



REPORT

From the office of the...
SWHAT Coordinator

TO: Members of the Executive Board
FROM: Sowmya Karthikeyan
SUBJECT: SWHAT Report 3
DATE: October 4th, 2018

YEARPLAN UPDATE

SWHAT Is now open!! And, we have been so incredibly active. We have such strong interest from the undergraduate population, due to which we've been getting a very large number of walks each night. Our hiring closed this week. It started out as first year hiring, however, unfortunately we didn't get enough first year applications. For that reason, we opened hiring to students of all years. I had been getting numerous emails from upper year students indicating their interest to work with SWHAT, so I anticipate that the upper year hiring extension will be successful.

SERVICE USAGE

Our service usage is through the use. We were only open on three days during WW, and during that time we did not have too many walks. However, since our opening in September, every shift has been beyond busy. Our busiest time is between 8 - 11, and this may be because, that's the time when night classes and various other activities end for the night. Additionally, as a result of the break-ins and assaults that have taken place in the Westdale area, students prefer to walk with SWHAT in order to feel safer.

PAST EVENTS, PROJECTS & ACTIVITIES

This past month, while SWHAT did not host any service related events, we did take part in promotional opportunities. We held a raffle for the HOCO expo and promoted ourselves through various groups during welcome week. For the past three weeks, we have had a very strong online presence for the sake of promotion. For the volunteers that were unable to attend our summer Training, my execs put together a quick summary sheet outline both the dispatch and walker role.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

In October, we will only have a few small events. One of these is a picnic on BSB field for our volunteers. We will host this after the reading week. Following the reading week, will also be the start of our Humans of SWHAT campaign. The PR execs are currently recruiting volunteers to take photos and

give blurbs so that they can be posted on our Facebook page. One of my personal goals for the month is to re-vamp our page on the MSU website. I want to make it more user friendly and I am also trying to embed our walk form into our tab on the MSU website. I think that this will make the form more accessible. Additionally, based on many of the emails I have received, students are looking to our tab on the MSU website in order to get more information. For that reason, I would like to clean it up, therefore making it easier for students to navigate.

BUDGET

So far, we have used out budget to buy the SWHAT/EFRT magnets that went into all welcome week bags. Additionally, we bought pizza for our training and snacks for the month. We currently have enough promotional material from last year, so we most like will not purchase any new promotional material. Our next big purchase will most likely be our fall term volunteer swag.

<i>ACCOUNT CODE</i>	<i>ITEM</i>	<i>BUDGET / COST</i>
	TOTAL SPENT IN LINE	
	REMAINING IN LINE	
	TOTAL SPENT IN LINE	
	REMAINING IN LINE	
	TOTAL SPENT IN LINE	
	REMAINING IN LINE	
	TOTAL SPENT IN LINE	
	REMAINING IN LINE	
TOTALS		
TOTAL BUDGETED DISCRETIONARY SPENDING		
TOTAL ACTUAL DISCRETIONARY SPENDING		
REMAINING DISCRETIONARY SPENDING		

VOLUNTEERS

Volunteer engagement with the service has been amazing this month. We have often been short staffed, and with our excessive service usage, that has been difficult to deal with. However, my execs and I happy to see that volunteers like to step and cover open shifts, which makes that shift go by a lot better. It is nice to see that our returning volunteers like to help our new volunteers feel more comfortable in the office and with their roles. It seems like everyone has settled in nicely and has found a good rhythm on shift. Additionally, on the topic of my executive members. They have all been

amazing in dealing with how busy shifts can be and taking on the responsibility of walking and being dispatcher as needed.

The director of Volunteer Logistics is keen on planning some casual events for our volunteers, so that they are able to get to know each other. We have a volunteer appreciation board in our office and volunteers are beginning to use it to shout out each other. This is helping to create a positive and encouraging environment where volunteers feel appreciated.

It is also nice to see that volunteers have been comfortable with reaching out to the executive team with issues or concerns that they may have. They try their best to resolve those issues on their own but do notify as needed. This makes navigating and managing volunteer interaction a lot easier.

CURRENT CHALLENGES

Our biggest challenge this month has been accommodating the heavy service usage. It is much higher than it has ever been before, and while that is fabulous, it can be quite difficult on our volunteers. There are so many shifts where walkers are walking non-stop for 4 hours, this means that dispatchers end up being responsible for keeping tabs on multiple teams at once. It can get very overwhelming. As execs, we have been stepping up and helping both walkers and dispatchers feel less overwhelmed. However, what I am finding is that many of our returning walkers are struggling the most. They have always found SWHAT to be a good place to study in and many are unable to do that. For this reason, we have had a few of our returning walkers ask for breaks and/or drop out. This is unfortunate, and my exec team and I are still working to find a solution for it. We are looking to figure out to make our shifts less overwhelming. Hiring additional volunteers will help to shifts run more smoothly, however, I don't believe it will be enough. My exec and I will be meeting this week, so we will be discussing this issue more then.

SUCSESSES

This has been a very successful month. Our volunteers have been the best and we have been getting great feedback from the undergraduate population. It is nice to see that SWHAT has been a regular part of many students' days and that they feel comfortable with us accompanying us home.

Our biggest success this month has been volunteers stepping up to cover open shifts, because this has helped us to meet our large demand for walks. I hope that this continues for the rest of the month, however, with the start of midterms, it is hard for volunteers to remain this available. Regardless, myself and the rest of the executive team are very thankful and happy to see that our volunteers genuinely enjoy being a part of the service.