer 2024, Heron's Landing, a new 37 space setting opened in the Brock Commons South building on the Vancouver Campus
- › In fall 2024, a second child care facility will open at UBC Okanagan, supporting the addition of 37 spaces

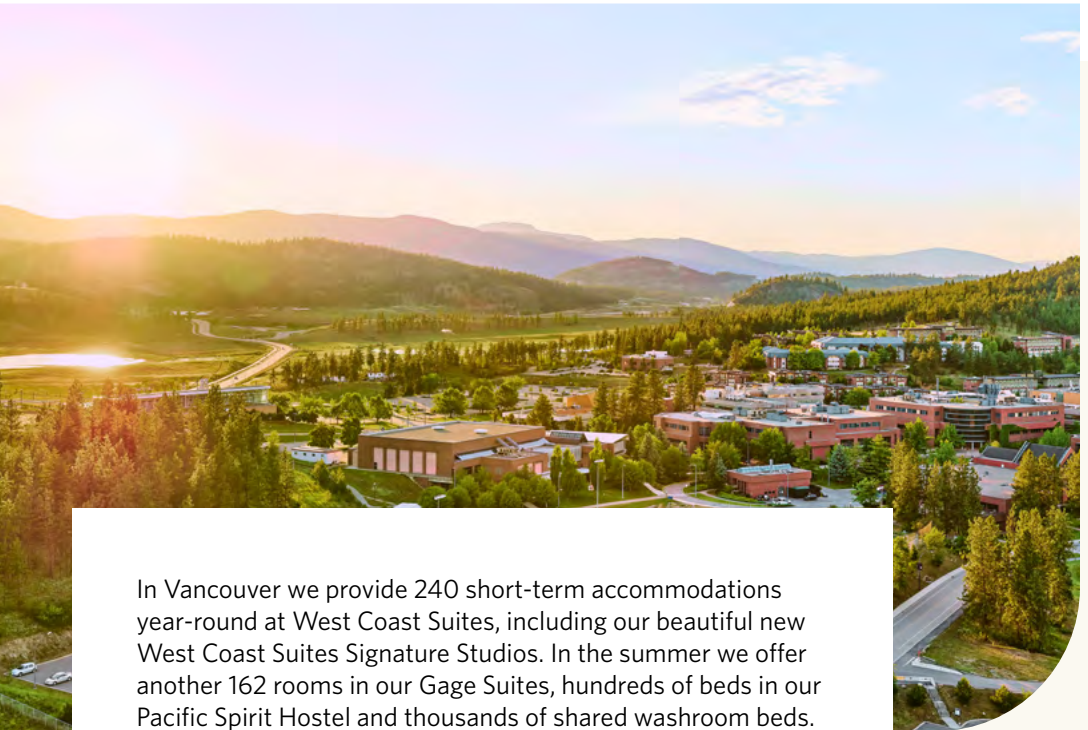


OUR AGE GROUPINGS



CONFERENCES & ACCOMMODATION

Our experienced planners in Conferences and Accommodation support faculty to organize conferences and welcome numerous groups, associations and summer programs to our beautiful campuses each year.



In Vancouver we provide 240 short-term accommodations year-round at West Coast Suites, including our beautiful new West Coast Suites Signature Studios. In the summer we offer another 162 rooms in our Gage Suites, hundreds of beds in our Pacific Spirit Hostel and thousands of shared washroom beds.

The Okanagan team has 553 units available each summer, including single and double rooms, studios, 1-bedroom, 4-bedroom and family suites, as well as 4-bedroom apartments.



165
National and international
conferences and groups
hosted annually



260,000
Room nights
average each year

Event Services:

- › Venue selection and booking
- › Group accommodation booking
- › Event website and registration
- › Abstract and exhibit management
- › Catering arrangements
- › AV/IT support coordination

SUPPORT UNITS

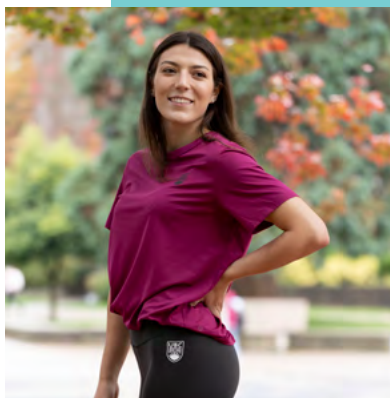
Our operational units are supported by capable teams of professionals embedded within SHCS, providing services in Finance, Purchasing and Payroll, Human Resources, IT, Occupational Health and Safety, and Marketing and Communications.



BOOKSTORE & CAMPUS MAIL

UBC's Bookstores offer a wide variety of learning materials to enhance our students' academic success, while our range of trade books, stationery, food and drinks serve the wider community. Our popular UBC branded apparel showcases our students' school spirit. The Bookstore is the official supplier of UBC Thunderbird and UBC Heat merchandise, including university-branded lululemon athletica apparel.

In Vancouver our Campus Mail team reliably delivers thousands of pieces of mail and parcels every day to locations across campus.



PARKING

UBC Parking oversees the safe and efficient operation of traffic and provides convenient and affordable parking options for commuters on both campuses using innovative and sustainable technologies. We are one of the largest university parking operations in Canada and actively support sustainable and equitable transportation.

We are known for our commitment to providing testbeds for emerging technologies from vehicle recognition cameras, AI and solar power to hydrogen fuel cell vehicle operations.



Parking Operations Facilities Manager Jose Jimenez with one of Parking Services' hydrogen fuel cell vehicles



VANCOUVER CAMPUS



8,300

Parking spaces



74

EV charging stations



210

Secure bike lockers



4

Zero emission vehicles in Parking fleet



OKANAGAN CAMPUS



2,900

Parking spaces



16

EV charging stations



33

Secure bike lockers



3

Hybrid vehicles in Parking fleet

Learn more about SHCS:
shcs.ubc.ca/about

