



# AMS SERVICES REVIEW

PRESENTATION TO COUNCIL 15 FEBRUARY 2017

# 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

### **Tutoring**

Get that mark.

#### *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



## Safewalk

You don't have to walk alone.

# 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

### Advocacy

On your side.

#### *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



## 2.4 Volunteer Avenue & Volunteer Team

### **Volunteer Avenue**

Level up.

#### *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



**Vice**

Find your balance.

## 2.5 Vice

### *Recommendations:*

- Council update in April 2017
- Future Services Reviews explore consolidating peers support Services



## 2.6 Food Bank

### **Food Bank**

Give when you can. Take when you need.

#### *Recommendations:*

- Increase physical accessibility
- Expand hours and days of operation
- Administer bursaries for food purchases



## 2.7 Speakeasy

**Speakeasy**

Need to talk?

### *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?