



REPORT

From the office of the...
**Student Community Support
 Network Coordinator**

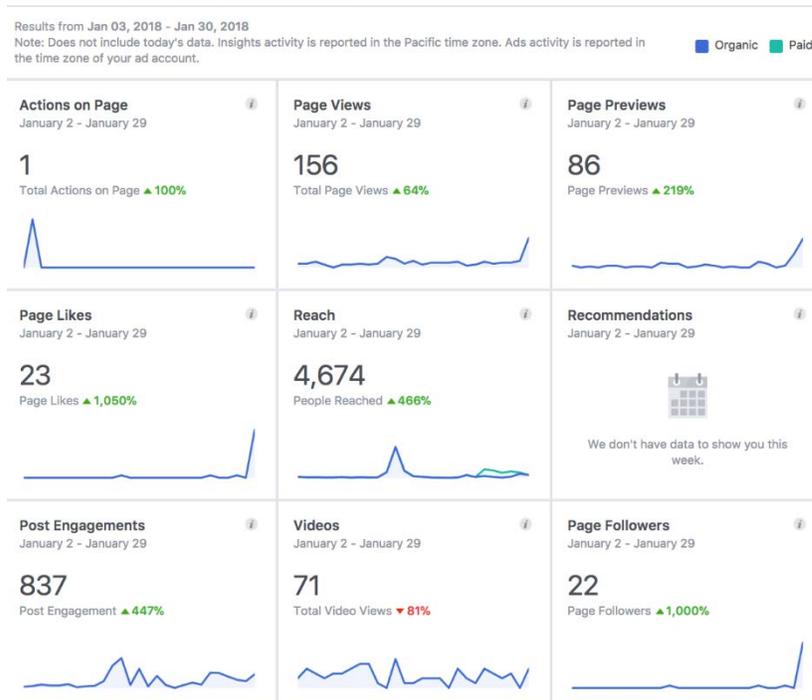
TO: Members of the Executive Board
 FROM: Emmanuel Appiah
 SUBJECT: Student Community Support Network Report 4
 DATE: February 2, 2018

UPDATE

Since our Student Housing Awareness Week, things have slowed down drastically for the service during the months of December and January. Throughout December, our newly hired Community Connectors continued patrols of the surrounding McMaster neighbourhood. However, the service has struggled to cover more of the near-campus neighbourhoods on a weekly basis, on top of responding to complaints. The majority of the month of January was spent preparing and planning for our upcoming events this semester.

SERVICE USAGE

This month, the SCSN Facebook page has been extremely active with promotions of our relaunched Community Connectors applications. Our social media contest (Tag a Friend) was the most successful outreach, gaining 3.2K views. We'll likely continue these contests throughout the semester, possibly through Instagram, which we hope to establish for this semester.



Recent Promotions on MSU Student Community Support Network - SCSN
 Ads activity is reported in the time zone of your ad account.

[+ Create New Promotion](#)



Boosted Post
 If you thought there weren't enough reasons t...
 Promoted by Michael Wooder on 01/24/2018
 Completed

1,447
 People Reached

82
 Post Engagements

\$13.00
 Spent of \$13.00

[View Results](#)

Reach: Organic / Paid Post Clicks Reactions, Comments & Shares

Published	Post	Type	Targeting	Reach	Engagement	Promote
01/29/2018 8:34 pm	MSU Student Community Support Network - SCSN shared			70	11 0	Boost Post
01/29/2018 2:53 pm	Come join the the MSU Maroons and MSU Student Community			133	9 0	Boost Post
01/28/2018 10:28 pm	MSU Student Community Support Network - SCSN's cover			131	4 0	Boost Post
01/24/2018 4:31 pm	ONLY 4 DAYS LEFT!!!!			118	8 1	Boost Post
01/24/2018 4:30 pm	MSU Student Community Support Network - SCSN's cover			108	5 0	Boost Post
01/22/2018 1:12 pm	If you thought there weren't enough reasons to apply to be a			1.8K	139 14	View Promotion
01/14/2018 6:00 pm	Are YOU looking for a job for next year? 😊 Applications for			147	7 2	Boost Post
01/13/2018 12:57 pm	Community connector applications are now open for			3.2K	176 53	Boost Post
01/13/2018 12:40 pm	Are you interested in getting more involved with the local			182	9 1	Boost Post
01/10/2018 10:00 pm	Still interested in being SCSN coordinator? Applications for this			24	3 0	Boost Post
01/07/2018 11:51 pm	You still got time to submit your application (Resume and cover			44	0 0	Boost Post
01/02/2018 8:17 pm	Applications for SCSN Coordinator close on January			52	2 0	Boost Post

Applications Submitted

We have received zero applications for the CC position.

Complaints

We received three complaints from Gord Arbeau over the last three months. Two of three of complaints were addressed, however the third was from a community member complaining about snow shoveling

PAST EVENTS, PROJECTS & ACTIVITIES

CC Hiring (Again)

In the second week of January, we relaunched applications for the CC position for three weeks. Despite constant promotions, and a lot of social media engagement, there were

zero applications. Our next steps will be to review why there hasn't been many applications and to re-evaluate the CC program as "volunteer-based"

UPCOMING EVENTS, PROJECTS & ACTIVITIES

Skate Night

On Wednesday, January 31st, the MSU Maroons and SCSN partnered to host a skate night at Pier 8 with board games and free hot chocolate. Students will meet in MUSC and travel to Pier 8 with the Maroons for a night of chill fun

Campus and Community Safety Week

From March 5th-9th, SWHAT and SCSN are co-hosting a safety week in partnership with WGEN, Diversity Services, SHEC and EFRT. The campaign will be a huge collaboration. Some of the themes we'd cover: housing safety, theft prevention, fire safety, safe commuting, hook-up/clubbing culture, discrimination off-campus, and more. Details are still being worked out. If you have any community safety issues or event ideas you think should be covered, please let me know!

Events in the works

For this month, my Events coordinators are working on hosting a museum tour with Diversity services for Black History Month, and an Engage Your City mini-campaign. Details are still in the works

BUDGET

	Current	Prior Yr.	Current
	Month	Month	YTD
	December	December	2017-18
All:			
5003-0306 SCSN - OFFICE SUPPLIES			
5101-0306 SCSN - TELEPHONE	10.92		87.36
5201-0306 SCSN - PHOTOCOPYING			
6102-0306 SCSN - ANNUAL CAMPAIGNS	41.68	70.00	150.50
6402-0306 SCSN - VOLUNTEER RECOGNITION			138.00
6501-0306 SCSN - ADV. & PROMO.			2,500.00
6804-0306 SCSN - TRAINING			59.05
6901-0306 SCSN - TRAVEL & CONFERENCE			

We applied for special project funding for the Campus and Community Safety Week.

VOLUNTEERS

For the last 5 weeks, our community connectors along with the Volunteer Coordinator have been patrolling each neighbourhood surrounding McMaster every third week (Ainslee Wood-North, Ainslee Wood West and Westdale). We also purchased toques for our volunteers for better visibility.

Retraining

We are currently preparing to retrain our community connectors with more information on bylaws and student community concerns.

CURRENT CHALLENGES

Hiring of Volunteers

The main bulk of our service is having Community Connectors patrol the neighborhood, interact with both residents and students, and minimize the impact of bylaws violations/fines on community members and student. However, throughout the year, SCSN has been relying on two students to do the job of 10-20 volunteers. This was an issue I noticed last year as well where there were only six volunteers hired, and where only two of those six volunteers were active. Prior to 2016, the CC position was a paid position and I think the MSU needs to consider making this position hired again. It is an extremely important role that has the potential to mitigating community tension just by its existence. Some things to consider though is the SCSN coordinator for the last two years was hired in August which made it harder to hire during the beginning of the term. As well, I think the lack of applications supports my previous proposal to expand the peer-to-peer program to a call-in/messaging service with paid positions.

SUCSESSES

My Executive Team

MY executive team has done an amazing job maintaining the service during my LOA. We have our first event of the semester tonight (Wednesday Jan 30) with the Maroons, and my events coordinators were able to execute this with minimal supervision. A special shout out to Fatima, Social and Political Advocacy Coordinator, who acted as interim PTM and supported the other execs.

A general success for this service is the amount of collaborations we have had throughout the term. Particularly, this coming March we are partnering with SWHAT, WGEN, Diversity Services, EFRT, and SHEC to host a Campus and Community Safety Week. We hope that this will be an extremely informative event and to get valuable feedback from students.

Other

I've noticed that there are very little updates regarding the expansion of the bylaws program. (i.e. how many fines do students receive? What infractions are fined the most? What is the compliance rate? Etc.) There have been very few meetings throughout the term, some of which I have been unable to make it out to, and general information, if any, is given about how many students are getting ticketed, how often, what violations, etc. I have reached out to Kelly Barnett regarding updates and on February 20th, the "Planning committee" which release results of the Proactive Program in 2017 which would be made available on the city website. Any and all updates provided were not specific or helpful to better programming.