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Introduction

As we reflect on our 6-months in office as AMS Executives, we are excited to showcase the amazing work and initiatives we have been taking on to improve the student experience at UBC. This report is intended to show that excitement by displaying the various goals we committed to some time ago and how we have been working diligently to meet them.

The AMS is a society that harbors voices from across diverse studies, fields, and regions, and keeping that concept in mind is how we developed our goals. This report was a collective effort between AMS Executives, student staff, and permanent staff that highlights the important projects and initiatives that we have been pouring into to better the student experience.

Chris Hakim  
President

Julia Burnham  
VP Academic and University Affairs

Cristina Ilnitchi  
VP External Affairs

Lucia Liang  
VP Finance

Cole Evans  
VP Administration

Ian Stone  
Student Services Manager
Goal 1: A Data-Driven AMS

Values: Consistency, Data-Driven, Collaboration

This year, the AMS has been putting a heavy emphasis on becoming a more data-driven organization. We have been working to collect and use data in many facets of the Society in order to better inform our decision-making.

We have been working with our different staff members on identifying areas in which the AMS can improve its data collection. We are currently in discussions with all our senior managers and service staff to see where we can better the data collection. In addition, the AMS is investing much of its time and resources into the implementation of Ceridian Dayforce—the new HR software that will assist the AMS in better collecting data on staffing.

The AMS is currently studying how to better improve its survey collection to improve its understanding of student issues on many topics. We have decided that the AMS should have three main surveys moving forward: the AMS Experience Survey, the Academic Experience Survey, and the Clubs Experience Survey. These surveys would provide the AMS with a wealth of data to better understand how students feel about the AMS, how students feel about issues and the University, and how club members feel about their resources and management. These surveys are expected to launch next year with a funding request coming later this year.

Goal 2: Council Improvement

Values: Efficiency, Data-Driven, Progressive

The President’s Office has been working diligently to identify areas of weaknesses for AMS Council and providing the proper resources and supports for each level of the AMS’s governance.

Our staff have been working with AMS Councillors and AMS Staff on designing modules that would provide AMS Councillors with the tools to be effective directors. We are currently working on creating a better AMS Executive orientation, AMS Councillor orientation, AMS Constituency Executive orientation, and an AMS Chair orientation. These orientations would address the important topics that each group would need to know about in order to be effective in their roles. We can expect to see these orientations fully designed and completed by the second semester.
We acknowledge that there have been bumps in the road with compliance on reporting, but we are as confident as ever in that we can address issues to improve the AMS’s governance. We are working with AMS Councillors on identifying ways that we can improve reporting to AMS Council. In addition, we are working with the Ad-hoc Committee on AMS Council Governance to study how we can improve the AMS Council’s governance in a way that will address some of the reporting issues.

We are happy to report that we have completed the requirement that projects coming forward to AMS Council must be backed by some degree of thought. With the new report template, items coming to AMS Council are now required to provide more context and analysis that AMS Councillors can use to better understand agenda items.

Goal 3: Communications Expansion

Values: Engagement, Growth, Promotion

AMS communications and engagement with the student body has been the cornerstone of the AMS’s operations, which is why this year, we wanted to put an emphasis on engaging with our students and showcasing the AMS’s work.

This year, the AMS invested funds into expanding the Communications & Marketing department, which has resulted in new coordinators, WorkLearn students, and designers being hired. This has allowed the AMS to become more active on social media and the website, as well as engaging with AMS Clubs. Furthermore, this expansion has opened the opportunity for the AMS to showcase stories of students within our community on our website. In addition, this new expansion has allowed the Communications & Marketing department to work with our other departments to promote some initiatives and projects that the AMS is leading on.
AMS President’s Goals 2019-2020

Prepared by: Chris Hakim
Goal 1: Sexual Violence Support

Values: Supportive, Progressive, Collaborative

This past year, the AMS has been investing time, effort, and resources into bettering its sexual violence supports and prevention structure.

In September 2019, the AMS Council approved the final drafts of the AMS Sexual Violence Policy (I-17) and the AMS Respectful Community and Workplace Policy (I-18). These policies came forward after a year of development with stakeholders and robust consultation with the wider UBC community. The two policies would provide the AMS, students, and staff a clear procedure for the disclosure, reporting, and investigations of incidents of Sexual Violence, Bullying and Harassment, Discrimination, and Violence.

Following the approval of the AMS Sexual Violence Policy (I-17) and the AMS Respectful Community and Workplace Policy (I-18), the Executive Committee established the Sexual Violence and Respectful Policies Implementation Working Group. This working group would be responsible for ensuring the timely and effective implementation of the two policies and the recommendations laid out in the SVPREP Report. Since then, the AMS has hired both the Ombudsperson and the Deputy Ombudsperson, trained all involved individuals in the two policies in procedural fairness and trauma-informed approaches, connected with campus partners, developed an engagement/feedback medium, and ensured that constituents are aware of the new procedures. In addition, the AMS has been developing data-tracking for the Ombuds Office and the SASC, creating awareness materials catered to specific communities, and expanding current training modules to include mediation and Indigenous trauma-informed approaches.

With the review of UBC’s Policy 131/SC17 occurring this year, the AMS has been working hard to ensure that the new Policy 131/SC17 is survivor-centric and trauma-informed. The President’s Office has been working with the Vice-President Academic & University Affairs on coordinating all the priorities and asks the AMS would push for during this review. In addition, we worked on UBC adapting to the evolving nature of sexual violence prevention on campus as more on campus groups begin developing their own sexual violence policies.

This past year, the AMS finalized collective bargaining with the CUPE Local 1396 and the SASC unit, and passed the first collective agreement between the two organizations in September. Moving forward with a better understanding of the current staff structure, we are working with the SASC to see the opportunities available for further support services after the Services Review.
Goal 2: Inclusion of Indigenous Voices

Values: Progressive, Supportive, Inclusion

Following the AMS’s apology for not making serious efforts to advance reconciliation or recognize Indigenous rights, the AMS has been putting its support behind the Indigenous Committee in its work.

With the establishment of the Indigenous Student fee, the AMS has been working with the Indigenous Committee on creating a terms of reference for the usage of the new funds. We have successfully created a terms of reference earlier this year that provides consistent funding towards the Indigenous Committee’s operations and for Indigenous initiatives from the community.

After much discussion, the AMS has been working with the Indigenous Committee on the future creation of a dedicated Indigenous seat on the AMS Council. We have been discussing the amendments to the Indigenous Committee’s terms of reference and how this structure will accommodate an appointment process for the Indigenous seat. We are expecting that changes to reflect the addition for an Indigenous seat would come to AMS Council in January 2020 and to a later referendum.

Goal 3: Climate Justice and Sustainability

Values: Sustainability, Accountability

With the momentum swinging in favour of student advocacy on UBC divesting, we have seen great movements from the UBC Board of Governors towards divestment. This past year, we saw the UBC Board of Governors turn down the Administration’s proposal to lean away from divestment, and that the expectation is that they come back with a more ambitious proposal. We are expected to continue talks with UBC around divesting the land revenue portion of the Endowment.
Goal 4: Affordable Student Experience

Values: Accountability, Affordability

To address the increasing affordability issues on campus and bettering the AMS’s financial procedures, the AMS has been reviewing its current structures to create a more affordable experience for students.

This past year, the AMS has been developing a large-scale change to the AMS’s budgeting process in order to ensure that student fees are being used effectively and encouraging our departments to think more ambitiously with their projects. This change will allow the AMS to have a proper budget process that will make time for financial accountability from AMS Council and new initiatives from internal AMS Staff. These draft changes have been finalized and are expected to go to Finance Committee for approval at a soon date.

With the amazing work from the Vice-President Finance, the AMS has been laying the groundwork to receive regular financial reports from all fee-receiving groups. As part of the budget process changes, we have been developing additional changes that will reflect the requirement for all fee-receiving groups to submit regular financial reports. These draft changes are expected to complement the budget process changes and go to Finance Committee for approval at a soon date.

As part of the larger changes to improve the AMS’s finances, we have been drafting changes that would reflect a regular review of the AMS’s existing fees and funds. The AMS has identified the potential for the Society to continue improving affordability for UBC students by seeing whether existing fees and funds can be better utilized. These draft changes are expected to complement the budget process changes and go to Finance Committee for approval at a soon date.
The most notable development for the AMS has been the announcement of the AMS Strategic Plan. This year, the AMS will be undertaking the creation of a long-term AMS Strategic Plan in which students will shape how the AMS and the campus will look for the next five-years. This came after a research study the AMS conducted in which we recommended that the AMS create a long-term directional plan that is driven by consultation as opposed to a short-term operational plan. So far, our consultation on the AMS Strategic Plan’s values has received hundreds of responses from students and staff, and we are on track to complete the AMS Strategic Plan by April 2020. Our vision for the AMS Strategic Plan is to have every students be able to see themselves in it.

The President’s Office has been working with the Human Resources Committee on filling the Advisory Board this year. We’re thankful that the Human Resources Committee has provided us with direction on the background we want the new members of the Advisory Board to have. Moving forward, we are connecting with campus partners to find passionate and knowledgeable individuals that would like to join the Advisory Board.

In addition to the AMS Strategic Plan, the AMS has been studying how to promote equity and inclusion within the Society by developing an Equity and Inclusion Action Plan. After much discussion within the Advocacy Committee, we determined that the next steps should be to bring in a consultant that specializes in developing equity plans as opposed to the AMS developing the Equity and Inclusion Action Plan internally. We have been working with the Vice-President, External Affairs on creating the request for proposal document that would be sent out to consultants to determine an appropriate firm to assist the AMS in developing the Equity and Inclusion Action Plan.
AMS VP Academic and University Affairs’ Goals 2019-2020

Prepared by: Julia Burnham
It has been a productive 6 months for the VP Academic and University Affairs Office, with many goals achieved and on track for completion. Per the nature of university affairs, significant work has also been done on ad-hoc student issues throughout the term. Examples of this include the opportunities to represent students on search committees for the Ombuds Officer, Human Rights Advisor, AVP Student Housing & Business Services and Vice-Provost & Associate Vice-President Faculty Affairs. Additionally, the office has begun advocacy work on the adoption of a Campus Emergency Response Team (CERT), as well as establishing an “OER Champions” award for excellence in open education resource use in the classroom.

Goal 1: Supporting survivors through community-building

Values: Community, Collaboration, Progressive

During the summer, the VP Academic and University Affairs was able to successfully advocate for a seat on the Policy 131 Sexual Violence and Other Sexual Misconduct review committee, after the committee had already been formed without the AMS or SASC’s involvement. This committee met during the month of September to provide an initial review draft, and will be up for public consultation in the new year. Throughout this process, the VPAUA has been in constant communication and collaboration with the SASC Manager in order to advocate for necessary policy changes to support survivors. The VPAUA also represented student interests and the need for a collaborative relationship with SASC through the search committee process for the Director of UBC’s Sexual Violence Prevention and Response Office (SVPRO). The VPAUA office, SASC and SVPRO all collaborated on the 2019 iteration of the “We Believe You” campaign, with both SASC and SVPRO logos appearing on the materials for the first time. With the Policy 131 community consultation period happening from December through January, the VPAUA office and SASC are currently collaborating and brainstorming ways to engage students in the consultation process.

The VPAUA office has already met most KPIs for this goal, and is on track to achieve all KPIs by the end of the term.
### Goal 2: Prioritizing equity and accountability

**Values: Data-Driven, Principled, Social Justice**

The AMS has been involved in the development of the Inclusion Action Plan and its goals to commit the university to uphold practices of equity, diversity and inclusion within its operations. Aside from participation in the actions development process, the VPAUA has also provided a submission to the Board of Governors in support of the plan and its implementation needs. The VPAUA office has been involved in ongoing conversations with the University surrounding divestment and UBC’s commitments to sustainability. With progress on this being dependent on the Board of Governors’ Endowment Responsible Investment Policy committee, the VPAUA has been pushing the administration to draft policy that is cohesive with a need to divest. Conversations surrounding the Sustainable Futures Pool spend rate are anticipated to happen in the new year, per the agenda of the Board.

The VPAUA office has met some KPIs, and is limited by the annual schedules of the Board to achieve all. More progress on divestment items is expected in 2020.

### Goal 3: Holistic approaches to student wellbeing

**Values: Data-Driven, Support, Community**

Ongoing work is being conducted in this goal as it pertains to student health and wellbeing. In December, the Board of Governors will be approving a Board 1 plan for a new building to house an Integrated Health Centre, which is an important step in creating a long-term plan for student health services. The AMS advocated for this in the summer, and is excited to work with the university as it develops the operations of this site. Data is also set to be presented to Council on the usage of the AMS/GSS Health & Dental Plan by our provider StudentCare, which will help inform future increases to the mental healthcare benefits. An agreement with Athletics and Recreation is still pending, and the VPAUA office has engaged in many conversations with the department throughout the term. This is coming along slower than expected, but is anticipated to be completed before the end of the term. Proposals for Fall Reading Break have been housed within the Senate Academic Policy committee’s working group on Academic Year Scheduling, which is a step in the right direction. The AMS looks forward to engaging in the forthcoming consultation from this body to make this goal a reality.
The VPAUA office is on track to complete most of the KPIs, and will further develop a strategy to achieve a fall reading break pilot in 2020-21 once the Senate’s group reports their findings before the end of the year.

**Goal 4: Improving Campus Access and Affordability**

**Values: Affordability, Accessibility, Transparency**

The VPAUA office has been involved in the development and operations of the Open Educational Resources Fund in order to advocate for the interests of students. This has included participation in the drafting of its principles and processes, as well as membership on the adjudication committee for the fund. The AMS Textbook Broke campaign this year exceeded expectations and created an open letter on equitable education, as well as piloting an ‘OER Champions’ award and reception to much success. In August, the VPAUA office launched a petition in support of maximizing the available housing in Stadium Road Neighbourhood, garnering over 500 signatories. The submission of this petition will be in the New Year when Stadium is discussed again at the Board table, as the project has experienced internal delays. The AMS was offered a seat on the UBC Hospitalities Trust steering group, which will revisit the operations and priorities of this pending development. This seat will be occupied by the President and will ensure student priorities are coded in the operations of this government business enterprise.

The AMS has been involved in a variety of conversations surrounding the tuition increases for the 2020-21 school year. New this year, the AMS has collaborated with the Graduate Students’ Society and UBCO Students’ Union to provide a submission to the Board of Governors on our collective opposition to these proposed increases. The AMS has advocated to the university through this submission and meetings with its executive to amend the consultation process to provide transparency for its increases as it would impact the specific priorities in the upcoming budget. This differs slightly from the KPIs originally indicated, but was identified as a strategic direction to have the most impact in creating opposition from the Board of Governors vote.

The VPAUA office has completed or is on track for most of the KPIs, with the exception of the shift in approach to tuition increase advocacy.
Goal 5: Community Engagement

Values: Engagement, Inclusion, Transparency

The VPAUA has engaged in r/ubc throughout the term, notably with the Stadium Road Neighbourhood petition, and intends to continue this as consultations open up in the New Year. The VPAUA office has engaged with an estimated 2000 students already through our petitions and campaigns, and is comfortably on track to meet its target of 5000 students with the upcoming Policy 131 campaign and Academic Experience Survey. The VPAUA office has begun conversations with the AMS Indigenous committee on providing feedback on UBC’s Indigenous Strategic Plan, which will continue as the plan develops further in the New Year. The VPAUA office has also secured a date to host the Longhouse Lunch at the First Nations House of Learning in March 2020. The VPAUA office has also been attending a number of events within our community to engage with students, including the Green New Deal town hall and the Climate Strike. The VPAUA has prioritized meeting with students-at-large and representatives from climate justice groups in order to provide information and collaborate on our climate action advocacy, particularly concerning the Climate Strike in September and UBC divesting. As the Equity Caucus has not yet been formed and is pending the development of the AMS Equity Plan, the VPAUA will look forward to collaborating with this group in the future.

The VPAUA is on track to meet all KPIs.
AMS VP External Affairs’ Goals 2019-2020

Prepared by: Cristina Ilnitchi
The past six months have been spent on developing research, capitalizing on being in a federal election year, rolling out campaigns, and furthering relationships and advocacy with decision-makers from last year.

**Goal 1: Amplify student voices nationally**

**Values: Collaborative, Principled**

With the federal election happening this year, we had the critical opportunity to bolster student voices and bring our issues to the forefront prior to and during the election. Our work was two-pronged, directed to both students and government. On campus, we rolled out a two month-long voter mobilization campaign that included boothing around campus and registering voters, running a candidate debate and two widely-attended events, creating an information hub on the AMS website with election resources, classroom announcements, and partnering with different campus units and organizations to promote youth voter turnout. Throughout the campaign we highlighted important information about parties’ positions on issues most important to students: climate action, reconciliation, education, housing, and healthcare. On the government-facing side, in collaboration with the Undergraduates of Canandian Research-Intensive Universities (UCRU) and 40+ other student associations across the country, I co-led an initiative to write a national student letter that addressed three critical student issues for parties to commit to during their campaigns. We worked with student unions across the country to present this letter to candidates, leadership of the four major parties, and promote our priorities through national news media. Our asks were addressed to some extent in all of the four major parties’ platforms. We have already followed up with all newly elected Members of Parliament in BC on the issues within the letter and our next step is to begin setting up meetings ahead of our federal lobby trip to discuss support for the asks.

Over the summer, I also became the chair of UCRU and have been focussed on beginning to formalize the organization and develop internal processes, structures, and systems. We have begun the exciting process to identify lobbying priorities this year and will be reviewing opportunities to advocate for federal financial aid, climate action, work-integrated learning opportunities, and support for international students. We have begun conversations with UBC on the landscape of work-integrated learning in BC and international student advocacy to begin our research. We have also signed onto the “Knock Out Interest” on federal student loans campaign and will be running it on campus in support of our financial aid lobbying.
Goal 2: Advocate for an affordable, accessible, supportive education

Values: Progressive, Data-Driven, Collaborative

Early in the summer, we presented to the Standing Committee on Finance and Government Services during the budget consultation on up-front, needs-based grants and increased graduate student scholarships. We used this opportunity to collaborate with UBC to support each other’s asks. The AMS then partnered with the BC Federation of Students and the Simon Fraser Student Society on a joint lobby trip to Victoria where we advocated for reforms to student financial aid as our main ask, international student support, and funding and review for sexual violence policies. We met with over 50 senior staff, Ministers, and MLAs, including Premier Horgan and Advanced Education Minister Mark, over four days. Our approach to provincial advocacy has shifted from last year when we spent much of our lobbying efforts introducing new ideas, however, this year we are more focussed on being involved in the policy research and development of our asks.

We have been working with the province on multiple facets of the work they’re undertaking to address campus sexualized violence. We contributed to the Moving Forward Together forum with post-secondary institutions, student unions, and the province to begin this work in the summer and have sat on various working groups. We’re currently working with senior staff to develop a parallel process for student advocates to advise on sexual violence policy reviews provincially. On mental health advocacy, the province has been delayed in rolling out the hotline so we are taking this opportunity to reach out to staff to consult on how we can ensure rollout is successful in the future. Our research project on accessibility and off-campus mental health resources is underway. Taking action on the conversations Advocacy Committee has been having on how we can respond to advocacy that isn’t directly related to education, we are planning a “Knowing Your Rights as an Activist” workshop in January.

While the federal election put some advocacy on the backburner in Term One, this work is being prioritized for next term. Student housing rental rights advocacy is resuming with the Student Housing Working Group to finalize our joint document that addresses the Rent with Rights recommendations. We are also in the early stages of collaborating with student unions in the Lower Mainland and external organizations to develop a housing conditions survey. Work on Open Educational Resources will largely occur in Term Two with research and collaboration taking place with BCCampus and we will be redirecting all resources on this provincially. Work on the Copyright Act was on pause while the federal election was ongoing but we are exploring opportunities for advocacy and a potential online campaign with Universities Canada now that it is over.
One of my goals this year was to focus some resources towards longer-term advocacy and building up capacity for future VP Externals to continue this work. Issues of navigating advocacy around climate action, properly supporting the advocacy of Indigenous students on campus, and preparing for election years are crucial and must be strategized.

In Term One, we have begun planning a student consultation for UBC students to have a say in provincial CleanBC consultation and have begun exploring possible provincial advocacy with the Indigenous Committee. While this work was a little slower during the summer as students weren’t on campus, it is our priority to meet regularly with Indigenous student groups in Term Two to co-develop the advocacy plan and identify opportunities to collaborate on the two outstanding lobby trips. Work is currently underway with UCRU to develop procedures for consultation and consent for advocacy that affects Indigenous students and students from other marginalized communities. We have also been leading work on the Equity Plan and are currently developing an RFP to get support in creating this organization-wide plan. We have also started early conversations regarding a campaign for funding for post-secondary institutions with other student associations.

Regarding transit advocacy, we are at the end stages of finalizing the UPass contract and we collaborated with Translink and CityHive to do consultations at UBC on the long-term regional transportation strategy, Translink 2050. Advocacy on Skytrain to UBC has come back into focus with the opportunity to keep the project moving forward by ensuring funding for the business case in Translink’s upcoming investment plan. We have started to strategize media opportunities and collaboration with UBC and other stakeholders on a joint letter of support.

Lastly, this summer we hosted our annual Student Union Development Summit. We faced some difficulties hosting the conference this year as student unions in Ontario faced budgeting pressures due to the student choice initiative. Nonetheless, while we had fewer attendees (around 40-50 less than last year) this was one of the most successful SUDS we’ve organized as a result of the caliber of speakers invited like David Suzuki and Alex Usher.
AMS VP Finance’s Goals
2019-2020

Prepared by: Lucia Liang
Goal 1: To foster student engagement and involvement in the community

Values: Outreach, Inclusivity, Approachability

The AMS Finance team has been working throughout this year to meet this goal through Finance Caucus meetings and sending out monthly financial newsletters. Furthermore, we have also been hosting Treasurer Orientations since the beginning of this fiscal year and have successfully onboarded over 300 new and incoming treasurers to the financial processes of our society. Regarding Finance Caucus, we have since the start of the year hosted two sessions. However, we have noted low turnout rates for both events and are thus emphasizing email communications (i.e. direct communications with constituents as well as the launch of our Finance Newsletter). That being said, further Caucus meetings will be planned throughout the year. For news relating to all clubs and constituencies finances, we will send out ad-hoc department-specific newsletters. For general news, we rely on the general AMS newsletter to send updates to our community. Currently, we are still in the preliminary stages developing partnerships with external organizations and we plan to devote more time to this endeavour in the second half of the year.

Goal 2: To increase efficiency in financial transfers

Values: Transparency, Sustainability, Accessibility

Our team has been working closely with RBC to develop a Secure Online Money Transfer System which we launched in Q2 of the 2019-2020 Fiscal Year. Following several months of beta testing and extensive liaisons with our service providers at RBC, we have developed a system of online e-transfers that can be widely used among AMS’s internal organizations as well as clubs, constituencies, and other subsidiaries. This system will replace the current cash reimbursement forms and processes, which increases efficiency, transparency, and financial security for staff as well as payees. This information has been included in the updated Financial Procedure Guide. Regarding the AMS credit card program, after extensive research and communications with other credit card providers beyond US Bank, our team has concluded that the most time and cost-effective resolution given our current systems would be to keep the US Bank as our credit provider.
Goal 3: To boost affordability for students
Values: Support, Inclusivity, International

Regarding affordability, our team continues to work with ticketing and payment service providers like Showpass and Square to negotiate the most reasonable pricing schedule as possible for clubs and constituencies. We will continue negotiating with the aforementioned service providers and looking into alternatives to reduce fees and charges for our constituents. Relating to funds, our team has been updating policy with regards to funds administration in relation to funds like the Sustainability Projects Fund. Moving into the later half of this year, we plan to further update the administration policies and principles of our Clubs Benefit, Competitive Athletics and other funds. We have already made notable efforts to increase transparency with regards to the status of our finances by including this information in our quarterly reports for the first time. We will continue building the AliPay and WeChat Pay options over the second half of the year. Furthermore, we will continue partnering with RBC on Campus to host financial literacy workshops in an effort to minimize financial distress and increase financial planning skills among students. These efforts we believe, will be able to increase financial confidence among students in the long run.

Goal 4: To prioritize sustainable investments
Values: Principled, Ethical, Progressive

Sustainability remains one of the Finance Portfolio’s top priorities in this Fiscal Year. Since the start of the year, we have issued nearly 20 sustainability-related project funds through the SPF subcommittee in an effort to support sustainability initiatives on campus. In line with these efforts, we have updated the SPF website, featuring information and photos regarding select projects in order to enhance transparency. Our team continues to be in contact with sustainability-related groups on campus to better understand how we can support their work (e.g. through SPF funding, creating MOUs etc.). Furthermore, through this subcommittee, we have updated SPF policies to improve accountability and the efficient use of funds. Regarding investment information, our team is making our best efforts to include investment-related information in our quarterly financial reports in order to increase transparency. We will continue these efforts in the second half of the year.
Goal 5: To support a student development program

Values: Knowledge, Unity, Expertise

Student development is another area of focus for our team as we have been working to ensure that student financial literacy improves through our partnership with RBC on Campus. We have developed a series of financial literacy workshops that are designed to inform and help students improve their skills in budgeting, as well as credit and tax management. These workshops have been run on a weekly basis since September and seen success given their relative novelty, reaching hundreds of students since their launch. We will continue running these workshops in conjunction with our partner in the second half of the year. Furthermore, we have opened new volunteer positions in the Finance Portfolio to support the development of students’ understanding of both finances as well as the AMS. We will be wrapping up training and onboarding in the coming weeks. Introducing this volunteer program will help us further programs and initiatives like restructuring the budgeting process for clubs and constituencies, which we plan to do more of in the second half of the year.
AMS Administration’s Goals
2019-2020

Prepared by: Cole Evans
Goal 1: Nest Usability

Values: Accessibility, Functionality, Community

The Office of the Vice President Administration continues to identify areas of and relating to the AMS Nest that are in need of improvement. All Key Performance Indicators are either completed or in progress.

The system that the AMS uses to book space is currently under evaluation by both the Vice President Administration, and the Catering & Conferences department. An exploratory Request for Information (RFI) was sent to 15 different vendors requesting participation in a Request for Proposal (RFP) process. This RFP stage will be conducted over the next couple of months, with a target date of completion for the entire project being March 2020. Discussions are also currently being held on overhauling procedures and policies for bookings in the AMS Nest, with a target completion date of either December or January.

Almost all instances of the old AMS “shield” branding have been removed from the AMS Nest and have begun to be replaced with updated signage and materials. The updates will continue through to April 2020, and should mostly completed by this target month. Additionally, a new signage package is in the late stages of being finalized and sent to Operations Committee for approval. Completion for updated signage should be by the end of December 2019.
Goal 2: Capital Projects

Values: Growth, Innovation, Utility

The Office of the Vice President Administration continues to identify potential capital projects that have high upside in both student and organizational benefit. All Key Performance Indicators are either completed or in progress.

The Clubs Resource Centre Renovation and Enhancement Project (CRCREP) was officially completed in November 2019 and resulted in the successful opening of the new The Commons + Clubs Resource Centre. The project is projected to be completed under budget, and has initially seen strong results based on both service and space interactions. Metrics will continue to be collected to evaluate the success of the space and to identify where tweaks can be made to optimize performance.

The AMS Normand Bouchard Memorial Theatre (or “The Norm”) has officially reopened. Phase One of the Normand Bouchard Memorial Theatre Renovation and Expansion Project (NORMREP) was developed in May 2019 and consisted of just over $310,000 in Building Code related upgrades. The project was completed in coordination with UBC Properties Trust and received occupancy in November 2019. Proposal work has begun on Phase Two of the NORMREP project and has been called Project Spotlight. This phase will seek to expand the performance capabilities of the theatre, and funding options are currently being explored.

Furniture replacement plans continue to be evaluated while accommodating various financial restrictions. Planning for certain specific projects has begun, such as a revitalization of the North LL Pocket Lounge with a target completion of March 2020.
Goal 3: Supporting Clubs and Constituencies

Values: Consistency, Support, Engagement

Work has begun on the creation of a new Subsidiary Group Experience Survey (SGES) with a planned launch in the second academic semester of the Winter Session. The Vice President Administration has been collaborating with SEEDS and a SOCI 380 section on developing the survey, and ensuring that data obtained will be beneficial to improve services. The survey will continue to develop over time after its completion, and will hopefully fit in to a larger AMS survey picture currently being worked on by the Vice President Administration and the President.

The Office of the Vice President Administration has also continued to work on revamping both the Clubs Handbook and relevant Constituency documents. Content and layout of these documents has been completed, but both projects have been put on hold as upcoming policy changes to the Operations Committee Policy Manual will require further changes to be made. The platform used to distribute the AMS Clubs Newsletter has been changed over from CampusVibe to Constant Contact and initial results have been phenomenal. Emails are now rich with visually appealing features including graphics and photos. The new platform also allows for detailed tracking of interactions not only with the email itself, but also how users are interacting with the information within it. Open rates have remained steady at around 75% and will most likely continue to do so.

Constituencies continue to be supported in a variety of areas including internal projects, events, and outreach projects. The Office of the Vice President Administration has also worked to continue developing new ways of fostering inter-Constituency collaboration, and will be holding a social collaborative event with Constituencies later in November 2019. Clubs Days was expanded to the UBC Life Building in September 2019 with great success, and the Office hopes that this new format will continue to be used into the future. Plans are currently underway to reimagine Club and Constituency Orientations, with a more conference-style format envisioned as being utilized.

Some visual and organizational improvements to the AMS Clubhouse platform have been made, and the Vice President Administration continues to work with Campus Vibe to bring new, useful features to the service and make it work better for our subsidiaries. All Key Performance Indicators relating to Club and Constituency support are either completed or in progress.
Goal 4: Advancing Sustainability

Values: Innovation, Leadership, Progressive

Work on sustainability has been progressing above expectations and all Key Performance Indicators are either in progress or completed. At the beginning of the year, the Sustainability team was successfully relocated to space in the AMS Offices, and this has resulted in significantly better project coordination not only within the Administration portfolio but also with other AMS departments. New projects have been identified for the Nest, including a partnership with ChopValue, and existing projects continue to be monitored, maintained, and improved accordingly.

Operations at the AMS are on track to be plastic-free, and departments such as Food & Beverage have already phased out single use plastics from their operations. Plans to begin a pilot project of the Green2Go program have been implemented, and the team looks forward to seeing the prospects of a full fledged container sharing program in the Nest develop over the second semester. Other programs such as Mugshare continue to be monitored and have so far been achieving targets for the year. Lastly, the Office of the Vice President Administration successfully delivered an implementation plan to AMS Council for UBC’s Zero Waste Foodware Strategy, and the team is looking forward to monitoring the progress of the implementation.

Work on the all new AMS Sustainable Action Plan (SAP) has begun and is on track for completion in April 2020. This document will replace the existing AMS Student Driven Sustainability Strategy (SDSS), and will build on new factors such as greater integration with the UN Sustainable Development Goals, as well as include a broader scope in goals reaching out to the Society’s advocacy efforts. Preliminary work has also started on a new resource document for the Society’s subsidiaries, allowing our clubs and constituencies to adequately supported in their own initiatives to implement sustainable practices.

The Vice President Administration also continues to push innovative initiatives within the portfolio. Plans for an integrated Interactive Sustainability Centre (ISC) continue to be developed. The portfolio also continues to work closely with SEEDS on a number of new and existing projects.
Goal 5: Development of Artistic Assets

Values: Community, Culture, Engagement

The Office of the Vice President Administration has seen incredibly successful results with the Hatch Art Gallery this year. All Key Performance Indicators are either completed or are in progress.

A new insurance appraisal of the AMS Permanent Collection was conducted, with a new estimated total valuation of $3.66 million. Conversations surrounding plans to sell more pieces as per the AMS Referendum continue to be had in coordination with the AMS SHAPE Committee as well as Heffel Auction House, with the target date of proposal finalization to now come in March 2020. Plans are also currently being created to realize a more cohesive strategic vision for the Permanent Collection moving forward, with ongoing completion targets.

The Hatch Art Gallery has seen high amounts of engagement throughout its exhibition season. New and exciting programming has been implemented by the Hatch Art Gallery team, and the results from increased engagement is yielding good returns for the prominence of the Gallery. The team was excited to offer new and intriguing exhibitions this season, including shoes from prominent international artists.
AMS Student Services Manager’s Goals 2019-2020

Prepared by: Ian Stone
We have had a strong start to the year in each of the 7 AMS Services. The Services family now has 115 total students, with 72 volunteers and 43 student staff that all work hard to create the best possible experience for students on campus. Through the hard work of each Service, we have seen an overall increase in usage for the majority of our Services, leading to over 2300 interactions between May 1st and September 30th. This is a testament to the great work done during the 2018-19 Academic year, and the extensive time spent planning, team building, and implementing actionable goals at a micro and macro level, which are detailed below.

Goal 1: Data-driven programing to provide service to needs that are in significant demand

Values: Consistency, Data-Driven, Principled

One of the main goals this year for AMS Services is the implementation of the triennial Services Review. Spearheaded by Abdul Alnaar, Senior Manager, Student Services, great progress is being made; at the time of this update, the Terms of Reference have been presented to the AMS Executive Committee on October 18th, 2019. This review follows the reviews from 2013, and 2017. The framework used will largely be similar to previous reviews, with 2 additional scope. A commitment to data collection was fostered by the Services department so that we are able to provide a more holistic and robust Services Review. As part of this, the framework used to objectively re-evaluate Services programing has also been looked at again, and adjusted to be better in line with the long-term needs of AMS Services and the Society as a whole. AMS Council can expect the Services department to present their findings and recommendations before the start of Executive elections in March 2020. We would invite interested members to review the terms of reference adopted to guide this review process by accessing Executive minutes on the AMS website.

With regards to everyday data collection, the Services team has spent much of the summer and the first part of Term 1 looking at data from Olivewood, Practice Panther (our Advocacy software), and various surveys we administer through our other services to see how we can improve our offerings. One tangible example can be seen with Tutoring: as seen during the previous year through valuable and detailed data collected through Olivewood, the high-demand of our AMS Tutoring Service prompted this year’s leadership to expand our Service offerings by securing an additional room in the Nest for tutoring and adding two new subject areas for group tutoring (Computer Science and Psychology).
Looking into the future, we will continue to tweak our systems for collecting data to ensure that we have insights that are useful for the long term growth of our Services; and we will continue to set up new feedback surveys with services such as Safewalk and E-hub to collect more qualitative data on clients experiences, ensuring that clients’ concerns and feedback is heard.

Goal 2: Collaboration to build and strengthen our communities

Values: Collaborative, Representative, Approachable

At the time of this update, we have met with, presented to, and collaborated with many different partners, groups, and constituencies, including but not limited to:

- SEEDS;
- UBC units such as Campus Security, Student Housing & Hospitality Services, Counselling, the Centre for Student Involvement & Careers (CSI&C), UBC Wellbeing Director, Office of the Vice-President, Students etc;
- Various Student Associations & Unions from across Canada at the Student Union Development Summit;
- Constituencies on campus such as the Graduate Student Society, Vancouver School of Theology, and Allard Law;
- Student clubs and groups including Sprouts and Students in Recovery, and so on.

Through these interactions, we have been able to learn how our Services can improve through best practices and the needs of those on campus, as well as promote what AMS Services and the AMS as a whole have been doing. As SSM, I have also personally given presentations to each of the individual Services during volunteer/staff training when possible, so as to inform them of the broader work going on in the AMS and build a sense of community within the Services as a whole.

In addition to our work with external stakeholders, the AMS Services team has been working to identify opportunities for collaboration between different units within the AMS. Aside from our longer-standing collaborations, such as using data from the VP Academic and University Affairs-led Academic Experience Survey to inform our Services, and Vice jointly hosting a workshop with AMS Events related to harm reduction, we’ve established and will continue to work on new collaborations, such as the AMS Food Bank obtaining support from PieR2 to collect food donations in exchange for loyalty stamps.
Goal 3: Lowering barriers to Service access

Values: Approachable, Supportive, Progressive

Much of the work that is to be done in making AMS Services more accessible to both clients and volunteers/employees will be done through the work of the upcoming Services Review. This will include reaching out to groups who have been historically been left out of important conversations related to how AMS Services serves their communities, such as the AMS Indigenous Committee and the Resource Groups, to better understand how we can better serve and recruit students from diverse populations in a meaningful way.

In the short term, the Services team has taken steps to improve the accessibility of our Services through various initiatives, such as membership in various Food Security Action groups (to better understand the larger causes of food insecurity as it pertains to the work of the Food Bank), and purchasing equipment to allow our Services to suit the needs of a wider demographic of individuals (as an example, purchasing a booster seat for Safewalk to ensure clients with children can make use of the Service).

We also have spent much time thinking not only about what our Services do, but how we provide them. Two significant examples include adjusting the hours of the Food Bank based on feedback from AMS Council and the GSS, and continuing our partnership with the Student Legal Fund Society to fund interpretation services for clients accessing AMS Advocacy and whose first language may not be English, thus allowing them to better understand the oftentimes-confusing academic jargon filled processes related to academic appeals at the University.
Goal 4: Creating better, more accessible, and more effective promotional material

Values: Approachable, Communal, Representative

For the last goal for the Services this year, the Services team has been working closely with the AMS Communications team on some great projects. One we’re very excited for in particular is the rebranding of two of our Services, Vice and Entrepreneurship Hub. This is being worked on in collaboration with the respective volunteer teams and leadership of the Services to make their logos and messaging more intuitively understandable without requiring too much research. Aside from the larger, top-level branding of our Services, we are also working closely with Comms to create new physical material, boost our social media, and record stories of those who Services. Up to this point, we have received great traction with our new AMS Services Facebook page, moving from 525 likes at the beginning of September up to 836 as of October 15th, and reaching up to 2,500 people per post.
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