Mandate

- The Student Services Manager and VP-Finance were directed by Council to conduct a series of feasibility studies per the Services Review Report from July 2013 and report back by the first Council meeting in March 2014 (most recent motion dated 5 February 2014).

- A Services Review Associate hired in January 2014 to assist with research and report creation.
AMS Services Review

- Proposed Services
  - NightRide (Safewalk)
  - Off-Campus Housing Office
  - Speakeasy Online
  - Scholarship Database
  - Used Textbook Database

- Feasibility Studies
  - Methodology
  - Decision Dates
NightRide - Overview

Night Ride would be an extension of the Safewalk program that would involve late-night transfers of students from UBC to certain neighbourhoods in Vancouver leading up to and during the exam period.
NightRide - Options

- Option #1 - Shuttle Service
  - A shuttle service would pick up students at designated locations (i.e. SUB, IKB) at specific times before proceeding off-campus. This option would include an Assistant Coordinator and additional vehicles through Modo.
  - Estimated cost = $6,000/year (before cost recovery)

- Option #2 - On-call Transports
  - On-call transports would pick up students where they are located with the first available vehicle (more logistically complex). This option would include an Assistant Coordinator and additional vehicles through Modo.
  - Estimated cost = $7,000/year (before cost recovery)
NightRide - Recommendation

FEASIBLE

Based on the data available, the NightRide program is feasible. In order to be successful it would require operating under Option #1 - Shuttle Service. This would allow NightRide to transport students after TransLink service to campus slows down (after midnight). We recommend a pilot program for November/December 2014.

Decision Date: Autumn 2014
Off-Campus Housing Office

The Off-Campus Housing Office would be one that supports UBC students in their need for reliable off-campus housing. This function can be achieved through a variety of service models.
OCHO - Options

- **Option #1 - Website/Publication**
  - The AMS website would be modified to include additional information about finding off-campus housing. The AMS would also publish an ‘Off-Campus Housing Guide’.
  - Estimated cost: $2000/year

- **Option #2 - Improve AMS Renstline**
  - The AMS would replace AMS Rentsline with a more effective online rental management system. This could be done in addition to the resources listed in Option #1.
  - Estimated cost: $2500/year
Option #3 - Limited Service

The AMS would establish a limited customer service experience in addition to providing students with off-campus resources (website, listings, publications, etc.).

Estimated cost: $15,000/year

Option #4 - Full Service

The AMS would establish a full-support off-campus housing office as offered at other major universities. This would include a Service Coordinator in addition to advisors and other support staff.

Estimated cost: $30,000/year
OCHO - Recommendation

- INFEASIBLE

Although the AMS could enhance resources available to students, the burden should fall upon UBC. We recommend that the VP-Academic lobby UBC to increase off-campus housing resources to students given the relative failure of the ‘Housing Lottery’ system and the number of students who are required to live elsewhere.

- Decision Date: Spring 2014
Speakeasy Online - Overview

- Speakeasy Online would be an extension of the already successful Speakeasy program that would provide late-night peer support services to UBC students via a confidential and secure online chat system.
Option #1 - Online Chat Service

A chat system would need to be created/purchased and integrated into the AMS website. Another Assistant Coordinator would be hired to manage additional volunteers. Additional training of all Speakeasy volunteers would be required. Optional - an additional peer support service available to students over the telephone.

Estimated cost: $8,000/year
FEASIBLE

This service is a natural extension of the Speakeasy peer support program and its limitation of operating from 9am-5pm on weekdays. This type of service is offered to students at major research universities across Canada and the United States and would be well-suited to the needs of UBC students.

Decision Date: Summer 2014
The Used Textbook Database would be a system where UBC students could sell their used textbooks to others. There are many options available for this service given the variety of tools that already exist.
Textbook - Options

- Option #1 - Website
  - The AMS would create a database where students could register their used textbooks for sale along with their contact information. The AMS would simply provide the website, transactions would be student-to-student.
  - Estimated cost: $2,000

- Option #2 - External Vendors
  - The AMS would contract with external vendors to facilitate the sale of used textbooks. There would most likely be some form of integration with the AMS website.
  - Estimated cost: relatively unknown given that contracts are required with external vendors.
Textbook - Options (continued)

- Option #3 - Textbook Buyback
  - The AMS would buyback textbooks from students directly. Although this option exists at other universities, the UBC Bookstore provides a similar service. This would require significant startup capital in order to pay students for their textbooks.
  - Estimated cost: $15,000/year (before cost recovery)

- Option #4 - Textbook Consignment
  - The AMS would either establish a textbook consignment service or collaborate with an existing campus service. The AMS would host the textbook consignment service within the SUB and it would be staffed by a Coordinator.
  - Estimated cost: $5,000/year
Textbook - Recommendation

► FEASIBLE

► Based on the current used textbook market, the most practical option for the AMS is a partnership with the iBook Union for textbook consignment. All other options require either significant startup capital or relying on external vendors. While the used textbook market is saturated at UBC, there is opportunity with the consignment model.

► Target Date: Autumn 2014