



REPORT

From the office of the...

AVP Services

TO: Members of the Student Representative Assembly
FROM: Kristina Epifano, Associate Vice-President Services
SUBJECT: SRA 17O Report
DATE: February 25, 2018

PROGRESS ON YEAR PLAN

Service Reviews

Since my last report, we have completed 2 services reviews, putting our total at 3 so far for this year. We submitted our CLAY review to executive board in January with 6 recommendations from the services committee. The recommendations focused around ways to engage with the Hamilton community, increasing opportunities for professional development and growth for staff, and enhancing delegate engagement and overall experience. The recommendations were agreed upon amongst EB, and current PTM Rachel Persaud has been working with myself to implement these recommendations. Prior to the reading week, we had finished and submitted our Peer Support Line service review. The committee decided to give executive board two possible directions for the future of the service. Our PSL review was extensive as were our conversations with executive board, so I will be conducting some more research on specific recommendations requested by EB and reporting back to them.

Supporting PTMs

I have met with each PTM through our cluster meetings, and I have started with the second rounds of meetings this term. The cluster meetings have been going very well, and I believe have been beneficial for part-time managers. We focus on discussing the specific challenges they are facing and then as a team we discuss some possible solutions moving forward. It has been great to see the collaboration that has come through during these meetings, the PTM's have been great at supporting each other and opening up about their challenges.

PAST EVENTS, PROJECTS & ACTIVITIES

Surveys

We have put out a total of 5 surveys which has been great work coming from the committee. Our surveys have gotten on average between 30 and 40 responses, but we do hope increase those numbers. The committee will be brainstorming ways to increase our outreach and numbers for our future surveys and the committee moving forward.

Service Reviews

We have completed our CLAY and PSL reviews, they have both gone through EB. I am working on implementing our recommendations into this year's operations of CLAY and continuing to do research for PSL moving forward.

Committee Meetings

In order to get the committee members more engaged and knowledgeable with our services, I have decided to make some changes to our committee meetings. I am inviting the PTM's of the services under review to attend some of our meetings so the committee can ask questions and work collaboratively with the PTM throughout the review. Lauren, Maccess Coordinator, came to our meeting earlier this month and gave an overview of the service and answered some questions. I will likely have her back when we begin to work on surveys to allow her to have some input with questions asked. The committee gave some positive feedback to this change and found it was helpful to learn about the service.

Hiring

I got to help out with some executive hiring which has been fun and awesome to see all the great student leaders we have around campus! I was able to help hire the first MACycle Shop Mechanic, which was especially exciting as I just created this new position after completing our MACycle review.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

Service Reviews

We are at the beginning of our Maccess service review. Our next meeting will be discussing our goals for the surveys and brainstorm some questions. I am unsure whether or not we will have any more reviews this year, but our only goal right now is to have Maccess completed before the end of March.

CURRENT CHALLENGES

Some challenges we are facing are promoting our external surveys. I was hoping that SRA members would have been more inclined to share and promote these surveys as they directly benefit the services we provide students, but that hasn't been the case. I am looking into new promo ideas and ways to outreach to a larger population in order to collect a range of data.

VOLUNTEERS (Commissioners only)

It was difficult at first to find a meeting time for term two, we finally settled on Fridays which is not ideal. Attendance hasn't been great lately, I imagine school is busy and people are potentially becoming less motivated so I am going to look into ways to improve committee motivation and engagement. Having PTM's attend meetings has been great for engagement, so I am hoping to come up with some more creative ideas to continue motivation.

SUCSESSES

Three service reviews completed and a fourth under way! I'm thankful to all PTM's for how great they have been with contributing to the review process. I have seen some great things come from our reviews and it's exciting to be able to see tangible changes being made in order to improve our services.

OTHER

Meetings are 530pm on Fridays, kind of sucky but I encourage you to come by and join us!

Best,

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