



REPORT

AVP Services

From the office of the...

TO: Members of the Student Representative Assembly
FROM: Kristina Epifano, Associate Vice-President: Services
SUBJECT: SRA 17I Report
DATE: October 24, 2017

PROGRESS ON YEAR PLAN

Service Reviews

I outlined in my year plan that the committee was going to complete 6 year plans. We are almost done our first two reviews, MACycle and CLAY. The public survey for MACycle will be going out within the next week or so, likely October 29th, I am waiting for promo material from The Underground so we can start promoting that survey. CLAY delegate survey is also completed and is ready to be sent out. This survey will be sent out to the past 3 years of CLAY delegates. I got in contact with past PTM's of the service to retrieve those emails so that will be sent out towards the end of this month as well. Both surveys will be online and available for 2 weeks (we will extend this period if deemed necessary), after which the committee and myself will analyze the data and make our final recommendations for these reviews. The committee is currently working on external research for the CLAY service review, looking into community organizations that have a similar goal as CLAY as well as other universities in Canada that provide a similar program or service.

Committee Documentation

I have been very adamant on creating agenda's and keeping minutes of our committee meetings. These, along with the assignments the committee members submit, are always uploaded onto the outlook server. I emphasize this so that these documents can be passed on to future committees and be an aid where possible. I have also been updating the server, removing very old committee documents and uploading our new documents from this year, SRA reports mainly and committee meeting minutes. The committee page is up to date so any student or MSU member/staff can go online and see what the committee has been up to.

Supporting PTM's

In terms of myself while not chairing the service committee I have been holding PTM cluster meetings. I have held 2 so far and am currently arranging for a third at the end of this month. This gives me an opportunity to chat with part-time managers in a smaller group setting and help them tackle current challenges or plan for upcoming events and campaigns. I have met with a couple different services to discuss event planning for the term, MACycle has 2 events planned before their term end and WGEN is having their first event at the end of this month as well.

PAST EVENTS, PROJECTS & ACTIVITIES

Public Surveys

The services committee created three surveys, MACycle public survey, CLAY delegate and staff surveys. We created a timeline with Michael Woorder on when we would release the remainder of our surveys for the year, this will keep us on track with our reviews.

Service Reviews

MACycle and CLAY service reviews were just beginning during my last report and now they are almost complete! Our goal is to have them completed by the end of this term and submitted to the last Executive Board meeting.

Executive Board

I have been an observer on executive board for almost 6 months now and find myself playing more and more of an active role on the board. Being able to give insight on services as well as give feedback from EB to my committee as well as PTMs has created an effective line of communication between the multiple parties.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

Service Reviews

We are beginning the process of our next two service reviews. Our next couple of committee meetings will be focused around the Peer Support Line and Maccess. I have had meetings with both part-time managers to explain the process of the review and learn more about their service and have been able to relay information to the service committee so we can get the ball rolling on our two new service reviews. Our first goal is to have the PSL public survey out by December.

Supporting PTM's

There will be a cluster meeting this week with part-time managers in our Student Life cluster.

CURRENT CHALLENGES

No huge challenges currently, service reviews have shown themselves to be a lengthier process than expected as there are lots of stakeholders involved in the process so a lot of meetings and waiting on other people. I think now that we are nearing the end of our first two reviews, we know more of what to expect and have learned a lot about the process so I imagine the upcoming reviews going a little smoother and less lengthy in time.

VOLUNTEERS

Meeting times are late so Committee members seem to be tired by the end of the day but we have still been able to have some good critical discussion about services and have made a lot of leeway and are coming to the end of our first two service reviews. A challenge I am having is keeping my committee engaged and motivated so my goal is to plan an appreciation/team building type activity into our next meeting, as well as try to structure the meetings to make them more engaging for members.

SUCCESSES

We are almost done two reviews which is huge and have started another two service reviews!! We have refined the process for service reviews and are making the process more concrete and standardized for future committees!

OTHER

Meetings are 9:30pm on Wednesday nights, if you are available or want to check out/help out with a portion of the service review process, feel free to join us!

Best,

Kristina Epifano
Associate Vice-President: Services
McMaster Students Union
avpservices@msu.mcmaster.ca