



2018 Academic Experience Survey Report
VP Academic & University Affairs Office
2018/2019

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Executive Summary

The Academic Experience Survey (AES), run annually by the AMS Vice-President Academic and University Affairs Office, is now in its sixth year. As one of the most powerful tools that the AMS has to be able to assess the changing trends, concerns, and desires of UBC students, the AES informs the annual goals and advocacy efforts of the AMS. For the past four years, we have utilized a market research firm, Insights West, to assist with the survey.

This year's survey was the first survey with Insights West that exceeded more than three thousand completed responses. This was a goal set out by last year's office that succeeded in part due to an increased social media presence and the inclusion of the survey on the AMS general election ballot. With over three thousand completed responses we almost doubled the number of graduate student respondents.

Each year's survey differs depending on the VP Academic & University Affairs Office and the issues facing students that year. This year the survey asked questions related to sexual violence for the first time in the survey's history and expanded sections on textbook and class materials, housing insecurity, food insecurity, and discrimination.

This report follows a similar structure to past reports. Beginning with an executive summary, actionable recommendations, explanation, and analysis from the AMS follows. This report is based on the findings in the [2018 Insights West AES Report](#) linked in the text. This report includes an update on the status of last year's recommendations, this year's categories of focus, and new recommendations with background information.

Any questions about the results and implications of this report can be directed to the AMS VP Academic and University Affairs Office, available at vpacademic@ams.ubc.ca. Raw data and a breakdown of results not included in this report are available by request, upon approval of the VP Academic & University Affairs.

The AMS would like to thank everyone involved in making this year's survey possible: Max Holmes, the 2017-18 VP Academic and University Affairs, Cody Hadow, the 2017-18 Associate VP Academic and University Affairs, Kelsi Wall, the former Policy Advisor, and all others who contributed feedback during the creation of this year's survey. Above all, thank you to the UBC students who engaged with this survey and for whom the results of this survey should serve.



Max Holmes

Vice President Academic and University Affairs
Alma Mater Society of UBC Vancouver

Updates on Last Year's Recommendations

Alma Mater Society	Responsible Executive	Progress	Details
<i>Recommendation 1:</i> The AMS will continue to improve communication with students, by ensuring that the society's activities are broadcast to the entire student body through additional and progressive avenues.	<i>President</i>	Ongoing	The new AMS website will be launched this year and will be better integrated with social media.
<i>Recommendation 2:</i> The AMS will continue to improve its business marketing and communications, so that students are aware of the many benefits associated with buying food at the Nest.	<i>President and VP Finance</i>	Ongoing	The launch of the new website, as well as the hiring of a new Communications Manager, will improve AMS business communications.
<i>Recommendation 3:</i> The AMS will create new Code for the AMS budget revisions in order to ensure that the UBC student body has clear expectations of what will be discussed in the annual budgeting process.	<i>VP Finance</i>	Ongoing	New code/policy has not been created, but the AMS is looking to increase accountability and be more transparent about how we spend money. In order to do so, the AMS will report quarterly budget expenses online so that all AMS members can access the information, and will provide information about whom to contact when questions about the budget arise.
<i>Recommendation 4:</i> The AMS will create digital training material for club and constituency treasurers in order	<i>VP Finance</i>	Ongoing	The AMS is working to create digital training for club and constituency treasurers and is looking

<p>to increase access to training materials and decrease financial errors.</p>			<p>specifically to create video(s) that explain exactly what treasurers need to do, and the process of doing so. The AMS is in the process of conducting a cost/benefit analysis of this project and hopes to replace one-on-one training with this digital tool in the future.</p>
<p><i>Recommendation 5:</i> The AMS will continue to actively engage students to create awareness of services through a targeted outreach plan.</p>	<p><i>Student Services Manager and President</i></p>	<p>Ongoing</p>	<p>By the end of summer 2018, the AMS Services outreach plan and AMS Student Life Committee will be established.</p>
<p><i>Recommendation 6:</i> The AMS will explore new ways to promote consultations, campaigns, and all other public advocacy efforts in order to better advocate on behalf of students to the University.</p>	<p><i>VP Academic & University Affairs</i></p>	<p>Ongoing</p>	<p>Textbook broke engaged over a thousand students last year, and when possible the AMS has tried to publicize their advocacy (via The Ubysey). Progress has been made, but work still must be done on reaching out to student resource groups Indigenous students on campus and other clubs and organizations.</p>
<p><i>Recommendation 7:</i> The AMS will increase advertising of available funding for student initiatives to increase AMS support of student initiatives, as well as find new ways to advertise what all AMS fees are for.</p>	<p><i>VP Finance and VP Administration</i></p>	<p>Done</p>	<p>The AMS has increased the amount of funding in student initiative funding and club benefit funding.</p>

<p><i>Recommendation 8:</i> The AMS will require mandatory SASC training for all club and constituencies' executives and councilors.</p>	<p><i>VP Administration</i></p>	<p>Done</p>	<p>Thirty-minute training is required for club executives at the start of their term, but it's difficult for 300 people to digest all the information. Would be more effective to hold multiple sessions with a fewer number of attendees per session.</p>
<p>Student Finances</p>	<p>Responsible Executive(s)</p>	<p>Progress</p>	<p>Details</p>
<p><i>Recommendation 9:</i> The AMS will continue to push for adequate student financial aid in new programs, and work to advertise the new awards database to students.</p>	<p><i>VP Academic & University Affairs</i></p>	<p>Ongoing</p>	<p>The AMS has consistently advocated for financial sustainability on each tuition consultation. The new awards database should be public soon and will be advertised by UBC for students.</p>
<p><i>Recommendation 10:</i> The AMS will continue working on reducing tuition and additional ancillary fees for students.</p>	<p><i>VP Academic & University Affairs</i></p>	<p>Ongoing</p>	<p>The AMS has continued to push for student interests in the annual tuition consultation. This upcoming year the AMS is taking a closer look at vaguely allocated fees, and other high-cost items that students are paying for, including AMS levied fees.</p>
<p><i>Recommendation 11:</i> The AMS will work with the UBC bookstore as well as OER Advocates within UBC to promote OERs and reduce the costs of textbooks through new avenues and campaigns, with the goal to make sure that</p>	<p><i>VP Academic & University Affairs</i></p>	<p>Completed</p>	<p>Through the Textbook Broke Campaign, which engaged over a thousand students last year, recommendations were made with CTLC. The teaching and learning committee is also looking</p>

students have equal access to relevant study materials.			into how UBC can impellent principles for professors in relation to affordable open access educational materials.
<i>Recommendation 12:</i> The AMS will introduce a Financial Literacy program in response to the growing portion of students who are reporting difficulties managing student debt.	<i>VP Finance</i>	Ongoing	The AMS is increasing communication with constituencies, student groups/clubs, and general members with the intention of providing financial management support. It is also creating a VP Finance Caucus which will help train students and increase financial literacy.
External Advocacy	Responsible Executive(s)	Progress	Details
<i>Recommendation 13:</i> The AMS will work to successfully renew the U-Pass contracts with Translink, and ensure a sustainable and affordable program continues to be implemented now and well into the future.	<i>VP External</i>	Ongoing	The negotiation is ongoing.
<i>Recommendation 14:</i> The AMS will advocate to the government and Translink for the construction of the Broadway Line to be extended to UBC.	<i>VP External</i>	Ongoing	Many statements have been submitted, and campaigns have been run, but advocacy efforts are ongoing.
<i>Recommendation 15:</i> The AMS will advocate externally for equal access to educational resources for all students. This includes advocating for a renewal of the MOU that existed between multiple provincial	<i>VP External</i>	Ongoing	The MoU is not being renewed as it didn't prove to be fruitful. Currently working with the University on advocacy efforts.

governments, including British Columbia, to collaborate on the development of OERs within the advanced education sector.			
<i>Recommendation 16:</i> The AMS will advocate for favorable terms in both federal and provincial loans for students, including a reduction of interest rates.	<i>VP External</i>	Ongoing	Advocacy efforts are being revamped this year, including advocacy regarding BC Student Aid.
<i>Recommendation 17:</i> The AMS will advocate for a reaffirmation from the provincial government on the 2% domestic tuition increase cap, as well as explore advocacy for an international tuition increase cap.	<i>VP External</i>	Ongoing	The Domestic Tuition increase cap is consistently affirmed. More provincial funding has been asked for, and steps to increase broader affordability will be taken this year.
Campus Community	Responsible Executive(s)	Progress	Details
<i>Recommendation 18:</i> The AMS will work with Equity and Inclusion, SASC, and Access and Diversity to find new ways to reduce instances of discrimination on campus and promote an inclusive environment, as well as look at new ways to help students who have experienced discrimination.	<i>VP Academic & University Affairs and Student Services Manager</i>	Ongoing	The AMS continued to work with Access and Diversity on many issues including policy 73. As indicated in the AES, there has been a decrease in discrimination this year and will continue to work with the appropriate organizations to decrease discrimination both within UBC and the AMS.
<i>Recommendation 19:</i> The AMS will work with UBC Campus Safety and Security to continue and improve the delivery and operations of AMS Safewalk.	<i>Student Services Manager</i>	Ongoing	Safewalk is currently looking at new initiatives to put through, to see how we can make better use employees when they're not making trips.

<p><i>Recommendation 20:</i> The AMS will partner and support groups on campus to integrate safety frameworks within their event programming.</p>	<p><i>Student Services Manager and President</i></p>	<p>Ongoing</p>	<p>The Outdoor Events Committee considers such concerns, and the AMS SASC and Safewalk are providing services for the AMS Welcome Back BBQ and AMS Block Party.</p>
<p><i>Recommendation 21:</i> The AMS will advocate for more on-campus work experiences for students, and advocate for WorkLearn wages to be the Vancouver Metropolitan living wage.</p>	<p><i>VP Academic & University Affairs</i></p>	<p>Completed</p>	<p>The AMS worked with Student Development and Services to increase the availability of on-campus work experiences for students. In accordance with the UBC Strategic Plan, which includes language referring to WorkLearn positions, the AMS will soon be announcing advocacy related to increased funding for worklearn. The AMS is no longer looking at the increased wages as a high priority goal.</p>
<p><i>Recommendation 22:</i> The AMS will continue to lobby the University for affordable on-campus housing, will find new methods to expand student housing at UBC, and find new avenues to increase affordability.</p>	<p><i>VP Academic & University Affairs</i></p>	<p>Completed</p>	<p>The AMS successfully advocated for amendments to housing action plan to increase affordability with a 2% plus CPI annual housing price increase cap and price variability between older and newer units. The Gage infill project will bring 1000 new beds for students after AMS advocacy for the project. The AMS is also supportive of the</p>

			Government Business Enterprises program, which is currently being explored by the university.
<i>Recommendation 23:</i> The AMS will continue to advocate to Athletics and Recreation, as well as the VP Students Office, on addressing the divide in engagement and spending between recreation and varsity athletics.	<i>President</i>	Ongoing	The Athletics and Recreation Memorandum of Understanding will be signed soon, and there is ongoing communication.
<i>Recommendation 24:</i> The AMS will continue to advocate for implementation of changes and additions to the orientation experience for all students. This will include coordinating with the Orientations Steering Committee for Jump Start, Move In Days, and Imagine Day.	<i>President</i>	Ongoing	There is ongoing communication; the VPAUA is on the Orientations Steering Committee and able to coordinate effectively.
Mental Health and Wellbeing	Responsible Executive(s)	Progress	Details
<i>Recommendation 25:</i> The AMS will look into adding mental health service to the Health and Dental plan, the Student Assistance Program, in order to better support the growing number of students who report facing various stressors (finances, discrimination, etc.) and in response to the current inadequacies of UBC Counseling Services.	<i>VP Finance, Student Services Manager, and President</i>	Done	The Student Assistance Program received a \$270,000 increase and had been implemented as Empower Me, a \$182,000 program which is renewed for the coming year.
<i>Recommendation 26:</i> The AMS will adopt a proactive rather	<i>Student Services Manager</i>	Ongoing	The AMS has made a conscious effort to be

<p>than a reactive approach to delivering services on campus when it comes to health and wellness services.</p>			<p>more vocal about specific services based on which events are upcoming that may be triggering, such as highlighting women’s support services when anti-abortion activates are present. The AMS has also increased communication with UBC Health and Wellness to determine where the AMS can fill gaps in UBC services and have created a new space outside the services office for students to take advantage of, even if they aren’t experiencing stress, which may make AMS Services more accessible.</p>
<p><i>Recommendation 27:</i> The AMS will strive to alleviate issues of food insecurity through the increased and improved uptake of AMS Foodbank Services.</p>	<p><i>Student Services Manager</i></p>	<p>Completed</p>	<p>The AMS has created more stringent guidelines on which food items are purchased; less money is spent on snacks and luxury food, leaving more budget to be allocated toward diet essential items that are high in protein and nutritious. The AMS has also been limiting food items for customers, in order to cater to a wider clientele.</p>
<p>Graduate Student Issues</p>	<p>Responsible Executive(s)</p>	<p>Progress</p>	<p>Details</p>

<i>Recommendation 28:</i> The AMS will increase promotion of club initiatives to Graduate students and highlight Graduate student focused clubs through AMS Communication Outlets.	<i>VP Administration and President</i>	Not completed	Though there is high attendance and engagement at Club Days, it is difficult to promote all clubs specifically to Graduate students.
<i>Recommendation 29:</i> The AMS will increase outreach efforts to inform the Graduate student population of available services and resources.	<i>Student Services Manager and President</i>	Ongoing	The AMS has developed a better relationship with the GSS which has indirectly increased awareness among graduate students. A promotional campaign to increase student awareness of services is taking place in September, which will target all students including graduate students.
<i>Recommendation 30:</i> The AMS will work with the GSS and the Faculty of Graduate and Postgraduate Studies to assist with incoming Graduate student orientations.	<i>President</i>	Not completed	This recommendation was not explored by the president last year.
<i>Recommendation 31:</i> The AMS will create an Ad-Hoc Committee to explore the issues surrounding our relationship with the GSS and how AMS operations relate to Graduate students.	<i>President</i>	Not completed	The committee was created. However, GSS attendance was low, and the committee was eventually dissolved.
Future Surveys	Responsible Executive(s)	Progress	Details
<i>Recommendation 32:</i> The VP AUA will draft and present an internal policy governing the AES	<i>VP Academic & University Affairs</i>	Completed	The AMS created Policy I-12 about the Academic Experience Survey last

to ensure that the AMS will have new information, track important questions and their responses over time, and revisit important questions over time.			year which includes all of the recommended components.
<i>Recommendation 33:</i> The AMS will work with constituencies to ensure they take advantage of the opportunity to use the AES to ask their own questions.	<i>VP Academic & University Affairs</i>	Not completed	The AMS is no longer looking at working with constituencies to include their own questions as a high priority goal.
<i>Recommendation 34:</i> The AMS will continue to work across every department to ensure that future creation of recommendations stemming from the AES are a collaborative process.	<i>VP Academic & University Affairs</i>	Completed	The AMS executives are included in the creation of the AES report and given access to the data that has the potential to inform their future work.

Undergraduate Student Academic Trends

Reasons for Attending UBC

The top reasons that undergraduates chose to attend UBC have remained stable in recent years. The most popular reasons include good overall reputation (91%), high-quality education (87%), international respect and being well-known (87%), proximity to the City of Vancouver (72%), attractive campus (71%), and proximity to home (66%). The majority of students (71%) agree that they are satisfied with their university experience overall, but only 50% of students agree that they are receiving good value for their money. With only 22% of students agreeing that the University cares about what they think about the cost of education, there remains a general sense of dissatisfaction with the affordability of education at UBC .

Student Academic and University Priorities

Fifty-eight percent of surveyed undergraduate students intend to take more than four years to complete their undergraduate degree, demonstrating a continuing trend of a lengthened undergraduate degree. The most common reason for the lengthening is that many students (45%) pursue other opportunities that extend their degree. One in four undergraduate students report that they are not in a hurry to complete their undergraduate degree, 16% have a reduced course load due to their commute, and one in ten report that financial reasons necessitated a longer degree. With a wide variety of reasons for undergraduate degree lengthening, there are many that indicate non-academic pressures on undergraduate students.

With regard to plans after graduation, most undergraduate students intend to pursue employment (64%), while 44% plan to pursue graduate school. With more than two in five students intending to pursue graduate school, it is implied that having access to research opportunities is of interest to many of these students. Eight percent of undergraduate students do not have a plan for after graduation. These students might benefit from additional information about career development, including additional programs, certifications, or opportunities that can be pursued upon graduation.

The extracurricular activities undergraduates report participating in most are clubs (52%), volunteerism (37%), recreation/sports (34%), and work (32%), while the least reported participation is in WorkLearn research (8%), Greek life (5%), and on-campus internships (2%). Ten percent participate in the AMS. Though the majority of students (83%) participate in extracurricular activities, this has decreased seven points from 2017. There have been statistically significant decreases in undergraduate participation in almost all UBC extracurricular activities, suggesting another priority or concern that students may have. This may include a greater focus on academics, taking time to relax or spend time with friends and family, or disinterest in UBC's extracurricular activity offerings.

Alma Mater Society

Perceptions of the AMS

In terms of rating the AMS, undergraduate students give the AMS an average score of 6.3 out of 10, while graduate students give an average score of 6.4 out of 10. Around half of undergraduate students (49%) give the AMS a positive rating (with a score of between 7 and 10 out of 10) -- a 3% increase over 2017 -- while only 6% rate the AMS as excellent (9 to 10 out of 10). While this signifies a slight improvement over last year, 37% of students feel ambivalent or negatively towards the AMS, while 12% report "don't know." Compared to the previous year, there has been a significant decrease (-12%) in the proportion of graduate students rating the AMS as good or excellent (7 to 10 out of 10); however, much of this decline can be attributed to a significant increase in students who responded "don't know" (+9%) over last year's respondents. This appears to be related to the significant increase in graduate student respondents.

The majority of students are not aware of how AMS fees are spent. The exception to this is knowledge of the U-pass fee, with 87% of students understanding how this fee is used. Decreasing 5 points, 49% of students understand how the Athletics and Recreation Fee is used, and 38% of students understand how the AMS Athletics and Intramurals fee is used. Less than 20% of students understand how the Student Refugee Fund and Ombudsperson fees are used.

In terms of trust in the AMS, 45% of respondents report that the AMS does a good job of representing their mental health and wellness interests to the University (19% disagreed); and there has been a small increase in the proportion of students (35%) that believe the AMS does a good job of representing academic interests to the University (17% disagreed). On the other

hand, there continues to be a decrease in the proportion of undergraduate students that trust the AMS to manage their money (25%) and represent students' financial interests to the University (22%), indicating a general mistrust of the AMS' capacity related to financial affairs. This middling perception of the AMS indicates that the Society needs to build more trust among UBC students, which will involve both more effective advocacy and better communication of the ongoing advocacy that the AMS undertakes.

Recommendation #1 *The AMS will market the services provided by the AMS via a variety of channels, seeking to engage students in their communications. The AMS will measure engagement via social media and in-person as a measure of the efficacy of communication efforts. (Responsible Executive(s): President)*

Recommendation #2: *The AMS will advertise on-going advocacy efforts, progress, and successes as they occur, as opposed to solely advertising big campaigns. Using engagement metrics, including but not limited to social media engagement, a number of video views and a number of website hits, as criteria for success, the AMS will report on the effectiveness of its outreach. (Responsible Executive(s): President)*

Campus Safety

Sixty-seven percent of undergraduate students feel safe on UBC's campus at night, which represents an increase of 4% from 2017 and 11% higher than 2016. Meanwhile, 15 percent reported that they do not feel safe on campus at night.

Looking at forms of discrimination at UBC, a majority of undergraduate students report having experienced discrimination on campus, even if this has declined in a consistent proportion (by 7%) from the previous year. Certain demographic groups experience significantly more discrimination on campus than other demographic groups, including international students (48%), Lesbian, Gay, Bisexual, Transgender, Queer, Pansexual and Asexual (LGBTQPA) students (43%), women (42%), and mature students (41%). The highest rate of any form of discrimination at UBC is reported by South Asian and Chinese students, 52% and 51% respectively; in fact, 11% of South Asian students report experiencing ethnic discrimination "frequently/often." A significant majority of reported discrimination occurred from other students rather than employees of UBC (including instructors, teaching assistants and other UBC employees). Few graduate or undergraduate students report experiencing discrimination from non-faculty UBC staff, such as academic advisors, counselors, administrators and residence advisors.

Recommendation #3: *The AMS will continue anti-discrimination and intersectional equity education, particularly regarding women, LGBTQPA2S students, mature students, international students, and students of colour. This will be for clubs, constituencies, and other student groups by incorporating an educational workshop provided by the AMS SASC during club and constituency executive training. The AMS will also provide this education and links to relevant*

resources on the AMS website, and will also advocate for this to be incorporated on Canvas.
(Responsible Executive(s): VP Administration)

Student Finances

Affordability

The majority of students (73%) rely on family for financial support. Over half of students (54%) also rely on personal savings while at UBC, while almost half of students (48%) work to support themselves (usually part-time work). There has been an increase in the proportion of students who believe that they receive good value for the tuition they pay, up 4% from last year to 50%. In fact, 42% of students report having chosen to attend UBC because of the cost of tuition, consistent with the previous year. However, 27% of students report choosing to attend UBC due to the scholarships offered, highlighting the importance of financial support from UBC. The majority of undergraduate students (45%) and graduate students (63%) rely on scholarships, bursaries, or other awards, but only 22% believe the University cares about what students think of the cost of education. A small proportion of undergraduate students (36%) and graduate students (25%) also rely on loans to finance their education.

Two percent of undergraduate and 2% of graduate students report having used UBC emergency funding and financial aid. Sixteen percent of undergraduate students and 23% of graduate students report having to possibly abandon studies at UBC due to financial reasons.

Recommendation #4: *The AMS will continue advocacy efforts to improve the affordability of attending UBC, including but not limited to advocating for a reaffirmation from the provincial government on the 2% domestic tuition increase cap, as well as exploring advocacy for international student affordability. (Responsible Executive(s): VP External)*

Housing and Food Affordability

Undergraduate students are split fairly evenly between living off campus (36%), living on campus (33%) and living off campus with parents (31%). Nearly half (46%) of students report living farther from campus than desired due to the cost of housing. For more than one-third of students (35%), the cost of housing has caused them to consider attending another university with more affordable or available housing options. The inflated value of the Vancouver housing market has caused hardship for many students, causing either direct financial impacts due to a higher cost of housing, or indirect impacts such as a longer commute time from a location farther from UBC that offers less expensive housing options. For students who may be pressed for time, having a longer commute to and from campus presents a barrier to academically performing to their best ability.

Recommendation #5: *The AMS will continue advocacy efforts regarding the creation of provincial housing policies to increase the amount and accessibility of student housing. This*

includes advocating for increased funding for student housing and transit access to UBC across the Metro Vancouver area. (Responsible Executive(s): VP External)

Fourteen percent of undergraduate students report that they have lacked a fixed, regular and adequate nighttime residence while at UBC, although this is down 4% from 2017. Most commonly, the lack of affordable housing has been reported as the most common cause of student housing struggles.

In the past year, around two in five students (37%) report having worried about running out of groceries before having money to buy more food. One in five students (17%) report experiencing this concern at least once per month.

Recommendation #6: *The AMS will strengthen efforts to inform students of the AMS Food Bank, Sprouts and other resources designed to respond to food insecurity, and will continue to perform a food drive for the AMS Food Bank at least once per term. (Responsible Executive(s): Student Services Manager)*

Course Material Affordability

Forty-four percent of undergraduates report spending \$500 or more on textbooks and other course materials in the past year, while 17% spent \$1000 or more. The average amount spent on textbooks was \$760 (down from \$814 in 2017). Graduate students, meanwhile, reported spending a mean of \$574 on textbooks and course materials (up from \$501 in 2017), although only 21% spent over \$500 in the past year.

With regard to purchasing or accessing course texts, the majority of undergraduate students have gone without buying a textbook or course resources because it did not seem useful (76%) or due to cost (66%). Fifty-eight percent of undergraduate students have accessed a textbook or course material illegally, suggesting the extent to which students are burdened by the cost of course materials.

Eighty-six percent of students reported using open educational resources (OER) in lieu of a textbook, which suggests that the uptake of OERs at UBC has impacted a large number of students positively. However, only 55% of students have used OER frequently or often, implying that the adoption of OER is not yet widespread.

Recommendation #7: *The AMS will continue existing advocacy on the implementation of Online Educational Resources to Faculties, including the #TextbookBroke campaign, pursuing increased dialogue with instructors and the UBC Administration regarding the widespread implementation of OER at UBC, and lobbying the federal government to amend the Copyright Act to be conducive to the implementation of OER. (Responsible Executive(s): VP Academic and University Affairs, VP External)*

Financial Literacy

Less than two in five students (37%) are able to estimate their debt at graduation, and only 29% of students expect to have no debt at graduation. For students who are able to estimate their debt upon graduation, the majority (57%) expect to owe \$25,000 or more, demonstrating that a large proportion of UBC students will be significantly indebted upon graduation. While the majority of students are aware of Enrolment Services Professionals (90% of undergraduate students; 69% of graduate students), only a fraction of that population has made use of this resource (47% of undergraduate students; 28% of graduate students). This may suggest a barrier to contacting Enrolment Services Professionals for financial help, or that students do not know that Enrolment Services Professionals can provide financial advice.

There has been a significant increase (+7%) in the proportion of students who report experiencing some degree of financial hardship relating to tuition and other expense (43%). Sixteen percent of undergraduate students and 23% of graduate students report a fear of needing to abandon studies at UBC due to financial reasons. However, only 26% of students report being knowledgeable about how to access emergency funding.

Recommendation #8: *The AMS will increase communication regarding financial support available to students, and bursaries and scholarships available to UBC students. (Responsible Executive(s): VP Finance)*

External Advocacy

Transit

With two-thirds of respondents living off campus (67%), the need for affordable public transportation is significant. This need is reinforced by respondents' reporting that the cost of housing has caused them to live further away from campus than they would like, as indicated by over half of graduate students (52%) and nearly half of undergraduate students (46%). Accessible and reliable transportation to campus is a great need for many students at UBC.

Recommendation #9: *The AMS will work to successfully renew the U-Pass contracts with Translink, and ensure a sustainable and affordable program continues to be implemented now and well into the future. (Responsible Executive: VP External)*

Recommendation #10: *The AMS will advocate to the government and Translink for the construction of the rapid rail Broadway Line to be extended to UBC, and will be vigilant on commenting on other transit methods, including but not limited to bike share and car share, prioritizing efficiency and sustainability (Responsible Executives: VP External)*

Affordability

Please refer to *Student Finances, Affordability* (Page 16) for the statistical logic behind Recommendation #11. The number of students that report having used UBC emergency funding and financial aid, report choosing to attend UBC based on scholarships offered, and report having to possibly abandon studies at UBC due to financial reasons, indicates that financial instability is common for UBC Students. The AMS, therefore, has a role to play in advocating on behalf of students to increase affordability.

Recommendation #11: *The AMS will advocate for favorable terms in both federal and provincial loans, including reductions of interest rates for students and increased affordability for students, including the holistic allocation of funds towards expenses and more needs-based awards. (Responsible Executive: VP External)*

Please refer to *Student Finances, Housing and Food Affordability* (Pages 16-17) for the statistical logic behind Recommendation #12. Given these statistics, it seems that housing affordability advocacy should branch out of the University and in addition focus on advocating the government to support affordable housing initiatives.

Recommendation #12: *The AMS will advocate externally for financial support in creating affordable student housing, lobby for student housing rights, and lobby for more transit accessibility throughout the Metro Vancouver area. (Responsible Executive: VP External)*

Please refer to *Student Finances, Course Material Affordability* (Page 17) for the statistical logic behind Recommendation #13. As noted in these indicators, a significant proportion of students experience some degree of financial hardship due to course material affordability. Therefore, advocacy efforts should continue to be expanded towards the government to support Open-Educational-Resource initiatives.

Recommendation #13: *The AMS will continue to advocate externally for equal access to educational resources for all students. Including, advocating to the provincial government for policies that will promote OER adoption. (Responsible Executives: VP External)*

Campus Community

Discrimination and Safety

Discrimination and safety have been significant concerns at UBC, but students indicate that each year the campus is becoming safer, and less discriminatory than the previous year, now consistent with 2015/16 levels. Feelings of safety on campus at night have improved (67%) with a four-point increase since 2017. However, women (56%) and Chinese (63%) students feel less safe on campus at night when compared to men (82%) and Caucasian (71%) students. Most notably, only 56% of women say they feel safe at UBC at night, while 82% of men do.

Recommendation #14: *The AMS will work with UBC Campus Safety and Security to continue and improve the delivery and operations of AMS Safewalk in an effort to ensure the safety of students walking on campus (especially at night). (Responsible Executive: Student Services Manager)*

A majority of students (58%) report having experienced discrimination on campus; however, there has been a decline in this measure since the 2017 spike, with a decrease of 7 points largely due to declines in racial and gender discrimination. Students reported that discrimination related to their ethnicity (38%), gender (32%), age (27%), religious beliefs (21%), disability/ability (16%), sexual orientation (16%), and gender identity (13%). Graduate students have indicated a significant decline in age discrimination, but increases in discrimination related to disability/ability and sexual orientation. Students are more than twice as likely to report experiencing discrimination from other students (52% for graduate and 65% for undergraduate students) than from UBC instructors (25% for graduate and 21% for undergraduate students).

Recommendation #15: *The AMS will work with Equity and Inclusion and Access and Diversity to find new ways to reduce instances of discrimination on campus and promote an inclusive environment, as well as look at new ways to help students who have experienced discrimination. (Responsible Executive: VP Academic and University Affairs)*

Sexual Assault and Misconduct

A majority (57%) of UBC undergraduate students consider the prevalence of sexual assault and other sexual misconduct at UBC to be a serious issue. However, they are far more likely to disagree (52%) than agree (14%) that they are at greater risk of experiencing either sexual assault or other sexual misconduct at UBC than at another post-secondary institution. This suggests that though UBC has much more work to do in terms of reducing sexual violence, the student perception is that UBC is not worse than other campuses in terms of the severity of the issue.

Recommendation #16: *The AMS will reach out to comparable associations with the intention of collaborating and learning about how universities and student societies address the issue of sexual violence on university campuses. (Responsible Executive: VP Academic and University Affairs)*

Students are more likely to agree (43%) than disagree (15%) that in the case of a reported incident, campus officials would protect and support a person reporting an incident and make a careful and thorough investigation. However, one-in-five students disagree that they would feel comfortable reporting an incident to campus officials or accessing UBC resources.

Recommendation #17: *The AMS will host student consultation sessions, such as town halls, to get student feedback on how UBC (through the Sexual Violence Prevention and Response Office (SVPRO)) and the AMS (through the Sexual Assault and Support Centre (SASC)) can advance*

their services to better serve the needs of students. (Responsible Executive: VP Academic and University Affairs)

Recommendation #18: *The AMS will push for SVPRO to be an advocate within the university, and collaborate with the SASC to prevent and respond to sexual violence in all sectors within UBC. (Responsible Executive: VP Academic and University Affairs)*

One in ten (10%) of students have personally experienced either sexual assault or another form of sexual misconduct from a member of the UBC community. Groups that are significantly more likely to report having experienced sexual misconduct and/or assault at UBC include South Asian students (19%), LGBTQPA students (17%), and women (13%),

Recommendation #19: *The AMS will work to improve students' trust in SVPRO and SASC as resources available for those who experience campus-related sexual assault or misconduct. This process will include but is not limited to increasing awareness of both services (via marketing efforts) and distributing information about these services (via website resources). (Responsible Executive: VP Academic and University Affairs)*

Both women (+10 points) and men (+6 points) who participate in extracurricular activities at UBC are significantly more likely to report experiencing sexual misconduct at UBC. This may be partially explained by the additional time that these students tend to spend on campus or their heightened interaction with a wider variety of people. However, this also indicates that extracurricular groups may need additional resources to help protect and support their members.

Recommendation #20: *The AMS will work closely with leaders from clubs, varsity sports, and graduate/undergraduate societies to discover what resources they believe will help their constituencies reduce instances of sexual violence and be better equipped to respond to instances of sexual violence when/if they occur in their respective organizations. Once resources requests are identified, the AMS will make all efforts to provide leaders with such resources or direct them to organizations that can fulfill their needs (such as SVPRO or SASC). (Responsible Executive: VP Administration)*

Belonging

Feelings of belonging on UBC campus are consistently moderate. For the past four years, the University and the AMS have not improved in this measure, with only a small majority of students who report feeling a sense of belonging at UBC (58%), a modest two-point increase from the previous year.

Recommendation #21: *The AMS will explore how we can increase student awareness of and participation in AMS clubs by more effectively utilizing the AMS website and pursuing other communication methods, in an effort to increase students' feelings of belonging on campus. (Responsible Executive: VP Administration)*

Most undergraduate students do not feel connected to the Thunderbirds (only 20%), although this is up 3 points from last year. Younger students are more likely to feel a sense of belonging on campus and a connection to the Thunderbirds when compared to older students.

Recommendation #22: *The AMS will continue to advocate to Athletics and Recreation, as well as the VP Students Office, to address the disparity in engagement and spending between recreation and intramural vs. varsity athletics. By doing so, the AMS will challenge the University to direct student fees where students find the most value (such as intramurals and recreation). (Responsible Executive: VP Academic and University Affairs)*

Mental Health and Wellbeing

The majority of students who have used UBC Student Health Services (70%), Residence Advisors (65%), ESPs (63%), Access & Diversity (61%), Jumpstart Leaders (59%), Nurses on Campus (54%), and SASC (52%) found these services helpful, which is consistent with last year's responses. Services that have seen the most significant improvement in reported helpfulness in the past year by undergraduates include Vice (+17 points), Speakeasy (+11 points), and Residence Advisors (+7 points).

No services have seen a significant decline in their reported helpfulness, but some have stayed stagnant with no improvement over the past year. The First Nations House of Learning (46%), UBC Counselling Services (46%), Peer Wellness Coaching (45%), Speakeasy (41%), Vice (41%), and SVPRO (40%) are among the services that less than half of undergraduate students report finding helpful.

Recommendation #23: *The AMS will engage in student consultation to inform an understanding of why some services are more helpful than others, and will subsequently work to improve the status of the current underperforming UBC and AMS services. (Responsible Managers: Student Services Manager)*

Graduate Student Issues

Campus Involvement

Graduate students often have different reasons for attending UBC than undergraduate students, showing a distinction between the interests and priorities of this student group. Graduate students are much more likely than undergraduate students to attend UBC due to its opportunity for research involvement (65%), research and innovation capabilities (63%), support of experimental thinking and innovation (54%), and scholarships (49%). Thus, it is not surprising that graduate students are much less likely to participate in clubs, undergraduate societies, co-op, and volunteer opportunities than undergraduates.

Recommendation #24: *The AMS will advocate for an increased number of research positions and funding reserved for graduate students on campus. (Responsible Executive(s): VP Academic and University Affairs)*

Only 49% of graduate students feel a sense of belonging on campus. Compared to the previous year's survey, smaller proportion of graduate students (64%) report feeling safe on campus at night, which may be improved in the future by increasing graduate students' sense of belonging. A low 13% feel connected to the UBC Thunderbirds, while 65% do not feel connected (up 12% from 2017). Graduate students may feel less connected to the UBC community and campus due to their distinctly unique reasons for attending UBC and perceiving a greater emphasis placed on the undergraduate experience at UBC. Compared to the previous year's survey, a smaller proportion of graduate students (64%) report feeling safe on campus at night, a decrease of 10 points.

Recommendation #25: *The AMS will increase communication channels with graduate students, aiming to communicate the Society's advocacy efforts and successes, and gather feedback and input from the graduate student community. (Responsible Executive(s): President)*

AMS-Graduate Student Relationships

This is the second year that the AMS has included graduate students in the AES since using Insights West, and the number of graduate student response has significantly increased to 664, constituting 22% of respondents. As responses were collected from a larger proportion of the graduate student population this year, some indicators may have shifted significantly as it is likely that a more diverse sample of graduate students was surveyed.

Graduate students are less likely than undergraduate students to rate the AMS as good or excellent, with only 44% doing so. However, the mean rating of the AMS out of 10 is 6.4, which is very close to that given by undergraduate students. Less than half of graduate students believe the AMS does well in representing mental health and wellbeing interests (44%), academic interests (28%), and financial interests (25%), showing significant room for improvement.

Graduate students are significantly less likely than undergraduate students to have adequate knowledge of how most AMS fees are used. With only 41% of graduate students aware of services offered by the AMS, a targeted outreach, perhaps in conjunction with the GSS, may be necessary.

Recommendation #26: *The AMS will regularly attend meetings of the Graduate Student Society (GSS), collaborating where possible on advocacy efforts and considering the needs of graduate and mature students in advocacy to the University. The AMS will improve communication and outreach to graduate students on services and resources provided by the AMS, UBC, and*

externally on wellbeing, finances, and other student concerns. (Responsible Executive(s): President)

Recommendations for Future Surveys

In response to a recommendation from Indigenous students, in the future, the AMS should refer to non-heterosexual students in a manner that includes 2Spirit as a gender with which Indigenous students may identify, incorporating that identity into the acronym LGBTQPA to produce LGBTQPA2S. It is strongly recommended that this change is made in next year's survey. In order to ensure inclusive language throughout the survey, it may be beneficial to include consultation with different student groups on campus in the formulation of questions and multiple choice options for questions.

Recommendation #27: *The AMS will consult with diverse student groups, including but not limited to the Student Issues and Equity Caucus, Indigenous students, and AMS Council, on the creation and phrasing of AES questions and multiple choice answers so as to make the questions respectful of all of the ways that people self-identify. (Responsible Executive(s): VP Academic and University Affairs)*

A major difference from the 2017 AES is that constituencies did not submit questions to ask their membership. As each additional question adds on time to the survey and has statistically been shown to lower response rate, this may be a contributing factor to this year's higher response rate. As the data collected in this survey can be cross-tabulated by faculty, data requests pertaining to specific faculties are possible.

Respondent Profile

This year's respondents self-identified as half female (54%) and half male (44%), a 3% increase of male respondents from the 2017 survey. Over three-quarters of survey participants continue to be students under 25 years of age (with a mean age of 23 years); however, there has been a significant increase in the proportion of respondents aged 25 years and older due to increased graduate student participation. Responses identifying students' sexual orientation and ethnicity have remained stable over the past year as well; one-in-five identify themselves as LGBTQPA (18%) with the majority identifying as heterosexual (82%), and the remainder reporting *don't know* or *prefer not to answer*. The two largest ethnic groups answering the survey are White (43%) and Chinese (32%).

The majority of survey respondents are students from the Lower Mainland (61%). Those from outside the Lower Mainland are evenly split between international (19%) and domestic (21%) students. Although there has been a modest increase in the proportion of survey respondents

enrolled as part-time students (5% in 2017 to 7% in 2018), the strong majority of respondents continue to be full-time students (93%).

The distribution of undergraduate students' year of study is relatively even between first year (21%), second year (20%), third year (24%), and fourth year (23%). In terms of faculties, the highest portion of undergraduate survey participants continues to be from the faculties of Arts (29%) and Science (25%). The proportion of participating Arts students has slightly declined in this year (29%) following a significant increase last year (32%), but is above the 2016 numbers of arts respondents (24%).

Data from UBC Planning and Institutional Research (PAIR) Office

Breakdown by Undergraduate and Graduate Studies

	Surveyed		Actual (PAIR)		Variance	Variance as Percentage of Actual
Undergraduate Students	2,242	74%	44,383	76%	-2%	-3%
Graduate Students	661	22%	13,891	24%	-2%	-8%
Other	120	4%		0%	4%	N/A
TOTAL	3,023	100%	58,274	100%		

Breakdown by Faculty

	Surveyed		Actual (PAIR)		Variance	Variance as Percentage of Actual
Arts/VSE/Music	741	32%	14,021	32%	0%	0%
Science	576	25%	8,342	19%	6%	31%
Engineering	248	11%	4,962	11%	-1%	-5%
Commerce	199	8%	5,649	13%	-4%	-33%
LFS	129	5%	1,664	4%	2%	47%
Education/Kinesiology	173	7%	2,630	6%	1%	25%
Forestry	47	2%	1,125	3%	-1%	-21%
Pharmaceutical	48	2%	880	2%	0%	3%
Law	50	2%	576	1%	1%	64%
Medicine/Nursing	78	3%	1,307	3%	0%	13%
Dentistry	22	1%	370	1%	0%	13%
Other	36	2%	2,916	7%	-5%	-77%
Arts/VSE/Music	741	32%	14,021	32%	0%	0%
Science	576	25%	8,342	19%	6%	31%
TOTAL	2,347	100%	44,442	100%		

Breakdown by Undergraduate Year Level

	Surveyed		Actual (PAIR)		Variance	Variance as Percentage of Actual
1st	595	27%	9,580	24%	2%	9%
2nd	407	18%	9,064	23%	-5%	-21%
3rd	562	25%	10,485	27%	-2%	-6%
4th	407	18%	10,171	26%	-8%	-30%
5th	246	11%	138	0%	11%	3036%
Other	25	1%		0%	1%	N/A
TOTAL	2,242	100%	39,438	100%		

Breakdown by Full-time and Part-time Studies

	Surveyed		Actual (PAIR)		Variance	Variance as Percentage of Actual
Undergraduate Students						
Full time	2,127	95%	29,926	67%	28%	41%
Part time	115	5%	14,516	33%	-28%	-84%
TOTAL	2,242	100%	44,442	100%		

Graduate Students						
Full time	603	91%	8,693	87%	4%	5%
Part time	58	9%	1,289	13%	-4%	-32%
TOTAL	661	100%	9,982	100%		

Breakdown by Gender

	Surveyed		Actual (PAIR)		Variance	Variance as Percentage of Actual
Undergraduate Students						
Female	1,503	67%	24,359	55%	12%	22%
Male	690	31%	20,024	45%	-14%	-32%
Other	49	2%			2%	N/A
TOTAL	2,242	100%	44,383	100%		
Graduate Students						
Female	411	62%	7,737	56%	6%	12%
Male	223	34%	6,154	44%	-11%	-24%
Other	27	4%			4%	N/A
TOTAL	661	100%	13,891	100%		

Breakdown by Domestic and International Students

	Surveyed		Actual (PAIR)		Variance	Variance as Percentage of Actual
Undergraduate Students						
Domestic	1,862	83%	33,077	75%	9%	11%
International	380	17%	11,306	25%	-9%	-33%
TOTAL	2,242	100%	44,383	100%		
Graduate Students						
Domestic	408	62%	10,397	75%	-13%	-18%
International	253	38%	3,494	25%	13%	52%
TOTAL	661	100%	13,891	100%		

Compiled Recommendations

Recommendation #1 The AMS will market the services provided by the AMS via a variety of channels, seeking to engage students in their communications. The AMS will measure engagement via social media and in-person as a measure of the efficacy of communication efforts. (Responsible Executive(s): President)

Recommendation #2: The AMS will advertise on-going advocacy efforts, progress, and successes as they occur, as opposed to solely advertising big campaigns. Using engagement metrics, including but not limited to social media engagement, a number of video views and a number of website hits, as criteria for success, the AMS will report on the effectiveness of its outreach. (Responsible Executive(s): President)

Recommendation #3: The AMS will continue anti-discrimination and intersectional equity education, particularly regarding women, LGBTQPA2S students, mature students, international

students, and students of colour. This will be for clubs, constituencies, and other student groups by incorporating an educational workshop provided by the AMS SASC during club and constituency executive training. The AMS will also provide this education and links to relevant resources on the AMS website, and will also advocate for this to be incorporated on Canvas. (Responsible Executive(s): VP Administration)

Recommendation #4: The AMS will continue advocacy efforts to improve the affordability of attending UBC, including but not limited to advocating for a reaffirmation from the provincial government on the 2% domestic tuition increase cap, as well as exploring advocacy for international student affordability. (Responsible Executive(s): VP External)

Recommendation #5: The AMS will continue advocacy efforts regarding the creation of provincial housing policies to increase the amount and accessibility of student housing. This includes advocating for increased funding for student housing and transit access to UBC across the Metro Vancouver area. (Responsible Executive(s): VP External)

Recommendation #6: The AMS will strengthen efforts to inform students of the AMS Food Bank, Sprouts and other resources designed to respond to food insecurity, and will continue to perform a food drive for the AMS Food Bank at least once per term. (Responsible Executive(s): Student Services Manager)

Recommendation #7: The AMS will continue existing advocacy on the implementation of Online Educational Resources to Faculties, including the #TextbookBroke campaign, pursuing increased dialogue with instructors and the UBC Administration regarding the widespread implementation of OER at UBC, and lobbying the federal government to amend the Copyright Act to be conducive to the implementation of OER. (Responsible Executive(s): VP Academic and University Affairs, VP External)

Recommendation #8: The AMS will increase communication regarding financial support available to students, and bursaries and scholarships available to UBC students. (Responsible Executive(s): VP Finance)

Recommendation #9: The AMS will work to successfully renew the U-Pass contracts with Translink, and ensure a sustainable and affordable program continues to be implemented now and well into the future. (Responsible Executive: VP External)

Recommendation #10: The AMS will advocate to the government and Translink for the construction of the rapid rail Broadway Line to be extended to UBC, and will be vigilant on commenting on other transit methods, including but not limited to bike share and car share, prioritizing efficiency and sustainability (Responsible Executives: VP External)

Recommendation #11: The AMS will advocate for favorable terms in both federal and provincial loans, including reductions of interest rates for students and increased affordability for students,

including the holistic allocation of funds towards expenses and more needs-based awards. (Responsible Executive: VP External)

Recommendation #12: *The AMS will advocate externally for financial support in creating affordable student housing, lobby for student housing rights, and lobby for more transit accessibility throughout the Metro Vancouver area. (Responsible Executive: VP External)*

Recommendation #13: *The AMS will continue to advocate externally for equal access to educational resources for all students. Including, advocating to the provincial government for policies that will promote OER adoption. (Responsible Executives: VP External)*

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Recommendation #16: *The AMS will reach out to comparable associations with the intention of collaborating and learning about how universities and student societies address the issue of sexual violence on university campuses. (Responsible Executive: VP Academic and University Affairs)*

Recommendation #17: *The AMS will host student consultation sessions, such as town halls, to get student feedback on how UBC (through the Sexual Violence Prevention and Response Office (SVPRO)) and the AMS (through the Sexual Assault and Support Centre (SASC)) can advance their services to better serve the needs of students. (Responsible Executive: VP Academic and University Affairs)*

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Recommendation #23: *The AMS will engage in student consultation to inform an understanding of why some services are more helpful than others, and will subsequently work to improve the status of the current underperforming UBC and AMS services. (Responsible Managers: Student Services Manager)*

Recommendation #24: *The AMS will advocate for an increased number of research positions and funding reserved for graduate students on campus. (Responsible Executive(s): VP Academic and University Affairs)*

Recommendation #25: *The AMS will increase communication channels with graduate students, aiming to communicate the Society's advocacy efforts and successes, and gather feedback and input from the graduate student community. (Responsible Executive(s): President)*

Recommendation #26: *The AMS will regularly attend meetings of the Graduate Student Society (GSS), collaborating where possible on advocacy efforts and considering the needs of graduate and mature students in advocacy to the University. The AMS will improve communication and outreach to graduate students on services and resources provided by the AMS, UBC, and externally on wellbeing, finances, and other student concerns. (Responsible Executive(s): President)*

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respectful of all of the ways that people self-identify. (Responsible Executive(s):VP Academic and University Affairs)