



AMS Services

Term Review



Student Service Manager Goal Update

Continued Data Collection

- Olivewood Analytics deployed in September
- Overall positive experience
- Useful in negotiating contracts
- Very quick response time and rapid update rollouts

Social Media Strategic Plan

- Not much progress on this since Eric is relatively new in his position
- Discussion around AMS Services Branding amongst its competition
- Most of this goal will be worked on in the Second Term



Student Service Manager Goal Update

Prioritizing the Student Experience

- If something doesn't improve the student experience, it has no place in the AMS Services
- Heavy consultation with the Exec and SSM on Services goals
- More opportunities like cross Service meetings will help facilitate this
- Development of a draft of the AMS Services Strategic Plan to be completed by May

Zero Based Budgeting

- Completed in September
- Rethought how budgeting was done in the Services
- Reallocated substantial funding into more relevant opportunities and created more structure

Speakeasy Goal Update

Increase use of service

- Speakeasy check-ins from September 17th - Now: 85
 - Almost reaching last year's total (96) in less than three months
 - New location -- More private and accessible for students
 - Online Booking

Coordinate student outreach

- Redefining our approach to student engagement
 - Street Teams
 - Workshops
 - Collaborations (UBC REC, First Year Residences)

Speakeasy Goal Update

Training recognition

- Training materials provided to us by the Professional Counsellors at UBC Counselling
- Ensures we are provided up-to-date, and correct training for our volunteers
- Ensures we are providing the students accessing our service with the best possible support

Decrease Speakeasy Budget

- Previously one of the largest budgets due to extensive volunteer team
- Cut volunteer retreat while still providing more professional training
- Saved \$7,000

Tutoring Goal Update

Lower cost per student

- Increase drop-ins during group tutoring
- Stronger marketing
- AMS Tutoring has helped students **806 times**
- AMS Tutoring more attractive next year

On-going and relevant professional development for staff

- Monthly sessions within team meetings moving forward

Tutoring Goal Update

Increase student satisfaction with service

- Analytics was deployed in September
- Evaluation forms deployed end of November for the new year

eHub Goal Update

Design Course

- Course shift
 - Appointment Based
 - Why and what

Growth

- Capturing demand
- RBC Get Seeded
- Over 200 interactions this year

eHub Goal Update

Funnelling channels from organizations

- Continue engaging with clubs and constituencies
 - Make them aware of our services

Develop partnerships

- Non redundancy

Foodbank Goal Update

Visits this year: 510
(Returning): 445
(New): 65

Last year's visits (by Nov): 459 (11% increase)

Increase student donations

- Have had several fundraisers and food drives by students
 - Amounted to over \$10,000 in donations

Increase Frequency of special events

- More unique opportunities
- Keeps things interesting and students are more likely to donate
- Food for Fines, Donate A Dollar, Trick or Eat

Foodbank Goal Update

Increase monetary donations

- Biggest agreement in Foodbank history with the Office of the President
 - \$10,000 a year in Food purchasing
 - \$15,000 a year in donation matching
 - Agreement signed for 5 years
 - Thanks Santa!

Vice Goal Update

Increasing student perception of recreational drugs

- Discussion on drugs that aren't talked about
- Study drugs, caffeine etc.
- Legalization of cannabis

Enhance accessibility of service

- Sharing a new room with Speakeasy

Vice Goal Update

Increase Volunteer Engagement

- Several boothing events
- Importance of face-to-face
- Building brand recognition

Direct role in harm reduction

- Never been an anti-substance service
- Raise student awareness around safe consumption

Safewalk Goal Update

Continue and Expand Athletics Partnerships

- Continue to collaborate with Varsity

Collaborate with Campus Partners to Increase Presence

- Working with constituencies, residencies and faculties to promote the service
- Making the Safewalk car more interactive

Safewalk Goal Update

Data Analytics Software

- Hoping to integrate the Analytics into Swiftwalks (Olivewood)
- In the meantime, Akhil has been designing his own program for route analysis (most frequent pickup locations, most used routes)

Safewalk's Future

- Continue brainstorming ideas for projects
- Will be worked into the AMS Services Strategic plan set to be completed in March 2018

Advocacy Goal Update

Implement translation service

- Contract signed with SLFS in October 2018

Create team

- Appointed one volunteer (Law Student) to help with administrative work
- Helps for hiring next year

Advocacy Goal Update

Create campus partnerships

- Hope to maintain current, and expand with other partnerships
- Advocacy office has collaborated with the UBC Investigations Office, Advisory council for the director of investigations, and the UBC Ombudsperson

Implement a feedback procedure

- Evaluations have been created and have been implemented November 2018



Thank you!

Questions?