

## AMS Services

Ternary Report: May 2016-July 2016  
(Submitted on August 2, 2016)

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## Mission Statement

*The AMS Services aims to “offer services and resources to the membership which are in significant demand and aim to further the well-being of the membership as a whole; aim to enable all students to achieve their potential”*

- AMS Services Mission Statement as found in Code

## Staffing

### *Summary of Recruitment*

With the assistance of last year’s outgoing staff, we have successfully completed recruitment of the incoming leadership team. For our seven Services, we have selected the following staff as a result of April recruitment:

Assistant Student Services Manager: **Sofiya Muzychko**

Tutoring Coordinator: **Katherine Pan**

Safewalk Coordinator: **Elizabeth Riegert**

Advocacy Coordinator: **Letitia Chu**

Foodbank Coordinator: **Taruni Singh**

Speakeasy Coordinator: **Osha Hagon**

Volunteer Avenue Coordinator: **Christina Sunwoo**

Volunteer Team Coordinator: **Elnaz Amjavaheri**

The Services leadership team has expanded to include the role of a Vice Coordinator as a result of the approval of Vice as a new AMS Service. The Senior Manager of Student Services and I had short-listed and interviewed the top three candidates, resulting in the following recruitment:

Vice Coordinator: **Lina Castro**

In May, the new Speakeasy and Tutoring Coordinators opened the applications for their Assistant Coordinator positions. With my assistance during the screening and panel interviewing process, both roles were filled by the beginning of June.

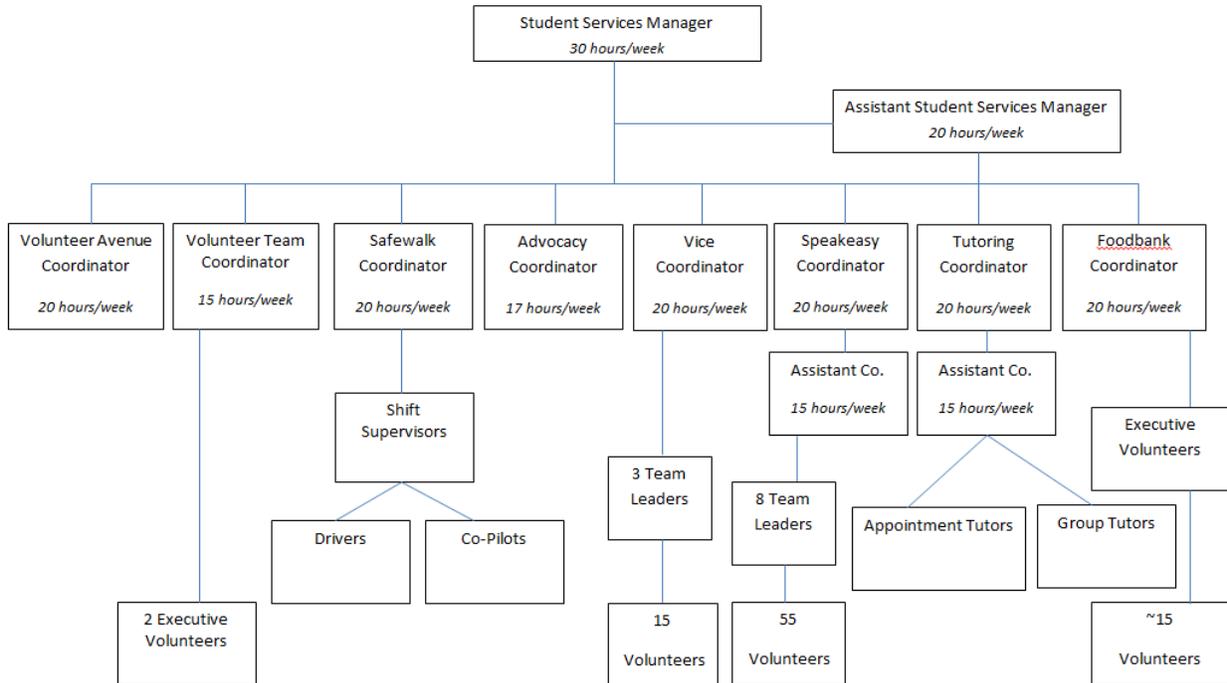
We have selected the following staff as a result of May recruitment:

Speakeasy Assistant Coordinator: **Helen Schweitzer**

Tutoring Assistant Coordinator: **Liam Reeve**

Furthermore, Safewalk, Vice, Speakeasy, Foodbank, and Tutoring Services have all planned out and initiated the recruitment process for their paid / volunteer staff positions for the summer and remaining academic year.

AMS Services Organizational Structure 2016-2017



## Services Goals & Strategies

### Service-wide Goals

The goals section of the report is divided into two categories: ‘Service-wide goals’ that apply to all Services and ‘Service-specific goals’. Services-wide goals for the year are as follows:

1. **Operating Model Review:** In an effort to ensure that all Services the AMS offers continue to be relevant, efficient, and provide low barrier access to our users, operating models for all seven Services have been under review over the summer. The exit interviews that I had conducted with the outgoing Services leadership team, in addition to the recommendations from the outgoing Student Services Manager, had resulted in a number of recommended changes or developments for each Service moving forward. Furthermore, each Service coordinator has spent the summer conducting Project Insights - they have contacted Student Unions across Canada to inquire about the operations of peer Services. In addition to the above and my shadowing of each Service, the Service coordinators and I had consolidated all findings and set changes for each of the Services moving forward. Specifics for the results of the operating model reviews can be found under each Service below.

*Timeline: May 2016-August 2016*

2. **Survey/Feedback Integration:** To further ensure the continual development of the relevancy and quality of all seven AMS Services, I am looking into the integration of a feedback mechanism into each Service that students can complete once they have accessed any of them. This may take the form of an automated client survey that gets sent to our users regarding their experience utilizing and accessing our Services.

*Timeline: August 2016-September 2016*

3. **Services Wage Review:** Given concerns regarding pay inequity, the fact that reviews for wages of student Services staff have not been completed in recent history, as well as the recent increases for Governance staff, I have begun a Services wage review for all paid positions under the Services with the Senior Manager of Student Services and Senior Manager of Human Resources. The review has resulted in the following recommendations:

- a. Increases for the Services leadership team
- b. Harmonized wages for Safewalk staff (Drivers, Co-pilots, and Shift Supervisors)
- c. Wages for group and appointment tutors to remain the same

*Timeline: July 2016-August 2016*

4. **Outreach Initiatives:** In an effort to innovate the ways Services have historically completed their outreach initiatives, we are exploring methods to tailor our outreach initiatives specifically to each group we are reaching out to. For example, during our presentation to Residence Advisors in the upcoming Advisor Orientation, we will be providing information about those services most relevant and explaining how Residence Advisors can utilize the Services in their programming. Furthermore, we are exploring methods to better reach out to groups that could specifically benefit from increased uptake of the AMS Services (i.e. reaching out to the Greek System about Safewalk, Vice, Speakeasy, and SASC specifically). We are also looking to rebrand the monthly 'This Month at the AMS Services' videos to become shorter, more eye-catching, and more relevant. Finally, each Service will be creating an outreach campaign for the upcoming year with a central focus of addressing the most pressing issue that each Service is dealing with (i.e. addressing food insecurity rates on campus for the Foodbank).

*Timeline: August 2016-April 2017*

## Service-specific Goals



The goals and specific areas of focus for all seven AMS Services are as follows:

## Advocacy

1. **University Roadmap:** The creation of an online version of a university roadmap that helps students navigate through all UBC advocacy offices (i.e. AMS Advocacy, GSS Advocacy, UBC Ombudsperson, AMS Ombudsperson, etc.) when seeking support.  
*Timeline: May 2016-August 2016*
2. **Student Services Integration:** The intentional targeting of Student Services across campus as part of the Service's outreach efforts to support students requesting academic appeals.  
*Timeline: May 2016-August 2016*
3. **Time-sensitive Outreach:** Tailoring the Service's outreach initiatives to students' different needs throughout the various times of the year.  
*Timeline: August 2016-April 2017*
4. **Peer Support:** Integrating a peer support framework into the Service's offering when considering the distressed nature of students utilizing the Service.  
*Timeline: September 2016*

## Foodbank

1. **New partnerships:** We are creating new partnerships with AMS Food & Beverage and various Food Vendors in the lower mainland. We are also in close contact with the Dietician in Residence (under the mandate of Student Housing & Hospitality Services) about ways the position can make a contribution to the AMS Foodbank.  
*Timeline: July 2016-April 2017*
2. **Introduction of fresh produce:** We have recently begun to receive fresh produce from another new partner – EcoVillage. We also plan on partnering with the UBC Farm to ensure a regular supply of fresh and local produce at the Foodbank.  
*Timeline: May 2016-August 2016*
3. **Food Preparation Skills:** In an effort to view food consumption in a more wholesome and all-encompassing way, we are looking towards the UBC Farm and the Cooking Club to provide free or subsidized food preparation courses to Foodbank users.  
*Timeline: July 2016-April 2017*
4. **Nutrition Education Passives:** We plan on creating nutrition education passives (pamphlets, posters, etc.) that we plan on putting up in the Foodbank and distributing to clients.  
*Timeline: September 2016-April 2017*
5. **Foodbank Move:** With the renovation of the basement of the Old Sub, we are in the midst of relocating the Foodbank to room 2131 in the Nest.  
*Timeline: August 2016*

## Safewalk

1. **Address Abuse of Service:** While the Service has experienced increased exposure and usage uptake by clients, this has also resulted in increased abuse of the Service simultaneously. To combat this, Safewalk has introduced a number of new policies that include limiting the number of rides clients can request/night and decreasing Safewalk staff waiting time. Furthermore, we plan on being explicit in the messaging surrounding the purpose of the Service during all outreach efforts.

*Timeline: May 2016-August 2016*

2. **Football Partnership:** We are currently working on a partnership with the UBC Football team. Football has offered to volunteer their members with Service for up to free twenty shifts a month. This will likely take the form of adding a third walking team during our busier nights.

*Timeline: May 2016-April 2017*

3. **Physical Accessibility Review:** We plan on reaching out to Access & Diversity to conduct a review of the physical accessibility of the Safewalk vehicles.

*Timeline: September 2016*

## Tutoring

1. **New Group Tutoring Partnerships:** We are currently in the process of setting up new group tutoring locations across campus, include partnering with the Arts Undergraduate Society and Pharmacy, as well as increasing our course offerings with our Commerce Undergraduate Society partnership.

*Timeline: May 2016-August 2016*

2. **WUSC & MasterCard Scholarship Partnership:** We are building a new hybrid of our group and appointment tutoring models to serve students in the WUSC and MasterCard programs. These tutors will be receiving more specialized training, including a focus on intercultural understanding.

*Timeline: July 2016-September 2016*

3. **Review Residence Model:** We have completed a review of our residence model given the changes in first year residences across campus. We have ended group tutoring in Gage (since first year students will no longer be living there) and have added a day at UBC's new Orchard Commons. We are also examining ways to better promote group tutoring in residence given the changing nature of residence programming and goals.

*Timeline: June 2016*

4. **Prep Nights:** We plan on reaching out to Undergraduate Societies/Faculty Student Services to consider running tutoring prep nights before major midterms/finals for first year students.

*Timeline: September 2016-April 2017*

5. **Ongoing Profession Development:** As part of our TLEF agreement and commitment to further developing the Tutoring Service, we plan on working with the Learning Commons to incorporate relevant and worthwhile professional development workshops at monthly tutoring meetings.  
*Timeline: September 2016-April 2017*

## Volunteer

1. **Centralized Platform:** The creation of a centralized platform that houses all volunteer opportunities made available by Volunteer Avenue and Volunteer Team. This will likely exist on the AMS website.  
*Timeline: July 2016-September 2016*
2. **Expanding Volunteer Base:** With the overall goal of diversifying the volunteer opportunities available to clients, we are including additional volunteer opportunities with Vancouver Coastal Health, SAC, the Centre for Community Engaged Learning, as well as various faculty and club research opportunities.  
*Timeline: May 2016-December 2016*
3. **WUSC:** The creation of a WUSC subdivision for Volunteer Avenue that offers long-term volunteer opportunities tailored to the specific needs of refugee students.  
*Timeline: August 2016-December 2016*
4. **Consult Review:** Developing the 1-on-1 Volunteer Avenue consults to go beyond simply linking students to available volunteer opportunities.  
*Timeline: August 2016*
5. **Newsletter:** The creation of a monthly newsletter by Volunteer Team highlighting all short-term volunteer opportunities available to students that month.  
*Timeline: September 2016-April 2017*

## Speakeasy

1. **Training Review:** Reviewing the training given to the 60+ Speakeasy Volunteers, with a special focus on motivational interviewing strategies. This also includes a better integration of the peer support and outreach teams.  
*Timeline: August 2016-September 2016*
2. **Canadian Peer Support Network:** With the partnering of larger and more established peer support programs across Canada, the creation of the network to share peer support best practices as well as help smaller Student Unions establish their own peer support programs.  
*Timeline: August 2016-April 2017*

## Vice

Since the initial conception of Vice, the focus has shifted to incorporate a harm reduction approach with a particular emphasis on health promotion. The overarching goal for Vice for this upcoming year is the actual creation and building of the Service. The goal is to have the Outreach and Education components

of the Service up and running by September, with the peer dialogue and mentorship components launching later in the term. The creation of the Service entails the following:

1. **Finalizing Support Model:** We have settled on a peer support model, with a harm reduction approach based on health promotion.  
*Timeline: May 2016*
2. **Current Provider Feedback:** We have reached out to current support bodies and groups on campus that may otherwise serve the same types of students, including Counseling Services, Vancouver Coastal Health, Student Health, and the Wellness Centre.  
*Timeline: June 2016-July 2016*
3. **Referrals Process:** The creation of a referrals process to and from Vice, including Access & Diversity, Vancouver Coastal Health, Counseling, RCMP, Student Conduct, Campus Security, Student Health, Residence Life, Early Alert, and ESPs.
4. **Organizational Structure Review:** We have shifted the focus of the three prongs to include the following – Mentorship, Peer Dialogue, and Outreach & Education.  
*Timeline: July 2016*
5. **Public-Facing Information:** The researching and creation of an online database that provides public-facing information regarding alcohol, drugs, and technology use.  
*Timeline: Ongoing*
6. **Volunteer Recruitment & Training:** The creation of training materials, as well as the recruitment of Team Leaders and Volunteers.  
*Timeline: August 2016-September 2016*
7. **Faculty Collaboration:** Potential collaboration with Sociology, Psychology, and Social Work faculty and groups. A SEEDS project will lead to the creation of a UBC-wide survey regarding student relationships to alcohol, drugs, and technology.  
*Timeline: August 2016*

The service will officially launch in September with the launch of an outreach campaign and the subsequent publication of the Service’s public-facing information.

## Potential New Services

Based on feasibility reviews conducted by previous AMS leadership teams, as well as recommendations from the outgoing Student Services Manager, we have been strongly considering the launching of additional AMS Services that are in significant demand. We have narrowed down two potential new Services as follows:

1. **Incubator:** The creation of an AMS Service that supports students in the development of their own start-ups/businesses on and off campus. Feedback from the only other incubator on campus, e@UBC, has been overwhelmingly positive in terms of a potential collaboration that would serve as a feeder into the existing incubator program. A high-level presentation,

discussion period, and potential motion to hire a coordinator to build the Service will be coming to council in August 2016.

2. **Mobility Needs Shuttle Program:** The creation of a mobility needs shuttle program to transport students, faculty, and visitors with physical disabilities around campus during the day (especially to inaccessible buildings without parking lots or accessible roads nearby). If adopted, the Service would likely work closely with Access & Diversity. We are currently in the process of scoping out how exactly this Service would work with the University, as well as scoping out capital and operational costs.