

SERVICES INTERIM REPORT

2023/24



Summary

AMS Services by the Numbers:

- 17,773 user interactions between May and November 2023

Operational Summary:

Over the past seven months, the AMS Services team has 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. Orientations Programming: This September, the Services team focused on reaching out to as many incoming and continuing students as possible to help promote AMS Services. We partnered with UBC Jump Start to hold a Student Resource Fair, which saw over 500 attendees, did a colouring book social in Student Housing, and boothed at both Imagine and Clubs Fairs.
2. Improvements to Data Collection: We are continuing to enhance our data collection within each Service and process data for better insights about how students interact with our programming.
3. Project Management: Our team has adopted Teamwork for project management, to help us keep track of our work, plan our work out for the year during the summer, and collaborate across teams.

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



The Safewalk Team bothing at the Student Resource Fair

Summary Report Data:

	Interactions	Budget	Year to Date*	% Service Interactions
Advocacy	643	\$47,382.00	\$32,826.00	4%
Food Bank	12,463	\$108,039.00**	\$57,398.46**	70%
Peer Support	516	\$60,082.00	\$39,731.84	3%
Safewalk	1,442	\$183,337.00	\$91,720.00	7%
Tutoring	1,195	\$108,119.80	\$57,353.85	7%
SASC	1,764	\$839,374.00***	\$375,254.77***	10%
Total	17,773	\$1,423,530.80	\$654,284.92	

*YTD is based off of trial balances available in December.

**Food Bank operating expenses only (does not include food purchasing costs or donations).

***While The SASC is an AMS Service, it is 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.

AMS Advocacy by the Numbers:

- 643 user interactions between May and November 2023
- 65% of support interactions related to either Academic Misconduct or Academic Disputes
- Interactions included 19 accompaniments

Service Integration:

AMS Housing is now fully incorporated into AMS Advocacy, with an Assistant Coordinator who focuses primarily on housing cases and all housing-related resources preserved online on the Advocacy Service webpages. While the Housing branch sees fewer cases than the standard Advocacy branch, our experience offering this service over the past 8 months indicate that Housing cases tend to be both more complex and time-intensive for staff.

Online Resources:

The Advocacy team has finished publishing important online resources to help guide students who may be experiencing disputes with the university while the search for information and/or wait for an appointment. Resources include the Academic Misconduct Guide, as well as a Frequently Asked Questions document. These resources are designed to complement the flowchart created by the Academic Integrity Hub and the toolkit created by the UBC Ombuds Office, both of which are also linked on our website.

Finances:

Service Annual Budget: \$47,382.00

Total Cost to Date: \$32,826.00

Food Bank

The AMS Food Bank is a food relief service for UBC students in need. We offer various perishable and non-perishable foods, personal hygiene supplies, and information on additional resources in and around Vancouver. We go by the motto of: give when you can, take when you need.

Food Bank by the Numbers:

- 12,463 user interactions between May and November 2023
- 84% increase in user interactions from same period in 2022/23
- 2,006 unique service users*

Collaborations with Farms and Markets:

Over the summer, the Food Bank was a partner site for the BC Farmers' Market Nutrition Coupon Program, which allowed the Service to offer some clients limited coupons that could be redeemed for fresh produce at the UBC Farm. The UBC Farm and Botanical Gardens offered extensive fresh produce during the growing season, which greatly enhanced fresh vegetable offerings.

Expanded Menu:

Thanks to increased funding from the UBC VP Students portfolio, the Food Bank has been able to add menu items to help increase both variety and cultural inclusion. Regular items that have been added to the menu include both carrots and tofu (tofu was previously one of the most requested items). A menu of rotating items has also been added. Recent rotating items have included cereal, peanut butter, noodles, and canned tomatoes.

Renovations:

The capital project to expand the food bank have been partially completed. The increased space has allowed us to help reduce heavy lifting and increase storage by allowing us to store up to two full pallets of food in the Food Bank itself. The final portion of Phase 1 of the renovation, adding the walk-in fridge, will be complete in early January.

The image shows a recipe card titled "How To Make Egg Tomato Rice!". It features the AMS Food Bank logo on the top left and the Acuitas Therapeutics logo on the top right. The card specifies a preparation time of 30 minutes and a yield of 1 serving. The ingredients list includes 2 tomatoes cut into eighths, 2 eggs, white rice, 1 green onion, a tiny pinch of sugar, salt and pepper, and oil. A section titled "Where did this recipe come from?" explains that the recipe was submitted by a student in a competition sponsored by AMS Services and Acuitas Therapeutics. A photo of the finished dish is shown at the bottom left.

Recipe Cards:

Last term, the Food Bank began releasing digital and printed recipe cards to help both build community within the Food Bank and increase food literacy. Several recipes that incorporate regular food bank staples or rotating menu items have been created, both by volunteers and community members. This recipe for Egg Tomato Rice was submitted in a competition by a student, in partnership with Acuitas Therapeutics, who have donated funds for all eggs for the 2023/24 academic year.

Finances:

Service Annual Budget: \$108,039.00
Total Cost to Date: \$57,398.46

Total cost to date listed above includes only non-food-purchasing (operational) expenses. Preliminary food purchases costs from May - November totaled approximately \$137,000.00. Donations, which support food purchasing, are also not included in the total above.

*Unique Users calculated from May - December 2023 Data.

Peer Support

Peer Support provides free, confidential, one-on-one peer support for UBC students. No issue is too big or too small. We also provide substance use and harm reduction education including but not limited to: Naloxone training, fentanyl test strip distribution, and mental health and substance use workshops for the greater UBC community.

Peer Support by the Numbers:

- 596 user interactions between May and November 2023
 - 123 support interactions
 - 473 event and workshop interactions (includes 7 Naloxone training workshops with 173 attendees)

Demand for Support Sessions:

Uptake for Peer Support has continued to increase, with 123 support sessions logged between mid-September and the end of November. As of end-of-November, we have already surpassed the number of support sessions seen in the whole 2022-23 year (90) by 37%.

Increased Training:

This year, we have invested in additional external training for staff and volunteers. Peer Support staff and Senior Volunteers have taken ASIST Training by Living Works. All volunteers and staff will also take additional training on de-escalation from the Crisis Centre in January.

Harm Reduction Supplies Program:

In the fall, the Peer Support team launched a harm reduction supplies program. Students can anonymously request supply kits online and anonymously pick them up any time that the building is open.

Naloxone Training:

The number of Naloxone trainings this year has really increased. Peer Support collaborated with the Wellbeing Centre and the VP Admin office to offer Naloxone training for club executives, along with extensive bothing, and workshops to campus groups.

Colouring Book:

A colouring book event at Jump Start was one of the successful wellbeing events hosted by the PeerSupport team this year. The colouring book is made up of illustrations by students and is available for free download on our website.

Finances:

Service Annual Budget: \$60,082.00

Total Cost to Date: \$39,731.84



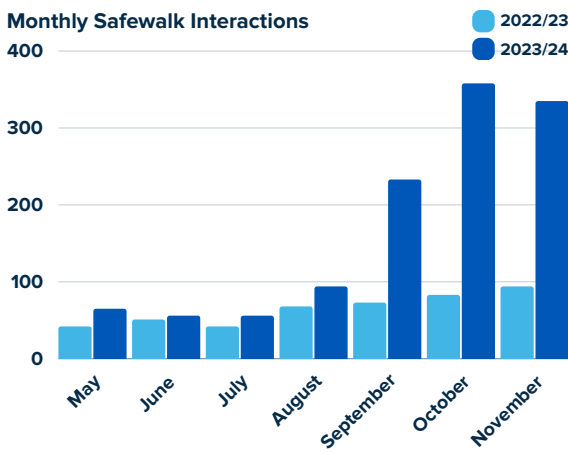
A page from the
Peer Support
Colouring Book

Safewalk

AMS Safewalk is a student-run safety service designed for anyone on the UBC campus who is traveling alone. Driving and walking teams are available to accompany individuals to their desired location after dusk.

Safewalk by the Numbers:

- 1,197 user interactions between May and November 2023
- 347 unique service users*



Call Volume:

Immediately following promotion efforts during Orientations and early September, Safewalk saw a significant increase in the number of nightly calls. Uptake for the Service has been significant; in late October, we surpassed the annual interaction count for 2022/23 (800 trips).

Call volume remains high, especially from Student Housing residences, which make up 51% of all pick-up locations.

Vehicle Maintenance:

Periodic vehicle maintenance and repairs for Vroom Est and Safety McSafeFace continue to be a priority. Recent increases in call volume have pushed the batteries on these vehicles to their capacities. On busy nights (Wednesdays and Fridays in particular), both vehicles are needed to be able to have enough battery to complete all requested transfers for the evening. The battery on Safety McSafeFace was recently replaced after it failed.



Finances:

Service Annual Budget: \$183,337.00

Total Cost to Date: \$91,720.00

Over 90% of Safewalk's budget is comprised of salaries, wages, and benefits. One significant expense that was recently incurred was the purchase of a new car battery, but the expense is expected to be covered by our budget for vehicle repairs.

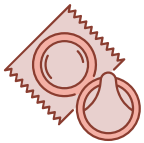
*Unique Users calculated from May - December 2023 Data.

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.

SASC by the Numbers:

- 1,774 user interactions between May and November 2023
 - 773 support interactions
 - 1,001 event and workshop interactions



6,568 safer sex supplies distributed through online request forms to student groups and UBC departments. This figure does not include supplies distributed at booths or at the resource table outside the Service.

Education + Outreach:

Since May, the SASC Education Team has run 33 workshops. The team also ran a Queer Sex-Ed Trivia Night. In total, the workshops and event saw a total of 923 attendees.

In September, the team also re-launched the Healthier Masculinities program. In Term 1, the team hosted 8 Healthier Masculinities sessions, each with different topics and curated curriculum, with 78 attendees.

Support Sessions:

Over the May to November period, the SASC team made 773 support interactions. In Term 1, in person support sessions were the most popular single mode of access, representing 37% of support interactions. Phone calls were the next most popular method of accessing support, with 22% of support interactions. Other options for support interactions include Signal messaging, video, and email.

Between September and November, the team completed 17 accompaniments, to hospital, police, advising offices, and more. This is included in the total number of support interactions.

Finances:

Service Annual Budget: \$839,374.00

Total Cost to Date: \$375,254.77

Tutoring

AMS Tutoring supports student academics through both drop-in and private appointment tutoring focused on first and second-year courses. All our tutors are upper year students who have achieved at least an A in the course they're tutoring.

AMS Tutoring by the Numbers:

- 1,195 user interactions between May and November 2023
 - 499 drop-in attendees
 - 696 private appointments*
- 32% overall increase in interactions since same period in 2022/23

Hiring & Training:

This year, AMS Tutoring devoted two full training days for onboarding Tutors. Training included support and content from the Chapman Learning Commons, the Academic Integrity Hub, Peer Support, and the SASC. In Term 1, there were 29 Tutors.

Private Appointment Growth:

Despite focusing our promotion efforts on free drop-in tutoring, we have seen significant growth in the demand for private appointment tutoring. With 696 appointments between May and November, we are set to exceed our private appointment number from 2022/23, which was 953. The Nimbus app for private tutoring saw over 575 new students register. Of our unique users of private tutoring, 76% of students came back for one or more additional session. Students using private appointment tutoring also expresses satisfaction with the quality of service offering. The average Tutor review is 4.89 out of 5 stars. In post-tutoring questionnaires, 97% of students felt more confident tackling their courses after the session, and 94% reported feeling less stressed academically. 90% of students who used private tutoring reported a grade improvement.

Partnerships:

AMS Tutoring continues to have partnerships to offer private tutoring session funded by UBC to both BTSP and WUSC Scholars. In collaboration with the SUS, Tutoring also hosts twice-monthly Math Nights for math drop-in tutoring in Abdul Ladha.



Promotions

Our Services focused substantial marketing efforts on Tutoring during the Orientations season. These efforts appear successful, as we have seen an increase in up-take for Tutoring relative to the same period in 2022/23 (32% increase).

Finances:

Service Annual Budget: \$108,119.80

Total Cost to Date: \$57,353.85

Major expenses (the annual cost of our private tutoring platform) and revenue (contract for drop-in tutoring with the Chapman Learning Commons) is expected in Term 2.

*Private appointments operate year-round (summer, exam seasons, etc) while drop-in tutoring is limited to weeks in the winter term when classes are in session. Over the summer, we ran 98 private tutoring appointments.