

Office of the Senior Manager, Student Services

Report to Council, 17 May 2023

Staffing Updates

- Onboarding for the new Student Services staff is now complete and teams are focused on making project plans for the upcoming year.
- We hope to fill our last student-staff vacancy, the third Food Bank Assistant Coordinator, later this week.
- Recruitment is underway for a new SASC Manager, as Aashna Josh, who served in the role for two years, left the organization last week.

Advocacy

- € We are very fortunate to have an all-returning Advocacy team this year. Kevin Nan is staying on as the Advocacy Coordinator, supported by Peter Jiang and Maida Bhatti, who are both returning and focusing on UBC processes and off-campus housing issues, respectively.
- € The team is focused on streamlining the Advocacy and Housing intake and marketing processes.

Food Bank

- € The Food Bank re-opened on Monday, May 15th for our first day with our all-new team. Sophie Co is the Food Bank Coordinator, supported by Kyle McCarthy and Rachel Cheung.
- € We have introduced a new mandatory survey that all users must complete before accessing the Food Bank on their first visit of the year (May 2023 – April 2024). The survey is designed to help us assess the need on-campus, gain insight into the root causes of food insecurity for students, and understand what other resources students are using. Data from this survey will help inform advocacy efforts with the executive team.

Peer Support

- € Two of our Peer Support staff members, Claire Campbell and Sophia Mohan, are returning this year, and we are very happy to welcome a new Peer Support Coordinator, Anjali Bauri.
- € The team is busy planning their summer volunteer recruitment process.

Safewalk

- € Amir Hassanpour is returning as the Safewalk Coordinator this year.
- € General numbers for the service are higher than expected so far this month, but Amir is working with the marketing team to continue to grow the user numbers.

SASC

- € While we recruit for a SASC Manager, the team is being led by Savannah Sutherland, the SASC Assistant Manager.
- € The SASC team recently finished onboarding new support workers to fill recent departures.

Tutoring:

- € Tutoring has a brand-new team this year. Anshul Kukarni is the Coordinator, supported by Estefanía Espín.
- € The team is focused now on renewing our contracts with campus partners for the upcoming year, planning for summer hiring, and working out the details for the graduate entrance exam tutoring offerings that we hope to introduce in September.