Presentation Overview

1. Background & Methodology
2. Review of AMS Student Services
3. Gaps and Opportunities for Missing Services
4. Implementation Plan
1 Background & Methodology
1.1 Background

- Last Services Review took place in 2013
- Current Review took place between November 2016-February 2017
- Overseen by Services Review Planning Group
- Evaluation Criteria: Engagement, Need, Relevance, and Finances
1.2 Consultation Process

- General Student Survey
- Services Coordinators Survey
- Services Staff & Volunteers Survey
- Executive Committee Consultation
- Campus Stakeholder Consultation
- Previous SSM Consultation
- Environmental Scan
1.3 Services Reviewed

- **Tutoring**: Get that mark.
- **Speakeasy**: Need to talk?
- **Vice**: Find your balance.
- **Safewalk**: You don’t have to walk alone.
- **Food Bank**: Give when you can. Take when you need.
- **Advocacy**: On your side.
- **Volunteer Avenue**: Level up.
2 Review of Student Services Department
2.1 Student Services Department

Recommendations:

• Review of Department every 3 years
• Future reviews be led by Executive Special Projects Assistant, Services Review
• Annual reviews using established KPIs
• Development of Services questions on AES
• Standardized data tracking procedure
• Incentives for user surveys
• Develop consolidated AMS and UBC services platform
2.1 Student Services Department (cont’d)

*Recommendations:*

- Better of communication of all AMS services to membership
- Streamlined Service referrals
- Permanent Staff support for SSM
- Comprehensive Services orientations
- Annual Service strategic plan
- Services overview at Constituency Orientation
2.2 Tutoring

Recommendations:

• Redefine relationship with the Chapman Learning Commons
• Review of academic support model
• Annual professional development plan for tutors
• Review Tutoring Coordinator/Assistant Coordinator Job Descriptions
• Annual promotional plan for first-year students
• Increase support for Arts and upper-level courses
2.2 Safewalk

Recommendations:

• Greater financial subsidization of ongoing costs by UBC VP Students Office
• Outreach efforts focus on appropriate use of the Service
• Continue nightly operations with one vehicle
• Expansion of Athletics partnership
• Highlight other key offerings by the Society
• Campus Security collaboration
• Increase Safewalk Coordinator Hours
2.3 Advocacy

**Recommendations:**

- Establish support relationships with AMS staff
- Increase Advocacy Coordinator weekly hours
- Tailor outreach efforts to varying student needs throughout the year
- Establish transitional honorarium
- Integrate peers support framework into future service delivery
- Annual report to Student Senate Caucus and VPAUA
Recommendations:

• AMS cease operations of Volunteer Avenue and Volunteer Team by May 2017
• Sign Memorandum of Understanding with UBC Centre for Student Involvement & Careers
• AMS work with CSI&C for smooth phasing out of Service
Recommendations:

• Council update in April 2017
• Future Services Reviews explore consolidating peers support Services
2.6 Food Bank

Recommendations:

• Increase physical accessibility
• Expand hours and days of operation
• Administer bursaries for food purchases
2.7 Speakeasy

**Recommendations:**

- Develop and operate wellbeing resource line
- Expand one-time drop-in limit
- Develop training on how to support peers and on developing proactive wellbeing skillset
- Continue expanding outreach efforts
- Relocate front desk and expand hours
- Expand Speakeasy Coordinators weekly hours
- Establish referrals process from UBC Counselling Services
- AMS lobby for improvements in the availability and quality of Counselling Services
3 Missing Gaps and Service Opportunities
3.1 Housing Services

Findings

• No support or publicized online resources
• Student issues with affordability and availability of off-campus housing
• In-depth services (i.e. disputes with landlords, determining fair housing prices, etc.) are also lacking

Recommendation:

• AMS develop extension of website to provide off-campus housing guide
3.2 Textbook Services

Findings

• Consignment not feasible
  – Bundling of textbooks with online materials
  – Amended textbooks year-to-year
  – Existing platforms (i.e. UBC Book Exchange, Facebook pages, etc.)

Recommendation:

• VPAUA Office continue advocating for greater adoption of Open Educational Resources
3.3 Career Support Services

Findings

• Existing career support services, housed under the CSI&C, are not promoted sufficiently
• No in-depth career support services

Recommendation:

• AMS lobby University for increased promotion of existing career support services and development of in-depth career support services
• AMS develop Service aimed at supporting student entrepreneurial endeavors
• AMS develop standardized procedure for creation of new AMS Student Services
4 Implementation Plan
Recommendations:

• Current SSM begin implementation of all recommendations approved by Council

• *Summary of Recommendations* includes respective decision-making bodies, implementation bodies, and timelines

• Develop systems in place for implementation of unfulfilled recommendations

• Orient next year’s Services Team on all relevant approved recommendations
Questions?