

YEAR PLAN
MSU *AVP Services*
Kristina Epifano
2017-2018
(submitted June 26th, 2017)



OFFICE OF THE AVP Services
INTRODUCTION

To Whom It May Concern,

My name is Kristina Epifano and I am the Associate Vice-President of Services for 2017/2018! I am eager to focus my year on defining this role and creating a strong foundation that helps ease the transition of future AVP Services.

This year, I have decided to make Service Reviews a priority for myself and the Services Committee. The goal is to carry-out a total of 6 service reviews over the course of this year. By creating a template outlining the process and steps of a thorough review, I hope the reviewing process can be more efficient and effective. I plan to start the year off strong by having one-on-ones with my committee members, outlining their goals and expectations of the year and working to make them feel valued and appreciated. We will work together to accomplish our individual and committee goals, resulting in a successful year.

In addition to my work with the Services Committee, I plan to work closely with the Vice-President Administration and Part-time Managers of the MSU. My vision is to make myself an accessible resource and act as additional support for these individuals. I have divided up the Service PTM's into clusters that are relevant to their service goals. I plan to hold one meeting each semester with each of these service clusters to check in and build relationships with all PTM's. This will allow me to be a great resource to the members of the Executive Board while sitting as an Official Observer, as I will have a strong understanding of each service. As well, I have taken on some responsibilities typically held by the VP Admin to help her better tackle her year and reduce some unnecessary stress. I plan to be a present and strong support for the VP Admin throughout the course of the year, through weekly meetings and daily check-ins.

If you have any questions or concerns about my Year Plan, please don't hesitate to contact me at avpservices@msu.mcmaster.ca. I am looking forward to a successful year with you all.

All the best,

Kristina Epifano

GOALS

Objective 1	Creation of a Service Review Template
Description	Create a template that outlines a rough procedure that should be followed when reviewing a service. Ensure it follows operating policies of Service Reviews and can be altered to address service specific needs.
Benefits	This hopefully creates a smoother process for future AVP services and the services committee when carrying out service reviews. As well, it makes reviewing more standardized and effective in an efficient manner.
Difficulties	It will be difficult to create a template that can be adaptable for all services. Finding accurate documentation and gathering historical perspective of what the process was like in the past.
Long-term implications	Having a template of the review process will allow service reviews in the future to be more efficient and standardized over the years. The review template will be implemented into the transition report and recommended to use for the years to come
How?	<ul style="list-style-type: none"> • Reviewing the operating policies for service reviews • Meetings with Services Administration Coordinator and VP Admin • Research on past service reviews • Feedback from PTM's and EB
Partners	<ul style="list-style-type: none"> • VP Admin: Preethi Anbalagan • Administrative Services Coordinator: Victoria Scott • Executive Board • Part-Time Managers

Objective 1	Carry out 6 Service Reviews (tentatively for MaCycle, CLAY, PSL, MacAdemics, Maccess, SCSN)
Description	Conduct thorough reviews of MSU Services alongside the services committee to put forth recommendations to improve long-term success of the service.
Benefits	Through evaluation we can ensure our services are providing students with the best possible resources and experience.
Difficulties	It will be difficult to collect valuable data through these reviews, specifically getting students to fill out the public survey and getting part-time managers to give all necessary documents. Making valuable and long-term recommendations specific to the service.
Long-term implications	Student's pay money into the MSU so it is important that we provide them with the best services and resources as possible. Services evolve every year due to constant turnover in management so it is important to ensure the service is still aligned with its original vision and operating policies so they can continue to head in the right direction. Ensuring services are providing the service they are meant

	to provide to students, these service reviews will give recommendations to future managers so they can effectively run the service.
How?	<ul style="list-style-type: none"> • Decide which services we will review • Meet with PTM's, explain the process and updating on review • Distribute tasks amongst committee members • Follow outlined review template • Check in with EB, update on services • Report to SRA and VP Admin, giving updates of reviews
Partners	<ul style="list-style-type: none"> • Service PTM's • VP Admin • Services Committee • Executive Board • Administrative Services Coordinator • Michael Wooder

Objective 1	Strengthen Services Committee; Through member motivation and documentation.
Description	<p>Empowering and supporting the Services Committee through one-on-ones, training and committee appreciation events. Through a mini training during our first meeting I would hope to establish a basic knowledge and understanding of the MSU and of the services it provides, as well go over the process of service reviews and year plan. One-on-ones are important to meet each committee member individually to get to know them, what they want to get out of this experience, as well as any expectations or ideas they wish to fulfill this year.</p> <p>Committee Appreciation will be small gestures reminding the committee that this work and change could not be possible without them and will help as a motivator throughout the year.</p> <p>Maintaining committee meeting agendas and meeting, along with any additional documentation of research, will help keep the committee organized. This will also be helpful for future committees to look back on. We will create a google or outlook folder and share it amongst the committee for everyone to have access to it.</p>
Benefits	Through empowering services committee members in a way that motivates them in their roles and makes them feel valued. Additionally, keeping meeting minutes, any committee or services documents can give reference for future committees to look back on.
Difficulties	<p>Making time to do one-on-ones with all the committee members and working with our schedules to find a good time early in the year. Keeping committee members motivated throughout the year will be difficult as they have other commitments and school gets busy.</p> <p>Staying up to date and supporting all the committee members will be tasking on myself.</p> <p>Finding the line between managing and being peers.</p>

Long-term implications	<p>By having a positive experience, committee members may continue to look for opportunities to grow and get involved within the organization. Through check-ins and support they will feel less overwhelmed and hopefully will retain motivation throughout the year.</p> <p>Organization of document will allow the committee to work effectively throughout the year but will also allow future committees historical perspective.</p>
How?	<ul style="list-style-type: none"> • 1-on-1's with each committee member to outline vision and expectation for the year • Service review training (using new template) • Committee Appreciation (1 per semester) • Documentation of meeting minutes • Documentation of services information gathered by members • Uploading documents to the MSU Server at the end of each term
Partners	<ul style="list-style-type: none"> • VP Admin • Services Committee • VP Finance

Objective 1	Support VP Admin and assist with relevant duties
Description	Assisting the VP Admin with tasks relevant to the scope of my job description and actively supporting her throughout her time where I can.
Benefits	<p>This will allow the VP Admin to focus on other necessary projects and relieve some stress off her plate. As well, the VP Admin acts as a large support to multiple part-time managers so through actively supporting her, she will be able to support others.</p> <p>Working closely with the VP Admin will also help define this new role and shape it for the future.</p>
Difficulties	<p>Managing my time to ensure that I can complete my tasks as well as any additional projects handed to me by the VP Admin</p> <p>Finding where our responsibilities overlap and better defining responsibilities that will be specific to my role.</p>
Long-term implications	<p>Through working closely with the VP Admin, we will be able to better define specific responsibilities that align well with the role of AVP Services.</p> <p>Allowing the VP Admin to focus on large pressing items under her portfolio by helping take on other tasks</p> <p>Reduce some of the stress usually felt by the VP Admin</p> <p>Being present to talk with/vent to if need be, allowing the VP Admin some additional support so she can better support the PTM's throughout the year</p>
How?	<ul style="list-style-type: none"> • Weekly meetings with Preethi • Time management • Delegating tasks to committee members • Check-ins with Preethi, ask her how she likes to be supported • Offer to help with projects when I have time • Be present in the office for support
Partners	<ul style="list-style-type: none"> • VP Admin

Objective 1	Support the Part-Time Managers
Description	Along with the VP Admin, act as support/resource for part-time managers of the services. By letting PTM's know that they can come to me for support, questions, ideas or issues, this can relieve some additional work and stress from the VP Admin and I will be able to update VP Admin on these things during our meetings.
Benefits	Gives PTM's two avenues of support, if one of us is not available, the other may be at that time, ensuring PTM's are well supported throughout their term. Work with PTM's closely, ensuring they are doing well and their services are doing well, offering myself to them as a resource in terms of event planning, idea generating, additional information or conflicts.
Difficulties	Managing time effectively to appropriately support PTM's Conflict Resolution
Long-term implications	Dedicating time to support and help part-time managers will allow them to better perform in their roles. Acting as an additional resource for PTM's will relieve some traffic and stress off the VP Admin. Better define the role of AVP Services to identify how they can act as resources to PTM's By working closely with PTM's, I will be able to better inform EB on the different events and challenges PTM's are facing and therefore be an effective member of EB
How?	<ul style="list-style-type: none"> • Check-ins • Hiring boards • Idea soundboard • Going through event planning and risk management with them • Chairing PTM meetings once or twice per semester (in clusters) • Being available and present
Partners	<ul style="list-style-type: none"> • VP Admin • Part-Time Managers

Long-term planning

Overarching Vision (<i>what is the ultimate goal?</i>)	<i>Bridge similar services from different Universities in Ontario</i> <ul style="list-style-type: none"> ○ <i>Through a weekend conference</i> ○ <i>Establish connections</i> ○ <i>Open avenue for communication</i>
Description	<ul style="list-style-type: none"> • Researching Ontario Universities, their student's union, and the services they provide to their students. Reaching out to their services that align with ours and facilitating communication between the services.

Benefits	<ul style="list-style-type: none"> • It would be beneficial to connect our services with similar services at other universities to share ideas and goals and expand our knowledge so we can continue to serve students.
Year 1	<ul style="list-style-type: none"> • Research services provided at other universities in Ontario • Begin communication with other student's unions and their services • Ask PTM's their thoughts on different avenues for communication (conference, facebook group)
Year 2	<ul style="list-style-type: none"> • Aim to plan a conference with all Part-time managers/individuals running services at other universities • Receive feedback from all parties involved
Year 3	<ul style="list-style-type: none"> • Continue to run conference, making it an annual tradition • Based on feedback received last year, try out different avenues/adjust as directed
Partners	<ul style="list-style-type: none"> • VP Admin • Administrative Service Coordinator • Student Unions at other universities • Part-Time Managers

Overarching Vision (<i>what is the ultimate goal?</i>)	<p><i>Increase participation in public surveys</i></p> <ul style="list-style-type: none"> ○ <i>greater outreach</i> ○ <i>trying new outreach strategies</i>
Description	<ul style="list-style-type: none"> • Increase outreach of committee and public surveys to gain more traffic on page and participation in surveys
Benefits	<ul style="list-style-type: none"> • Improved outreach strategies can increase the number of students participating in the Services public surveys, therefore giving the committee more valuable data to review
Year 1	<ul style="list-style-type: none"> • Begin incentivizing participation • Create banners for the MSU main page and Facebook advertising for each survey • Encourage SRA to share links to surveys
Year 2	<ul style="list-style-type: none"> • Try to get a services Facebook group up and running • Gather likes by having SRA, PTM's, and others share the page

	<ul style="list-style-type: none"> • Compare the benefit of advertising through Services Facebook Page or MSU Facebook Page
Year 3	<ul style="list-style-type: none"> • More promotional events (setting up tables in musc where students can fill out, having surveys printed out in service space..)
Partners	<ul style="list-style-type: none"> • Michael Wooder • Communications Officer • VP Admin • Services Committee

GOALS to strive for

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

1. Complete a final Service Review Template
2. Complete 1-2 Service Reviews (CLAY and MaCylce)
3. Plan training for the Services Committee members and an idea of task delegation/ structure of committee
4. Outline/Plan for Part-Time Manager meetings
5. Outline and Promotional plan for public surveys (year long timeline of opening and closing of public surveys and incentives)

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

1. At least one meeting with each of the PTM's whose services will be under review (PTM Interviews)
2. At least one meeting with all the Services Clusters (PTM Meetings)
3. One-on-One's with all committee members
4. One form of Committee appreciation
5. 2-3 Service Reviews completed, finalized with recommendations of the services

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

1. Complete 2-3 Service Reviews, finalize all Service Reviews with recommendations for each of the services
2. Upload all relevant and used documents to the MSU Server
3. Committee Feedback Form
4. One form of Committee Appreciation
5. Research and make recommendations for AVP Services for services to review next year

Master Summary

(calendar and checklist)

June	<ul style="list-style-type: none"> • Create Service Review Template Draft • Contact Service Committee Members • Compile relevant past Service Committee Documents • Select 6 services to be reviewed this year • Start weekly meetings with Preethi • Meet with Wooder to talk about public surveys for service reviews • Option for incentivizing surveys
July	<ul style="list-style-type: none"> • Send Review Template to PTM's and EB for Feedback • Begin (hopefully complete) Service Reviews (CLAY & MacCycle) <ul style="list-style-type: none"> ○ PTM Interviews + Collect relevant documents • Complete Materials for August PTM Training <ul style="list-style-type: none"> ○ Event Planning Forms/Submissions ○ Risk Management ○ Volunteer Management
August	<ul style="list-style-type: none"> • Peer Support Cluster Preliminary Meeting <ul style="list-style-type: none"> ○ Contact PTMs (peer support services) ○ Contact TRRA ○ Contact Allison Drew Hasling ○ Organize Agenda Items • Finalize Committee Meeting Times <ul style="list-style-type: none"> ○ Book rooms (biweekly) • Finish Service Reviews (CLAY & MacCycle)
September	<ul style="list-style-type: none"> • 1-on-1's with committee members • Training/Preliminary Meeting with Services Members • Meetings with PTM's of the two services being reviewed this term • Begin focusing on 2 services <ul style="list-style-type: none"> ○ Delegate specific tasks from review template to services committee members in meeting #2 ○ Create timeline for service reviews ○ Focus on creating public and internal surveys • Check in on all Service PTM's <ul style="list-style-type: none"> ○ In relation to planning for events and campaigns for first term • Organize and Chair Community Cluster PTM Meeting
October	<ul style="list-style-type: none"> • Organize and Chair Leadership Cluster PTM Meeting • PTM Interviews will services under review (either term) • Organize and Chair Safety/Equity Cluster PTM Meeting • Public and Internal Surveys get distributed

	<ul style="list-style-type: none"> ○ Open for 3-4 weeks of October ● Analyze and Infer results from surveys ● Begin collecting and compiling relevant external research
November	<ul style="list-style-type: none"> ● Organize and Chair meeting for Peer Support Cluster <ul style="list-style-type: none"> ○ Updates on events/support so far ● Committee Appreciation ● Finalize Service Reviews done in first term and submit reviews to EB
December	<ul style="list-style-type: none"> ● Submit Year End Report ● Upload all first term documents to MSU Share Drive ● End of term updates and meeting with Preethi
January	<ul style="list-style-type: none"> ● Expectations and Plan for second round of reviews with committee ● Begin focusing on final 2 services <ul style="list-style-type: none"> ○ Delegate specific tasks from review template to services committee members in meeting #2 ○ Create timeline for service reviews ○ Focus on creating public and internal surveys ● Check in on all Service PTM's <ul style="list-style-type: none"> ○ In relation to planning for events and campaigns for second term ● Organize and Chair Community Cluster PTM Meeting
February	<ul style="list-style-type: none"> ● Public and Internal Surveys get distributed <ul style="list-style-type: none"> ○ Open for 3-4 weeks of October ● Analyze and Infer results from surveys ● Begin collecting and compiling relevant external research ● Organize and Chair Leadership Cluster PTM Meeting ● Organize and Chair meeting for Peer Support Cluster
March	<ul style="list-style-type: none"> ● Committee Appreciation ● Finalize Service Reviews done in first term and submit reviews to EB ● Feedback form for Committee Members ● Organize and Chair Safety/Equity Cluster PTM Meeting
April	<ul style="list-style-type: none"> ● Upload all documents to MSU Share Drive ● Transition Report