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Executive Committee

Goal 1: COVID-19 Pandemic Support and Recovery

The Executive has continued to provide direction to the organization that COVID-19 related decision making is a top priority for the AMS.

Goals and KPIs for Goal 1 continue to be on track, and funding allocations for both student government activities and AMS Services have met benchmarks. Spending however is down across the board due to reduced activities in all areas. The Society's advocacy efforts have been very successful this year as far as providing student support for COVID-19. The AMS has worked with the University in a number of areas including emergency funding, UPass subsidies, remote learning initiatives, and more. The Society has become a key player in all UBC-related COVID-19 decision making.

Post-pandemic planning has just started to begin as we near the widespread release of a vaccine heading into 2021, and senior management will continue to look at ways to develop our businesses and services moving forward. The Executive has also been working closely with our Marketing and Communications Manager, and our Events Manager to grow and develop AMS channels of engagement through better social media presence, more video content, and better brand strategy.

Goal 2: Reimagining Student Engagement

The Executive has worked substantially this year on identifying weaknesses in our Marketing and Communications strategies and has made efforts to make significant progress in these areas. The most notable structural change to the department is the introduction of new student staff dedicated to running and organizing our social media channels. Additionally, the Executive has worked with the department on an initial brand positioning document, and will also be moving forward with an RFP process for developing more robust brand guidelines and applications which should be completed mid-second term.

Recently the Marketing and Communications Manager has also begun significant work to restructure the AMS website to make information clearer and more accessible. This work should also be completed sometime in the middle of Term 2. Work on a new and revamped quarterly report system has been put on hold due to capacity issues and we are now targeting to start in Q3 (previously Q1). Additional changes to strategy this year includes the suspension of the new AMS Experience Survey (was slated to launch Fall 2020) due to doubts around the effectiveness of collecting data this year.

Goal 3: Centering Equity, Diversity and Inclusion

There has been a substantial focus this year on equity and inclusion with significant progress being made on KPIs and action items. The development of the AMS Equity Plan continues to be on target, and is currently in its student consultation phase of development. The AMS has also launched a couple anti-racism training workshops and initiatives between the President and VPAUA offices which received good uptake from attendees.

This year there's also been a significant culture shift to ensure the prioritization of consultation with equity-seeking groups. The AMS has been in contact regularly with Resource Groups, the Indigenous Committee, the Black Students Union and more on a variety of topics such as the provincial budget, on-campus racism, the AMS Sustainable Action Plan, and more. After the completion of the AMS Equity Plan, the Society will then have the framework completed to begin looking at internal policies to better operationalize equity in the organization.

President, Cole Evans

Goal 1: Organizational Innovation

Even though the COVID-19 pandemic has reduced the Society's overall operations, it has been a great year to work on more internally-focused projects to continue to move the Society forward. I've been working closely with Student Services Manager, Ian Stone on the development of our new housing service which is still on track for a soft-launch in early-2021. We've also been able to start planning for a transition to be completely carbon neutral, and the VP Administration will be working on tendering a contract for that work over the next couple of months. The VP Administration Office has also been working on a number of sustainability-related capital projects, and my office has been working on a number of social sustainability-focused items like the new SASC offices and the AMS Auditorium redevelopment.

Due to decreased consumer demand, many projects relating to our Food and Beverage department have been put on hold. However, there have been a number of initial planning

discussions that have discussed introducing new food options, as well as a more equitable food strategy that includes kosher, halal, and other religion-specific food options.

The AMS Auditorium Development continues to move along, and the AMS has been working with UBC Infrastructure Development on scoping the cost for the project. The cost for the project could be anywhere between \$800,000 to \$2,000,000, so we have also engaged UBC Development and Alumni Engagement to see how we can diversify our funding pool before potentially needing to seek funding internally or as a last resort cancelling the project.

The President's Office has also made great progress this year with a number of governance-related items including a bunch of policy updates and proposals, a regularly meeting Advisory Board, and for only the second time in 40 years a quorate AMS Annual General Meeting where we were able to pass a number of Bylaw changes that have been backlogged due to poor referendum turnout for a few years.

Goal 2: Expanding Engagement

This has been a great year to focus on digital communications, and we have made a number of strides of improvement in this area. Investment in our marketing and communications has hit targets, and expansion of our social media operations has led to a noticeable increase in quality of the content we're putting out. The AMS was also able to have a significant presence during orientation this year, as much of UBC's Jumpstart and Imagine Day programming was hosted through AMS CampusBase.

New brand guidelines and a new brand toolkit will be developed over the coming months and should be ready to go by early 2021. There has also been some preliminary work done on developing campaigns and workshops for upcoming AMS Elections which should be ready to go in early 2021.

There also continues to be work on items that have been delayed to 2021 for implementation, including our new quarterly report system, better accessibility to Council on our website, and the introduction of a AMS Campus Coordination Group which we are hoping to form in early 2021.

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

Progress continues to be made in supporting AMS resources that support survivors, as well as resources that support student wellbeing and mental health. While initially on track for completion in September 2020, the SASC Office Expansion Project has been pushed to a December 2020 completion date due to severe flooding at the construction site and will be fully operational to start January 2021.

Some goals that related to in person events and activities have been indefinitely pushed until such activities resume, including better cooperation with external safety organizations for events like Pit Nights and our AMS Events festivals. The earliest these initiatives will probably be able to begin is mid-2021. Additionally, a lack of events has also postponed work on implementing sexual-violence specific educational initiatives until they resume. However, educational awareness in our facilities still continues to be a part of preliminary planning for better AMS-branded physical campaigns in the AMS Nest.

We have also been able to make some significant strides this year in working with other stakeholders on student wellbeing and mental health. I was able to work with UBC on the procurement of their new Student Assistance Program (formerly EmpowerMe) and am currently working on the selection Committee for the new Lead Student Health Officer (LSHO). The AMS has also been evaluating ways how we can use surplus funds in our Health and Dental reserves to expand on mental health support coverage for students.

Goal 4: Empowering Students from Equity Seeking Communities

As mentioned above, there continues to be a greater focus this year on work related to equity, diversity, and inclusion. The new Associate, Equity and Inclusion position has been instrumental in spearheading and operationalizing plans and initiatives, as well as being the key liaison between the Society and our external consultant for the AMS Equity Plan slated for completion in early 2021. There has also been progress made with UBC on expanding the availability of free menstrual products in as many washrooms across campus as possible, including shared residence washrooms.

Work on a standalone engagement plan for indigenous students may not be necessary depending on the final scope and content of the AMS Equity Plan. Additionally, capacity limitations with the Indigenous Committee make it unreasonable for the President's office to aggressively pursue such a plan at this time, especially with other alternatives like the UBC ISP and the AMS Equity Plan. The President's Office has been working with the Indigenous Committee on ensuring that their structure is adequately supported by the organization so that there is better stability and accessibility moving forward.

The groundwork for an "Lead with the AMS" campaign has been set but its scope is being revisited to be more applicable to a COVID-19 environment and should be ready for launch in early 2021. Discussions on more intersectional safe-space in the Nest has been paused until a plan can be potentially developed with AMS Resource Groups for execution.

Goal 5: Robust Advocacy

This year advocacy has been vital to ensuring that student voices are included in what has often been expedited decision making at UBC. The AMS has done a great job of making sure that it is expected that AMS representation be included in all major decision making processes, and we have seen a significant consolidation of authority as far as student representation this year.

Both the President and the VPAUA have been in frequent contact with UBC Executives, especially the VP Students Offices on a number of issues. UBC's Land Use Plan will not be reviewed until late 2021 with completion not until 2024 so that action item is no longer relevant to this administration. The President and the VPAUA worked closely with UBC and the SASC on all Policy SC17 related work, and the VPAUA continues to spearhead those ongoing discussions.

The Society has also been at the forefront of advocacy on a number of key issues, including better student wellbeing, affordability, equity and inclusion, career opportunities, the climate emergency, and more. These issues have also been at the top of the list for government-related advocacy, and the AMS was able to achieve a number of budget-wins relating to these categories in the most recent provincial budget.

**Vice-President Academic and University Affairs,
Georgia Yee**

The VPAUA was dealing with a family emergency at the time of completion of this document and will submit an addendum to this submission as soon as possible.

Vice-President External Affairs, Kalith Nanayakkara

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

In understanding that one of our first goals for the year was to work towards ensuring that students were provided with a healthy, safe, and efficient environment amidst the COVID-19 pandemic, we have been working tirelessly on fulfilling our action items and establishing new avenues for future VP Externals. The Student Housing Working group, which acts as the successor to the Rent-With-Rights campaign, is a provincially-mandated working group in which representatives from student housing providers, student organizations, and the Ministry of Advanced Education. In the summer, we met with the Associate Vice-President of Student Housing who represents the University administration on the working group and made certain our priorities with regards to student tenancy rights. We provided recommendations to the administration which ranged from security protocols of student residences to the rent increases that student housing providers are able to provide.

Due to the Student Housing working group being a provincially-mandated entity, the BC Snap Elections in October caused the working group to remain in recess. The working group is projected to meet in January. The working group is projected to complete their leading practices manual which is intended to be distributed to student housing providers by April. Student unions and organizations will be able to use this manual to keep their student housing providers accountable.

The intended purpose of the working group drives us into the larger conversation of provincial support during the COVID-19 pandemic. At the start of the pandemic, the provincial government released the Temporary Rental Support program which excluded students in an unreasonable manner. Since then, we have been lobbying provincial officials along with MLAs to make certain that further provincial support programs like the newly-mandated renter's rebate program are inclusive of student housing. During the BC Snap Elections, the AMS organized an All Candidates' Debate where David Eby, the incumbent and current MLA, made commitments to ensure that student housing was being included in further rental support programs. With the rent freeze now in effect until July 2021, we will be strongly pushing provincial officials along with MLAs to hold to their commitment of making certain that student housing is not excluded.

With the previous Executive choosing to suspend the U-Pass amidst the rise of the pandemic in BC, and low ridership among the student population, one of the first steps we had to take was to gauge to see how many students relied on public transportation despite everything being held online as we tried to adapt to the pandemic environment. We did this by asking students transit-specific questions in the COVID-19 Survey released during the summer in order to collect ridership data for the summer semesters as well as the winter. We are also able to successfully secure funding from the University to fund a Summer Transit Subsidy to support those students

that were purchasing full priced monthly transit passes as opposed to the discounted U-Pass that they typically would've had access to. Additionally having found that students still relied on public transportation to access essential services, work and other necessary locations, the AMS along with UBC and members of the U-Pass Advisory Committee decided to reinstate the U-Pass after working with Translink to make special accommodations for specific groups of students. These special accommodations included exemptions for students living outside the Lower Mainland//Metro Vancouver and students living with immunocompromised people on top of regular exemptions and the U-Pass subsidy that we administer every year.

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

With students being one of the hardest-hit demographics of the ongoing COVID-19 pandemic consequently leaving students with additional financial and accessibility difficulties on top of pre-existing stresses motivated us to dedicate a lot of our initial advocacy towards our goal of pushing for accessible, affordable and supportive education.

We initially did this through a relationship building phase with student unions from across the province and Canada as a whole. By reaching out to and having fruitful conversations with student groups such as the SFSS (Simon Fraser Student Society), ABCS (Alliance of British Columbia Students), UVSS (University of Victoria Student Society) and other U15 student associations through UCRU (Undergraduates of Canadian Research-Intensive Universities), we were able to have insight as to what priorities other students from other schools were advocating for. In regards to financial aid, and following our consultations, we learned that collectively lobbying governments for similar asks as other students while being pragmatic proved more effective and realistic, which is why we modified our advocacy strategy in regards to elimination of federal student loans by taking a step-by-step approach. In our recent Federal Lobby Week with UCRU, we primarily pushed for a 2 year grace period on all federal student loans for new graduates in our conversations with Federal Members of Parliament. This proved very effective as we received commitments and letters of support from MPs across multiple political parties thanks to our strong focus on highlighting and building awareness of the financial barriers that students face today. From a federal government advocacy perspective, this was a great step in the right direction for our overall efforts on affordability. This is in addition to us being signatories on various other campaigns and movements such as "Knock Out Interest."

Another key goal that we had this year was the pursuit of establishing equity-based grants on a provincial level. In 2019, the AMS External Affairs office advocated to the government on the commissioning of studies into the viability of equity-based grants. This year, we created a strategic plan which involved advocacy to the provincial government and partnering with various stakeholders. Currently, the research required to advocate for the establishment of equity-based grants is being worked on by SEEDS, the Social Ecological Economic Development Sustainability initiative, who will be distributing our research charters to a graduate-level research class and a

third-year behavioural psychology class. On the advocacy side of the project, we advocated to the federal and provincial government to begin collecting race-based data so that we can understand the disproportional impacts of marginalization and the barriers it poses on individuals in their pursuit of a higher education. We will be continuing with the research side of things in accordance with the SEEDS research charters and will be expanding our asks to the government to commission their own studies into the viability of equity-based grants as well.

Amongst other urgent priorities that arose during the summer such as the U-Pass and the mediation with the UNA, the summer also had us occupied with the 2020 BC Budget Consultations. After consulting various student groups both from and outside UBC, UBC administration and understanding the AMS' priorities over the previous years, we were able to submit a Budget Submission that addressed the concern on provincial operational funding and the importance of Open Educational Resources (OERs) as an affordability measure for students. Both of these recommendations were accepted by the Select Standing Committee on Finance and Government Services and are projected to be included in BC's Budget for 2021.

Goal 3: Creating a Sustainable Future for Students

As a result of successfully completing the most of the action items and key performance indicators laid out in Goal 1 and Goal 2, we now have the ability to prioritize working towards making certain that the action items and key performance indicators in Goal 3 are met as we move into the second semester. We will be working with the Indigenous Committee and various stakeholders to ensure that our climate action advocacy is expanded and fulfilled in a comprehensive manner. We project that these goals will be met by the end of the term.

One of the key points of federal advocacy this year was the expansion of the Canadian Experience Class Express Entry program which currently does not take into account the experience that international students gain during their post-secondary education towards fast-tracked permanent residence. In understanding that federal advocacy is a venture which requires coalitional support, we brought forward to the Undergraduate Canadian Research-intensive Universities' (UCRU) Advocacy Committee the importance of this expansion. The committee accepted this proposal and it was included in the 2020 Advocacy Brief package which was sent to over 60 Members of Parliament which were followed up with by meetings. Throughout the lobby week, we received a large amount of support from various federal officials, the majority of which committed to writing intergovernmental letters or bringing these points up in caucus/cabinet meetings. We project that this expansion will take place in the next budget cycle and that international students will be able to use the experience that they gained throughout their post-secondary degrees towards fast-tracked permanent residency.

As another piece on international student support, we advocated to the provincial government on the need for emergency funding during the COVID-19 pandemic. While both the provincial and

federal government established monetary support programs for citizens and residents, international students were left unsupported. Increased emergency funding is accessible by both international and domestic students.

We are currently working with the Indigenous Committee on our post-elections lobbying plan which outlines our ad-hoc advocacy priorities for the remainder of the year. A member of the Indigenous Committee will be joining us in our provincial lobby week which is projected to take place in January 2021. The recommendations will include asks on Indigenous student support and more specifically, the construction of homes for Indigenous students and at-risk Indigenous people along with expanding the tuition waiver program for Indigenous students.

Vice-President Finance, Lucia Liang

Goal 1: COVID-19 Safety and Financial Security

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

For Students and Treasurers:

1. A Hybrid Reimbursement System allowed for in-person and online reimbursement
2. Ensured funds owed still get to students regardless of whether the student can come to campus
3. Ensured that subsidies and opt-outs are available this year, and completed them even faster than before to ensure those who need their money can receive it
4. Provided funds for Zoom

Student Staff

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

Staff

1. Continued funding through Canada's Wage Subsidy Benefit to help offset losses
2. Ensured gloves are worn when handling documents
3. Ensured that the staff working in our offices don't come into contact with a plethora of students and empower them to speak up if they don't feel safe.

Lucia and her team were able to move all financial processes completely online during the COVID-19 pandemic. Students are able to request reimbursements, submit payments, and complete other financial forms digitally without having to go to the AMS Office in person. A reimbursements email, along with a deposit email, was created to facilitate submissions for both reimbursements/payments and membership/sponsorship deposits. The accounting team has been working hard from these emails to process payments in an efficient manner.

Reimbursements and invoice payments can be sent through e-Transfer, EFT, or wire-transfer. Most clubs and constituencies have taken advantage of the online system to submit reimbursements and payments due to its convenient nature and around 90% of all

reimbursements are done through the new system. The reimbursement process will remain accessible online as the pandemic continues, for the safety of both students and staff. By making all financial processes complete-able online, there has been a significant reduction in in-person interactions between the finance staff and other non-staff individuals. This reduction helps staff feel safer by interacting with primarily only their colleagues (in accordance with COVID-19 safety precautions) instead of with large numbers of people. Communication between Lucia and her Finance staff regarding health and safety measures remain strong, and Finance staff are currently in a hybrid system of working from home and in-office.

The finance portfolio in the last 6 months ensured all financial aid programs that are administered by the AMS are well funded and ensured decrease in barriers of access to increase our beneficiary pool. We want to ensure that the abundance of AMS funds and grants are well-communicated to the student body and increase accessibility to subsidy programs and opt-outs. In the past quarter, we have worked to approve \$60,000 in U-Pass subsidies, as well as \$53,328 in AMS subsidies and Sub Renewal Fee subsidies. Furthermore, an additional \$20,000 was approved for the AMS/GSS Health and Dental Plan subsidy program in addition to the original \$50,000 this year. We are planning on opening up the subsidy in term 2 up for both term 1 and term 2 students to ensure students who have missed the deadline in term 1 can still apply. The team also secured another \$60,000 for U-Pass subsidy in term 2. For international students specifically the team worked closely with Studentcare and Pacific Blue Cross to ensure students who were outside of Canada can conduct a Health and Dental opt out easily as well as providing a special opt-out in 2021 summer for students who were unsure whether they will come to Canada at a later date.

In terms of the budgeting process, Lucia and her team wanted to inform students on the most up to date numbers. In the beginning of the year, they were unsure what enrollment numbers would look like as well as if there were worries on the government subsidy. Thus, the team published 2 budgets this year once in June and another one in September. The AMS were successful in all of our government subsidy applications and were able to alleviate financial burden significantly on our business operation and overhead cost.

Goal 2: Increased credit limit by switching to new credit card provider

Over the past few months, we have been working on moving the AMS credit card system from US Bank to RBC Commercial Credit Cards. With RBC Commercial credit cards, we are able to extend the amount of credit cards issued and have larger credit limits for card-holders. This allows for increased convenience for constituencies and select large clubs to make large purchases without having to go through the reimbursement process. We have negotiated credit card annual fee costs with RBC, and contacted all constituencies' VP Finances to gauge interest in moving to the new RBC credit cards. In the survey, we have notified the eligible groups that one of the benefits included with RBC Commercial Credit Cards include higher credit limits than

the current limits given to credit-card holders. We have followed up with all who have responded to our interest survey, and are currently hoping to have all constituencies on RBC credit cards by March 2021. This delay from the original plan of Term 1 end is due to the fact that we aim to integrate the credit cards with Certify, which is currently in the works of implementation. Once Certify has been implemented, then we are able to order the credit cards and move everyone to the new systems. We have evaluated all of the RBC credit card options, and believe that the RBC Commercial Cash-Back Visa Card is the best option for the AMS of UBC Vancouver's credit card program. Furthermore, we have concluded that Corporate Billing would be the best option in terms of managing credit card payments every month. As with Corporate Billing, the accounting department alongside the Financial Systems Administrator would consolidate the credit card bills every month and make the respective payments.

Goal 3: The Digitization of Reimbursement Process through a new Financial Management System

Lucia and her team have researched multiple types of cloud-based financial management systems over the summer in order to find one that fits the needs of the AMS and its subsidiaries. The team has moved the entire reimbursement system from its currently obsolete paper trail-based style to a completely digital platform. While the reimbursement/payment system is currently 100% offered digitally alongside the office being open in-person, the current solution could be further improved for the long-term. Out of all programs, the expense management system "Certify" was chosen and approved by the AMS Finance Committee. This system allows treasurers to process reimbursements seamlessly through the Certify mobile app or on desktop. Certify was the most budget-friendly option that was researched, while offering all the services that the AMS and its subsidiaries need for expense management. Clubs and constituencies are able to access their transaction histories easily through the system, check whether their submissions for payment/reimbursements have been processed, and work with the accounting team to fix errors in submissions.

Furthermore, we hope to merge the projected new RBC credit cards with Certify such that treasurers can allocate and merge credit card purchases on this platform as well. We are currently experiencing some delays, as the team and Certify are deciding how many groups to implement onto Certify initially. There are a lot of custom features that we are building with Certify to suit the needs of student government and ensuring all of our account codes are linked correctly in the system.

Goal 4: A new updated Accounting System

Lucia is working with the accounting and senior managers on the upgrade/replacement of the existing accounting program. In recent months, the accounting team in conjunction with the Finance staff has successfully recycled account codes previously occupied by de-constituted clubs along with dated account codes and were able to free up 100+ account codes. This allows

more flexibility for new clubs who require accounts in the AMS Financial system. We also did an accounting restructure with a few constituencies to ensure that the codes are catering to their needs. All accounting duties can be done entirely online through remote desktop. However since we are doing a hybrid model currently, we still need to sign physical cheques before they are mailed out or picked up.

Goal 5: A new ticketing platform contract with lower fees for clubs and AMS Events

Lucia and her team have researched three options including our current events and ticketing software Showpass, a Canadian Start-up, and a large proven events and ticketing company. Lucia is currently working with Showpass to create a custom launch pad for the AMS so the clubs have to lesion less with the AMS to create their account. We are also working with Showpass to create a season pass feature to allow clubs to purchase membership through the service. We have also switched from a per event based deposit to a monthly deposit.

Lucia also ensured that the new contract has 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. We were able to achieve a pricing model that is 33% lower than their base model to the public.

Goal 6: Financial Analyst

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 took the initiative to create a new permanent staff role in the AMS. The Assistance manager of Finance and Administration is a managerial role that requires a full-time individual with prior experience dealing with finances and an open-mind to facilitate student support. In the past 6 months we drafted up the Job description as well as explaining to the union of our conference and catering staff that this position is necessary for the society. The position is in its hiring process at the moment.

Goal 7: Clubs Benefit Fund Starter Pack

Over the summer, Lucia successfully launched the AMS Seed Funding program for newly constituted clubs. Lucia implemented a code change for the Clubs Benefit Fund which ensures that a specific portion of the fund will be reserved to support newly constituted clubs each year.

This seed funding will provide a financial boost for all new clubs during their first year of operations. The funding will go towards each club's initial events and/or special projects. The Funds and Grants Administrator communicated the new AMS Seed Funding program to all new clubs and the funding has been allocated appropriately for this term. This initiative will support AMS clubs while also increasing the usage of the Clubs Benefit Fund, which has been under-utilized for years. To further work towards increasing the usage of the Clubs Benefit Fund,

Lucia also implemented a code change that no longer requires the fund to be issued on a reimbursement basis. This change reduces some of the administrative barriers associated with accessing the funding. Furthermore, Lucia and her team are working on promoting the Clubs Benefit Fund online and are producing resources that will help guide applicants throughout the application process. These resources will help improve the quality of applications received which will subsequently increase the number of successful applications.

Goal 8: Square Reader Loan Program

Lucia and her team have acquired 100 new Square readers, to be loaned free-of-charge to clubs and constituencies. The Square readers were funded by the Clubs Benefit Fund. The Square Loan program is being actively marketed through emails to treasurers, and the program will be conveyed to clubs through the Clubs Newsletter as well. 100% of clubs are able to access and utilize the Square loan program- they simply need to fill out the form on Campusbase to request a reader, and the Financial Systems Administrator would follow up with their request. The request form has been circulated around to treasurers, and we will continue to actively promote the program. At the end of the year, we will assess the success of the program and determine the usage of Square readers this year. This loan program allows clubs and constituencies who may not be able to afford the reader to use its services when selling merchandise, tickets, memberships, or other items.

Vice-President Administration, Sylvester Mensah Jr.

Goal 1: Ensuring An Active Clubs Community

Throughout a tumultuous six months, the Office of the Vice President Administration has continued to work to provide clubs with the resources they require to actively contribute to the AMS community. At the same time, it has been inspiring to see the energy of club leadership in adapting to the challenges posed by a majority-virtual learning environment in conjunction with this support.

AMS CampusBase has played an important role in this since its inception earlier this year. AMS CampusBase was first launched in partnership with Jumpstart on September 1st, and since then, over 17,000 students, faculty and campus partners have joined and used the platform. AMS subsidiaries have been continuously leveraging the platform to great success, from publishing over seven hundred events to sending hundreds of newsletters to their membership. With over 75 percent of AMS subsidiaries on the platform, we look forward to seeing how these groups continue to engage with AMS CampusBase throughout the rest of our term.

The VP Administration team has also had the opportunity to host or be involved in a number of virtual fairs taking place on AMS CampusBase. There was a strong partnership with various teams at UBC, including CSI&C and the First Week Experience team, in coordinating the Jumpstart Resource Fair in the first week of September and the Imagine Day Main Event in the second. The Imagine Main Event was an especially overwhelming success, with 9,500 visitors and 342 individual booths in what was the largest event ever to take place on the CampusGroups software, the platform behind AMS CampusBase. Clubs Days was successfully held in the last week of September: while attendance was not as high as expected at 700 visitors and 119 clubs, this can be attributed to the number of opportunities presented earlier in the month to interact with AMS clubs, namely through Jumpstart and Imagine Day.

The Office of the VP Administration has also looked to other avenues in order to support AMS clubs this year. Our activities have been rooted in the Clubs Fall Engagement Survey, which had over 180 unique respondents. Given the value of this information, we look forward to launching a second Clubs Winter Engagement Survey in the coming weeks.

Clubs informed us that the most important resource they required was support in acquiring video-conferencing service subscriptions: the Video-Conferencing Grant was therefore launched in late August and was accessed and received by over 170 clubs. Looking into the new year, our team is looking forward to the launch of our workshop/resource series for club leadership and members in January. This was another source of support that club leaders expressed interest in, and while we initially planned to launch this program in September, following conversations with campus partners it was decided that it would be more beneficial to take the time to launch a

more long-term set of resources and workshops. This workshop series will run throughout the following four months, covering topics from brand management and transition planning to creating safe communities within clubs. We are partnering with various campus partners and external industry experts to coordinate these fantastic learning opportunities. In turn, we hope that this will present a model for future workshop series offered out of the Clubs Resource Centre for years to come, supporting clubs large and small in continuing to grow their place in our campus community.

Goal 2: Expanding the Hatch's Presence on Campus

The Hatch team under the Office of the VP Administration has engaged in incredible work so far in adapting the gallery's offerings to the virtual environment. The Hatch's new website is now live, providing a much more user friendly experience and empowering us to create a much-needed digital presence for the gallery. While acting as a more effective space for communications about the Hatch, it has also provided a space for three exhibition shows displaying the fantastic content that has been produced in our student community. This has included a diverse range of multidisciplinary content, such as that featured in our most recent exhibition - BLXCK - in collaboration with the UBC Black Student Union. Since the website's launch in September, we have seen an average of 154 monthly unique visitors, and the Hatch team is very optimistic about opportunities for growth in the coming months.

Digitization of the AMS's Permanent Art Collection (PAC) has regrettably faced a number of challenges in tracing the digital rights to all the pieces in the collection. Now that the Hatch website has been successfully established, the Hatch team will be engaging their full energy in solving these challenges and displaying as many pieces virtually as possible by the end of our term.

While this has been a trying time for the faculties of art history and visual arts at UBC, the Hatch team has continued to have a number of encouraging discussions with our faculty partners. The Hatch team has received commitments from a number of professors in these faculties to include PAC material in their Winter Term 2 curriculums, and we are currently in the process of finalizing the scope of these collaborations. This will offer an excellent model for seeing how the PAC can effectively be included in academic experiences, allowing us to present more relevant finalized recommendations for how the PAC can be best leveraged in coursework by the end of the academic year.

Goal 3: Improving Inclusivity and Usability in the AMS Nest

The pandemic has placed much pressure on the AMS Nest as students returning to campus have increasingly sought spaces outside their homes to study and clubs have sought spaces for certain kinds of in-person events. The Office of the VP Administration has been actively working

to respond to these unique demands, while continuing to abide by the restrictions put in place by provincial health guidelines. With regard to clubs and other AMS subsidiaries, we have put in place the necessary guidelines for in-person room bookings in conjunction with AMS Building Operations and Conferences & Catering, while also providing free PPE and sanitizing equipment for all in-person bookings. With regards to supporting the provision of additional study spaces, study rooms across the Nest have been made accessible, with PPE placed in each, and are consistently sanitized throughout the day. Please note that given the current Public Health Order, all in-person events in the Nest are suspended, and a capacity of 1 is enforced in each of the study rooms.

Looking to the future and beyond the pandemic, the development of further study spaces is well underway. This was a key demand identified in last year's Nest Experience Survey, which revealed that one of the primary reasons students come to the Nest is to study, but also that this demand is not met by the Nest's current capacity for study space. The Eastside Furniture project, which will help meet this demand, is expected to be completed in January 2021. Other capital projects that have been taking place to increase the Nest's usability and accessibility include the improvement of wayfinding through our signage project, and the expansion of the SASC office - to be completed in December 2020.

The advancement of inclusivity, variety and quality at our AMS food outlets continues to be a priority of our team. However, the challenges posed by the pandemic have been significant for AMS food outlets, and it was decided that at this time, it would not be best to push major operational changes given the adaptations these outlets have already had to make. All the same, work continues to move forward in the form of preliminary research on replacing Iwana Taco with a more usable and inclusive outlet: our team's participation in the Food Security Initiative has been extremely beneficial in providing us with knowledge as to how this space can be best used.

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

A central goal of the AMS Sustainability team this year has been to make our sustainability work more transparent and inclusive. There are dozens of incredible groups pushing the sustainability goals of the Society forward, and collaboration with these groups has been a primary tenet of the operations of AMS Sustainability this year. A key part of these efforts has been the launch of the AMS Sustainability Symposiums, which offer excellent frameworks for engaging discussions on the direction AMS Sustainability is taking and how sustainability-focused groups can be a part of this work. We have hosted two of these symposiums so far, each achieving over 80% engagement of sustainability-focused groups. We also had fantastic involvement from our constituency organization leaders. We look forward to hosting five more symposiums in December and throughout the rest of the academic year.

The AMS Sustainability team has also further focused on increasing transparency online through a completely revamped AMS Sustainability website, which provides a great space for individuals to learn about all the AMS Sustainability initiatives currently taking place. The team is further working to revamp social media communications throughout the rest of the academic year so that the AMS can better communicate information about its sustainability initiatives moving forward.

Consultation has been moving forward in the past few months on one of our most exciting capital projects, the Interactive Sustainability Centre (ISC). The start of construction has been delayed in order to ensure that a high level of consultation has been completed: given that the ISC will be a collaborative space for all sustainability-focused groups on campus, this elevated level of feedback was prioritized. Through multiple rounds of consultation, including the July Sustainability Engagement Survey and focus groups with our sustainability-focused partners, important feedback was received from over 80% of sustainability-focused groups. We look forward to initiating construction in January 2021.

The AMS Sustainability team has also taken a number of key steps related to ASAP and our executive goals. With the pandemic accentuating food security challenges that are faced in our community, the team has been working in collaboration with the VP External and AUA offices as well as the Food Security Initiative to deepen our understanding of food security issues at UBC, while also taking tangible steps to increase accessibility to food through the ongoing development of the Digital Food Hub. Additionally, given the ambitious steps laid out in ASAP for the AMS's Net Zero Initiative, collaboration has been taking place with SEEDS to audit the Nest's greenhouse gas emissions and determine steps to reduce them. A project charter has been developed and the search for a consultant to support with this is ongoing. Recognizing that the AMS's environmental impact goes beyond the Nest, we have further proposed a supply chain audit with SEEDS to examine the emissions of our suppliers.

With regards to coordination with our Indigenous stakeholders, we presented ASAP to the Indigenous Committee in September, and received valuable feedback. Recognizing their capacity constraints, we have also sought input from outside stakeholders, including Amplify Indigenous Voices, and the team behind UBC's Indigenous Strategic Plan. We will continue to work with the groups listed above, as well as other on-campus organizations throughout the development of this section and aim to have this completed in March 2021.

Student Services Manager, Ian Stone

While COVID has had a significant impact on the Services that we provide, the entire Services team has shown to be incredibly flexible in adapting to fluctuations in our service models and ensuring that much needed support can be provided to those in need. In addition to adjusting our operations, we had set ambitious goals for the year to make sure we are pushing our Services to be more supportive, accessible, and responsive to the demands of students. While some are on track and others are a bit more delayed, overall, we are confident that we are moving in the right direction on all of them.

Goal 1: Establish a housing-focused AMS Service.

Key Performance Indicators + Progress:

- Present a report to Council by September 2020 detailing the feasibility of potential aspects of the Service.

Due to the great work by Mitchell Prost, this was completed and presented to Council on September 30th:

<https://www.ams.ubc.ca/wp-content/uploads/2020/10/204-21-AMS-Housing-Feasibility-Study-Final.pdf>.

- Soft-launch of the Service by end of December 2020.

At present, we are slightly behind our deadline for soft-launch of the Service by the end of December 2020. We are currently developing out the housing support, and campaigns & outreach aspects of the Service, aiming to on-board volunteers by the end of December. Due to the complexities of creating a new service and longer timelines on securing funding, this is taking longer than anticipated. However, we have made good progress on the outline of the Service, including the development of an operations manual, structure of the initial service, role descriptions and duties; as well, the housing support manual is currently in development, which will be worked on by a soon-to-be-hired research assistant.

- Present a report to Council by April 2021 detailing the results of early interactions through the new Service.

TBD.

Goal 2: See 250 peers supported in the AMS Peer Support Service by April 30, 2021.

The Peer Support team has been working diligently to both provide support to clients and cement the significant changes that we had initiated this summer with the merger of Vice and Speakeasy. We have achieved or made great progress on a number of goals, but as we dug further into others, we learned more about the complexities of other initiatives that will require additional time.

Key Performance Indicators + Progress:

- Implement phone and online chat support for Peer Support by mid-September 2020.

We have fully transitioned to providing support through an online platform (doxy.me) to replace the in-person support we had provided in the past. It has overall proved to be accessible and well received by both volunteers and clients, and we will be sure to keep this method of support after people are able to meet in person again.

In regards to online chat and phone support, providing support through these channels has been discovered to be more complex than at first glance, and as a result, we have slowed down the roll out of this until (likely) Summer 2021, to ensure that we are able to provide a service that does more good than harm. As an example, in the case of providing support through texting, data from other text support lines (such as Kids Help Phone) has shown that conversations through these channels tend to be more “intense”, with conversations being more likely to be focused on preventing imminent self-harm, as opposed to providing general mental health support. To move forward with this, we have consulted with existing providers of chat/text lines to learn more about their specialized training, software, support structure, and so on, and aim to move forward with building out these types of support with this additional knowledge in mind.

- Obtaining CPE certification for all Peer Support volunteers, and posting the knowledge gained from this certification on the AMS website.

The Peer Support Coordinators spent the summer going through the CPE Train the Trainer program, and then in turn training the Peer Support volunteer team. As a standardized program developed by an international organization, this has been great to ensure that our volunteers feel as confident as possible in their roles. This training is part of our broader strategy to develop a better training program for our teams (see Goal 3), and we will be sure to make use of this training in the future.

- With input from AMS and UBC campus stakeholders, develop a marketing and outreach plan for 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% of undergraduates in 2021 (as per the Academic Experience Survey).

While the results of this KPI cannot be determined until the 2020-21 AES results are released, we are currently in the process of developing a more comprehensive marketing and outreach plan for Peer Support (as well as other Services). To date, this has involved:

- Working with Service Coordinators to develop a document outlining the “core” of each Service, including the values, key activities, value proposition, and so on;
- Working with the Communications team to develop a framework on social media posting – who it involves, the process for approval, brand guidelines, and so on;
- Producing a new promo video + developing a stock photo catalogue for Peer Support, giving us more materials for promotional usage; and,
- The Education and Outreach team prioritizing content creation and outreach on Instagram, as well as paying for ads on popular social media platforms.

We recognize that a plan like this should be continuously tweaked, and thus we will continue to do so to ensure that we are in the best possible place to meet our target.

Goal 3: Develop AMS Services into a top volunteer and employee location on campus.

Key Performance Indicators:

- Create a 3 year plan for the vision of a comprehensive volunteer and staff training program by September 2020.

Similar to other ambitious goals set, we have passed the deadline to compete this goal, but have nevertheless made significant progress on this. To ensure that we develop a truly comprehensive plan, we have been engaging with campus experts in student/staff training, liaising with our HR team, referencing external standards of student staff in different areas (such as peer tutors), discussing gaps in skills, training, and knowledge internally, and so on. Emily Pearson, Assistant Student Services Manager, is taking the lead on this project, and will be elaborating on this further during our Services Update Presentation.

- Plan and execute a 1-day AMS Services training with a 90% attendance rate from all 6 Services by October 2020.

For the first time ever, AMS Services organized a Services-wide training day in September 2020. Due to delayed hiring timelines for certain Services, the goal of 90% attendance from all Services was not quite achieved, but we nonetheless facilitated a day of training, conversation, and

connections, and learnt many things that we can use to improve upon for future Services-wide training.

- See 70% of key Services leadership positions filled by “internal” candidates during the 2021-22 hiring cycle.

TBD.

- See a 25% increase in applications across all volunteer and paid positions in the Services during the 2021-22 hiring cycle.

TBD.