



Vice-President Finance & CFO
McMaster Students Union

Transition Report 2017-2018

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This transition report is intended to be a comprehensive review of job requirements of the Vice-President Finance of the McMaster Students Union, drawn from bylaws and operating policies as well as past practices. While best efforts have been made to be thorough and comprehensive, this document will not encompass the entirety of the position within the 2017-2018 year. Topics covered include duties of the role, reporting, committee responsibilities, the SRA, human resources, and ongoing projects.

For this report I'm going to cover the following:

- Overview of the Role
- Stakeholders
- External Committees & Projects
- Year Plan + Comments
- Overview of all departments
- Corporate Concerns
- HR Incidents

Ryan did a great job covering the majority of these areas in his transition report so I'll be taking its & pieces and adding on to it as needed. I apologize in advance for spelling/grammar errors. There are way too many words in this document to proof read & its also 1:34am on May 15th.

Overview

As the VP (Finance) & CFO for McMaster Students Union.inc you are responsible for the financial viability of the organization. This ranges from multi-million dollar projects to PTM's spending money on bubble wrap for an event. It's a strange mix of responsibilities but at the end of the day, your job is to ensure student money is being spent responsibly. This goes for services and investments (including the business units). Additionally, the VP Finance traditionally is the lead on large capital projects given their intensive budgetary nature. Examples of this in the past have been the creation of the Peter George Center of which Dan D'Angela was the MSU lead on, the HSR bus pass integration, and now the SAB.

The VP Finance has the most technical role on the Board of Directors. You need to know everything about the organizations finances, where and how student fees are used (tuition and ancillary), and past contracts that we have with the university in regards to business units that sell goods. Don't be afraid to say that you don't know something, but also don't be afraid to pretend that you do.

In addition to all of the above, you are (very importantly) **a board member**. There are four other people that are tasked with looking over the organization as a whole and making decisions that ensure its long-term viability and stability, those people are the President, VP Admin, VP Education, and General Manager. This includes things such as the full-time staff policy, IT investments, succession planning, department restructuring, the hiring/firing of staff, and structure of administration. Although your day to day may seem busy with platforms and daily task – the aforementioned responsibilities are critical to the organization and put the organization at risk if not given priority.

What is a Board of Director

1.4 The President, Vice-President (Administration), Vice-President (Education), and Vice President (Finance), as the Board of Directors of the Corporation, shall:

1.4.1 Hold or delegate signing authority for the Corporation; *Be careful signing things – you have the power to bind the MSU to a legal agreement.*

1.4.2 Negotiate and renew contracts of the Corporation; *We had a virus decimate our servers a number of years ago and many contracts were lost – I've found random ones here and there or in physical copies. The central storage on the P drive wasn't utilized much*

1.4.3 Re-evaluate the auditing firm every three (3) years; *This is coming up – check with Maggie & John*

1.4.4 Share the responsibilities for all matters relating to Full-Time Personnel in accordance with the MSU's Regular Staff Member's Employment Policy and job descriptions; *This also applies to you as FT staff, John updated it last year. Give it a read.*

1.4.5 Report at least twice annually to the full members of the Corporation with respect to business according to the following parameters:

1.4.5.1 The Chief Executive Officer shall deliver a written report outlining Executive and Board decisions and activities including, but not limited to, signed contracts, new employees hired, and negotiations concluded and in progress;

1.4.5.2 The Chief Financial Officer shall deliver a written report outlining the financial position of the Corporation including, but not limited to, the Operating Fund, the Capital Growth Fund, and the Health Plan Fund. Bylaw 4 – Officers – Page 2

1.4.6 Not enter into exclusivity contracts of a value greater than \$25,000.00, or a duration exceeding two (2) years without the approval of the full members of the Corporation; *This should be evaluated because 25k over 2 years is not a lot – specifically in relation to our business units that have large technical contracts with xerox etc. where it doesn't necessarily make sense to bring it to the SRA.*

1.4.7 Consult the Corporate lawyers and authorize them to be consulted; *Derrick is great – you'll meet hi at the golf tournament*

1.4.8 Hold office from May 1 to April 30;

What is the VP (Finance)?

5.1 The Vice-President (Finance) shall:

5.1.1 Be elected by the SRA from the membership of the MSU;

5.1.1.1 Individuals who are not MSU members at the time of election will be eligible to run for this position in accordance with Bylaw 10 – Elections, section 4.1.2.

5.1.2 Sign an employment agreement, deemed official when signed by the Speaker;

5.1.3 Hold office from May 1 to April 30;

5.1.4 Receive remuneration according to OPERATING POLICY 2.6 – EXECUTIVE REMUNERATION;

5.1.5 Carry a course load of not more than three (3) units per academic term, course load restrictions may be waived by a two-thirds majority vote of the SRA; *All FT staff get 400\$ to use towards a course!*

5.1.6 Serve as the Chief Financial Officer of the MSU and hold the office of the Corporate Treasurer; Bylaw 4 – Officers – Page 5

5.1.7 Be a voting member of the SRA and the Executive Board, and an official observer of all other MSU committees;

5.1.8 Chair the Silhouette Board of Publication; *We've discussed this one in detail. But the BoP is essentially the publisher for the silhouette. Its there to ensure editorial autonomy is respected. Any large decisions about the Sil are made through this committee.*

5.1.9 Under the direction of the SRA, maintain the books of account of the MSU;

5.1.10 Present financial statements for all MSU organizations as requested by the Executive Board and supply actual account balances or budget balances to the SRA, given five (5) business days notice and the availability of the information; *Maggie will send you monthly statements midway through the following month after all accounts have been reconciled. Find a way to make these accessible to the SRA*

5.1.11 Prepare for approval and administer the preliminary and annual budgets and the budget review of the MSU; *Mentioned in the month by month, this will sneak up on you very quickly. Refer to Jan & Feb to find a more detailed guide. Maggie will create a template and send to all dept. managers but its up to you to follow up with them if you wanted to make any large changes for the following year.*

5.1.12 Have the financial records of the clubs audited; *I believe its in the clubs policy that they will be randomly audited, but I don't think this has happened for a while. Good for the finance committee to take on.*

5.1.13 Be responsible for reviewing the work of the Accounting Department; *Our accounting department needs to be looked at for efficiencies. The introduction of Great Plains was new but there is so much more we can do in terms of implementing technology & many issues around students being notified if a cheque is ready etc. I would look into some of the new trends in the accounting industry and see how we can apply them. The team is pretty old school but we should be adapting to student needs and staying current as an organization.*

5.1.14 Update the Accounting Procedures Manual and ensure that it is being followed; *Hasn't been looked at in a while. Should be looked at.*

5.1.15 Act as the custodian of MSU funds, have the right to suspend budgets (except those of the President and Vice-Presidents) until the next SRA meeting, have the right to suspend signing authority (except those of the President and Vice Presidents) until the next Executive Board meeting for Part-Time Staff or the next Board of Directors meeting for Full-Time staff; such meetings are to be held within three (3) business days of suspension; *Almost did this for MacCycle.*

5.1.16 Establish, with the aid of the Clubs Administrator, criteria for clubs grants based on the constitutional goals of the clubs and the MSU;

5.1.17 Participate in their initial transition and prepare an adequate transition for their successor as per section 1.4.9 of this bylaw.

RyMac said it best in his report last year “A lot of the tasks outlined in bylaw 5 are done for you through the accounting office. If you want, you could cruise, and let the accounting department look after anything, but ultimately, it is you that is responsible for their work. Any spending that is made by any part of this organization will be reflective of you in your role, not matter how involved you were in the process. My advice to you is to be as diligent as possible and try to thoroughly look over all documents that are going across your desk”. If something doesn’t make sense, put it aside and look into it. Accounting does make mistakes and at the end of the day, those mistakes reflect on you and you are the one who will be held accountable for it.

BoD Dynamic *important*

Its important to be on the same page but don’t be afraid to disagree with eachother if you think something isn’t right. However, Scott you specifically should tread lightly when disagreeing with another BoD member publicly in a stakeholder meeting. As the only male on your board you *will* have an inherent advantage in meetings. Its crucial that you learn and understand what it means to be a male ally. We didn’t realize the impact our unintentional actions in meetings (ie. introducing ourselves first, speaking at length about our accomplishments, they way our body language was positioned etc.) were having on out VP Admin until she couldn’t deal with it anymore and made it clear to us after months of frustration. In a meeting you will find that university administrators or even full-time staff will pay more attention to you, or shake your hand first, or ask you a question that pertains to someone else’s role. In these situations, it important to ensure that you reinforce the notion that these questions should be directed to the correct member who knows most about them. Being a strong male ally is and will be an important aspect of your role this year that you will have to learn about and take on.

In terms of making decisions, its important that you sort out your differences behind closed doors. When contentious topics arise ensure that you speak at length about each of your perspectives, be open to reason, and understand how you will approach the issue. In a stakeholder meeting, a united front looks like a strong clear direction from students. In the SRA, a united board will have a strong sway over the assembly. Ensure that you know who is knowledgeable on which subjects and who is answer what questions. This year when the SRA was questioning us on student safety concerns with the WW concert, I handled all questions about security and campus events, Preethi handled all questions on service support integration, Ryan answered all question about sexual violence, and Chukky handled overarching questions about direction and purpose. Find how your BoD fits together and the synergies between all of you.

Expectations

For the first time (most likely) in your life, you are your own boss. You can come in when you want, leave when you want, and take off time when you want. Ensure that you speak early with your board on expectations around

- Time in/time out
- Vacation days/Lieu hours
- Office Procedures
- Professionalism

Its important to have open communication with staff. Myself and the VP Admin have known eachother for a long time and would sometimes slip into a realm of unprofessionalism because of how comfortable we were with eachother. This included how we aired our frustration, response times, etc. In the workplace how you act with eachother influences the staff that interact with both of you and how comfortable they or student feel approaching you for things – so just be mindful of that.

Board Meetings

These are 1.5-2 hour meetings each week followed up by a communications meeting to discuss any pertinent issues or the presidents page. These meetings are typically used for updates & keeping eachother in the loop. Discussing HR issues, or other issues that have come up. And for discussing organizational wide issues (ie. succession planning). Some of the procedural things will be

- Approving board minutes (ensure you read these over when important discussions are had as auditors will look at these if needed)
- Approving course reimbursements or other things related to the FT staff policy
- FT/PT fee transfers: if a student is going from part-time to full time or vice versa they may request money back (many part time will want to pay the MSU fee for health and dental plans or the bus pass). The GM will usually take the lead on this.

Executive Board

Any contentious issues or changes coming up, make sure you discuss with the board at the board meeting or prior to EB what the change was and why. We didn't do this at the beginning of the year and it caused a lot of tension when other BoD members would ask questions or make suggestions in EB especially if something was time sensitive because it usually wouldn't pass. To pass something at EB you need 5 votes, so the BoD and one SRA member.

EB typically focuses on services and issues that they may have. I think there is more of a role for them to play in also looking and understanding the business units as EB has to approve any capital purchases over 5k.

Human Resources:

Anything relating to full-time staff employment, or significant part-time staff issues. As well any significant complaints from students will end up being discussed. For significant full-time employment issues that are resulting in discipline or termination, the Board will generally meet privately with the General Manager first, but approve it at the BoD meeting once a direction is set with an explanation – we did this a few times this year. The details of which Kirstina should have in her files. The Corporate Secretary should not be present in any discussions involving discipline or termination of full-time staff but can be there if you wish. This year when we had private discussions, one of us would take minutes and store them (VP Admin this year) for future use.

Interacting with students

This is an important one. You are inherently in a position of power and are representing the MSU in a high profile public position (even though it often wont feel like this as most people don't know who the VPs are – but there are many that do). Ensure that you act respectfully and don't put yourself in a situation that could turn sour. Try to be on the ground when you can as it makes a huge difference when you work on projects that impact students. It also allows students to reach out to you when they have questions or concerns.

Twice in the role I had student staff reach out to me personally via facebook to bring to light issues that they and other employees were having with certain FT staff members. As we don't have a proper HR system in place (which we need to develop), this were critical moments in the year and were a direct result of me making myself available to students and being on the ground.

Stakeholders & Relationships

I've followed Ryan MacDonalds format but changed the body text (if needed) to reflect my own experiences this year. Your experience will be different from mine so its important to take these with a grain of salt and try to find the best in people that you work with.

President & CEO

This person is head of the organization. The MSU structure is a bit strange in that the President is not "higher" than the VPs, but they are the elected official with the mandate given to them by the student body. Something that should be held in higher regard than the SRA. That said, you are the subject matter expert on many issues relating to finances and corporate governance. You should always hash out your differences behind closed doors, and then trust the President to present the official opinion of the MSU should it be needed.

This year, Chukky and I found a niche with supporting faculty societies and taking a deep look into how we can better support our clubs. This was through a mutual interest that we had in expanding the typical outreach of the MSU. We both came from very different backgrounds than Ryan & Preethi and valued clubs over services from the sheer number of students they impact. Chukky and I often disagreed on subject but learned to trust eachothers judgement throughout the year. I sometimes felt as though I played the moderator between Chukky and Preethi, especially at the beginning of the year as they were two very different people and there may have been some residual tension from the presidential election. Do your best to find any tension or mistrust with Stephanie and Ikram and try to mitigate it when you can.

I don't know what your working relationship is like with Ikram but at the end of the day the president is a vocal ally for the MSU & students in meetings. Often in university administration meetings and/or events primary attention will be given to the president. In these meetings the presidents role is typically to voice the concerns of students and your role is to back that up with hard information

and/or solutions. In terms of project based things, find something you're both passionate about changing and work towards it. Your offices are now beside each other (the past VP Finances are not happy about it, but you have a couch now so I don't see what they're complaining about) so you'll have a ton of time to chat. Also help Ikram with her budget & managing her expenses for events that she wants to plan (if she does) – Chukky was terrible with his and I often had to go in and clean up the accounting mess. (It probably shows that he went 200% over his PE line because he just stuck everything in there and I didn't have time to move it to the other lines where they should have gone).

Vice President (Administration) & CAO

You and the VP-Admin will work together, and spend a lot of time together in the office...and I mean a lot. In addition to both being in the office the most, you also have the most overlapping responsibilities, as you are responsible for the spending of the staff that the VP-Admin oversees. Having a strong working relationship with the VP-Admin is important, and this will be done through constant communication. Specifically with PTMs sometimes, they will try to give you the run around if they don't like what one of you said, they will go to the other one. Define a relationship where you feel comfortable where you always defer to the other person on certain types of issues - this way there is only ever one person calling the shots. It worked out for me and Preethi for the most part and I would encourage you to do the same. This doesn't mean you can't give your opinion on certain issues but be very clear in saying that "I will defer to Preethi to make that call" or vice versa.

I can't describe how intrinsically flawed and burdensome the VP Admin role is. I saw Preethi go through hell with it this year. The best I could do, and the best RyMac could do before me, was be a source of support. Often times you'll find that Kristina will come to you not looking for advice, but just to vent. It's your role to sit there and listen. I know you both have a great relationship so I don't see that being an issue at all. You'll get stuck in the office a lot when the VP Ed and President are travelling so try and do fun things. Me and Preethi would often be stuck working very late and order food + watch a movie to lighten the mood. Find what works for you and Kristina and take any opportunities you both can to travel!

WWAC will be the biggest thing you both do together, but don't let that stop you from finding other projects that you want to collaboratively work on. Kristina will get overwhelmed with management throughout the year so do what you can to help her achieve her platform for that end of year sil-report (again, the VP Admin perpetually gets shit on in this because the job is 99% management which can't really be measured).

Vice President (Education) & CO

Past VP Finances have given almost the word for word identical response below:

Also known as VP Travel and Tourism, the VP Education spends a lot of time out of the office. With the amount of time that the VP Ed is gone, you do not develop the same professional relationship that you do with the VP-Admin or even the President. But you should make an effort to stay engaged with what they are up too, no matter how boring it may be. In addition, you should try to stay as engaged as possible on PSE issues. Having a board that is well versed in all issues across all portfolios will only make you appear stronger.

So I found that this was a big load of BS. Ryan was a fantastic board member this year and also supported Preethi a lot as a past PTM. It's really just about finding your strengths and taking their advocacy work seriously and as a priority (which it is). Ryan and I worked on the HireMcMaster campaign together this year as he was involved from a government point of working with SVK to get grant funding from the government and I was on the ground with the steering committee helping to plan it. Try to involve Steph as much as you can with this so any efforts can be amplified! It's also good to involve her in life after Mac week if you're doing any stuff with the City, as her relationships in that aspect will be relevant to anyone you talk too.

University Relationships

So this one is different every single year depending on what you want to accomplish. There were university admin that board adored that the next board didn't even talk too and vice versa. It really depends where you're priorities are. I had a great relationship with facility services this year because of the SAB and the Grind + A&R, Kevin Beatty because of the Residence Life Activity Fee Agreement (See my folder > Contracts), and Alumni.

I will highlight a few key relationships for you in the role of Vice-President (Finance) and their importance. I kept most of this the same from Ryans report and changes where needed.

Karen McQuigge, Director of Alumni Advancement - Probably the MSU's best partner at the University. Karen genuinely cares not only about students, but about the success of the MSU and it's student leadership. If you are in a difficult situation or have a big idea but don't know how to make it happen, Karen will likely not only help you to figure out how it can be done, she will also find ways to improve your idea, scold you when you go down the wrong path (in the best possible way) and challenge other administrators when they are in the wrong. I cannot speak highly enough about how incredibly Karen is for students at McMaster - they truly look to have her. Karen will give it to you straight but also respects you as a representative of students. If you truly believe students want/don't want something – vocalize it and back it up. She will take you for your word and move mountains for you. Also don't be afraid to ask her for money, be upfront with how much things will cost and honest if you've made a mistake.

Sean Van Koughnett, AVP & Dean of Students - Another all-star at McMaster who we had a fantastic working relationship with. Sean works very hard and in almost all cases you will tend to agree with his evaluation. Ultimately he wants to put students first, but his job is to represent the institution and their priorities. Every once in a while you might butt heads on a few things, but as long as you are measured and reasonable, he will not only respect you but often will work hard to find common ground and opportunities to compromise, even if it isn't the direction he originally wanted. This quality, combined with his ambition to really make the McMaster student experience the best it can be is an asset to you and your team. He also plays in the 3x3 basketball tournament and was a huge proponent in Waterloo's startup culture + all the big changes on that aspect at McMaster with the Forge. Sean often gets frustrated that most of his time is tied up with certain cases and wants to do a lot of stuff that he just doesn't have the time for. But he is incredible with the amount of time he gives up to support students. You'll find him at events after work is over, at the sports games, and responding to emails at 11pm on a Saturday/Sunday. He embodies what it means to be the Dean of Students.

Glen Grunwald & Mark Alfano, Director & Associate Director of A+R – I came into the role bumping heads pretty aggressively with Glen as they were just about to Hire Sandro as their head of sales (who used to be out head of sales at underground). This was a big slap in the face considering Ryan + Justin literally worked an entire year to find a way to fix the A&R budget and expand the athletic facility. I am honestly perplexed by Glen. I can't tell if he's devious, or is truly oblivious to stakeholder relationships. You'll find that Karen does not like Glen because of the RBC stunt they pulled which ultimately screwed over Alumni's partnership with TD Bank and almost repainted DBAC in RBC blue (the DBAC that student paid and are still paying for with little to no student recognition in the building).

Kevin Beatty, Director of Housing & Conference Services - A great guy through and through that is not the best in the world at responding to emails. Kevin I think is an emerging star in terms of improvement for where the MSU can go next with respect to supporting students. His heart is in the right place, genuinely wanting to make the McMaster residence system the best in the country. He does a great job at engaging with the MSU on ideas and concepts, once stronger communications channels are established, he will be a key player in the next evolution of MSU advocacy and service provision. Really lock onto this with you + Kristina's experiences in Residence life and do what you can to have a better system for supporting CA's and students in residence. The Residence Life Activity Fee agreement is the channel we carved out to build a bridge with HC&S which has been in a bubble for a very long time. They are an influential partner that we need to continue building a strong and equal relationship with. They have a tendency to take over things that they can/steam roll other partners (you'll see this in WWAC) so be firm when you need to be otherwise things will not get done.

There is obviously, hundreds of other important players in terms of university admin that you will

interact with and it is not worth your time or my time to go into where we stand with all of these folks, make an effort in your first two months to try to create relationships and do what you can to make those positive. John is incredibly well respected across the University and if you need any assistance on this front, he is a great resource. Below is a list of people that I think are important for you to have a working relationship with at the least.

| | | | |
|------------------------|---|------------------|---|
| Patrick Deane | President & Vice Chancellor | Mohamed Atalla | AVP Facilities |
| Mary Williams | VP University Advancement | Dee Henne | AVP Admin & CFO |
| Roger Couldrey | VP Administration | Susan Giroux | AVP Faculty |
| David Farrar | VP Academic & Provost | Arshad Ahmad | AVP Teaching & Learning |
| Sean Van Kougnett | AVP & Dean of Students | Anrdijana Olezia | Manager of Finances, Student Affairs |
| Arig al Shaibah | AVP Equity and Inclusion | | |
| Gina Robinson | Assistant Dean of Student Affairs & Director of SSC | Mellissa Pool | University Registrar |
| Eva Bodrozic | EA to Sean | Kevin Beatty | Director, Housing & Conference Services |
| Allison Drew Hassling | Director, Student Support & Case Management | Simon Wilmot | Coordinator, Residence Life |
| Rosanne Kent | Director, Student Wellness Centre | Laurie Ham | Manager, Conference & Event Services |
| Glen Grunwald | Director, Athletics & Recreation | Chris Roberts | Director, Hospitality Services |
| Mark Alfano | Associate Director, Ath & Rec | Vivian Lewis | University Librarian |
| Debbie Marinoff Schupe | Manager, Recreation - Ath & Rec | Anne Pottier | Associate Librarian |
| Jeremy Sandor | Manager, Student Development, SSC | Karen McQuigge | Director, Alumni Advancement |
| Rachel Nelson | Events Coordinator, SSC | Scott Mallon | Alumni Officer, Student Relations |
| Lori Diamond | MUSC Administrative Director | Gord Arbeau | Director, Communications |

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|---------------------------|---|---------------|--|
| Andra Visan / Sonia Adams | Manager, Associations & Affiliates - University Financial Affairs | Nancy Gray | Director of Finance, McMaster University |
| Lisa Moraine | Associate Director, Health & Safety | Donna Shapiro | Director, Campus Store |

Full-Time Staff

The full-time staff are the true backbone of the MSU. They are the ones that allow us to function in the way we do and be one of the best student unions in the world (Canada has the strongest student unions in the world + MSU is probably top 3 in my opinion). It's imperative to build a good corporate culture in the organization. Some of the challenges right now are as follows

1. No connection between SRA and FT staff, FT staff lead a bunch of committees that SRA members or on (ie. the IT systems committee) but they never receive a list of which SRA members are on committees and are not prompted to schedule these meetings regularly.
2. We literally have 0 proper onboarding for FT staff. May of the full-time staff we hired last year have no idea about the different aspects of the organization. Aaron (the digital media specialist) was hired a year ago and still had no idea who Maggie was or if he got seniority increases after working for a full year etc. I had to train AVTEK Tony on what a capital expense was and how to do proper finances – I don't think he understood because he still did almost everything via reimbursement. We need to have a proper and consistent onboarding system for new employees.
3. HR avenues. TL;DR our HR strategy as an organization sucks. Operations coordinator was originally meant to support the VP Admin but this year I involved Maddison in HR issues at 1280, and UM and she was a star. Before this those issues would go to John and would often get lost in the jumble of things to do. There needs to be a more consistent system and staff need to be aware of what the avenues are
4. Performance reviews are not done and should be done so we can see if employees are actually doing their jobs. Also helps when making HR decisions. This is a given that isn't done.

Part-Time Staff

This year I delegated PTM check-ins to the AVP Finance (you) and it freed up a good chunk of my time to focus on other projects. Most of the questions were procedural or non-issues. You'll often find a PTM bursting into your office panicking about something that is easily fixable or doing things super last minute. Its important to remember that they are students and often have 0 budgetary experience. Find a way to work with your AVP on this as many of the more financially complex ones do need a lot of help (ie. MacCycle)

BUSINESS UNIT PART-TIME STAFF: An urgent issue that needs to be addressed is the ability for PT

staff of business units to file complaints or bring up issues with their supervisors. These staff are our eyes and ears on the ground. These are students who work for their union. If something is happening in the workplace they should have a formal channel to raise it in that doesn't put them at risk. I had two incidences this year where student staff personally messaged me on facebook to raise concerns. A part-time issues committee may work but you will need to establish a good system.

Student Representative Assembly

I truly did not like this part of the job. Ryan loved it last year but I quickly realized I'm not one for politics. You have to remember to treat the SRA as if they are learning (which they are). Even if you do everything you can to make yourself available they probably still won't come to your stuff. Find ways to engage highly motivated SRA members early on to accomplish their platform points and appreciate them with UM gift cards or other tokens of appreciation.

The SRA is a thankless exhausting job that can often times feel like a total waste of time. It's tough to balance that with the times that you actually have to make hard decisions. I think more needs to be done to engage the SRA informally with large decisions that the board has to make or give them insight on what your everyday looks like.

WWAC

This is the second highest committee that Welcome Week reports to. It's also a giant waste of time. The problem with this committee is that no one ever does things in between meetings or has time to meet. Everyone on this committee is a delegator that has way too much on their plate. Everyone on this committee also gets too involved in the actual planning of Welcome Week during the meeting so little valuable discussion can happen. But if you can do it right, this committee is a great way to make needed changes to welcome week.

Partners involved: SSC (Gina & Michele), Residence Life (Simon), OCRC (Jenn), MSU (VP Finance, Admin, Campus Events Director).

People who hinder any sort of progress: Michele, Simon.

- Michele has good intentions but is all over the place. She speaks for far too long on subjects that aren't relevant to the discussion. There is a visible tension between her and Gina. She also speaks out against almost any idea she wasn't consulted on but will be a strong ally if you do. She is also impossible to book a meeting with and I have no idea why.
- Simon doesn't read any of the documentation before hand and also speaks against pretty much any idea. He believes SSC and Residence Life are the main partners of Welcome Week and doesn't see the point of student involvement or perspective in the planning of WW. He also basically removed SOCS from welcome week by putting their reps under residence life management without telling anyone.

Successes

- Clubs Integration: This was a project that Chukky proposed at the beginning of the year that we were able to successfully implement by the end of the year. Although not without struggle. Getting it approved in the first place took way longer than it should have because of the committee's concern about risk management and if they had to have. Michele was pretty adamant about all the volunteers of the clubs attending welcome week training so they could be properly trained on strategic themes etc. etc. Which is understandable but truly not necessary. After we went through months of hoops of putting this through, the club events were a huge success – having a higher turn out than half the WW events. **This is continuing next year** and more effort should be put in to gather metrics of success from club events

Challenges

- Strategic Themes: This year responsibility for strategic themes was given to the MSU. This was a result of the last board going over the SSC's head and discussing it with Sean Van Koughnett (Dean of Students). We got dumped with this at the beginning of the year. The structure they set in place to actually do them wasn't properly thought out and was a struggle to get rolling throughout the summer. The actual events had a pretty dismal turn out, One Love (a engaging talk about consent etc.) right before airbands had a max audience of 200 right near the end – it was good but getting students to come to it was a huge challenge. The event that was an alternate for faculty night had an unreal set up and live band but barely anyone came, the other events that were run all had low turn out. The results from the welcome week survey in regards to sexual assault prevention also showed poor results. This year the structure for implementation was entirely changed to tackle these challenges. The main issue is that there was so much alternate programming happened that there was no way to properly funnel first year students to an event. Communication with ROAs and the ROP was also not very collaborative in planning these events which led to communication challenges.
- SOCS: In my past four years of being a rep supporting off-campus students during welcome week was always a challenge. SOCS did a great job with their signature events but I think they struggled throughout the week in engaging first year students. We also had issues with some SOCS reps during concerts when they wouldn't listen or move and were blocking entrances/giving out incorrect information. The real challenges arose later in the year after WW when we were trying to figure out the best structure for WWAC and welcome week groups when we indicated SOCS as a concern because no one in the conversation at that time properly understood their structure. Next thing you know Simon casually mentions at a WWAC meeting that SOCS are now off campus reps under residence and then we get complaints from SOCS president that they had apparently been removed from welcome week and they were told that they would have no interaction with these off campus reps. We raised this as a point of concern both at WWAC and at SSAC. The decision should have been made at WWAC and chukky + Preethi did not sign off on the welcome week MOU for next year as they felt a student groups rights were undermined.
- Rep Numbers: If you look through the WWAC minutes and supporting documentation you'll see an initial proposal from Jeremy Sandor to reduce the number of reps. The number of reps had been rising unproportionably to students and there was also no baseline as to how many reps a rep group could hire. This became a challenge because it put a strain on the training budget and made logistics a nightmare. I had a big spat with the SSC about this because I was initially told

that they didn't have enough money to make training more effective. I believed that but felt Jeremy's initial proposal was too extreme (wanted to reduce ratio of students to reps from past numbers to 15:1 across all groups). I took this back, had the WWFC gather information about planners ideal # of reps and why they felt their programming needed a certain number of reps and presented a counter proposal. This completely blew up in my face as what I thought was a fair proposal, what was based off the feedback I got from the old planners clearly was not communicated to the new planners and the idea of putting a cap + reducing the number of reps (I created an initial tiered system so that no groups would have a large drop off + would still have enough to do their core programming) was met with a large amount of resistance. From that point I had to meet with planners, hear their concerns, and fight to amend the initial proposal I made to WWAC. To this day I'm not entirely sure that the number of reps was reduced to free up the budget for training. I never once saw a detailed breakdown of the training budget (I had asked multiple times) and whenever I wanted a straight answer Gina would beat around the bush. Regardless there needed to be a system to ensure that there is a proportionate amount of reps available so that a quality training can be provided and that WWAC can adequately support the number of reps hired. This reduction in number should be reviewed for next year.

- Autonomy of student groups: Its clear that the MSU needs to be the protector of student groups autonomy at this table. While the intentions from WWAC are good, faculty reps are under the direction of the faculty societies with the faculty signing off on it. We have a unique welcome week experience because of how student led it is. WWAC often forgets that. A topic next year will be creating regulations about hiring practices of reps – this is for good reason as there have been situations where faculty groups have done inappropriate things in their interviews – but this doesn't come from a feeling of malice, it comes from inexperience in proper and objective hiring practices. Planners have no idea how to properly conduct interviews or create/grade applications. If you look at the residence life hiring process vs faculty rep hiring process you'll see what im talking about. Planners need to be empowered, not told what to do. This can be accomplished through training and templates – *not WWAC mandates*.
- Bulk Suit order: This was something that was dumped on me at the beginning of the year. I did my best to find a supplier that could do a ridiculous order for a low price in a short amount of time. Obviously this came with challenges of communication. Timing, and quality – but overall it was pretty damn good for its first year. I would say 80% went smoothly. The residence repsuits were too small but that was actually Taha's fault because then they were doing sizing checks he told the supplier to take them all in – although to be fair, the supplier didn't confirm with him what that would look like until all the suits were in (mainly because of timing). See how things go this year and if there is still issues – switch suppliers. **Also charitees is supposed to give us back 10% of the order to distribute as a bursary, please make sure you follow up with this.**

HSR

This year was the first year that HSR passes were integrated with PRESTO. This was Ryan MacDonalds Initiative to try out. PRESTO was onboard because they wanted to start doing this across Ontario and Mohawk and McMaster were the first ones to agree to it. The implementation of this was what I spent a good chunk of my summer on.

Challenges

- PRESTO: Presto is honestly terrible to work with. You think they're a technology company but they really are not. They outsource all of their tech stuff which costs them a fortune to do, so whenever you ask for something the answer is always 'no'. We needed them to make an alteration to the barcodes so that the campus store could scan them to attach a presto to a student card and it was such a struggle to get that (literally took 3 months). If we didn't get that, when a student lost their presto card without registering it they wouldn't be able to get a replacement bus pass (because there would be no way to track the card). So all of this was solved and this year student picked up their presto from the campus store. Next year we worked it so that they can get a voucher on mosaic and renew it on their card or put it on any other presto card they want. This was another challenge to actually make work and it was both us + the university (UTS and campus store) that had to talk to PRESTO higher ups directly at their head office downtown Toronto during one of the training days. You should have to deal with much, just make sure that the front end of it is easy to access for students and that if a student loses their card, they can get a replacement cheaply and easily.
- People on this committee: HSR (Nancy Pursor & Colin), McMaster (Nancy Grey, UTS), MSU (You, John, Compass), GSA
 - o Nancy Pursor is something else. She is tough to negotiate with because she doesn't budge & neither should you. If you think something isn't in the best interest of students, say so and stare her down. You are the customer paying them \$4M for this service. Demand excellence – the MSU funds a critical part of their deficit budget.

Hire@McMaster

- This project was driven by all the coop offices to create a unified employer intake platform. The project was granted \$500k from the provost's special project fund to be created. The person leading the charge on this was Vicki Lowes from the Science career office + Dan Hess who was hired by the committee.
- The MSU's role on this is to present our clubs as an opportunity for employers to engage with, voice student concerns about the *type* of employers students want, and the most effective way to engage with students.

SSAC

- This committee oversees ancillary fees outlined in the CAF agreement. Read it over and know it – concerns about SWC, Ath & Rec, and SSC should be taken to this committee. This committee also oversees SLEF and USIF. SLEF was a crashout this year as none of us got transitioned on it. I would recommend finding a better way to execute the SLEF projects as they usually get approved right before the board transitions resulting in communication issues.

Alumni/MSU

- Karen McQuigge is fantastic to work with. She is one if not my favourite university administration. She's straight up and respects when you are firm with your decisions. If you think something isn't best for the students she will respect that. Be careful in these meetings as you'll find that Wooder will actually try and undermine you if he disagrees with what you think. Be firm and vocal with it.

- If you have an idea that you think students want, talk to Karen about it. The money they get from the affinity partners they have goes into a pool for student events – which is where LUTN, Hoco, and Life After Mac alumni funding comes from. If one of these things start to suck, feel free to change present an idea to change it (that’s what we did this year by replacing frost week with life after mac. We had challenges with turnout to some events and Hasan Minhaj not at all talking about what we told him to talk about, but theres a ton of potential here.

Admincon

- Primarily an updates committee. Anything big with campus events, clubs, SAB, and HSR are important to bring up here. This committee is primarily concerned with rising trends on campus and how to address it. Its also good to make a priority clear and mention that you’ll be following up with specific people here.
- Roger Couldrey will usually give it to you straight on this committee which the others frown upon. I like him because when he has an issue he outright says it. Like when he threatened to cancel homecoming (which we saved) after the shit show that happened with Post Malone during welcome week and concerns from security about safety.
- An example of when this committee was useful this year was actually leading up to homecoming. For welcome week security services wouldn’t allow us to purchase external security to have at the concert – we had to use them and guarda world because their union has an agreement that any external security should be guardaworld. The problem is that guardaworld is a bunch of 70 year old white dudes that are only good for sitting at a desk – not pulling people out of a 6000 person crowd at a rap concert. We brought this up as a clear concern at AdminCon and *poof* we were able to get external security for homecoming after fighting with security services for months.

Year Plan

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| Objective 1 | The Marauders Nest (aka The Grind) |
| Description | <p>If you ask a student what is one thing they would want on their campus (other than lower tuition) you’ll find that the large majority of students want quick affordable food.</p> <p>Unfortunately, in the two food selling locations owned by the MSU, only one of them sells food like bagels and sandwiches in a small capacity with little selection. Not to mention the lines for UM pile up between classes, making it difficult to grab something to eat on your way from the Arts Quad to JHE.</p> |

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| | <p>As anyone who has ever eaten in MUSC can attest too, there isn't much space to sit down and eat. While there is a new building now scheduled to be built in a 3 year horizon, there are still 3 years of students that are going to be faced with congested lounge space, eateries, libraries.</p> <p>Currently 50% of the 1280 space is only used during club nights and special events. I would like to evaluate converting the space into a Bar/Coffee Shops similar to models at other universities such as Western's "The Spoke". Instead of 1280 being seen as purely a restaurant, it becomes a hub for students to socialize, relax, grab a quick bite, or study. A student can walk into 1280 and have the choice to sit down for a meal, order a cooked meal to go, or grab a quick wrap/sandwich/bagel for an affordable price and hang out for 20 minutes before heading to class.</p> <p>Apart of this proposal includes building a prep space in the storage area of UM to make & prep sandwiches in house.</p> |
| Benefits | <ul style="list-style-type: none"> • Affordable Food • Purposeful Lounge Space • Increased Study Space • New Area for club events • Increased quality of quick lunch options @ UM • Decreased cost of goods for grab & go lunch products |
| Difficulties | <ul style="list-style-type: none"> • Tight summer timeline • Not ideal location (1280) • Will need a hard branding push |
| Long-term implications | <ul style="list-style-type: none"> • Increased Food & Beverage offerings to students • Increased affordable food options on campus • Increased student input into food & beverage offerings • Healthier, more affordable campus • Increased traffic in 1280 • Increased diversity of lounge and entertainment options |
| How? | <ul style="list-style-type: none"> • Proposed \$99000 capital allocation to 1280 for the creation of a standalone café • Proposed capital allocation to create a prep space at the back of UM |
| Partners | <ul style="list-style-type: none"> • General Manager (MSU) • Food & Beverage Manager (MSU) • Student Food Consultation Working Group • Facility Services • SRA |
| Status | <ul style="list-style-type: none"> • Completed & Successful • Next Steps: Operationalize the prep space at the back of UM • Next Steps: Look at expanding The Grind |

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| Objective 2 | Online Ordering @ 1280 |
| Description | Over the past 4 years 1280 has seen a decline in food sales totaling to an amount over \$100 000. This presents an opportunity to see how we are effectively reaching out to students and advertising prices and food items at 1280. |

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| | <p>Currently 1280 has been looking into an online ordering system that will allow students to place an order and pay through their phone or online and pick up their food at the bar.</p> <p>The current plan is to implement this for September and slowly ramp up promotion as we approach exam season and see a decline in individuals sitting in the restaurant</p> |
| Benefits | <ul style="list-style-type: none"> • Increased ease of ordering food • Brings 1280 into the digital era • Increase 1280 sales |
| Difficulties | <ul style="list-style-type: none"> • Logistics/tech support & training of staff • Troubleshooting issues expected in the first few months |
| Long-term implications | <ul style="list-style-type: none"> • Great opportunities for branding and promotion of 1280 specials |
| How? | <ul style="list-style-type: none"> • Partner with a company that hosts online food ordering platforms • Implement and train staff/troubleshoot during the month of August • Ramp up promotion as November/December approaches |
| Partners | <ul style="list-style-type: none"> • 1280 Kitchen Staff • Food & Beverage manager • Michael Wooder, Director Communications & Marketing |
| Status | <ul style="list-style-type: none"> • Not Completed – costs of an external system were too high (charged a % of our sales and since 1280 has such low margins we wouldn't make any money) • With The Grind this year a lot of attention & operational resources were used to ensure that it opened and runs smoothly. I STRONGLY recommend that this continues to be looked at as a way to drive traffic into 1280 – see if it can be done or for a flat monthly fee. |

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| Objective 3 | Revamped 1280 Club Nights + Integration of MSU Clubs |
| Description | <p>1280 club night attendance has been decreasing over the past few years and saw complaints both in the silhouette and online with some club nights having barely any attendees. The 'Thirsty Thursday' model is one that needs to be evaluated and remodeled to match the changing student demographic.</p> <p>I propose to evaluate current successful/unsuccessful club nights., cut the ones that are not successful, and focus on enhancing the ones that are currently popular with students. With the empty Thursdays we can partner with clubs or other on campus groups that traditionally host club events off campus and offer them a free rental of 1280 + assistance planning their event to keep their events on campus to ensure student safety and drive more traffic into 1280. The planning and promotion of club nights will be hosted by 1280</p> |
| Benefits | <ul style="list-style-type: none"> • Students kept safe & on campus during non-campus events club nights (MSU clubs, faculty societies, fraternities/sororities, etc.) • More affordable 1280 rental for on campus groups • Increased 1280 attendance + increased 1280 bar sales • Nighttime programming matches students needs |
| Difficulties | <ul style="list-style-type: none"> • Collaboration between 1280 and CMPE has not been done to this extent before |

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| Long-term implications | <ul style="list-style-type: none"> • Increased safety on campus • Enhanced student experience |
| How? | <ul style="list-style-type: none"> • Bring together 1280 and CMPE to establish a year long plan • Contact clubs/groups that have had past experience with large club-like events |
| Partners | <ul style="list-style-type: none"> • 1280 • Campus Events • Michael Wooder • John McGowan • MSU Clubs • Other On-campus groups |
| Status | <ul style="list-style-type: none"> • Completed & Successful. • Reduced overall costs by 40%+ Increased average attendance (per club night) by 10%. |
| | <ul style="list-style-type: none"> • Had a few club-partnered events this year that were successful (Bollywood Night + Latin Night). Look to grow this in the future my earlier collaboration between the clubs department and campus events. |

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| Objective 4 | More Premium Events |
| Description | <p>With the recent increase in the campus events budget, I'm looking forward to consulting with the new campus events director and the campus events team in more effectively engaging students through an increased diversity of programming that caters to various student groups. This year saw the appearance of a popular hip hop artists for the first time in years and sold out 1280 within a day. The demand for programming alternative to the typical EDM/Indie artists hosted by campus events has been made clear by the student body and is something that can be reflected in increased large-scale programming next year.</p> <p>To assist in the collection of student input, a committee called the 'programming advisory committee' has been created which will work with campus events to conduct surveys of the student body & recommend genres of music. This committee will also collect data from events which will allow us to analyze what events are successful for future years.</p> |
| Benefits | <ul style="list-style-type: none"> • Increased diversity of events • Enhanced student experience • Increased programming for various groups & cultures on campus |
| Difficulties | <ul style="list-style-type: none"> • N/A |
| Long-term implications | <ul style="list-style-type: none"> • N/A |
| How? | <ul style="list-style-type: none"> • Committee has been struck • AVP Finance to consult with programming coordinator how best effectively to utilize the committee • Campus Events responsible for booking artists |
| Partners | <ul style="list-style-type: none"> • AVP Finance • Campus Events Director • Campus Event Programming Coordinator • FYC Events Chair (on committee) • 1280 Night Staff |

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| Status | <ul style="list-style-type: none"> • Completed & Successful • Committee met multiple times & sent out surveys to guide campus events premium nights (branded at TwelvEighty Nightlife) & programming in the second semester, |
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| Objective 5 | Experiential Opportunities |
| Description | <p>The second biggest issue brought up by student’s time and time again is the availability of career building opportunities. While select faculties offer co-ops and have a renewed focus on experiential learning opportunities, there is much that the MSU can do in regard to facilitating this through community partnerships. In consultations with the Hamilton Chamber of Commerce (HCC), Hamilton Economic Development, and the City Manager’s Office student retention and connecting students to local business has been outlined as a priority. Despite this, little progress and integration has been made in that area.</p> <p>According to the HCC and a wide variety of businesses in Hamilton, local businesses and companies are looking for better ways to interact with local talent. Given abysmal results from the ‘Your City 2.0’ survey conducted by the MSU in 2015, it is clear that there is no well developed strategy to engage students with businesses in the city. With the most clicked part of the MSU website being the ‘Jobs’ tab there is plenty of opportunity for the MSU to utilize this space to bridge that gap.</p> <p>As a minor member of the HCC the MSU already has access to events such as the Bay Area Economic Summit, Breakfast with the Mayor, and all other events that the HCC holds. When consulted, the HCC has said that they are more than willing to have students present at these events but no one ever asks them. Currently the only MSU member who attend these events on behalf of the MSU are the BOD or paid commissioners.</p> <p>While the SSC has put much focus and attention into its career service, Oscarplus, students still find it difficult to be aware and use these services. Given that students are also paying into the SSC through student affairs, I believe it is in the best interest of the MSU to act as a bridge between students and SSC services so students can have easier access to its services.</p> <p>I would like to evaluate the possibility of creating a mutually beneficial partnership with the HCC in which MSU support for chamber initiatives & groups (ie. Hamilton HIVE—a young professional group in Hamilton) can be exchanged for increased experiential opportunities for students with chamber events and local businesses while working together with campus partners to effectively centralize the resources currently available on the MSU website.</p> |
| Benefits | <ul style="list-style-type: none"> • More effectively connect students to experiential opportunities offered by Alumni, the SSC, Community Engagement office and other relevant partners • Create a tangible partnership with the HCC to allow the MSU to more effectively partner with business and community groups • Increase unique networking and professional development opportunities |

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| | <p>for students</p> <ul style="list-style-type: none"> Centralize non-faculty related experiential opportunities for students |
| Difficulties | <ul style="list-style-type: none"> Multi-partner project (communication, long time lines etc.) Establishing a sustainable home for this project within the MSU |
| Long-term implications | <ul style="list-style-type: none"> Increased awareness of experiential opportunities for students Increased ways for students to connect with businesses and young professional groups in Hamilton |
| How? | <ul style="list-style-type: none"> Create an economic engagement plan for students outlining our objectives and have this approved by relevant stakeholders Centralize available university resources onto the MSU website Negotiate a mutually beneficial partnership with the HCC |
| Partners | <ul style="list-style-type: none"> McMaster Alumni Association Student Success Center McMaster Office of Community Engagement Hamilton Chamber of Commerce Hamilton Economic Development |
| Status | <ul style="list-style-type: none"> Completed but changed significantly. Was able to secure a seat for the MSU on the steering committee for the Hire@McMaster campaign which will be launched at the end of April to increase the amount of employers looking to Hire McMaster students. Connections and plans made between this campaign (managed by Daniel Hess hessd@mcmaster.ca) and the clubs department to provide support for clubs looking to reach out to employers. |

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| Objective 6 | Sponsorship & Fundraising Package |
| Description | <p>Fundraising is a critical aspect of event-focused services such as MSU Horizons, CLAY, Shinerama, and many other clubs of faculty groups looking to host a large-scale event. With a large amount of fundraising experience myself, I would like to look into creating either a workshop or booklet that aims to educate on-campus groups on different types of fundraising methods, how to approach businesses for sponsorships, how to effectively create partnerships with community or other on-campus groups. This training will also include tips on negotiating, pitching, and various resources available in the community for on-campus groups to access.</p> |
| Benefits | <ul style="list-style-type: none"> Increased guidance on fundraising techniques for clubs and on-campus groups |
| Difficulties | <ul style="list-style-type: none"> Lots of consultation with various groups to assess grants available and current sponsorship methods |
| Long-term implications | <ul style="list-style-type: none"> N/A |
| How? | <ul style="list-style-type: none"> This is one of the points that the AVP finance will be focusing on over the first semester/end of the summer |

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| Partners | <ul style="list-style-type: none"> • AVP Finance • MSU Services • MSU Clubs • Faculty Societies • Campus Commercial Partnership Coordinator |
| Status | <ul style="list-style-type: none"> • Ongoing & Currently Being Completed by AVP Finance |

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| Objective 7 | Financial & Budgeting Training |
| Description | <p>In consultations with on-campus groups, one of the most difficult part of planning a new event or creating a new club is being able to accurately budget your projected finances for the year. There is no central database where an individual can have estimated costs for venues, catering, equipment rental etc. Its also difficult to estimate how much you should be spending on food vs programming vs space.</p> <p>I would like to supplement the event planning package which Ryan MacDonald created by also creating a budgeting package and/or offer workshops to services, clubs, and on-campus groups to fill the knowledge gap that students face when handling a budget for the first time.</p> |
| Benefits | <ul style="list-style-type: none"> • Increased guidance for on campus groups when planning events • Increased awareness of budgeting technique • MSU groups can more effectively anticipate how much planning an event will cost them and budget/fundraise accordingly |
| Difficulties | <ul style="list-style-type: none"> • N/A |
| Long-term implications | <ul style="list-style-type: none"> • N/A |
| How? | <ul style="list-style-type: none"> • This is something the AVP finance will be focusing on throughout the year in consultation with myself and various MSU groups who have hosted events at various venues in the past |
| Partners | <ul style="list-style-type: none"> • AVP Finance • MSU Clubs • Other On-Campus groups |
| Status | <ul style="list-style-type: none"> • Completed & Successful (but changed) • Held sponsorship and fundraising workshops for clubs in collaboration with the Alumni Association. Was well attended by engaged club leaders. The clubs department will be implementing more workshops next year. |

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| Objective 1 | Transparency |
| Description | <p>Last year Ryan MacDonald hosted a 'budget fair' in which the MSU budget was put into infographics and put on display in MUSC atrium for students to comment and provide feedback on.</p> <p>This year I would like to take this one step further and create 'pop up' budget fairs in various building across campus where students from different faculties congregate such as JHE, BSB, MDCL, LR Wilson, Centro, etc. hosted by the finance committee and various members of SRA so students can voice their concerns about the budget</p> |

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| | directly to their faculty representatives |
| Benefits | <ul style="list-style-type: none"> • Increased outreach to students • Increased communication between SRA and students • Increased budget transparency • Increased budget feedback for the following year |
| Difficulties | <ul style="list-style-type: none"> • Coordination between SRA members and Finance committee members throughout the day |
| Long-term implications | <ul style="list-style-type: none"> • N/A |
| How? | <ul style="list-style-type: none"> • This is a project that the finance committee will be working closely on throughout both first and second semester |
| Partners | <ul style="list-style-type: none"> • AVP Finance • Finance Committee • SRA • Michael Wooder, Director of Communications and Marketing |
| Status | <ul style="list-style-type: none"> • Completed & Successful • Had near 1000 students walk through and engage over 4 days with some of the highest engagement in JHE. • Next Steps: The week was intense & difficult to staff, would recommend spreading it out next year/doing smaller popups. |

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| Objective 8 | Discount Card |
| Description | <p>In consultations with the outgoing finance commissioner Yelena, we currently have buy-in and strong interest from businesses in being a part of this system as well as infrastructure in the underground to print and distribute the cards for welcome week. Throughout the summer I would like for this project to be completed and the promotion and distribution of the card during welcome week</p> <p>This is a project that can fall under the portfolio of the MSU's news sales lead the Campus Commercial Partnership coordinator as part of a larger advertising plan with the MSU</p> |
| Benefits | <ul style="list-style-type: none"> • Increased discounts for students at local businesses • Entry level point for businesses to market to students |
| Difficulties | <ul style="list-style-type: none"> • N/A |
| Long-term implications | <ul style="list-style-type: none"> • Fits into an overall sales strategy for the MSU |
| How? | <ul style="list-style-type: none"> • When the campus commercial partnership coordinator is hired, this will be one of the projects they will be focusing on integrating into their overall marketing plan for businesses |

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| Partners | <ul style="list-style-type: none"> • Campus commercial partnership coordinator • MSU Underground • Michael Wooder, Director of Marketing |
| Status | <ul style="list-style-type: none"> • Stopped • With a new fulltime advertising position within the MSU (CCPC) we discussed it and determined there was a more effective way to do this with larger retailers instead of mom & pop stores as they already advertise in the almanac/student survival guides. |

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| Objective 9 | Evaluating the Child Care Center |
| Description | As mentioned in the new indigenous students policy, there are concerns brought up by students with children regarding the accessibility of the MSU childcare center. I would like to conduct an evaluation to assess how the services currently offered by the childcare center are being used and how they can be better catered towards students needs. |
| Benefits | <ul style="list-style-type: none"> • Increase awareness of affordable childcare option to students with children |
| Difficulties | <ul style="list-style-type: none"> • The childcare center is restricted by many government regulations which govern staffing numbers, hours of operations, and certain programs. |
| Long-term implications | <ul style="list-style-type: none"> • Better support mature students or other students with children |
| How? | <ul style="list-style-type: none"> • Consult Debbie Thompson (Childcare Director) on current challenges faced by the childcare center • Establish a working group of representatives from students groups with high percentages of mature students to discuss current challenges • Form recommendations to the childcare center • Find ways to implement the childcare center into activities run by programs with high rates of mature students |
| Partners | <ul style="list-style-type: none"> • Debbie Thompson (Childcare Center) • MSU President • Faculty of Nursing • Indigenous Student Programs • Other groups with a large amount of mature students |
| Status | <ul style="list-style-type: none"> • Ongoing • Currently in discussion with the GSA to create a bursary for childcare on campus. |

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| Objective 10 | HSR Implementation |
| Description | <p>This year, McMaster University will be the first university to implement a UPASS system to their students. Come September in partnership with the university, we will be distributing 22 000+ presto cards to students. The new presto component adds a new digital aspect to the bus pass which will have to be considered moving forward in negotiations.</p> <p>This year an agreement will be created with PRESTO, the University, and HSR regarding the topic of data sharing and the forward plan for renewal of the cards and bus passes in the 2018/2019 year. As the first university UPASS system in Ontario, McMaster will play a large role in shaping the program for other universities but will also be faced with many of the starting challenges. My main role as the MSU representative alongside John</p> |

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| | <p>McGowan and Debbie Good (Compass Manager) will be to ensure that students are not getting pushed aside for the sake of administrative ease as well as negotiating the MSU percentage of the administrative fee charged in the referendum.</p> |
| Benefits | <ul style="list-style-type: none"> • Increased ease of use for students • Longer term plans for online renewal of passes (instead of a new pass every single year) • Integration with presto and GO bus lines |
| Difficulties | <ul style="list-style-type: none"> • First time program • Will encounter bugs + kinks in the system |
| | <ul style="list-style-type: none"> • No other references at other universities in Ontario to use |
| Long-term implications | <ul style="list-style-type: none"> • Much easier/consistent bus pass system for students |
| How? | ? |
| Partners | <ul style="list-style-type: none"> • HSR • PRESTO • McMaster University • John McGowan • Debbie Good |
| Status | <ul style="list-style-type: none"> • Completed & Successful • Students are loving the presto integration to the bus pass. Also, currently changing up the distribution so that students will be able to renew online instead of having to go into the campus store. |

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| Objective 11 | SAB Consultation |
| Description | <p>One of the largest projects the BOD will have to tackle this year is ensuring the continued cooperation of the university to the MoU that was established this year with the new Student Activity Building as well as properly consulting students in terms of what this student space should look like. While there are already agreed upon spaces such as a grocery store and a multi-faith prayer space, the rest of the building is still a blank slate. A priority of mine this summer is to effectively reach out to students by launching feedback campaigns to see what the major amenities students would like to see in the SAB.</p> <p>This involves large marketing campaigns, both in person promotional booths and feedback events as well as an online presence. Currently the SAB Ad-Hoc consultation committee chaired by the AVP finance is meeting weekly to create and launch a consultation plan over the summer.</p> |
| Benefits | <ul style="list-style-type: none"> • A building for students, by students |

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| Difficulties | <ul style="list-style-type: none"> • Tight summer timeline makes extensive consultation difficult, BUT we have a wide variety of past data over the past few years |
| Long-term implications | <ul style="list-style-type: none"> • This will guide the formation of the new student center |
| How? | <ul style="list-style-type: none"> • This committee will make recommendations to the overall SAB committee in regard to what should go in this space • These recommendations will be taken into account within reason when analyzing available space within the building |
| Partners | <ul style="list-style-type: none"> • AVP Finance • SAB Ad-Hoc Consultation Committee • MSU • SRA • Student Affairs • Athletics & Recreation • Facility Services • Interfaith Council |
| Status | <ul style="list-style-type: none"> • Completed & Successful! • We've 95% completed the floor plans for the new building based off all the feedback we received at it looks absolutely beautiful. • Changes significantly from its original concept |

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| Objective 12 | Frost Week |
| Description | <p>Frost Week is something that has consistently lost momentum each year with last year having no large scale programming as it has done in the past. With the restructuring of the campus events budget and new direction of their department I believe there is a great opportunity to try something different.</p> <p>In consulting with the campus events department before coming into this role, the idea was to host one large scale concert or multiple smaller ones in 1280 that students could get excited about. I think given the clear demand from students for upcoming artists from the GTA (as seen with Roy Woods) this could be a great opportunity to do something very cool.</p> |
| Benefits | <ul style="list-style-type: none"> • Frost week programming that provides students with the best bang for their buck • Frost week that appeals to a variety of demographics across campus |
| Difficulties | <ul style="list-style-type: none"> • New campus events director with a lot of large projects in front of her • May be overwhelming to the CMPE department with its recent restructuring |
| Long-term implications | <ul style="list-style-type: none"> • N/A |
| How? | <ul style="list-style-type: none"> • Sit down mid-summer with Campus and Events and work through a year plan with them highlighting a plan for frost week • Approach other campus stakeholders to partner on this – alleviating the financial burden on the MSU |
| Partners | <ul style="list-style-type: none"> • Campus Events • Alumni Association • Security Services • 1280 |
| Status | <ul style="list-style-type: none"> • Completed & Successful • Converted 'Frost Week' into #LifeAfterMac week focused on post-grad support to students in their 3/4th year! • https://lifeaftermcmaster.com/ |

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| Objective 12 | Part-Time Staff Wage Review |
| Description | <p>With the new increase in minimum wage set for January 2018 and again in January 2019 the MSU will have to evaluate the wages of its part time staff to ensure that all positions are getting paid fairly in respect to the work they do. I plan to build off the wage matrix that was created by Ryan and Shaarujaa last year and build upon it with the new changes to positions currently making under 14\$/hour.</p> |
| Benefits | <ul style="list-style-type: none"> • Students are being paid appropriately for the work they complete • Wage reviews are defined based on merit with respect to the level of service delivery they are providing to students • Promotes consistency across the organization |
| Difficulties | <ul style="list-style-type: none"> • With a large increase in the minimum wage the MSU must ensure that we can accommodate our staff that doesn't put the organization at risk and doesn't place that burden on the backs of student's fees • With the large jump, considerations must be made as to how the increase affects |

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| | both contract and salary within the organization so that all of our staff are treated fairly |
| Long-term implications | <ul style="list-style-type: none"> • Consistent, sustainable wages in our organization |
| How? | <ul style="list-style-type: none"> • Work with the finance committee to assess the impact of the fee increase to our organization and prepare recommendations |
| | <ul style="list-style-type: none"> • Work with the wage review committee to update the wages based on recommendations of the finance committee + the previously established wage matrix |
| Partners | <ul style="list-style-type: none"> • AVP Finance • Finance Committee • Operations Coordinator • Maggie Gallagher (Comptroller) • Preethi Anbalagan (VP Admin) |
| Status | <ul style="list-style-type: none"> • Completed & Successful • All part-time wages have been adjusted for the minimum wage increase • Finance Committee publishing a report on the impacts of minimum wage and recommendations/different departments moving forward. |

[Non-Platform Related Goals/Accomplishments](#)

OPIRG

Over the past few years numerous recommendations have been made to OPIRG regarding the accountability of their budgeting process, the amount they give to working groups, and the accessibility of their opt-out. None of which had been responded to.

This year we put the OPIRG fee to referendum with the option to keep, reduce, or eliminate. With a large majority of students opting to reduce the fee from \$8.07 to \$5.50. The MSU was also mandated to strike a working group with OPIRG to work through some of the recommendations and increase communication between the two groups. While no initial contact has been made with OPIRG following the referendum, this should be something that the next VP Finance & BoD initiates.

The Finance Committee & Internal Governance Committee has also made some changes to Bylaw 5 to ensure more accountability from Bylaw 5 groups.

[Clubs](#)

With the goal of better supporting clubs, this year I took on a review of the clubs department to determine how we could better support clubs. The finds are below:

1. 50%+ of the clubs administrators time is taken up by mundane/repetitive tasks such as adding up/filing 100's of reimbursement claims forms, answering 100+ questions from clubs a week via email in addition to 1-on-1 meetings with clubs, EOHSS approval for

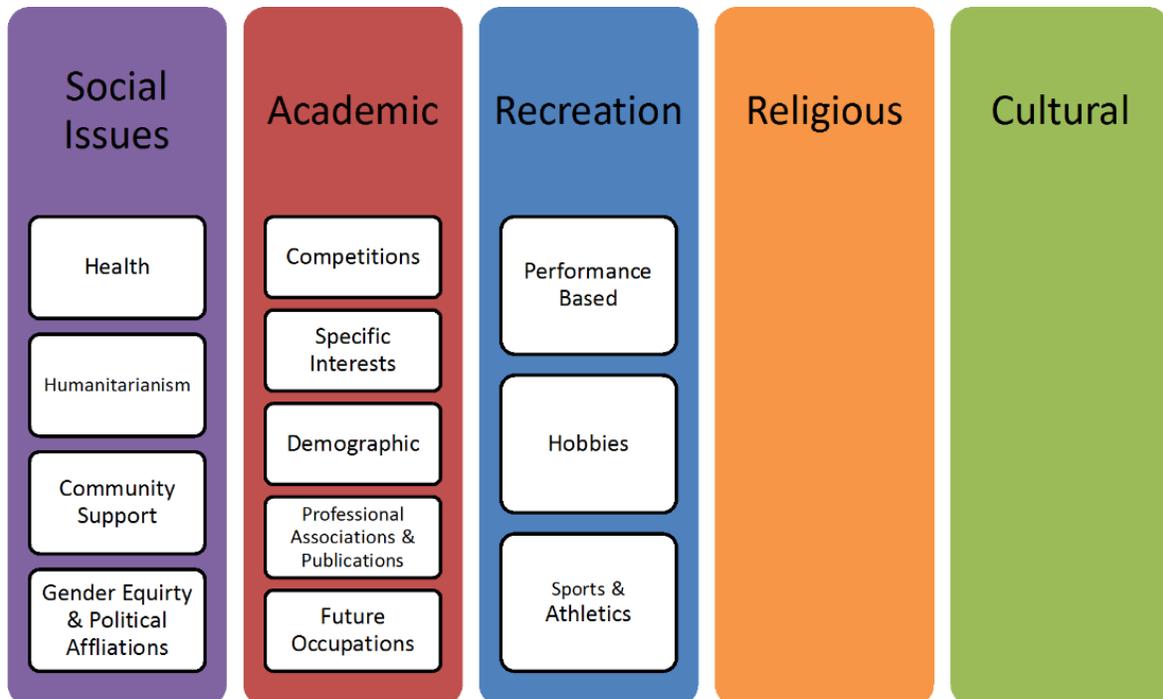
clubs events and conflict management.

2. Within the 5 categories of clubs there are a number of sub-categories with unique needs that clubs can be categorized into. **(all documents can be found on the drive in VP Finance>2017-2018>Clubs)**
3. There was no objective measure of how clubs received funding + the support needed for growth

It was found that while the clubs administrator had come in with a number of projects and workshops they wanted to complete, they were unable to find time once September occurred to actually do them. So we have implemented the following changes for next year.

1. Move the process of filing and logging clubs reimbursement forms from the clubs administrator to the accounting office via a clubs reimbursement policy freeing up approx. 10-15% of time to focus on other projects.
2. Create an email filtering system where initial club emails are sent to an assistant and then escalated to the clubs admin if needed. Freeing up approx. 5-10% of time to focus on other projects
3. Created an appendix to guide the budget allocation of clubs and integrated the process with the MSU website to increase organization & allocate budget based on how successful a club has been/their visions to grow for the next year.

A number of recommendations will also be made to the incoming clubs administrator to use the above research to provide targeted workshops to the sub-categories of clubs throughout the year and provide access to training options in the summer for clubs to get a head start.



Month by Month Overview

This outline will give you a general sense of what each month looked like for me throughout the year. Additionally, I've attached a unedited week-by-week goals and accomplishments that I kept track of throughout the week in **Appendix A** (some weeks are missing and the format changes as the year goes on but it'll give you a sense of the timeline of things)

So much goes on in the day to day that I highly recommend some sort of tracking system for goals and projects. You will have limited free time in the day as the year picks up as most of it will be filled with solving problems and drop-in's from PTMs or FT staff.

May

I would recommend taking this month to get to know the staff and make your presence known within the MSU + find out what the FT staff have planned for the year (this includes the child care center! Make sure to take a visit down there for lunch, they are fantastic). Definitely have an accounting team meeting to understand what some of their challenges are and how to address them over the year. *The accounting department is your team throughout the year.* Also take this month to introduce yourself to relevant campus partners. I list of people has been included in the transition report. One of the mistakes I made was diving straight into projects without taking time to read through documents, talk to many of the full-time staff, or understand the historical landscape of the MSU and McMaster University.

The main projects that I inherited were following up on SLEF projects, the signing of the MoA for the new student activity building, find a supplier asap for the bulk rep suit order HSR Presto implementation, and continuation of the MSU online ticketing platform. We also had the first WWAC meeting and HSR meeting of the term in this month. Additionally, I had to produce a capital quote for The Grind to include in the 99k capital request to the SRA for The Grind in June.

In terms of services, CLAY will need your help this month as the conference is in May. The CLAY budget is strange because some of their expenses were taken from the last fiscal cycle. You have the look at the statement from January and subtract that from the April one to see how much Rachel (18/19 clay coordinator) spend out of Taylor (17/18 clay coordinators) budget. Ensure that Rachel leaves room at the end of her budget for the next clay coordinator to do the same. This is a dumb process, realistically when the new CLAY coordinator comes in, their expenses should be tracked separately and all their expenses should be reflected within their own fiscal year. Usually a BoD member is oncall during CLAY in case of emergencies.

June

This is where most of the work started. MSU retreat, SRA training, and PTM training were all in or around this month. This involved having all training documents ready, updated budget trackers, capital proposals ready, and assisting the VP admin in room bookings and organization. A multi-year contract was struck with housing and conference services right before I came in (which I had to finalize and sign off of) for MSU retreat and SRA training to lock down prices. This will make it easy for you to communicate with them as rooms will be reserved. In past years the BoD had held msu retreat off campus – by having it on campus thousands were saved. Although many of the FT staff didn't attend so I really question if that was the right call/if there is something more purposeful to have the FT and PT and SRA interact with eachother that doesn't involve staying overnight.

This and the following months will be the busiest for WWAC. Ensure that any action items you need to do are implemented around of before this month as the closer it gets to September the busier everyone else gets. Your year plan is also due this month at the first SRA meeting – you'll find that many of your platform points shift or change, its bound to happen. Try to stay true to the promises you made to the assembly and change the specific platform to match that is the original one was infeasible. The MSU retreat/SRA training is also a great time to get to know the SRA and get them involved with projects on your year plan that they may be passionate about.

By this point you'll have already been through a few homecoming meetings and one of the things the VP finance is tasked with doing is collecting raising money from faculty societies. In the past two years none of them wanted to commit any funds (but me and Ryan both reached out late). Put this on your radar and try to loop a society into a 3 part deal for hoco, life after mac, and light up the night. We also have the MSU golf tournament which is always a ton of fun. The cost for this is typically expensed for MSU staff as it is technically a work event – Wooder can provide some context.

July

This month was a blur in working on projects. The capital expense for The Grind was approved in June and this month was spent with the architects trying to get things moving as quickly as possible. Planning for WW was in full swing with the strategic themes and Hoco planning was creeping up in addition to PRESTO integration with the bus pass and SAB architect meetings.

Horizons will need your help this month, usually the BoD does a talk at the opening ceremonies and one BoD is on-call in case of emergencies. Horizons is a great opportunity to interact with first year students who are interested in governance & involvement. Take advantage of that by having AVPs showcase some of the standing committees students can join! I don't remember this being done too much in the past.

August

A good chunk of this month was spent preparing for Welcome Week. This was the first year we did the bulk suit order so there was a number of issues we had to deal in re: suits being in on time, sizes being wrong etc. I helped out the VP Admin (Preethi) in anyway I knew how as she was swamped with WW planning. I took on coordinating the maroons and other volunteers with MacPass distribution and the Alcohol Awareness strategic theme in addition to general support wherever I could. Preethi made an overall WW schedule for the BoD which was helpful, we talked as a team where we should all be and what our individual roles were.

The auditors will likely come in this month or in July to go through all the books – there really isn't anything that you have to do with them. Maggie and John will take care of it.

We had OUSA best practice sharing day this month – take the time to connect with other student unions and build those relationships. Try to understand how their clubs systems and business units work and take tours of their campuses if you hear anything interesting! One of the best things I did was visit UBC when I was on a family trip in Vancouver – there was so much that could have been applied to my term.

September (Welcome Week)

This week roles around quicker than you think. Take the time to be on the ground as much as possible with students and your team. Make your presence known to all the rep groups and first years. This is your last welcome week so really try to get the most out of it. The most important thing for the BoD is to be on the ground as a visual symbol. It's a great opportunity to see the challenges of WW with reps first hand and do something about it afterwards.

You will likely spend late nights in the office this week – remember that you still have to do your daily tasks so make it a point to come in at a time point each day to approve PO's and sign cheques. You will also have to be there to lock up the accounting office when Shine Counts all of its money at the end. Remember to lock the accounting door and arm the alarm after! I forgot about this and it could have been bad if anything was missing (because Shinerama keeps all their money there).

Swag bags is a big pain in the ass for WW. Typically the Maroons are used to stuff all the materials into the bags – its great that they do this but its very clearly free labour and after 4 hours straight no one likes it. If you're doing it again like that this year make it a party, bring in some food and ensure that they are appreciated because that sentiment stays when you need the Maroons to do other labour intensive tasks throughout WW.

September (Non-WW)

On Sept 1 (its in your calendar), you have to call an MSU.inc meeting to approve the audited statements. They also need to be published in the Sil in first semester as per our corporate bylaws. All you have to do is email Emma telling her you want to call a corporate meeting and have the motion + the audited statement and summary attached. Provide SRA with the opportunity to ask questions and go over it before the actual meeting & do your best to read through and understand it.

Hoco will hit you quick as its 2 weeks after WW. Do your best to support campus events throughout this process as their team will be exhausted after WW.

After WW go through all the expenses that the MSU made outside of campus events – Trish will keep her own detailed budget and it will be good for you to touch base with her to see the status of it after homecoming and if she needs any budgetary support. You have the authority to re-allocate up to 20% of a budget (I believe that's in corporate bylaw 3 or bylaw 5). So use this to craft out the campus events budget.

Clubs stuff and service support will start getting hectic in this month with clubsfest happening, clubs training, and any workshops you plan on doing. Support the clubs admin as much as you possibly can as they are incredibly overworked.

Also start looking for jobs if you need too – this role gets so hectic but don't forget about yourself and actually having employment after April.

You'll find that you don't really have free time anymore once this month roles around. All your open spaces will be taken up with conversations and PTMs or other dropping into your office. If you need to do work, block it off in your calendar and leave the office if you need too.

Also don't forget about the Bylaw 5 stuff! You'll need to schedule the presentations from the non-university non-msu groups in the first semester. Do it after the first few SRA meetings so the SRA understands why people are presenting their budgets to them.

October (Happy Birthday Scott!)

Clubs budgets were allocated in this month. Me and Clubs admin (Jenna) blocked off 1.5 days to do this. This process needs to be fixed as there were basically no guidelines on what to actually do. We literally had to go through every single club individually and figure it out. Make sure that you have a objective criteria to apply budget to clubs – this is also a great opportunity to bond with the clubs admin. Try to loop in the operations coordinator as much as you can so they understand the process.

Faculty Society WW Levy Payout. Work with Andrijana in student affairs to ensure that the MSU gets the transfer from the WW Levy for the faculty societies and special projects and clubs. Once that is in you can create a spreadsheet (my one from last year is in 2017-2018>WW>WW Budget Reviews>WW Faculty Budgets Final). In this I had the overall amount allocated from the Levy and made deductions for anything that the MSU paid for on behalf of the faculty societies. This is also a good opportunity to collect any debts the faculty societies owe you as they are terrible at paying their bills.

We also held the transparency fair this month. Organizing that was kind of a shit show considering I was at a conference for half the time. Would not recommend doing that.

OUSA is also this month, I'd recommend going if there is a policy you are passionate about. Great opportunity to connect with other student unions and do advocacy.

November

Looking back through my notes a ton of platform work and problem solving happened in this month. It was a combination of putting out fires, working on platform points, and dealing with day to day issues. My **activity** log can provide a better understanding of how this month feels.

December

With exams happening and PTM's not working this month will allow you to focus back on your platform points and other BoD issues that may have fallen to the wayside. Don't expect any meetings near the end of this month with university staff as most people are in holiday mode.

All life after mac plans should be finalized in this month.

Wooder will meet with you all about State of the Union, get all the work for it done prior to January so Wooder has time to work on it.

January

Take this month to reset and recalibrate yourself along with your year plan. Get the timeline for the budget as early as you can from Victoria so you can figure out how to best accomplish it. At this point the clock starts ticking as you wont be able to accomplish anything substantial after mid-march as transition mode kicks in for everyone.

Pick the 2 or 3 things you want to do before you leave and clear everything else off the table.

Also take some time to watch presidentials – its super entertaining from the other side.

February

Spend as much as you can of this month meeting with department managers for the budget. I would sit down with the business services and business units to figure out what new projects were implemented that they want to continue, what worked and what didn't, and what changes will be made for next year. I kept the budgets pretty flexible in my year so they could experiment in 18/19. But the next budget cycle should be tighter.

You will need to start collecting funds for LUTN – don't let this sit to last minute. My activity log has a list of how much \$ I brought in from various campus partners. I brought in around 25k – work with Vlad (CCPC) to see what corporate clients you can attract. You are also responsible for getting MSU clubs involved with LUTN (board game and juggling club or other ones that make sense).

Tip: Go to as many formals as you can, they're fun and you won't get to do them again after you graduate. Humanities is pretty cheap and a great time.

March

Wrap up what you can as the new BoD is coming in hot.

April

The end is nigh. Wrap up what projects you can, transition what you can, and sign all the outstanding contracts you put off throughout the year. If there are any university partners who have been loafing on a mutual project shoot them a gentle reminder that you are leaving office soon and watch how fast things get done (cc: Kevin Beatty and the Residence Life Activity Fee Agreement).

Missing: SLEF – we had no idea what the process was for this. Do your best to set a SLEF timeline with the board at the beginning of the year and find some better ways for it to execute.

Business Units

Union Market

Next year will have an entirely different management structure for UM. Instead of one SOP, it will have a full time staff over the summer and two part time during the school year. This was proposed and designed by this year's SOP and John McGowan. Keep an eye on how this affects sales this year as UM is our most consistent source of revenue.

Underground Media & Design

With a renewed focus on external design work, a position dedicated to sponsorships, new branding, and strong leadership – I believe the design and sales aspect of this business unit will flourish over the next few years. On the flip side, underground has shown a 22% decrease in sales. This can be attributed to new management and much needed internal restructuring.

However there is still opportunity to evaluate the front of house aspects of underground in regards to its ease of use and alignment with customer trends. If this is not monitored there will be a decline in sales over the next few years. Attention should be paid to the integration of the front of house printers with modern technology.

An interesting idea is to think about what a remote working policy or external workplace might look like for underground. Given its external design focus – there may be opportunity to expand the underground

outside of the McMaster campus. It's a wild idea that the MSU may not be ready for yet, but the underground definitely is. That talent should not be put to waste because we will lose it if they don't have the opportunity to grow.

Twelve Eighty

The success of The Grind shows that the student demographic is changing. For the first time in MSU history we will have sold more coffee than alcohol. This is something that needs to be seriously considered when looking at the future of TwelvEighty.

Next year emphasis should be placed on TwelvEighty menu options, service style, ease of ordering, use of technology, and marketing strategy. TwelvEighty is currently our biggest cost center but will show marked improvements with the addition of The Grind. More attention (not renovation) needs to be given to it next year on the restaurant and catering side.

This will be a make or break for the MSU as further reducing the deficit of TwelvEighty will generate a sizeable amount of revenue for the organization to offset the increased cost of minimum wage.

<https://www.thesil.ca/mac-s-newest-cafe-opens>

<https://www.thesil.ca/the-grind-at-twelveighty>

<https://www.thesil.ca/grind-paying-off>

Compass Information Center

Compass remains under strong leadership with its full time manager Debbie Good. However, compass is combatting a shift away from physical tickets which it was created around. With every student having access to a PRESTO card and the ease of online loading or loading right at the station – compass is seeing a decline in ticket sales across all categories. All it would take is for PRESTO to pull their machines from compass (which it easily could now that they have an alternate revenue source where they don't lose commission) and compass would be toast.

Recently compass and the MSU have invested into creating an online ticket portal to sell event tickers from. This project is currently under development but creates a new opportunity to compass as a central provider of online ticketing services on campus. With this change away from physical tickets and handling large amounts of transactions – compass should review its staffing model and determine how to provide its staff with more valuable opportunities. Working at compass is considered one of the ideal jobs at university because there is so much time to do homework – this is not a good thing.

Campus Events

Under new leadership this year the CMPE department is ripe for change and fresh ideas. This year showed large costs to the organization for Homecoming in which additional security, EMS, and staging had to be purchased. These concerts also did not sell out at their max capacity.

The campus events department has the largest outreach for any of our business units or services reaching tens of thousands of students each year. However the incoming board and assembly have a duty to ensure that the events we plan reflect the wants of the student body. For the first time this year we made strides in pushing out surveys to assess student needs and providing a diverse set of events. I

believe this is the way in which our campus events department should move forward – away from large concerts and towards events appealing to different student demographics (ex. Hasan Minhaj).

Additionally, reviews should be conducted at the end of each year to determine what events were successful and which were not/future directions for the next year to ensure that we are keeping ourselves accountable and aligning with student trends.

Situation – Post Malone for Welcome Week & the Almost Cancellation of Homecoming

This year we had a new campus events director, a new venue for the WW concert, and one of the largest artists we've ever brought to McMaster/the largest amount of tickets sold for a concert. This was all set in motion by AI (past campus events director) before he left the role. Additionally, Security Services put up strong barriers in being able to hire external security as the police union has a exclusive contract with Guarda world for on campus events. (Guarda world is expensive and useless). With a completely new venue and ground layout – this was a concern.

The night of the concert doors were not opened early enough, resulting in a line up of drunk students from JHE field all the way down to the student center for hours. Students at the end of the line waiting over an hour and got in midway through the final performance. During this time students in the line ups were intoxicated and many students were passing out on the lawn. Additionally, students were trying to throw alcohol over the concert fences in the dark corners to sneak it in to the concert. There were a number of dark corners in the fencing set up which provided challenges as these problems were foreseen earlier.

Midway through the night we (the board) made the call to have residence reps come and assist by standing near these corners to ensure students were not passing out. Through a series of miscommunications residence reps took it upon themselves to be security, taking it upon themselves to handle situations which they should not have been and assisting intoxicated first years. While this is something that the Maroons see every year and are used too – the residence reps were not. This led to a large outcry (and rightfully so) from residence reps specifically around the unsafe conditions. This Op-Ed written by a SRA member and residence rep gives a good idea of what the perspective was:

<https://www.thesil.ca/prioritizing-student-safety-profit>

This + concerns from campus security led to Roger Couldrey (VP Admin, University) threatening to cancel homecoming unless these concerns were addressed 'immediately'. After much planning, feedback, and talks with EOHSS/Security allowing us to hire external security and a reshaping of the fencing to eliminate dark areas, opening of the doors significantly earlier and the presence of hired EMS on scene, all of these issues were solved for homecoming.

Homecoming

While concerts weren't an issue for homecoming, students had the biggest blockparty ever thrown at McMaster on Dalewood.

<https://www.thespec.com/news-story/7586633-student-throngs-take-over-dalewood-mac-has-never-been-like-this-before/>

This got a ton of bad press and had both alumni and the university considering whether or not to cancel homecoming for next year. To attempt to mitigate this, we have proposed to have one concert on the

Friday night, and use our resources to have a 'street festival' in westdale on the Saturday during the day. This plan has been set in motion and campus events + alumni are currently planning it. Realistically the two concerts never really worked, having subpar attendance in both years. This year we also made the mistake of assuming that alumni was continuing to give us \$30k to fund the second concert as this was a communication error in transition between me, Ryan, Al and Trish and a lack of confirmation with Alumni who said (much later when we realized there was money missing) that this was an agreed upon one time donation and not a reoccurring yearly one. **We will likely need some external funding for the Saturday street festival.** I would speak to Karen and Trish to get this sorted out early.

The Silhouette

With the combination of a large decline in advertising and a sizeable increase from minimum wage, the projected budget of the Silhouette has almost doubled creating a deficit of almost \$200 000. This is far too large of a jump from previous years and will need to be addressed through a change in vision and structure next year.

The future of the silhouette needs to be given some serious thought as print media declines and declares bankruptcy all around the continent. As the chair of the board of pub, I would look more into what successful magazines and newspapers are doing to stay atop of the market and find what lessons we can apply to the Sil and CFMU.

Corporate Issues

There are a few corporate issues that impact the MSU's ability to function effectively as an organization. I thought I would take some time to walk you through them.

Critical IT Issues

The MSU has grown rapidly over the last 10 years, without much growth to our IT department. While we have over 150 workstations we only have one Full-Time staff member dedicated to IT support. Not only has the number of workstations and pressure on our network grown, but so has what we are expecting from our network. We are processing more payments on interact and VISA, while looking at expanding online purchasing and now creating an online payment portal for other organizations to use. I started on this front in terms of investing in our new email server but there is still much to be done. I would encourage you to look for counsel both within the organization but also elsewhere. An IT consultant might be an appropriate person to evaluate our network needs and recommend solutions.

Near the end of this year we restruck the IT Systems Committee and it made some good recommendations to move forward – the first of which being to separate IT into its own department on the budget so its overall costs and expenses can be monitored. You are on this committee – I would restrike it in the summer and continue to meet regularly to ensure that IT stays a priority for

the organization.

Corporate Structure

Similar to our IT support issues, our corporate structure has not evolved as our organization has grown. As a result, we have an incredibly horizontal reporting structure, putting a lot of pressure on our General Manager. John McGowan is a great General Manager, and I think that it is a testament to his skill set that our organization is able to function well with such a horizontal reporting structure. That said, we may be placing ourselves in a position of vulnerability if he is ever to leave, as it would be a tough transition for whomever decided to take over the position. *You should look at evolving the structure so that it is not as horizontal, and more of a pyramid. I would encourage future Board of Directors members to take this recommendation seriously and take active steps to create a structure without so many direct reports to the General Manager. Especially with the Student Activity Building coming down the pipeline, I have major concerns with our capacity to take on additional responsibilities on behalf of our senior management team.*

This was Ryans suggestion from last year. There are a number of issues with our HR in general – the first being that we don't have a proper succession policy to ensure that we are receiving adequate transition reports etc. from FT staff to ensure that if they ever do leave, their successor can have access to all that information. John is the most concerning as he is such a wealth of knowledge for the MSU and is critical to many of the MSU's relationship. Work on this as a board, John has too much on his plate between supporting the board, managing all the FT staff, and now managing a new building. Work with John to find how to relieve some of this burden. My recommendation is to have a separate person take on the management of the SAB (new or existing), have Maddison take more of a role in FT HR support (as John ends up getting looped in to most issues), and utilize Emma more for Board Support on knowledge and everyday things.

Corporate Flexibility

Another important concern that should be addressed is our corporate flexibility. Right now the MSU is incredibly flexible in some regards and incredibly inflexible with others. For example, our financial capacity is significant, we can continue to add services without major concern. However, we as an organization are highly reliant on our student fees and as such put ourselves in a situation where we are dependent on them for almost all aspects of our organization. As the organization continues to grow, creating flexibility and support through other revenue generating activities is critical to success in my opinion. We should be actively taking steps to reduce our reliance on student fees. Further we need to ensure that as our organization grows our capacity to make decisions grows with it. Our corporate bylaws have not been updated in some time and right now I suspect that our capacity to respond in a situation where significant capital assets would have to be purchased in an emergency situation are not up to par with where they need to be. Executive Board should have the power to make decisions of this nature. Spend some time looking into other systems with respect to corporate bylaws that other student unions use to manage their corporate entity. It is important that we make sure we are being responsible with student money absolutely, but the question must be raised if a corporate board should be established to deal with these issues and not politicized environment of the SRA.

This above comment was from RyMac, I'm not sure what he saw with this but I think it has merit. But if you do decide to change something in the Bylaws, ensure that it is a wise choice that will not be misused in the future.

Human Resources

I mentioned this earlier in the report but we seriously need to have proper HR policies and structures for both our full-time and part-time staff. Working in HR tech now I realize how terrible the MSU's practices here. We essentially have no employee onboarding for FT staff, no proper reporting methods for FT or part-time, and barely any policies to govern issues in the workplace (a policy on workplace harassment was created literally last year). We also don't do performance reviews for FT staff. These are all huge issues which result in FT staff not being held to the highest standards & rewarded or compensated as such.

I would seriously recommend looking into creating a proper onboarding package for new employees and policies for the organization – this is something that Maddison can look into over the summer.

Resources

Microsoft Office 365

This year a major development (and this section of the transition report) is the implementation of Microsoft Office 365. We have not even begun to really delve into the productivity that this software could bring but it is important to note how impressive it is. Applications like sharepoint and Microsoft Teams might be an incredibly effective way to manage our network in the MSU where we are working in a dynamic, ever changing environment on the regular. On the Microsoft teams front, I would really encourage you to be the champion for this product at the MSU. Slack is it's competitor and it is actually a really powerful software suite that the MSU would probably use to it's full capacity with all our part time staff. If someone doesn't take up this mantle, someone else will come in and it will be wasted money on the organizations part.

As an aside, the computer-based work you do will go much faster if you can learn the hotkeys and ways to maximize your efficiency, specifically on excel. I am not sure of your computer literacy, but if you take the time to learn how to use the program, you will only be more efficient and more productive in your time in this role. The same goes for Great Plains. I had no experience on Great Plains, but taking time to learn its intricacies will only make you better at your job. While working in this job, you can actually download the full office 365 suite onto all of your devices - which is a big bonus!

Emails

You have the vpfinance@msu.mcmaster.ca account now. It comes complete with years of emails from previous VPs. I personally am not very organized, so I did not spend much time organizing my email (except for big projects like the budget) but if organization is your thing, you will benefit from setting up a lot of folders. I know this has worked well for certain people, and you may as well try it out.

You can check the email pretty easily from the office or the committee room computers. To check it from any computer not part of the MSU network, type in office365.com into a browser and then log in. Both the network access and the browser access are pretty great and I'm really happy with the move over to 365. Most importantly I expect that we won't have many more issues with days long email blackouts.

P:\BOD_PRIV

This is your shared folder on the MSU network, which only the Board has access to. It's got a lot of useful files that can give you a sense of the history of the organization as well as providing templates for your reports and other documents. You can only access these files from a computer on the MSU network. You will see most of my files in the 2016-17 folder. You will find this helpful for digging up documentation for projects that are outstanding. I think I did a pretty good job of saving most of my stuff to the network at the end of my term.

Website

You probably won't need to spend much time on the website, but you may want to update your profile page and all the finance-related pages. It doesn't take much to keep this up-to-date, so you should update it whenever new information becomes available. You can also lean on the Communications Officer and Wooder to come up with creative ideas of ways that you should update and communicate what you are up to in your role. You also act as an Admin on the MSU website as a whole so you have access to the back-end of the jobs portal and survey data should you ever need it.

Expense Account

Some lines of the MSU budget are devoted to your use. In general the Executive spreadsheet outlines what to spend money on, so I won't go into too much detail. You have \$1000.00 to use at your professional discretion. The objective for these accounts are to take into account expenses that you will incur in the role including lunches, transit, professional development and otherwise. With respect to Purchase orders, we went over this in detail, but please don't hesitate to reach out to Maggie, Sean or Kevan to ask for help - they are great!

Great Plains

Great Plains is our accounting software. While you don't need more than a cursory knowledge of how to operate this software the more you know about it the more you will be able to do with finances. You should know how to approve purchase orders and send them via email as well as track down documents that are archived in the system. You should be able to locate a document by PO number, vendor ID number, department code/budget line, and date, because sometimes you'll have only one of these pieces of information available. Any questions about Great Plains can be directed to Maggie.

Phone

Your extension is 24109. Spend a while learning how to transfer calls, access your voicemail, and change your voicemail message. You also have a long-distance access code which will come in handy. Knowing how to use your phone will make you look competent, whereas not knowing how to use it will make you look like a fool. Try to avoid that. This information is all available on the McMaster Website. The mailbox password is 921404#. Try to check it once a day as university admin will leave messages. **And make sure to change your voicemail if you haven't already.**

Final Thoughts,

I feel like I've said this 100 times, but this year is really what you make it. It can be incredibly challenging or a walk in the park. It's really up to you. The role will give you more influence and opportunity than you've ever had to execute ideas you've always wanted to do (ie. a new McMaster Sign). So try your best to leave no stone unturned as you leave this place.

Over the year I found that I had the strangest experience being on campus. Almost all my friends had graduated and although the campus was the same one I had lived on for the past four years it felt – *different*. I felt more invisible this year than I had in the last 4 years of being here, which was not at all something I expected. Walking around campus I would say hi to more university admin than I would students. It led to points in the year where I almost felt detached from the student experience which, in turn, affected my work. But the thing that always brought me back was appreciating the little moments. It was talking to students at events, or see clubs use something/be happy about some small policy change. It was the random interaction you have with the student who sits in on an EB meeting for a class and mentions that Latin Night at 1280 was the first time in three years she felt there was an event for her on campus. Or it was just taking a step back at Light Up the Night and realizing that you helped put an event together that 10 000+ students are turning into a permanent memory that might define their university experience.

The work you do, no matter how seemingly small or mundane, is important. Its often the smallest changes that have the biggest impact on a student's experience. Don't let the isolation of the job let you forget that.

The last piece of advice I wanted to leave you with is to **believe in your team**. You'll work closer this year with the BoD than any group of people you have worked with in the past. Take the opportunity to learn what it means to be a good team member and a good ally in the workplace. These are things that you will carry with you far after this year and lessons that are hard to learn.

From this point forward I'll be cheering on the sidelines and be a strong supporter of all of the steps you take. Go big, make an impact. I'm excited to see everything that you do this year. (I also get weirdly excited when you ask me questions so whenever anything comes up that you think is cool – shoot me a message and I promise I'll be just as excited about it as you and maybe Max Lightstone are). Take care & good luck. That bottle of Glenlivet isn't going to drink itself.

Until next time,



Daniel (Tuba) D'Souza

Vice-President (Finance) & Chief Financial Officer 2017-2018 McMaster Students
Union

Appendix A: Activity Log

Saturday, May 6, 2017

4:38 PM

Week 1

- Continuing on the work Ryan set in motion, I was able to bring multiple vendors to the table and negotiate the price of repsuits down from a current average of 70\$/suit to a 40\$/suit flat rate for near 600 students WITH 10% of revenue going to create a bursary for students who cant afford suits
 - SUMMARY: Decreased the cost of a large annual purchase by 50% and saved the organization revenue by creating an external source for bursaries.
- Established primary and secondary goals for a long term retention plan with the VP Ed and identified areas of concern
 - NEXT STEPS: Conduct meetings with the SSC, University Admin, and Alumni to gain perspective
 - NEXT STEPS: Negotiate a partnership with the HCC
- Put the 1280 plan in motion. John placed a call to facility services
 - NEXT STEPS: put together a vision on paper
 - NEXT STEPS: conduct the conversation with John and Rick
 - NEXT STEPS: Evaluate the function of a prep space
- Created a shortlist for CCPC and re-opened the position
 - NEXT STEPS: Promote via my linkedin
- Reviewed Final Version of Ticketing APP
 - NEXT STEPS: Collect Feedback (chukky, pauline, debbie)
 - NEXT STEPS: Talk about OOS, Redesign front end, Bring marco in on the discussion and comms?

Week 2

Goals

- 1280 PLAN
 - Goal 1: Establish a written vision and objective DONE
 - Goal 2: Assemble a picture of what this will look like DONE
 - Goal 3: Determine if a prep space is best way to go < yes for now, John is looking into quotes for water DONE
 - Goal 4: Conduct a cost/benefit analysis and revenue projections < talk to rick to see how much a sandwich would cost. LATER
 - Goal 5: Strike meeting with John and Rick to make this a reality DONE
 - Goal 6: Create a summer timeline LATER
- HCC
 - Expand on Objectives Set ou
 - Create asks for the chamber
 - Meet with Mary for advice, SSC, and Alumni to expand on objectives
- Ticketing App
 - Schedule in meeting to discuss the marketing plan for concerts and front end (marco, me, pauline, debbie)

- Schedule that 'ice cream social' - TUESDAY & test ticketing apps at various location on campus (1280, sport hall, JHE Field, faculty hollow
- Welcome Week
 - Review all other budgets
- HSR
 - Strike meeting with me, John, Debbie for context on HSR before Thursday

What I did

- 1280 Plan
 - Written vision completed
 - Work Order placed for prep space
- HCC
 - Established primary and secondary goals with ryan aswell as a plan of action
- AVP
 - Transitioned with Scott in terms of relevant areas of work
- HSR
 - Researched and briefed all previous HSR discussions
 - Ensured the same rate for a lost pass as last year
 - Ensured that there will be a 2-3 week transitional rate for students where they just have to show their bus pass
- May@Mac
 - Prepped for May@Mac
 - Sorted out issues with Shinerama on campus
- WWAC
 - Did not get to budget review
 - Ensured that clubs would be allowed to host WW events under the MSU umbrella
- Childcare Center
 - Meeting with Dhenny + Mac Childcare center about merging, we have one month to decide
- Internal Networks
 - Met with pauline to understand our internal IT struggles and met with WW works to determine if we are moving back with them or not
- SAB
 - Met with SVK and went over concerns regarding the comments
 - Ensured that Ath & Rec will commit to 50% off yoga + intramurals forever
 - He asked us to budge on the food

Week 3

Goals

- 1280 PLAN
 - Get measurements of 1280
 - Get Quotes
 - Establish Summer TL
 - Need wages costs for 1280 for nighttime programming
- SAB
 - Read Policies
 - Come up with a plan
- Chamber

-
- Schedule a meeting with them
- Schedule meeting with SSC & Community Engagement Office
- Network
 - Establish a go to market plan for ticketing app
- HTC
 - Submit NUANS
 - Finish Budget

What was done

- 1280 Plan
 - Work order submitted for someone to look at flooring + give unofficial quote
- HCC
 - Scheduled all meetings with relevant parties
 - Conducted meeting with Alumni association - they are excited and on board
 - Met with NCCP they are also on board
- RLAF
 - Met with kevin beatty, determined weak points of MOU, set a timeline for feedback (he is to send a draft of what he was working on within 2 weeks)
 - Plan: finalize fee distribution/consultation and meet to brainstorm execution of SLEF
- WWAC
 - Sat down with jeremy to determine the distribution of unallocated wW functions - we finalized numbers which will be presented to WWAC at the enxt meeting
- Childcare Center
 - Went down to the childcare center with BOD and talked to debbie
 - Plan: keep the childcare center but see if GSA will also contribute
 - Determine a long term strategy for retaining clients
- Other
 - Conducted media training
 - Sat down with Horizons to sort out budgeting issues, decided to allow them to go 1.5k over budget due to unseen circumstances
 - Had our first CFMU BOD meeting - wanted to follow up on statistics for website and media outreach
 - Determined a strategy for the UM marketing plan
 - Trained PTMs on event planning and finances

Week 4

- SAB
 - Read through a variety of past documents regarding hospitality services
 - Created edits to the MOU regarding this
 - 1280 can cater
 - Students can bring their own food for potlucks
 - Hospitality can only build a space if all parties agree
 - NEXT STEPS: rent/excess funding, define a grocery store
- HCC
 - Had final meeting with SSC and got a lot of good info
 - Ryan and I to meet next week to formalize our stance and plan
 - Meet the week after with the chamber with asks

- WWAC
 - Determined plans for the dining plan during WW
 - Will operate sat/sun, Monday - Friday all eateries open
 - Will determine if possible with hospitality next week
- Compass
 - Sat down with debbie for a 1-on-1 to discuss the future of compass
 - Compass to play large role in administration of the SAB
- Other
 - Trained horizons sponsorship exec on effective sponsorship techniques
 - Sat down with ombuds to determine our relationship this year (evaluating their relevancy)
 - FINALIZED contract with housing and conferences - reduced days for MSU to drop/add rooms and decreased prices by 14\$/head by noticing an error in the contract

Week 5

GOALS

1. Contact GSA & finalize childcare center decision
2. Complete reviews of all WW budgets (DONE)
3. Update all services budget trackers (DONE)
4. Finalize long term retention strategy (DONE)
 - a. McMaster Student Economic Engagement Strategy
5. Finalize market plan for tickets – Create a new draft of RLAF MOU
 - a. Still waiting on Kevin Beatty – need to find out more about counselors in residence
6. Help plan MSU retreat (DONE)
7. Create summer timeline of 1280
8. Create outline of year plan
9. Create package for Scott (DONE)

Week 6

GOALS

1. Contact GSA & finalize childcare center decision
2. Create summer timeline of 1280 (focus this week) >DONE
3. Complete 1280 Memo Requesting Capital Allocation >DONE
4. Complete Pretty Version of 1280 document plan >DONE
5. Finalize market plan for tickets Chat with Marco and Trish this week (brief)
6. Create a new draft of RLAF MOU

Week 7

Goals

1. Finalize Childcare Decision
2. Discuss WW concert location and hoco status (ongoing)
3. Create a new draft of RLAF (Not completed)
4. Complete business plan for new café (Wednesday)
5. Email taylor to discuss assessing food needs (Done)

6. Design Finance Workshop (Done)
7. Finish year plan (Not completed)

Week 8

Goals

1. Establish meetings for food recommendations + ready food policy
2. Create new draft of RLAF
3. Create accounting system for MacCycle (DONE)
4. Update the WW alcohol awareness signs + create a snapchat filter (DONE)
5. PUT SURVEY/JOB DESCRIP FOR BAES APPLICANT ONLINE (DONE = SUCCESS)

Week 9

1. Establish meetings for food recommendations + ready food policy
2. Create new draft of RLAF - DONE

Week 10

1. Establish meetings for food recommendations + ready food policy
2. Follow up with OPIRG (DONE)
3. Schedule meeting with the Chamber (DONE)
4. Meeting with wooder about branding
5. Follow up on AA awareness (DONE)
6. Follow up with Dave about discount card (DONE)
7. Formalize CC

Week 11

- Architect for SAB selected
- Confirmed first semester 1280 plan
- Made very good progress on RLAF with Kevin
- Made plan to add DMS as 'ex-officio' member to board of pub and schedule Sil and CFMU meetings bu weekly (talk to john about this)
- Met with the GSA to discuss the referendum + childcare and good food box
 - We will take their feedback for the building into consideration from their environmental scan
 - They can give \$ to childcare center, just need to see stats and demographics
- Worked through CMPE budget with Trish
- Decided to not move forward with the discount card this september and focused on building it into larger overall plan
- Met with Alumni to establish partnership for frost week speaker - they are'all in and a presenting partner'. No \$ value committed, need to discuss with SSC
- Took a trip to waterloo for consultation

Week 12

Goals

1. Determine action plan for 1280 hiring + moving forward steps (meetings scheduled w rick)
2. Hopefully wrap up AA awareness campaign (minutes done)
3. Make change to OP and submit to EB for sil BOP (wait for john to get back next week)

4. Complete RLAF with Kevin
5. Alert SRA about discount card (done)
6. Schedule meeting with SSC (wait until chucky gets back)
7. Determine logistics of SSC MacPass distribution
 - a. Need to get # of reps
 - b. Training = on August 19th right at the end
 - c. Confirm honourarium
8. Confirm and Finish Transit Week (I emailed musc)
9. Email All the Vp Finances (Done)

Need to do

- #2 Online ordering company brought in for setup - talk to rick about how this could work with new hires
 - #5 Formalize MSEES document with relevant stakeholders
 - do this weekend
 - #5 Negotiate formal agreement with the Hamilton Chamber of Commerce to provide student seats at paid events
 - Do this weekend
- #7 Discuss how best to best approach event finance & budget training with AVP Finance and Campus Events Programming Coordinator

August 13th

1. Alert SRA of 1280 plan and upcoming motion to continue to defer expenditures between 10-30k to EB for simplicity and continuation (Done)
2. Send AA awareness final edits to underground and request the printing of lawn signs for AA and the large banner (Done)
3. Respond the chamber email (Done)
4. Confirm final pod for macpass distribution (will receive 15\$ giftcard/shift)
 - a. Waiting on marina
5. Resolve issue with SOCS
 - a. resolved
6. Create overall schedule for WW
 - a. Next week
7. Talk to CMPE regarding 1280 programming advertising plan
 - a. Done, launching on sunday
8. Email kevin about RLAF (Done)
 - a. Will call his office next week
9. Followup on frost week meeting with SSC perhaps after welcome week
 - a. After WW
10. Email back GSA + confirm tables on the Tuesday-Thursday (DONE)
11. Create timeline for online ordering
 - a. Can bring this up at 1280 meeting next week (DONE)

After WW

1. Discuss Year Plan with Scott
 - a. Discuss conference fund & action conference
2. Follow up on frost week meeting with SSC perhaps after welcome week
 - a. Chucky met with them on the Thursday

3. Determine ideal consultation schedule and push to the SAB committee
 - a. Meeting on Friday with scott and chukky to sort this DONE
4. Set up meetings for Non-MSU Groups - finance committee will do this
 - a. Create OPIRG Agenda DONE
5. Email out sponsorships for Hoco+LUTN
 - a. Talk to Jenna about getting clubs involved at a table DONE
 - b. Reach out to faculty societies aswell
 - c. Email Ath & Rec + Campus Store to remind them then have a spot & Layout
6. Consolidate all WW expenses - DONE
7. CREATE 1280 EB MEMO TO EXPENSE OTHER THINGS DONE
 - a. Also write memo re: october wage increase

Sept 11

1. Homecoming
 - a. Email glen and donna re: hoco spot
 - b. Finish sponsorship for faculty societies
 - c. Start planning the SAB booth
2. Welcome week
 - a. Start collecting budgets from faculty societies
 - b. Ensure charitees is paid off
 - c. Sort out meal cards
3. EB
 - a. Write memo re: wages

September 18th

1. SAB
 - a. Perhaps send a survey out to clubs to get their feedback on things they want in an event space or multipurpose space

Sept 25th

- John McGowan "Lets build a house boat and float it on cootes. A little bit of parking, a little bit of residence, a whole lot of fun" Sept. 28, 2017 - SSAC
- **SLEF:** Tuba & Chukky to propose the modified format before next wednesday
- **WW:** Tuba connect with Marina, Gina, Andreana to sort out a system where students don't use their own credit for welcome week

October 3rd

- Lieu Hours: 2 + 3

October 16th

- WW Funding Out - DONE OCT 23 REQUESTED
- Transparency Fair - DONE
 - Get updated numbers and stickers
 - Go through see which ones need a big change and reprint by Tuesday
- Bylaw 5 - DONE need to confirm everything on my end
 - Solar Car and EWB no response
- SAB
 - Think about the target locations (prayer space, collective center...etc)

- Promote and plan the upcoming transparency fair
- Clubs budgets
 - Ath and Rec Clubs: dragon boat (1000), ringette (800), ski and snowboard (200), table tennis (200)
- Diversity Services
 - Create and send an invoice to SWELL and SSC based on % markup from the AOP
 - Have one more meeting with Lilian to put this together
 - To go into event revenue or MISC
- EFRT
 - Pay structure lol
- Community Carshare
 - Need to get numbers from taxi rides or rental cars from the organization

October 23rd

- **Diversity Services & EFRT (DO THIS NEXT DAMN WEEK)**
 - **Invoices and Pay Structure Above**
- Services & Sponsorship
 - Community Car share
 - Trojan
 - Meridian
- SAB
 - Contact Maroons, Ad-Hoc, Clubs, to schedule them
- Clubs
 - Clean up issue tree
- Bylaw 5
 - Need to make a motion for standard time for presentation & question (15min and 10 question)
 - Committee of the Whole; I should rise & report - be prepared to take notes
 - Need presenters name for each delegation
- Open House
 - Design a training for Finance Committee -DONE
 - Points to address
 - Purpose for why we have things
 - Change to CAF agreement
 - History of larger things
 - Schedule the maroons
 - Reach out to clubs
 - Reach out to specific clubs
- WWAC
 - Create the proposal for rep ceiling based on Marina's report
- Employer Engagement Strategy
 - ACTION ITEM: Clubs & Student Groups (what current opportunities are there for employers to engage)
 - KPI: # of clubs/student groups that engaged with outside employers
 - Which employers were these (can I categorize these, fortune 100,500. Local/global)
 - CONFERENCE FUND

- **I can send over some of the stuff we have done already and just some of the metrics**

- Clubs
 - Jenna Maddison & I to meet and categorize clubs
- Minimum Wage
 - Send different options to Maggie to calculate (Tuba)
 - Ranges, percentage, dollar
 - Sendout notes (DONE)

October 30th Week

- Services
 - Review Sept. budget to see which services are overbudget
 - Clarify underground promo stuff
- **Diversity Services & EFRT (DO THIS NEXT DAMN WEEK) - EMAILED**
 - **Invoices and Pay Structure Above**
- Services & Sponsorship
 - Community Car share
 - Trojan
 - Meridian
- WWAC
 - Create the proposal for rep ceiling based on Marina's report
- Employer Engagement Strategy
 - ACTION ITEM: Clubs & Student Groups (what current opportunities are there for employers to engage)
 - KPI: # of clubs/student groups that engaged with outside employers
 - Which employers were these (can I categorize these, fortune 100,500. Local/global)
 - CONFERENCE FUND

- **I can send over some of the stuff we have done already and just some of the metrics**

- Clubs
 - Jenna Maddison & I to meet and categorize clubs
 - Complete formulas on the excel doc
- Minimum Wage
 - Send different options to Maggie to calculate (Tuba)
 - Ranges, percentage, dollar

Nov 13th Week

- PRIORITY
 - Diversity Services & EFRT
 - PAY THEM FIRST, INVOICE AFTER (DONE)
 - Update: I have the numbers, asked sean to create the invoice, checking with victoria if I need to approve retroactive pay by EB (THEY ARE PAID AND EMAILED)
- **PRIORITY: RLAF**
 - **FYC SHIT**

- Update: meeting with FYC tomorrow and SPARK to understand where they are at exactly **DONE**
 - RLAF
 - Schedule the meeting with Kevin - but also create a draft of the agreement & how we would like money transferred to speed shit up (potentially add to SSAC) - **DONE**
- Services
 - Create a template for EB budget reporting **NOT DONE**
 - Is it better to buy walkies for CMPE, WW, Horizons, CLAY instead of renting given the amount of times we use them **NOT DONE - TASK TO SCOTT**
 - Carshare: how many use it, is it worthwhile for PTMs to have carshare **preethi has sent out a message to PTMs also need to talk to ryan I SENT EMAIL TO PTMS**
 - **Bulk order sexual health items (follow up with vlad re: trojan or lifestyles sponsorship)**
 - **Schedule Check-ins with PTMS when January begins re: budgets WILL ASK SCOTT**
 - **MacCycle**
 - **Start treating it as a business unit, where can it be DONE**
- 1280
 - Schedule meeting with wooder to talk about twelveighty promo plan
 - Focus on Hiring for the Café + Promotions plan
- General
 - Reimbursements + OUSA receipts (done ousa)
 - Fill out cheque requisite for kin society for rep suits - **DONE**
 - **Cut cheque to Hajer**
- Conferences
 - HIVEx
 - Hannah Philip **DONE**
 - Action conference
 - Got 4 free tickets and a bunch of discount codes from advertising (sent 4 +3 students including myself)
 - Was very student dominated which made outreach difficult - lots of sponsored and free tickets floating around
 - Same with HIVEx
 - Ambitious City Lunch
 - BoD who is interested - ryan + avps and chukky + wooder maybe?
 - Ryan, Preethi, Stephanie, Scott, Kristina, Chukky? Committee members? **Ryan will get back to me friday**
 - Same couple go to the reception after
 - **Am waiting on the BoD to get back to me**
 - Is this the ambitious city conference?
- WWAC
 - . # of Rep Ratio per Faculty – Tuba to recommend faculty specific ratios
 2. Cost/Rep – cost allocation consideration – Tuba and Rachel to provide this estimate
 7. New Mac Pass Distribution Process – Volunteer Participation – Need to re-evaluate – Rachel and Tuba – what was the savings realized
- Employer Engagement Strategy
 - Deadline for the engagement strategy (love it for to be done by mid-january)
 - **Come up with a list 10 ideal students clubs and ath & rec** - meeting during January 9th (one week NOVEMBER 30TH)
 - **Reach out to Glen to ask for a few students doing alot**

- Come up with a list of other 10-20 students who are not as engaged (rising starts perhaps?)
- JANUARY 22 - the list of clubs & engagement opportunities in student groups
 - Will need to speak to faculty societies aswell (this may be cut and pasted and put right into website)
 - FOCUS ON: Non-faculty related clubs

Week of Dec 4th

- Board Stuff
 - Board Presto Card + Carshare Card etc.
 - Car Share
 - EFRT: Once every 2 months
 - Maroons: 6x Summer, 6x Semester
 - Farmstand bi-weekly
 - FYC: General
 - SHEC: General
 - Shinerama: Summer intensive
 - Succession Policy to John
- Employer Engagement Strategy
 - **Connect back with Alumni to see if we want to put a recruitment table at Alumni Launch**
 - Will basically need a location and food and supplies to do this
 - **2 Afternoons (book 2 hour), week of Jan 15 (DONE - request sent to MUSC)**
- Service
 - Have a finalized budget for MacCycle and strict reporting template
 - Create that finance reporting template
 - Is it better to buy walkies for CMPE, WW, Horizons, CLAY instead of renting given the amount of times we use them
 - Carshare: how many use it, is it worthwhile for PTMs to have carshare
- Clubs
 - Map out road map for progress by end of term and schedule accordingly
 - Cut cheque for Hajer
- 1280
 - Positions are posted lets promo the HELL out of them!
 - Record all extra purchases and get approval for them (they can all go under capital)
- WWAC
 - ACTION ITEMS
 - Follow up with Rachel regarding the overall cost of food for reps
 - Figure out numbers for internal groups (Maroons, Shinerama, Clubs) DONE
 - Meet Andrijana to create consolidated cost summary (**DONE**)
 - Meet Andrijana to discuss financial accessibility strategy DONE
 - Reach out to ArtSci, Science, MHS? To get an idea of financial burden DONE
- Employer Engagement Strategy
 - Deadline for the engagement strategy (love it for to be done by mid-january)
 - **Come up with a list 10 ideal students clubs and ath & rec - meeting during January 9th (one week NOVEMBER 30TH)**
 - **Reach out to Glen to ask for a few students doing a lot**
 - **Allie - yes**
 - **Taha - yes**

- Come up with a list of other 10-20 students who are not as engaged (rising starts perhaps?)
- JANUARY 22 - the list of clubs & engagement opportunities in student groups
 - Will need to speak to faculty societies aswell (this may be cut and pasted and put right into website)
 - FOCUS ON: Non-faculty related clubs
- University Budget Submission
 - Career Offices funding
 - Read the policy and consult if necessary
- Hamilton Chamber of Commerce
 - What does this agreement look like (tbh might be better to partner through them with YEP)

NEW YEAR - 2018

Priorities

1. Budget - Complete the Final Budget for Approval (allie loop in)
 - a.

| | |
|------------------|--|
| March 9th, NOON | Submission of draft to EB |
| March 16th, 10am | Presentation to EB |
| March 29th, NOON | CALL CORPORATE MEETING & Submit final draft to the SRA |
| April 15th, 2018 | Present Budget |

- b. Fees submitted by Oct. 31
2. TwelvEighty
 - a. Day-time Sales
 - b. Café Operations
3. Clubs Dept (admin)
 - a. Administration
 - b. Finances
4. F&B Long Term Strategy (Allie)
5. Website (Allie)
6. Hamilton Chamber of Commerce Agreement
7. FYC RLAF (Allie)

AVP Finance Priorities

1. Budget Submission (PTMs)
2. F&B Long Term Strategy
 - a. Minimum Wage Recommendations for BUs
3. Clubs Training Dept
 - a. Sponsorship Package
 - b. Budget/Event Planning Package
4. Financial Transparency
5. Hamilton Chamber of Commerce Agreement
 - a. Conference Fun Establishment/SponDon Committee

January 8th Week

1. Budget
 - a. Met with Scott to determine timeline for minimum wage recommendations in addition to meetings with PTMS
2. TwelvEighty
 - a. Daytime
 - i. Biweekly meetings rescheduled and repurposed to:
 - b. Café Operations
 - i. Need to send out invites for dry run and finalize
 - ii. Received some logo updates from dave, not satisfied yet - need further edits and some mockups
5. Website
 - a. Discussed the website with Pauline. My takeaways are that the two things that usually have to be done are:
 - i. Adding new features & removing old features < how can we make always adding new features more manageable
 - ii. Design is constantly changing and we will most likely need to redo this every few years. What is the most feasible way to do this
 - iii. Unified E-commerce function is needed for different business units (1280, underground, CMPE, Compass)
 1. These business units exhibit a need for unique functions ie. Online ordering and e-commerce - how can we balance this (CMPE & Compass Similar)
 - b. Had long conversation with the board. There are three needs:
 - i. External facing (Website)
 1. Business Units
 2. Services
 3. Communication
 - ii. Internal Facing (Better use of the drive)
 1. Document Management
 2. Archives
 - iii. Clubs (Separate System)
 1. Both internal management
 2. External communication and clubs facing
 - c. We believe the website needs to be redone with these three focuses in mind. In regards to someone overseeing it, we see that as a job within the communications department for the external facing portion (ie. Updating pricing, imaging, information, etc)
6. FYC RLAF
 - a. Kevin came into the board meeting to provide more context on the SSCMO residence position. Need to submit the JD for approval and vetting to see how much it would actually cost. Can meet in between there to firm up the MoU

January 22nd Week

2. TwelveEighty
 - a. Daytime operations
 - b. Café operations
 - i. Dry runs scheduled for this week Monday, Tues, Thurs, Fri

- ii. Feedback forms created, management issues solved, orders in next week\
- 3. Clubs System
 - a. Admin
 - i. Implemented a small change where one of the assistants now monitors the clubs email to answer basic questions so Jenna can free up much of her time
 - b. Finances
 - i. Email AMS for a phonecall to discuss their clubs finance system looking to know these main factors **meeting set for tuesday**
 - 1. Cost of campusvibe
 - 2. Structure & integration with accounting
 - 3. Online process or process for club claim forms
- 5. Website
 - a. **Want to strike an initial meeting of the IT systems committee to start working on this in depth**
 - b. Gigit coming to EB on the Friday
 - c. **Should reach out to parallel to get a understanding of the current website challenges etc.**
- 6. FB Long Term Strategy
 - a. Have a 1 on 1 scheduled with connor to understand nuances of the UM role
 - b. **Make a plan of what tangible I want to achieve from this**
- 7. RLAF
 - a. Sent a confirmation to kevin to move forward after discussing the matter with the SRA
- 8. Other
 - a. Emailed IBD to get confirmation on 1/2 of course completion to submit to BOD for approval
 - b. Do the reimbursement for the hotel because that was 1000\$
 - c. Follow up on message to TEDx for 500\$

January 29th Week

- 1. TwelveEighty
 - a. Daytime operations
 - b. Café operations
 - i. Soft Launch officially starting
 - ii. Will pull together marketing team this week and steering committee (just do back to back meetings)
- 2. Clubs System
 - a. Admin
 - i. Changes have sort of been happening but looking to fully implement next year
 - b. Finances
 - i. **Need to start determining how the funding will be measured next year** - Meeting with Jenna set for thursday
 - ii. UBC call:
 - 1. E-Sports Club, how does that work
 - 2. Cost of campusvibe
 - a. 20 thousand/year
 - 3. Structure & integration with accounting
 - a. Clear distinction between admin and finance
 - b. AMS is like the central bank

- c. Each club has an account with UBC and every process goes through internally
 - d. Showpass, can see overall which clubs are doing x
 - e. Can also use square to accept credit cards
 - 4. Online process or process for club claim forms
 - a. Direct deposit/e-transfer
- 5. Website
 - a. The IT systems committee has now begun meeting bi-weekly
- 8. Other
 - a. **Look into Bylaw 5 Changes**
 - b. **Send the fees email to the university**
 - c. **Reach out for LUTN Sponsorship 6-11 (35k) - BMO in for 5k**
 - i. **Sidewalk sale vendors**
 - ii. **GSA/The Phoenix**
 - iii. **Athletics: Go to Mark**
 - iv. **Athletics & Campus Store**
 - v. **Need circus-y clubs**
 - vi. **Board game clubs**

Feb 4th Week

- Pres Page: Paint the story from the original pitch BY MONDAY
 - Affordable food
 - Lounge space
 - Study Space
 - 'Business Pitch'
 - Love to hear your feedback on where we're going
 - Aim for 500 words
- WWAC
 - Talk to Michele to get a budget and outline for training (emails sent)
 - Talk to Rachel to get a breakdown of what SWAG we're ordering (emails sent)
 - Talk to the planners to understand their rep fees (email sent)

To Do Tonight

- Rep Numbers review
- Send out emails for LUTN
- UM management Report
- Send reminder to dept managers

Feb 26th meeting

- Set up meeting between Jenna & Allie to determine what rigid policies can be set in place for accounting transition (DONE)
- Sent out emails to all ath & rec clubs
- Take signing authority to a bod meeting or to EB??
- Figure out if more than one card is needed??
- LUTN sponsorship list

- Faculties
 - Science - waiting
 - Kinesiology
 - Nursing
 - Engineering - confirmed minimum 2k
 - Social Sciences - confirmed 500
 - Humanities - confirmed 1500
 - DCS SENT
 - Health Sciences
- Create a chat with all the vp finances (sent an email but no responses)
- Finish emailing above LUTN sponsors (follow up tomorrow) DONE
- Create a focus group with recreation clubs (emailed jenna for contact list)
- Did we get sponsorship money from Alumni? (last year they gave 27k)
- FACULTY LEVY MONEY - I deducted the suit payments...but I don't see the difference? Says we gave out more than came in
- WWAC
 - How much does MOOSE cost to the levy?....upwards of 20k apparently

LUTN Sponsorship Table

| Sponsor | Amount | Perks |
|--------------------------|--------|---|
| Student Affairs | 5000 | Logo big |
| Presidents Office | 2000 | Logo |
| Ath & Rec | 2500 | Logo + Tent |
| Campus Store | 4250 | Logo + Tent |
| MES | 4500 | Game + Tent + Small Chill Zone + Cotton Candy & Popcorn (yea this is fine 200 units popcorn/cotton candy to start but can come to) |
| MHS | 1500 | Tent |
| MSSS | 500 | Logo |
| Skip the Dishes | 4000 | Tent activation |
| BMO | 5000 | Tent Activation |
| Total | 24 250 | |
| Board Game Society = yes | | |
| Juggling = ? | | |
| Magic Club = ? | | |

- BoD Updates

- Faculty society ratification???
- Clubs Summer Funding??
- Loan Program?? Application for the loan program is there
- Sub-break down of all the clubs > for targeted workshops
- Summer Training

THINGS TO DO

1. A&R - look at all grants available for students and create a consolidated report
2. WWAC - create proposal for WWAC regarding money
 - a. Detail this and prioritize longevity and sustainability
 - b. This is actually fine, can knock out 4k for pancakes
 - c. Hopefully make an edit and meet with Gina before hand
 - d. Scott will have to carry this on
3. RLAF - draft up different copies of the MoU
 - a. Did one, kevin wants to change some stuff.
4. BYLAW - Bylaw 5 and 3 changes before April 12 DONE

CLOSE FILE ON

1. RLAF - make edits and sign
2. CAMPUS STORE HOCO - sign & send back
3. WWAC Proposal
 - a. Scale down and submit for next WWAC with scott
4. A&R - consolidated report to change USIF (Monday)

HSR

- \$6000 for UTS is taken off the top of the 2.25%, remainder is split
- HSR cheque has been put through < meaning we should be getting our HSR fee from the university
- Forward HSR communication to Diana + Ashley (GSA)

People (HSR)

- Nancy Purser
 - Hard to negotiate with, very firm on what she wants which is usually best for the HSR administration (not students)
- Colin
 - Easier to work with but Nancy is his boss
- Nancy Grey
 - Shes fun but will run you over with jokes if your not firm on what you want
- Diana Cramer
 - Really nice and cares about students