

2022-23

# AMS SERVICES REVIEW



# DEPARTMENTAL GOALS

1

**Increase awareness of AMS  
Services.**

2

**Increase consistency & quality of  
Services offered.**

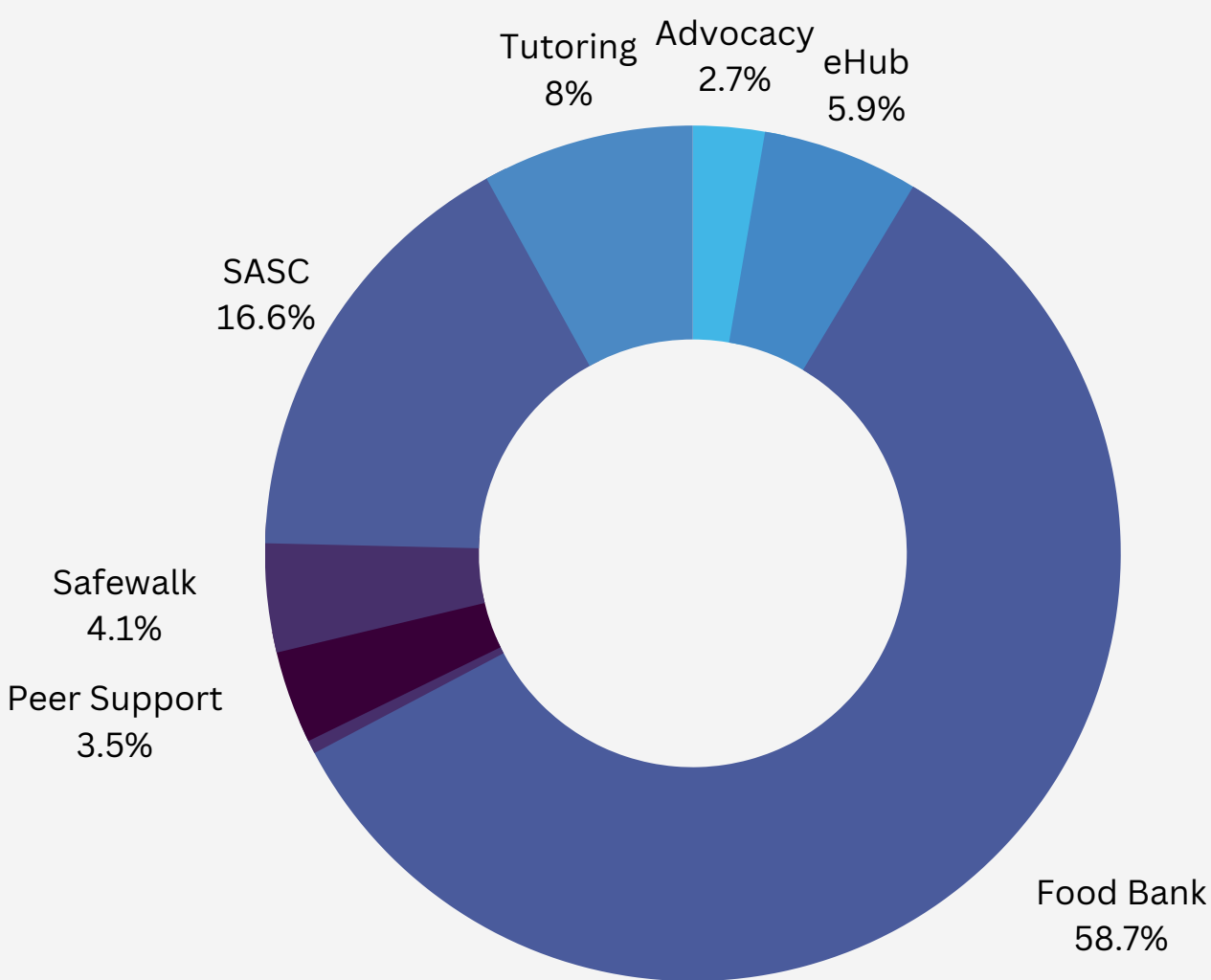
3

**Increase departmental resilience.**



# SERVICES BY THE NUMBERS

Service	2021/22 Interactions	% of 2021/22 Interactions	Staff Hours / Week *	2022/23 Budget **
Advocacy	352	2.7%	35	\$26,539
eHub	749	5.9%	20	\$26,451
Food Bank	7,496	58.6%	65	\$115,249
Housing	70	0.5%	20	\$21,350
Peer Support	447	3.5%	50	\$55,049
Safewalk	531	4.1%	20	\$201,482
SASC	2,028	16.6%	142***	\$818,219
Tutoring	1,029	8.0%	35	\$83,000
Total	12,702	100%	387	\$1,403,439



\*Represents the number of salaried administrative staff in each service. It does not include hourly staff (ex. Safewalkers, Tutors, etc) or Volunteers.

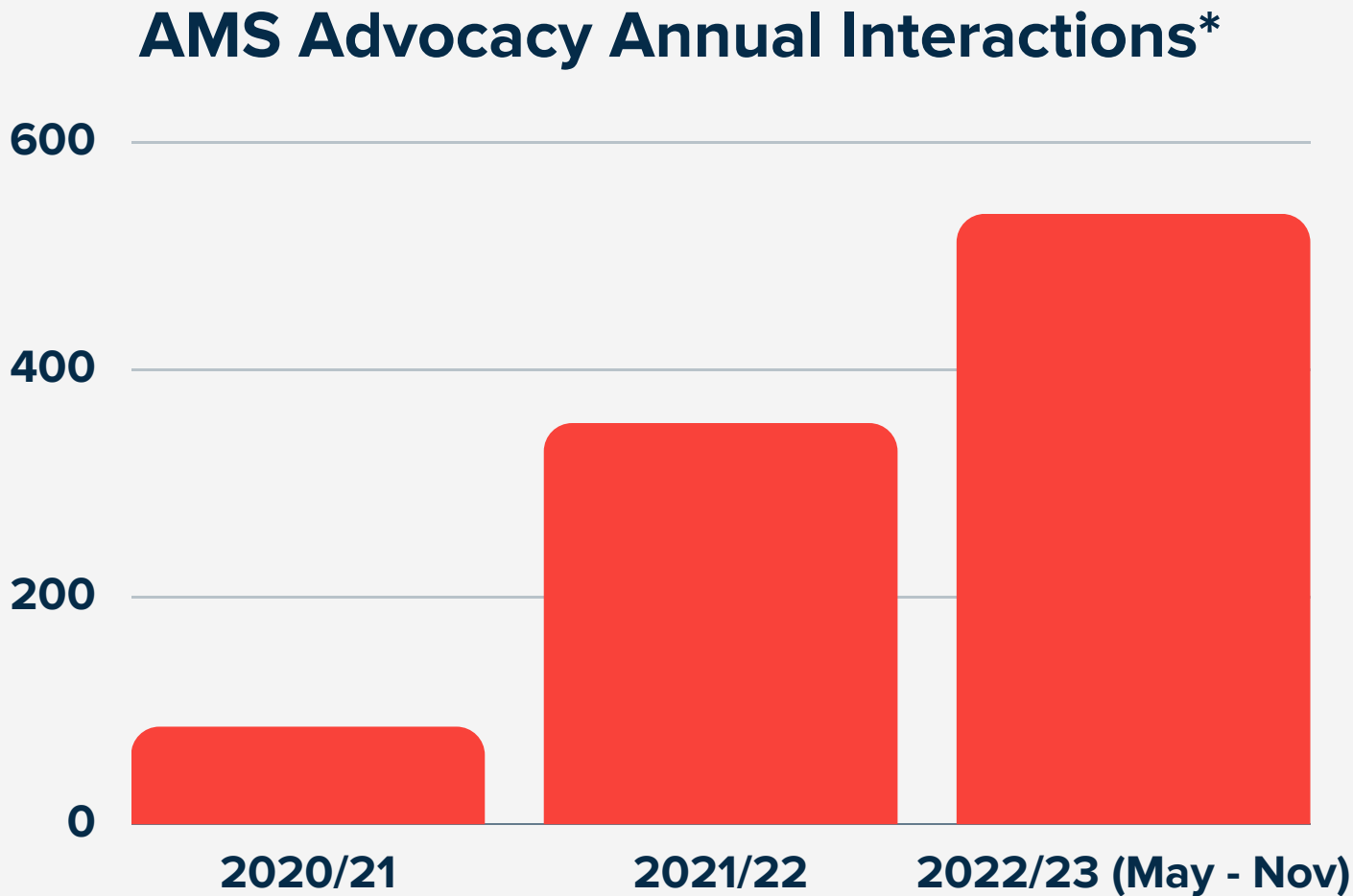
\*\*Does not include overhead costs from the Senior Manager Student Services or Student Services Manager budgets, which have a combined budget of \$226,082. The elimination of the SSM role will reduce that budget item in 2023/24.

\*\*\*Includes an estimate for all staff in SASC (managerial, support, education & outreach, etc). Note that not all roles have been consistently filled due to staffing shortages.

# AMS ADVOCACY

“I turned to the support of AMS advocacy when I failed to meet the grad requirements due to personal problems. Kevin helped me with the appeal form which allowed me to remain in the program.”

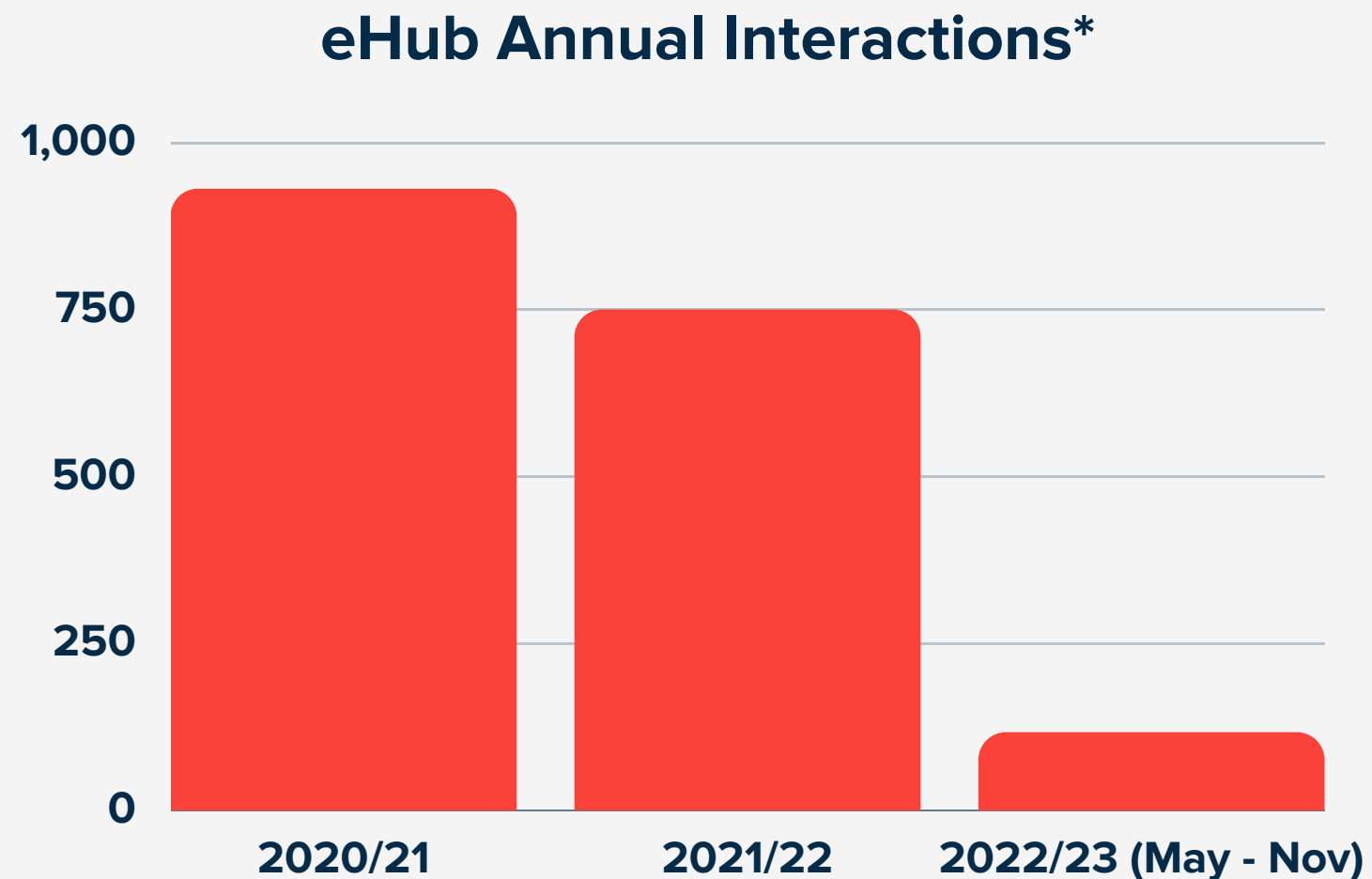
- Anonymous Advocacy Service User



\*Includes appointments, accompaniments, and substantive support emails.

## Recommendations:

- 1. Expand the scope of cases taken by Advocacy.
- 2. Increase collaboration and communication with student advocacy teams.



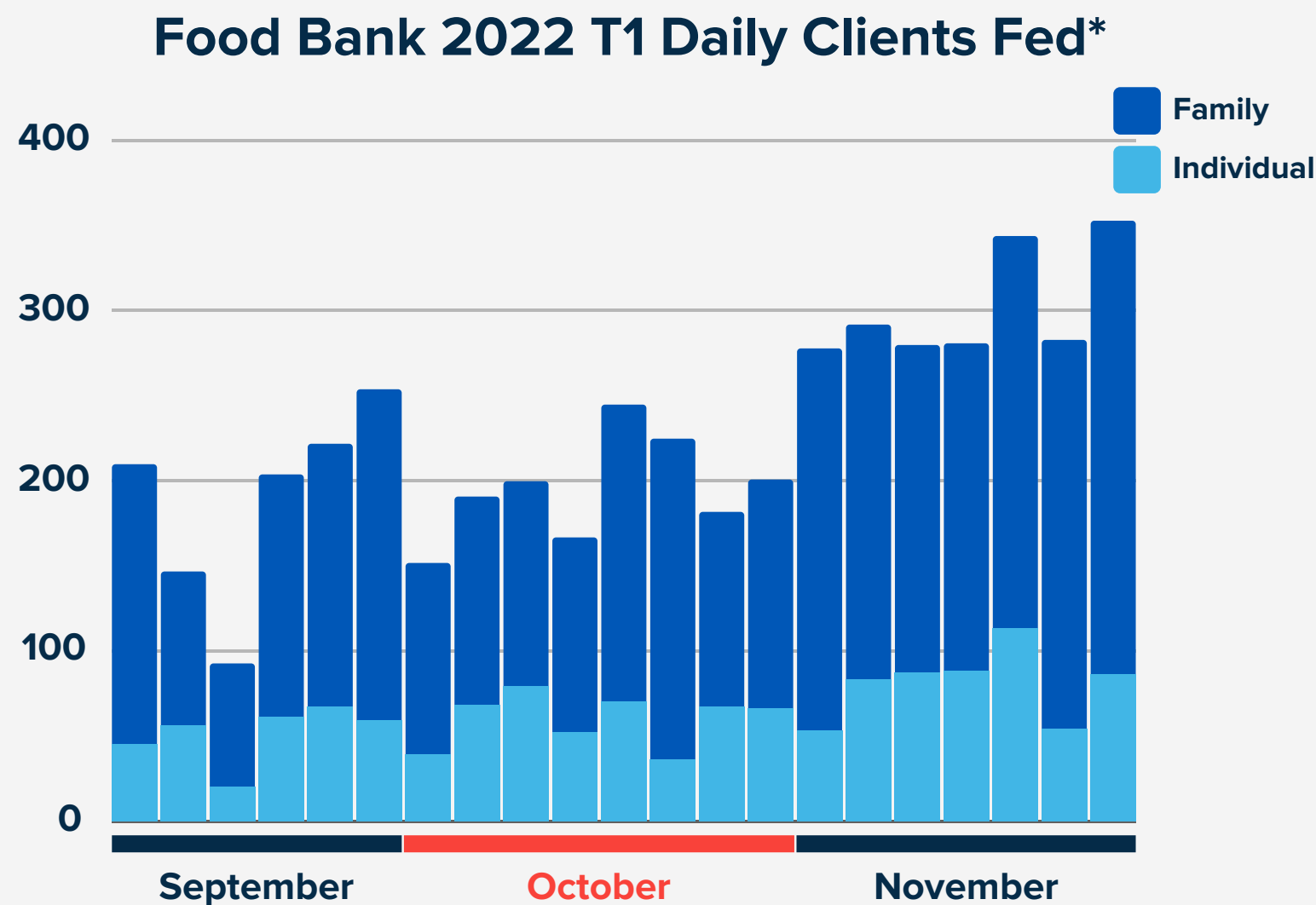
\*Includes mentoring appointments, workshop attendance, and attendance at AMS Get Seeded.

## Recommendations:

### 1. Discontinue the eHub Service.

While the Service has supported many students as they explore business ideas, the scale of impact and the need for the Service is not as acute as the need for our other Services. Both the budgetary resources and the permanent-staff support for eHub should be redirected to other Services to better support and build departmental resilience.

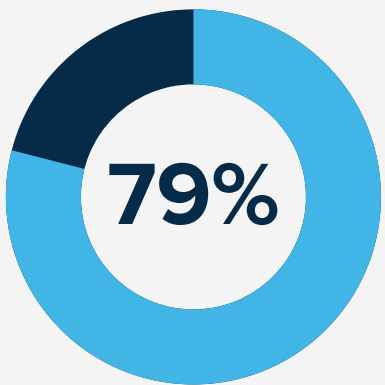
# FOOD BANK



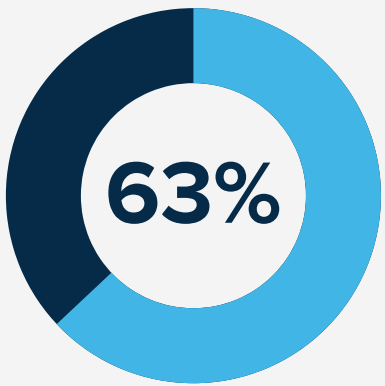
\*Calculated by food portions given out (1 per individual visit, and 2 per family visit).

Recent high growth of family visits has had a disproportionate impact on the amount of food needed to meet demand on any given day.

## Demographic Information\*



of student Food Bank visits were made by International Students, despite making up only 30% of the student population.



of student Food Bank visits were made by Grad Students, despite making up only 22% of the student population.

\*Data recorded between September 8th and December 8th, 2022.

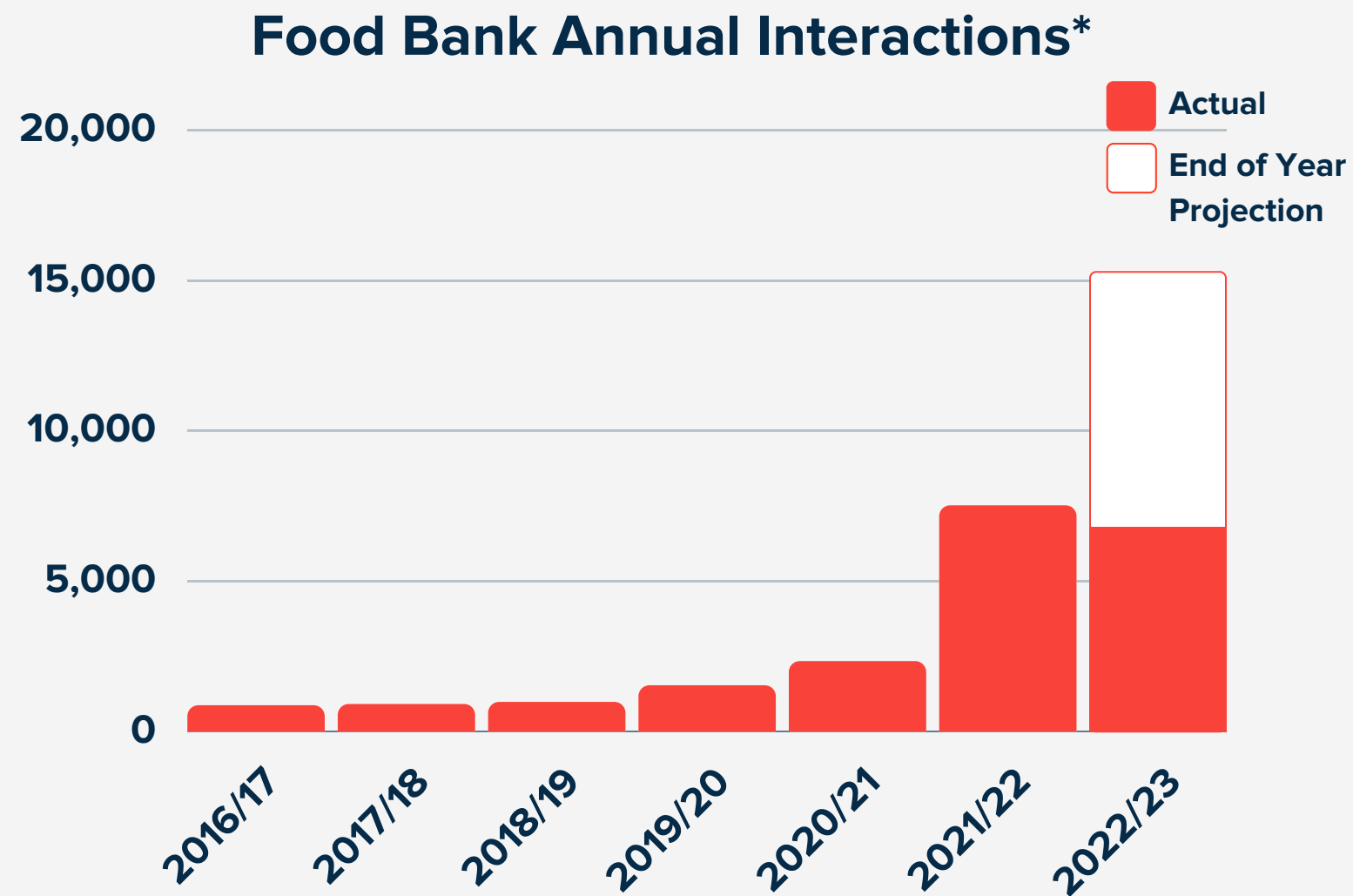
# FOOD BANK

									
Individual: 1 Family: 2	Individual: 2 Family: 4	Individual: 2 Family: 4	Individual: 2 Family: 4	Individual: 1 Family: 2	Individual: 1 Family: 2	Individual: 1 Family: 2	Individual: 1 Family: 2	Individual: 1 Family: 2	Individual: 1 Family: 2
\$0.97	\$0.60	\$0.40	\$0.55	\$1.75	\$1.17	\$2.06	\$1.98	\$1.97	\$1.25
185g	200g	200g	250g	340g	540g	1003g	500g	500g	500g
200 units	660 units	660 units	660 units	360 units	200 units	288 units	150 units	200 units	200 units
37 kg	132 kg	132 kg	165 kg	122 kg	108 kg	289 kg	75 kg	100 kg	100 kg

**Total: 1.38 tons of purchased food / open day.**

Based on late November average usage and purchasing / open day. We have since increased some of our purchasing, including raising milk to 302 L / day  
Prices may fluctuate week to week with deals / market rates.

# FOOD BANK



\*End of year projection based on number of remaining Food Bank open days, multiplied by the average number of visits per day in November (190).


Actuals for 2022/23 based on all visits between May and November 2022.

## Recommendations:


1. Re-brand the Service as a full-service Food Bank.
2. Build infrastructure to be able to handle larger scales of food.
3. Build long-term partnerships with other food banks.
4. Continue to advocate for long-term funding from UBC.
5. Reduce the manual labour involved in food procurement.
6. Increase staffing to keep up with demand growth.



# HOUSING

ams\_student\_services  
University of British Columbia

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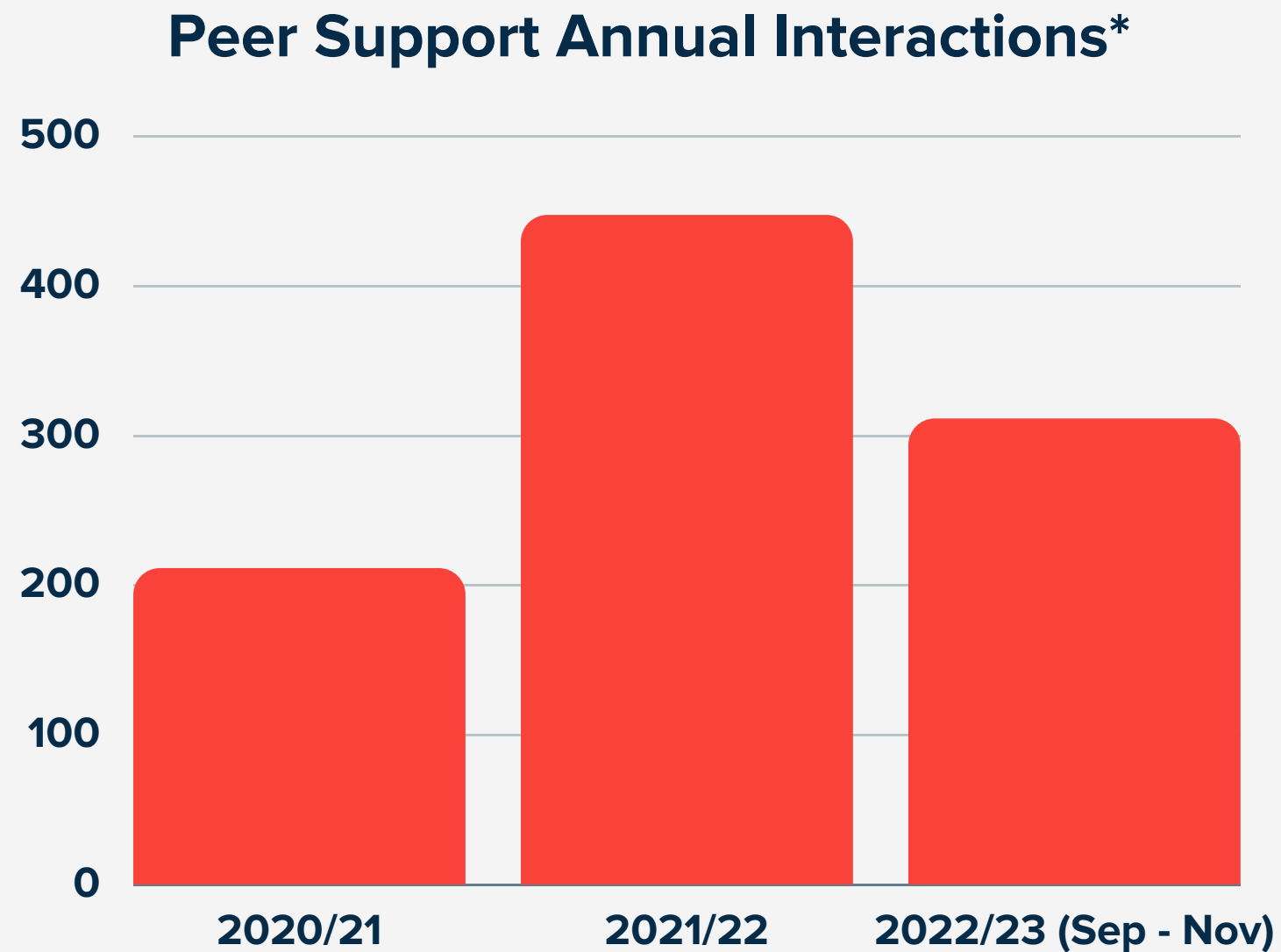
KITSILANO

AVERAGE RENT	Studio \$2,300/month 1-bedroom \$2,300/month 2-bedroom \$3,200/month 3-bedroom\$4,000/month 4-bedroom \$3,950/month
AVERAGE COMMUTE	20 to 40 minutes
ACCOMODATION	Entire or partial houses, apartments, and basement suites.
PROS	Close to Kits beach, convenient public transportation
CONS	Busier area, few unpaid parking spots

## Recommendations:

1. Move Housing Service into the Advocacy Service and focus on residential tenancy disputes.
2. Transition one-on-one appointments for helping students find housing to online resources.

# PEER SUPPORT



\*Includes Peer Support walk-in sessions and appointments, as well as harm reduction education workshop attendees, wellbeing event attendees, and individual Naloxone trainings. Peer Support Does not operate during the summer terms.

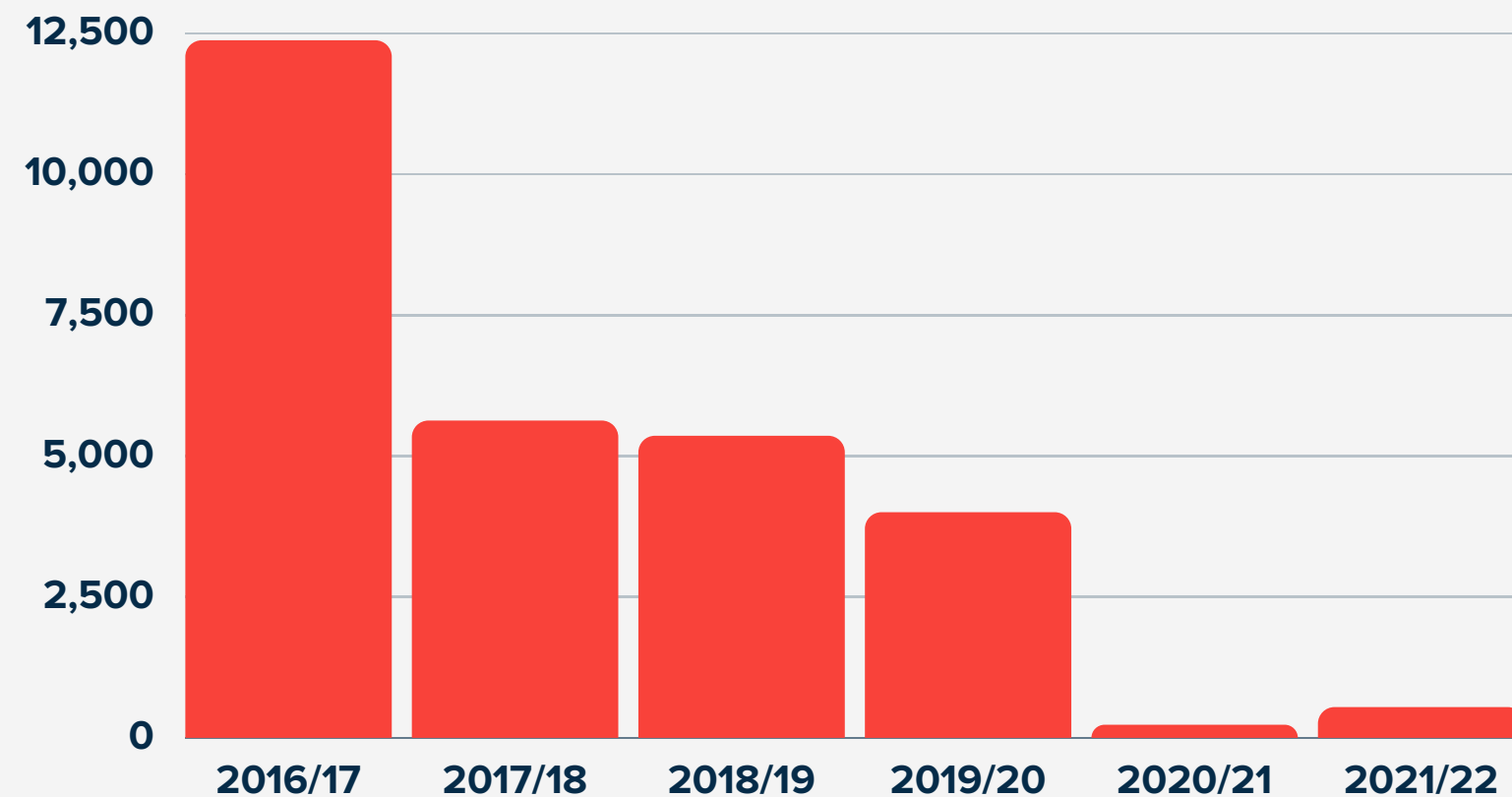
Starting in early 2023, Peer Support will also begin formally tracking the number of Naloxone kits distributed.

## Recommendations:

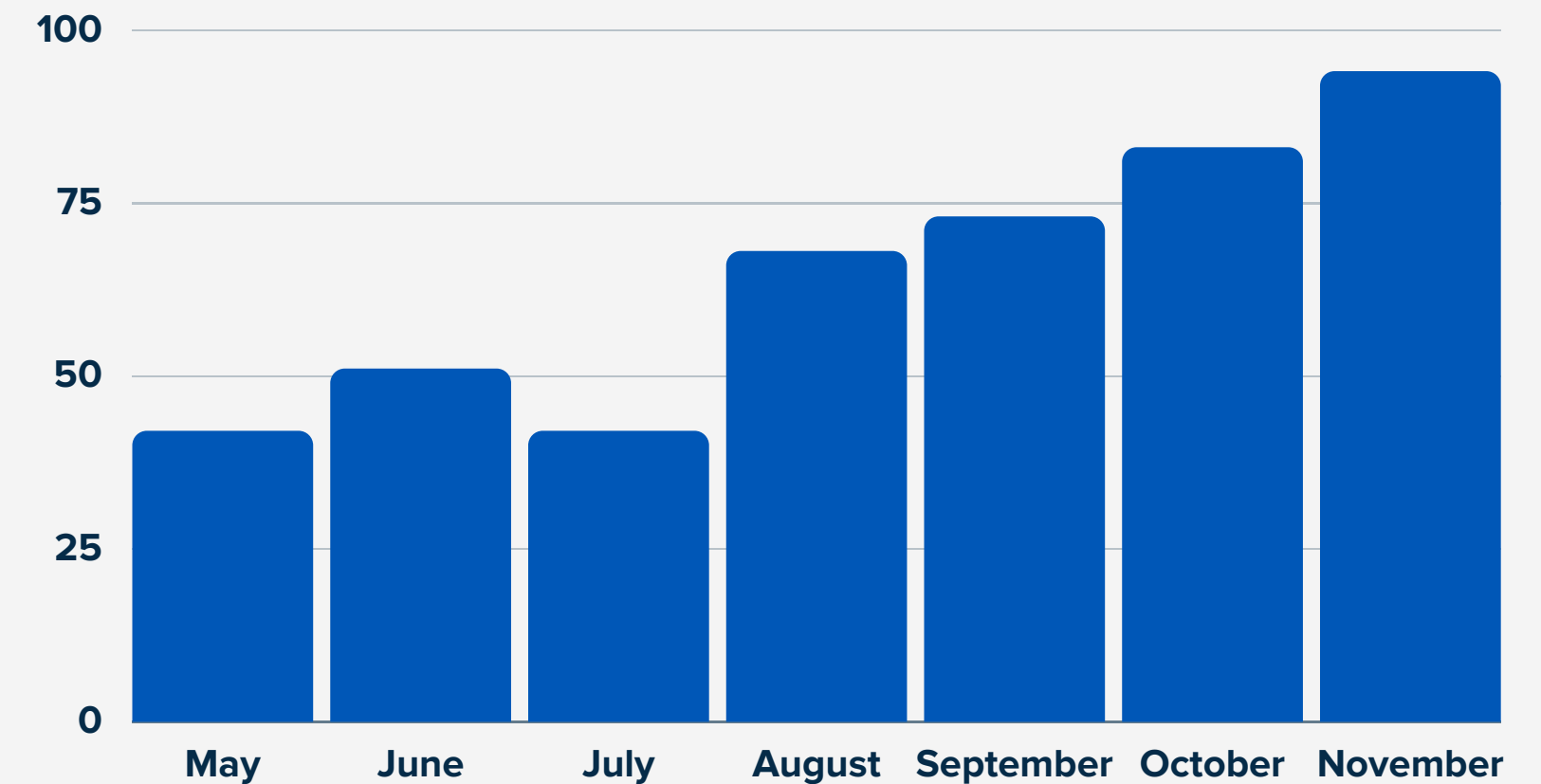
1. Continue to build partnerships with department and campus groups that host parties.
2. Build out capacity for Peer Support to distribute Naloxone kits.
3. Explore hybrid model for Peer Support sessions.

# SAFEWALK

**Safewalk Annual Interactions**



**Safewalk Interactions May - Nov 2022**



By the end of November, Safewalk reached 85% of the number of interactions seen in all of 2021/22.

## Recommendations:

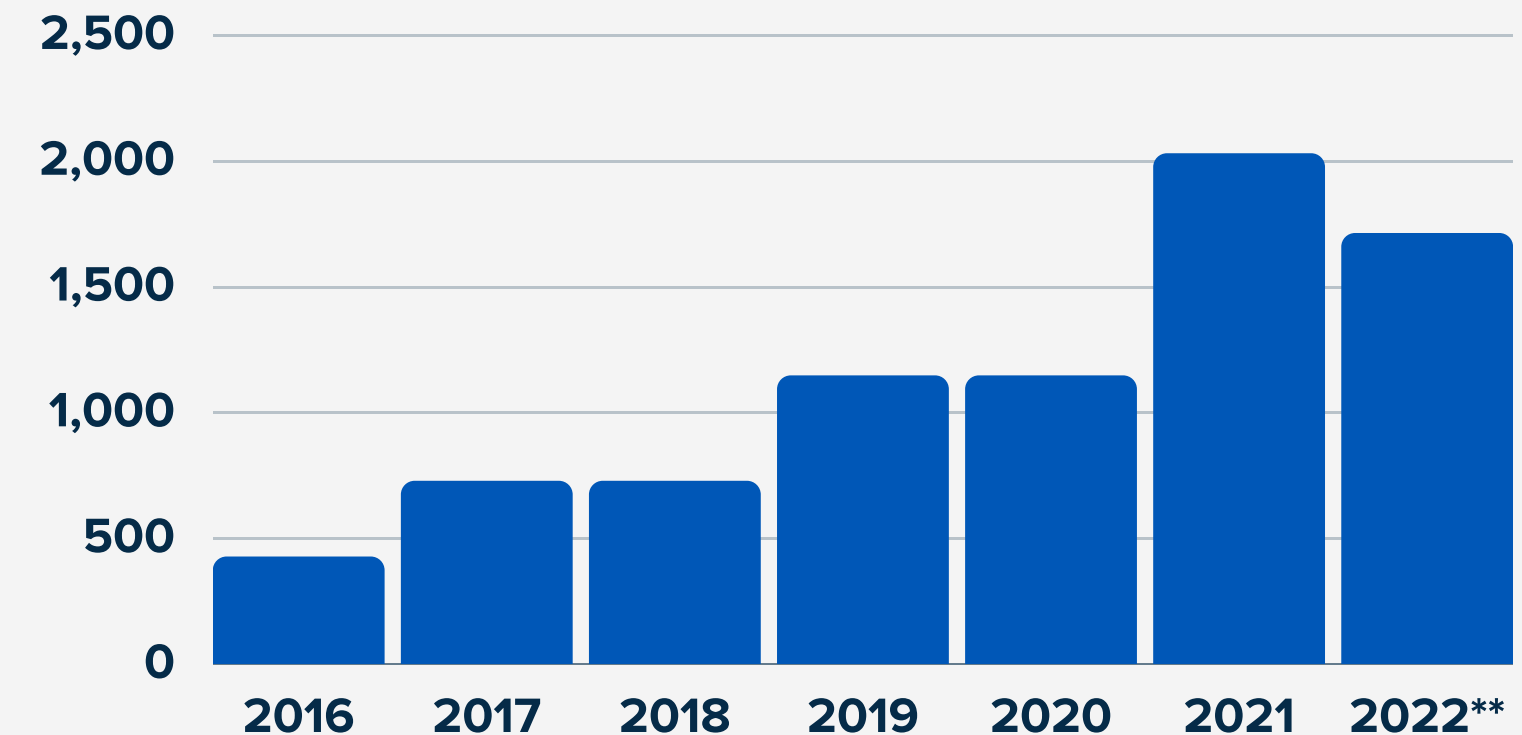
1. Increase the number of staff available for hourly shifts.
2. Lower Service usage requirements and barriers to access.



## Top Reasons for Accessing Support



## SASC's Annual Number of Appointments (Support\*)



\*Support appointments include emotional support and crisis intervention, safety planning, advocacy, and accompaniments (see below).

\*\* Reflects data from January - October 2022 only.

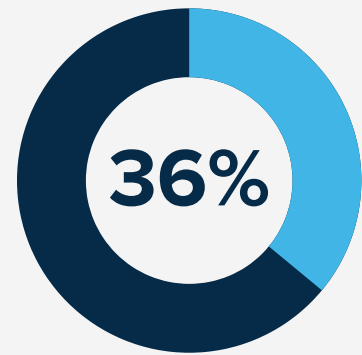
## Recommendations:

1. Continue to offer support via flexible platforms.
2. Update and revamp the website and online materials.
3. Expand education & outreach around safer sex programming.
4. Increase integration with other AMS Services.

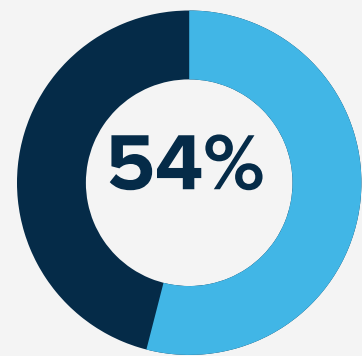


# TUTORING

## Drop-In vs. Private Tutoring

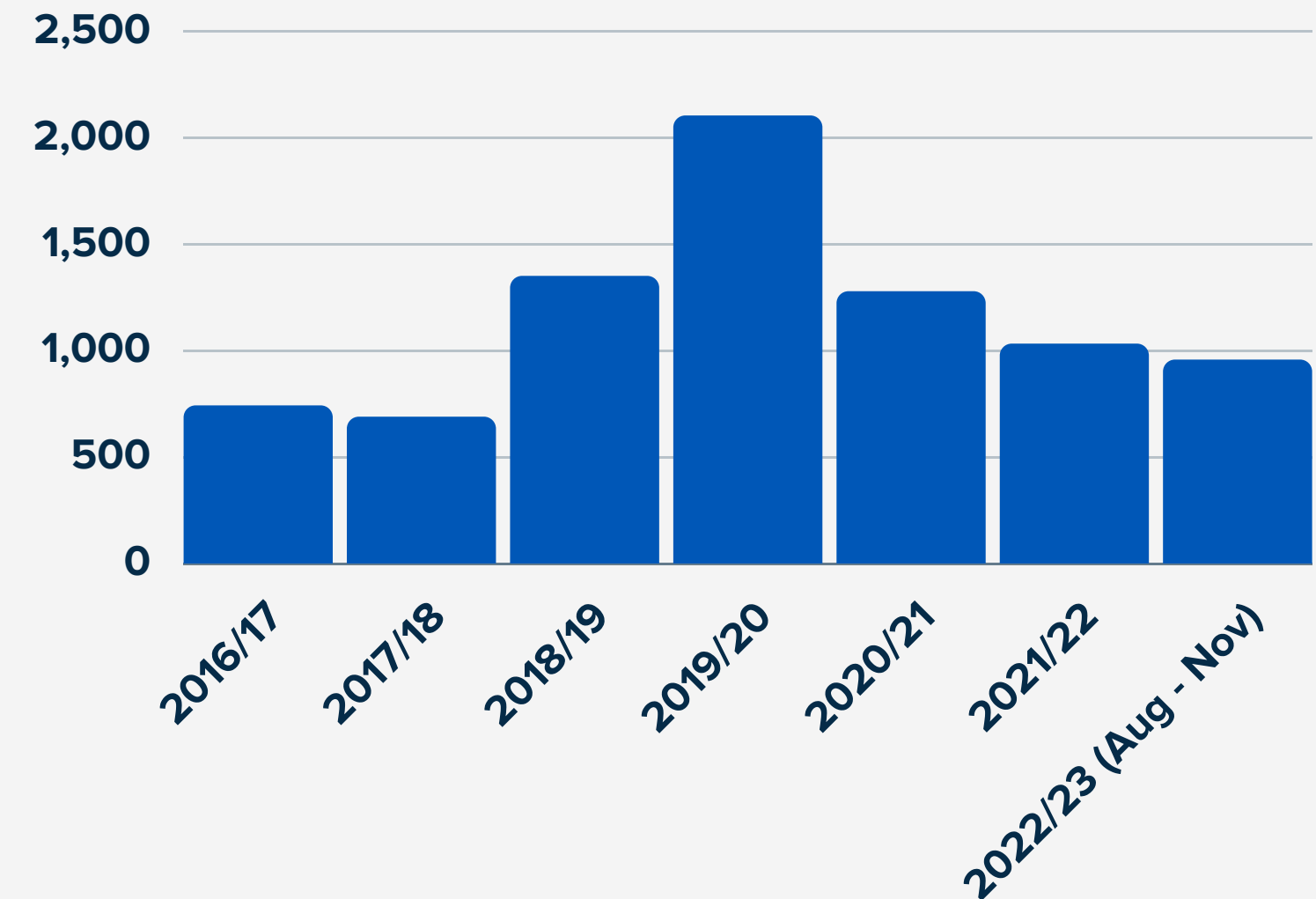


of 2021/22 Tutoring interactions were for free drop-in tutoring, with the rest for paid private tutoring.



of 2022/23 Tutoring interactions (Aug - Nov) were for free drop-in tutoring, with the rest for paid private tutoring.

## Tutoring Annual Interactions



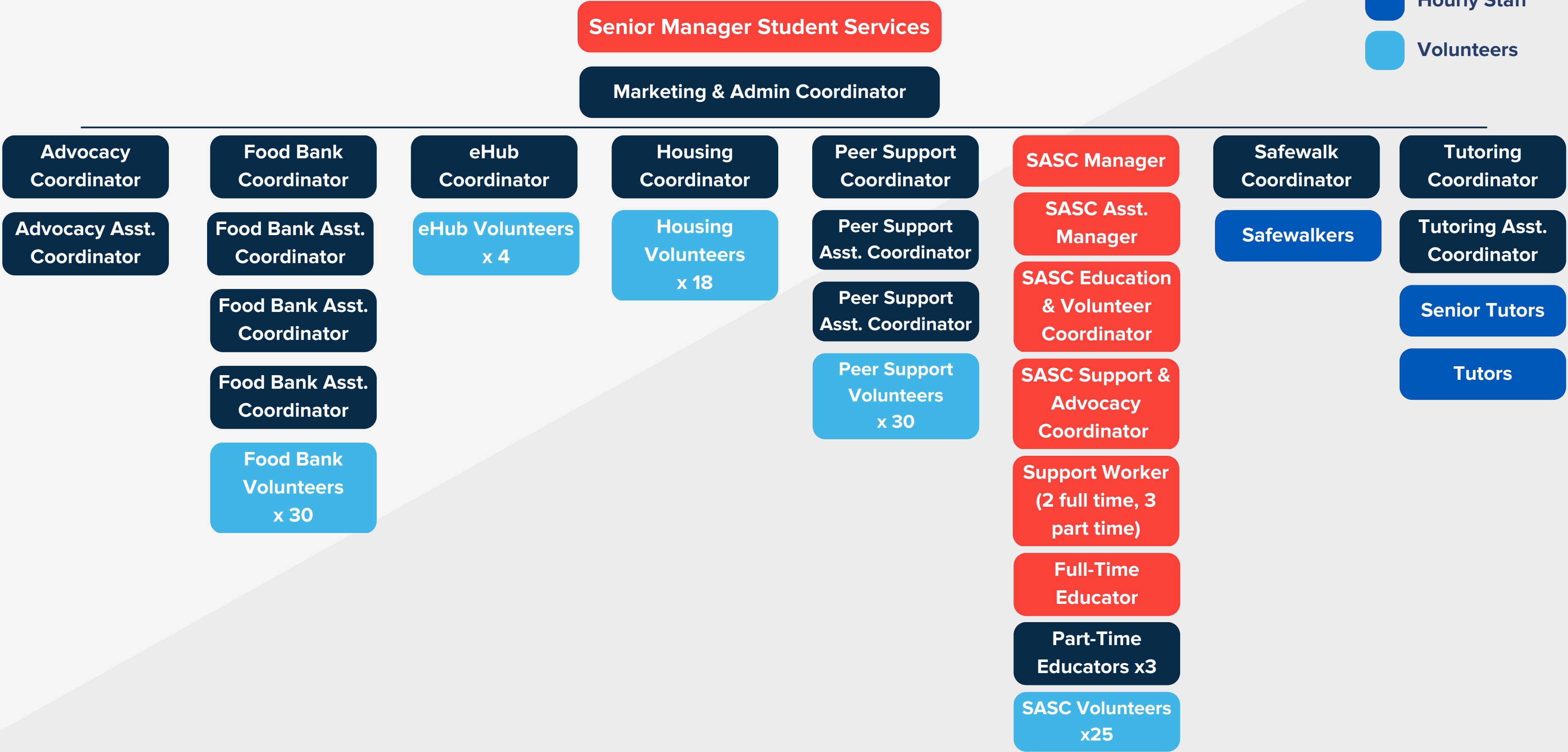
## Recommendations:

1. Build an online repository of exam prep and study resources.
2. Collaborate more with other groups on campus that offer tutoring services.
3. Hire more Tutors for private appointments.

**THANK YOU!**

# CURRENT SERVICES STRUCTURE

- Permanent Staff
- Student Staff
- Hourly Staff
- Volunteers



# PROPOSED STRUCTURE

- Permanent Staff
- Student Staff
- Hourly Staff
- Volunteers

