
SUBJECT	AMS Services – Final Council Report
MEETING DATE	April 22nd, 2020
	FOR INFORMATION SUBMISSION
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DOCUMENTS	1. AMS Services 2019-20 Final Council Report

DESCRIPTION & RATIONALE	This report is to provide the AMS Council with a summary of each of the AMS Service’s achievements, activities, and aspirations for this year.
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Safewalk

With our season having finished a month early, we've had 3,988 walks over the course of this year, compared to 5,344 last year. While numbers are lower due to COVID-19, this results in an approximate 15% monthly decrease in Safewalk usage, factoring in the cessation of operations from mid-March - end of April. A few reason that numbers are down from last year could be due to the social ban at the Greek Village, as fraternity parties typically see a large volume of calls.

We have continued to work with UBC Security on ensuring safe transportation late at night, and would love to see more collaboration by having UBC Security meeting more regularly with the Safewalk team and further collaboration with regards to the nightly patrols in different areas of campus that we've shared with UBC Security since May.

Further work has been done on setting up an ongoing program for UBC athletes to volunteer for Safewalk, and the transition report will include all details discussed thus far to ensure that this happens again.

A Safewalk set-up in the Engineer building was talked about and due to COVID-19 we were not able to do our trial run so this will be set-up for the next Safewalk Coordinator.

Safewalk made some preliminary steps to further engage in campus activities, such as by being present at UBC Pride and the Campus Safety event with Campus Security and Transit Security this semester. Should campus be reopened in the fall, we aim to see Safewalk participate in the September safety event. As well, a few UBC units/departments, such as Corpus Christie and the UBC Music department had reached out for Safewalk signage for their buildings, which will create awareness of our Service.

Based on feedback from the team and community, we have made small Safewalk policy and operational adjustments that have removed barriers to serve clients, as well as purchased new equipment (ex. A booster seat) to ensure we can serve clients with various different needs. We will continue to collect feedback through the promotion of our post-transfer survey and aim to receive more regular responses.

Entrepreneurship Hub

2019 Academic Year vs. 2020 Academic Year:

Throughout the semester, we have increased usage by ~53% (from 320 to 491 student interactions). This growth was seen even without holding our second RBC Get Seeded event and our Women in Entrepreneurship event, both expected to have turnout at approximately 150 students each. We also saw increased usage by both graduate students and female students, helping us reach our goal of reaching out to under-served populations. We've established relationships with the Centre for Community Engaged Learning (CCEL), eProjects, the Social Enterprise Club (SEC), and received grant money from e@UBC, all allowing us to increase reach and help more students without increasing budgetary costs.

Peer-to-Peer:

This component of eHub reflects our one-on-one appointments with students, our beta testing for office hours during November, and our role as a mentoring sponsor for the AMS club eProjects. As some highlighted changes:

- Our appointments are 30-minute ideation meetings where we take students/teams through their idea using our entrepreneurship curriculum. We have also found more information and resources that can benefit students while they build out their idea and have disseminated it to all students who interacted with us at this level.
- Office hours is a drop in space where students can come in and work on their projects with the aid of eHub volunteers. Given feedback that the preference was for the weekends, combined with our desire to have a bigger space, we will be launching it next fall. The ideal space is the new club and resource center in the nest.
- As a mentoring sponsor, our volunteers went to eProject's hackathon and provided one-on-one peer coaching with the teams that were competing. This is similar to our appointments and we were able to show our curriculum and resources to students that participate in the AMS club's event.

Events/Collaborations:

Creating and maintaining partnerships has been one of our goals, and we have been able to accomplish this goal very successfully. eHub has secured monetary support from e@UBC, RBC, and CCEL (through event collaborations), as well as acting as support for AMS Clubs. In Term 2 of the 2019-2020 academic year, we aimed to create more reach through events, and were successful in doing so while also reaching typically underserved demographics of our Service. As three examples of planned/executed events:

- *RBC Get Seeded*, our keystone event, was updated to include in the process more support to each participant who aims to pitch during this event. We now give each of the applicants a scheduled time to meet to receive the resources and curriculum, regardless of their success in being able to pitch at the event. Due to COVID-19, we were

not able to hold our second event of the year, but we aim to bring the event back for next year.

- *Engage for Change*, in partnership with the Masters of Management Student Association and Centre for Community Engaged Learning, was an event geared towards sustainability and social impact entrepreneurship. We were able to talk about AMS grants, and our services that attendees could make use of for their own ventures.
- *Women in Entrepreneurship* was an event planned with a past winning group of RBC Get Seeded, however, was canceled due to COVID-19. We hope to hold a similar event in the future.

2021 Goals:

- Continue to expand reach in demographics that are least represented in the data (first years, women, and graduate students)
- Launch office hours for the weekends in the fall of 2020
- Increase usage in our appointments and hackathon support
- Increase marketing activities beyond Facebook and graphics in the nest.
- Continue to find other ways to support students and improve the quality of existing programs.
- Transition services online to reach commuter students and those that have been limited in accessibility.

Tutoring

Overview of 2019-2020

- AMS Tutoring introduced new courses such as Psych 101 and 102 as well as Computer Science
- AMS Tutoring has created new review sessions that have shown to have successful attendance
 - Psych 101, Econ 101, and Chem 123 Review Sessions – over 75 students in attendance across all three
- AMS Tutoring has cut down the locations for group tutoring (i.e. Forest Science building and Henry Angus), yet our numbers for group tutoring have increased.
 - 930 visits in Term 1, 2019 vs. 840 visits in Term 1, 2018
 - 160 visits in Residence tutoring in 2019 vs. 157 in 2018
- AMS Tutoring has worked towards building relationships with various different constituencies to spread more awareness of our service and to understand or recognize if our tutoring service is missing any courses that students are in need of.
 - AMS Tutoring has met with the AUS VP Academic, LFSUS VP Academic, SUS VP Academic, and KUS VP Academic and President to discuss the future between Tutoring and these constituencies
 - AMS Tutoring has established a new online platform for online tutoring in Term 2 through an app called Nimbus. This has taken away the coordinator and assistant coordinator as the middle person in setting up private tutoring sessions.

Group Tutoring:

AMS Tutoring offers drop-in sessions for students to receive assistance with first and second year courses, free of cost. Group tutoring sessions are staffed by tutors selected for their proficiency in courses such as CHEM, BIOL, MATH, PHYS, ECON, and PSYC as well as their interpersonal skills and ability to explain concepts in a way that a student can understand. These sessions run from 3-7PM from Monday to Thursday in the AMS Student Nest. Additionally, group tutoring is offered in the commons areas of Totem Park, Vanier, and Orchard Commons residence homes from 7-9PM on Tuesday, Wednesday, and Thursday respectively.

Comparisons of Term 1 2019 to Term 2018 have shown increases in group tutoring usage.

	2019-2020	2018-2019
Total Interactions	930	840
Total Students	296	260

- In Term 1 of our year (2019-2020) we had one student who used our service **45 times** in comparison to that of last years, the student with the highest visits was 26
- We had 1 graduate student use our service in Term 1 (last year no graduate students used our service)
- This year, our breakdown of year level was quite different than the year before:
 - **2019-2020** breakdown by year level:
 - 1st: 209
 - 2nd: 56
 - 3rd: 19
 - 4th: 11
 - 5th: 1
 - **2018-2019** breakdown by year level:
 - 1st: 38
 - 2nd: 186
 - 3rd: 22
 - 4th: 14

Private Tutoring:

For students looking for a more personalized approach, AMS Tutoring offers private tutoring sessions in partnership with Nimbus. Students may download the Nimbus app and browse a list of available courses and tutors and book lessons with tutors at a rate of \$35/hour. Each lesson is coordinated between the student and the tutor, with lesson types ranging from assignment help, midterm review, exam prep, concept overview, and many more.

Review Sessions:

AMS Tutoring has partnered with different constituencies throughout the past few years to bring together review sessions. This year AMS Tutoring revamped the structure and layout of the review sessions by having worksheets prepared beforehand as well as a PowerPoint presentation going along with the worksheet to better explain the problems.

- Partnered with the Arts Undergraduate Society (AUS) to create ECON 101 and PSYCH 101 review sessions
 - Over 50 students attended these review sessions whereas last year only ~10 people would attend review sessions at best.

- Partnered with the Land and Food Systems Undergraduate Society to create a CHEM 123 review session
 - Around 25 students attended this review session.

Our Partners:

These partners are groups of campus that we work closely with to provide academic support for their students. Specifically, AMS Tutoring has a partnership with Varsity Athletics, WUSC, MasterCard Foundation, and Residences. For the majority of the partners listed, the tutoring services are typically private however, for Residences, AMS Tutoring offers free in-residence tutoring for students in Orchard, Vanier, and Totem, every week.

Usage:

AMS Tutoring has seen an increase in usage over the 2019-2020 winter session, with nearly 2000 drop ins between both group and appointment tutoring. Students requiring assistance with MATH courses often use drop in services the most, with PHYS and CHEM following closely behind. Additionally, over 200 private tutoring sessions have been booked with students often booking recurring lessons with their tutors, with this semester seeing a lot of extra appointment tutoring in the form of our athlete tutoring as well as Nimbus.

Vice

Service Exposure

With all AMS Services Facebook pages being combined into one general Facebook page, in order to broadcast our events, articles, and messages we created an Instagram (IG) page to share a number of posts and stories. In just a few short months, our IG page came just short of 400 followers which were obtained organically. In addition to the followers, Vice’s interaction rates are in the thousands. KPIs on this platform include the reach of our posts, impressions on our stories, and the number of engagements. Individuals were using this platform to tag their friends in posts, learn about events we were hosting, and the IG page received a number of messages through the direct message box inquiring about volunteer opportunities. Overall, these efforts are a great template to replicate for the new AMS Peer Support Service, and Services in general.



Peer Support

In comparison to previous years, in 2018, the service saw 2 peer mentor appointments. In 2019, that number grew to 10. In 2020 (September until March), Vice saw 9 different individuals, with one of them becoming a recurrent user of the service.

Internal Restructuring

This year, we created a new internal structure for Vice - this consisted of creating four (4) Team Lead Roles, and one (1) Social Media Manager position, similar to Speakeasy's structure. This portfolio structure change will be brought over to the new Services, as we have seen that it has been effective and easier to organize volunteers with the same small group of peers to delegate tasks and keep in mind the time management of others.

Student Outreach

Unfortunately, due to COVID, outreach efforts were cut short – however, the Vice team had a list of events that they were working on all term, and these efforts will go towards making those said events happen for next year. Highlight of the events Vice did partake in included:

- Welcome Back BBQ Vice Cube: Booth at WBBP, handing out waters, gum, candy, pretzels, etc.
- Halloween Wellness Fair @ Ponderosa: Blind Pour Challenge, handing out goodie bags.
- Thrive Week: Hot Chocolate Happy Hour in Woodward Atrium, exposure to a bunch of students NOT in the Nest.
- Naloxone Training & Panel Discussion: In the PIT, two UBC Professors who work in the fields of Harm Reduction spoke as Panelists; GREAT feedback from attendees about them.
- AMS Vice x AUS Mocktail Hour: Spirit-free cocktail making class & guided discussion about substance use in the CRC.

Monetary Donation

Lastly, Vice is in the process of securing a \$30,000 donation with an individual at the Vancouver Foundation – this money will be used for outreach projects in the UBC community.

Speakeasy

Service Usage and Stats:

We supported 99 peers from mid-September to mid-February, a slight increase in month-over-month usage from last year. In addition, we had over 687 valuable interactions at our booths from Jan. 16th-Feb. 14th alone, which occurred in the Nest generally, as well as at specific events such as the SLC.

Student Outreach:

Throughout the year, we collaborated with multiple campus groups to raise mental health awareness and promote the service, including:

- UBC Mental Health Network, UBC Hope, Campus Lightbox, many faculty HEWE's including Sauder
- Put on numerous events such as Mindful Zen Meditation and collaborations with UBC Pilates and UBC Yoga
- And continued connections with. UBC counselling, Wellness Centre, AMS SASC, AMS VICE.

Changes:

Significant changes were made this year in pushing the boundaries of our existing operations, and we intend to do so even further with the amalgamation of Speakeasy and Vice next year into AMS Peer Support. This year, changes included:

- Increasing the Marketing Outreach team to approximately 10 volunteers, and having dedicated volunteers responsible for creating and managing the new Instagram social media account (great traction and interactions was seen here)
- Expanding to a second location at the Engineering Student Centre; while only a few interactions were seen at this location, it was an important first step into getting out of the Nest and getting into the broader UBC community
- With the COVID-19 situation, we are now offering online peer support via Zoom (both drop in and booked appointments); while we had planned to implement this in the 2020-21 academic year regardless, this situation has provided a great opportunity for us to test our operations before ramping up fully next year.

Moving Forward:

Next year, some of the biggest goals we have for the Service include:

- Establishing permanent virtual peer support options, including through video, phone and text support features
- Have coordinator and assistant coordinator(s) complete NASPA's Certified Peer Educator (CPE) Training Program, and use this training to train all incoming volunteers.
- Continue with a second possibly third peer support location to reach a wider population of students who don't readily have access to resources at the Nest

- Expand our social media presence via existing Instagram page and other novel methods.
- Merge Speakeasy and Vice into a umbrella Peer Support service

Food Bank

Donations

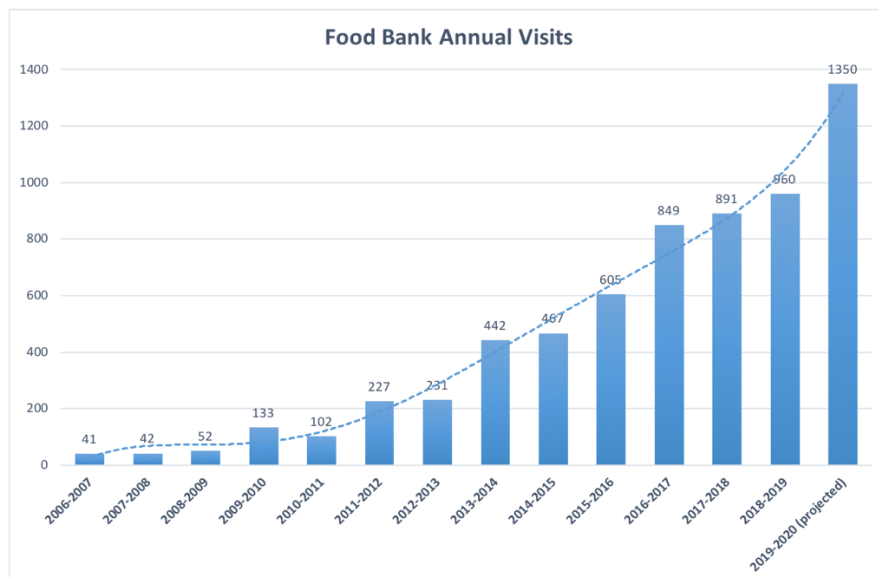
We've seen a financial total nearly 3x what it was last year. This brings our donation amount to around \$50 000 and counting, compared to roughly \$16 500 last year.

This additional funding has allowed us to double to our food purchasing budget from \$400 per week to \$800 per week, create an official hygiene products budget of roughly \$50-75 per week, increase the number of visits per client per term from 6 to 8, improved the nutritional quality of the food stocked, and start a meal coupon program with Sprouts. Further, we've been able to stay open during the COVID-19 pandemic because of this funding, and hope to be able to meet increased demand that we expect to see over the next year or so.

Additionally, we've seen a generous amount of physical food donations as well. With both recurring and new community food drives, along with the donation slot in the wall of the food bank, we've had a steady supply of non-perishable stock in our storage room that we've relied on to supplement our weekly purchasing.

Usage

When the food bank first opened in the early 2000s, we had less than 50 visits per year. This number has been ever-increasing over the years. Last year, we had a total of ~950 client visits. Between May to December of this fiscal year, we had already seen a 41% increase in usage from that point the previous year. Assuming this same percentage increase would continue, we projected to have around 1350 total visits by the end of April 2020. However, despite fewer people on campus and reduced hours due to COVID-19, we've still seen a weekly increase in usage from last term, so this number could potentially be even higher.



Volunteers & Open Hours

Last year, we had a volunteer team of 12 people. This year, we successfully hired 17 volunteers in order to extend our hours from 10am-4pm on Mondays and Thursdays to now be 10am-6pm on Mondays and Thursdays. This was received well by clients who struggled to come to the service earlier in the day, and the need for appointments outside of our hours decreased.

Additionally, we improved our training process for volunteers by making the orientation event more thorough. We hope for this to be expanded even further next year.

Coupon Programs

This year, the Food Bank started 2 different community coupon programs.

First, we participated as a community partner in the Farmer's Market Nutrition Coupon Program in partnership with the UBC Farm. This is a program that is funded by the BC Ministry of Health as a way to provide fresh produce and other farm market goods to vulnerable populations. We were able to include 23 clients in this program, and they received \$21 in coupons either weekly, biweekly, or monthly that could be used at the UBC Farm in the months of June to October. We've applied to do this again this upcoming year.

Second, we trialed a coupon program with Sprouts that provided our clients with a warm meal from Sprouts any time they wanted to redeem it. We purchased these for a discounted price of \$4.00 each. It was very well received by clients, and we hope to see it continue next year.

Other Projects

We purchased a new fridge and freezer in the food bank, doubling our fridge and freezer space. These had glass doors so clients could see fresh products inside, and they are more accessible than our older ones (which are now in the storage room).

We've also improved the amount of informational resources in the food bank. These were in the form of brochures and were created by a new executive volunteer position, the Resource Coordinator. They provided information on affordable food on campus, other food banks in the community, financial guidance resources from the university, and more. The Nutrition Coordinator volunteer also printed off affordable recipes off in the form of brochures, as a means of further promoting the work she was doing on the recipe blog.

We've collaborated with SEEDS and AMS Conferences & Catering to work out the logistics of a food recovery program. We're hoping to see this be carried out in the fall, or soon after catering events are up and running again.

Something we're expecting over the next year, due to this increased donation total, is huge potential for more expansion and improvement. Brainstorming new ways for the service to grow will likely be a major focus for next year's Coordinator!

Advocacy

This year at Advocacy has been a successful one. Some notable accomplishments are:

- Opened over 90 new student cases since April 2019 - with many ongoing cases still active.
- Helped several students navigate the new and developing university policies on sexual misconduct - both complainants and respondents.
- Attended and won an appeal for a student regarding disability and the University's response at the UBCO's Senate Committee for Student Appeals on Academic Standing.
- Continued to foster a great relationship with the UBC Ombudsperson, the AMS Ombudsperson, SASC, UBC's Investigation Office, and other pertinent offices on campus.
- Successfully renegotiated funding for Interpretation Services from the Student Legal Fund Society. This provides a much needed safety net for students, who feel that their language skills may disadvantage them in a formal dispute with the University.
- Hired a team of 4 volunteers - all law students with various areas of expertise.
- Started to meaningfully collect data about how students have heard about the service, and other data points aimed at spreading awareness of the service.
- Transitioned smoothly to video during the COVID-19 crisis, with no interruption to quality or availability of the service to students.

This year's challenges centered around:

- Making sure students who need the Advocacy Office, know about the Advocacy Office
- UBC's awareness and compassion for the mental health issues of their students
- Navigating changing university policies that vary on the interpretation of who administers them - specifically speaking about the interpretation of deadlines for various university appeals and processes
- Delay and confusion to students in formal disputes with the University due to the COVID-19 crisis.

This upcoming year, we have several general goals for the service:

- Research and investigate how students hear about our office.
- Implement a proposed method of contacting faculties to include the Advocacy Office's contact information on any disciplinary or standing letters sent to their students.
- Produce guidance documents (pamphlets or something similar) that contain a simple to follow and pertinent user guide to common student issues like the Academic Misconduct or Academic Standing Processes.
- Poised to train volunteers to help with possible increased demand due to the COVID-19 crisis.