



REPORT

From the office of the...

SRA Services Commissioner

TO: Members of the Student Representative Assembly
FROM: McDougall, Kevan
SUBJECT: SRA 16I Report
DATE: October 25, 2016

Hey there everyone! Hope Reading Week gave you all a nice break and you got a chance to take advantage of some great weather before the horridly cold and damp plight of pre-winter ruined our fun. The Services Committee has been meeting weekly on Mondays and biweekly in our subcommittees. Feel free to pop by to our Monday meetings if you're interested in any of our reviews or projects!

SERVICE REVIEWS

For each of the services being reviewed I went through the lists of past Executive Board documents on the MSU website and transferred all relevant past files (EB Reports, Year Plans, OP changes...etc.) into folders to be uploaded to the Google Drive. I have assigned reading "homework" for each subcommittee so that members are able to get a historical context for these services and their operations.

1. **Mac Bread Bin** (Thursday 7:00pm) In meetings so far we have looked at the purpose of Bread Bin, and looked into various aspects of the 2016-2017 Year Plan. I have also educated members as to what the various services Bread Bin offers are (i.e. Food Collective Centre, Good Food Box, Lockers of Love). We have begun planning the rough sketch of the review process and will be highlighting a focus on roles of paid staff within the service. I am meeting with Veronica on Friday to discuss her successes and challenges thus far in the year.

2. **MACycle** (Tuesday 7:00pm) During our past meeting we discussed aspects both of Arthur and Andy's year plans. We've discussed the challenge of the space, and well as what the implications of the Sobi Referendum results will have. We've noticed that women and transgender events/hours have been a platform point in many past years so our committee will look into how to ensure this platform point gets implemented. I am currently in talks with Andy to meet later this week.

3. **Macademics** (Wednesday 5:30pm) Our subcommittee wasn't able to meet this past week but we will be meeting this upcoming Wednesday to go over specifics on the year plan and what specific areas are to be investigated through the review process. I am meeting with Rohoma on Thursday to discuss how the year has been going so far and to ask questions on behalf of the subcommittee.

4. **QSCC** (Thursday 8:00pm) Our subcommittee has looked in detail into QSCC's year plan as well as their most recent EB Report. When discussing aspects of the service to look into, we are going to have a heavy focus on peer support and barriers that arise in accessing LGBTQ+ resources. This subcommittee had a solid discussion data collection, namely surveys, and some problems/biases we need to make sure we avoid in order to gather valuable and meaningful results. I will be meeting with Aly on Wednesday to update him on our committee's work and to discuss how the service has been functioning this year.

5. **SHEC** (Tuesday 4:30pm) Our SHEC subcommittee has discussed various areas of the service to look into. These include looking into the timing for hiring 1st year volunteers and utilizing the opportunity to rebrand via logo changes and space renovations. The major focus for this subcommittee will be to investigate peer support offered by SHEC and to determine where there's overlap with other campus partners. We have discussed researching other universities to look at comparable services across Canada and learn about their comparable health services. There were many documents from past years that we don't have access to unfortunately but we are looking into trying to retrieve them. I will be meeting with Sutina on Thursday to discuss how the service has operated within the past month.

COMMITTEE-WIDE WORK

The Services Committee meets weekly at 1:30 p.m. on Mondays. During these meetings we update the committee on the individual work of the subcommittees. We also work on some committee-wide projects as follows:

Shinerama/Terry Fox

- The Committee has been tasked to look into Shinerama/Terry Fox to provide recommendations on how it will operate in the future. I have broken down the committee into three research teams. The first team will perform external research on the Shinerama cause (e.g. looking at other universities' campaigns and whether they function under clubs or under services, researching the history and niche markets which contribute to the cause). The second team will do the same for Terry Fox. The final team will perform internal research on McMaster's Shinerama/Terry Fox campaign, investigating documents from past years. Next committee meeting each team will present their findings to the rest of the group and we will discuss next steps from there.

First Year Council

- As many of you already know, First Year Council has undergone major changes with KJ Webster now the inaugural FYC Coordinator. The addition of the Coordinator and Residence Councillor positions as well as the restructuring of Vice-Chair posts make for an exciting and productive year for the council. Due to these large changes, our committee will stay closely tuned with FYC to see their successes, challenges, and to support them in areas of growth.

Anonymous Service Feedback System

- Operation Commissioner Preethi Anbalagan brought up the concern that there isn't a codified structure that allows students to provide anonymous feedback (whether positive or negative) on their experience with particular services. It has recently been observed that many services are getting ratings on their Facebook pages. Some of

these ratings have been followed up with comments but many have not. Preethi and I thought it would be appropriate to look into creating some system in which students can provide feedback such that it can be used more valuably and constructively. I brought this up at our Services Committee meeting on October 24th and the committee agreed this would be of interest to look into. While we have only started discussing on the issue, one idea thus far is inserting a standard google form link on each MSU service's webpage. Further discussions on this topic will help us determine who will have access to this anonymous feedback but this addition will allow future Services Committees to have greater access to past student opinions on the services that are being reviewed.

Service Creation and Review Policy

- During one of our Committee-Wide meetings, we read through this policy together as a committee and discussed it. While it is exciting to have an actual Operating Policy now to dictate both creation and review, we discussed making the policy a little less vague so that future committees have some required areas to review and some more guidance. In second semester we will get in contact with Preethi to edit and pass our prescribed changes to the OP. These changes will also involve implementing a structure review schedule which will be an ongoing project.

CURRENT CHALLENGES

Towards the end of Reading Week, my laptop crashed and with it I lost quite a bit of work, both academically and for Services Committee. I have been working to recreate all of the lost work but am hopeful that it won't be too much of a burden. Another challenge is getting access to past documents from certain years of service function. As a committee we will continue to attempt to find past missing documents but have faith that the review process will still be functional regardless. A final challenge I've been having is staying on top of everything both inside and outside committee work. Leading 5 different subcommittees is a little more daunting than expected but I am doing more careful planning to combat this.

VOLUNTEERS

Heading into October we have had a few people who were originally interested in being part of the committee express that they would no longer be able to join us. That being said we have 10 members on the committee who are all doing some great work thus far.

OTHER

- Shaaurujaa and I meet every other week to discuss the committee's work and to see if there are any projects/tasks that she sees fit for the committee to take on.
- I have also been attending the weekly Executive Board meetings which have provided me with some valuable insight and opportunity for our committee.
- I am planning to sit down and meet with every PTM in November/December to get some information on how each and every service has been performing. In doing so I will also go through all the list of past EB documents and create folders in the Google Drive so that future years' committees will have a more organized foundation of resources to access.
- I am in the middle of creating a public Services Committee Facebook page. Our committee will discuss what we see this page being utilized for but the main rationale

is that we will have a single page from which people can share information relevant to our committee from (i.e. surveys, feedback processes, events)

If you have any questions please feel free to ask at the SRA meeting or contact me in advance at the email below!

All the Best,

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