



# **TRANSITION REPORT 2017/18**

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PREETHI ANBALAGAN

PREPARED FOR  
KRISTINA EPIFANO 2018/19

## TABLE OF CONTENT

<b>WELCOME</b>	<b>3</b>
<b>CONTACTS</b>	<b>4</b>
BOARD OF DIRECTORS	4
UNIVERSITY PARTNERS	5
FULL-TIME STAFF	6
UNIVERSITY COMMITTEES	7
<b>WELCOME WEEK</b>	<b>7</b>
ORGANIZATIONAL CHART	7
COMMITTEE BREAKDOWN	8
STRATEGIC THEMES	9
DURING THE ACTUAL WEEK	12
<b>EVENT PLANNING</b>	<b>14</b>
VOLUNTEER APPRECIATION EVENTS	14
<b>SERVICES</b>	<b>15</b>
<b>TRAINING</b>	<b>16</b>
PEER SUPPORT TRAINING & TRRA	17
<b>PART-TIME STAFF</b>	<b>17</b>
<b>HUMAN RESOURCES</b>	<b>19</b>
CONFIDENTIALITY	19
HIRING	20
DISCIPLINE	21
<b>BOARD MEETINGS</b>	<b>22</b>
EXPECTATIONS	22
<b>COMMUNICATIONS MEETINGS</b>	<b>23</b>
STATE OF THE UNION	23
HOLIDAY CARDS	23
<b>BUDGET</b>	<b>23</b>
<b>BENEFITS</b>	<b>24</b>
<b>TRANSITION</b>	<b>25</b>
TRANSITION REPORTS	25
BOARD TRANSITION WEEKEND	26
<b>PROJECT DESCRIPTIONS, EVALUATIONS, STATUS REPORTS</b>	<b>26</b>
<b>DOCUMENTS</b>	<b>27</b>
<b>CLOSING REMARKS</b>	<b>28</b>



## WELCOME

Dearest Kristina,

Congratulations on your new role - you are going to be so incredible and I'm ecstatic to see all that you do. Each year is uniquely different, so take this parting advice with a grain of salt - you may or may not come across what I did but if you do - I hope these few words help.

### **Labor that can't be compensated**

This role has turned into providing an immense amount of emotional labor to students or staff and while it's important because it builds rapport; it can also be a stressful time for you to navigate your own personal stresses while navigating someone else's. What's going on with you is important to unpack because if there's something you're not taking care of in your personal life first, it could permeate into the workplace unknowingly.

### **VP Short Straw**

All your important staff-related decisions are made by EB under your recommendations. When a decision is made, you get the unfortunate and unlucky opportunity to be the bearer of bad news (congratulations, you're now affectionately titled VP Short Straw). Just remember, that it takes (5) people to make a binding decision on EB, yet to others, you made the call. Be strong, be clear and stand by your EB when delivering any news. If it was the wrong decision, that's okay too. Welcome dissent, reflect and discuss it again with EB.

### **Clubs = Service Providers**

Student life enhancement *goes beyond services*. Our clubs department does amazing work, and often times more work. Some things to think about are the turnout we have at our service events compared to clubs such as MacAfricans who consistently have a turnout of 300+ students, yet don't even have an office to operate out of. Food for thought - we are more than we think we are.

### **Managing managers**

It's different ball game. Managers have their own teams, own appreciation events, consistently doing the most for their execs. It's harder to pull together a team of managers because there's no one thing that binds them all together, so help them find a common interest that'll help them invest in themselves more as PTMs.

That was it - but last thing is that I don't think people realize that without you, a lot of things can't operate. Thank you for all that you have done, and will end up doing in this role. Best of luck and be kind to yourself in this job. You are so important and have so much to give. I can't wait to see what you accomplish.

Love,

*Pruekhi A.*

# CONTACTS

## BOARD OF DIRECTORS

**President:** Your relationship with the President is outlined in the Bylaws and in practice; however it's unique from year to year.

- **Right Hand:** If the President is absent or unavailable, you're expected to chair their meetings and assume their role when they are no longer able to themselves. So be ready for #Kristina2018 when needed. Be sure to keep their values in the decision-making if they are absent for only a period of time.
- **Line of Defense:** There should never be a situation where Ikram gets caught off guard and is taking heat alone in an SRA meeting. Within the first few SRA meetings, figure out what type of support each of you need - Wooder can assist with this by setting a preparatory meeting.

**Vice-President Finance:** Your relationship with the VP Finance is the most important one. You both are responsible for running the MSU - I'm not kidding. By the nature of your 9-5 or 9-7 roles, you will spend a lot of your day hours with them and it's important to have a good, healthy relationship with them.

- **Establish a Good Relationship:** Tuba and I had an interesting relationship to say the least, but made a good team any way because we were strong in what each other lacked. For example, I was more of a "cut to the chase," conservative board member. He was more of a flowery negotiator that had excellent people skills. Get together with Scott and write out your strengths and weaknesses, so that each of you knows when you need the other and can strategically play out meetings.

**Vice-President Education:** Your relationship with the VP Education is minimal although Ryan was a PTM previously so I interacted with him more often than Tuba for advice.

- **OUSA:** Pending on whether Steph becomes OUSA President, she may or may not prioritize weighing in on internal matters, so ensure you keep them in the loop when important EB decisions need to be made and you need her presence to pass the motion.
- **History of Bad Managers:** Unfortunately, there's been a history of VP Ed's not being the greatest of managers (excluding Ryan). You have the opportunity to lean on Stephanie when staff members are being difficult because she will understand with having the second largest part-time staff team.
- **Lobby Meetings:** Go to them when you can. Be present as you are the advocate for what students say on the ground as VP Student Life. Have Stephanie explain to you what they may be interested in so that you can prepare speaking notes on mental health services or our substance use campaigns.

## UNIVERSITY PARTNERS

**Associate Dean of Students** - Establish a relationship with Sean throughout the year. Attend Ikram's monthly meetings with him to speak on student issues and needs when needed. Update him on the changing needs, or what emerging needs may exist based on service reports to EB. He is willing to help you in any way, and when you run into issues with departments (i.e. Res Life and their violation of our WWMOU), Sean is the person to go to because he oversees them.

**Office of Student Case Management:**

Allison Drew Hassling (Director) helps with complex HR issues as well as mental health issues. I often couldn't trust University Partners to give me advice because it would be to "fire them," or "call 911." Allison understands the balance between peer support and university institutional support - so, go to her.

**University Advancement** - Mary Williams (Vice President) was last year's Board favorite and although she is incredibly important to the University, her priority isn't students. She will ask for support during events and introduce you to meaningful partners and politicians. Brilliant being but will always need to put the University first.

**Alumni Advancement** - Karen McQuigge (Director) is the most efficient woman I know, she is involved in SLEF projects as she is interested in pushing forward

student projects, such as Community Kitchen or the Ice Skate Rink although don't mention this one, it was the bane of her existence.

**Director of Student Wellness Centre:**

Rosanne Kent puts her all into decreasing wait times and is the first to advocate for more resources. Despite being seen as "the University administration that is not doing enough," she pushes through. She reads the Silhouette and is paying attention to what students say because she cares and I had a strong relationship with her because I related to her in some sense. She will ask you at times to sit on the hiring board for a student perspective, and you work with her on one of the SSC consultation committees for mental health.

**Student Wellness Educators:** William and Taryn will support you during Welcome Week for the themes, but don't be shy to ask them for more assistance in training development or debriefing cases with part-time managers. If you read their job descriptions, they are the "Full-time TRRA/Peer Support Manager," we keep crying about.

**Meaghan Ross:** She is exceptionally helpful in giving advice and with Welcome Week. Although she is busy and will not take a step without SACHA, so all needs to be done in coordination. This delays a lot of the projects because of each partner's availability but try to accommodate.

## FULL-TIME STAFF

### **Administrative Services Coordinator**

Establish a relationship with Victoria that is honest and open. Being on the same page as the two full-time staff that your PTM's will utilize is integral. You are in communication with 20+ staff members and you can forget to fill her in at times, but not filling her in leads to you two being on separate wave lengths, which could come out during EB meetings or in front of staff. Be more proactive than I was!

### **Marketing & Communications Director:**

Wooder is exceptionally helpful with providing perspective on SRA matters or potential public relation matters. I always went to him when the Silhouette requested an interview because he was helpful in prepping you as well as giving you insight on directions you may take.

**Maggie Gallagher** – She will circulate monthly EXEC Budget statements and check them regularly to see where you are in your personal statements as well as the management-training budget. After summer training sessions, the line became used for other things, since I saved a lot by not going to the camp for MSU Orientation.

**Pauline Taggart** – Anything the goes wrong with your computer or systems, she is the genius behind fixing it. Although try turning it off and turning it on again before you ask her, because it's the first thing she will as if you did. A few other things, she is

so passionate about students it's so admirable. I do regret not getting her opinion on things prior and would recommend you try at times.

**Maddison James:** Your hiring guru and Student Recognition Night savior. I outlined the hiring process for you and showed you how to set it up but you and Maddison will need to set up time to go over who is responsible for what. That goes the same for Student Recognition Night. Feel free to go to Maddison for any PTM advice as well, she is an excellent manager herself and can see things in numerous perspectives that you may not have considered yourself.

**Emma Ferguson:** She is the lifeline of this organization. She has an excellent memory for meetings that she takes minutes in and therefore can answer quick questions regarding what someone's comment was. She is specifically helpful in making flight or hotel bookings, coordinating everyone's schedule for a meeting or providing a perspective in WWAC or Board meetings.

**John McGowan:** You know that "wise old man" archetype and literary figure – he is that. John has a difficult job yet has the most calmest attitude that I often went to his office just to feel calm too. You can marvel at his people skills, ability to navigate HR matters you are dealing with or general advice you are seeking in your personal or professional life.

## UNIVERSITY COMMITTEES

There are a number of committees you are involved with – go to them because very rarely are we asked for student input in major decisions. You and the board members will regularly be consulted on in these meetings, so be present.

**AdminCon:** The Student-Administration Consultation Committee occurs every two months with the MSU Board of Directors, MAPS, GSA and University Administrators (President, Provost, VPs and AVPs when available).

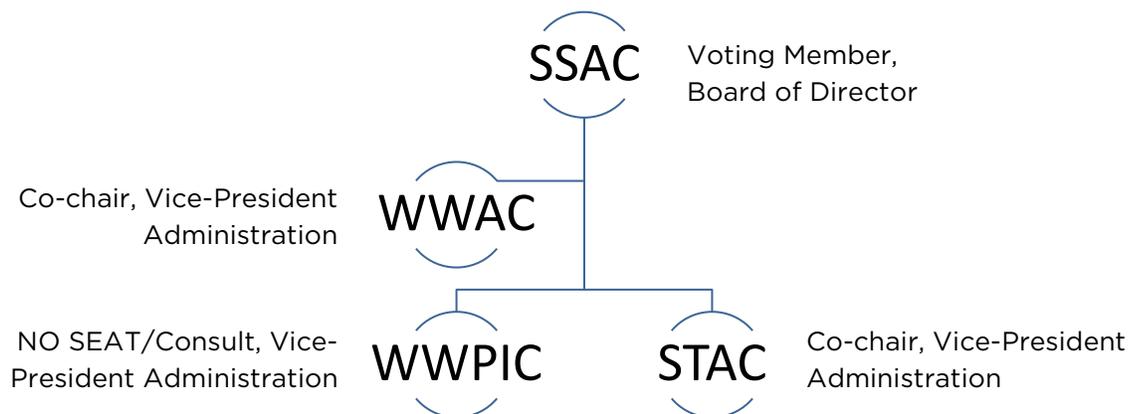
**Student Services Advisory Committee (SSAC):** This committee oversees the CAF Agreement, SLEF Fund, USIF Fund and WW MOU. This committee is also the head of WWAC and can assist in final decision-making or direction that WWAC is unset on.

**Student Relations Committee:** This is run by Alumni Association and chaired by Scott Mallon to oversee Homecoming, LUTN. I recommend that you attend these with Scott and introduce the VP Admin as a member of the committee. You are VP Student Life and over the years it has devolved into HR and paperwork. You are Student Life, so be involved in the mass programming and their directions.

## WELCOME WEEK

### ORGANIZATIONAL CHART

One of the largest mammoth projects that you will endeavor to pull off with a multi-stakeholder approach and shared vision. There were some governance changes that I pulled off for the benefit and efficiency of all – so review your role on each.



## COMMITTEE BREAKDOWN

**WWAC** is Welcome Week Advisory Committee that is co-chaired by yourself and Gina Robinson as a Student Affairs & MSU Partnership.

Members	Purpose	History	Operations
VP Finance CMPE Director SSC, Michele ResLife, Simon OCRC, Jennifer	Oversee WW; Set strategic priorities, mandate and vision; Make large-scale changes; Act as a consulting body; Manage the levy	This year: Clubs Integration; Strategic theme responsibilities; 'Community Engagement' theme development; Governance overhaul; Rep care funding	Meet regularly to discuss mandate, vision, policy, and receive updates from WWPIC

Recommendations:

1. Moving the needle will be difficult with this team. Get your MSU members (CMPE Director, VP Finance) involved with any changes you are making so you have a united front when you propose it to the committee. Always find a way to integrate other partners into your program or project proposal, so it is collaborative in nature and committee is more likely to approve it.
2. Table politics exist and often your great ideas can be ignored because of it. I was a straight shooter and called out those who didn't read memos or documents that would have given them more perspective, or I regularly brought up the table politics matter to Sean because my time was ineffectively used reasoning with partners who were blinded by politics.
3. Be unafraid to say no, there will be wild ideas thrown around all the time and you want to make sure student money is spent appropriately. In contrast, these committees are also consensus-based so make sure you are not making too many ways by disagreeing constantly. Strong and effective communication is key, so pick your battles.
4. Have an honest conversation with Sean if you are dealing with significant drama or double-speak at the table. Time is better spent prioritizing students and not department interests.

**WWPIC** is Welcome Week Planning & Implementation Committee that is chaired by Michele Corbeil that you no longer sit on.

Members	Purpose	History	Operations
MSU AVP IG MSU WWFC MSU CMPE PC SSC, Michele ResLife, Sean	Oversee WW scheduling, event-planning and communications strategy; Report to WWAC; Operate under WWAC	This year; Integrating club events; Added AVP and CMPE Programming	Meet weekly, updates heard from every department, busiest in the summer, evaluations and focus

ResLife, ROP OCRC, Jennifer	direction and guidance;	Coordinator; Created efficiencies	groups in September, create events and communications
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Recommendations:

1. Whoever your replacement is, ensure they are advocating for the scheduling of MSU events so they are not placed 9AM during a weekday when students are sleeping. They must be engaged and attentive in the conversation to do so.
2. Be an advocate for students in these meetings, so when you don't feel a department is doing something that benefits first-year students - be unafraid to speak up and raise your concerns.
3. If you end up wanting to attend these meetings, it has been reduced to one-hour and please maintain this if you can otherwise we'll go back to 3-hour unproductive meetings. Bring your laptop and you can multitask.

**STAC** is the Strategic Themes Advisory Committee that is meant to oversee the development and creation of events and messaging related to our themes. This is a new committee, co-chaired by you, to engage campus partners and student leaders more meaningfully by taking a holistic approach to the integration of the themes - going beyond events and looking at operational or infrastructural changes as well.

Members	Purpose	Operations
3 Campus Partners: Meaghan Ross Two (2) Wellness Educators	Oversee WW Strategic Themes; STAC responsibilities include idea generation for themes, review of past messaging, approval of 2018/19 messaging, approval of 2018/19 theme events	3 campus partners per theme, 3 student managers per theme, 3 student planners for consult, and external partners as needed. Meet regularly in the summer to discuss (1) past programming, (2) potential programming, (3) development of goals and timeline and (4) allocation of responsibilities.
3 Student Leaders: WGEN SHEC SCSN	Student Leader responsibilities to assist VP Administration in event development, administrative work, working alongside campus partners in messaging development (i.e. Ways To Wellness)	Chair responsibilities = VP Admin & Michele Administrative responsibilities = VP Admin Programming & Messaging responsibilities = STAC
3 Student Planners: MSU WWFC ResLife, ROP ResLife, Off-campus Planner	Student Planner responsibilities to develop communication strategy for coordinating first-year attendance	

**STRATEGIC THEMES**

Strategic Themes have only existed for four (4) years and are still in development. We have tried things, we have failed in things, and we have succeeded in things and are still in the

process of finding a sustainable approach that works. This segment includes four (4) parts: History, Strategic Themes 2017, Challenges and Recommendations.

## HISTORY

SSC has overseen the themes until Board of Directors 2016 who met with Sean to shift stewardship of the themes to the MSU. In my personal opinion, this should not have been a decision at Sean's level; it further created a rift in relations between campus partners and table politics pursued. The proposed structure for working groups committed to each theme did not work, personnel to assist in the development and coordination of the themes were not existent, it overloaded my work throughout the summer while focusing on three training weekends, Welcome Week at the WWAC and WWPIC levels, Clubs Integration, as well as overseeing my part-time staff and general operations of the organization. Hopefully, this structure helps.

## STRATEGIC THEMES 2017

*AA = Alcohol Awareness, SVPR = Sexual Violence Prevention Response, MH = Mental Health*

In 2017, the themes were provided three working groups consisting of myself as chair on each, campus partners, professors, student leaders, etc. Over the summer, the only working group that effectively camp together was AA excluding a few members. Other working groups operated with two or three others committed to the work.

## EVENT SUMMARIES

*Read my Vice-President (Admin) report on September 27, 2017 for more details, as well as the student success center website for Welcome Week.*

<i>Strategic Theme</i>	<i>Event Summary</i>
<b>AA + Substance Use</b>	<ul style="list-style-type: none"> <li>- Lawn sign messaging reviewed and approved from previous year by current committee, 130 lawn signs ordered</li> <li>- EFRT Recovery Position video broadcasted during opening ceremonies and within the concert venue</li> <li>- EFRT Recovery Position banner hung on concert venues</li> <li>- Snapchat filters during concert nights on "Space &amp; Pace," and other drink safe messaging</li> <li>- How To Help A Friend In Need messaging to address substance use</li> </ul>
<b>MH + Mental Illness</b>	<ul style="list-style-type: none"> <li>- "Ways to Wellness," branded and overhauled the Feed Your Hippo campaign</li> <li>- Lawn sign messaging developed and approved by current committee, 130 lawn signs ordered and signed by various reps on their "way to wellness"</li> </ul>

### SVPR + Health Positive Relationships

- Other materials: magnets, buttons, banner, and shirts
- “One Love,” was a pep talk from Hamilton Youth Poets and Kim Katrin Milan on healthy relationships, consent, mental illness and community
- “Wellness Fair,” advertised all five peer support services, general tabling and handouts of material. Additionally, there was a Polaroid session for individuals to take pictures beside the banner and share their way to wellness in order to receive shirt.
- “What’s Love Got To Do With It,” replaced Cookies & Consent to flesh out more students who don’t understand consent. It was panel sessions with campus partners and club presidents who discussed love in different contexts (i.e. technology, tinder, first year, etc.).
- “Pleasure Principles,” was a Sex 101 and Consent bingo night that was facilitated by Farrah Khan and Lorraine (her colleague). Touched on healthy and positive relationships heavily with sexual toys as prizes.
- “Sound & Color,” was parallel programming following Pleasure Principles that offered local music and chill atmosphere in Twelve Eighty patio
- “Sexual Assault Roadshow,” a portable art gallery that features art made by survivors with a facilitator present to develop dialogue. Strategic direction to invite broader audience into a space to discuss topics.

### CHALLENGES

There are three prominent ones: table politics, reaching consensus between campus partners and student feedback, and turnout for events.

- 1) Table politics can be overcome with being honest with one another and seeking each other for support and guidance. The table politics at WWAC comes from each department thinking they can do something better and seeking their advice or guidance can make it seem as though you value their input and can generate a collaborative tone around the table.
- 2) Reaching consensus between campus partners and student feedback is more difficult. For years, SVPR training through SACHA Hamilton has been “intimidating” and does not welcome an unlearning environment. SACHA Hamilton has felt consistently phased out but their availability is limited and needs to be coordinated with Meaghan Ross, which further creates a challenge in pushing anything forward. I didn’t have the greatest relationship with these two for several reasons – I had large visions for this theme and later the budget restricted it (which upset them), they were involved less by default due to challenges in scheduling meetings (which upset them), I apparently

took a “response/support” approach instead of a “preventative” approach despite the efforts I took in organizing bystander intervention training for student groups (which upset them), I invited Project Soundcheck to deliver training instead of Crickett at SACHA (which also upset them). Truthfully, branding consent programming as consent programming is not reaching the audience that is uneducated on the topic, and training needs to be broadly reached by student leaders because SSC is not organizing it effectively. Bystander Intervention is a preventative training model that needs to be integrated officially as a Welcome Week training piece.

- 3) Turnout for events is challenging because there are many events occurring at the same times. There needs to be communication across departments and specifically, the WWFC, ROP and Off-campus Planner to facilitate first-year organization and movement into the event spaces. Please address this at WWPIC to ensure there are no large overlapping events.

## RECOMMENDATIONS

There are two aspects of the committee – the physical events and messaging (i.e. lawn signs) being developed, as well as the overall approach to Welcome Week’s operations and infrastructure (i.e. enhancing rep training content, introducing Bystander Intervention during SSC training, concert safety enhancements, etc.). Be sure to address both, one requires event planning and the other requires a meticulous scan of what can be done better for WW as a whole.

- Operating STAC: Review past events; decide which are being kept, which are not and which are being introduced. Next, let the committee delegate responsibilities for each event and
- Be responsible for submitting the external purchase orders for speakers and events
- Limit to four (4) major events for each theme, quality over quantity is better
- Assign a student leader to each major event, so they are the Primary Event Organizer who you can liaise with and support during the week
- Be responsible for assisting them with space bookings, purchases and paperwork
- Keep in constant communication with STAC and Michele to ensure everyone is on the same page
- Don’t convolute the process with any application process for ideas from external or student groups – STAC comes up with the ideas, STAC disseminates the ideas.

## DURING THE ACTUAL WEEK

You might be wondering, what goes on during the actual week? Five things to watch out for are (1) swag bags, (2) Shinerama, (3) Welcome Week awards, (4) Board of Directors and (5) self-care.

## SWAG BAGS

You will complete online and in-person training to ride the golf carts, the Board gets their own in addition to walkie talkies. We give out 6000 swag bags each year - Wooder will order them along with preparing material to put in them.

- ✓ Vlad (Commercial Campus Partnerships Coordinator) who can find organizations or companies that wish to advertise their material in these bags
- ✓ The Library will provide library maps, almanacs will be completed by Underground and other advertising pamphlets can be included for strategic themes
- ✓ Packing these bags will be the Maroons responsibility - this was the bane of my existence and all returning maroons will not be happy doing it again. Get the Coordinator to plan ahead in terms of when and how he wants his team to pack the bags (I recommend evenings of the Weekend, if the Football game allows it)
- ✓ Create a Swag Mountain (pile of prepared swag bags) somewhere in the office where it doesn't block exit routes of cabinets
- ✓ Get reps to assist in funnelling the bags downstairs for give-away either during MacPass distribution, Faculty Fusion, or Monday Night Lights

## SHINERAMA

They will need space in the office to store their money, and will need after hour access to the main office. Feel free to give them permission or be present - I trusted Nicole, she was one of my best part-time managers and made sure her volunteers behaved.

- Double-check that bussing is organized for Shinerama day because it's always an organized chaos and Security/Parking services will likely be upset with you if it's not under control.

## WELCOME WEEK AWARDS

I changed it so that only one bylaw governs the distribution of these awards - refer to it for more guidance. Begin this early on by convening the committees and reviewing the rules. Once reviewed, circulate the final copy to all Residence Advisors and Faculty Planners before July so they are aware of what to prepare for.

During the week, you will need to attend all the events that are being judged and this can be cumbersome and time consuming. My folder has an excel chart that you can print to utilize when assigning scores with committee members during an event. Each year the scoring and criteria changes, so do what you think will be best and the most fair.

Find a way to communicate the scores. My preference was posting photos of the judges at each event on the Rep Community Network Facebook page with an update on scores. This was more beneficial than updating our website, which no one reads.

## BOARD OF DIRECTORS

They are strictly around to support you; many of them will be your judges and will attend events with you, provide golf cart services to students or reps, create a presence on campus and support full-time staff at concerts.

Finally, the Board needs to attend every opening ceremony. This is the best way to introduce the MSU to the first-year population. Chukky had prepared a small presidential spiel of how our student union is the best in the world (I'm sure you heard this speech before) and found a unique way of introducing each of us. Get in contact with all ROAs and create a schedule of when opening ceremonies begin and what time they are to expect you so your board can attend each of them together.

## SELF-CARE

This is a bible speech passed down from Admin to Admin so read carefully my friend. You will be the most exhausted a VP has ever been during Welcome Week. Here are some things you can do to take care of yourself in the process:

- ✓ It's okay to not go to some night events (I.e. concerts)
- ✓ Meal prep or have snacks in the office because the lines are horrendous
- ✓ Prepare a schedule for yourself and the board so you are never late
- ✓ Get sleep otherwise the next day gets harder
- ✓ Be prepared for when you're asked to save the day - go with your gut Kristina, you are brilliant, you are a problem-solver, you're the most prepared human I know

# EVENT PLANNING

## VOLUNTEER APPRECIATION EVENTS

### NIGHT UP THE LIGHT

Just because we've done things year after year, doesn't mean they can't change. I'm not a fan of traditions and Eggnog/Sangria has accrued a reputation for those within the MSU Bubble. It didn't reach our least engaged service volunteer and for this reason, I aimed to change Sangria to Night Up The Light. How to plan it:

- ✓ Contact Campus Events Director to confirm event name, theme, details - and she will book the photo booth and AvTek for Karaoke
- ✓ Book Twelve Eighty for the event and request that Richard Haja provide you the same invoice as last year for catering
- ✓ Forward event information to Underground to design a digital invitation
- ✓ Circulate digital invitation to all part-time and full-time staff or ALL MSU USERS
- ✓ Remind them periodically to invite their volunteers

- ✓ Show up early to the venue

## STUDENT RECOGNITION NIGHT

Maddison will do most of the heavy lifting as Jess did re: coordinating the invite list, sending invites, booking the venue, writing the minute by minute, etc. You are responsible for the following:

- ✓ Going over the invite list to make sure we have everyone
- ✓ Going over table-seating to ensure what is best
- ✓ Contacting President's office and Alumni for donations
- ✓ Reaching out to the MC (MSU President from 10 years ago)
- ✓ Providing phonetics to the nominee names

Regarding awards, you are responsible for the J. Lynn Watson Award and MSU Spirit Award committees. The Speaker will be responsible for advertising all the awards and once applications are in, you are responsible for the following:

- ✓ Strike the committee and go over the criteria for selection
- ✓ Arrive at a consensus for which groups will receive the respective awards
- ✓ Let Maddison know so that she can order the awards

## SERVICES

I wrote a detailed service manual that you can refer to outside of this transition report but just some general notes about some services to remember:

- Summer Services: Farmstand requires permanent space that is more accessible for customers (preferably in front of Compass) and a landscape scan needs to be conducted to find other vendors who can provide berries. MACycle experienced theft and it was reported to Security Services, be sure to follow up on equipment that is being purchased in place of the stolen items. Horizons and Clay will run smoothly; however, the committee room will be a wreck, so set a deadline for when they need to get the place cleaned by
- Peer Support Services: Explore Diversity Services capacity to undertake peer support, Peer Support Training should be better organized by the TRRA and incorporates a schedule that delivers generalized training first and specialized training in rotations. PCC will undergo renovations, keep placing pressure on Facility Services to provide the estimate and confirm with Miranda of the changes
- Welcome Week Services: Check-in with Maroons, Shinerama and WWFC (not service, but staff) periodically as their star moments are approaching in four months. Have an upbrief meeting prior to Welcome Week to discuss communication with you, expectations, support they will need, and peak times they anticipate needing your help during

- School Year Services: FYC and Elections kick-start together with the election, this is the first start for both managers and they will make mistakes and learn things as they go along. SCSN has a bar set and will be integral in the Community Engagement strategic theme as well as ensuring Homecoming PR is prime with their community clean-ups, etc.

Every year there will be someone with an idea for a service; just be critical of whether the idea is “unique” and fundamentally needed to be provided through the students union instead of being offered by a University department.

## TRAINING

Training is quite simple to put together when you have the content from previous years to work off of. All my training power points and packages are kept on the Drive.

Any training word document you require is with Wooder because in his past role, he delivered training to part-time staff. Over the years, some VP Administration along the way thought they could do it themselves and ever since, training has become another added responsibility of the VP Administration. Involve Victoria in the part-time manager training as it will give both of you hands on opportunity to engage with part-time managers, as well Wooder for Communications Training to brief staff on the visual identity guide and using their resources.

**Recommendation 1:** Develop online training documents that you can store on an avenue account. Ask Michele Corbeil for information on how to set up an avenue account the way she does it for SSC REP Training. A VP Admin shouldn't be developing training power points year after year with different content. There should be consistency and accessibility with regards to training.

**Recommendation 2:** Allow a full-time staff member to be bearer of all the training documents and power points until the online training modules are up and running. This individual can ensure training is kept consistent with yearly turnover of VP Administrations. They can also keep track of who has completed the training as part-time staff.

**Recommendation 3:** We no longer have to facilitate over-night stays as they are largely a waste of time and are not common practice for training days to extend past regular business hours. Save the venue expenses and allocate them towards staff socials throughout the year.

**Recommendation 4:** Request what individuals would like to see in training, so that it is catered to what they don't know. It's a hard balance to cater to those well knowledgeable about the MSU and those who are completely new. Provide training in rotary sessions, and

group individuals based on their level of knowledge within the MSU, so training facilitators (your AVPS or Board Members) can cater to the group within their session.

**Recommendation 5:** Clearly show them all workplace documents that relate to them and where to find it. There is a website tab I created that hosts all of the relevant documents.

## PEER SUPPORT TRAINING & TRRA

The TRRA is expected to facilitate peer support training, but ensure they are not only focused on the dissemination of training. They are meant to find a sustainable training delivery model without them having to facilitate it all the time. This could look like online training modules for volunteers paired with in-person training delivered by the TRRA or respective managers.

There are often disagreements between SWC representatives and the peer support part-time managers because they had different perspectives on how to approach suicide prevention training. From past observation and opinions of VP Admin's before me, it is often that part time managers believe their training supersedes any training delivered by university partners. This is a dangerous slope when we think our peer support is better than professional support and thereby handling student issues in isolation within our services. You will have to facilitate collaboration and dialogue between parties to effectively provide support to students in a meaningful way.

All of the TRRA work is compiled in a folder on the Office 365 One Drive.

## PART-TIME STAFF

Although you have several student groups to manage, it boils down to your main staff team of service managers. You are responsible for (1) year plans, (2) executive board reports, (3) performance evaluations, (4) staff meetings and (5) the committee room.

### YEAR PLANS

Executive Board expects a year plan from each service manager and they must be approved prior to the school year. You are responsible for the following:

- Send PTMs their year plan template and set a date for a draft to be emailed in
- PTMs send in their draft and you take a week to review and provide feedback
- PTMs send you a final copy of their year plan
- You submit year plans to get approved at Executive Board
- Regularly check on year plan progress in your individual meetings with managers

It goes for the AVPS. The SRA and Board of Directors skip step two and five and submit their year plans to the SRA for approval. Be sure to have EB thoroughly read the reports to critically set the direction for services.

## EXECUTIVE BOARD REPORTS

Reporting is incredibly important, as they are the only way we hold part-time managers accountable at an Executive Board level. The purpose of our services is to fill a gap within the University sphere, these reports are meant to ensure we are doing the work we're meant to as well as leave a paper trail behind for historical context. You are responsible for the following:

- ✓ Create the reporting schedule alongside Victoria – double-check that every service appears twice/thrice in a term
- ✓ Certain events come up during service operations at a particular date, so be flexible in providing extensions so part-time managers can include said events in their reports (i.e. don't schedule the CRO to report during Presidentials)
- ✓ Whenever EB has follow-ups, write them down as a note and stay on top of things even though it will be hard to keep up with all the discussions and action items

## PERFORMANCE EVALUATIONS

Digital evaluation forms are accessible through your Office 365 account. Circulate deadlines for these evaluation forms ahead of time, albeit providing a one-month notice was not sufficient enough for my staff. Your responsibilities are the following:

- Digitize three anonymous forms: Supervisor Evaluation (for PTMs to evaluate you), Part-time Manager Evaluation (for executives to evaluate PTM), and Self-Evaluation (for your PTM to reflect on themselves)
- Circulate links to forms with one (1) deadline for all
- My deadline was before the end of Term 1, so that I could consolidate data into graphs over the break and prepare notes to talk about during my term 2 one-on-ones

## STAFF MEETINGS

I held two full staff meetings per term, an individualized formal check-in once per term, informal check-ins regularly and you hosted the cluster meetings.

Attendance will be an issue despite asking for their availabilities ahead of time because things just come up. The round table updates approach helped in solidifying a PTM team; however, some PTMs wouldn't stop talking about their own services and what they need when the question was presented to the team. It's easy for the space to turn into a vent session – so avoid it by asking directed questions and leading the conversations.

I followed every staff meeting with a social to anticipate – I hosted a house Halloween Party, Boston Pizza Social and attended events or bars with some staff. If you can't host a big event, hang out with them individually and do locally fun things.

## THE COMMITTEE ROOM

Ha. Set your expectations for the use of the room and watch them fail. Just remember that Patrick Deane and other University Administrators exit from the Committee Room after meetings and when the room is emitting fumes and there is weird liquid on tables, it sets a bad impression. I wanted to renovate the space but chose not to because of the way it was kept all year. Good luck.

# HUMAN RESOURCES

## CONFIDENTIALITY

You have three locked cabinets in your office to store hiring documents and other belongings. People stop by your office frequently, so ensure that important hiring documents aren't lying around despite being kept in folders. Your left computer monitor can be seen from a mile away, so view documents on the right screen when individuals are sitting in front of you. There is a shredder bin in front of Scott's office to toss out any documents. If you accidentally drop something in there, Victoria has the key to retrieve it. If you are archiving digital documents, don't upload them to a public drive, as it has no restrictions on it and can be viewed by any.

With any HR matters or management issues, seek guidance from Maddison first, Board second, John third. Regardless of where you go, hope you can trust them. There is a common practice of information leaking about staff and it is usually Board members, so set expectations with them from the beginning.

The MSU underwent a Full-time Staff Review that led to the creation of Wooder and Victoria's roles plus others. I would read it to gain more historical context to what roles they previously filled and why they are in the positions they are in now.

Office security has also increased so watch out and set expectations for:

- ✓ MSU Elections inviting friends for study sessions or allowing service managers through to the front office
- ✓ Board members not being vigilant of who is accessing the office with them and letting people wander

- ✓ Board members, WWFC or Elections Department utilizing the committee room and improperly locking it

## HIRING

### PART-TIME STAFF HIRING

Hiring is spread out in both terms. In the Fall, you would hire the summer part-time managers, directors and critical service managers (i.e. CLAY, Diversity and EFRT, respectively). In the Winter, you would hire the remaining managers and assistant directors.

- ✓ Set a meeting early with Maddison to divvy responsibilities related to hiring
- ✓ Strike Hiring Committees at Executive Board (Victoria has copy of motions)
- ✓ Double-check with the Part-time Managers that the job description is okay for posting
- ✓ Review the How To Hire document that provides Interview & E-mail Instructions
- ✓ Review the Interview questions alongside hiring board members and part-time managers (only if needed and if time allows, otherwise do it yourself)
- ✓ Utilize the Excel sheet system of gathering availabilities and determining hiring dates
- ✓ If you require template e-mails for any form of communication, check my e-mail folder on Hiring
- ✓ Weekend and evening hiring is not mandatory and you are not expected to work over-time for the sake of being accommodating – although I did this, I am vehemently opposed to it as you are a full-time staff with rights of your own

Some advice is don't be afraid to re-open a position if you feel it is necessary. A PTM can reapply for their position but if they do, they must apply through the same process as everyone else and they must let you know in advance before they review interview questions with you. Make a concerted effort to promote the jobs – this year; I uniquely used profile pictures of staff members, social media takeovers and window banners. Board members have access to who applies to every position through the website, just double-check that they keep the information confidential. If someone feels our process is tainted, they may never want to be involved again.

### FULL-TIME STAFF HIRING

I hired Maddison this year and there are two ways to hire new full-time staff: Public Posting or Head Hunter.

1. Public Posting – Websites like Charity Village, etc. John will coordinate the posting for 2-3 weeks and you will receive on average 100-200 applications. Hiring board will consist of John, a BoD member, the out-going staff member (or another BoD member).

2. Head Hunter – This is rare and it is hiring an external company to search for strong candidates. This is necessary if hiring for the General Manager and was also done for the Food & Beverage Manager. You have to pay a flat fee retainer in case they find no one, or a percentage of the salary if they do find someone.

Always consider their skills, but also their potential and how they would work in this environment. It is a lot easier to make more money anywhere else, and so the MSU is often a stepping-stone for younger staff. Consider this in your hiring process, as it is doubtful you will find a perfect candidate. The most important thing in the hiring process is supporting them

once they begin, which is something we do poorly. There should be training sessions and there should be regular check-ups, which is where we often fall short as an organization.

## **DISCIPLINE**

### **PART-TIME STAFF DISCIPLINE**

This was not the hardest part because disciplining staff when necessary is your job. The hardest aspect is doing it when you're not ready to but your Executive Board is. The process is simple – read the Operating Policy – DISCIPLINARY PROCEDURES. Examples of when I disciplined staff (you can find all supporting documentation in your drive):

- ✓ Part-time staff who was repeatedly reminded to give an early notice of LOA to ensure it didn't impact the hiring schedule and coordination, but did not
- ✓ Staff member who disciplined another staff member without authorization
- ✓ An individual failing to submit multiple EB reports, budgeting for their service and being non-responsive to communication from supervisor

Executive Board is privy to knowing all disciplinary updates; give them an advanced notice when you are disciplining a staff member. I've always disciplined someone when it was correctable behavior, so the punitive measure is meant to help them improve opposed to preparing them to be fired. Sample documents are in my folders.

### **FULL-TIME STAFF DISCIPLINE**

If anything comes up with full-time staff, bring it to John and the Board's attention immediately. Yearly turnover provides staff members a clean slate, but ensure that issues with behavior and job completion should be addressed and is not lost in transfer. Although it's awkward to discipline staff who are much older, we hold each other accountable. While they bring different perspectives, it's also important to not be taken advantage of because you lack context and age.

John is not confrontational and has challenges with delivering news that may upset staff. In the same way that you are expected to have someone present when disciplining staff, ensure

there is someone present when John is disciplining staff to ensure it's properly communicated and not passively communicated.

## BOARD MEETINGS

These meetings are what you want them to be, they can be opportunities for Board members to update each other on projects, to vent, to complain, to strategize, etc.

I used the meetings to get their advice on staff issues and to complain mostly. Use your discretion when identifying something as an agenda item as often times, it may be better to discuss things with John in private in the event your complaint or staff advice is regarding a close friend of a Board member. Some general items that will be similar year to year include:

- ✓ Procedural items such as staff wage increases, request for course reimbursement, late health and dental opt outs
- ✓ Discussions on topics coming to EB or SRA to get feedback or strategize on approach
- ✓ Updates on each other's projects, especially from Board members who are frequently out of office or have items that are long-term projects with regular updates
- ✓ Human Resources matters related to full-time employment and significant part-time staff issues
- ✓ The Corporate Secretary should not be present in conversations pertaining to full-time staff, especially disciplinary conversations

## EXPECTATIONS

You will discuss this in your first few Board meetings regarding how you represent the organization and how critical it is for you all to be on the same page. Some important things I recommend that you all discuss are:

1. Work Hours - What will be your business hours? What work environment are you building if you arrive to the office after FT staff does? What is expected when you sleep-in? Will you cut slack after a late SRA meeting?
2. Conduct & Professionalism - You are a corporate officer of the Students Union, how will you be mindful of actions and words outside business hours? How do you separate the times you are being yourself from the times you are being a corporate officer? What is off limits to chat about in your office that is open-concepted and what is to be discussed behind closed doors? How will you create a professional environment in the Committee Room?
3. Lieu Time - This is any hour worked outside of your usual rotation that you can claim as vacation and take off (i.e. attending Welcome Week training weekends). How will you track them? Will you self-regulate instead?
4. E-mail Response Time - What can be Facebook messaged and what should be e-mailed? What is your goal turnaround time for e-mail responses? How will you balance social media messages and e-mails? Golden rule that helped was if they needed



something done and it was an action item, they needed to e-mail me so it's kept as a reminder. If it's advice or conversation, they could FB message me.

5. Dress Code - What is the expectation amongst the Board? Our Board kept it casual, I was a student in both terms and felt elite wearing heels in my first-year Physics lecture. On days consisting of important meetings, we dressed up.

## COMMUNICATIONS MEETINGS

Wooder will set aside time every week to discuss communications and the Prez Page. Your initial meeting will be a Public Relations meeting that will test your ability to speak to reporters, how to respond to contentious issues and matters and navigating difficult conversations. I learned the most in this meeting.

Every meeting afterwards, if you are not writing a Prez Page and it is not hiring season, you have nothing to promote and the Communications Meeting is not exceptionally useful for you. Although, go to them anyway because full-time staff dedicate time from their weeks to support you and your initiatives in their professional capacity.

### STATE OF THE UNION

This is a massive document that Wooder takes the lead on to highlight the organization's progress in your year. Your responsibility is getting a blurb from every service and department manager in addition to any other blurbs you may take on.

### HOLIDAY CARDS

Ours were late because of communication issues; however, I highly recommend doing them as every department looks forward to receiving it. It is a good way to keep in touch with your politicians and external stakeholders and maintain relations. Do this early, so you can sign them early.

## BUDGET

The budget line you will mostly be using is EXEC and ADMIN - if you are ever unsure of how to complete purchase orders, ask the accounting department. Double-check with Scott if this is how he wants you utilizing the budget as he may have a different strategy than Tuba.

**Exec 6147-0305: Volunteer Recognition:**  
Student Recognition Night (confirm this with the Operations Coordinator)  
additional PTM socials, and any expenses for Eggnog or Sangria.

**Exec 6303-0305 - SRA Special Projects:**  
Let SRA members know that it is available, but it is up to the discretion of the BoD (in particular the VP Finance) what it gets spent on. Make sure you set up some stern

criteria and that SRA members are not just spending this on random cookies and coffee events with no attendance.

**Exec 6402-0305 – Awards & Meetings:** Use this for all of your training purposes such as SRA training, MSU Retreat or Orientation, PTM Training, refreshments for meetings, etc.

**Exec 6405-0305 – Exec Meetings:** Executive Board (EB) transition meetings. I didn't really deal with this as it falls under the portfolio of the President and the Administrative Assistant.

**Exec 6802-0305 – Transition Training -** This is used for paying for BOD transition. Try not to go overboard.

**Exec 6603-0305 – Special Projects:** The catch all page for the BoD, this line is used for any of the projects the BoD may take

on that need to be paid for. Vision Conference funding comes out of this budget and any other random expenses that may crop up. In addition, I believe a VP Finance in the past increased the allocation for this budget line because he wanted the board to have more flexibility in the projects they took on and how they expensed them.

**Exec 6615-0305 – VP Admin Expense Account:** Your personal expense account. Use it to pay for conference/event fees you may attend, buying dinner for late night work, and thank you cards or flowers for campus partners, etc.

**Exec 6901-0305 – Travel – BoD:** the line where you would pay for any travel you may do (i.e. gas reimbursement if you drive somewhere) or if you choose to go to a conference.

Random Note: Make sure all services have budget lines that make sense to them – some have vague budget lines and it confuses managers. In addition, check services that both generate revenue and expend money, as service managers can often get confused with handling both.

With regards to budgets, inform yourself of the following:

- ✓ Completing an internal and external purchase order
- ✓ Answering basic inquiries regarding budgeting (i.e. what are pink, yellow and green forms)
- ✓ Basic understanding of reading service budgets in case a PTM asks which budget line to use
- ✓ Guide PTM on process of obtaining a credit or debit card
- ✓ Basic understanding of your own budget lines for your own spending
- ✓ Basic understanding of a standing order and how to place one with business units

## BENEFITS

You have full-time employee benefits and don't hesitate to use them. There is a package from Manulife for you, which explains your benefits package and how to access dental, health and vision care, etc.

1. Expense Accounts: You receive \$1000.00 for your personal expenses, and there is flexibility in how you spend it. Our board was never frivolous with this amount but spent it on late night dinners in the office when we were writing our SRA reports or went to Board dinner socials. Up to you!
2. Health & Dental: You often pay out of pocket and claim the amount online. It's exceptionally easy to set up once you receive your Manulife card with the account details. My favourite massage place is called [Apple Tree Health and Wellness](#) off Locke Street. They can charge Manulife directly if you don't want to pay out of pocket. These benefits extend one month after your term, so if you're too busy - use it then.
3. Vacation Time: You are eligible up to three (3) weeks vacation, I didn't use mine and chose to get paid out instead because of the sheer lieu hours accumulated.
4. Summer Hours: We set summer hours for the staff and I recommend you take advantage of early closures on Fridays. Take a break or get ahead; summer is the best time to get things done because students aren't around.
5. Other benefits:
  - a. \$400 Education Allowance - can be used on professional courses, GMAT courses, etc.
  - b. 4% matched funds to RSSP - can contribute 4% of your salary to RSSP and the MSU will match it, which is absolutely worth it.
  - c. Interest Free Computer Loans - can update your computer but payment will come out of paycheque in instalments
  - d. Cell Phone Reimbursement - can receive \$80 per month for cell phone bills, but will receive the lump sum every four months
  - e. Pulse Membership - you need to physically go to the Pulse to receive your membership but if it's too busy, you can opt out of this to receive a gym membership closer to home
  - f. Subsidized Day Care Costs - unless something dramatically changes for you in 12 months, you won't need this
  - g. Business Cards - Keep them with you for events, lobby meetings and give them away

If you have any further questions regarding staff benefits, reach out to John.

## TRANSITION

### TRANSITION REPORTS

Begin a transition report immediately and add to it as the year progresses - a good transition is something you actively think about throughout the job and not confine to report of several pages. Guidelines for the transition report are included in the Bylaw - OFFICERS.

For part-time managers – I recommend having them complete draft transition reports in December, so they keep a running memory of what to mention to their successor. This also helps in curving the challenge of disappearing PTMs in second term. A template of my criteria for writing transition reports can be found in the drive.

## **BOARD TRANSITION WEEKEND**

Over the years, Board members have just winged the transition weekend and used it to unload all their challenges and updates onto the incoming board. You experienced a structured transition weekend because our Board made a concerted effort to improving transition. The itinerary is in our FB chat – please store it somewhere.

In the past, other board members have organized the transition weekend, so this year it was I and I took leadership in putting together the itinerary and budgeting. If you choose to organize it in your year, Emma will book the place of stay and you can choose Niagra or other locations (Niagra is cheaper).

## **Project Descriptions, Evaluations, Status Reports**

### **Trans Inclusion Training**

This year, I focused on building a trans-inclusive workplace that involved critically looking at QSCC and evaluating our service's mandate. In the process of re-branding QSCC and re-envisioning it's purpose with the incoming coordinator, we coordinated Trans-Inclusion Training delivered by the 519 Community Centre. Many full-time staff attended and there was appetite for a second session for the incoming SOPs and other full-time staff who were absent. I recommend setting this up again – simply connecting with the 519, setting a date and communicating the date to full-time staff.

### **SLEF: Composting & Charging Stations**

This year, I assigned project assistants to each SLEF project so they are the lead liaison and point of contact for updates and follow-ups. I recommend allowing SRA members to assist with you on this as it gives their roles more weight. Shemar is the PA for Charging Stations and Fiona was the PA for Composting Bins.

### **SRA Platform Appendix**

This year, I had the AVP Internal Governance act as a support role for the caucus leaders. They helped put together the platforms that each member ran on, so that I could follow-up and provide guidance. I recommend you do this as well, it will help you individually support assembly members.

### **Minimum Wage Distribution**

This year, minimum wage hit us and will increase by a dollar next year. You will need to work out a benefits package for part-time staff alongside Maddison, Scott and John.

### **Peer Support Long-term Plan**

This year, I began this with the part-time managers; however, as time went on there were challenges in its completion. Specifically, turnover in staff hindered its completion but there are many long-term plans listed in the year-plans of previous peer support managers that should not be lost yearly. Otherwise, why do we ask that they write that section? I recommend that the Long-term Plan be developed and be annually reviewed by Executive Board. Include this in the bylaw, so that it outlives you when you transition out.

### **Workplace Accommodation Policy**

This year, I consulted Maddison on the development of an accommodation policy; however, it was already mentioned in our employment packages and didn't seem necessary for a stand-alone policy when accommodations are provided on a case-by-base scenario. I recommend that you revisit this conversation to see if there is a general process that can be outlined on how to access an accommodation, what criteria determines an accommodation is warranted, etc. as many of our staff are still unaware.

### **Peer Support Volunteer Hiring**

For efficiency sake, I had an idea of peer support volunteers being hired as a department. There is a feasibility study I requested the TRRA to conduct that is in the drive. The idea is for one general posting to be advertised for peer support volunteers, there is an option on the posting to view all individual job descriptions for each service, to determine which service they particularly take interest in and answer specific questions part time managers may which to field. The part-time managers and executives (if hired) would then get together and facilitate hiring, interviews and gathering of team. There are logistical challenges to iron out but overall, this is a direction we should consider and flesh out in more detail.

## **DOCUMENTS**

Prominent documents to read are:

- Vice-President (Administration) SRA Reports: September, November, February, March
- Vice-President (Administration) Final Report: Recommendations and Year Plan
- Service Transition Manual (provided via e-mail).
- BYLAW 4 - OFFICERS (RE: transition, your role)
- BYLAW 6 - EXECUTIVE BOARD (RE: your role as vice-chair)
- BYLAW 11/D - J. LYNN WATSON AWARD FOR COMMUNITY SERVICE
- BYLAW 11/E - MSU SPIRIT AWARD
- BYLAW 14 - WELCOME WEEK AWARDS
- OP - PEER SUPPORT PROMOTIONS WORKING GROUP

- OP - DISCIPLINARY PROCEDURES
- OP - EMPLOYMENT
- OP - EMPLOYMENT WAGES (RE: your role on wage review committee)
- OP - EXECUTIVE REMUNERATION

## CLOSING REMARKS

I hope you find this transition report helpful and easily digestible compared to past reports. I left out anecdotal information, as I'm a believer that every year is unique and you may not have the same experiences as I did. One thing for certain is that this job is absolutely rewarding. I know I've been disenchanted and was unafraid to express it on my way out; however, I hope it didn't come across as having had the worst experience. I had a relatively excellent experience that I'd never trade in because of the innately beautiful beings I befriended (especially, full-time staff). Although I've been expressed that I wanted to be distance, hope you of all people will never hesitate to reach out when you need help or advice or space to vent because I do care deeply (sincerely and far more than I should I think).

During the ups, cherish them. During the downs, remember that you are doing your best and your best is absolutely good enough. Kristina, you will be a fantastic Vice-President Administration.

Keep it fresh and stay in touch,

Preethi Anbalagan