Office of the VP Administration

Clubs Management System Report: Orgsync

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Vice-President Administration
July 29, 2014
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Dear Council,

This report will demonstrate the purpose of the purchase of the software program called Orgsync as an internal necessity for the functioning of SAC with a very positive secondary benefit to clubs through better services provided to our student groups from the AMS. The current gaps in the lack of software system in the SAC office will be outlined to demonstrate the areas that require higher efficiencies to be followed by the solutions provided by Orgsync. Preliminary results from club consultations will be presented to demonstrate the need externally as recognized by student clubs. Finally, a risk assessment and implementation plan will be presented for your review.

On behalf of the SAC team we would like to emphasize the importance of a timely approval of this program given the necessary training and implementation required. We are confident in our ability to thoroughly communicate and consult with clubs as to the best way to implement this program upon actual purchasing and training of the internal team.

If you have any concerns regarding the information presented in this report of regarding the Orgsync program in general, please feel free to email me at vpadmin@ams.ubc.ca or call me anytime this weekend on my personal cellphone at 778-835-7572.

Regards,

Ava Nasiri and the SAC Team
Objective:

This report will outline the purpose of research and development of a proposal for the implementation of the program Orgsync by the AMS as the preferred clubs management system for increased efficiencies within the SAC office. As a program, the first and most important function of Orgsync would be as an administrative tool used by the Student Administrative Commission to eliminate menial tasks and allow increased time for programming beneficial to clubs as well as improving the overall services provided by SAC. A secondary purpose and benefit of Orgsync would be a direct resource for clubs in terms of increased accessibility to their own files housed within SAC, improved clarity with regards to correspondence with SAC regarding deadlines and application for offices and clubs days as well as internal access to mailing lists, surveys and archiving of files.

Current Gaps as Identified by SAC:

The Student Administrative Commission (SAC) manages over 360 AMS clubs. This includes, but is not limited to tasks such as:

- Keeping an up-to-date mailing list of club executives
- Sending weekly SAC newsletters
- Updating club executive contact information and executive lists
- Managing and keeping on file membership waivers, special event waivers, membership lists, yearly budget submissions
- Creating and managing bookings for clubs
- Allocating lockers, office spaces to clubs through online applications
- Clubs Days applications

For these tasks, SAC currently uses a mix of different programs that are not at all integrated with each other. The main system SAC is called CRM. CRM must be updated whenever a new president or treasurer is elected in a club, and also updated with new contact information.

However, because of the lack of integration, new contact information must also be manually entered into our mass mailing service (Mail Chimp). We typically spend about 2 months (April, May) specifically dedicated to this task. In other months, around 30 minutes every day is spent updating contact information on both Mail Chimp and CRM. Because SAC receives around 40 emails (SAC Vice Chair and Clubs Administrator) every day, we do not have the capability respond in a timely fashion if we are also working to update CRM. Our hours each week are not adequate to perform all these tasks.
Furthermore, we also use a separate service (Formstack) for clubs to apply for office spaces, clubs days, and do treasurer’s tests. Maintaining these three systems take up substantial amounts of time and leaves almost no time to work on other necessary SAC action items such as updating the SAC Policy Handbook, Office Tenancy Agreement, and Executive Orientation documents that must be changed for the transition into the new SUB or new programming to improve the club executive experience.

CRM is not fit for use as club management software because its only capability is as a directory with the names and emails of club executives. It was designed as a HR resource for businesses and does not include time stamps. The lack of time stamps make it useless for archiving since data entered does not reflect the year or date it was put into the system. We therefore have no way of differentiating between past club executives and current executives—information that many clubs often ask us for.

**Needs as Identified by Clubs:**

As a response to the need identified by council with regards to club consultation as to whether student groups would like for SAC to have a new clubs management system, a survey and explanatory email was sent out to all clubs.

The questions, as follows were selected to encompass the five major options provided by Orgsync. These questions were formed the SAC administration team to address the five major areas of change that would result from the implementation of Orgsync including a shared calendar, transfer of contact information, centralized archiving, online interaction between clubs and online member sign up and waiver forms.

The survey was sent in an email providing clubs with background on Orgsync as available in Appendix A. This survey was sent to all club presidents and treasurers in the afternoon on Thursday July 24th 2014 and was incentivized with a draw for a tour of the new SUB and priority for clubs day booting. Clubs also received a letter from SAC on the doors to their office spaces on Friday regarding the importance of the survey.

| Total Clubs: 360 | Active in Summer: 150 | Total Responses: 121 | Number of Clubs represented in Responses : 97 | % Responses from active clubs: 62% |

Please note this data is updated as of Monday July 28 2014.

The survey questions and results thus far have come in as follows:
Figure 1: One of the main benefits that OrgSync would provide to students is an electronic platform (accessible to anyone with a CWL login) for students to share club events with the wider UBC student body. Many students in the past have asked SAC for a way to better publicize club events and therefore, we felt this is a valid question for club executives.

Would you like to be able to share club events with the entire UBC community through a centralized system?

- 98% Yes
- 2% No Preference

Figure 2: Currently, SAC spends about 2 months during executive transitions (April and May) solely dedicated to updating new executive contact information. This is an extremely long and tedious process involving students having to email SAC with new contact information, SAC updating this information via CRM Sugar as well as MailChimp, and then emailing students back to let them know the changes have been made. During April and May, this process can take anywhere from 1 to 2 weeks per request. This is problematic for many new executives who fail to receive any SAC newsletters sent out during this time.

If students are able to update their own information, there would be no lag in executive transitions and less administration that SAC would have to do. Students would also be responsible for their own club’s communications.

Would you like to be able to update your contact information without going through SAC?

- 95% Yes
- 5% No Preference
Figure 3: SAC receives numerous requests for access to important club files from previous years such as a list of members or old club constitutions. Due to new SAC staff every year, the transitions are confusing and sometimes we are unable to find these documents for club executives. If these files were accessible online for club members to reference, they would have a better idea of their club constitution and could access it anytime. This is also of archival significance since it would allow Archives the ability to have a long-term record of the workings of each AMS club. Clubs could also be better organized, and can base new constitutional revisions on previous constitutions.

Figure 4: Another key feature of OrgSync for students and club executives is the ability to discover other clubs via a user-friendly interface similar to Facebook. Clubs can post events and interact with other clubs (contact other clubs via this system) and further publicize club functions. Currently, many students request up-to-date club executive information in order to get in contact with clubs they are interested in joining or hosting joint events with. With CRM, SAC is oftentimes unable to provide this up-to-date information in a timely manner.
Figure 5: Students have told SAC that it is difficult to remember deadlines for SAC administration (such as clubs day application, budget submissions) because of the many separate computer systems used. This is reflected in the many clubs which miss these important deadlines every year. OrgSync can provide a centralized system that combines all of these applications/submissions in one place and that is easily accessible from home. We would also have a more complete record of the clubs who have (or have not) filled out these applications—something that our current systems do not allow us to do. This information is extremely valuable to us in determining which clubs should be granted office space and which clubs are at risk of deconstitution.
Long answer Responses from Clubs:

Select long-answers from clubs. All long answer responses can be found in Appendix C at the end of this report.

Do you feel it is necessary for the AMS to purchase a new Clubs Admin system that has all the above capabilities?

- “Yes! This would allow us to actually use the resources the SAC provides” – UBC Player’s Club President
- “Absolutely. I am new to running an AMS club and so far, I feel like the experience has been a lot more difficult than it needs to be.” – Arun Dhir, President
- “Yes. Clubs should be able to have convenient and quick access to both receiving and distributing information. It is important that clubs can process their details efficiently in order for them to proceed with their plans.” – Sociology Students’ Association, Arts Undergraduate Society Representative
- “Absolutely. The current system is failing our club.” – Sociology Students’ Association, Co-President
- “I feel that it would be really beneficial and would increase AMS clubs’ capacity in operation efficiency and encourage greater campus involvement.” – Love Your Neighbour UBC, President
- “I believe it would greatly help with the administration and management of our club in the present and for the future.” – International Relations Students Association, President
- “Yes, given the amount of clubs that the AMS supports, this system would be highly beneficial.” – Ubc Ballet Club, President

What is important to you in a club-management system?

- “Accessibility: the ability to access and organize our own files (allowing for greater continuity with inevitably high exec turnovers, among other things); online member registration would be a “huge” improvement from the current system.”
- “Currently, I make use of a handful of different platforms to handle club business - e.g. Mail Chimp for e-mails, Drop Box for club files, Google Drive for event-specific records and registration info and Facebook for internal communication. Having an "all-in-one" club management system would greatly facilitate running my club and would allow us to direct our time and effort to more important things like reaching out to new members and planning events.”
- “The ability to integrate information and share information without it being too much of a hassle.”
• “To be able to reach out and connect with as many new and potential members as possible, and to do so easily without having to email SAC staff constantly.”
• “Able to communicate with everyone efficiently through mass emails to club members, and also to have a strong system to organize everything easily (files, sent emails, replied emails...etc)”
• “In a club-management system, I value a system that's comprehensive (with all files important to the executives), user-friendly, and share-able among executives. I think it's really great to have a system where clubs can connect to each other, see what others are doing, and potentially collaborate with each other.”
• “To have all the information and necessary resources integrated in one system which is easily accessible, has a simple interface, and can be revised by the executive members. Moreover, a system that connects the UBC club execs and members can be beneficial in terms of promoting the services and events of each club and enriching the UBC community.”

What can be improved from the current club-management system?
• “Efficiency - particularly easier access to club constitutions. There should also be a way for people to sign up for club memberships digitally.” English Student Association, President
• “Exec information seems to get updated incorrectly or not updated at all with the current system. Allowing club execs to be able to update their club contact information is quite important for clubs to be able to stay in the loop. Club execs should have access to all their clubs information.” UBC Fun Run, President
• “Should be able to update our club information and applications, such as application form for Clubs Days, by ourselves online.” – UBC Jazz Café, President
• “The most critical improvement that needs to be made is the reliability and accessibility of the club finances. It would be a great asset to a treasurer and President to have such a service.” – Efficiency Club
• “Definitely there need to be a unified way to push out and advertise events, we need members, and UBC students are lost in the sense of not being able to acknowledge our presence.” – UBC Coin and Stamp Club, President
• “Having all of the forms done via the internet/computer system and having them available to executives at any given time after they have been submitted would be a very beneficial improvement.” UBC Ballet Club, President
• “Some old execs have been mistaken for current execs and continue to get emails well into the academic year and afterwards so maybe a clearer system for exec info but otherwise you guys are killing it.” – UBC Surf Club, President
Services Provided by Orgsync:

Org Sync is a program that specializes in club management, with features that are beneficial to SAC in terms of efficiency and clarity in communications with clubs, allowing more time to provide services and attention to student groups to improve the club executive experience. Secondary benefits of Orgsync would provide clubs with direct access to a centralized program with resources for member outreach, a community calendar and file archiving. The system integrates and centralizes all management into 1 system that is accessible to all members of UBC with a CWL log-in.

Club executives would have the autonomy to update their own contact information and club executive lists without having to go through SAC as a "middle man". This eliminates the time lag between requests we receive from clubs to change contact information and the time when the change is actually made. This also means that clubs will consistently receive SAC updates via a mass mailing system that is integrated into Org Sync.

Currently, we receive many emails from club members who complain that they do not receive our newsletters. This is because CRM is not integrated with Mail Chimp and some emails are entered into 1 system but not the other. Org Sync would eliminate this problem.

We would also be able to keep on Org Sync important club documentation that club executives currently don't have access to. These include budgets, club constitutions, and applications for office, lockers, and clubs day booths.

All these features will significantly decrease the amount of time that the SAC Vice Chair and Clubs Administrator have to spend on time-consuming tasks such as contact information updates. We would have a lot more time to spend on the transition to the New SUB and all the SAC policies that must be altered to reflect this change.

For club executives and members, the list of Org Sync benefits include, but are not limited to:

- A Facebook-like interface that allows all club members to access comprehensive information on different AMS clubs and upcoming club events
- Integration of new member sign-up, membership waivers, contact information updates, club event updates, application for clubs days and office/locker allocations
- Ability to send mass emails to club members through this system
- Go paperless and advertise their club online to the greater UBC community
- Clubs will no longer have to email SAC and wait for basic information such as contact information from other clubs, past member lists etc, since all this information will be available online
- Club members would have an automatically generated list of their extracurricular involvement
Options other than Orgsync:

As it stands, Orgsync holds a monopoly in the market as the only service provider that is specialized for a student clubs management system.

- No other system within the price range of $30,000 per year is able to provide services that meet all of the needs of SAC as club administrators or the secondary needs of clubs as executives.
- A custom built solution would cost upwards of $100,000 to obtain and would pose the heavy risk of glitches, inadequate customer service from the provider as well as the possibility of being stuck with a program that does not work after having paid thousands of dollars.
- While the priority of the AMS is always to engage students, a student built program would run the problem of continuity in terms of turnover of students running the program.

Business Solutions:
Ungerboeck: The AMS is currently using Ungerboeck for the business operations. This software program is not specialized for student clubs management and is neither user friendly nor specialized enough to be worth the investment for SAC.

Learning Community Solutions:
Moodle: As a learning platform, the team at Moodle, like that of UBC connect focus on learning and teaching platforms for instructors and classmates to interact based on academic material.

Custom-Built Solutions:
Oohlala: In the 2012/2013 year Oohlala was considered as an option for the AMS in terms of features they could provide to SAC. While Oohlala does have minimal levels of crossover in terms of a database of clubs for the app, there is no hierarchical administration option that would allow SAC to administer surveys or forms to clubs.

Cheaper Solutions:
Sugar CRM: The current system in use, Sugar CRM is a customer relations management system. Clubs are not customers and SAC is not a business in need of client management, but rather a system that can effectively
Data Hosting:

- Data will be hosted outside of Canada in the United States
- Students’ names and email addresses will be the only personal information provided to Orgsync. This information is already stored in the US through the service used by SAC known as Mailchimp.
- Information put into the Orgsync filing system as archiving for future executives will mirror the platform known as Dropbox. Dropbox servers are hosted throughout the United States.
- Under PIPA (Personal Information Protection Act) which applies to the AMS, all features of Orgsync are legal and in the clear.
- As no student numbers will be used for membership sign up through Orgsync, no personal information that is not already hosted in the United States will be exposed to the Patriot Act.
- In its 9 years as an organization, working with over 400 groups, Orgsync has not been asked to share any information with the American Government.
- Any information provided to Orgsync would be the property of the AMS.
- Students would receive a disclaimer regarding the location of servers before providing names or emails to Orgsync.

Implementation Timeline

If the presented timeline is not followed within a 5-day contingency, the implementation of orgsync would become a large challenge within the capacity of the office of the VP Administration due to the following situations:

- Lack of staff resources to dedicate to training or transition into the new system anytime past August.
- Moving to the new SUB in November and the additional work on club offices and lease renewals that comes with that.
Consultation Timeline | Details on Consultation Timeline | Things Happening at SAC
---|---|---
July: Council approval and integration of system internally for SAC | Transfer of files from current systems to OrgSync and training for SAC | Locker and office space allocations.
August: Club focus groups for best implementation strategies | Obtaining opinions from clubs on how best it would be to transition to OrgSync and what types of training sessions they are looking for. This would also allow SAC to gather clubs feedback on other initiatives coming up in September. | Clubs Day organization,
SAC Wine and Cheese organization, Q&A of new SUB session organization.
Updating club information via Sugar CRM.
Club move in and out of SUB offices.
September: Training for Clubs for using the system at SAC Wine and Cheese | Begin training clubs to use OrgSync and show them the functions that will allow them to use it for Clubs Days and future SAC-related administration tasks | Clubs Days.
Revising all appropriate documentation for new SUB transition (SAC Policy Handbook, Tenency Agreement)
New SUB planning (eg. Move in and move out logistics)
January: Use of online sign-up and membership waivers at second Clubs Days | Implementation of OrgSync for use in Clubs Days in the New SUB. Allow club executives to use the software for new member signup. | Nest Fest planning and logistics.
Revising any documentation relevant to SAC (eg. SAC policy handbook)
Office allocations and
| April: Beautiful base of files for incoming presidents and less work for SAC with Orgsync in full force | Allow students to update their executive transition information (contact info, new budgets, member lists, updates to constitutions etc) via OrgSync and allow new executives to attend OrgSync training sessions | Facilitating executive transitions and answering any relevant questions pertaining to the topic of executive transitions. Asking for new budgets and updated constitutions for the upcoming year. Deconstitution of inactive clubs. Organizing executive orientations. Updating SAC policy handbook and other documentation as necessary. |
Further Detail on Implementation

Focus Groups
All clubs will be invited to focus groups on the 14th, 20th and 25th of August. Those who attend will be given a series of questions as to the best way for SAC to facilitate training for clubs regarding the use of Orgsync. A number of questions for group discussion will include the following:

1. What is your opinion of a 7-minute YouTube tutorial on how Orgsync works?
2. Would you be interested in having a presentation on Orgsync at SAC wine and cheese? Would this be the ideal setting to learn about the program?
3. Do you have a preference between online and in-person training? If so, which do you prefer?
4. Are there any things you would like to see at our events coming up this Fall that have not been already presented (referring to Move-in Pizza Night and SAC Wine and Cheese)

Information will be compiled into a report to be used when planning training sessions for clubs with the assistance of representatives from Orgsync.

IT
- AMS IT has been fully consulted with regards to Orgsync. As this program is fully internal to the SAC office, no concerns have been raised on part of IT.
- While there are many new software programs being introduced this year, none of those programs affect the SAC office and Orgsync does not affect any offices outside of SAC.
- The IT team has found no risk of lack of resources if ever there was a need for support for Orgsync from the SAC office

CWL Login and Waivers
- The implementation of the CWL login and Waivers option for Orgsync would be a feature added in for club executive turnover in the 2015 term as these details require further consultation from clubs with regards to the most convenient way to transition in a legal manner.
- CWL login is a nice feature but not necessary to the value or the function of Orgsync
- Waivers require legal clearance from our legal team and integration with Fincom, both of which have great potential with Orgsync but do require a longer amount of time for this to be implemented properly.
Executive Summary:

Purpose: The function of Orgsync serves as a tool for use internally within the AMS as a technological efficiency within the SAC office allowing the team to have more time to provide increased and innovative services to clubs that are currently not in place such as networking events, professional development and providing of a how-to guide for basic club functions for new executives. Benefits to clubs beyond efficiency and improved service from SAC include autonomy and access to their own files and archives and a centralized location for AMS deadlines regarding correspondence on administrative duties.

Research: As this program is first and foremost an internal efficiency, research on other programs available has proven that Orgsync is the only program on the market that is specialized to student clubs management. While altering business solutions or creating a custom-built module were considered, neither had the capacity for longstanding customer service or an established and proven working system. While data is hosted in the United States, no additional student information would be shared with the program that is not already being shared via Mailchimp for mass mailings or Formstack for surveys. No concerns have been raised by UBC information privacy or AMS IT in terms of implementation of this software.

Consultation: Through a survey administered via email, over 97 clubs have been represented in the responses with a 93% average yes response to questions regarding features offered by Orgsync not currently available to clubs through the AMS. Long-answer responses to the survey questions included needs met through the implementation of Orgsync.

Implementation: A 7 month implementation plan has been put in place including focus groups with clubs to research the best implementation practices as well as a long-term goal of functionalizing all of the base features presented before club executive turnover in the 2015 academic year. Urgency in the beginning of this process before the end of Summer 2014 is based in the large amount of additional programming in September that would act as a challenge. This challenge can be thoroughly avoided by using the upcoming three weeks before back to school.

Conclusion: As an internal program, Orgsync has been selected as the best option by three generations of SAC vice Chairs, as a program for clubs Orgsync meets an overwhelming majority of needs expressed by clubs.
Appendix A: Email sent to Clubs

Calling on All Club Executives to Change SAC and Clubs Forever

Hello 2014 Club Execs,

SAC is calling upon all of you to help us improve the quality of service and support that we can provide to clubs. **Clubs who share their input with us will be given the highest priority for Clubs Days and entered in a draw for a tour of the New SUB for their executive team in September.** Over the past few years, SAC has heard a lot of feedback from clubs, saying that SAC is slow and appears disorganised in responding to your questions and requests. This is largely because the current systems that we use to keep club information and contact clubs is outdated, slow, and do not integrate with each other. We want to replace all of these programs with a single system. This system is called Org Sync: [http://www.orgsync.com/](http://www.orgsync.com/)

Here are some of the things Org Sync could do for you and your club:

1. Club members and executives would have their own accounts on this system, using their CWL Login
2. Execs could update their own contact information
3. Clubs can share their events with all of the UBC community using the built-in calendar
4. Clubs would be able to view their constitutions online
5. Clubs would have a single place to go to apply for things like Clubs Days and club offices
6. Clubs would no longer have to email SAC and wait for a response in order to have access to basic information
7. Clubs would be able to do online waiver forms and club sign-up

We know this all sounds great! And we are all super excited about it too. **But we need your help to make this happen.** In order for AMS Council to approve the purchase of this software system, they need to see that clubs want this and the better club service that it would bring.

**It is of the upmost importance that you do one or both of the following:**

1. **Fill in this survey right away, no later than Tuesday, July 29th at 5PM:** So that we can present this results to
2. **Come to Council**: On **Wednesday, July 30th at 6:00 PM**, come to council and show council how much clubs matter at the AMS. We will be meeting in room 238F at 5:45 before the meeting.

We need a better system, clubs need a better system. Together we can make this happen!

*From the SAC Team*

*Kathleen Simpson*
Appendix B: Survey Sent to Clubs

Clubs Administration Survey

There are over 360 clubs at the AMS which are managed by the Student Administration Commission (SAC) of the AMS. For this job, SAC currently uses software called CRM which keeps on file the emails and names of treasurers and presidents of clubs. With this system, SAC is able to send out newsletters containing information such as Clubs Days Registrations or Office Allocations. However, aside from the ability to keep on file contact information of club executives, the current software has no other benefits.

The AMS is currently in talks to purchase a different software, called Org Sync that is specifically geared towards club management. This system will have several new features that we feel may be beneficial to both AMS clubs and SAC. Some key features of Org Sync include:

- A Facebook-like interface that allows all club members to access comprehensive information on different AMS clubs and upcoming club events
- Integration of new member sign-up, membership waivers, budget submissions, contact information updates, club event updates, application for clubs days and office/locker allocations
- Ability to send mass emails to club members through this system
- Go paperless and advertise your club online to the greater UBC community
- Clubs will no longer have to email SAC and wait for basic information such as contact information from other clubs, past member lists etc., since all this information will be available online
- Club members would have an automatically generated list of their extracurricular involvement

Please check out http://www.orgsync.com/features for more details on this new system. We would appreciate your feedback and look forward to your thoughts on Org Sync.

Club Name*

Your Position in the Club* eg. Treasurer, President

Would you like to be able to update your contact information with the AMS directly without having to go through SAC?

☐ Yes  ☐ No  ☐ No preference
Would you like to be able to share club events with the entire UBC community through a centralized system?
☐ Yes  ☐ No  ☐ No preference

Would you like to use a Facebook-like interface to interact with other clubs, discover new clubs, and also advertise your own club?
☐ Yes  ☐ No  ☐ No preference

Would you like to use a system that integrates budgeting, member waiver forms, club member sign-up, and club event advertisement that all AMS members (UBC students) have access to?
☐ Yes  ☐ No  ☐ No preference

Is it important to you to have access to club files, including previous club constitutions and lists of previous members via a centralized system that can be accessed at any time?
☐ Yes  ☐ No  ☐ No preference

Do you feel it is necessary for the AMS to purchase a new Clubs Admin system that has all the above capabilities?

What is important to you in a club-management system?

eg. ability to send out mass emails to club members and reach out to new potential members
What can be improved from the current club-management system?

Appendix C: Responses from Clubs

- Please note for the privacy of clubs the club name and position of respondents have not been provided. This information is available in person at the office of the VP Administration in confidential form to AMS councillors.

<table>
<thead>
<tr>
<th>What is important to you in a club-management system?</th>
<th>What can be improved from the current club-management system?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising to potential new members The ability for all execs to have access to the club pages</td>
<td>The need to go through the SAC to change anything or access anything is unnecessary</td>
</tr>
<tr>
<td>To better organize club membership, and have quick and easy access to information surrounding budgets and constitutions would make my job a lot easier, and allow me to quickly and effectively work with and engage the members of my club.</td>
<td>While I appreciate the efforts of the SAC, communications can often be messy and difficult due to the multitude of inquiries they receive for clubs that are seeking information that is not currently easily accessible. Communication is key to a smooth running organization!</td>
</tr>
<tr>
<td>Having everything centralized and easy to access in a timely manner. Promotional abilities are particularly important to me.</td>
<td>Efficiency - particularly easier access to club constitutions. There should also be a way for people to sign up for club memberships digitally.</td>
</tr>
<tr>
<td>Ease of room bookings, management of funds</td>
<td>Ease of room bookings, management of funds, online database</td>
</tr>
</tbody>
</table>
I think a way to easily change club related information like contact information, and to have access to waivers and other forms is important. I also think it would be great to have a means of advertising to other potential members and to network with other clubs.

The current system is very slow and disorganized. I dislike that there is so much paper used with the current system instead of electronic information.

<table>
<thead>
<tr>
<th>Accessibility: the ability to access and organize our own files (allowing for greater continuity with inevitably high exec turnovers, among other things); online member registration would be a <em>huge</em> improvement from the current system.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online member registration!!! People ask for this and we want it to be possible. What exactly is the current club management system? The emails we get on a semi-regular basis? While usually informative, and responses I’ve sent to people in the SAC are generally replied to in a timely fashion, they’re hardly a system. As far as the regular operations of my club go we come up with our own management system and do our best to stay organized – having a streamlined place to store files, outlines, constitutions etc. that execs could access even in future years (ie. after I graduate) would be amazing and probably a huge help to future execs learning the ropes of the club.</td>
</tr>
</tbody>
</table>
as our bookings were cancelled so many times and without proper notice (at least one day in advance) we would like to see smth that can help to notify all teh club members that location is changed/canceled

1) Please, do something with the booking system!!!. I undersatnd that rising money is important for AMS services and that is why all the rooms are booked in summer for non-UBC organizations/events, but I thought that AMS services put the UBC clubs in their priority. In addition, we pay significant amount of money for AMS as part of our tuition, so it would be great if we at least could have our booking. Some of the bookings done by external organisations are done even without Ricardo knowing it. This semester we have our booking cancelled too many times (and sometimes even without a notice). It would be great if at least we can have a notification at least a day in advance. 2) Also would be great if we can see all the bookings info done by everyone. Please refer to EOS department and their procedures for booking the rooms. It would be great if AMS would adopted the similar booking system. 3) lockers are also a problem. I was told we have more than 200 clubs on campus however locker availability does not reflect it.

<p>| Reach members with pertinent information regarding events, internships, speakers and so on. | Make the transition more smooth and less complicated. |
| Direct broadcast system to members | Wait time, electronic waivers |
| Help the club perform minor tasks efficiently and to keep organized. | Many things are outdated and can be improved. Constantly have to contact AMS execs for information. |
| Club Calendar, mass emails (some newsletter type monthly automation) | an online system to replace the blue folders for treasurer Student access to the databases you mentioned. To be able to modify (with AMS keeping a history) files on the go and anywhere. |</p>
<table>
<thead>
<tr>
<th>Budgets should be done from within the club management system, to avoid dealing with spreadsheets where formatting may change between different software and versions. Cheques and cash disbursements should be issued online (without having to fill out paper forms). There should be a simple online system for accepting club membership fees and donations. It should be easy to update club contact information whenever there is a change in the executive. A mailing list feature would be an added bonus, that also allows us to categorize our members and send out specific emails to specific groups of members (e.g. as a marching band, we sometimes send out emails only to people who play a specific instrument). The mailing list should allow for us to add non-student associate members as well.</th>
<th>The excessive use of paper forms should be scaled back.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currently, I make use of a handful of different platforms to handle club business - e.g. Mail Chimp for e-mails, Drop Box for club files, Google Drive for event-specific records and registration info and Facebook for internal communication. Having an &quot;all-in-one&quot; club management system would greatly facilitate running my club and would allow us to direct our time and effort to more important things like reaching out to new members and planning events.</td>
<td>Consolidation and transparency are two things I’d like to suggest.</td>
</tr>
<tr>
<td>Clear and proper communication channels, easy access to vital information about the club (membership, constitutional documents, financial information), effective communication of deadlines and duties.</td>
<td>The MOST essential feature currently lacking is easier access to viewing our AMS account balance and transaction history. Nobody except our VP Finance can do this currently, which is frustrating. I understand that only the VP Finance should have the ability to request transactions, but do not understand the reasoning behind the restrictions on viewing our financial status. It makes our club less internally accountable. The other important feature I can think of is a calendar / schedule of upcoming AMS deadlines for which we can receive reminders. Bonus if it is importable to Google calendars. I like the SAC’s current reliance on forms. If I could make one recommendation w.r.t. the new management system though, it would be to minimize/eliminate features which are available on Facebook, such as Events and Groups. It will be unused because clubs, if they can use Facebook, will use Facebook; it’s convenient and people are on it regularly.</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td>The ability to integrate information and share information without it being too much of a hassle.</td>
<td>There are issues with communication between clubs and SAC. Rather than waiting for emails, it would be much faster if we could update the information ourselves. It is difficult to keep track of members and their contact information.</td>
</tr>
<tr>
<td>Having an easy way to keep track of members (an electronic sign up/waiver form). Having an electronic system for storing club files and documents that can easily be passed from one executive to the next.</td>
<td>Exec information seems to get updated incorrectly or not updated at all with the current system. Allowing club execs to be able to update their club contact information is quite important for clubs to be able to stay in the loop. Club execs should have access to all their clubs information.</td>
</tr>
<tr>
<td>More direct, fast and clear contact with the AMS about our club. Also better ability to promote info of our club.</td>
<td>Efficiency and response when ask questions. Clear information and emails when we have to hand in or apply for admin stuff.</td>
</tr>
<tr>
<td>Not having separate login from CWL UBC, and not forcing people to sign up for another social networking site in order to access info</td>
<td>More info access for club execs</td>
</tr>
<tr>
<td>Feature</td>
<td>Benefit</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Easy login and registration system - Instant access to forms and online storage of files</td>
<td>The Executive To Do List can be more organized and updated more often. We should also have a common web page for students to see club events happening around them.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Being able to advertise to the general UBC community</td>
<td>Student access to information updating. Ability to upload new constitutions as amendments are made.</td>
</tr>
<tr>
<td>To be able to reach out and connect with as many new and potential members as possible, and to do so easily without having to email SAC staff constantly.</td>
<td>Have a more streamlined approach that doesn't take a month to get constituted.</td>
</tr>
<tr>
<td>The most important thing is making sure that everything happens on time, and this can only happen if we people go to expecting help all know what they are doing. In that everyone is using the same system and are familiar with what they are suppose to be doing rather than random emails bouncing around of someone saying this and another that. As such, the most important thing for successful club-management is efficient communication and a standardized system of action.</td>
<td>The most important thing which needs to be improved right now is communication with the AMS staff, and making sure that the proper equipment is in place for clubs while they are hosting events. Because more than a dozen times now over the course of the year AMS has been lacking in their organization of making sure bookings happen, the result of those bookings, and lack of communication with the club involved which results in disaster. As such, there needs to be a more dynamic system in place so that everything is open for all to see and that it does not seem at times as if the AMS doesn't care although they do.</td>
</tr>
<tr>
<td>Keep all the files together at one system. Make it easy for club members to know about our club's events</td>
<td>Should be able to update our club information and applications, such as application form for Clubs Days, by ourselves online.</td>
</tr>
<tr>
<td>I think it is important to be able to send out mass emails to club members, to reach out to potential members, and to integrate budgeting, member waiver forms, club member sign-up, and club event advertisement that all AMS members (UBC students) have access to all in one club-management system.</td>
<td>Purchase a different software, called Org Sync that is specifically geared towards club management and save on paper and trees!</td>
</tr>
<tr>
<td>Ease of access. Centralized area in which I could update club executives, book rooms, apply for clubs days and imagine day, view old executive budget and reimbursements. Online payment and bookkeeping.</td>
<td>The implementation of the aforementioned things</td>
</tr>
</tbody>
</table>
The three most important parts would be: 1. Organized Financial records and accounts. 2. Advertising/Recruitment ability. 3. Being able to pass on the executive roles to incoming students and members.

The most critical improvement that needs to be made is the reliability and accessibility of the club finances. It would be a great asset to a treasurer and President to have such a service.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to advertise club to UBC students. Central location to be able to contact club members without using arcane mailing lists. Easy way to track deadlines, assets, active members, inactive members.</td>
<td>Everything!</td>
</tr>
<tr>
<td>Able to communicate with everyone efficiently through mass emails to club members, and also to have a strong system to organize everything easily (files, sent emails, replied emails...etc)</td>
<td>Reduced need for manually updating contact information and other details via email.</td>
</tr>
<tr>
<td>Organization, enhanced communication amongst executives and between the club and members, information such as records and budget updates and other documents being easily accessible at all times to executives.</td>
<td>Everything mentioned above</td>
</tr>
<tr>
<td>Accessibility (can access anywhere, anytime) Efficiency (can easily contact execs from any club or council, can send out mass emails, time-saving) Centralized (standardized system so it is not confusing)</td>
<td>- student access to database and a central place to store information</td>
</tr>
<tr>
<td>Be able to see and interact with all the other clubs, and have a all in one place to see events--a feeling of that we are actually all AMS clubs and working toward the same goal of bringing students together with the opportunity to collaborate and so forth.</td>
<td>Definitely there need to be a unified way to push out and advertise events, we need members, and UBC students are lost in the sense of not being able to acknowledge our presence.</td>
</tr>
<tr>
<td>Ability to check that information has been properly updated as well as the ability to reach out to the UBC community as a whole.</td>
<td>It would be great to be able to access the information submitted to make sure that everything has been received and updated properly, a problem we have encountered in the past.</td>
</tr>
<tr>
<td>Fast response to questions, ability to attract new members, ability to send out mass emails easily to members</td>
<td>Coordinated responses, faster response time, submitting the waivers online to save paper</td>
</tr>
<tr>
<td>Connecting with the UBC community and bringing ease to new members</td>
<td></td>
</tr>
</tbody>
</table>
The ability to directly submit club information without having to go through another process is one of the most important features in a club-management system. As stated before, clubs would then be able to proceed with their schedule without any delays.

As of now, active communication between SAC and other clubs is crucial for clubs to receive basic information. I believe that having direct access through CWL login to the previously stated features would be a tremendous improvement to the current club-management system.

| Efficiency and ability to have access to a system that integrates everything related to the club | Execs should be able to access the database and directly update their club info |
| A club-management system that can coordinate executive and administrative, financial, membership, and operational processes. This includes primarily, an online booking system and a better and updated AMS Online Banking for clubs and constituencies. Sending out mass emails would certainly be helpful for clubs who have not yet subscribed to other platforms e.g. MailChimp / ConstantContact. | To be honest, It would be better to change the entire platform and have it all online than to try to keep on working out the current system if it is a burden to the AMS administration. |
| Ability to advertise events | It would be more convenient to not have to submit paper copies of all club membership waiver forms |
| Ability to reach students about upcoming events in a more professional platform than facebook. Ability to interact with other clubs, which is currently very difficult outside of AUS meetings and events. Ability to centralize and streamline campus events so that all students are able to go to one place to find them all. Ability to access our constitution, our club’s history, and connect with the AMS in one appropriate place. | It is outdated and slow. It is difficult for the AMS and our club to always be on the same page, and it is difficult to co-ordinate with the AMS and other clubs on finances, event planning, and institutional constraints of constitution amendments and budgeting, for example. A central system that is easily accessible and also available to the student public would make a world of difference |
| Speed, simplicity, and flexibility. Also it would be good to have it as a form of year to year record keeping. This could make transitions easier. | Pretty much everything you guys mentioned. It’s slow clunky, and terribly inconvenient. I like the suggested improvements you have all mentioned, and I 100% support the new system. |
| Main things are definitely efficiency and organization, such as to ensure things can operate smoothly. A easy to manage system is great also. | The above proposed process that would replace the current system sounds pretty good. |
In a club-management system, I value a system that's comprehensive (with all files important to the executives), user-friendly, and share-able among executives. I think it's really great to have a system where clubs can connect to each other, see what others are doing, and potentially collaborate with each other.

I would like easy access to my own club files and information without having to keep asking SAC for it. (ex. budgets, constitutions, etc.). It would be beneficial to have all this information and more (ex. comprehensive member lists, past lists, etc.) in one place that is easily accessible to club executives. Having something like this that allows all executives within a club to access would increase work efficiency within the team. I often think of Google Drive to be a good system to use within a club because it makes all files accessible to the execs. So having a system that is similar to Google Drive's function would be helpful, especially if it included all the information that SAC has, but club execs don't (and would otherwise need to ask for). The paper copies of the membership forms is also inconvenient, and moving into a tech-based system would be helpful, if possible.

More transparency, efficiency

Constantly be able to access and update our information without delay.

The ability to broadcast our club to a bigger community, also, management of all official documents and submissions to AMS without having a separate email and link for everything such as waivers, tenant agreement, budget...etc. It would be good to have one website where we can take care of everything.

ONE all inclusive system that integrates all club related functions in one convenient location

To be able to reach out to potential members

Efficiency. I need to be able to get a quick response to my questions/ requests.

This is my first year being an executive so I have no comment about this system.

To communicate efficiently
### Orgsync Report

- System needs to have been proven to be effective and tested for potential bugs and errors.
- Confidentiality of information - who would have access to this massive storage of club information and to what extent of information is public - know who are the people managing the system - ensure electronic data is backed up frequently - will additional charges be placed in student fees to introduce this system.

The system works as it is, but there could be more staff working in SAC to increase the speed of productivity. Having restricted access to these databases ensures private information collected from students (such as full legal names, student number, signatures) is kept confidential and not compromised by technical issues or attacks.

<table>
<thead>
<tr>
<th>Ability to advertise to as large an audience as possible. Online member management.</th>
<th>Less visits to the AMS office, i.e. online member sign-up, paperless membership waivers. Acknowledgement of club updates (i.e. I never got replies to emails with executive transition information, so I could not tell if further action was required). An online system with immediate feedback would be ideal.</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Ability to advertise to as large an audience as possible. Online member management.</td>
</tr>
<tr>
<td>Having a centralized and online system would be ideal at least for interaction with the AMS and clubs. It’s not as important to me to be able to send emails to club members or advertise the club through an AMS-system, because club emails are not difficult to set up and a website for clubs might not get much use from the general student body.</td>
<td>Definitely moving to an online system for club executives and the SAC to use for their interactions, submitting forms, etc.</td>
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</tr>
<tr>
<td>Something which is user friendly and accessible without having to navigate through different people.</td>
<td>Instead of submitting paper copies of club membership and other forms, it should be done online, or the option of submitting online should at least be available. All clubs should also have access to a centralized system that includes club files. All students should be able to view these databases. This makes it more likely that any errors in the files would be detected by students and pointed out to SAC or the AMS.</td>
</tr>
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<td>Something which is user friendly and accessible without having to navigate through different people.</td>
</tr>
</tbody>
</table>
I like that club members would have an automatically generated list of their extracurricular involvement and that as a club we would be able to send out mass emails to club members. The shared calendar is great to advertise to other clubs which can lead to collaborations. An easy, fully accessible platform for all members to access. Ability to send mass emails, hold previous records and a system that is easily organized.

Transition from year to year results in certain files, crucial to future executives, to become lost. For example, while conducting a significant change in constitution it can be useful to refer back to changes made over the last decade. It would also be significantly easier if there was an easier way to manage e-mailing and especially waivers/member sign-up. It is annoying as a student to have to sign up twice, once on a waivers and once more to obtain membership information on e-mails etc. Budgeting is also a major problem I found with IRSA when I took over it. not everyone has a background in knowing how to manage budgets and it can become difficult to keep a consistent track on funds and refer to them as a way to manage a club, particularly looking at trends and how budget was used from year to year. If there was a way to have some sort of accounting system or an easier way to create and break down the budget, I think it would help our club significantly.

Communication is an essential aspect to running our club and workshops. Being able to reach out to members is important as well as gain new members. Communication is also important for our biannual sales and charity events. The organization aspect is the most attractive in a new management system. Moving from paper copies to digital is something our club is considering, due to high numbers of members. This year our exec list was lost during the sac transitions and it caused issues with our budget, club days registration and news letters.

As long as it is easy to use. If the Fincom VP can give me access to Sharepoint. I emailed him before but got no response...
### Orgsync Report

- **Updating information about my club like new executive members and informing new events to members**
- **Submitting forms by online.**

- **It would be easier for the club to communicate with all the members**
- **I am not sure if that would be better compared to Facebook**

- **Informing executives about SAC’s latest updates like room booking etc. - Ability to reach out the potential members besides social media sites like Facebook and Twitter**
- **- More efficient way of room booking, budget reports to be communicated with different clubs.**

- **The ability to organize and create events through a centralized system, and the ability to reach out to members**
- **Clubs themselves should be more involved in the system**

- **Membership tracking, sending emails to set lists (eg, males, females, new members, 1st years, etc)**
- **The SAC is the middleman, and has to respond to every request one by one, even if it as simple as updating an exec email. Membership is tracked through paper, which is tedious for club execs to deal with.**

- **Easy access to old files such as club constitutions - Ability to reach out to new prospective club members - Ability to send out information about club events and activities - Easy access to our club's budget for all club executives**
- **Having all of the forms done via the internet/computer system and having them available to executives at any given time after they have been submitted would be a very beneficial improvement.**

- **This will prevent delays and lags in the communication process with SAC. Allowing the system to be more accessible, therefore it will be utilized to a far greater extent.**
- **Needing members to fill out printed waiver forms. Having no calendar to view other clubs events.**

- **The ability to update exec contact information easily and reach out to new members as well as other clubs.**
- **What could improve is easier transition of exec member contacts. Every time our exec team changes members our contact information gets lost or SAC forgets to add them.**

- **organized, easy to access, non biased**
- **The website for clubs right now need to be improved. It is extremely messy and disorganized, which makes it very hard to find important documents that we need to fill.**

- **To have all the information and necessary resources integrated in one system which is easily accessible, has a simple interface, and can be revised by the executive members. Moreover, a system that connects the UBC club execs and members can be beneficial in terms of promoting the services and events of each club and enriching the UBC community.**
<table>
<thead>
<tr>
<th>Feature</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ability to easily communicate to other members of other clubs, promote the club through an easy to use interface, and discover collaboration opportunities with other clubs</td>
<td>Ease of use, reduction of man power to process simple tasks, reduction in time spent on waiting for emails to be returned.</td>
</tr>
<tr>
<td>* One place to find all the needed documents and resources * A system that improves communication within clubs and between clubs * Especially, a system that helps leaders delegate responsibilities and allows them to supervise other people's work.</td>
<td>Information should be available 24/7. There is no need to talk to a person every time we have a question if the information is of easy access (like on a website).</td>
</tr>
<tr>
<td>Having a system that allows club executives to share documents and files to one another which can be accessed at any time. Communication is also very important.</td>
<td>Better communication with clubs. It took a month to book a time to meet up with SAC to constitute the club.</td>
</tr>
<tr>
<td>Clear communications between AMS and clubs on a personal level.</td>
<td>Some old execs have been mistaken for current execs and continue to get emails well into the academic year and afterwards so maybe a clearer system for exec info but otherwise you guys are killing it.</td>
</tr>
<tr>
<td>Ability to be able to interact with club members more. Also, to be able to put our club out there and advertise our events to the UBC community.</td>
<td>E-mail Responses from SAC. I have e-mailed Fincom on numerous occasions and have not gotten a reply regarding our clubs benefit grant which we have not received yet for an event that happened 5 months ago. With e-mails, it is possible that some can be overlooked or forgotten. The online bank account system could be faster and more efficient as well. It would be nice if treasurers could submit all the reimbursements and other forms through an online system rather than having to go to AMS everytime.</td>
</tr>
<tr>
<td><em>Register Club Members online. -Able to access the basic information of all club members through online database. -Create a SNS platform for all AMS Clubs' Executives.</em></td>
<td>The current club-management system seems inefficient and one-sided. It is confusing when club executives do not have quick access to some of these club information and databases during the school year.</td>
</tr>
<tr>
<td>Ability to communicate and collaborate with my club as well as other clubs</td>
<td>I don't use current system</td>
</tr>
<tr>
<td>Individual member profiles</td>
<td>-A easy, consistent interface</td>
</tr>
<tr>
<td>As a new President going into the 2014 fall year, I am not to familiar with the system yet and will be able to better form an opinion in the coming months.</td>
<td></td>
</tr>
<tr>
<td>Having the access to club information and everything club related without emailing SAC back and forth.</td>
<td>See the club constitution without having to email SAC. I am aware of what my club does but am not fully aware of what the constitution says.</td>
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</tr>
<tr>
<td>- easy to use scheduling systems - all suggestions listed in the questions above</td>
<td>- everything listed above</td>
</tr>
<tr>
<td>Ease of access and use, security.</td>
<td>Everything. Change it all to an easier, more convenient, online management system.</td>
</tr>
<tr>
<td>- frequent updated information (ex: budget, membership) - fast and user-friendly system for people to use - reminders for deadlines on a calendar - ability to export information (such as events on a calendar) to a separate system (like Google Calendar) - ease of advertising through AMS, which may connect to Twitter or other social media sites - easy to contact members/executives in the club about our own events or updates - ability to contact other clubs to join together for events</td>
<td>- updating SharePoint and gaining access to the club’s balance - executive transition process could be smoother, with more guidance given to incoming executives - better organization of the different forms and other club resources on the website</td>
</tr>
<tr>
<td>Easy access to information and consolidating where we put this information.</td>
<td>What you’ve been suggesting.</td>
</tr>
<tr>
<td>A centralized and easily accessible contact and networking system for all clubs as well as more collaboration.</td>
<td></td>
</tr>
<tr>
<td>Easy access.</td>
<td>Having student access to these databases.</td>
</tr>
<tr>
<td>The fact that we can centralize all forms and documents, communicate and budget within one system, and ultimately be more organized and aware of what is going on in and outside the club.</td>
<td>everything, its a real pain as it stands.</td>
</tr>
<tr>
<td>Online room-booking function; ability to send out mass emails to club members; online database for viewing the constitution of our club.</td>
<td>We can upload the membership waiver forms online instead of emailing or handing in. Moreover, we can update the contact information in the system as well.</td>
</tr>
<tr>
<td>Simplicity, efficiency.</td>
<td>Current system seems to be non-existent.</td>
</tr>
</tbody>
</table>
All of the above listed features would be great, however I think it would also be great to include general SUB room bookings in this system. This way clubs can come to one place to do the basic communication that currently occurs with SAC. Is this system going to be connected to the OOHLALA application that the communications department encouraged clubs to sign up on? It sounds like this system has some similar functions as the application. Reducing the amount of places that clubs need to go to gather info or to release info is the most ideal situation!

<table>
<thead>
<tr>
<th>Sending out mass emails as well as advertising and recruiting new members.</th>
<th>Response times to e-mails!! Communication between SAC officers seems to be lackluster as well - however this is understandable considering how many clubs require the attention of each officer on SAC and how the current club-management system does not support efficiency or club engagement/interactivity.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The speed of service, the applications of it and the access to it.</td>
<td>Transparency and access to information</td>
</tr>
<tr>
<td>Response rates for access to information/requests</td>
<td></td>
</tr>
<tr>
<td>Creation of a community where club executives can interact with members and potential members.</td>
<td></td>
</tr>
<tr>
<td>Easily accessed, combined all the function above in a clear format</td>
<td>Having a clear, easy access place for club executive's contact info when transition happens (info should be accessible to the school club manage office) to save paper.</td>
</tr>
<tr>
<td>1. Easy to manage 2. No constant system failure/maintenance 3. Provide effective platform to promote club-related events 4. Provide a way/platform to communicate with AMS and other clubs</td>
<td>1. Able to see information/forms from the previous years 2. Have a clear checklist for all AMS deadlines (able to submit through this one system)</td>
</tr>
<tr>
<td>The ability to have a more centralized location to access and utilize resources and information. More independence and streamlined approach to communicating to the AMS and other clubs Less steps</td>
<td>I wasn't even aware we had one... so...</td>
</tr>
<tr>
<td>Organization, marketing to a large group.</td>
<td>Slow and confusing.</td>
</tr>
<tr>
<td>The ability to send out mass emails to reach potential members and to communicate with other club executives.</td>
<td></td>
</tr>
</tbody>
</table>
It is important for executives to have a place to voice their suggestions such as a comment box for AMS or SAC.

If AMS/SAC is able to separate the clubs by alphabets and put them into groups. Each representative from AMS/SAC whom are in charge of the clubs can take charge of a certain group. This makes it easier for us to communicate with our assigned representative. It makes confusing and difficult for us club executives to email the organization as sometimes we are directed to a different person each time. By grouping each club and having an assigned person to look after that group will definitely create efficiency.

| The ability to have most, if not all, basic club functions available on one site which is inviting for all members of the student body at UBC. | All the listed key features would be vast improvements from the current state. |
| Efficiency, easy access for all exec members, good record-keeping which are easy-to-read/handle, maybe a mobile app option to do club stuff while on campus, a good filing system, secure and options to make things private/public. | -not having to be referred to a number of different contacts -allow an easy update of contact information -reliable emails sent out to presidents etc. (as of right now I hear that sometimes some clubs don't get emails) Not knowledgable first hand about other improvements. |
| Ability to advertise events and the club in order to attract more members. Also, to have a centralized place for AMS forms and to be able to check summer deadlines outside of email. | A centralized place for deadlines and form submission to make transitions easier. |

- efficient -easy to use -reliable -secure: I do not like that our information will be stored on American servers in the case of Org Sync. - assessable to everyone: executives, club members -truly integrates all information/documents etc in one space

Student access to databases, easier for new and returning exec members to transition into the next year, an FAQ/faster way to get answers [SAC and AMS exec members are super busy and can’t always respond quickly because of that, so if there was another way that’d be nice] :)

- not having to be referred to a number of different contacts -allow an easy update of contact information -reliable emails sent out to presidents etc. (as of right now I hear that sometimes some clubs don't get emails) Not knowledgable first hand about other improvements.
I think it is important to have a club-management system because it is much easier to update members' status (as in active or inactive) on a shared platform is better than having only a few of the execs knowing the situation.

In my opinion, using email to contact is slow and often causes misunderstanding since the time span between each reply is usually very long, it is very hard to correct the mistakes and often found too late. Moreover, I personally does not like submitting paper forms as it is very inconvenient since it requires a lot in-person interactions, which makes it less flexible than submitting e forms online. This is a problem especially when people are oversea.

All of the above mentioned aspects to a club-management system would be nice. The ability to manage club membership on-line would be a big improvement. One aspect that was not mentioned would be a more efficient banking system. Having the ability for club members or even external community members make payments directly to the club on-line could greatly improve efficiency.

Almost everything can be improved on. The current system is incredibly time consuming and inefficient. Being able to set up individual membership accounts to be able to better keep track of who has paid for what would be very helpful. Additionally having a central location for documents would be excellent so executive transitions are much easier.

To be able to communicate with club members in an organized and efficient way. To advertise our club to more students.

A database that is accessible and easy to update and search.

- The opportunity to interact with other clubs (forums to learn with and from each other) - A centralized system to access and organize information, which would be especially useful for annual transitions - Access archived information (old constitutions) - Templates for forms to fill out online? - Easy communication with SAC for updates etc. - Manage deadlines and timelines

There is a lot of emailing involved, which is time consuming and not very streamlined. Something that removes the middle-person would be a lot more efficient.

The ability to advertise to a wide range of students.

It can be more organized and structured.
Appendix D: Blog Post by Clubs Administrator at University of Calgary

Available online here: http://blog.orgsync.com/2014/data-driven-decision-making

By Henry Rosvick
Coordinator, Student Organizations
The Students’ Union, The University of Calgary

As a non-profit organization, The Students’ Union at the University of Calgary had to look for innovative ways of numerically representing the impact of student run organizations on the undergraduate experience to justify funding allocations. Prior to implementing OrgSync, there was heavy reliance on anecdotal evidence, self-reported financial and membership information, and lot and lots of paper. Having accurate data was difficult, if not impossible, to obtain.

Then along came OrgSync.

At first we did not see the potential for reporting that OrgSync provided us. We were primarily interested in paperless forms, and number crunching was still on the back-burner. We progressed through our first year, collecting forms and approving events.

In April we looked back on what we had done in the last year, and there it was. Data, right at our fingertips. Forms had data, portals had data, and everything was tracked and counted. From this we decided to put together our first SU Clubs Report, which would serve as the hard data back-up when it came to budget time.

At the time most clubs only had executives in their portals. We collected spreadsheet membership lists from our clubs as a substitute, and this allowed us to compile a complete student membership list. For the first time ever we were able to see accurately the total number of students who were members of our organizations.
The data didn’t stop there. Each form we collected was reported on, providing us with the most comprehensive look at how our services were utilized, where problem areas were, and what we were doing right. This has enabled us to make educated, accurate, and justifiable changes to our budgets, policies, and procedures.

Putting together the report had seemed daunting initially, but OrgSync makes it very easy to either directly read statistics off the reports page, or export the full data set out to a spreadsheet. From there it was a matter of putting it all together in one report.

Within one year, OrgSync transformed The Students’ Union Clubs system from a poorly understood mash-up of student organizations, into an organized department with data to back it up.