



**AMS Services – Final Council Report,
April 2021**

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



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— EST. 1915 —

Questions?