



REPORT

From the office of the...

SHEC Coordinator

TO: Members of the Executive Board
 FROM: Sutina Chou
 SUBJECT: SHEC Report #1
 DATE: October 18th, 2016

SERVICE USAGE (Between September 12th and 30th)

Type of visit	CON	LUBE	PAD	DIR	INFO	LOOK	PEER
# visits	21	2	11	9	12	4	3
	BOOK	PREG	MISC	PHONE	CA	EXEC	TOTAL
	3	3	12	7	3	2	101

This averages ~50 visits a week, with the busiest times being in the early afternoon and on Thursdays.

GENERAL UPDATES

1) Hiring completed

- ✓ After my transition, I hired a new Internal Programming Executive as well as a Nutrition and Active Living Chair.
 - I am thrilled with both of my choices – Laura is the literal light of my life, and Amara is doing a really excellent job despite having no previous SHEC experience.
- ✓ First year hiring was a hectic time, but we made a record number of offers to first years. Unfortunately, not all of them were able to accept a position, meaning that we are capped this year at a team of 39, but the ones that we have this year are really incredible and the team is meshing well together.
 - We have an excellent mix of returners as well as volunteers that are new to the service, and everyone seems incredibly responsive to the new style of volunteer management (from both returner and new volunteer feedback that we've gotten).
 - Something that might be good to consider for next year is playing around with the idea of delaying first year hiring to get more exposure, but that might be more difficult overall in terms of volume of applications and the selection process.

2) Space Audit Results

- ✓ We're not moving!

YEAR-PLAN CHECK-IN

Things that have been completed are listed under their respective year-long visions and critical pathways below, as per my year plan:

1) Enhance Volunteer Engagement

a) Volunteer Management

- ✓ Inter-committee connections have been encouraged through the use of a system where volunteers from different committees are sorted into pods and are awarded points based on training participation, shift coverage, and helping around the centre
- ✓ We have implemented a debrief protocol for volunteers with their shiftmates but also have assigned executives to be available Monday to Friday on daytime/evening shifts via phone if a serious debrief is needed
- ✓ Evaluation forms galore have been created to facilitate 360° feedback between volunteers, executives, and the coordinator and has resulted in some good dialogue
- ✓ Our first training weekend was a huge success! The bonfire social after was intimate and unique and we got some great compliments on how it was handled
- ✓ We sent out a record number of offers for first year volunteers this year, which was super nice – we offered a mentorship opportunity but it had very little reception
- ✓ Building in time for debrief and feedback during meetings has been effective

b) Volunteer Training

- ✓ MSU 101 presentation was created and delivered at training and met with a warm reception, especially for volunteers that haven't really interacted with the MSU before
- ✓ Offered opportunity for ASIST on the executive level, as well as MHFA for everyone
- ✓ Had great feedback on situationals that were used during training weekend, October training will exclusively feature service and pillar specific situationals
- ✓ Online training will only be implemented during exam months
- ✓ We brought back the printed discussion articles that used to be provided on shift to lukewarm response, will probably not continued doing this
- ✓ Laura developed and implemented official service protocols for shift swapping/coverage, opening and closing procedures, volunteer conduct in the space, logging visits, debriefing after peer supports, pregnancy tests, and CA condom packages because she is a literal angel

2) Increase Campus Partnerships

a) Increased Outreach with First Years and Welcome Week

- ✓ ResLife has been incredibly welcoming and wonderful – we have planned Sex 101 and are working on Sex 202, and they have agreed to hang up our posters!
- ✓ We were represented well at a variety of summer/Welcome Week events, including Horizons Successfest, SOCS Sleepover and SOCS Welcome Week
- ✓ We partnered with Shinerama to provide condoms during Welcome Week
- ✓ During Welcome Week, we were able to create some programming within residences, including a Sex Ed workshop in Woodstock and a Mental Health workshop with Hedden and McKay
- ✓ We also launched a series of self-care tips during Welcome Week that were pretty well received and will likely be making a comeback next year!

c) Promotion of Nutrition and Active Living

- ✓ We are working with SCSN to promote Hamilton-based activities that can get students moving as creating a guide to healthy eating when out
- ✓ We are in talks with Mac Farmstand to make joint videos that advertise them as an option for students looking to buy fresh local goods, as well as providing nutritional information for their items
- ✓ MSU Cultural Clubs are being involved in the creation of our healthy eating cookbook to ensure that there is diversity in the recipes being offered

e) Involvement with Campaigns Involving Sexual Health and Sexual Violence

- ✓ Meghan Ross was involved in training weekend, and we are hoping to have her back for another SHEC-specific training and/or on our radio show!

Other cool partnerships:

- ✓ **Partnership with LS 4X03:** This has been a very cool opportunity to work with Dr. Khan in her The Biopsychology of Sex class – her students are creating pamphlets and designing seminars that we are hoping to present to the public in a joint venture!

3) Develop More Efficient Advertising

a) Social Media

- ✓ We have finally updated our Facebook and Twitter pages
- ✓ A system has been developed for committee-specific content uploaded and engagement to ensure consistent activity and cross-promotion of similar services
- ✓ A protocol for responding to messages/interactions on Facebook/Twitter has been implemented and admin privileges have been updated

b) Online presence

- ✓ Website has been restructured to improve visual appeal and organization
- ✓ All the information on the MSU website is now (finally!) up to date
- ✓ We have decided to redo our tumblr theme and use it as the primary host site for our blogs, as the MSU website isn't conducive to archiving long text posts

c) Printed Materials

- ✓ We create general informational rave cards that we now take to all major promotional events and attach to CA condom packages and other free items we give out
- ✓ There is now an awesome poster outside our door that visitors can see during off-hours directing them to other services they can access when we are not operational

d) Professionalism

- ✓ The process for a new logo has begun, with hopes that for an image before my term ends and also an implementation plan in place ready to go (for this year or next)
- ✓ We have received approval for money from the capital budget to renovate the space! It will go towards new volunteer and peer support chairs, a smaller desk for the coordinator, a new filing cabinet, and a fresh coat of paint
- ✓ It was a long time coming, but our whole team now has emails hosted on the MSU server

4) Improve Visitor Experience

a) Integrate data collection mechanisms to inform service direction

- ✓ We've created a peer support binder to collect data on what kind of scenarios our volunteers should be trained for – it doesn't have a lot of data yet, but it's coming!

c) Ameliorate the physical space that the centre occupies

- ✓ An inventory of the current pamphlet collection has been conducted, and we are planning a complete overhaul of the pamphlet and book libraries

Overall, I'm pretty happy with my progress! Simple math shows that I've completed 60% of the action items on my year plan. However, many of the things I've accomplished are simple short term items. Pretty much all of the remaining items are large in either breadth or depth and involve long-term vision for the service. This makes them harder to stay on top of, but getting the small things done is a good way to build momentum.

CURRENT CHALLENGES

1. Poor transitioning

It's been a little bit frustrating that long-term records of activity (for example, logbook statistics) are hard to come by as they either weren't kept at all, or are poorly organized. We are missing the logbook analytics from last year as well as many files that may have proved useful (and purportedly exist) from the MSU server. To prevent this this year, I am backing up files regularly and archiving as many files as possible.

2. Peer support promotion

Given that we are under review this year and that peer support is one of the service facets that will be under the most scrutiny, it's been tough to see that we haven't had as many people come in as we would like. Especially because we haven't kept a peer support logbook before, this makes targeted improvement difficult; however, we are promoting heavily in residence and things may pick up as the school year gets more stressful.

BUDGET

5003-0116	SHEC - OFFICE SUPPLIES	\$100.00
	TOTAL SPENT IN LINE	\$100.00
	REMAINING IN LINE	\$0.00
5951-0116	SHEC - REFERENCE LIBRARY	300.00
	TOTAL SPENT IN LINE	\$300.00
	REMAINING IN LINE	\$0.00
6102-0116	SHEC - ANNUAL CAMPAIGNS	\$2,200.00
	TOTAL SPENT IN LINE	\$396.24
	REMAINING IN LINE	\$1,803.76

6494-0116	SHEC - VOLUNTEER RECOGNITION	\$2,200.00
	TOTAL SPENT IN LINE	\$1,224.26
	REMAINING IN LINE	\$975.74
6501-0116	SHEC - ADV. & PROMO.	\$2,500.00
	TOTAL SPENT IN LINE	\$369.07
	REMAINING IN LINE	\$2,130.93
6804-0116	SHEC - TRAINING EXPENSE	\$1,000.00
	TOTAL SPENT IN LINE	\$358.20
	REMAINING IN LINE	\$641.80

The office supply and lending library budget has been exhausted – I expected this to happen, so I'm not too concerned as it makes sense to spend all the money in these sections at the beginning of the year. Spending has been on the lower side so far, but many of our major events are still to happen, so I think we are in a good place given the number of things on the near horizon.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

1. Sex 101 will be happening this month with three in-hall sessions and one in IAHS for off-campus students (a new option that I think increases accessibility and will be a good opportunity) – ResLife has been incredibly supportive and we are thrilled!
2. The first training session after training weekend will be occurring on the 23rd, so this will be an excellent opportunity to check in with volunteers after the centre has been operational for about a month and to test-drive our new situational-based training approach.
3. A lot of good work has been done with the annual cookbook – we have decided to host it on Issuu this year, which will go a long way in making things widely available.
4. Eat Out, Work Out Hamilton is in the works with SCSN, which is an exciting opportunity to do some cross-service promotion.
5. We are developing a series of poster around the theme preventative measures to addiction titled, “What’s Your Superpower?” due to launch early next year.
6. An exciting new thing the Nutrition and Active Living committee is working towards is the integration of New Year’s Resolution Fair programming into Frost Week!
7. Best practices research as a joint venture with the Services Commissioner and External Affairs Commissioner is in the works on our end – my Internal Programming Coordinator is compiling a list of similar services at other universities, along with contact information that we hope to put to use by the end of the month.