



**AMS Services**

Ternary Report: May 2017-July 2017

**Prepared by**

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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: **Elias Choi**

Tutoring Coordinator: **Roshni Pendse**

Safewalk Coordinator: **Akhil Krishnan**

Advocacy Coordinator: **Jade Scrymgeour**

Foodbank Coordinator: **Joshua Kriesel**

Speakeasy Coordinator: **Danielle Sanford**

Vice Coordinator: **Alexander Dauncey**

Ehub Coordinator: **Pranav Menon**

In May, the Speakeasy and Tutoring Coordinators opened the applications for their Assistant Coordinator positions. With the help of our HR department, myself and the ASSM, the Tutoring and Speakeasy Coordinators have hired the following people that started with us in June:

Speakeasy Assistant Coordinator: **Jonathan Lo**

Tutoring Assistant Coordinator: **Saurav Acharya**

Tutoring has decided not to hire any more tutors for summer. An extensive plan outlining recruitment starting in the last two weeks of July and spanning all of August has been developed and all offers will be made in time for coordinated training in the first weekend of the school year. Safewalk recruitment will be on an ad-hoc basis. All other Services requiring volunteers have completed a recruitment plan. Appointments are underway and will be completed by last week of August.

## Services Goals & Strategies

Goals for the entire department were made, reviewed and initiated in May in accordance to last year's Policy I-9. With the completion of the SSM's goal and its subsequent review from the Managing Director, Senior HR Manager and the Executive, all Service Coordinators were given a period of three weeks during which they completed a Goal Tracking Sheet (see Appendix A) and used their weekly check ins to present and improve the goals with the SSM and ASSM. They were given access to all past goals as well as recommendations from last year's Services Review to incorporate in their goals for this year. In the fourth and final week of June, all their goals were approved and work on them was initiated.

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

### Advocacy

1. **Obtain effective and confidential file tracking and practice software:** In order for us to maintain a record of all cases and track the trends that happen across the university, it is imperative that we use an official data management system.  
*Timeline: April 2018*
2. **Hire a volunteer team:** Advocacy has seen an influx of cases in recent months and given that law or prelaw students are extremely interested in volunteering for administrative law, we will appoint volunteers for Advocacy for the first time this year.  
*Timeline: September 2017*
1. **Cultivate Campus partnerships:** The UBC Ombudsperson has been a key contact for us to utilize when navigating the advocacy landscape at UBC. We hope to maintain that and obtain partnerships and referrals with ESPs and Academic Advising offices at UBC.  
*Timeline: July 2017- May 2018*
2. **Compile Information package for students:** All information given out to student needs to be updated to allow the highest degree of accessibility and ease.  
*Timeline: July 2017- May 2018*

### Foodbank

1. **Implement a new inventory management system through the use of Square :** Inventory management has been an ongoing issue for Foodbank for the past few years. We can solve that by using an existing system that we already have. This will be essential for the sustainability of our supplies.  
*Timeline: July 2017-April 2018*
2. **Enforce the current policies that we have in place:** In order to maintain a high quality service for all clients who use the Food Bank we are going to enforce the policy regarding the one bag limit for individuals and two bags for families within reason, as well as the policy where alumni can use the Food Bank for up to two years past their graduation date.  
*Timeline: May 2017-April 2018*
3. **Expand campus and community partnerships:** Food Bank has established three new partnerships within the community including UBC Housing and Hospitality services, Dunbar

Produce, and Mix the Bakery. In addition servicing these partnerships, we are looking into planning several food drives throughout the year with different constituencies on campus such as res life, respective undergraduate societies and the Greek system.

*Timeline: July 2017-April 20178*

## **Safewalk**

1. **Continue and Expand Athletics Partnerships:** Walking teams were reintroduced last year in an attempt to ease the burden of increased usage of the service. We are expanding our collaboration to include other varsity teams, such as the women's baseball team.

*Timeline: July 2017 – April 2018*

2. **Address Perception of Service:** The Safewalk service has been viewed in a negative light in recent times and its policies have been misunderstood. We must address the inaccurate representation of our policies and inform the campus community about our policies and mission.

Improve social media presence of service to familiarize the community with the service and increase awareness of our purpose and policies.

*Timeline: September 2017 – April 2018*

3. **Data Collection and App:** Improve applications used by the service and data collection methods. The current method used involves the application *Swiftwalks* alone; reevaluating how we collect data to make it easier to evaluate the usage of the services and how much of the campus demographic uses the services.

*Timeline: July 2017 – April 2018*

## **Tutoring**

1. **Standardized procedure data collection and uniform responsibilities for tutoring supervisors:** Having struggled with data collection last year due to discrepancies in collection systems, we hope to build the kiosk systems into our operations. This would mean that we need to train and coordinate responsibilities of the tutoring supervisors as well.

*Timeline: September 2017- April 2018*

2. **On-going and relevant professional development for staff:** Thanks to our partnership with IKBLC, we are able to receive professional training for all of our tutors. We hope to solidify that and add monthly sessions within our team meetings to address and improve upon any concerns of the service.

*Timeline: September 2017-April 2018*

3. **Build reputation of service:** We hope to build strong partnerships that allow our partners to trust us on our quality. And we hope that through a process of continuous stakeholder meetings, tutor and student feedback reviews, we will be able to garner the confidence of the student body.

*Timeline: April 2018*

4. **Lower cost per student to \$25/head:** In an effort to further add sustainability and efficiency to our services, we will look into ways through which we can reduce the cost of operations of the services.

*Timeline: September 2017-April 2018*

### **Speakeasy**

1. **Develop training program involving workshops centered on proactive skills and supporting peers:** Given the nature of the volunteering that happens in this service, we hope to integrate ways of self-care for the volunteers through our training.

*Timeline: August 2017*

2. **Re-vamp outreach strategy to increase student engagement and utilization of the Service:** In hopes to increase the uptake of the service, we are redefining our approach to be more proactive. We want to be a source of support for campus partners to seek out when planning events that further enhance student wellbeing.

*Timeline: August 2017-April 2018*

3. **Establish formal post- drop-in feedback process:** In order for us to know whether we are doing an effective job of peer supporting students, we need to have a formal post drop in feedback process. This will be designed to allow anonymity and privacy. We hope to use this information to better support students and peer helpers.

*Timeline: September 2017-April 2018*

### **Vice**

1. **Increase student recognition of Vice:** Given that our care models have been established, we now need students to actually actively engage in our work. This will happen through increased presence and targeted outreach throughout key events and groups on campus.

*Timeline: September 2017- April 2018*

2. **Build connections with community partners:** We were able to identify that the best way for us to work around current wellbeing frameworks of our community is through integrating ourselves in the work that current organizations are doing. We hope to fill the gaps that may exist in these models.

*Timeline: May 2017-April 2018*

3. **Empower volunteers with comprehensive training:** This will be our first full year of having volunteers. We hope to design and provide a robust training module that is cognizant of the nuances of addiction management within post-secondary educational systems.

*Timeline: May 2017-April 2018*

4. **Support 3 volunteer-led initiatives per term:** By empowering our volunteers to lead their own programming, we utilize their expertise. It also allows them to mobilize their own skills to better help students across the campus.

*Timeline: Jul September 2017- April 2018*

## eHub

1. **Enroll at least 8 teams for Launch:** Given our capacity as well as the ideal size for peer led discussion and collaboration, eight teams for the Launch module would be ideal. It would also be a great way for us to activate the ideal size of the UBC population and further implement our next modules.

*Timeline: August 2018*

2. **Increase diversity at Startup Weekend:** We hope that the students that come to us are not just the students that have been traditionally targeted by incubators before. The value that eHub brings to the campus is the low barrier, easy to access and diverse in its offering approach to entrepreneurship. People from all faculties, different levels of their degree and of varying backgrounds and product offerings should feel welcomed by our service.

*Timeline: August 2017*

3. **Finish eHub Programming by August 15<sup>th</sup>:** eHub has three highly extensive and intricate sections that each require a lot of thought and work. We hope that each section is ready and has been thoroughly reviewed by peer experts and campus partners before it is ready for its first uptake.

*Timeline: August 2017*

**AMS Strategic Plan 2020**

Core Values		Focus Areas	
<b>Affordability Collaborative</b>	Ensuring that we are keeping affordability for students top of mind in operations and advocacy Engaging and cooperating with internal and external partners as we continue to strengthen our relationships with	<b>Community</b>	Students and campus partners are aware of what the AMS does for them, and feel that offerings are relevant and accessible
<b>Data Driven</b>	on and off campus stakeholders Consultation focused planning of new initiatives and advocacy to ensure continued relevancy to the student body	<b>Support</b>	Students have a positive experience and access to high quality support services on campus
<b>Approachable</b>	Maintaining accessibility to the same student experience for all members of the AMS by ensuring fairness and	<b>Representation</b>	The AMS advocates for the needs of students in an effective and consultative manner
<b>Progressive Principle</b>	equity in all aspects of the AMS Responsive to change and adaptable to the changing needs of students Maintaining the integrity of the values and mission of the AMS in all things we do	<b>Sustainable Growth</b>	The AMS shifts towards a future thinking culture in order to approach its full potential as the best run student society in North America
		<b>Operational Best Practice</b>	AMS operations, administration and internal career development function at an above competitive standard

**Goals Tracking Sheet**

	Description of Goal	Assigned to	Resources needed	Date of Completion	Success Measure	Progress				Core Value	Focus Area
						Q1	Q2	Q3	Q4		
Example	Data Tracking across all Services	All Services with Marium and Elias coordinating	Google Sheets, External Macros, IT	April, 2017	Unformed Data collection for the current year. Data Mining macros obtained and utilised	█				Affordability, Progressive, Data Driven	Support, Operational Best practice
Goal 2											

**Progress**

	On Track
	Slower than expected, speedbumps on road to achievement, corrective action needed
	Roadblock, need to reassess the goal