

## Office of the Senior Manager, Student Services

Report to Council, 11 January, 2023

### Services-Wide

- Budgeting for 2023/24 is underway.
- The final move to the new data recording system purchased by the last SSM is taking this place this month. Food Bank has been using it successfully for a term already, and it has been essential to operations (including projecting demand for food purchases).

### Advocacy

- Advocacy experienced a huge spike in emails and request in late December as a result of canceled exams or missed exams due to weather conditions. Kevin and Peter developed materials that they will use to help in future similar situations.
- We expect a busy period in early January as the Advocacy team helps support students through issues they experienced with December exams.

### Food Bank

- Food Bank is currently in the process of recruiting both new volunteers and an additional Assistant Coordinator, to help keep up with the pressure on the floor.
- We are switching to a new distribution model in January that is more in-keeping with best practice and that should help speed up the time that clients need in the Food Bank and decrease the wait times.
- The number of allowed visits per term has changed to 16 for students and 8 for non-student faculty and staff.
- We are delighted to have officially switched our non-perishable purchasing to Walmart, who have offered free delivery and no account fees.

### Safewalk

- Safewalk is wrapping up recruitment to address short-staffing.

### SASC

- The SASC is celebrating their 20<sup>th</sup> anniversary this month!
- The position of Fully Time Educator has recently been filled and the new staff is starting on Monday.

### Tutoring

- Tutoring has secured a new space this term that will help us dramatically increase the number of students that we are serving for drop-in tutoring.
- Drop-in tutoring resumes on January 29<sup>th</sup>.
- We are finalizing new hiring for both Tutors and Senior Tutors.
- Constituencies who would like to get an early start on scheduling mid-term exam review sessions can reach Charlie at [tutoring@ams.ubc.ca](mailto:tutoring@ams.ubc.ca)