### DESCRIPTION & RATIONALE

This submission is to provide the AMS Council with the AMS’s 2019/20 Terms of Reference of the Services Review Working Group.

AMS Code of Procedures, Section X. Article 6 mandates that the President shall arrange a review of the Student Services every three (3) years, which would review the Service offerings, key performance indicators, and the operations of the Student Services Department.

The Senior Manager, Student Services proposed the following Terms of Reference for a working group of the Executive Committee to provide strategic guidance of the work undertaken to conduct an assessment of the Services Department.

AMS Council will be provided with bi-weekly updates until the draft report is ready for council consultation in Feb, and will be heavily involved once the final report is submitted to AMS Council, presented, and any recommendations provided for from the report for Council to provide its approvals.
AMS Services Review Working Group
Terms of Reference – Executive Summary

1. Purpose
   In an effort to ensure that the Services the AMS offers continue to be relevant and fill substantial service gaps, as well as the fact that the last Services Review took place in 2017, all seven Student Services, including the AMS Sexual Assault Support Centre (SASC) will be under full review. The role of the Services Review Working group is to provide strategic direction in the planning and execution process of the review, while the AMS Senior Manager, Student Services will lead the Review process.

   The AMS Services Review Working group shall be an ad-hoc committee of the AMS Executive Committee, and shall be provided with updates when necessary to the Executive on progress of the Services Review during its weekly Executive Committee meetings.

2. Term
   The Terms of Reference is effective from October 2019 and continues until the completion of the Services Review in by the end of January/early February 2019.

3. Membership
   The Services Review Planning Group will comprise:
   a) Chris Hakim, AMS President
   b) Keith Hester, AMS Managing Director
   c) Abdul Alnaar, AMS Senior Manager Student Services
   d) Hussam Zbeeb, former AMS Student Services Manager who led the last Services Review in 2016/2017

   The Services Review will be supported by both AMS Services Managers, Ian Stone & Annette Angell, as well as Praneet Sandhu – AMS Senior Manager, Human Resources.

4. Roles and Responsibilities
   The Services Review Working Group will aim to provide recommendations relating to:
   a. The goals and objectives of the review
   b. Evaluation criteria and metrics
   c. Process for evaluation
   d. Consultation process
   e. Analysis and synthesis of results
   f. Creation of recommendations
   g. Process for implementation

   The review may conclude with a list of recommendations to council including the dissolution and creation of new Services, recommendations for a more financially sustainable services model, and the governance restructure of individual services within and outside the society.

5. Meetings
   a. A meeting quorum will be 3 members of the working group
   b. Meetings will be chaired by the AMS Senior Manager, Student Services
   c. There will be a total of 3 meetings between November 2019 and January 2019.

Note: The Terms of Reference may be amended, varied, or modified in writing after consultation and agreement by the Services Review Working Group members.