



REPORT

From the office of the...

Student Walk Home Attendant Team

TO: Members of the Executive Board
FROM: Leon Zhang
SUBJECT: SWHAT Report #1
DATE: Tuesday, October 25, 2016

UPDATE

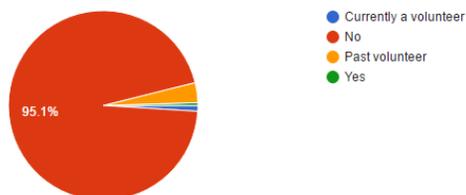
SWHAT has enjoyed a bright start to the 2016-2017 year with a busy Welcome Week schedule, a volunteer hiring round with over 140 applicants, and over 200 walks so far. We are currently operating with around 60 walkers and 10 dispatchers, in addition to our 7 executive members/ Despite the removal of furniture from MUSC 226, SWHAT has adjusted to accommodate our volunteers for the time being and improve our volunteer appreciation efforts from last year.

SERVICE USAGE

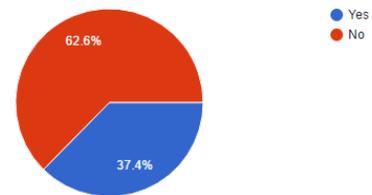
As of October 20, SWHAT has had 206 walks since the beginning of Welcome Week 2016 (163 walks in August/September, 43 in October so far), which is a tremendous increase from the 137 walks we received from Sept 1 – Oct 21 in 2015. This year, SWHAT is averaging 4.68 walks a night (over the last 44 days).

Upon the VP Admin's suggestion, SWHAT is tracking two additional pieces of data for our walks: internal/external usage and new clientele. The majority of our clients (95.1%) are not currently or have never been involved with SWHAT internally, while 3.4% were past volunteers. This year, we have provided walks to 77 new clients as well (37.4%).

Has this person ever been involved with SWHAT in the past? (206 responses)



Is this person a first-time client? (206 responses)



Another statistic that SWHAT is tracking this year is distance travelled. The total distance that SWHAT has walked this year is 501.26 km (calculated for a round trip using Google Maps – Walking). SWHAT teams average 2.43 km per walk, or 11.38 km per night. We plan to incorporate this into our promotional campaigns in the future.

PAST EVENTS, PROJECTS & ACTIVITIES

SWHAT connected with SOCS during Welcome Week to help with walk homes for first year students to both alleviate some of the effort from the SOCS representatives as well as to start promoting SWHAT as early as possible to the first year students. We were also able to distribute SWHAT swag to first years through SOCS, to PhD students through the DeGroot School of Business, and to international students through ISS.

Other events that SWHAT attended include the Horizons Successfest, MacQuest service mixer, SOCS Beaver Games, Clubsfest, and Hoco Expo. During Hoco Expo, SWHAT partnered with Compass Info Centre to host a joint raffle as a promotional event.

Internally, SWHAT hosted its first volunteer appreciation event of the year in late September during which volunteers came together for a hike, bonfire, and board games night. Over 30 volunteers participated in the event, and we believe that it was a successful start to our volunteer appreciation strategy this year.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

We are currently in the process of planning for our bi-annual Walkathon event in November, during which SWHAT donates money to a charitable cause for all the walks we receive during the month.

We are also starting our weekly SWHAT Chocolate promo on Tuesday, October 25th in the MUSC lobby in order to promote the service, the Walkathon, and give out free hot beverages when it gets chilly!

BUDGET

In our attempt to diversify our volunteer appreciation programming to cater to our diverse volunteer body, we have spent over \$400 already and we have another volunteer social planned for November along with an end of term gift.

We did however spend \$220 on volunteer training (\$20 over budget) – mainly because of the cost of providing food for 80 volunteers. In the past, we held training for only walkers (dispatchers would receive separate training). This might account for the increased spending this year.

VOLUNTEERS

This year, volunteers were given anti-oppressive practices training in addition to the standard volunteer training. Although the session was perceived as lengthy at over 4 hours, many volunteers appreciated the AOP training and saw value in what Diversity Services brought forward in discussion.

CURRENT CHALLENGES

The current office set-up is not the most conducive space for volunteers to hang out together comfortably, especially during our overlap hours from 9-11PM when there are 10 individuals sharing the office. We are currently looking into furniture options but are limited by our budget line for office equipment and are exploring other options.

SUCSESSES

SWHAT has done a tremendous job of attracting applicants for our volunteer positions as well as promoting the service to students, especially to first year students. Based on how many walks SWHAT has gotten so far and the initiatives we are taking this year to get SWHAT's name out there, we are optimistic about how the service will carry on throughout the entire year.

OTHER

N/A