Usage + Interaction Overview

Approximate numbers from May 1st, 2020 until April 23rd, 2021, unless otherwise noted:

- Advocacy: 85
- E-Hub: 930
- Food Bank: 2400
- Safewalk: 218 (operations restarted late August 2020)
- Peer Support: 211 (operations started mid September 2020)
- Tutoring: 1266 (operations started mid September 2020)
- Housing: N/A
- Total: 5,010
Operational Overview - Advocacy

• **Core activities:**
  - Seeing clients on various issues, mainly academic misconduct and academic standing

• **Highlights:**
  - Stable usage
  - Transition to a new Coordinator in February
  - Assistance of clients in high-profile, large-scale cheating cases
Operational Overview – Entrepreneurship Hub

• Core activities:
  • RBC Get Seeded
  • Starting Fall 2021: online Canvas course + micro grants

• Highlights:
  • Overhaul of internal structure
  • Developing a concrete structure for operations
  • Renewal of contracts with e@UBC and RBC
  • Collaboration with UBC units and student organizations
Operational Overview – Food Bank

• Core activities:
  • Offering food and hygiene products to clients in need

• Highlights:
  • Unprecedented demand and levels of donations
  • Food Mesh partnership
  • Assistance with Acadia Food Hub
Operational Overview – Safewalk

- **Core activities:**
  - Accompanying clients to their destinations

- **Highlights:**
  - Low usage
  - New dispatch software
  - Soon-to-be-delivered accessibility shuttles
Operational Overview – Peer Support

• **Core activities:**
  - Providing online peer support
  - Online events + engagement

• **Highlights:**
  - Amalgamation of Peer Support and Vice
  - Full transition to online service
  - Huge success in outreach through social media
  - Solid event attendance numbers
Operational Overview – Tutoring

• Core activities:
  • Free, drop-in group tutoring
  • Appointment tutoring
  • Review Sessions

• Highlights:
  • Nimbus for all our operations
  • Huge increase in private tutoring
  • Further expansion into diverse faculties/schools/subjects
Operational Overview – Housing

• Core activities:
  • Feasibility report
  • To be implemented:
    • Housing Database
    • 1-on-1 advice on housing issues
Financial Overview

• Significant income from:
  • Food Bank: Donations from new + existing donors, success with GoFundMe, UBC tuition surplus
  • Safewalk: UBC tuition surplus for accessibility shuttles
  • Tutoring: Appointment Tutoring revenues (~$15,000 since September 2020)
  • SSM: UBC tuition surplus for co-op housing feasibility study

• Significant expenditures from:
  • Food + hygiene + child care product purchasing for Food Bank
  • Marketing material/initiatives
  • Nimbus Tutoring App – year 1 of 2 year contract
  • Wages – Safewalk + Tutoring
Financial Overview – Cost per Interaction

- Rough expenditures + income, divided by # of interactions (according to trial balances from May 1 2020 – April 27 2021):
  - Advocacy: $207.51
  - E-Hub: $11.44
  - Food Bank: $28.08*
  - Safewalk: $441.48**
  - Peer Support: $219.68
  - Tutoring: $63.90
  - Housing: N/A

* Does not include $70,000 from UBC tuition surplus
** Does not include $96,000 from UBC tuition surplus