



ams | Services

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AMS Services Review Implementation

Recommendations:	Decision Made by:	Implemented by:	Recommended Deadline:	Status & Notes:
1. AMS Council require a review of the AMS Services Department every 3 years. The terms of reference of such reviews should include a review of service offerings, key performance indicators, and operations of the Department and each Service.	AMS Council	Special Projects Assistant, Services Review	Ongoing	Code has been updated
2. AMS Council require the incoming Student Services Manager report on the status of any approved recommendations to Council.	AMS Council	Incoming Student Services Manager	August 2017	Ongoing
3. AMS Council require future Services Reviews be led by a part-time staff member that reports to the President – Executive Special Projects Assistant, Services Review - with support from the Student Services Manager.	AMS Council	AMS President	Ongoing	Code has been updated
4. AMS review the delivery of all Student Services annually using the established key performance indicators.	AMS Council	Student Services Manager	Ongoing	Will be reported in February
5. AMS Council require the Student Services Manager to integrate review findings into annual council updates in February.	AMS Council	Student Services Manager	Annual (February)	Will be reported in February
6. Student Services Department develop a standardized procedure for tracking student usage across the entire department.	Student Services Manager	Student Services Manager	August 2017	Developing it either through Simplicity or a commissioned code.
7. Future iterations of the Academic Experience Survey to ask	VP Academic & University Affairs	VP Academic & University Affairs	Annual (February)	Will be liaising with VP AUA

students their awareness of all AMS Student Services.				once AES for 2018 is initiated.
8. Future iterations of the Academic Experience Survey to ask students their satisfaction with UBC Wellbeing, Academic, Emergency, Safety, and Career support services.	VP Academic & University Affairs	VP Academic & University Affairs	Annual (February)	For the VPAUA office to complete
9. The AMS Student Services develop incentives for increased uptake of client surveys among student users.	Student Services Manager	Services Coordinators	August 2017	Every single service is finalising the Outreach plan which will include incentives for completion.
10. In collaboration with UBC Communications and UBC Student Development & Services, AMS develop a centralized platform that houses all services accessible to students at UBC.	Student Services Manager	UBC, AMS Communications, Student Services Manager	April 2018	In progress with Janet Teasdale (VPS) and Duke (UBC Communications)
11. In collaboration with the Communications Department, AMS develop methods to better communicate the full range of services the Society provides its membership.	Managing Director/ Student Services Manager	AMS Communications	Ongoing	For Keith to enforce for the new Communications Manager (Wellbeing, Advocacy, Student Life, and the Nest).
12. Services Department develop a process for streamlined service referrals between the AMS Student Services.	Student Services Manager	Student Services Managers, Services Coordinators	August 2017	Services with common objectives have been grouped together and are working on a combined plan.

13. AMS establish support relationship between the Student Services Manager and the Policy Advisor regarding University partnerships as they pertain to the Student Services.	Policy Advisor	Human Resources, Managing Director, Student Services Manager, Policy Advisor	April 2017	Done
14. The current Student Services Manager transition the Policy Advisor on all matters pertaining to University partnerships for the Services.	Student Services Manager	Student Services Manager, Policy Advisor	April 2017	Done
15. AMS include Student Services Coordinators in all future orientations for Student Staff as deemed appropriate.	Human Resources	Human Resources, Student Services Manager	Annual (May)	Completed
16. The outgoing Student Services Manager work with the Human Resources Department to develop a comprehensive orientation plan for the onboarding of the new Student Services Team.	Student Services Manager	Student Services Manager, Human Resources	April 2017	Completed
17. The Student Services Manager work with Managing Director to develop an annual strategic plan for the Services Department.	Managing Director	Student Services Manager, Managing Director	Annual (August)	Aligned the SSM's goal with the AMS Strategic plan focus areas and principles.
18. Student Services Manager partake in annual Executive orientations and onboarding.	Human Resources	Human Resources, Student Services Manager	Annual (May)	Done
19. The Student Services Coordinators and Student Services Manager include recommendations for the growth of the Services in their annual transition reports.	Student Services Manager	Services Coordinators/ Student Services Manager	Annual (April)	Last year's team already finished that. Will be ongoing for every single team.
20. The Student Services Manager include the feasibility and implementation status of	AMS Council	Student Services Manager	Annual (July)	Mos goals developed by last year's

recommendations developed by the outgoing Services team in their first Ternary Report.				team are part of the new team's goals.
21. Student Services Manager provide an orientation of the Services Department at the annual Constituency orientation.	Student Services Manager, AMS President	Student Services Manager	Annual	Completed. All staff finished a week long orientation.
22. AMS Tutoring redefine relationship with the Chapman Learning Commons as described in the 'Transformational' section.	Chapman Learning Commons, Student Services Manager	Chapman Learning Commons, Student Services Manager	April 2017	Completed. MOU has been signed.
23. Student Services Manager and Tutoring Coordinator better integrate Chapman Learning Commons relational agreements into annual transition.	Student Services Manager	Tutoring Coordinator, Student Services Manager	Annual (April)	Ongoing. Relational agreements get passed on to next year's team.
24. In collaboration with the Chapman Learning Commons, AMS Tutoring review its academic support model and better integrate service delivery best practices with consultation from UBC Faculty.	Chapman Learning Commons, Student Services Manager, Tutoring Coordinator	Chapman Learning Commons, Student Services Manager, Tutoring Coordinator	August 2017	Completed.
25. In collaboration with the Chapman Learning Commons, AMS Tutoring develop an annual plan to provide ongoing professional development opportunities to AMS tutors.	Chapman Learning Commons, Student Services Manager	Chapman Learning Commons, Student Services Manager, Tutoring Coordinator	Annual (August)	Completed
26. AMS share Services Review results regarding student academic support needs with the Chapman Learning Commons.	Student Services Manager	Student Services Manager	April 2017	Ongoing
27. In collaboration with the Chapman Learning Commons, AMS review the job descriptions of the	Chapman Learning Commons,	Chapman Learning Commons,	April 2017	As discussed, it'll be worthwhile to

Tutoring Coordinator and Assistant Coordinator positions to reduce the scope of responsibilities required.	Student Services Manager	Student Services Manager, Tutoring Coordinators		sit down and review all the Service Coordinator JDs to make them more friendly for part-time student staff
28. AMS Tutoring create an annual promotional plan for all group tutoring offerings tailored to incoming first year students.	Student Services Manager	Assistant Student Services Manager, Tutoring Coordinators	Annual (August)	Completed
29. In collaboration with the Assistant Director of Residence Life, AMS Tutoring review the Service's offerings in Residence to expand support for first-year Arts courses.	Assistant Director, Residence Life, Student Services Manager	Assistant Director, Residence Life, Student Services Manager, Tutoring Coordinators	August 2017	Completed
30. In collaboration with the Arts Undergraduate Society, AMS Tutoring review the Service's offerings to expand support for first-year Arts courses.	Student Services Manager, AUS VP Academic	Tutoring Coordinators, AUS VP Academic	August 2017	Completed
31. AMS Tutoring expand appointment tutoring offerings for upper-year and Arts courses.	Student Services Manager	Tutoring Coordinators	Ongoing	Ongoing
32. AMS engage in conversation with the UBC VP Students Office regarding greater financial contribution to the ongoing operating costs of Safewalk.	UBC VP Students	Student Services Manager, AMS Executives	August 2017	First conversation took place. Currently developing a more sustainable longer-term plan with the incoming Director of Campus Safety and Security.

33. Safewalk focus outreach efforts on raising awareness about the appropriate use of the Service.	Student Services Manager	Assistant Student Services Manager, Safewalk Coordinator	Ongoing	Ongoing. A video will be launched to combat that.
34. AMS continue future nightly operations of Safewalk with one vehicle and transform the second team to a walking team.	Student Services Manager	Student Services Manager, Safewalk Coordinator	April 2017	Completed
35. Safewalk expand its partnership with Athletics to increase more frequent availability of a third walking team.	Varsity Coaches, Student Services Manager	Varsity Coaches, Student Services Manager, Safewalk Coordinator	Ongoing	Ongoing, Will be finalised once Varsity roster is completed.
36. AMS explore methods to utilize Safewalk as an avenue to highlight key offerings provided by other parts of the Society.	AMS Communications, Student Services Manager	AMS Communications, Safewalk Coordinator, Safewalk Staff	Ongoing	Will be utilised on an ad-hoc basis
37. In collaboration with Campus Security, Safewalk expand its service offerings in promoting campus safety.	Student Services Manager, Campus Security	Safewalk Coordinator, Safewalk Staff	Ongoing	Ongoing. New ED Campus Safety & Security
38. AMS expand the weekly hours worked by the Safewalk Coordinator to 23 hours per week.	Student Services Manager	Student Services Manager	April 2017	This was the only hourly change that did not take place this year (due to restrictions placed on the working visa for the incoming Coordinator). Please ensure next year's JD gets updated before posting.
39. Integrate the Advocacy Office's 'Operation Manual' into the annual transition of the Student Services Manager.	Student Services Manager	Student Services Manager	Annual (April)	Ongoing

40. Advocacy Office establish support relationship with the Policy Advisor regarding University affairs.	Policy Advisor	Advocacy Coordinator	April 2017	Completed
41. AMS expand the weekly hours worked by the Advocacy Coordinator to 20 hours per week.	Student Services Manager	Student Services Manager	April 2017	Completed
42. The VP Finance and Student Services Manager develop a transitional honorarium for outgoing Advocacy Coordinators.	Student Services Manager, VP Finance	Student Services Manager, VP Finance	May 2017	Please establish this with Keith/VP Finance
43. Advocacy Office tailor annual outreach initiatives to varying students' needs throughout the year.	Student Services Manager	Advocacy Coordinator, Assistant Student Services Manager	Ongoing	Ongoing. Will be talking to ESPs, International House and Academic Advising
44. AMS Advocacy office integrate a peer support framework into future service delivery.	Student Services Manager	Advocacy Coordinator	April 2017	Will be completed in August.
45. Advocacy Coordinator complete an annual report to the Student Senate Caucus and VP Academic & University Affairs on systemic policy and procedural issues faced by students.	Advocacy Coordinator	Advocacy Coordinator	Annual (January)	Ongoing
46. AMS cease operations of Volunteer Avenue by April 2017 and discontinue it as an official AMS Student Service.	AMS Council	Student Services Manager, Volunteer Avenue Coordinator	April 2017	Done
47. AMS sign a Memorandum of Understanding with the Centre for Student Involvement & Careers ensuring that gaps currently met by Volunteer Avenue are provided by UBC after closure of the service.	Centre for Student Involvement & Careers	Student Services Manager	April 2017	Done
48. AMS work with Centre for Student Involvement & Careers to ensure a smooth phasing out of Volunteer Avenue.	Centre for Student Involvement & Careers	Student Services Manager	April 2017	Done

49. AMS cease operations of Volunteer Team by April 2017.	AMS Council	Student Services Manager, Volunteer Team Coordinator	April 2017	Done
50. AMS include clause in Memorandum of Understanding with UBC asking for an active approach in promoting ongoing volunteer opportunities.	Centre for Student Involvement & Careers	Student Services Manager	April 2017	Done
51. Student Services Manager conduct a review of Vice and report back to council by April 2017.	AMS Council	Student Services Manager	April 2017	Done
52. Future Services Reviews explore methods of streamlining AMS peer support Services.	Student Services Manager	Special Project Assistant, Services Review	2020	Ongoing since this is a very long vision of streamlining. Recommended for carryover to next year as well.
53. AMS take measures to improve signage and physical accessibility of the Food Bank.	Student Services Manager	Food Bank Coordinator, Assistant Student Services Manager	August 2017	Completed
54. Food Bank expand its hours and days of operation.	Student Services Manager	Food Bank Coordinator, Assistant Student Services Manager	April 2017	To be implemented in September
55. Food Bank develop a procedure for the provision of bursaries for food purchases.	Student Services Manager, Managing Director	Food Bank Coordinator, Assistant Student Services Manager	August 2017	Complete - I am tasked with administering it
56. Speakeasy develop and operate a mental health and wellbeing resource line.	Student Services Manager	Speakeasy Coordinator	August 2017	On hold due to SAP
57. Speakeasy develop procedure for expanding one-time drop-in limit.	Student Services Manager, UBC Counselling Services	Speakeasy Coordinator	August 2017	Ongoing. Working with wellbeing professionals

				(i.e. Counselling) as you do this
58. Speakeasy expand offerings to include basic training on how to support peers.	Student Services Manager	Speakeasy Coordinator	August 2017	To be completed in August.
59. Speakeasy continue expanding outreach initiatives to increase student engagement and usage of the Service.	Student Services Manager	Speakeasy Coordinator, Assistant Student Services Manager	Ongoing	Ongoing. Outreach plans being made.
60. Speakeasy establish formal referrals process with UBC Counselling Services as students are waiting on accessing a Counsellor.	UBC Counselling Services	Student Services Manager, Speakeasy Coordinator	August 2017	Ongoing
61. AMS share Services Review results regarding student wellbeing needs with UBC Counselling Services	Student Services Manager	Student Services Manager	April 2017	In progress
62. AMS lobby UBC for improvements in the delivery and availability of Counselling Services.	Student Services Manager, AMS Executives	Student Services Manager, AMS Executives	Ongoing	Kelsi will be working with the VP Academic on this
63. Speakeasy explore relocating front desk to alternative location in the Nest or Old Sub.	Student Services Manager	Speakeasy Coordinator	August 2017	In progress. Feasibility is being explored.
64. Speakeasy develop training program centered on equipping students with skills to proactively tackle future wellness challenges.	Student Services Manager	Speakeasy Coordinator	April 2018	Ongoing with the outreach plan.
65. Speakeasy front desk expand daily hours of operation	Student Services Manager	Speakeasy Coordinator	August 2017	Will depend on usage rates of first term.
66. AMS expand hours worked for the Speakeasy Coordinator to 25 hours per week and the Assistant Coordinator to 17 hours per week.	Student Services Manager	Student Services Manager	April 2017	Will depend on usage rates of first term.

67. AMS develop extension of website to house off-campus housing guide.	Student Services Manager	AMS Communications, Student Services Manager, VP External Affairs	April 2018	Have not explored this yet.
68. Office of the Vice President Academic & University Affairs continue lobbying for greater adoption of Open Educational Resources.	VP Academic & University Affairs	VP Academic & University Affairs	Ongoing	Ongoing with the VPAUA and VPEExt office
69. AMS share Services Review results regarding student career support needs with the Centre for Student Involvement & Careers.	Student Services Manager	Student Services Manager	April 2017	Will be done with AES report soon.
70. AMS lobby the University for the increased promotion of existing career support offerings and the development of in-depth career support services.	VP Academic & University Affairs, President	VP Academic & University Affairs, President	April 2017	Part of Excellence Fund Initiatives
71. AMS develop a Service aimed at supporting student entrepreneurial endeavors.	AMS Council	Student Services Manager, Entrepreneurship Hub Coordinator, VP Finance	April 2017	Completed with Ehub
72. Student Services Manager develop a standardized procedure for the creation of new AMS Student Services.	Student Services Manager	Student Services Manager	April 2017	Ongoing
73. Student Services Manager bring the developed procedure for the creation of new AMS Student Services to Council for approval.	AMS Council	Student Services Manager	April 2017	Ongoing
74. Current Student Services Manager begin implementation of all recommendations approved by Council.	Student Services Manager	Student Services Manager	April 2017	Ongoing
75. Current Student Services Manager orient next year's Services Team on all relevant	Student Services Manager	Student Services Manager	April 2017	Ongoing

recommendations approved by council.				
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