

As we appear to be nearing the end of the COVID-19 pandemic (or at least the end of the significant restrictions caused by it), we have seen a significant impact in our Service usage, with some experiencing explosive growth in usage, and others being much quieter than usual. Regardless of usage numbers, each of the Services has shown resilience and innovation in our operations, and we are very excited for a return to campus in September 2021 with new and improved ways of supporting the UBC campus community.

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.

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

The new Housing service has been created on paper (officially voted on to be included in Code), but operationally, the start of operations has been delayed further, with a new likely start date of August 2021. The primary reason for this was the hiring of Mitchell Prost, the previous Housing Coordinator, as SSM for the 2021-22 academic year, at the beginning of April 2021. It is strongly recommended to the incoming SSM that a significant focus be put into getting this Service launched, else it may stagnate or not reach its full potential in a timely manner.

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

Key Performance Indicators + Progress:

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

As mentioned in the previous update, the transition to online peer support sessions through doxy.me has proved to be generally accessible and well received overall. However, we fell significantly short of our goal of 250 peers supported through our Service, with only 61 total sessions in Term 1 and 2. Lessons learned over the past year will be passed onto the 2021-22 team, including preliminary successes with active reach outs on Reddit and social media in general, and the effectiveness of different types of advertisement and communication with students.

Recommendations and information about the implementation of online chat and phone support will be passed onto the incoming Peer Support team, SSM, and the new Senior Manager, Student Services, Lorris Leung.

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

While the Peer Support team and volunteer team each received CPE Certification, this knowledge has not yet been posted onto the Peer Support page; the recommendation to build out our website with information such as this has been passed onto the incoming Services team.

- 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, Lorris Leung and Emily Pearson (Assistant Student Services Manager) have made solid preliminary steps in the creation of a marketing plan and timeline. It is anticipated that by August 2021, the Services team will have a significant amount of material and a concrete plan to promote the Services, and thus overall usage will rise by the end of the 2021-22 Academic year.

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.

A great foundation has been laid with the finalization of two core Canvas modules on essential AMS knowledge and campus leadership skills (developed by the ASSM and SMSS in collaboration with other AMS staff). With this in place, a longer term plan can be properly built on the feedback received from these modules, and through the work of the SMSS.

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

As noted in an earlier update, this was successfully completed. A recommendation to continue the practice of a Services-wide training day will be passed on to the next SSM and SMSS.

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

For the 14 positions we had hired for May 2021, only 50% of candidates (7/14) were “internal” (having some sort of previous experience with the Service). While falling short of the goal of 70% of positions filled internally, the incoming Services team will continue to work to make the Services an attractive place to work and learn.

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

While the full results of this goal won't be available until volunteer hiring in the summer, we have generally surpassed the number of applicants we received in comparison to last year. As one example, we received 12 applications for Peer Support Coordinator during the 2020 hiring cycle, in comparison to 16 for the same position during this cycle. This was certainly due to the relative scarcity in jobs due to

the COVID-19 pandemic, but also was significantly bolstered by making each of the Coordinator and Assistant Coordinator positions WorkLearn positions for the summer, and having them posted on the CareersOnline portal.