



**AMS Services – Final Council Report, Winter  
Term 1**

# Usage + Interaction Overview

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- Approximate numbers from May 1<sup>st</sup> until October 15<sup>th</sup>, 2019 (starred numbers are from mid-September to October 15<sup>th</sup>, due to normal operation timelines).
- Advocacy: 75
- E-Hub: 135\*
- Food Bank: 441
- Safewalk: 1719
- Speakeasy: 137\*
- Tutoring: 336\*
- Vice: 400\*
- Total: 3243



# Operational Overview - Advocacy

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- Core activities:

- Seeing clients on various issues, mainly academic misconduct and academic standing
- Little bit of marketing and boothing

- Highlights:

- Stable usage
- Tweaked demographical client info
- No planned significant operational changes



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**ADVOCACY**

# Operational Overview – Entrepreneurship Hub

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- Core activities:
  - Drop in hours, workshops on different aspects of entrepreneurship
- Highlights:
  - Documentation of what we do
  - Main goal: becoming a hub for entrepreneurial activities on campus
  - RBC Get Seeded



# Operational Overview – Food Bank

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- Core activities:

- Offering food and hygiene products

- Highlights:

- Expanding partnerships with BC Famer's Market and Sprouts
- Looking to “close the loop” and trial giving out excess food from different providers
- Purchase new equipment for storing more food
- Increasing food purchasing budget by 50% and diversifying selection
- More products and for more hours



# Operational Overview – Safewalk

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- Core activities:

- Driving and walking clients to their destinations

- Highlights:

- Working with UBC Athletics to recruit volunteers
- Identifying how we can better serve different groups of students (i.e.. Parents with children)
- Trialing mobile dispatching to respond more quickly and efficiently to calls



# Operational Overview – Speakeasy

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- Core activities:

- Providing peer support
- Boothing

- Highlights:

- Expanding into new partnerships (ex. Pilates Club and Thrive Month)
- Changing the name improve clarity
- Similar to Safewalk, introducing a mobile service
- Goal: get numbers up through better outreach and better operations

# Operational Overview – Tutoring

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- Core activities:

- Group tutoring in different subjects in different locations
- Appointment tutoring

- Highlights:

- New for this year: Comp. Sci and Psych
- Goal: making sure our service is valuable
- Will be implementing new tutoring software for appointment tutoring





# Operational Overview – Vice

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- Core activities:

- Boothing and peer support sessions

- Highlights:

- Talking about and holding activities on harm reduction
- Big successes: boothing and social media
- Logo rebranding for next year



# Financial Overview

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- Check out Lucia's Q2 Report for details
- Significant income from:
  - Food Bank: Donations from UBC President's Office (hit over \$17,000 this week)
  - Safewalk: Contribution from VP Students Portfolio
  - Tutoring: Contracts with undergraduate societies + SHHS (Tutoring in Residence program) + Appointment Tutoring revenues
  - SSM: Canada Summer Jobs Grant
- Significant expenditures from:
  - Staff training for all services
  - Food/hygiene product purchasing for Food Bank
  - Marketing material/initiatives
  - Software fees
  - Safewalk wages

# Financial Overview – Q3 + Q4

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- Upcoming changes that will affect income + expenditures
  - Income:
    - Income from Appointment Tutoring expected to increase
    - Increased Food Bank monetary donations compared to last fiscal
  - Expenditures:
    - New refrigeration equipment for Food Bank
    - AMS Tutoring software, Nimbus
    - Costs for new marketing/branding material

# Financial Overview – Cost per Interaction

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- Expenditures only from May 1st to October 15th divided by # of interactions (does not account for any income):
  - Advocacy: \$117.56
  - E-Hub: \$45.17\*
  - Food Bank: \$41.31
  - Safewalk: \$34.03
  - Speakeasy: \$114.57\*
  - Tutoring: \$63.35\*
  - Vice: \$22.15\*



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Questions?