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AMS Services Ternary Report: May 2018-Novemeber 2018

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Mission Statement

The AMS Services aims to “offer services and resources to the membership which are in significant demand and aim to further the well-being of the membership as a whole; aim to enable all students to achieve their potential”

- AMS Services Mission Statement as found in Code

Staffing

Summary of Recruitment

With the assistance of last year’s outgoing staff, we have successfully completed recruitment of the incoming leadership team. For our seven Services, we have selected the following staff as a result of April recruitment:

Assistant Student Services Manager: **Aaron Benwic**

Tutoring Coordinator: **Saurav Acharya**

Safewalk Coordinator: **Akhil Krishnan**

Advocacy Coordinator: **Lisa Crossley**

Foodbank Coordinator: **Simran Sidhu**

Speakeasy Coordinator: **Harper Watson**

Vice Coordinator: **Manal Mansoor**

eHub Coordinator: **Tahir Adatia**

Unlike last year, we chose to hire all the assistant coordinators at the same time as the coordinators. We did this because we thought it would be more useful for coordinators to have immediate assistance in the planning of their service for the year. Thus, in April, we successfully hired all assistant coordinators. With approval from council, AMS Services has developed a new role: Assistant Foodbank Coordinator. This is to help alleviate the workload of the Foodbank Coordinator.

Assistant Foodbank Coordinator: **Jillian Cammer**

Assistant Speakeasy Coordinator: **Ili Snyder**

Assistant Tutoring Coordinator: **Annemarie Austin**

For volunteer hiring, coordinator assured that all services would be up and running as soon as they were required to be, thus wasting no time in the hiring and training of staff. Foodbank for example, that ran during the summer, quickly hired and trained summer staff, and continued hiring leading up to September. Speakeasy and Vice had hired and completed their volunteer training by the opening of the new Speakeasy Vice room in mid-September. In total, there were 41 student staff and 66 student volunteers.

Services Goals & Strategies

Goals for the entire department were made, reviewed and initiated in May in accordance to Policy I-9. With the completion of the SSM's goal and its subsequent review from the Managing Director and the Executive, all Service Coordinators were given a period of three weeks during which they completed a Goal Tracking Sheet and used their weekly check ins to present and improve the goals with the SSM and ASSM. They were given access to all past goals as well as recommendations from last year's Services Review to incorporate in their goals for this year. In the fourth and final week of June, all their goals were approved and work on them was initiated. The SSM or ASSM were consulted during the brainstorming of goals, to make sure there was common themes that we wanted to reflect in the AMS Services.

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

Advocacy

1. **Implement translation service:** To better help students whose first language is not English, we collaborated with the Student Legal Fund Society to allow consistent funding for translation services.

Timeline: Summer 2018 – The contract was signed with the Student Legal Fund in October 2018.

2. **Hire a volunteer:** Advocacy has seen an influx of cases in recent months and given that law or prelaw students are extremely interested in volunteering for administrative law, we appointed a volunteer for Advocacy.

Timeline: September 2018 – The student has been hired.

3. **Create Campus partnerships:** The UBC Ombudsperson has been a key contact for us to utilize when navigating the advocacy landscape at UBC. We hope to maintain that and obtain partnerships and referrals with ESPs and Academic Advising offices at UBC. We have also actively looked for more partnerships.

Timeline: July 2018- May 2019 – On top of the partnership with the SLFS, the Advocacy office has collaborated on the independent investigations office, the advisory council for the director of investigations and the UBC Ombudsperson

4. **Implement a feedback procedure:** Every client should be able to evaluate his or her experience and tell us what we need to improve on, and what we did well.

Timeline: September 2018-October 2018 – The evaluations have been created and have been deployed in the beginning of November 2018.

Foodbank

1. Increase student donations: The motto of the Foodbank has been “take when you need give when you can” and we think that we could better engage the student body in raising donations whether they be monetary or physical.

Timeline: July 2018-April 2019 – We have had several fundraisers and food drives put on by student groups on campus that have amounted to over \$10,000 in donations. We look forward to Term 2.

2. Increase frequency of special events: Building off the last goal, we wanted to have more unique opportunities such as the Food for Fines or Donate a Dollar Campaign. This would keep things interesting for students and would make them more likely to donate.

Timeline: July 2018-April 2019. Special events this term have included constituency specific food drives, IFC Food drive, Food for Fines and the Donate A Dollar Campaign.

3. Increase monetary and corporate donations: Foodbank’s biggest contract so far this year has been signing the agreement between the Santa Ono’s office, which guarantees an extra \$10,000 in food purchasing and \$15,000 in donation matching for the next 5 years. We are looking forward to what we can sign next term.

Timeline: July 2018-April 2019 – Contract being processed as of November 2018

Safewalk

Continue and Expand Athletics Partnerships: We will be collaborating with varsity teams in the spring to have volunteers on shift. We will likely have more than one varsity team volunteer with us this year, and I am working to make this partnership regular, i.e. from the fall next year.

Timeline: January 2019 – April 2019

Collaborate with Campus Partners to Increase Presence: Work with constituencies/residences/faculties to increase digital signage marketing for Safewalk. Have our new digital posters across campus. We will be distributing posters to place in important locations in their buildings. Finally, having them include a Safewalk information card (that has policies, timings, and the phone number) in orientation packages.

Timeline: September 2018 – April 2019 – We have made progress towards making the Safewalk car more interactive, with similar services being advertised through pamphlets in the back seats.

Data Analysis Software: We will eventually be using the Services Analytics application to analyze our usage data. In the meantime, I am designing a simple program to use the enormous data that we have on walks. We will be able to determine various important trends from our client usage data.

Timeline: November 2018 – January 2019

Safewalk Future Plan: The campus community is always changing. Now, it is happening more rapidly as more and more students are admitted each year. We are currently equipped to handle even a significant uptake of the Service, however, we must still consider how the Service can change and improve to better meet the demands of this community. I will be working with my staff, Team Leaders in particular, to brainstorm ideas for projects that can improve the Service and prepare us for the next few years.

Timeline: September 2018 – January 2019 – This is part of the overall strategic plan for the AMS Services that will be released in ~March 2018

Tutoring

Lower cost per student: The easiest way to lower the cost per student is to increase the amount of drop-ins we get during our group tutoring sessions. Through better marketing, we were able to increase student drop-ins. As our numbers grew, we could present AMS Tutoring as something of more and more value, every time we would approach a constituency or campus partner. This meant that we could sign more partnerships and receive more subsidies.

Timeline: September 2018- April 2019 – We have now signed contracts with SUS, CUS, FUS, Orchard, Totem and Vanier.

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

Timeline: September 2018-April 2019

Increase student satisfaction with service: With the new analytics and evaluation forms deployed this year, we will be able to collect data to see if students are coming back, how frequently they are coming back and if they are using us for multiple courses. With the evaluations, we will be able to see where we can improve and how satisfied students are overall with the service.

Timeline: September 2018-April 2019 – Analytics was deployed in September and the feedback forms in November

Speakeasy

Increase drop-ins: After a very slow year in terms of client visits, we needed to significantly make Speakeasy more attractive and increase its drop in rates. With moving to our new space next to the Services Wing, we have been able to create a very welcoming environment that students are showing to like a lot more. This has strengthened Speakeasy as a brand, and in turn boosted its reputation, which has translated into significantly more visits. By mid-November, we have already surpassed last year's total amount of visits for the academic year.

Timeline: September 2018 – April 2019 – Numbers have already surpassed from last year's total. We look forward to the year end result.

Coordinate student outreach: In hopes to increase the uptake of the service, we are redefining our approach to be more proactive. We want to be a source of support for campus partners to seek out when planning events that further enhance student wellbeing. We have also already made changes in how we organize boothing, and became strategic to affect more students while spending the same on marketing. This has contributed to better workshops and events.

September 2018 – April 2019 – We have completed several boothing events in both the AMS Nest and in First Year Housing.

Training Recognition: In order for us to know whether we are doing an effective job of peer supporting students, we need our work to be backed up by strong training. This is why we wanted to get our training recognized by an institution. At the beginning of the school year, we consulted UBC Wellness on our training and incorporated some of the changes they suggested. We hope to further deepen our knowledge around peer support in the new year and have this knowledge transfer over to our peer support volunteers and clients.

Timeline: September 2018

Decrease Speakeasy Budget - The Speakeasy budget was one of the largest coming into this year, mostly due to its extremely extensive volunteer team. We cut the volunteer team almost in half and with this scrapped the volunteer retreat. This saved us over \$7,000 that we could reallocate to marketing projects or other opportunities.

Timeline: September 2018

Vice

Increase student perception of recreational drugs: We wanted to have a closer look at some drugs that people do not often talk about in the discussion of recreational drugs on a college campus. Abusing study drugs such as Adderall or Dexedrine are often seen as low-risk activities and it is exactly this type of lack of knowledge that we wanted to educate the public on. The legalization of cannabis was also another important historic moment that we wanted to educate students, and teach about laws and policy that students need to be made aware of.

Timeline: September 2018- April 2019 – Infographics for various study drugs have been published, and we have a cannabis legalization informational session set for January 2019.

Enhance accessibility of service: We wanted Vice to share a similar presence as Speakeasy does; a very informal and accessible service that anyone can drop by to. This is why we added Vice to the same room that Speakeasy is in. This will create a physical space that students can visit to learn more about any questions they might have regarding a particular drug. From there, they are also able to make appointments for 1on1 sessions if they are struggling with a particular addiction, be it a substance or otherwise.

Timeline: September 2018- April 2019

Increase volunteer engagement: For something as personal as substance addiction, we thought the best way to interact with students was extensive boothing to create face-to-face opportunities for our trained volunteers. As Vice is also a newer service, boothing has proven to be an effective way to get the word out there. Building up brand recognition is crucial in the presence of one's service.

Timeline: September 2018- April 2019 – We have had several boothing events during the first term and look forward to creating more.

Direct role in harm reduction: Our mandate has never been being an anti-substance service. We are realistic with students' relationships with substances and other addictive materials yet we are constantly encouraging safer use of substances. Given last year's success with their naloxone training sessions, we will continue to host said sessions and also plan private workshops for specific groups on campus if they so desire. We are also looking at new ways to get involved through other harm reduction activities.

Timeline: September 2018- April 2019 – Every term will have a naloxone training session. The Vice coordinator also sits on a cannabis education working group. We will actively seek out other opportunities.

eHub

Funneling channels from different campus organizations: We need to continue talking to clubs and constituencies to make sure we are there to support everyone who supported the creation of eHub. We have extensively made our presence known for any club that has wanted to collaborate on a specific entrepreneurial topic.

Timeline: September 2018 – April 2019 – A good example of this has been our collaborations with SCC and Eprojects. To be expanded on in the presentation.

Growth: In order to become the go-to first stop for entrepreneurial interest at UBC, eHub needs to continue to grow through partnerships and events. We have been successful with our RBC Get Seeded event in term 1, exceeding last year's numbers, and our 1on1s which we are launching in January will help us grow as well.

Timeline: September 2018 – April 2019 – We have had 200+ interactions so far this year.

Develop partnerships: Another way to grow is to develop partnerships. We have spent considerable efforts strengthening our relationships with RBC, e@UBC and we want to grow closer with entrepreneurial AMS clubs.

Timeline: September 2018 – April 2019

Design Course : New this year. Instead of a course, we are doing 1on1 appointments with the coordinator or trained volunteers. If students who approach us already have an idea of what they want to do, we can connect them with the right people depending on what stage of their idea they are on.