

2023/24 AMS Services Goals

The following goals document is organized based on the Service that it relates to. For a visual grid of what AMS strategies the goals relate to, please see this document.

Services-Wide:

1. **Improve data collection and analysis within and across all Services.** Use Power BI consistently across all Services for better quality data collection. Analyse trends and statistics across all Services, including by calculating the number of unique student users for all Services (note that there may be some operational barriers for this in Private Tutoring and the SASC).
2. **Fully integrate Teamwork project management software into Services operations.** Ensure that teams are completing Teamwork project builds early during project planning and using it to diligently track progress and enhance collaboration. Use project documentation generated from the platform as transition and planning materials for future years.
3. **Continue to improve training and onboarding for Services office and hourly staff.** Training for Services team to include both operational components (finance, software systems, communication) as well as professional skills (management, conflict resolution, work-life balance and boundary setting). Equity and staff management training to be included for all staff and supervisory staff, respectively.

AMS Food Bank:

1. **Create more sustainable logistical operations.** Key strategies include:
 - a. **Reducing the reliance on heavy manual labour for food deliveries and processing.** This will be largely improved by improved equipment and facilities; larger space that allows us to drive pallets into the space, and a larger vehicle to be able to reduce the number of trips for food pickups.
 - b. **Creating more robust tracking of costs and inventory.** Tracking to include inventory on-hand and recording the purchase price and specific volume of all items purchased. This will also allow us to track rising food costs (inflation) more accurately and take better advantage of sales prices.
 - c. **Make inroads towards purchasing an E-Transit van.** This change will be transformative to our operations, allowing us to dramatically reduce staff hours for bi-weekly food pickups and allowing us to take advantage of large-scale food donations for the first time (by the pallet).
2. **Continue to explore policies that would focus our resources on supporting students in most need of support.** Understanding that current and historic growth levels are un-sustainable for us to maintain current service-levels past this year, analysis and planning is needed to ensure that future resources are directed towards students facing the most need.
3. **Focus fundraising efforts on large-scale and corporate donations.** While community-level fundraising will continue, sponsorship packages and fundraising from corporate donors is needed to align with our current scale of operation and need.

AMS Peer Support:

1. **Review and improve emergency procedures** to ensure that we are following best practices for supporting students in distress, that our staffing model is sustainable, and that we are connecting students to appropriate resources post-support.
2. **Conduct research into what Harm Reduction support services are available on campus.** Use findings to better understand gaps in resources and strategic areas for growth for the Service.

AMS Safewalk:

1. **Run marketing efforts throughout the year to promote Safewalk.** Marketing to have special focus on first year students and around major events.
2. **Conduct an internal program evaluation to better understand the way that students use the program.** This should include when the Service is busiest, the impact of the Service on the student body, and areas of potential unmet need.
3. **Grow usage by 30% from 2022/23.** This would set the target number of interactions for 2023/24 to be 1,040. Because Safewalk expenses are fixed, irrespective of the number of annual users, this goal is intended to help deliver greater value for spending to students.

AMS Advocacy:

1. **Fully integrate AMS Advocacy and AMS Housing.** Full integration includes the ability for staff from each branch of the Service to collaborate on cases, as single seamless intake process for students looking to access support.
2. **Continue to expand online and template resources** to help students get short-term information quickly when they reach out. AMS Advocacy continues to be one of the busiest Services. But students who reach out are often looking for quick responses. Templates and online resources help to fill the gap to support students with non-urgent cases before their intake appointment.

AMS Tutoring:

1. **Launch graduate exam tutoring (LSAT, GRE, MCAT).** Offerings to be available for both free drop-in and private appointment tutoring (\$48 / hour). This resource is intended to offer greater Service utility to upper-year students and to combat steep barriers to entry for students looking to pursue further education after their undergraduate degree.
2. **Increase paid private tutoring session usage by 20%.** This would put the goal for the number of paid Tutoring sessions for the 2023/24 year as 1,144 sessions. This is an essential first-step towards the private tutoring branch of the Service becoming cost-neutral (a multi-year objective).
3. **Continue to expand online study resources.** Additional courses and materials are needed to build-out the online course study materials library created and published in early 2023.

AMS Sexual Assault Support Centre (SASC)

1. **Develop strategies to help alleviate staffing resource constraints within the team.** Building operational capacity within the SASC is essential to the long-term sustainability and wellbeing of the team, as well as the deliver the best possible support to students.
2. Offer additional workshops around healthier relationships and boundaries as well as general knowledge of sexualized violence.