

YEAR PLAN
MSU Vice President Administration
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2016-2017
(submitted Tuesday, June 14, 2016)





GOALS

Objective 1	Increased Support for the Student Representative Assembly
Description	<p>Due to one year turnover of the representative assembly roles, it is critical that the VP Administration works alongside the speaker to develop training materials that are setting these individuals up for success. In the past, assembly members get elected and are expected to elected vice presidents and commissioners within the first couple meetings. Being in the position where these members are responsible for representing the student voice and making important decisions for the student union, I think we need to do a better job at training these individuals. Some of the ways I believe we can do this which I have highlighted in my platform:</p> <ul style="list-style-type: none"> • Make SRA Training shorter (3 days to 2 days) • Revamp SRA Training to be more skilled based development • Create on-boarding package for SRA Members • Develop Accountability Measures for Commissioners, Caucus Leaders, and SRA Members • Improved training for individuals who are on Executive Board • Formalize the Role of Caucus Leader • Focus on more professional development opportunities for assembly members and build and MSU Alumni Network
Benefits	<ol style="list-style-type: none"> 1. Make SRA Training shorter (3 days to 2 days) : This makes training more accessible to members who are working for the summer, thus increased participation 2. Revamp SRA Training to be more skilled based development: Information can be learned, but skills take some time to develop. By shifting the focus of training to be more on skill development such as how to debate effectively and resolve conflict, it will allow for more effective and meaningful dialogue. 3. Create on-boarding package for SRA Members: This will allow us to distribute information in a more accessible way during end of term, thus members will feel more prepared coming into the first couple meetings. 4. Develop Accountability Measures for Commissioners, Caucus Leaders, and SRA Members : This will encourage students to engage more with the SRA as they know members are being held accountable for the platforms they are running on. In

	<p>addition, it will also allow assembly members to hold other assembly members accountable throughout the duration of their term.</p> <ol style="list-style-type: none"> 5. Improved training for individuals who are on Executive Board: It will help improve service provision and ensure we are constantly questioning student value in all the decisions being made at this board about our services. 6. Formalize the Role of Caucus Leader: Increased preparation and will give individuals taking on this role a better idea of what their role is and the expectations that encompass it. 7. Focus on more professional development opportunities for assembly members and build and MSU Alumni Network: Encourage members to think beyond their one year term and draw parallels between this role and their potential career aspirations
Difficulties	<p>It is always difficult to cater training to the different needs of different members. In addition, due to the varied priorities of members, it is a challenge to administer training and have professional development days and expect full participation from all members.</p>
Long-term implications	<p>There are no long term implications with this objective other than it requires the VP Administration to be committed to more training weekends.</p>
How?	<ol style="list-style-type: none"> 1. Make SRA Training shorter (3 days to 2 days) : Work with housing and conference services and speaker to condense training. 2. Revamp SRA Training to be more skilled based development: Work with speaker to facilitate more sessions focused on conflict resolution and working together as a team. e.g. amazing race activities, escape rooms, how to debate session 3. Create on-boarding package for SRA Members: work with speaker to create an online hub of resources that members can access e.g. video series on what to know for first couple meetings 4. Develop Accountability Measures for Commissioners, Caucus Leaders, and SRA Members : work with speaker to change caucus leader reporting structures and have delegations from the floors for commissioners 5. Improved training for individuals who are on Executive Board : work with Administrative assistant to create resource binders for executive board members 6. Formalize the Role of Caucus Leader : work with Jess Bauman

	<p>to develop job descriptions for the caucus leader role</p> <p>7. Focus on more professional development opportunities for assembly members and build and MSU Alumni Network: work with past SRA members and PTMs to run sessions on professional development with a focus on career development</p>
Partners	Jess Bauman, Victoria Scott, Genya (Speaker), SRA Members, Michael Wooder, John McGowan

Objective 2	Increased Support for the Part-Time Managers
Description	<p>Similar to SRA Members, due to the one year turnover of the PTM role, it is critical that they are getting supported as they run services for students. As outlined in my platform, the following are suggestions on how we can better support PTMs:</p> <ul style="list-style-type: none"> • Formalize Guidelines for Service Special Projects Funding • Improved Training for Summer PTMs • Improving Training for Horizons and Clay PTMs • Improved One-on- One Check Ins • Restructuring PTM Meetings based on Service Clustering • Promotions Training for PR Executives of Services
Benefits	<p>Improved service provision for students and ensure our PTMs are being provided with all the resources they need to succeed in their role.</p> <ol style="list-style-type: none"> 1. Formalize Guidelines for Service Special Projects Funding: increase service collaboration 2. Improved Training for Summer PTMs: ensure they have all the tools and resources needed for success 3. Improving Training for Horizons and Clay PTMs: as in the past they did not get formally trained, this will allow them to get the proper training to succeed in their roles as they have work terms that don't coincide with any other PTMs 4. Improved One-on- One Check Ins : schedule check-ins for when PTMs have a high demand in service usage 5. Restructuring PTM Meetings based on Service Clustering : allow for more service collaboration throughout the year 6. Promotions Training for PR Executives of Services: ensure our services are consistent in service usage
Difficulties	As we have a diversity of services that we run, it is difficult to cater training for

Long-term implications	N/A
How?	<ol style="list-style-type: none"> 1. Formalize Guidelines for Service Special Projects Funding: Work with the VP Finance to develop guidelines for this fund based on the clubs special projects funding model 2. Improved Training for Summer PTMs: work with Michael Wooder to provide more break-out sessions that are shorter 3. Improving Training for Horizons and Clay PTMs: hire some other PTMs earlier, so we can have a small formalized training session for them 4. Improved One-on-One Check Ins : work with PTMs to have scheduled check-ins throughout the year 5. Restructuring PTM Meetings based on Service Clustering : work with TRRA to provide continual training at PTM Meetings <p>Promotions Training for PR Executives of Services: work with Michael Wooder to develop training for September</p>
Partners	Michael Wooder, Victoria Scott, Part-Time Managers

Objective 3	Evaluating Service Spaces
Description	As the number of services the MSU is providing to students each year is expanding, it is critical to evaluate service space in order to ensure each space is meeting the needs of the service. In addition, with the creation of a new service this year such as MACCESS, it is important to evaluate the need for space for this service to run programming.
Benefits	As a organization, we are constantly managing and evaluating the needs of our services and the use of MSU Spaces. It is important to constantly review the needs of students and critically evaluate value in our service provisions. A part of that
Difficulties	Space is limited on campus or there is often an associated cost with occupying a space that places a financial burden on the organization.
Long-term implications	There will an abundance of spaces opening up in the student centre as new buildings are being built, thus it is important for the MSU to have an understanding of how much space we will needing to meet the demands of our services. Planning ahead will allow us to be more vigilant and targeted in our approach to acquiring space.
How?	Executive Board has struck a space audit committee

	composing of the VP Finance, Ikram Farah, and the VP Administration. We will be sending out a space feedback form to consult all PTMs on what the current and future needs of their services are and to gain an understanding of how their current space is being utilized. After the forms have been collected, the committee will use the feedback to form recommendations about space allocations to Executive Board.
Partners	Ryan Macdonald, Part-Time Managers, Ikram Farah, Executive Board, John McGowan

Objective 4	Improve the Peer Support Training for Volunteers
Description	One of the priorities that past VP Administration has outlined for the organization is peer support. As the incoming president also ran on a platform centering on improving peer support resources on campus, it is important to evaluate the peer support given by MSU Services. This year, the TRRA (Training Resources Research Assistant) was hired as the organization wanted to put more money and resources into peer support. This role involves working collaboratively with the VP Admin and the PTMs of all peer support services to develop better training for their service volunteers. In addition, the individual is tasked with developing more continual methods of training for volunteers year long, so we are constantly being vigilant of the type of peer support our organization is providing to students.
Benefits	Providing more training for our peer support volunteers will allow them to be better equipped when giving peer support. In addition, having continuous training will allow them to learn and develop these skills over longer periods of time rather than being expected to learn everything over an entire training weekend.
Difficulties	Providing more training opportunities is expensive and the organization is making an immense financial investment. For example, to provide Assist training for 20-25 volunteers will cost the MSU over \$4000. However, the peer support line service has identified that volunteers are not ready to handle suicide calls, thus this training is mandatory for their volunteers in order to provide adequate peer support.
Long-term implications	Due to the increase in the demand for our peer support services, the MSU has to make more of an investment in peer support every year. In addition, even with training, volunteers

	are not prepared to handle all situations that arise when they offer peer support to students. However, providing more training allows us to provide peer support as a short term solution until the university can improve their wellness services.
How?	Working with the TRRA to develop specific targeting training that meet the individual needs of each service. In addition, developing skill assessments checks to ensure the training we are providing our volunteers is effective. Lastly, working with the TRRA to evaluate the idea of centralizing our peer support services to be under a peer support centre. All peer support service part- time managers and the TRRA will be taking a trip to visit the Western Centre to identify the effectiveness and limitations of the centre.
Partners	Peer support Service Part-Time Managers, TRAA, VP Finance, President Student Wellness Centre

Objective 5	Pop the MSU Bubble- Making our jobs more accessible to students
Description	Many students feel as there are a lot of barriers to obtaining a volunteer or paid job with the McMaster Students Union. This objective focuses on finding ways to make jobs more accessible and evaluating our internal hiring operating policies to see if there are changes that can be made. For example, the incoming president ran on a platform point that focused on limited the opportunity for an individual to be a service executive on more than one service within a service cluster. In addition, individuals have expressed an interest in looking at conference hiring and looking an individual's ability to participate in multiple conferences. However, before we can explore changing operating policies, I think it's important to identify how many individuals hold multiple positions and their reasons for doing so.
Benefits	It's important that we are creating fair and equal opportunities for students to engage with the McMaster Students Union.
Difficulties	It's challenging to discuss this topic because there is only a finite number of positions available through the Student Union, so it's hard to provide opportunities for every individual.
Long-term implications	I don't foresee any long term implications at the moment, but I will probably have a better idea as the survey results come in.
How?	Administering a survey across all MSU members involved in

	<p>the organization to identify overlaps in positions. Once we have collected the data from the survey, we can brainstorm ways to make these jobs more accessible for students. Perhaps it involves running more applicant workshops which gives individuals the opportunities to get feedback on their interview skills. Lastly, having a discussion with the assembly on whether they want to explore clustering services and limiting individuals to being a volunteer for a single service within a cluster (there will be exemptions based on service clustering).</p>
Partners	Executive Board Members, President, Part-Time Managers, Michael Wooder

Objective 6	Improve MSU Hiring Practices
Description	<p>The last VP administration worked diligently to improve the hiring practices of our organization, but there is still a long way to go. Currently, here are the proposed changes I want to make for January hiring:</p> <ul style="list-style-type: none"> • Hiring on weekends and after 9-5 for all part-time manager positions • Develop a hiring guide for part-time managers as they hire executives and volunteers • Partnering with a commerce HR class to screen our November hiring practices • Improve training for executive board members on hiring boards
Benefits	<p>Have more transparent, equitable, fair hiring practices for the organization. In addition,</p> <ol style="list-style-type: none"> 1. Hiring on weekends and after 9-5 for all part-time manager positions: More time for the VP Administration to carry out the other responsibilities of her job 2. Develop a hiring guide for part-time managers as they hire executives and volunteers : so, we can ensure fair and equitable hiring is happening on all tiers of the organization 3. Partnering with a commerce HR class to screen our November hiring practices : to get an external expert to give feedback on our hiring practices 4. Improve training for executive board members on hiring boards : increased preparation and understanding of the skills

	that goes into hiring
Difficulties	It is difficult to overhaul hiring practices while balancing the other responsibilities of the job. In addition, it's easy to control the hiring of our part-time managers, however difficult to regulate the hiring of executives and volunteers for a service.
Long-term implications	N/A
How?	<ul style="list-style-type: none"> • Hiring on weekends and after 9-5 for all part-time manager positions: work with Jess Bauman to schedule interviews outside of work hours • Develop a hiring guide for part-time managers as they hire executives and volunteers: work with Jess Bauman and PTMs to develop standard competencies and questions for their volunteer positions • Partnering with a commerce HR class to screen our November hiring practices : contact the DCS HR association to develop a partnership on this project
Partners	Jess Bauman, Part-Time Managers, Executive Board

Objective 7	Evaluate Part-Time Staff Wage Review Process
Description	Over the past couple years, a reoccurring concern in the organization is that there is no formal standardized process in which a part-time staff member can request and get a wage reviews. The current wage review system involves the VP Finance instructing the part-time staff to track their hours and then making a recommendation to Finance Committee to vote on an increase of the staff's hours. The recommendation then needs to be approved by the members of Executive Board. This wage review system is quite arbitrary as there are no guidelines indicating in what circumstances a part-time staff should receive an increase in wages rather it focuses on the judgement of a limited set of individuals to make that decision.
Benefits	The wage review process will become more standardized and align more with how we evaluate our full-time staff in the organization. In addition, moving forward, it will provide more clarity to part-time staff looking to engage in a wage review process.
Difficulties	Due to the diversity of jobs we offer, it will be a challenge to develop a wage matrix that caters towards all the types of part time employment we offer: CSRs, summer PTMs, variable

	capped PTMs, research assistants, etc.
Long-term implications	There are no long-term implications currently at this stage, but as we look into changing the wage review process, I anticipate we will have more of a understanding of certain implications. Potential implications is that part-time managers who have different hours for different periods of employment will no longer be paid based on times in which they have high influx of work. Rather, they would be given a weekly average salary rate.
How?	In consultation with Jess Bauman and John McGowan, the VP Finance and I would work on building a wage grid for our part-time staff. This would involve consulting with part-time managers on evaluating the competencies of their job and then developing questionnaires and evaluation methods to assign them to a level on the grid. These questionnaires would be designed to evaluate the different criteria involved in a part-time staff's job such as: level of event management they do, size of the budget they control, number of volunteers they supervise, etc. We already have a successful model in place to evaluate our full-time staff, so I believe it's simply finding a way to adopt a similar model into evaluating wages for out part-time staff.
Partners	Jess Bauman, Ryan Macdonald, John M, Part-Time Managers, Executive Board Members, etc

GOALS to strive for

List 5 things that you would like to have prepared for the beginning of September

1. Improve the Peer-Support Training for Volunteers
2. Evaluate Service Spaces
3. Improve SRA Training for Assembly Members
4. Improve PTM training for variable-capped PTMs
5. Increase Participation of Diverse Groups in Welcome Week (includes increase participation of SRA Members in Welcome Week)

List 5 things you would like to have completed during the fall term (1st)

1. Improve MSU Hiring Practices
2. Formalize Part-Time Staff Wage Review Process
3. Improve Training for incoming Horizons and Clay PTMs
4. Service Restructure for following year : Shinerama/ MACycle
5. Develop Training for Executive Board specific for January Training

List 5 things you would like to have completed during the winter term (2nd)

1. Pop the Bubble- Making MSU Jobs more accessible
2. SRA On-Boarding Package for SRA 2017-2018
3. Formalize PTM Hiring Package for Executives and Volunteers
4. MSU Alumni Network and Professional Development Days for SRA
5. Evaluate the role of Services Commissioner

Master Summary

(calendar and checklist)

May	<ul style="list-style-type: none"> • Improved Training for Summer Start PTMs (done) • Create Executive Board On-Boarding Package (done)
June	<ul style="list-style-type: none"> • .Develop training for commissioners and caucus leaders (done) • Improve SRA Training focusing more on skill development (done) • Start Space Audit to evaluate Service Spaces (started) • Create a Job Description for Caucus Leader • Changes to the Services Commissioner Role
July	<ul style="list-style-type: none"> • Improve MSU Orientation Training • Formalize Part-Time Staff Wage Review Process (started) • Develop formalized guidelines for Special Projects Funding • Have One-on-One Check- Ins with PTMs • Look into HR Training Modules for VP Administration
August	<ul style="list-style-type: none"> • Improved Peer Support Training for Service Volunteers using TRRA • Finish Service Space Audit and submit report to Executive Board
September	<ul style="list-style-type: none"> • Run a survey to evaluate overlap in MSU Positions • Restructure PTM meetings based on service clustering • Promotions Training for PR Executives of Services • Develop professional development days for SRA and work on building the Alumni Network
October	<ul style="list-style-type: none"> • Evaluate Hiring Practices for January Hiring • Inviting Commerce HR Rep to evaluate our early PTM hires • Formalize Part-Time Staff Wage Review Process • Have One-on-One Check- Ins with PTMs
November	<ul style="list-style-type: none"> • Complete Formalizing Part-Time Staff Wage Review Process • Applicant Workshops for PTM Positions • Develop Action Plan based on Term 1 recommendations from Services Committee
December	<ul style="list-style-type: none"> • Building hiring package for incoming PTMs on guidelines for hiring executives and volunteers for their service

January	<ul style="list-style-type: none"> • Improved hiring practices for January hiring (hiring on weekends and after hours). • Work with TRRA to develop Skill Assessment Tests to evaluate the skills of Peer Support Volunteers
February	<ul style="list-style-type: none"> • Evaluate number of MSU Seats on Committees. • Applicant Workshops for Executive and Volunteer
March	<ul style="list-style-type: none"> • Evaluate the number of MSU Seats on Governance Standing Committees • Evaluate the Role of Services Commissioner and Support for the VP Administration
April	<ul style="list-style-type: none"> • Give the BEST transition ever to the new "me" • Write a 60 Page Transition Report