

STUDENT ACCOMMODATION

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Reaching for the Stars:
2025 Conference Reflections

Excellence in Student Experience – University

Taylor’s Residence, Malaysia

Structured Service-Learning Program – LaunchPad by Taylor’s Residence is Malaysia’s first student-led initiative tackling menstrual poverty among refugee women. It collaborates with NGOs and CBOs, including UNHCR, the Malaysian Relief Agency, Kloth Cares, Doctors Without Borders Malaysia, Dignity for Children Foundation, Ideas Academy, Rohingya Society Malaysia, Tonzang Laawm Malaysia, PCOMalaysia, Mon-Refugee Organisation, Nahel Afghan Community, Rohingya Women Development Network, Johor Outreach Community Centre, NashPotatoes Art & Craft, and more. The initiative empowers refugee women—who make up 32% (60,000) of Malaysia’s 170,000 refugee population—through menstrual hygiene education and reusable sanitary pads. Residents gain hands-on experience in social impact work, learning 21st-century skills in communication, collaboration, creativity, and critical thinking.

Key Milestones:

- **2019:** Residents engaged with refugee communities, interviewed them, sought to understand their challenges, and collaborated with NGOs and CBOs. The residents presented the project framework and collaborated with various stakeholders, thereby enhancing their communication, management, and collaboration skills. 30 residents received training on sexual education and menstrual health, educating 70 Rohingya refugee women through workshops. Residents trained in making reusable menstrual pads from recycled cloth, donating 500 pads to refugees and becoming menstrual health Change Makers.
- **2020:** Amid COVID-19 restrictions, LaunchPad transitioned to digital platforms, producing multilingual pad-making tutorials and emergency starter kits. 57 resident volunteers and alumni trainers produced 500 handmade pads to support refugee communities. Digital content in 7 languages (English, Arabic, Somali, Burmese, Malay, Persian, Urdu) was published on the website, YouTube, and Instagram in collaboration with the Taylor’s University Multimedia School.



- **2021-2022:** Students created digital teaching tools and starter kits, training 60 refugee trainers in partnership with NGOs (Dignity, Nash Potatoes). With 130 student volunteers, 1,300 pads were donated, benefiting over 1,000 refugees and underprivileged communities.
- **2023:** The initiative expanded to 14 CBOs and four NGOs, focusing on a community driven approach to menstrual hygiene management.
- **2024:** Entering a transformative phase, the initiative integrated economic empowerment with textile recycling. In collaboration with Kloth Care, 1,000 cotton t-shirts were repurposed. New batches of 38 residents were trained, 6 key students were selected to train refugees. Following a FGD study, 43 refugee women were reskilled in reusable pad production, financial planning, social media marketing, and Canva design, fostering economic independence.

By merging education, sustainability, and economic opportunity, LaunchPad empowers refugee communities while offering residents invaluable social impact experience. The program remains a cornerstone of Taylor’s Residence, highlighting student-driven change for a more inclusive and equitable society.

Objectives:

Launchpad is a service-learning program with the objective to immerse students in real-world social challenges, fostering leadership, participation, and social responsibility. It tackles menstrual poverty among refugee women in Malaysia, a critical issue affecting hygiene, education, and economic independence. Through hands-on involvement, students navigate problem-solving phases—research, solution development, and implementation—gaining practical skills, empathy, and a deeper understanding of social impact.

At its core, the key drivers for Launchpad are integrating service learning with real-life issues, ensuring students gain hands-on experience beyond theoretical knowledge. By collaborating with NGOs, industry professionals, and local organisations, they strengthen their project management, communication, and advocacy skills, deepening their awareness of systemic social inequalities. This approach cultivates leadership, strategic thinking, and resilience, preparing students to drive meaningful change in society.

Beyond addressing an immediate humanitarian need, Launchpad 2024 empowers refugee women through menstrual hygiene education and economic opportunities. By teaching participants to produce reusable menstrual

products, the initiative promotes sustainable practices and financial independence through micro-enterprise development. This aligns with the Care Economy movement, recognizing the value of care-related skills in economic empowerment and community resilience.

Through real-world engagement and active problem-solving, Taylor's Residence students emerge as globally conscious leaders, equipped with critical thinking, innovation, and teamwork skills, ready to make a lasting impact.

Measuring Success:

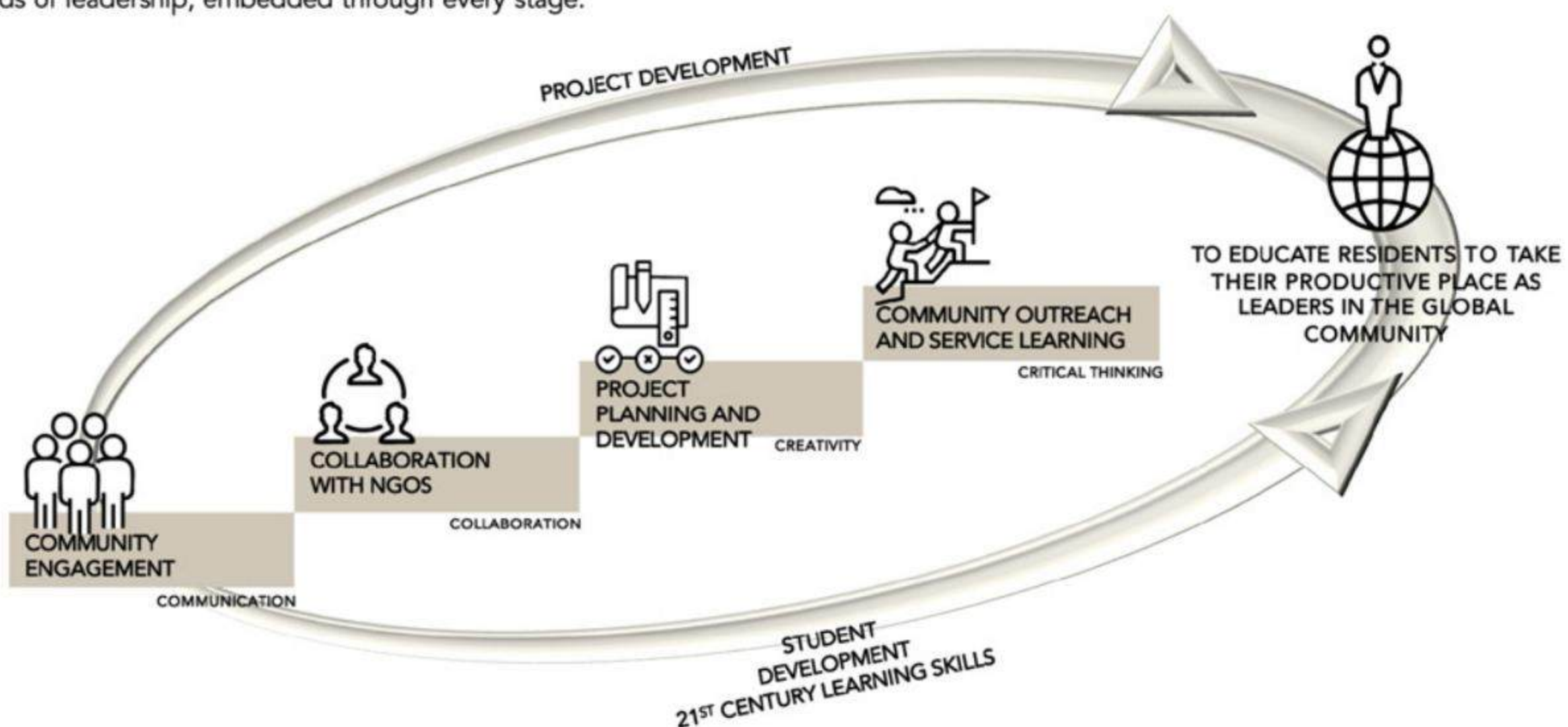
LaunchPad's success is measured through clear student development milestones aligned with our structured Service-Learning Framework, emphasizing essential 21st-century skills: communication, collaboration, creativity, and critical thinking. This framework ensures each stage delivers meaningful outcomes for both Taylor's Residence residents and the refugee communities they engage with.

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During the **Community Engagement**, residents conducted needs assessments, interviewing Rohingya refugee women to understand their challenges. This engagement built empathy, cultural understanding, and analytical skills, ensuring respectful solutions. It also prepared residents for leadership roles requiring informed decision-making and cultural sensitivity.

Service Learning Programme

Seeds of leadership, embedded through every stage.



Through **Collaboration with NGOs**, residents partnered with over 14 NGOs, enhancing collaboration and stakeholder management skills while scaling the initiative to reach a broader audience.

In **Project Planning & Development**, residents applied creativity and critical thinking to design workshops on entrepreneurship, digital marketing, and branding for reusable menstrual pad production and textile recycling. They developed multilingual digital resources to enhance inclusive learning. This initiative fostered significant personal growth, as Taylor's Residence resident Thekla Fernando shared:

“The LaunchPad programme was the first initiative that truly gave me a glimpse of the real world as an undergraduate. Having the opportunity to listen to those in need, and the privilege of helping to solve real-life issues, enhanced my joy in aiding others and opened my eyes to societal challenges as both a young woman and a student.”

Through sustained **Community Outreach and Service Learning**, LaunchPad has trained 1350 refugee women as community trainers in 59 workshops. To date, 315 Taylor's Residence residents have been involved as volunteers, facilitators, and project leaders, contributing to a model that shifts refugee women's roles from recipients of aid to empowered leaders within their own communities.

Operationally, LaunchPad has assisted 1,350 refugees and underserved communities, improving menstrual hygiene management and community health outcomes. Outcomes are evaluated through post-program assessments, focusing on **learning outcomes, resident satisfaction, and Net Promoter Score**. In the most recent cycle, LaunchPad achieved an **NPS of +86.8** and an overall **resident satisfaction rate of 95.7%**, reflecting the positive impact on leadership readiness, digital competency, and personal growth. All in all, the residents and refugees have opportunities to learn and collaborate with 18 NGOs and CBOs, nurturing empowerment and positive change.

LaunchPad continues to be an integral platform for Taylor's Residence to prepare the residents to become future-ready leaders, providing meaningful learning opportunities and empowering them to create positive change in their communities.

