



# AMS Executive Goals 2020-2021

Prepared by: AMS Executives



# Table of Contents

<b>03</b>	<b>Introduction</b> AMS Executives
<b>04</b>	<b>AMS Executive Goals</b> AMS Executives
<b>06</b>	<b>AMS President's Goals</b> Cole Evans
<b>12</b>	<b>AMS VP Academic and University Affairs' Goals</b> Georgia Yee
<b>24</b>	<b>AMS VP External Affairs' Goals</b> Kalith Nanayakkara
<b>34</b>	<b>AMS VP Finance's Goals</b> Lucia Liang
<b>41</b>	<b>AMS VP Administration's Goals</b> Sylvester Mensah
<b>48</b>	<b>AMS Student Services Manager's Goals</b> Ian Stone
<b>53</b>	<b>Contact Us</b> AMS Executives

# Introduction

Without question the 2020/21 year did not start the way anyone expected, but this year's AMS Executives are as enthusiastic as ever for the coming year. COVID-19 may have changed the landscape but our focus remains the same – to ensure the best possible UBC experience for every student, regardless of whether that experience is online or on campus.

As student leaders we represent the interests of all UBC students, and the Executive has worked to ensure their diverse voices are reflected in our goals. We believe it is our responsibility not only to foster progress within the country's leading student society, but to also push the university and all levels of government towards the best possible outcomes for our members. It's a responsibility we take seriously and will work hard to achieving in the months to come.

We encourage both Councillors and students alike to reach out to us about these goals, and to work with us as we aim to make UBC better than it has ever been before.

Sincerely,

Your 2020/21 AMS Executive Team



**Cole Evans**  
President



**Georgia Yee**  
VP Academic and  
University Affairs



**Kalith Nanayakkara**  
VP External Affairs



**Lucia Liang**  
VP Finance



**Sylvester Mensah Jr.**  
VP Administration



**Ian Stone**  
Student Services Manager

# Goal 1: COVID-19 Pandemic Support and Recovery

The COVID-19 pandemic has had an unprecedented impact on all of our lives, and this impact has been felt in all areas of our organization. While the AMS continues to navigate the hurdles caused by the pandemic, the Executive is confident in the resiliency of the Society moving forward.

This year's Executive is excited to be taking a Society-wide, multi-faceted approach to our COVID-19 support and recovery efforts. We will also be looking to take advantage of opportunities presented to us as a result of the pandemic, as opposed to just reactionary approaches.

## Key Performance Indicators:

- Sustain and grow AMS funding allocations by at least 5% to student government and 10% to services operations
- **Action Item:** Strong and visible advocacy for COVID-related student priorities to the University and all levels of government
- **Action Item:** Lead post-pandemic recovery efforts at the AMS and foster ambitious goal setting at all levels of management
- Adapt effectively to changing environments to promote high levels of student engagement across the Society with overall user engagement growth on digital channels, including social media.

# Goal 2: Reimagining Student Engagement

The transition to a primarily online environment has created an excellent opportunity for the AMS to reimagine our marketing, communications, and engagement practices. The AMS has had issues with strong student engagement over the last decade, and the COVID-19 pandemic has presented the Society with a chance to reestablish itself as a primary focal point for student engagement on campus.

This Executive brings with it a large breadth of marketing and communications experience, and we intend on using our professional knowledge to work closely with relevant departments to reinvigorate our brand.

### Key Performance Indicators:

- Restructure the Society's marketing and communications operations to create more established, efficient mechanisms for engaging with students with the addition of social media coordinators over the Summer of 2020.
- Redevelop AMS Brand Guidelines to grow brand value on campus by end of August 2020.
- **Action Item:** Modify various parts of the AMS website to allow for easier and more organized access to information
- Enhancing Society Quarterly Reports to include more nuanced reporting on an increased numbers of metrics and progress tracking information starting in Q1.
- Significantly grow industry standard AMS social media based communications metrics by at least 50% to end the 2020 calendar year.
- Creating new and innovative ways of consulting with students through methods like a new and improved AMS Experience Survey to launch in Fall 2020.

## Goal 3: Centering Equity, Diversity, and Inclusion

This year is a big year for equity, diversity, and inclusion at the AMS. The addition of a new staff member, plus the development of the AMS Equity Plan has opened multiple new opportunities for this Executive to have a more concerned focus on equity throughout all of our work.

We envision an AMS that is a national leader in EDI practices and principles. It'll take lots of work to get there, but we are confident in our team's ability to make significant strides this year.

### Key Performance Indicators:

- Ensuring effective organizational wide completion and implementation of the upcoming AMS Equity Plan by February 2021.
- Creating educational programming around anti-Black and anti-Asian racism to launch in the fall semester.
- **Action Item:** Prioritizing consultation with marginalized communities during consultative processes.
- **Action Item:** Seeking ways to implement equity-focused operational initiatives within the Society including training, policies, and other mechanisms.

# AMS President's Goals 2020-2021

Prepared by: Cole Evans



# Goal 1: Organizational Innovation

## Values: Innovative, Progressive, Strategic

### Campaign Promises:

- The introduction of a new AMS Service dedicated to housing needs
- Transitioning the AMS to be completely carbon neutral
- Bringing new food outlets to the AMS Nest, and working to provide healthier, cheaper food and drink options
- Seek opportunities for greater investments in the arts, including the Norm Theatre and student-led initiatives

Innovation drives progress, and creative thinking must be at the forefront of our strategic direction as an organization. The Office of the President is pursuing an aggressive, innovative, agenda for the 2020/21 year - taking advantage of opportunities created by the COVID-19 pandemic.

### Key Performance Indicators:

- Successful launch of a new AMS Service for housing by the end of the fiscal year
- Conducting feasibility and implementation planning around transitioning the Society to be completely carbon neutral by the end of this fiscal year.
- **Action Item:** Complete additional capital development around improving organizational sustainability
- Introduce new food outlet options to the Nest by end of the fiscal year and aim to increase student satisfaction by 5%.
- Execute completion of Norm Theatre Phase II capital development by the end of this fiscal year and develop operating plan to accompany the project.
- Set direction for future long-term strategic planning by the end of this fiscal year
- Explore innovative ways of improving governance through widespread policy updates, aiming for a quorate and reimagined AGM, and usage of the Advisory Board with increased reporting and feedback.

## Goal 2: Expanding Engagement

### Values: Engaging, Accessible, Strategic

#### Campaign Promises:

- Increased investments in communications and student engagement
- Engaging first years through increased presence in orientation-related programming
- A more accessible AMS Council for students
- Better reporting practices directly to students
- Facilitating better campus collaboration with a new AMS campus coordination group

Student engagement can't be just a buzzword - it has to drive our daily activities as a student union. Moving forward, the AMS must be prioritizing an increased amount of attention to areas that improve and sustain high levels of engagement with students.

Through various mechanisms, the Office of the President is taking an ambitious approach to reimagining the way we engage with students on a daily basis. These mechanisms include reinvigorated marketing tools, increased attention on first-year and orientations programming, and better ways of reporting our work directly to students.

#### Key Performance Indicators:

- Increase investment in marketing and communications by over 10% to support new initiatives
- Create new tools for marketing and branding to support our engagement efforts by end of Summer 2020.
- **Action Item:** Investing more time, effort, and funding into a strong presence in first-year orientations programming
- **Action Item:** Making AMS Council more accessible through new means of engagement and more organized public materials on our website
- Creating new engagement strategies that encourages greater participation in AMS Elections through the launch of a new campaign in early-2021.
- Develop new innovative ways of reporting work completed to students with a new Quarterly report that reports on an increased number of metrics.
- Creation of a new AMS Campus Coordination Group that focuses on student life at UBC with 10 to 20 stakeholders participating.

# Goal 3: Student Health, Wellbeing, and Sexual Violence Survivor Support

**Values: Supportive, Progressive, Sustainable**

Campaign Promises:

- Expansion of the SASC offices to better support both students and staff
- Expanding educational and support resources at AMS Events and throughout AMS Facilities, including more awareness around the SASC, SVPRO, UBC IO, and Sexual Assault Awareness Month
- Creating new partnerships with external safety organizations for AMS-run events and Pit Nights
- Working closely with the new AVP Student Health on student priorities

Student health and wellbeing is vitally important to our campus community, and especially so during the COVID-19 pandemic. While the AMS has done substantial advocacy work around this subject, there's still room for improvement within our own operations. Much of this work still to be done revolves around ensuring that students are aware of what resources are available to them, as well as creating additional safety features within our own organizational activities.

Sexualized violence remains a prevalent issue on campus, and it is important that the AMS not only advocate for increased proactivity from the University, but also ensure that we are investing in our own organization to grow our support options for survivors.

**Key Performance Indicators:**

- Complete the SASC Office Expansion Project by September 2020
- **Action Item:** Work with relevant stakeholders to develop new educational and awareness campaigns around sexualized violence that are prevalent throughout AMS facilities and our events
- **Action Item:** Investigate creating new partnerships with external safety organizations for AMS-run events and Pit Nights with potential for pilots in 2021
- Ensure the AMS is well represented with two seats in the search for an AVP Student Health in the UBC VP Students Office

# Goal 4: Empowering Students from Equity-Seeking Communities

## Values: Progressive, Equitable, Inclusive

### Campaign Promises:

- Introduction of a new staff position responsible for equity and inclusion at the AMS
- Bringing free menstrual products to the AMS Nest and buildings across campus
- Developing an Indigenous Engagement Plan with Indigenous students to set a clear strategic direction or how the AMS can better support and engage with Indigenous students
- Executing and implementing the AMS Equity Plan
- Creating a campaign dedicated to sparking interest and involving women and students from marginalized communities in student leadership on campus
- Work with the AMS Resource Groups to create more inclusive and intersectional safe space within the AMS Student Nest

The AMS, like many organizations, still has a long way to go when it comes to our efforts in supporting groups from marginalized communities on campus. This year, the Office of the President is excited to be working on a renewed organizational approach to equity, diversity, and inclusion. With the addition of a new student staff member dedicated to equity and inclusion, as well as the introduction of the AMS Equity Plan, this year will be a true direction-setter for EDI at the AMS for years to come.

Strategic direction setting for engagement with Indigenous students is also at the top of the priority list. Work proposed will ensure that the AMS can sustainably continue to engage in proper consultative practices, and continue to support and empower Indigenous students to the best of our abilities.

### Key Performance Indicators:

- Successful introduction and integration of a new staff position dedication to equity and inclusion for the start of the 2020/21 Fiscal Year.
- Complete the AMS Equity Plan by the end of this fiscal year
- Finalize work on ensuring that free menstrual products are available in washrooms across campus by end of this fiscal year.
- Developing a plan around engagement with Indigenous students so that there are sustainable mechanisms for consultation and support moving forward by April 2021.
- Creation of a campaign dedicated to getting students from marginalized communities involved in on-campus leadership opportunities
- Evaluate opportunities for creating more intersectional safe-space within the AMS Nest

# Goal 5: Robust Advocacy

## Values: Supportive, Ambitious, Strategic

### Campaign Promises:

- Pushing the University to prioritize student housing in its Land Use Plan
- Advocating for UBC to commit millions more to supporting student mental health through integrated health projects
- Ensuring greater accessible support and resources for UBC Policy SC17
- Advocacy centred around career integrated learning, work-learn, experiential learning, and connecting with alumniUBC
- Continue to advocate for Skytrain to UBC as soon as possible alongside other stakeholders

Advocacy is at the core of our organizational identity, and the AMS must continue to be a leader in the UBC community and beyond. This year, it's important that the AMS take a strong leadership role in not only COVID-19 based advocacy, but also ensure that we are advocating on student priorities that will significantly impact students over the next few years, and even decades to come.

### Key Performance Indicators:

- **Action Item:** Through proactive advocacy, establishing the AMS as a key on-campus stakeholder in all major on-campus decisions
- Solidify presence of the AMS in University decision making by having meetings with all UBC Executives at least once a month to continue to push student interests.
- **Action Item:** Ensuring that residence and market-rate student housing is prioritized in the University's Land Use Plan as it's reviewed this year
- **Action Item:** Pushing for significantly increased funding and resource allocations towards student mental health and support for integrated health projects.
- **Action Item:** Continuing to ensure that the implementation of Policy SC17 is accessible to students and that adequate resources are committed to support and education
- **Action Item:** Advocacy centred around student career development through career integrated learning, work-learn, and experiential learning
- Continued collaboration with UBC and other stakeholders on getting Skytrain to UBC, and the creation of an internal strategy for advocacy work by end of this fiscal year.

# AMS VP Academic and University Affairs' Goals 2020-2021

Prepared by: Georgia Yee



# Goal 1: Active COVID-19 Response

## Values: Compassionate, Proactive, Communicative

Campaign Promise: “Always keeping students’ needs as the priority when consulting with university officials on decisions regarding courses, graduations or events, and communicating pertinent information regarding changes that impact our community.”

Summary: We recognize how COVID-19 has exacerbated the socioeconomic structural inequalities within our institution and has created an emergency learning environment for both domestic and international students. It is our firm belief that out of adversity, comes opportunity for sustainable change. Given the adaptations made by the University’s Academic and Student Portfolios during this time, we advocate to not simply “return to normal” but to pave a new path forward for a more equitable, accessible, and just future. To do this, we will be collecting feedback through a survey to identify the personal financial and academic challenges faced by students as a result of this pandemic. Using this data, we will be able to advocate for the needs of students in the development of online classes and the creation of support programs.

### Action Items:

- Sharing the data gathered in the survey as a report by July 30 to aid in the online transition planning for International Students Services, Enrollment Services, the Center for Teaching and Learning (CTLT), and the Orientations Committees
- Community engagement through the implementation of a COVID-19-oriented AMA/virtual town hall in August
- Assisting in the development, publishing and promotion of Guiding Principles for Fall 2020 Online Adaptations

### Key Performance Indicators:

- Implementation of a survey on June 3rd, 2020 titled “COVID-19 Impacts on UBC Students”, in with the Graduate Student Society (GSS) and UBC Planning and Institutional Research (PAIR) with a response rate of over 2000 students

# Goal 2: Increasing Accessibility and Experiential Learning

**Values: Accessible, Inclusive, Equitable**

## **INCREASING STUDENT ACCESSIBILITY**

Campaign Promise: “Academic pressure can be overwhelming for many students, especially to those who have learning disabilities that present additional challenges. Students in the UBC community should feel supported by our teaching faculty, the inclusive design of buildings on campus, and the Center for Accessibility.”

Summary: Many students with accessibility needs navigate a bureaucratic entanglement of UBC systems and infrastructure without receiving the aid they need. Through a survey conducted this past year, one quarter of undergraduates reported having a disability; 19% of which indicated their needs to be concerning mental illness. As only three in ten students are registered with the Centre for Accessibility, this highlights the massive gap between students in need of support and the resources designed to support them. To amend this, we will work to reduce the barriers to register with the Centre of Accessibility and continue the dialogue surrounding the importance of mental health awareness.

Our goal as part of the UBC community is to truly focus on improving physical building accessibility, campus culture, event programming, and pedagogy, specifically with disabled students in mind. To do this, we will practice a radically empathetic approach to all aspects of student life.

We will push for the creation of the option to include transcript notation for academic concessions based on extenuating circumstances that centers student choice.

Ad-Hoc Goal(s): As the post-COVID-19 online learning systems and pedagogy at UBC develop, it is a valuable opportunity to create and evolve curriculum to meet the needs of disabled students. To achieve this, we will commit to regularly consulting and collaborating with disability advocates such as the CiTR Accessibility Collective, Neurodiverse and Disabled Alliance, and Disabled Students Association, and the Centre for Accessibility, in order to create clear online learning and assessment principles, maximizing choices for students with accessibility needs.

### **Action Items:**

- Encoding the Universal Design for Learning principles as resources for instructors on the website [keep-teaching.ubc.ca](http://keep-teaching.ubc.ca) by June 30
- Advocate to establish lecture recording technology infrastructure in high-priority lecture halls to the Learning Spaces Advisory Committee

- Liaising with the Faculty Association and Centre for Accessibility to promote resources (i.e. course subtitling, closed captioning, Dyslexia-friendly fonts, trigger warnings)
- Advocate to create student positions to transcribe lecture videos to address low bandwidth and need for closed captioning
- Advocate to conduct Accessibility Audits of UBC Buildings with Campus and Community Planning with the Rick Hansen Foundation every two years
- Increased promotion of the resources available for people encountering accessibility barriers and academic concessions through a communications audit through the VPS

**Key Performance Indicators:**

- Consultation meetings with student groups such as the Neurodiverse and Disabled Alliance, CiTR Accessibility Collective, and Disabled Students Association by the end of Summer Term 2 (additional meetings as required)
- Increased lecture recording technology infrastructure on campus by September 2021

**EXPANDING EXPERIENTIAL LEARNING AND RESEARCH OPPORTUNITIES**

Campaign Promise: “I will lobby for more funding to be allocated to undergraduates and graduate students for expanding experiential learning opportunities and Co-op work experience at UBC. This will increase the research opportunities available to students in the future and complement their formal academic learning experiences.”

Summary: The transition from university to the job-market is incredibly daunting for many students, and it has been suggested that theoretical knowledge can only take you so far once you are in your chosen industry. According to the data recently collected from the Academic Experience Survey, many students are working part-time through university and yet only 58% of undergraduate students expect to feel prepared going into the workforce.

To support students in their professional development, we will champion undergraduate research opportunities and advocate for strategic allocation of budget to an expansion in the number of experiential learning opportunities available to students at UBC through WorkLearn and the Centre for Community Engaged Learning. Due to the COVID-19 pandemic, funding for a pilot project that allocated WorkLearn positions intended for racialized, Indigenous, and disabled students was cut. In the next budget cycle, we will advocate for funding for this project to return.

**Action Items:**

- Meeting with Undergraduate Research Opportunities club to advance undergraduate research at UBC by the end of the summer, and as needed
- Advocating for strategic allocation of UBC budget towards experiential learning opportunities such as Centre for Community Engaged Learning and research-based

WorkLearn jobs, particularly around COVID-19 response

- Ensuring the continuation of the Program for Undergraduate Research Experience
- Advocating for reallocation of strategic EDI funding towards WorkLearn positions intended for racialized, Indigenous, and disabled students
- Collaboration with GSS on promoting resources about co-op opportunities to graduate students

## Goal 3: Proactive Consultation, Amplifying Student Leadership, and Accountability

**Values: Transparency, Engagement, Dedication**

### **PROACTIVE CONSULTATION WITH STUDENTS AND AMPLIFYING LEADERSHIP**

Campaign Promise: “The people who are slipping through the cracks often don’t show up in official surveys, but rather in Reddit threads, desperate UBC confessions, asking for help. People often don’t come forward with official complaints — so [...] we must provide them with resources to voice their opinions.”

Summary: We aim to amplify student leadership within our organizations at the AMS, especially for underrepresented groups on campus. Consolidating partnerships and repairing relationships with student organizations such as the UBC RHA in order to unite and present a united front to the university administration will strengthen our advocacy.

#### **Key Performance Indicators:**

- Implementing AMA-style “Virtual Town Halls”/Webinar-Style Platforms for Students (at least once per term)
- Having an active presence on social media platforms such as Reddit’s r/UBC to engage with students.
- Develop AMS-RHA relationship to support housing advocacy and programming in residence, through a revised MOU by May 2021
- Creation of a Commuter Student Committee by December 2020 to engage commuter students on perceived value and variety of their university experience

### **ACCOUNTABILITY AND FEEDBACK**

Campaign Promise: “Over the course of the year, I hope to support and promote the AMS Student Advocacy and Ombudsperson offices as much as I can, in order to provide students with another platform through which they can raise their concerns freely.”

Summary: To be transparent, we must be actively engaging in consultation and incorporating student leaders into the creation process. We will strive for students to feel comfortable communicating their concerns to the members of our office through emails, in-person office hours, social media, or informal messages.

**Action Items:**

- Promotion of the AMS Student Advocacy and Ombudsperson offices
- Timely and proactive consultation with students regarding the creation and implementation of new academic programs by revising the framework for VP AUA
- Serving on the Student Evaluations of Teaching working group to review the current teaching evaluations

**Key Performance Indicators:**

- Meeting monthly (at minimum) with the Vice-Presidents Academic Caucus
- Amplifying student activism and advocacy by meeting with activism-based student groups by the end of the summer (and more, as needed)
- Full implementation of recommendations in the Student Evaluations of Teaching Report
- AMS Policy I-11 (Tuition Consultation Policy) is amended to reflect a framework for a minimum-week timeline for stakeholder constituency consultation

**CLIMATE JUSTICE AND SUSTAINABILITY**

Campaign Promise: “Holding UBC accountable to divestment and Climate Action Plan- not just divesting money from fossil fuel companies, but actively deplatforming fossil fuel companies.”

Summary: Climate justice is a collective responsibility that we must take on. I will push to hold the University accountable to its divestment, as well as implementation of the recommendations from the Climate Emergency Community Engagement sessions.

**Action Items:**

- Actively participate in the Climate Emergency Task Force, as well as the Teaching and Learning Committee, and Accountability Committee
- Holding the AMS and UBC accountable towards the principles of being Carbon Neutral and Zero Waste by upholding of the Carbon Neutral Action Plan and Zero Waste Action Plan, as well as assuring transparency of the AMS and UBC’s position in the status of the UBC Wellbeing Strategic Plan

**Key Performance Indicators:**

- Full implementation of recommendations from Climate Emergency Community Engagement

sessions

- Meeting with student activist groups such as UBCC350, XR, Women's Centre, Social Justice Centre, Amnesty International by the end of the summer (and more as needed)

## Goal 4: Affordability Through Holistic and Systemic Action

**Values: Data-Driven, Supportive, Sustainable**

### **TUITION AND FINANCIAL AID**

Summary: The COVID-19 pandemic has induced extreme financial pressures on students. We will advocate for transparency around qualifying criteria for student financial aid, but also address systemic barriers surrounding affordability such as tuition, and the various food insecurity.

We will work with the UBC VPS, Provost, and VP Finance in order to advocate on tuition. As well as, we hope to continue the existing work from the previous year's office, on improving the tuition consultation process, namely involving benchmarking statistics and prioritizing accessibility to students providing feedback.

#### **Action Items:**

- Producing a report on student perceptions of financial aid and increasing transparency around qualifying criteria for student financial aid
- Support the creation of a comprehensive affordability plan with the VPS office
- Revising the tuition consultation process involving further accessibility to students and benchmarking statistics by May 2021

### **FOOD INSECURITY**

Summary: Food insecurity has been heightened by the COVID-19 pandemic. We will support UBC initiatives such as the development of digital meal donation programs (i.e. Swipe it Forward). As a long term goal, we will advocate for the restructuring of pricing models such as a "All That You Care to Dine" at UBC Food Services to reduce food waste, nutritional value, and the creation of a comprehensive affordability plan.

#### **Action Items:**

- Advocating for the implementation of digital meal donation programs at UBC by May 2021
- Advocating for a restructuring of pricing models at UBC Food Services in order to reduce

food waste

**Key Performance Indicators:**

- Creation and implementation of a digital food hub by November 2020
- Development of long term food insecurity plan with the Food Security Initiative to address student food security concerns on UBC campus by May 2021

**STUDENT HOUSING**

Summary: We will work towards affordable, convenient housing for students. The current Student Housing model operates on a first-come first-serve or a lottery basis - we will push for UBC to take action on creating a needs-based housing model. As the Land Use Plan review approaches, we will ensure that student priorities are encoded, including high-density, affordable, low-carbon/carbon-neutral housing. With the new government business enterprise encountering challenges , we will work together with the University to implement the Hospitality Services Trust (HOST) in order to efficiently and rapidly develop on-campus student housing.

**Action Items:**

- Student priorities are enshrined in the pending Hospitality Services Trust through the creation of a document for Guiding Principles for the allocation of revenue towards student-facing initiatives
- Ensure student priorities such as student housing and sustainable development are coded in the upcoming Land Use Plan (Campus Vision 2050) review, beginning in January 2021

**Key Performance Indicators:**

- Creation of a report on needs-based/cooperative housing models by December 2021

**OPEN EDUCATIONAL RESOURCES**

Campaign Promise: “Educational resources available that are remotely available, affordable, and accessible through UBC resources and libraries.”

Summary: Open Educational Resources are the future of a post-COVID-19 education. We will continue the existing advocacy work on the development of Open Educational Resources, by promoting the incentives such as the OER Fund, potential of OER development for contributions to tenureship to faculty, through enforceable policy to cap the costs of learning materials.

**Action Items:**

- Adaptation and continued existing advocacy on the #TextbookBroke Campaign for an online context

- Continue advocacy on the development of Open Educational Resources through collaboration with the CTLT and department heads
- Collaboration with student leadership in undergraduate societies to raise awareness of Open Educational Resources at the faculty level
- Convert Principles for Digital Learning Materials endorsed by Senate into enforceable policy by May 2022

**Key Performance Indicators:**

- Creation of an adjudicated Senate Award for excellence in Open Educational Resources
- Incorporating accessibility and connectivity into Open Educational Resources Fund Principles by August 2020

## Goal 5: Advancing an Equitable and Inclusive Future Through Community Support

**Values: Collaborative, Open-minded, Progressive**

Campaign Promise: “We must push for UBC and the AMS to take decisive action on hate speech and to not give platforms to those that endanger others’ right to free speech and right to safe learning spaces.”

Summary: We all have a responsibility as part of the UBC community to combat prejudice and create a safe, equitable space for all. We are committed to collaborating with the UBC Equity and Inclusion Office and Pride Collective on promoting a campaign on gender diversity as well as inclusive and universal bathroom accessibility.

We will actively work on holding UBC accountable to the Inclusion Action Plan by ensuring that its commitments are encoded within the budget, and proliferated within campus culture. We will push for systemic change, whether it is within UBC information Systems or hosting bystander intervention workshops.

**Action Items:**

- Collaboration with UBC Equity and Inclusion Office and Pride Collective on launching a campaign about pronoun use and gender diversity
- Supporting the implementation of inclusive and universal bathrooms across UBC facilities and buildings
- Working with UBC Information Systems like the SIS, Canvas, and “eResLife” Systems to reflect both legal and chosen names, gender identity, and pronouns through the Integrated

Renewal Project

- Holding UBC accountable to the implementation of the Inclusion Action Plan, as well as Santa Ono's anti-racism commitments and ensuring its retention over time.

**Key Performance Indicators:**

- Hosting a bystander intervention workshop focusing on anti-racism and a community dialogue on racism by May 2021
- Pushing for a revised academic freedom statement and space rental policy by May 2021

**MEANINGFUL ENGAGEMENT WITH INDIGENOUS STUDENTS**

Campaign Promise: "As a settler, I have learned that Indigenous students should not be putting the burden of education on Indigenous students, but a collective responsibility to educate ourselves and empower Indigenous students. This therefore turns the question into not just getting consultation, but starting a dialogue and incorporating Indigenous students and faculty into the creation process."

Summary: We will regularly meet with the Indigenous Committee and Indigenous Collective in order to support Indigenous initiatives, whether financially or amplifying student asks. It is vital to ensure that UBC is able to

**Action Item:**

- Holding UBC accountable to the implementation of the Indigenous Strategic Plan

**Key Performance Indicators:**

- Meetings (at least once a term) with the Indigenous Committee, the Indigenous Legal Students Association, Arts Indigenous Student Advising, and the First Nations Indigenous Students Association and Indigenous Collective to support them in their initiatives, based upon their preferences and needs

**CREATING A CULTURE OF CONSENT AND SUPPORTING SURVIVORS**

Summary: We all have a part to play in combating sexual misconduct at UBC and creating a safe community based on a culture of consent. As we wrap up the Policy SC17 review, we must collectively act to take the next steps in implementing the policy through the development of the Implementation Committee and affirm the choices of survivors. We will advocate for the institutional acknowledgment of SASC in sexual violence prevention on campus, as well as push for student accessibility.

We will support initiatives for widespread education about bystander intervention and responding to disclosures to student groups, including Greek life, AMS council, constituencies,

on-campus event-planning groups, AMS clubs. We will also push for the use of First Aid Student Team (FAST) at all parties held on campus. We will work for holistic student safety by reviewing the Blue Light System and campus security response.

**Action Items:**

- Continuing to advocate for the development of the Policy SC17 Implementation Committee, and ensuring that there is student and SASC representation on this committee
- Supporting the SASC, SVPRO, and Wellness Centre in their current creation of a new, comprehensive sexual violence prevention and bystander intervention workshop for all AMS clubs, council, on-campus event-planning groups, and fraternities.

**Key Performance Indicators:**

- Report on current peer leader, Residence Life, and Jumpstart orientation training and protocol for mental health crises and disclosures
- Creation of an easily accessible FAQ/plain-language version of Policy SC17
- Increased usage of First Aid Student Team (FAST) or St. John’s Ambulance at all parties held on campus

**COMMUNITY-DRIVEN MENTAL HEALTH AND WELLBEING**

Campaign Promise: UBC’s professional health resources are often overloaded. While urgent cases are given attention as soon as possible, the usual wait time for UBC Counselling is two to three weeks before a student can see a counsellor (Ubysey, 2018). This creates a retroactive culture that waits until students are in a crisis. We need a culture shift towards proactive and culturally catered mental health resources.

Summary: A culture shift to proactive mental health begins with mental health literacy education, a supportive community, and accessibility. We will work with the University in developing low barrier mental health resources such as the counsellor in residence and allocation of funding towards AMS Peer Support, as well as prioritize the development of the Integrated Student Health Centre.

We will push for wider training for student leaders and the UBC community for the expansion of QPR, mental health first aid, and naloxone training in order to best equip our community for conversation surrounding mental health and peer support.

We need to develop protocol on the disclosure of student deaths to the UBC community. This includes prioritizing the consent and considerations of friends and family, ethical disclosures, and contact-tracing with the student’s friends and acquaintances to ensure the wellbeing of the community. We will work with UBC Equity and Inclusion and UBC Wellbeing on creating specific mental health resources surrounding climate anxiety and culturally appropriate resources.

**Action Items:**

- Holding the university accountable to a financially and environmentally responsible implementation of the Integrated Student Health Centre in order to deliver centralized, effective, student care
- Advocate for the continued investment and development of low barrier resources such as the Counsellor in Residence and counsellors of colour through the allocation of the UBC Wellbeing Strategic Initiative
- Advocate for the allocation of Student Wellbeing Fund towards culturally-appropriate mental health resources the expansion of QPR, Naloxone, and Mental Health First Aid training
- Working with the UBC Equity and Inclusion Office for increased culturally-catered mental health resources

**Key Performance Indicators:**

- Report on the importance of development of protocol on disclosure of student deaths to the UBC Community
- Serving on the Search Committee for Associate Vice President of Student Health

# AMS VP External Affairs' Goals 2020-2021

Prepared by: Kalith Nanayakkara



# Goal 1: Provide Healthy, Safe, and Efficient Environments for Students

**Values: Collaborative, Supportive, Optimal**

## **HOUSING AFFORDABILITY AND FINANCES**

Campaign Promise: Continue to support the Rent-With-Rights initiative which ensures that rental rights are guaranteed to students across BC.

Office Goal(s) [1]: with the current Vancouver housing crisis being a stressful topic for students who reside and who are planning to reside on campus, it is important that the External Affairs office support students with regards to affordability, but also the protection of their tenancy rights. The previous portfolio embarked on an important goal with regards to the advocacy of affordable, well-planned, and comprehensive housing. We will be continuing the legacy of advocating for such housing. With the provincial government acknowledging the importance of the Rent-With-Rights initiative that previous Vice Presidents pushed for heavily, we will be working with the leading practices provincial working group which provides post-secondary institutions in British Columbia with guiding policies that should be included in their housing contracts.

Ad-Hoc Goal(s) [2]: With the COVID-19 pandemic creating financial barriers for students and their living accommodations, the provincial government has provided little aid to ensure that students are well-supported. The program that the province released is the Temporary Rental Support (TRS) program which provides rental assistance, rent freezes, eviction freezes, and access limitations to prevent the spread of COVID-19. This program and many others designed to support renters during times like these are exclusionary of student housing as on-campus housing is not covered by the Residential Tenancy Act. As a result, we will be advocating for the inclusion of student housing in any future financial supports from the provincial government.

### **Key Performance Indicators (K) / Action Items (A):**

- Resume working with members of the provincial working group – leading practices to ensure that post-secondary institutions are conferring tenancy rights on student renters by July 8, 2020. (K)
- Advocate that the provincial government back the recommendations and guidelines the working group produces. (A)
- Work with other student unions to ensure that the future support programs like the TRS include student housing to ensure rent freezes, rental assistance, eviction freezes, and access limitations through submissions to the Attorney General and Ministry of Education (K).

## **TRANSIT SOLUTIONS**

Campaign Promise: Push the federal and provincial government to commit to building a SkyTrain-to-UBC, past Arbutus; advocate for funding from all stakeholders in the region to fund the business case which is essential to the building of the SkyTrain-to-UBC.

Office Goal(s) Over two thirds of the students at UBC commute from various locations in Vancouver [4]. It is important that students know that their student society is actively pursuing sustainable, affordable, and efficient transit solutions. While the physical nature of the SkyTrain-to-UBC will not be attainable until 2030 with the Arbutus extension already in the works, it is important the AMS continues to advocate for funding the venture from all stakeholders in the region which includes the three levels of government [5]. The previous External Affairs office engaged consultative bodies and ensured that the proper stakeholders were made a part of the consultation process. This year, we will continue to advocate with the proper stakeholders to ensure that the federal and provincial governments deem this project as necessary for not only long-term economic recovery from COVID-19, but also the ease of students. Furthermore, we will also be ensuring that non-governmental stakeholders, despite recent events, remain committed to building this as a transit solution, but also as an economic stimulus.

Ad-Hoc Goal(s): Transit services are being heavily impacted by the events caused by the COVID-19 pandemic. With the suspension of the U-Pass, students were refunded for their April passes but are being left without any transit support from Translink. As a result, we are actively working with all relevant stakeholders in ensuring that a transit subsidy is made available for those who still rely on transit during the summer term. Furthermore, ensuring that Translink remains retroactive to the financial situations of students is one of our key ad-hoc goals during the COVID-19 pandemic. As post-secondary enrolment is still unknown by all sources due to travel restrictions and the volatility of the pandemic, if required, the External Affairs office will be pursuing to reinstate the U-Pass in the Winter Term of 2020. Additionally, while Translink is the key stakeholder in ensuring viable transit solutions are available to students, it is important for us to advocate for provincial and federal funding for Translink so that it may ensure the sustainability of key bus routes. Moreover, we will be working with the GSS to develop a transit subsidy for the duration of the summer term which will support the transit needs of students.

### **Key Performance Indicators (K) / Action Items (A):**

- Work with Translink, UBC, and the UAC to ensure that the U-Pass is reinstated if required by enrolment rates before the beginning of Winter Term of 2020. (K)
- Ensure, by working with other student unions and unions through the UAC, that the provincial government supports Translink which, by extension, supports students (A)
- Attend in-person and online transit consultations to support Translink as a key partner of the AMS (A)
- Continue to advocate for a SkyTrain-to-UBC with all relevant stakeholders and use the

- project as a basis for long-term economic recovery from the COVID-19 financial impact. (A)
- Create a transit subsidy to support students who require transit for research-based instruction and essential services by July 15, 2020 (K)

## **MENTAL HEALTH**

Campaign Promise: Support the implementation of the provincial health hotline and work with stakeholders to ensure that it supplements existing structures within UBC such EmpowerMe; ensure there are feedback mechanisms to support proper implementation of the hotline.

Office Goal(s): Mental health remains a priority of this year's External Affairs office. In continuing the hard work of the previous office which included outlining student priorities in terms of feedback for the provincial mental health hotline and identifying gaps in existing mental health services to further improve these services, we will be working towards ensuring that these feedback mechanisms are implemented and students are given ample opportunity to provide feedback to the province with respect to their new implementation of the provincial mental health hotline.

Ad-Hoc Goal(s): COVID-19 has had an enormous impact on students in terms of their financial, housing, and mental health statuses. It is important we, as a society and specifically the External Affairs office supports students through these tough times. As many of the concerns that students have and will continue to have throughout this pandemic are financial and/or housing related, our work in those sectors will provide mental health support to students. Additionally, we will be releasing a social media campaign which provides mental health, financial, and housing supports through the university, the provincial, and federal government.

### **Key Performance Indicators (K) / Action Items (A):**

- Work with other student unions to ensure that the implementation of proper feedback mechanisms for the existing BC Mental Health Support Hotline (A)
- Support students through a social media-oriented COVID-19 response campaign which will provide mental health and financial aid resources that are both individually operated by the province, the federal government, and the university by June 15, 2020 (K)

## Goal 2: Advocate for an Accessible, Affordable, and Supportive Education

**Values: Inclusive, Equitable, Collaborative**

### **FEDERAL/PROVINCIAL FINANCIAL AID**

Campaign Promise: Advocate for the elimination of interest rates on Canadian federal student loans similar to the elimination of interest rates on BC student loans.

Office Goal(s): Post-secondary graduates and students have been faced with a long-time issue which has impacted and will continue to impact them throughout their lives: the accrual of debt. This problem is widely contributed to by the annual raise in tuition that PSIs are charging in addition to the interest rates that students pay on federal loans [6]. Therefore, surpassing the advocacy of lowering interest rates on federal student loans by the previous office, we will be advocating for the complete elimination of interest rates on student loans. Provincially, to eventually replace and completely relieve students of debt, both graduate and undergraduate alike, we will be continuing advocacy for the creation of equity-based grants. Equity-based grants will be design to provide financial aid to those who come from marginalized communities. We believe that students from marginalized communities should receive equitable aid from the government and should be given the same opportunities in life as those who are not from marginalized communities. In addition to the equity-based grant, we will also be advocating for an increase to the BC Student Loan amount which will effectively result in the increase in the Moderate Standard of Living Allowance (MSOL). Currently, the MSOL does not take into account needs-based attributes such as geographical differences and other financial situations.

Ad-Hoc Goal(s): With the release of programs like the Canadian Emergency Response Benefit (CERB) and the Canadian Emergency Student Benefit (CESB), we will be advocating for the provincial government to include the above-mentioned programs in any further financial supports. With both the federal and provincial government seeing Canadian citizens and permanent residents as the first priority in terms of their economic response plan, it is important that we continue to advocate for programs which are inclusive to international students. As a result, by working with student unions across BC, we will be advocating for, if required, additional emergency funding to be allocated to post-secondary institutions so that they may distribute it among students on a needs-basis.

### **Key Performance Indicators (K) / Action Items (A):**

- In collaboration with other student unions across Canada, support federal advocacy on the elimination of federal student loans

- Throughout the Winter term of 2020, Consult various institutions and students with regards to increasing the BC student loan limit to ensure that the MSOL is proportionately increased as well. (K)
- Pursue a three-pronged advocacy strategy towards the creation of equity based grants including but not limited to the establishment of a president, the creation of a policy paper outlining the need for equity-based grants, and advocating to the provincial government to commission studies into equity based grants (A)
- Submit a recommendation in the AMS BC Budget Consultation Submission for 2021 to review the current post-secondary institutional funding models to allow for post-secondary institutions to run budget deficits for the fiscal year of 2021/2022 due to the economic impacts of the COVID-19 pandemic and for the provincial government to increase its annual operating grants to post-secondary institutions. (K)

## **OPEN EDUCATIONAL RESOURCES**

Campaign Promise: Advocate for the funding of Open Education Resources (OERs) by partnering with other institutions to push for funding from the provincial government towards OERs in order to make online learning resources more accessible.

Office Goal(s): Secondary to the expense of tuition, many students, throughout their post-secondary education, experience financial difficulties when it comes to the cost of textbooks which can cost upwards \$200 per textbook. These financial difficulties often times result in students opting not to purchase the assigned material or even to avoid taking certain classes [8]. OERs have been historically effective in the fight for creating the cost of post-secondary education and British Columbia has been an international model that many post-secondary and governmental institutions have used as precedents. The previous External Office advocated for an extension of investment into BC Campus and the development of provincial policy to limit the cost of online classroom materials. In continuing the traditional and strong advocacy OERs, we will be voicing students in the five-year renewal of the Copyright Act which holds the key to the successful implementation of OERs. In addition and by way of our Budget 2021 consultation submission, we will be advocating the provincial government for an additional \$5 million to be invested into BC Campus for the development of homework, online learning, and testing platforms.

### **Key Performance Indicators (K) / Action Items (A):**

- Work with student unions across BC as well as federal unions such as UCRU in support of fair use with regards to the Copyright Act (A)
- Form a comprehensive recommendation in the AMS' Budget 2021 Consultation Submission which proves that Open Education Resources yield positive rates of return and therefore should be granted an extension of funding (K)

## **SEXUAL VIOLENCE PREVENTION**

Campaign Promise: Fight for Minimum Standards for Bill 23 Sexual Violence and Misconduct Policy Act to ensure proper care for survivors and continue to push for a parallel process for policy review for provincial sexual violence policies.

Office Goal(s): With the introduction of the Sexual Violence and Misconduct Policy Act (SVMPA/ Bill23) in 2016 as a step in the right direction for the provincial government in relation to sexual violence prevention, the legislation ensured that post-secondary institutions are implementing sexual violence and misconduct policies in their internal governance. The legislation also ensured that these internal governance policies were inclusive of complaint mechanisms, report procedures, complaint responses, and report responses. It must be understood that the accomplishments that the SVMPA made were minimal and did not ensure that post-secondary institutions were forming comprehensive sexual violence and misconduct policies which adhered to principles such as the acknowledgment of rape culture on campuses, intersectionality, and ensuring that policies are survivor-centric. As a result, we will be working with other student unions to include parallel review processes and to ensure that post-secondary institutions are equitably held accountable for implementing comprehensive sexual violence and misconduct policies.

### **Key Performance Indicators (K) / Action Items (A):**

- Commission a research project outlining the discrepancies between post-secondary institutions and their sexual violence prevention policies to send to the Ministry of Advanced Education by August 31, 2020. (K)
- Continue working with student unions, sexual violence prevention bodies, and survivors to ensure that the provincial government places monetary importance on the creation of sexual violence prevention offices. (A)
- Use the above-mentioned research project as an advocacy piece to push the government in amending Bill 23 to create a parallel policy review. (A)

## **Goal 3: Creating a Sustainable Future for Students**

**Values: Inclusive, Equitable, Strategic**

### **INTERNATIONAL STUDENT SUPPORT**

Campaign Promise: Advocate that the Provincial government extend the 2% cap on annual tuition raises be inclusive to international students; push the government to amend the

qualification guidelines under the Canadian Experience Class Express Entry (CECEE) program to allow international students to count full-time and entrepreneurial experience as eligible work experience.

Office Goal(s): International students have been neglected by both the University and the Province for decades now. It is important that we continue to advocate for international to be treated equitably in terms of tuition increases, permanent opportunities, and general accessibility. While it is not financially viable for post-secondary institutions to implement 2% caps on international student tuition, the province must be held responsible for decreasing its block grants to post-secondary institutions which consequently result in higher tuition rates for international students. International students currently account for 25% of universities' operational budgets due to this continued financial decrease in contributions by Ottawa and Victoria [9] [10]. Additionally, ensuring that international students are given strategic opportunities to gain permanent residency in Canada is key to the growth of the provincial and by extension, the Canadian economy. To do this, the External Affairs office will be advocating for amendments to the current Canadian Experience Class Express Entry (CECEE) program to include full-time student and self-employed experience as eligible work experience.

Ad-Hoc Goal(s): The COVID-19 pandemic has impacted students greatly in terms of affordability, travel restrictions, and housing. It is our belief that international students should not be neglected during these times and while the provincial government is not politically inclined to directly contribute to the financial lives of international students, the External Affairs office will be advocating for infusions of funds towards post-secondary institutions to direct emergency funding to both international and domestic students on a needs-basis.

#### **Key Performance Indicators (K) / Action Items (A):**

- Advocate with UCRU to amend the CECEE which does not currently contribute experience gained as a full-time student or self-employment experience towards fast-tracked permanent residency (A)
- Work on advocacy with student unions and post-secondary institutions around BC to push the provincial government to allocate a number of emergency funds as directed by our consultation towards post-secondary institutions if required by a future "second wave" of COVID-19 (K)

#### **INDIGENOUS STUDENT SUPPORT**

Campaign Promise: Fight for funding and/or subsidies towards Indigenous language and Indigenous studies courses, including access to OERs; work with VP AUA to bring in funding to support programs that increase awareness and education amongst the UBC student population regarding Indigenous support and reconciliation; ensure the federal government contributes more funding towards [the] Post-Secondary Student Support Program (PSSSP) geared towards supporting Indigenous students and advocating with them for support.

Office Goal(s): Ensuring that Indigenous communities are well-supported and commitments are fulfilled to ensure reconciliation will continue to be at the forefront priorities of the External Affairs office. Last year, the External Affairs office worked towards ensuring that the apology made by the AMS was not just lip service; rather, that it was a step towards meaningful action on reconciliation. By working with the Indigenous Committee and other Indigenous stakeholders, the External Affairs office was able to work with Indigenous students and assist them in leading this advocacy. This year, the External Affairs office will be continuing this tradition and ensuring that the above-mentioned relationship is not only kept intact, but expanded upon. By consulting and working with the Indigenous Committee, Indigenous students, and other Indigenous stakeholders, we hope to advocate towards ensuring the federal and provincial government fulfill the calls to action from the Truth and Reconciliation Commission (TRC) and the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

**Key Performance Indicators (K) / Action Items (A):**

- Work with the Vice President, Academic and University Affairs office along with Indigenous stakeholders in coordination with the Indigenous Action Plan to advocate for funding towards awareness campaigns regarding Indigenous support and reconciliation (A)
- Advocate with Indigenous leaders and students to ensure that the calls to action from the TRC and UNDRIP are fulfilled by establishing an advocacy relationship with Indigenous stakeholders at UBC throughout the months of July and August of 2020 (K)

**CLIMATE ACTION ADVOCACY**

Campaign Promise: Ensure that the Provincial government is working with PSIs in regards to CleanBC; fight for students to be consulted with Labour Readiness Program (LRP) to ensure that graduates are prepared to work in the CleanBC market; push the Provincial government to meet CleanBC targets; advocate for stronger climate action by the Provincial and Federal government; effectively warrant the AMS advocates for all levels of government to fulfill its emission reduction targets; increase support for climate advocacy groups on campus through heightened funding to increase awareness and execution climate-action related projects.

Office Goal(s): In addition to the above-mentioned portfolio goals, the External Affairs office has and will continue to be committed to adequate climate action advocacy. In understanding that the provincial and federal government have done quite well in terms of climate policy changes and implementations, there are improvements to be made that impact not only post-secondary institutions, but our families as well. With the provincial government's Budget 2020 investment of \$106 million into capital funding to promote clean energy, we will be working with the provincial government to ensure that this infusion of funds is properly allocated [11]. Additionally, we will also be advocating for students to be consulted and educated on the Labour Readiness Program (LRP) to ready students and their families to enter a CleanBC economy. Moreover, it

is imperative that both the provincial and federal government meet their emission reduction targets.

**Key Performance Indicators (K) / Action Items (A):**

- Advocate for increased student consultation by CleanBC with regards to the LRP throughout the months of January, February and March of 2021 (K)
- Continue to advocate for the Provincial government to meet CleanBC emission and infrastructure targets (A)
- Work with students to participate in consultations as to the progress made by the Provincial government with regards to the CleanBC plan (A)
- Expanding advocacy by working with the members of UCRU towards Federal government and its commitment towards its emission reduction targets by working with student unions across Canada and BC (A)

[1] Office goals refer to the year-long goals that the office has modeled on the Vice President, External Affairs' campaign promises

[2] Ad-Hoc goals refer to the constantly changing circumstances caused by the COVID-19 pandemic and the goals the Vice President, External Affairs has to improve these circumstances

[3] Certain key performance indicators (KPIs) may be vague and may not specify the advocacy strategies that the External Affairs office will be taking. This vagueness is due to the ad-hoc nature of the COVID-19 pandemic and the long-term advocacy strategic plan that the External Affairs office is pursuing.

[4] Academic Experience Survey. Insight West. April 2020. Pg. 79.

[5] The Arbutus Ridge extension will be completed in 2025 as projected by UBC's Rapid Transit Team and Translink.

[6] Canadian Centre for Policy Alternatives. Eliminating Tuition and Compulsory Fees for Post-Secondary Education. February 2016. Pg. 1

[7] Precedent: "Province Boosts Emergency Funding Supports for Students". Government of British Columbia. April 2, 2020. Retrieved from: <https://news.gov.bc.ca/releases/2020AEST0018-000615>

[8] Jhangiani, Rajiv & Jhangiani, Surita. (2017). Investigating the Perceptions, Use, and Impact of Open Textbooks: A survey of Post-Secondary Students in British Columbia. *The International Review of Research in Open and Distributed Learning*.

[9] Statistics Canada. Financial Information of Universities and Degree-granting Colleges, 2017/2018. StatCan: July 24, 2019.

[10] British Columbia Federation of Students. Fund It, Fix It. June 2019. Retrieved from: <https://www.wearebcstudents.ca/wp-content/uploads/2019/06/GR-BC-Budget-2020-Submission.pdf>

[11] Budget and Fiscal Plan – 2020/21 to 2022/23. Government of British Columbia: Ministry of Finance.

# AMS VP Finance's Goals 2020-2021

Prepared by: Lucia Liang



# Goal 1: COVID-19 Safety and Financial Security

## Values: Safety, Health and Accommodations

Lucia is committed to ensuring the wellbeing of students, her student staff, and full time staff. She is ensuring the proper measures are in place to ensure that people feel safe in their working environment in coordination with the other executives. She is also ensuring that students do not need to come to campus if they do not feel safe to receive their reimbursements.

For Students and Treasurers:

1. A Hybrid Reimbursement System allowing for in-person and online reimbursement
2. Ensuring funds owed still get to students throughout the summer regardless of if the student can come to campus
3. Ensuring that when subsidies and opt-outs are available this year, to complete them even faster than before to ensure those who need their money, have it

Student - Staff:

1. Providing a safe work environment
2. Providing Funds for Zoom and Sanitary Stations
3. Creating safe work policies regarding large meetings in partnership with other executives
4. Ensuring that finance staff working in our offices don't come into contact with a plethora of students and empowering them to speak up if they don't feel safe

Staff:

1. Continued funding through the Canada's Wage Subsidy Benefit to help offset losses
2. Ensuring a 72 hour deposit hold policy for physical monetary transactions to ensure the wellbeing of our accounting staff
3. Ensuring that the staff working in our offices don't come into contact with a plethora of students and empowering them to speak up if they don't feel safe

## Key Performance Indicators:

- Reevaluate reimbursement process each time the Province enters a new phase of the COVID-19 pandemic.
- Ensure that 100% of reimbursements and invoices can be submitted and paid remotely by clubs.
- Ensure staff feedback regarding health and safety measures is received, applied and advised to Health and Safety Committee for action.

## Goal 2: Increased Credit Limit by Switching to New Credit Card Provider

### Values: Support, Efficiency and Access

We will investigate the expansion for more clubs affiliated with the AMS to have a dedicated RBC Commercial Credit Card. As of right now, only large clubs with over \$30K in assets are eligible.

This push towards having commercial credit cards will allow clubs to charge expenses (i.e. venue bookings, flights etc.) to their dedicated credit card. This will eliminate the need for clubs to incur out-of-pocket expenses that must be reimbursed by the AMS Finance Staff. Club treasurers will be able to monitor and track club expenditures more efficiently and will forgo the need to file reimbursement forms and come into the AMS Main Office.

### Key Performance Indicators:

- Have all VP Finances of Constituencies on the new program by the end of Winter Term 1.
- Ensure that the awareness of the larger credit limit is announced to large clubs and constituencies one month in advance.
- Support clubs and constituencies by doubling (at least) the capacity of the Society's spending limit.

## Goal 3: The Digitization of Reimbursement Process Through a New Financial Management System

### Values: Ease, Inclusive, Transparent

Lucia wants to move towards the use of a third party financial management system, which is cloud-based. The system will allow expenses and reimbursements to be submitted and approved from anywhere.

Lucia plans to take the entire Reimbursement Process online in the largest overhaul of the year. Lucia plans to work with an expense reporting company to allow for digital submission of receipts and request for reimbursement. Expect more details to follow throughout the summer.

This shift will reduce paperwork and allow the AMS Finance Staff to see spending more clearly without dealing with a paper-trail. This will, in turn, ensure treasurers receive any relevant financial support more efficiently.

**Key Performance Indicators:**

- Ensure 100% of constituency and executives are using the system by the end of Term 1 Winter.
- Start the transition to a 100% online reimbursement system
- Reduce overall paper use by at least 50%
- Allow for accounting workload to be more manageable

## Goal 4: A New Updated Accounting System

**Values: Efficiency, Progressive, Accessibility**

Lucia will veer towards the upgrade/replacement of the existing accounting program. Currently, the accounting department of the AMS faces several issues when managing purchases and expenditures on behalf of clubs. Each club has its own format of budgeting and book-keeping, which leads to inconsistencies and mistakes.

This deviation from the traditional accounting and reporting method towards the upcoming Accounting System will streamline all AMS accounting and reduce human error and time wastage. The Accounting System will consolidate orders, invoices, and events, which provides comprehensive monitoring and compliance for the AMS Accounting Department.

Lucia will initiate the three systems mentioned above and work towards integrating them with one another to create an automated and digital financial solution to aid in future-proofing AMS Finances.

**Key Performance Indicators:**

- Allow at least a 25% increase in currently available account codes while reorganizing the chart of accounts to make it more understandable.
- Reduce redundant workload of accounting staff .
- Allow the new financial analyst to create reports and budgets directly in the system
- Ensure that if another crisis occurs that forces the Nest to close that we are able to access our accounting system on the cloud
- Ensure that 100% of accounting tasks can be completed remotely via the cloud-based system.

## Goal 5: A New Ticketing Platform Contract with Lower Fees for Clubs and AMS Events

### Values: Affordability, Progressive, Growth

As the AMS continues to strive for the lowest possible event ticketing fee, Lucia is in the process of negotiating a contract with ticket and event providers to give the students the best deal possible while ensuring it is a system that works.

Lucia and her team will research a minimum of three options including our current events and ticketing software Showpass, a Canadian Start-up, and a large proven events and ticketing company. Lucia is encouraged by the options for students moving forward and hopes to co-brand with the new contract to increase the positive use of the service. Lucia is also hoping to encourage clubs to not use this for membership fees to encourage this service for events only that usually have a higher ticket price which correlates to a lower fee.

Lucia is also ensuring that the new contract will have the options to host online events during the COVID-19 Pandemic and that clubs can use this resource to host speakers and make profits throughout the year even if they are not on-campus. Lucia is planning to have the new system ready for use by the start of the academic year.

### Key Performance Indicators:

- Communicate new lowered ticketing fees to clubs via email and newsletters.
- Ensure that Brand of new ticketing contract is positive through AMS marketing
- Encourage 100% of Clubs to use our system because of low fees and no-liability due to automatic transfer of funds to their account.

## Goal 6: Financial Analyst

### Values: Analytics, Transparency, Supporting

There is currently no permanent position in the AMS that is dedicated to financial innovation and progress. If a student needs help with alleviating any financial burden, he or she would have to approach the office of the Vice President Finance and his or her student staff members. Oftentimes, the team is faced with a high volume of students seeking help. Furthermore, these student staff members are faced with a high level of confidential information and emotional burden, but lack professional knowledge and training to deal with certain scenarios.

Lucia will take the initiative to create a new permanent staff role in the AMS. This will be a

managerial role that would require a full-time individual with prior experience dealing with finances and an open-mind to facilitate student support.

**Key Performance Indicators:**

- Analytics Reporting on a quarterly basis to allow for VP finances to make well informed financial decision.
- Produce four quarterly reviews on the financial health of the AMS.
- Support incoming staff and the VP finance with Financial tasks during transition
- Ensure fluid transition to new expense reporting and accounting system.
- Keep expense rate within a 10% variance from the passed AMS Budget.

## Goal 7: Clubs Benefit Fund Starter Pack

**Values: Innovative, Empowerment, Inclusion**

Lucia would present and support a code change to the Clubs Benefit Fund allowing for new clubs to access the fund before their event as a way to inject funding and ensure new clubs are successful.

**Key Performance Indicators:**

- Increase usage of the Clubs Benefit Fund by 25%.
- Funds and Grants Coordinator to communicate to new clubs about the new program
- Ensure 100% of new clubs constituted receive a financial boost in their first year of operations out of the Clubs Benefit Fund.
- Make sure that 100% of funds are being used to fund events and expansion of club membership.

## Goal 8: Square Reader Loan Program

**Values: Collaborative, Outreach, Accessibility**

Lucia is planning to acquire new square readers, the ones that accept debit, and have them available as short term rentals for clubs in the Clubs Resource Centre. A club's treasurer could then ensure that all membership fees are obtained as quickly as possible as most students do not have cash and may not want to carry cash. We think this program will be a huge success as it will allow for smaller clubs who can't afford the \$60 reader to be able to accept payment whether at an event or membership dues. Lastly, by putting the Square Reader Loan Program in

the Clubs Resource Centre it will introduce new executives to the resources beyond square that the centre has to offer.

**Key Performance Indicators:**

- Ensure that clubs are aware of the program through active marketing via email and newsletter by January 2020.
- Ensure that 100% of clubs are able to access and utilize the Square program.
- Re-evaluating the use of the loan program at the end of the year and see if more square readers need to be ordered.

# AMS VP Administration's Goals 2020-2021

Prepared by: Sylvester Mensah



# Goal 1: Ensuring An Active Clubs Community

## Values: Support, Growth, Community

Campaign Promise: Strengthening the support system for AMS clubs by providing the resources and tools necessary for clubs' continued operational strength and growth.

### SUCCESSFUL LAUNCH OF AMS CAMPUSBASE

With the adoption of a new campus engagement software at a time when the conventions of on-campus life are being challenged, the AMS has a unique opportunity to ensure that AMS CampusBase is seen by the student body as an active online hub for UBC's campus community.

This year, my team and I are committed to establishing AMS CampusBase as an important tool for AMS clubs and a fundamental resource for students to explore new opportunities and build new connections at UBC.

#### Action Items:

- On-board a limited number of club executives by July 15th, and engage in consultation with these executives to learn about the improvements we can make to the interface
- All club executives to be on-boarded starting August 1st and tasked with establishing their club page in August as part of the completion of the club renewal process
- First-year students to be on-boarded as a part of Imagine Day. The AMS will host a virtual clubs fair on AMS CampusBase, to ensure buy-in to this program from our newest students
- Returning students to be onboarded throughout the month of September, focused around ensuring high attendance at virtual Clubs Days in the last week of September

#### Key Performance Indicators:

- 75% of AMS Subsidiaries establish group pages on AMS CampusBase by September 2020.
- Virtual Clubs Days - taking place in the last week of September - to be attended by at least 200 clubs and 2000 unique student visitors.
- Ensuring that by the end of my term (April 2021), AMS CampusBase is being used regularly by clubs to engage with both the AMS, their members and the greater campus community

### SUPPORTING CLUBS WITH ADAPTABILITY AND GROWTH AMID THE COVID-19 PANDEMIC

While classes may be partly online in the fall, the university experience is about much more than merely attending lectures. The clubs students join, the events they attend and the community they develop through their shared interests represent fundamental elements of each student's time at UBC.

As such, our team believes that it is essential that clubs are provided with the resources and opportunities they need to continue to contribute to the campus community, whether that be online or in-person. Alongside the implementation of AMS CampusBase, the VP Administration office will take a variety of steps to ensure that all students are still able to engage with their favourite clubs and discover new interests, whether at home or on campus.

#### **Action Items:**

- Launching a Clubs Engagement Survey in June 2020, which will aim to gather information on the demand among clubs for Nest room bookings in the fall as well as what kind of support and resources clubs need to continue their operations online or in alternative venues
- Adapting September Clubs Days to an online format through AMS CampusBase, as well as providing on-campus engagement opportunities (subject to population on campus)
- Developing programming that will support club executives - particularly those from smaller clubs - in building marketing strategies to grow their clubs and organizing events both in-person and online as well as any additional programming requested by clubs

#### **Key Performance Indicators:**

- Receive at least 120 responses for the Clubs Fall Engagement Survey, representing 1/3 of clubs.
- Organize five different types of programming, with at least one of each type taking place in each Winter Term. Types of programming subject to feedback received in the Clubs Experience Survey.

## **Goal 2: Expanding the Hatch's Presence on Campus**

### **Values: Engagement, Culture, Community**

Campaign Promise: Increasing the relevance of the Hatch on campus

#### **CREATING NEW AVENUES FOR ENGAGEMENT WITH THE HATCH**

The Hatch Gallery is one of the most unique and special spaces on campus for cultural engagement. However, in recent years, the Hatch has been underutilized both as a gallery space and a centre of community engagement. COVID-19 provides further challenges in terms of lower student numbers in the Nest.

My team and I are committed to expanding the avenues by which students can engage with the Hatch beyond its second floor gallery space. By building increased online capacities for the gallery, we will be able to increase its accessibility and visibility.

**Action Items:**

- Creating a Hatch gallery website, which will include all exhibitions, programming and our Permanent Art Collection, adapted to the needs of an online system
- Building a database of the art pieces in our Permanent Art Collection, increasing its visibility and providing students with ready access to all the history and cultural elements that constitute the space.

**Key Performance Indicators:**

- Hosting all exhibitions through online mediums if COVID-19 restrictions persist.
- Targeting an average number of 250 unique monthly visitors on our Hatch website over the first four-months post-launch.
- Achieving a 400% rate of growth in monthly visitors between January and April 2021 (baseline of 100 unique January visitors)

**EXPANDING MULTIDISCIPLINARY INVOLVEMENT WITH THE HATCH**

The Hatch offers untapped potential for further engagement with diverse academic programs across UBC. While members of the Visual Arts programs currently engage with the gallery, my team and I want to encourage an expansion of the involvement of the Hatch's permanent collection in the curriculum of both those in more traditional art-focused programs as well as encouraging a more multidisciplinary engagement with this unique space.

**Key Performance Indicators:**

- Continue consultation with students and faculty of the Visual Arts and Art History programs with the goal of determining how the Permanent Art Collection can be included in Visual Arts and Art History coursework.
- Produce finalized recommendations - to be presented to the relevant faculties - with regards to what courses can include elements of the Permanent Art Collection by December 2020.
- Engage in outreach, beginning in September 2020, to other academic programs and extracurricular groups in order to explore new ways of how the Hatch can interact with a more diverse set of university partners.

# Goal 3: Improving Inclusivity and Usability in the AMS Nest

## Values: Inclusivity, Accessibility, Community

Campaign Promise: Ensuring that students' voices are heard with regards to how their AMS services and facilities support their student experience.

### **MAKING THE NEST A MORE USABLE SPACE FOR STUDENTS' NEEDS**

The Nest Experience Study (NES) revealed that one of the primary reasons that students come to the Nest is to study. However, a large number of students expressed disagreement when asked whether the Nest was a usable space for their studies. Given the mismatch between these two points, my team and I are committed to investing in more spaces for studying in the Nest, in order to honor the opinions expressed in the NES.

#### **Key Performance Indicators:**

- Determining potential options for the construction of improved study space within the Nest in order to better serve the expressed needs of students.
- Presenting an updated proposal for study space, to be presented at Council during Winter Term 2.

### **ADVANCING INCLUSIVITY, VARIETY, AND QUALITY AT OUR AMS FOOD OUTLETS**

The results of the Nest Experience Survey have demonstrated that students desire two elements from their food services. The first is a greater diversity in food options, which respects the dietary and cultural restrictions students have as well as providing them with greater opportunity for exploring different culinary options in their campus hub.

The second is a greater quality of service and food from our outlets. My team will leverage the data provided by the NES and ensure that students feel that their voices are heard with regards to the food outlets they frequent.

#### **Key Performance Indicators:**

- Developing a comprehensive summary of NES results related to AMS food services, to be provided to the Senior Manager, Food & Beverage by August 1st, 2020.
- Oversee the development of a rotating food outlet in the place of Iwana Taco, which will offer the ability for students to submit the kinds of food they want to see on location. Food offerings will be changed every six months, subject to student feedback and is planned to be operational by Winter Term 2.

# Goal 4: Developing a More Collaborative University-Wide Sustainability Approach

**Values: Progressive, Innovative, Community**

Campaign Promise: Developing a unified approach to sustainability on campus

## **THE AMS SUSTAINABILITY SYMPOSIUM**

While the AMS has taken great strides in its efforts to promote sustainability at UBC, my team and I are committed to building new avenues by which more members of the UBC community can engage in discussions regarding our AMS Sustainable Action Plan (ASAP).

By developing ways in which clubs, constituencies and students can voice their concerns regarding the AMS's sustainability strategy and are held accountable to the goals outlined in ASAP, the AMS can ensure a more unified front in addressing sustainability across campus.

### **Action Items:**

- Introduction of AMS Sustainability Symposiums in September 2020, to take place every month thereafter: The Symposium will consist of AMS Sustainability sub-committee members, representatives from AMS Clubs and Constituencies, and general UBC students, and will be open to the public.
- Each Sustainability Symposium will focus on a single topic, with seven topics discussed in total. Examples of topics to be discussed include Food Security Initiatives and the Sustainability Projects Fund.

### **Key Performance Indicators:**

- Targeting an average 80% engagement level to the Symposiums on the part of the AMS sustainability-focused groups, measured as either attending or making submissions to the Symposium.
- Seven sets of guidelines and resources will be generated in total for AMS Clubs and Constituencies - one issued each month - focused on the topic of discussion for that month's symposium.

## **AMS INTERACTIVE SUSTAINABILITY CENTRE: A VISUAL REPRESENTATION OF AMS SUSTAINABILITY**

With the replacement of the space occupied by the Student Life Sustainability Centre by the Clubs Resource Centre, the AMS currently lacks a concrete venue for collaboration on ASAP. Since January 2020, discussions, consultation and planning for a new sustainability centre

- the AMS Interactive Sustainability Centre (ISC) - have been taking place amongst various stakeholders.

My team and I are committed to seeing the ISC completed within my term as VP Administration, ensuring that there is a place on campus where our various partners in our sustainability efforts can work together to continue the AMS's efforts to create a more sustainable university for years to come.

#### **Action Items:**

- Launching an AMS Sustainability Engagement survey on July 3rd, 2020. The survey will be sent to 30 sustainability-focused groups, and will seek to collect information on the ways in which these groups would like to engage with the ISC.
- Finalizing the programming which will take place in the ISC by August 2020. Number and type of programming to be decided at the discretion of sustainability-focused student groups.
- Initiating the renovation of LIFE 0017 in September 2020 in preparation for the move-in of the ISC. Opening of the space is planned for January 2021.

#### **Key Performance Indicators:**

- Targeting an 80% response rate for the AMS Sustainability Engagement Survey by the beginning of August 2020. This will ensure that the ISC's design is optimized to be of best use to UBC sustainability-focused groups.

### **DEVELOPING A MORE COMPREHENSIVE AMS SUSTAINABLE ACTION PLAN**

The AMS's Sustainable Action Plan (ASAP) is not set to be reviewed until 2023. However, my team and I believe that a number of additions can be made to improve ASAP in the short term and ensure that it is both a more comprehensive and inclusive strategy. We intend to propose a number of additions, to be implemented in 2021, which are listed below.

#### **Key Performance Indicators:**

- Inclusion of the Food Security and Net Zero guidelines in the March AMS Sustainability Report.
- Introducing a completed Indigenous Coordination section in ASAP in the March 2020 AMS Sustainability Report.
- This will be subject to continued consultation with the Indigenous Committee, with a target start date in July, as well as the First Nations Longhouse in September.

# AMS Student Services Manager's Goals 2020-2021

Prepared by: Ian Stone



# Goal 1: To Establish a Housing-Focused AMS Service

## Values: Responsive, Supportive, Ambitious

One of the key pillars of the AMS Services is providing Services that are in demand. In the 2013, 2017, and 2020 AMS Services Review, as well as the 2019 Academic Experience Survey, findings highlighted that among students who have or will likely need to seek out off-campus housing options during their time at UBC, the majority identified a lack of support services in this area. Among the potential components of this Services requested by students (as indicated in the 2019 AES), this Service could provide:

- A database of rental postings;
- Assistance with determining fair rent prices;
- Information about tenant rights;
- Lease Reviewing Services;
- Advertising Sublets to students;
- Assistance with finding roommates;
- Assistance with landlord disputes;
- and others.

In conjunction with the President and other campus stakeholders, AMS Services will aim to launch a Service by the end of the 2020-21 Academic year.

### Key Performance Indicators:

- Present a report to Council by September 2020 detailing the feasibility of potential aspects of the Service
- Soft-launch of the Service by end of December 2020
- Present a report to Council by April 2021 detailing the results of early interactions through the new Service

## Goal 2: See 250 Peers Supported in the AMS Peer Support Service by April 30, 2021

### Values: Supportive, Adaptable, Accessible

Speakeasy was originally founded in 1970 as “...a talk and information center ... to help fill gaps left by other student counselling services available on campus and in the city.” Since then, much has evolved on the campus community in relation to mental health resources, with new services being started, others shutting down, and existing ones changing their focus (as just a few examples). For the AMS, Vice and Speakeasy have aimed to fill gaps that we have seen in our community related to peer support and harm reduction when it comes to substance use.

However, while Speakeasy had been very strong at providing peer support from an operational standpoint, marketing and outreach activities have not been a strong point of the Service, and have led to a stagnant usage rate of Speakeasy Peer Support Services. On the flipside, Vice, as a new Service, had been stronger in marketing and outreach – with less of a cemented structure, it has been able to adapt to the needs of students more quickly, and provide workshops/engagement with students on the most up-to-date topics (ex. Joint rolling workshops, planned drug testing at future AMS festivals, information on the effects of study drugs, etc.). Thus, it is with this in mind that Speakeasy and Vice merged into a new Service, Peer Support, with the aim of completely re-vamping all operations of peer support focused AMS Services.

With this revamping, we aim to implement the following changes, and others, that will push us to provide support for at least 250 clients by April 2021:

- Virtual support through phone, video chat and text support;
- Certification of our training through NASPA’s Certified Peer Educator (CPE) Training;
- Providing support in different languages;
- Working with the future Social Media Associates to better promote our Services, as well as developing a dedicated marketing & outreach team that is distinct from the Support team

### Key Performance Indicators:

- Implement phone and online chat support for Peer Support by mid-September 2020
- Obtaining CPE certification for all Peer Support volunteers, and making this fact publicly known
- With input from AMS and UBC campus stakeholders, develop a marketing and outreach plan that will help ensure the majority of incoming 1st years are aware of our Service by August 15th, 2020, with a goal of seeing an increase in “Awareness of Service” from 76% of undergraduates in 2020 to 80% in the 2021 AES.

# Goal 3: Develop AMS Services into a Top Volunteer and Employee Location on Campus

## Values: Competitive, Excellent, Inclusive

AMS Services relies on the efforts of over 120 staff and volunteers to keep things running smoothly. As the people who have the most day-to-day contact with over 8000 clients per year, it is these individuals that are the face of the AMS more so than any of the executives or permanent staff, and contribute significantly to the reputation of the AMS as a whole. To make the experiences of these staff and volunteers a positive one, it is essential that the AMS is able to provide the proper training and benefits (among other things) to our staff and volunteers. Among other reasons, this is important:

- to ensure that we are able to fulfil our mission of “improving the quality of the educational, social, and personal lives of the students of UBC” by providing quality services that are accessible and in demand;
- to engage more of the student population than just the 10-20% of students who vote in AMS Elections;
- to attract student talent that is choosing instead to devote their limited time to organizations with better reputational “clout” and training programs, such as UBC Rec and Residence Life; and,
- to improve retention and continuity in AMS Service leadership in an organization that sees yearly turnover in student staff.

With this in mind, the Services team (in collaboration and consultation with the aforementioned external organizations and internal AMS stakeholders) aims to provide training to Coordinators, volunteers and other staff on topics such as team management, project management, coaching skills, training on serving clients with different accessibility needs, and so on. While it will take many years to develop the AMS’s reputation as a top campus employer, setting this goal and developing a plan of action is an important first step.

### Key Performance Indicators:

- Create a 3 year plan for the vision of a comprehensive volunteer and staff training program by September 2020
- Plan and execute a 1-day AMS Services training with attendees from all 6 Services by October 2020
- See 70% of key Services leadership positions filled by “internal” candidates during the 2021-22 hiring cycle
- See a 25% increase in applications across all volunteer and paid positions in the Services during the 2021-22 hiring cycle

## Goal 4: Implement the Recommendations of the 2019-20 Services Review

**Values: Critical, Growth, Adaptable**

The needs and demands of students are ever-changing and AMS Services ought to be able to adapt to these changes. With this goal in mind, the 3rd triennial Services Review was completed in early 2020, and contained numerous recommendations for ways in which AMS Services could improve its operations and structures based on thorough data analytics and comparisons of our Services to other at UBC and throughout Canada. Thus, the AMS Services leadership team aims to implement all recommendations as outlined in the Review.

**Key Performance Indicators:** see the 2019-2020 Services Review for specific KPIs and recommendations.



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