



AMS Services

Ternary Report: August - November 2016
(Submitted on November 1, 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

Recruitment for all Services Coordinators, Assistant Coordinators, Safewalk, and Tutoring positions were completed by September 2016. With council’s approval of the Incubator Program Developer position, the Senior Manager Student Services and I had made the following recruitment:

Incubator Program Developer: **Jaideep Singh**

Speakeasy also endured management changes as a result of the previous Speakeasy Assistant Coordinator stepping down from their position. As such, the Senior Manager of Human Resources and I had recruited the following staff member from within the Speakeasy Team:

Speakeasy Assistant Coordinator: **Danielle Sanford**

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 spent the summer conducting Project Insights - contacting Student Unions across Canada to inquire about the operations of peer Services. As such, 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 - Completed

2. **Survey/Feedback Integration:** To further ensure the continual development and relevancy all seven AMS Student Services, feedback mechanisms have been integrated into each Service. For

most Services, this has taken the form of an online or physical survey that clients complete once they have accessed each respective Service. The first round of feedback will be reviewed in December 2016.

Timeline: August 2016-September 2016 – Completed

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, a Services wage review for all paid positions under the Services was conducted. The review had resulted in the following changes:

- a. Increased wages for the Services leadership team
- b. Harmonized wages for Safewalk staff (Drivers, Co-pilots, and Shift Supervisors)
- c. Wages for group and appointment tutors remained the same
- d. Increased hours for the Student Services Manager position (37.5 hours/week)

Timeline: July 2016-August 2016 - Completed

4. **Outreach Initiatives:** In an effort to innovate the ways Services have historically completed their outreach initiatives, all outreach efforts were tailored specifically to each group that we reached out to. The monthly 'This Month at the AMS Services' videos have been rebranded to become shorter, more engaging, and more relevant. Finally, each Service has been 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). 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).

Timeline: August 2016-April 2017- In Progress

5. **Services Review:** In an effort to ensure that the Services the AMS offers continue to be relevant and fill substantial service gaps, as well as the fact that the last Services Review took place in 2011, all seven Student Services will be under full review over the next several months. A Services Review Planning group has been drafted to provide strategic direction in the planning and execution process of the review. *The review could conclude with a list of recommendations to council including the dissolution and creation of new Services, recommendations for a more financially sustainable services model, and the governance restructure of individual services within and outside the society.*

Timeline: November 2016 – February 2017 – In Progress

Service-specific Goals



The goals and specific areas of focus for all seven AMS Student 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-December 2016 – In Progress
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 - Completed
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 – In Progress
4. **Peer Support:** Integrating a peer support framework into the Service's offering when considering the distressed nature of students utilizing the Service.
Timeline: November 2016 – In Progress

Foodbank

1. **New partnerships:** We are creating new partnerships with AMS Food & Beverage outlets and various Food Vendors in the lower mainland.
Timeline: July 2016-April 2017 – In Progress
2. **Introduction of fresh produce:** We have recently ended our partnership with EcoVillage, a regular source of fresh produce donations due to financial constraints regarding the costs of deliveries. Instead, we have partnered with the UBC Farm to ensure a regular supply of fresh and local produce at the Foodbank.
Timeline: May 2016-October 2016 - Completed
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 – In Progress
4. **Nutrition Education Passives:** We have hired a nutrition volunteer responsible for 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 – In Progress
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 - Completed
6. **Target Families:** Our usage reports have unsurprisingly indicated that students with dependents disproportionately access the Foodbank. As such, we will be reaching out to the Acadia Park Residence Association to raise awareness about the Foodbank to students with families.
Timeline: November 2016 – April 2017 – In Progress

Safewalk

1. **Address Misuse of Service:** While the Service has experienced increased exposure and usage uptake by clients, this has also resulted in increased misuse 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. We are also in the process of launching a suspension policy for clients that repeatedly misuse the Service.
Timeline: May 2016-November 2016 – In Progress
2. **Athletics Partnership:** We have reintroduced walking teams into the Service as a result of a partnership with the Football team. On some of our busier nights, two volunteers are sent over to create a third walking team. We are looking to expand the partnership to include other athletics teams, especially women teams.
Timeline: May 2016-April 2017 – In Progress
3. **Physical Accessibility Review:** Access & Diversity has conducted a review of the physical accessibility of the Safewalk vehicles, resulting in a number of new best practices regarding supporting students with mobility needs.
Timeline: September 2016 - Completed

Tutoring

1. **New Group Tutoring Partnerships:** In addition to continuing all the group tutoring partnerships from years prior, we have expanded to include a partnership with the Arts Undergraduate Society, as well as increasing our course offerings with our Commerce Undergraduate Society partnership.
Timeline: May 2016-August 2016 – Completed
2. **WUSC & MasterCard Scholarship Partnership:** We have built a new hybrid of our group and appointment tutoring models to serve students in the WUSC and MasterCard programs. These tutors have received more specialized training, including a focus on intercultural understanding.
Timeline: July 2016-September 2016 - Completed
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 - Completed
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 – In Progress
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:** We have created a centralized platform that houses all volunteer opportunities made available by Volunteer Avenue and Volunteer Team on the AMS website.
Timeline: July 2016-September 2016 - Completed
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-November 2016 - Completed
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 – In Progress
4. **Consult Review:** Developing the 1-on-1 Volunteer Avenue consults to go beyond simply linking students to available volunteer opportunities.
Timeline: November 2016 – In Progress
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 – In Progress

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 - Completed
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 – Completed
3. **Increase Usage Rates:** While Speakeasy has steadily seen an increase in the usage rates of students accessing the Service, we will intentionally focus on increasing awareness of the Service using the Speakeasy Outreach Team.
Timeline: September 2016 – April 2017 – In Progress

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 launch of the Service. The Outreach and Education components of the Service have been up and running as of September, with the peer dialogue and mentorship components launching in the second 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 - Completed
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 - Completed
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.
Timeline: November 2016 – In progress
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 - Completed
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 workshops with the support of the Wellness Centre, as well as the recruitment of Team Leaders and Volunteers.
Timeline: August 2016-November 2016 - Completed
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: January 2016 – April 2017 – In Progress

The Outreach and education prong of the Service has officially kicked off via the Alcohol Party Smart Campaign encouraging safe and responsible drinking. The campaign has taken the form of posters and digital signage around campus, interactive booths in the Nest, as well the delivery of workshops.

Incubator

The feasibility of the creation of an AMS Service that supports students in the development of their own start-ups/businesses on and off campus is currently being explored. Feedback from the most relevant stakeholder, e@UBC, has been overwhelmingly positive in terms of a potential collaboration that would serve as a feeder into the existing incubator program. The Service will likely serve two distinct groups: 1) a select cohort of students with venture ideas adhering to a rigorous year-long curriculum and 2) a public portion, in the form of business development consults, available to all students.

The new program developer will be spending the next several months completing the feasibility study, consulting relevant groups, creating an advisory board, exploring different funding models, creating an organizational structure, creating a public consultation framework, and building the cohort curriculum. This information will be consolidated and sent to council for final approval of the Service in term two.

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. In addition to the Incubator Service, we are exploring the feasibility of opening the following Service:

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 work closely with Access & Diversity. We are currently in the process of scoping out the governance model in relation to the university, as well as scoping out capital and operational costs. The program will be heading for final approval to the university executive in November, with a final decision being made at council in December 2016/January 2017.