

AMS SERVICES REPORT

2022/23



Summary

AMS Services by the Numbers:

- 23,417 user interactions between May 2022 and April 2023
- 79 staff (including 50 hourly staff) and 178 volunteers

Operational Summary:

The AMS Services team is delighted to share that in addition to having supported record numbers of students across many of our Services, we have also implemented a number of important operational changes to the department. While this report details the achievements and operational changes per Service, here are a few Services-wide changes of note:

1. Elimination of the Student Services Manager Role: This academic year, the role of SSM was formally eliminated and its responsibilities were merged into the role of Senior Manager, Student Services. This change has helped to streamline operational reporting for all Services (including the SASC), as well as helped reduce overhead costs.
2. Implementation of New Data System: Over the course of the year, all Services migrated to the Power BI data collection platform commissioned last year. The quality of the data from this platform is far superior to what was previously collected. While some great insights have come from this data platform this year, next year will mark the first full year using the platform and offer better insights.
3. Implementation of Services Review Recommendations: In Term 2, the Services team began implementing a number of recommendations from the AMS Services review, which you will find scattered throughout this report. The most significant of these changes include winding down the eHub Service and folding AMS Housing into AMS Advocacy.

Thank you for taking the time to review this report and engage with AMS Services. If you have any questions at all, please do not hesitate to reach out to Kathleen, the Senior Manager, Student Services, at kathleensimpson@ams.ubc.ca

Summary Report Data:

	Interactions	Budget	Actuals	Cost/ Interaction	% Service Interactions
Advocacy	1,377	\$19,251.00	\$20,487.38	\$14.88	5.88%
eHub	236	\$23,301.00	\$16,773.97	\$71.08	1.01%
Food Bank	16,248	\$124,017.52	\$106,477.43	\$6.55	69.39%
Housing	276	\$20,201.00	\$16,670.40	\$60.40	1.18%
Peer Support	553	\$55,049.00	\$44,561.09	\$80.58	2.36%
Safewalk	799	\$202,405.72	\$151,576.83	\$189.71	3.41%
Tutoring	1,724	\$89,755.96	\$72,391.45	\$41.99	7.36%
SASC	2,204	\$743,057.70*	\$531,779.75*	\$241.28*	9.41%
Total	23,417	\$1,277,038.90	\$960,718.30	\$41.03	

	Budget	Actuals
Student Services Manager	\$79,791.96	\$59,230.55
Senior Manager, Student Services	\$105,173.49	\$88,666.37
Total	\$184,965.45	\$147,896.92

*While The SASC is an AMS Service, it is very important to note that its funding does not come from AMS Operating (as all other Services do). Instead, its funding is from the dedicated SAIF fund (guaranteed by fee referenda).

Advocacy

AMS Advocacy supports students in navigating formal conflicts with the university, including Academic Misconduct, UBC Housing conflicts, Concession disagreements, and more. In the past year, the Service has seen incredible growth, with interaction numbers nearly quadrupling since 2020/21.

AMS Advocacy by the Numbers:

- 1,377 user interactions between May 2022 and April 2023
- User interactions include student appointments (311), accompaniments (96), and substantive email correspondences (970).



of support interactions related to alleged cases of Academic Misconduct.

Approximation based on 2023 (Jan-April) appointment and accompaniment data.

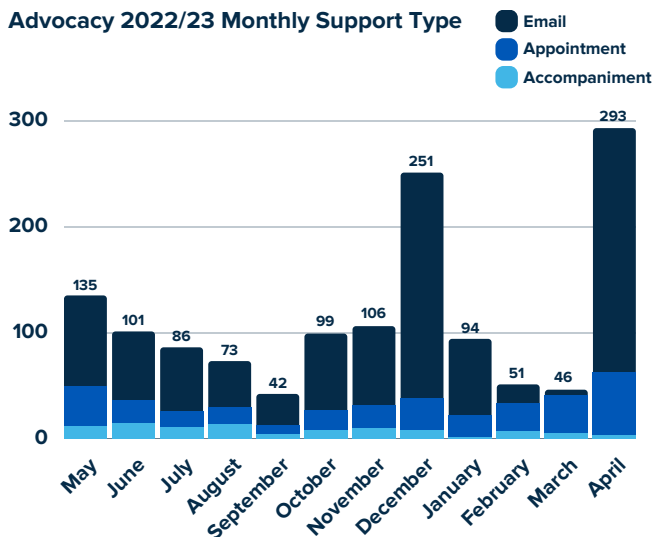
Operational Changes:

In the summer of 2022, the AMS Advocacy team hired an Assistant Coordinator, bringing the total number of student staff in the Service to two for the first time. This addition has had a significant impact on the capacity of the team, allowing them to meet higher than ever demand. It has also allowed the team to respond to students in a much more timely way during peak periods (during and immediately after exam periods).

AMS Advocacy has also implemented new intake processes this year, and has created significant resource sheets to be able to provide to students on short notice to help answer immediate questions while they wait for an appointment. We continue to find that students reaching out after having been accused of academic misconduct (or after having heard the results of their cases) are often highly emotionally distressed and are frequently referred to either Peer Support or professional counselling.

In early 2023, the team also began more explicitly supporting cases relating to UBC Housing and UBC Parking. We estimate that these types of cases accounted for approximately 10% of appointment and accompaniment cases from January - April.

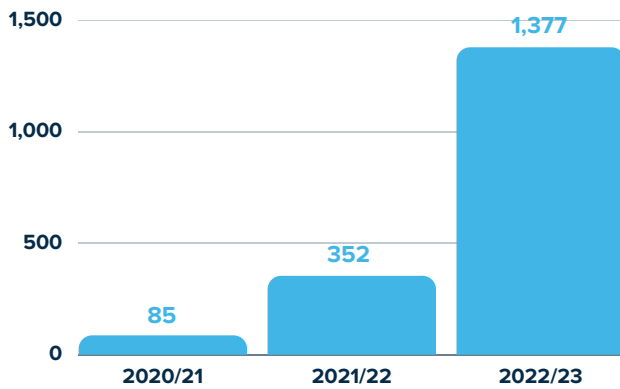
Advocacy 2022/23 Monthly Support Type



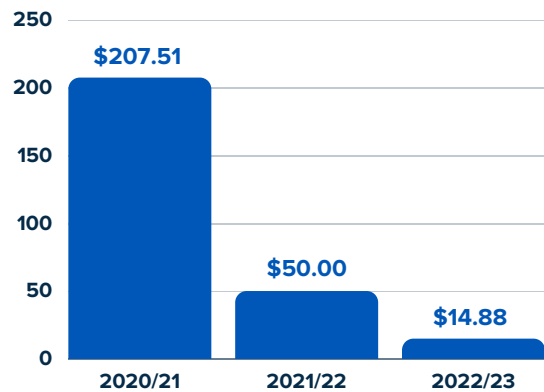
The highest volume support periods for AMS Advocacy always fall during or directly after winter and spring exams. These are times of year when students are most likely to experience allegations of academic misconduct. The spring exam period is especially impactful because implications for graduation are more likely.

The distribution of these busy periods creates a unique challenge for Advocacy, as their team are students with exams of their own. Extensive written FAQ materials and use of automatic-replies to manage expectations are all used to combat this challenge.

Advocacy Annual Interactions



Advocacy Annual Cost per Interaction



Finances:

Total Expenditures: \$29,633.22

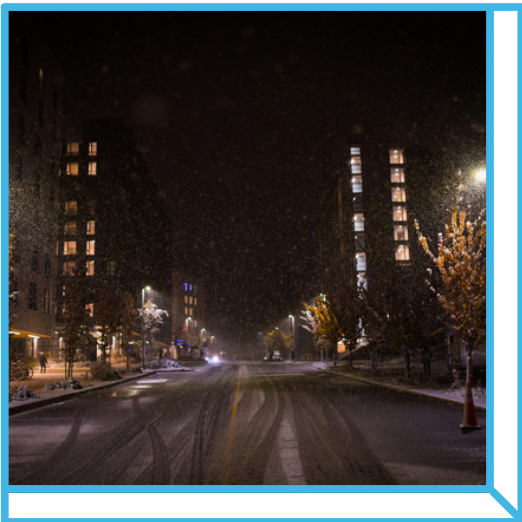
Total Revenue: \$9,145.84

Actuals: \$20,487.38

Cost per Interaction: \$14.88

AMS Advocacy is the only Service to exceed its budget, going \$1,236.38 above its budget of \$19,251.00.

Much higher user numbers from last year, combined with relatively little increased costs for the year has resulted in highly reduced cost per user interaction. While the cost for the Service remains low, AMS Advocacy continues to serve a need on campus that is unmet by any other group or UBC service. Students accessing support from Advocacy also tend to have very positive feedback:



Project Spotlight: Snow Exam Cancellations

In December, the AMS Advocacy team received hundreds of emails relating to the snowstorm that disrupted final exams. While some exams were canceled, we heard from many students who's exams were not canceled that they were unable to make it to campus to take their exam. This highlighted a significant gap in UBC's campus-wide accommodations policy.

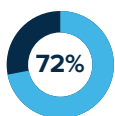
In response, the Advocacy team took time in January to create FAQ materials on academic concessions and standing deferred exams during inclement weather, as preparation for future years.

Food Bank

Open twice per week, the AMS Food Bank provides basic grocery staples to UBC community members. It is the largest Service by user number and represent nearly 70% of all Services interactions.

AMS Food Bank by the Numbers:

- Serves 600+ students per week, plus their dependents
- Provides basic staple grocery items to UBC students, up to 16 times per term
- 16,253 user interactions between May 2022 and April 2023
- 2,083 unique users between September 2022 and April 2023



72% of student Food Bank visits were made by international students, despite making up only 30% of the student population.

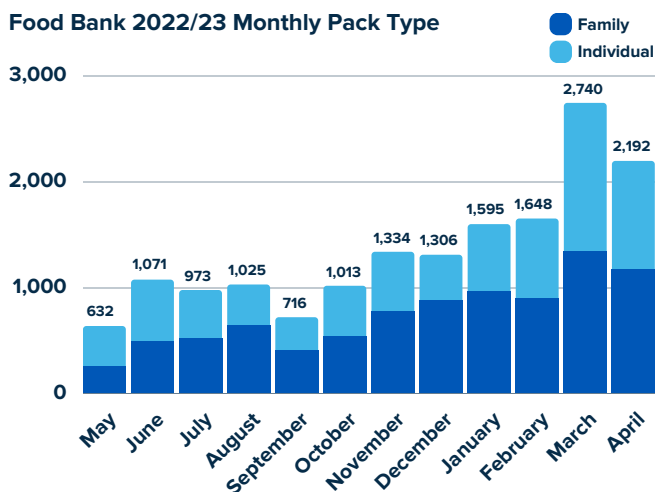


52% of student Food Bank visits were made by graduate students, despite making up only 22% of the student population.

While the Food Bank receives major food recovery donations twice per week from each of three SaveOn and Urban Fare locations, we rely on purchasing food to ensure that we are able to guarantee that users will receive some basic food items whenever they visit the Food Bank. Several new purchasing agreements were started this year with suppliers, to help ensure that our purchasing prices are as low as possible.

Grocery Item:	Individual (Family) Limit:
Apples or oranges	2 (4)
Potatoes	2 (4)
Onions	1 (2)
Tuna	1 (2) can(s)
Chickpeas	1 (2) can(s)
Milk	1 (2) Liters
Eggs	1/2 dozen
Rice	1 (2) bag(s)

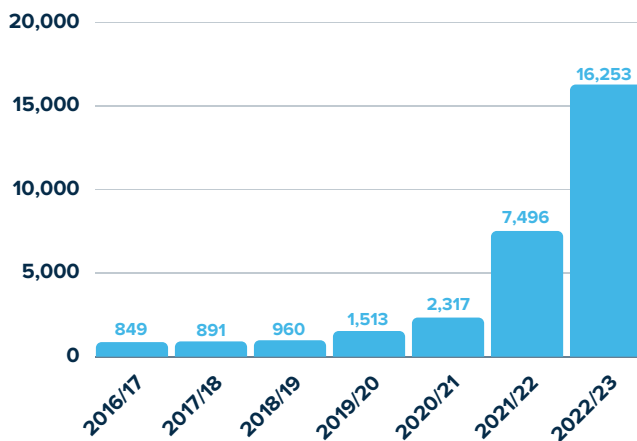
Food Bank 2022/23 Monthly Pack Type



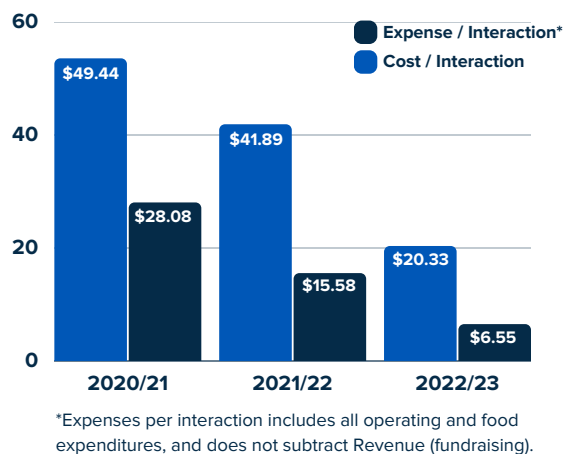
Family packs offer nearly twice as much food as an Individual pack. To qualify for a Family pack, the user must declare that they are supporting one or more non-student dependents.

56% of all graduate student visits to the Food Bank are for families. This is in contrast to just 35% of undergraduate student visits. This year, we also saw a significant number of UBC staff members who accessed the Food Bank. 9

Food Bank Annual Interactions



Food Bank Annual Expenses & Cost per Interaction



Finances:

- Total Expenditures: \$318,170.71 (77.4% of which was food purchasing)
- Total Revenue: \$211,693.28
- Actuals: \$106,477.43 (budget of \$124,017.52)
- Cost per Interaction: \$6.55

As the number of users at the Food Bank continue to rise, the Food Bank’s food expenses have also grown. Significant reductions in the cost per user interaction have helped to contain the financial impact of this incredible user growth. This reduction in cost per interaction was driven largely by reductions in standard menu items in the summer of 2022, from 33 regular items to just 9 purchased staple items. Major advances have also been made this year to secure specialty food bank pricing from most of our standard suppliers.

The other major factor contributing to low costs per user interaction is the unprecedented fundraising and donations this year. In addition to the \$170,000 in Food Security funding from UBC and funding from Work Learn for student staff, the Food Bank also raised over \$30,000 in private donations. Private donations come from individual community members, campus groups such as the Faculty Women’s Club, and fundraisers like Food for Fines (with SHCS) and Add a Dollar (with AMS F&B).

Despite reductions in cost per user, it is important to note that food inflation has also had a significant impact on the costs of food purchasing. For some of our staple items like canned chickpeas and beans, we have already seen a 25.6% increase in cost over a 4 month period (\$1.47 / unit as compared to \$1.17 in January).



Project Spotlight: Holiday Hampers

This year, we expanded our Holiday Hamper program to distribute 500 hampers, to help Food Bank Clients over the December closure period.

Each hamper included a jar of peanut butter, a can of soup, tea bags, a box of turkey stuffing, garlic, a box of cookies, a bottle of cooking oil, a jar of tomato sauce, four individual oatmeal packets, and a gravy packet.

Photo: Alicia and Rina, from the 2021/22 Food Bank team, receiving three of many pallets of food for the Holiday Hampers.

Operational Changes:

In 2021/22, the AMS Food Bank re-envisioned nearly every aspect of our operations in order to keep up with demand.

One of the most significant changes made was to switch from a shopping to a classic food bank distribution model. As opposed to clients browsing and selecting items based on posted limits, clients now go through the Food Bank from one station to the next where volunteers assist with distributing food items. This shift has had a dramatic impact on reducing line wait times (it is much more efficient) and has also led to less conflicts between clients while they wait in line. Finally, this distribution model also manages food supply much better, and as a result we have far fewer instances of food running out before the end of the day. The total number of Food Bank volunteers was increased from 30 to over 90 in order to make this new distribution model possible.

Another significant change that the team made was to increase the staffing team by one Assistant Coordinator in January. This change was badly needed, as the volume of users had grown by a factor of two since the last time the team grew. Staff time remains a limiting factor on the Food Bank team, but it is now much less serious than before.

Another significant change made during the year was to food suppliers. Urban Fare joined the two SaveOn locations in doing bi-weekly food recover donations. We also made significant progress in making special agreements with wholesaler suppliers for food bank discounts on our regular items (milk, produce, eggs). Individually packaged dry goods such as pasta, canned tuna, and canned beans continue to be needed to purchase from retailers (wholesalers don't typically sell competitively priced small-quantity packed items like these). For these goods, we shifted to purchasing from Walmart, who offered us free deliveries and no account fees. Our previous supplier was Joti's NoFrills, which unfortunately was unable to deliver. NoFrills also declined to continue allowing us to buy from them to fill occasional food shortfalls, citing the challenge that large orders from the Food Bank caused for their store-level supply.



Housing

AMS Housing was the newest AMS Service. In accordance the 2023 Services Review, Housing was formally integrated into the AMS Advocacy Service in May 2023 to be able to provide more specialized support to students involved in a conflict with their landlord.

AMS Housing by the Numbers:

- 276 user interactions recorded between May 2022 and April 2023



43% of support interactions were appointments (as opposed to substantive emails).

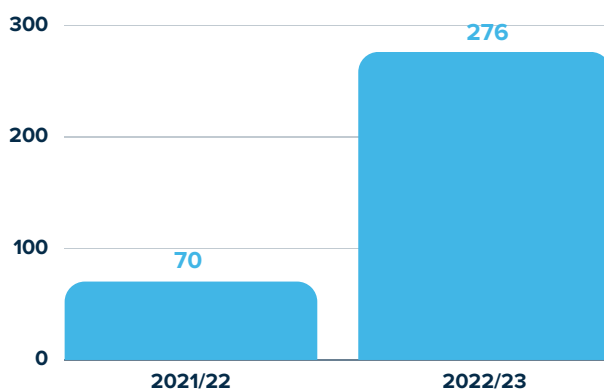
Approximation based on 2023 (Jan-April) data.

Operational Changes:

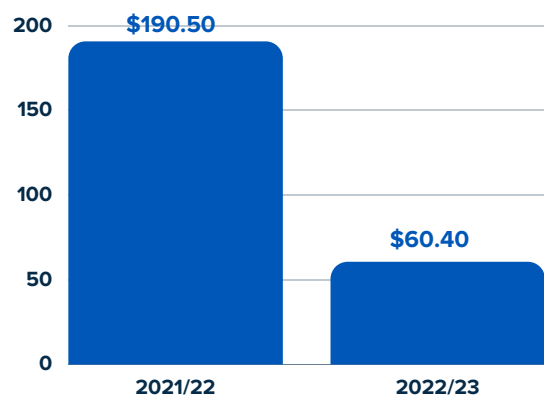
In late fall 2022, AMS Housing stopped booking support appointments between Service volunteers and students seeking support. In January, the Service had fully transitioned to only having staff, who are accountable to having greater training, taking on support appointments with students. This change caused a drop in user interactions over the course of the fall. Despite this, the Service still over tripled last year's user numbers.

Following the passing of the recommendations in the 2023 Services review, the Housing and Advocacy teams began coordinating various aspect of their services. One notable change is that starting in January, AMS Housing's data collection was fully integrated with that of AMS Advocacy and user interactions were measured the same way (based on appointments, accompaniments, and substantive emails).

Housing Annual Interactions



Housing Annual Cost per Interaction



Finances:

Total Expenditures: \$22,087.96

Total Revenue: \$5,417.56

Actuals: \$16,670.40

Cost per Interaction: \$60.40

Expensed for the Housing Service were limited to staffing cost, as well as some minor expenses for events such as the TRAC info session co-hosted with SHCS for students moving out of student housing and into market rentals. Housing's 2021/22 budget was \$20,201.00

eHub

The eHub Service, which was formally discontinued on May 1st, 2023, provided mentorship and networking opportunities for student-led startups.

AMS eHub by the Numbers:

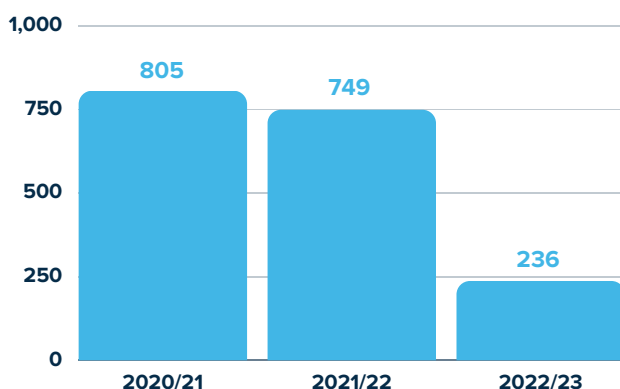
- 35 individual startups supported
- 236 user interactions recorded between May 2022 and April 2023
- 11 startups accepted into an e@UBC program

Operational Changes:

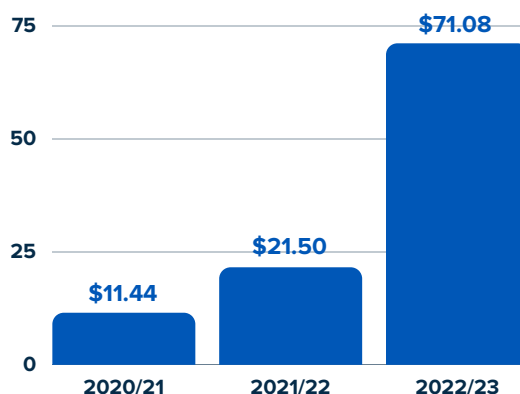
In the 2023 Services Review, the decision was made to discontinue the eHub Service to direct more resources to Services that are experiencing greater demand. As a result, operations for the Service wound down over the course of Term 2, with more startups being encouraged to pursue mentorship from other avenues. At this time, we also stopped formally recruiting new startups and advertising eHub.

Because operations were being closed, this year, eHub also did not host its Get Seeded event. Get Seeded was historically one of the largest sources of service interactions for eHub, as all event attendees were counted as interactions. The closure of the Service, combined with the decision not to run Get Seeded both contributed to particularly low interaction numbers.

eHub Annual Interactions



eHub Annual Cost per Interaction



Finances:

Total Expenditures: \$23,127.53
Total Revenue: \$6,353.56
Actuals: \$16,773.97
Cost per Interaction: \$71.08

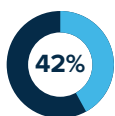
Costs for eHub were limited almost exclusively to salary costs for the Coordinator, but low interaction numbers for the year still made for a high cost per user interaction. eHub also came significantly under its budget of \$23,301.00, in large part because it did not host Get Seeded events.

Peer Support

AMS Peer Support offers private and confidential support sessions with a trained volunteer, along with harm reduction services and supplies, including Naloxone kits and training. It also hosts small wellbeing-focused events throughout the academic term.

AMS Peer Support by the Numbers:

- 553 user interactions between May 2022 and April 2023 (includes Peer Support sessions, and training & event attendees).
- 90 one-on-one Peer Support sessions
- 119 fentanyl test strips distributed



of Peer Support sessions involve disclosures of suicidal thoughts, 34% of which involved emergency procedures*

Operational Changes:

One of the most notable changes in Peer Support this year is the prevalence of disclosures of suicidality in Peer Support sessions. This is in stark contrast to previous years, where emergency procedures were rarely needed, but in keeping with the strain on student mental health observed by both the SASC and the usage of the AMS/GSS Health & Dental Plan.

To ensure that Peer Supporters are prepared to support students experiencing suicidality, each volunteer was required to go through 3 hours of specific suicide intervention training and 9-12 hours of practice sessions, with a heavy emphasis on intense scenarios (self-harm, imminent risk of suicide, sexual violence). Staff are ASIST trained by the Crisis Centre to be able to provide further support in emergency situations.



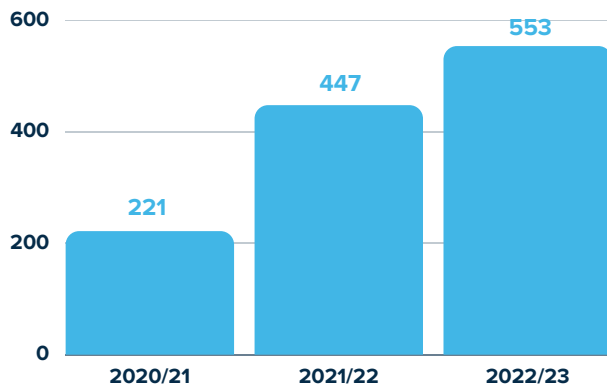
“In my nearly 5 years at the service, I have never seen so many high severity cases. I don’t know whether it could be because we are absorbing a lot of after-effects of the pandemic and lockdown. We’ve also received folks who were previously on UBC Counselling waitlists, but needed more time-accessible support.”

Sophia Mohan
Peer Support Assistant Coordinator

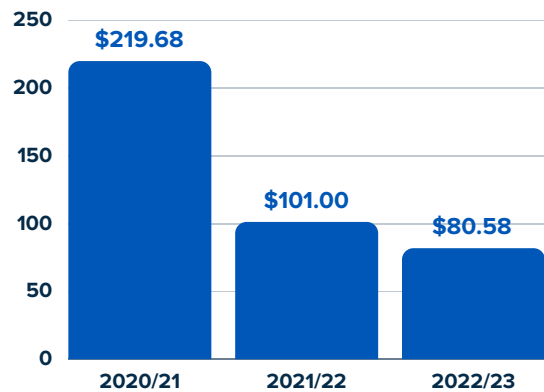
Photo: A representation of the most frequently recorded topics* discussed in one-on-one Peer Support sessions.

*Based on best records of topics discussed in Peer Support sessions, recording for which was not standardized this year. Improvements to Peer Supports session topic data collection are in process for the 2023/24 academic year.

Peer Support Annual Interactions



Peer Support Annual Cost per Interaction



Finances:

Total Expenditures: \$62,648.81

Total Revenue: \$18,087.72

Actuals: \$44,561.09

Cost per Interaction: \$80.58

Peer Support came under its budget of \$55,049.00, largely as a result of not fully utilizing event and special projects costs. While there were original plans to hold a harm-reduction weekend training conference for groups on campus that throw large parties, we found that challenges we were facing from the Peer Support Branch of the organization did not allow enough capacity to dedicate to special projects.



Project Spotlight: Peer Support Room Updates

In the summer of 2022, the Peer Support team redesigned both the main Peer Support room (The Well) and the smaller room used for support sessions.

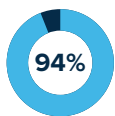
This project, supported by the Capital Projects Fund, made significant aesthetic and operational improvements to the Peer Support space.

Safewalk

AMS Safewalk offers driving or walking accompaniments across campus after dark. Despite the 50% increase in usership over 2021/22, Safewalk user numbers still remain significantly below pre-pandemic levels.

AMS Safewalk by the Numbers:

- 799 user interactions between May 2022 and April 2023
- User interactions include only completed trips (ie. they exclude cancellations)

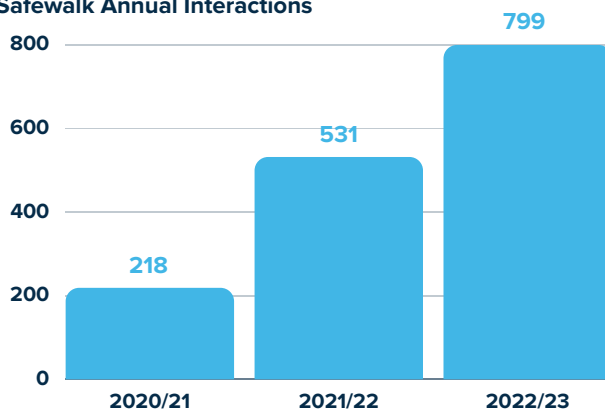


94% of calls received resulted in completed trips (ie. not canceled by the client of Safewalk)
Based on 2023 (Jan-April) data.

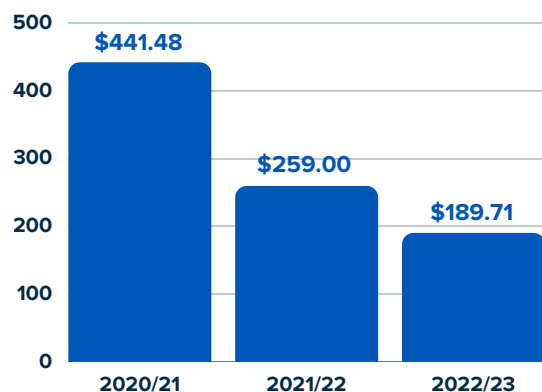
Operational Changes:

In response to student feedback and to improve user-numbers, Safewalk began accepting groups of 2 or 3 students traveling together to the same destination in February 2023. The team also began using the vehicle as the trip method (eliminating walking except where using the car is not possible). User numbers immediately after Term 2 marketing efforts appear promising for more significant usership increases.

Safewalk Annual Interactions



Safewalk Annual Cost per Interaction



Finances:

Total Expenditures: \$156,976.83
Total Revenue: \$5,400
Actuals: \$151,576.83
Cost per Interaction: \$189.71

Safewalk came in significantly under its budget of \$202,405.72 by using only one walking/driving team for most nights. Even so, open nearly 365 days per year, with three staff on shift for 5 or 6 hours per night, staffing costs account for approximately 80% of the Safewalk budget. Additional significant expenditures include insurance at around \$4,500 per vehicle, as well as standard vehicle maintenance and repairs.

Now that we operate with only one driving team per night, all of these expenditures for Safewalk are fixed costs - that is to say that costs do not fluctuate with usage. While this year saw significant usage increases, the cost per user interaction can only be brought down further by increasing usership, unless reductions to service levels are made.

Tutoring

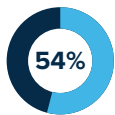
AMS Tutoring provides both free drop-in and private paid tutoring for students, with a focus on popular first and second year courses.

AMS Tutoring by the Numbers:

- 1,724 user interactions between May 2022 and April 2023
- User interactions include free drop-in tutoring (771) and paid private tutoring (953)
- Offered private tutoring for 62 different courses and drop-in tutoring for 35 different courses
- Provided 1,080.5 hours of private tutoring



of drop-in Tutoring interactions were made by first-year students.

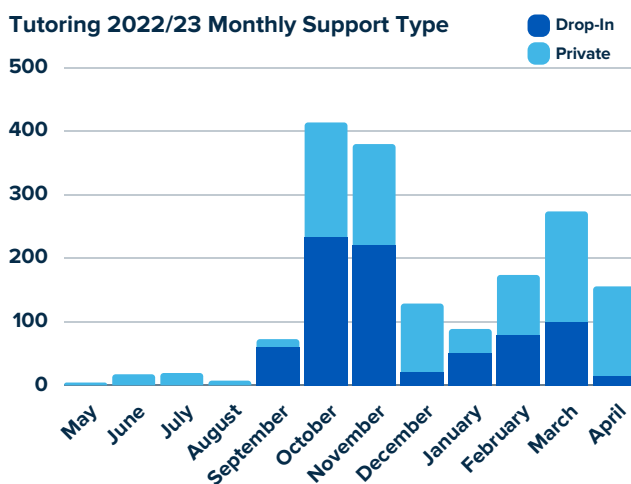


of private tutoring appointments were for Math 100 or Math 101, despite being only 2 of the 64 courses supported by private tutoring.

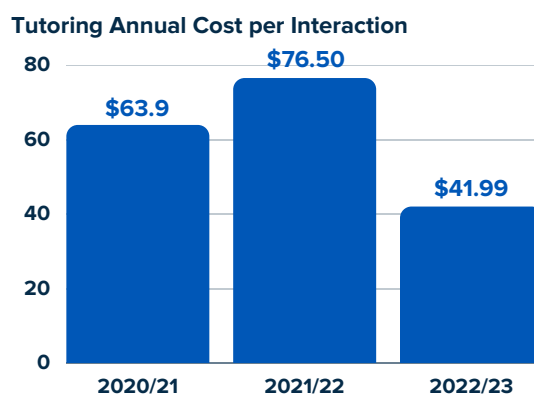
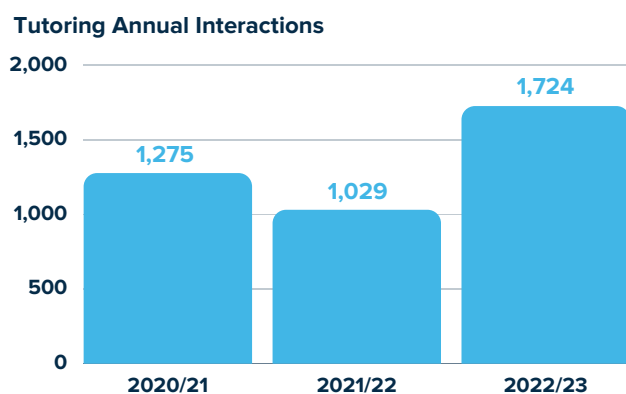
Operational Changes:

This year, AMS Tutoring operated in-person drop-in tutoring in the Nest and in several first-year housing areas (Totem Park, Place Vanier, and Orchard Commons). Of these offerings, sessions in the Nest were by far the most popular, accounting for 78% of all drop-in interactions.

In February 2023, AMS Tutoring also launched our online study materials library. To date, we have commissioned the creation of and posted materials for six different courses. These materials include definition lists, summary notes, and practice problem sets. 154 students have enrolled in the online Canvas course. This number is not included in our total interaction number for AMS Tutoring.



As with previous years, Term 1 was the busiest period for AMS Tutoring. This aligns with the understanding that we have of how students use the Service - to help them adjust in first-year to learning in a post-secondary environment.



Finances:

- Total Expenditures: \$160,697.77
- Total Revenue: \$88,378.32
- Actuals: \$72,391.45
- Cost per Interaction: \$41.99

Tutoring came in under-budget (\$72,391.45 instead of the reforecast of \$89,755.96) in large part because the paid private tutoring had higher uptake than projected. Payments from Nimbus (for private tutoring) and grant funding from the Chapman Learning Commons (for drop-in tutoring) totaled \$65,122.11. Tutoring also received funding support from SHCS for providing tutoring in first-year residences (\$3,746.16 in revenue) and provided at-cost exam review sessions for constituencies and clubs upon request (\$1,770 in revenue). This is in addition to support from UBC Work Learn for the Coordinator and Assistant Coordinator Salaries.

Expenses for the year were primarily related to staffing salaries and hourly wages at \$105,833.05. The annual cost of the platform used for private tutoring was the next highest expense at \$28,000.

Drop-In Tutoring Data:

By Location:

- AMS Nest: 598 (78%)
- Totem Park: 83 (11%)
- Orchard Commons: 59 (8%)
- Place Vanier: 30 (4%)

By Tutoring Topic:

- Math: 296 (38%)
- Chemistry: 140 (18%)
- Physics: 126 (16%)
- Applies Science: 43 (6%)
- Economics: 41 (5%)

By Service-User Faculty:

- Science: 276 (35%)
- Applies Science: 174 (23%)
- Arts: 136 (18%)
- Forestry: 60 (8%)
- LFS: 49 (6%)
- Sauder: 43 (6%)

By Service-User Visa:

- Canadian / Permanent Residents: 629 (82%)
- International Students: 137 (18%)

Private Tutoring Data:

By Course:

- MATH 101: 272 (29%)
- MATH 100: 244 (26%)
- ECON 102: 112 (12%)
- ECON 101: 79 (8%)
- CHEM 121: 70 (7%)
- PHYS 158: 46 (5%)
- PHYS 170: 40 (4%)
- COMM 298: 38 (4%)
- CHEM 123: 37 (4%)
- MATH 180: 35 (4%)
- CHEM 233: 30 (3%)
- APSC 160: 24 (3%)
- COMM 370: 22 (2%)
- BIOL 121: 21 (2%)
- MATH 104: 20 (2%)
- PHYS 131: 19 (2%)
- STAT 251: 19 (2%)
- CPSC 110: 19 (2%)
- STAT 200: 17 (2%)
- MATH 110: 16 (2%)

Sexual Assault Support Centre (SASC)

The SASC provides education, support, and empowerment to people of all genders and identities who have experienced sexualized violence, as well as their friends and family.

AMS SASC by the Numbers:

- 2,204 user interactions between May 2022 and April 2023
- User interactions include student appointments (476), accompaniments (53), text message (91), phone (1,042), and substantive email correspondences (326).
- 87 appointments were related to advocacy (hospital, Centre for Accessibility, faculty advising, individual professors, counselling, RCMP, Investigations Office, etc.)

Operational Changes:

This year, the SASC hired an Assistant Manager, a full-time Educator, 2 full-time Support Workers and 2 part-time Support Workers to mirror commitment made during our 2022 referendum. The increase in staffing on the Support & Advocacy team, and the Education & Outreach team has allowed us to better meet the needs of the campus community as they continue to increase.

The creation of full time Support Worker positions has created more stability for service users so we are better able to support them with their concerns, primarily post traumatic stress, school stress, and sexualized violence. However this year we saw a 145% increase in service users disclosing suicidality which has been similarly observed by Peer Support and the AMS/GSS Health & Dental Plan.

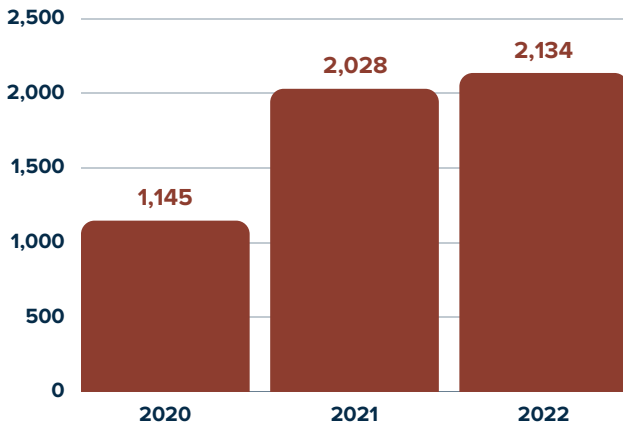
The addition of a full-time Educator has increased the capacity of the Education & Advocacy Team to meet the needs of the campus community by provide more education on campus, improving the curriculum of current workshops, developing new workshops, hosting more events and engaging in more outreach with the goal of preventing sexualized violence on campus. Our newest workshop "Workplace Harassment & Responding to Disclosures" has been facilitated to AMS Staff, student executives, and other members of the UBC community with many groups committing to annual workshops.



Project Spotlight: SASC 20 Year Anniversary

In Term 1, the SASC celebrated their 20th anniversary. To honour the occasion, the SASC brought together stakeholders from across campus, including folks from SVPRO, the Investigations Office, Equity & Inclusion, and more to reflect on the work that has been done over the past two decades to end sexual violence on campus.

SASC Annual Interactions



Historic data from the SASC has been reported based on calendar years, as opposed to academic years. Year-over-year comparisons can nonetheless be seen based on the data from 2020-2022.

Finances:

Total Expenditures: \$533,486.95
Total Revenue: \$1,707.20
Actuals: \$531,779.75
Cost per Interaction: \$241.28

In 2022/23, the SASC came under budget in large part because of temporary staff vacancies in both the Education & Support branches of the Service. Unused funds from the SAIF fund are preserved in that fund for future years.

