



REPORT

From the office of the
MSU SWHAT Coordinator

TO: Members of the Executive Board
FROM: Swaleh Hussain
SUBJECT: MSU SWHAT Report 1
DATE: Thursday, July 18th 2019

YEARPLAN UPDATE

The past couple of months have involved me adjusting to the new leadership role I find myself in. Navigating answering executive and volunteer questions and mapping out what the rest of the year will look like for me have been my priority. My progress thus far is as outlined in my year plan.

A majority of my executive team have submitted their year plans and I have had one-on-one meetings with each executive team member about mutual expectations.

SERVICE USAGE

SWHAT is not operational over spring/summer.

PAST EVENTS, PROJECTS & ACTIVITIES

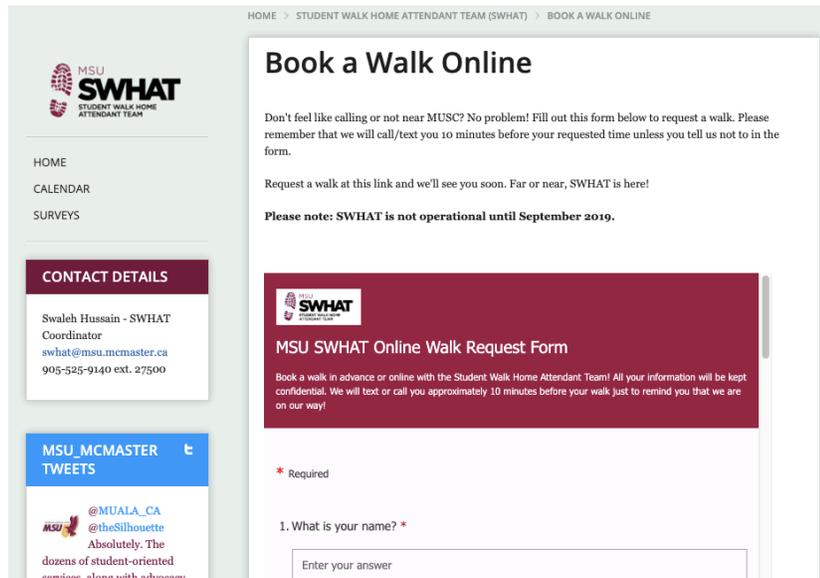
No events or activities have been carried out yet. I have been in communication with the Network Administrator, Pauline Taggart, to transfer all SWHAT documents from 2018–2019 and 2019–2020 so far to the SWHAT Coordinator OneDrive. This transfer is being done to secure our documents on the MSU server for easier retrieval if they are wiped off from our own devices.

In the past, SWHAT executive teams operated a separate Google drive to store files during the year. Furthermore, an online Google form hyperlinked on our MSU webpage was utilized to acquire online walk submissions from users. Only the SWHAT executive could access this Google account. Consequently, executives needed to keep a close eye on the Gmail associated with the account during shifts for new walk requests, since dispatchers did not have access to this email. Pauline and I developed a new Outlook account, which is in the process of getting MSU approval. This account will be solely used to develop an online walk request form which can be embedded on the MSU website as shown on the next page.

This change would streamline the process of requesting walks online for our users, since they would not have to follow a link to an externally managed Google form.

Another advantage of this Outlook account is that access can be given to the entire dispatcher team. Dispatchers are responsible for keeping a log of all walk requests we

receive in a night. Being able to monitor the form for new submissions instead of relying on the executive member to relay the information will make the process more reliable.



UPCOMING EVENTS, PROJECTS & ACTIVITIES

PROMOTIONAL VIDEOS

I have been collaborating with the Communications Officer, Connor MacLean, to edit the scripts for two promotional videos I outlined in my year plan. The first video will be a formal announcement to the McMaster community of SWHAT adopting a non-binary approach to volunteer hiring and scheduling. We have produced the first draft of the script and it has been reviewed by the WGEN Coordinator, Nealob Kakar. Our plan is to film this video in early August depending on mine and Connor's availability.

The second video will be an instructional video outlining the different ways a user can access SWHAT for a walk i.e. online via a Microsoft Form, by phone or by accessing the SWHAT office. The executive team and some volunteers will be involved in filming this video. Connor and I have agreed to record this video on campus on August 19th, which is when majority of my executive team are available.

WELCOME WEEK PRESENCE

Last year, SWHAT was only operational for three nights during Welcome Week 2018 due to low availability of volunteers. During the concert night on JHE field, OCORs began helping us with walk homes after noticing our staff couldn't handle the volume of walks required.

I have been communicating with the Off-Campus Orientation Advisor, Jillian Kew, to formally collaborate with OCORs in providing walk homes all nights of Welcome Week 2019. We are meeting soon to develop a custom training geared towards OCORs to outline SWHAT walk protocol.

With regards to planning the logistics of our collaboration during Welcome Week 2019, we are quite satisfied with our current plan of action. A dispatcher and executive will be stationed in the SWHAT office. As OCORs become available from finishing up their

duties for the evening's events, they will be stationed in front of BSB with an OCOR pod leader. The pod leader will be responsible for assigning walk teams. OCORs will maintain communication with the dispatcher via radio. We are planning on operating for a shorter duration of hours during Welcome Week so OCORs can go home after a long day. The exact time is to be decided, but will be announced on our social media channels appropriately.

HORIZONS 2019

SWHAT will be present at Horizons Successfest on 27th July at David Braley Health Sciences Centre.

BUDGET

No amount of the budget has been spent yet.

VOLUNTEERS

We conducted volunteer hiring in April 2019. SWHAT needs an operational team before we open for regular service hours in September. The best time to conduct hiring was when candidates as well as the executive team were available for interviews. Currently, we are at 68 volunteers including the executive team and a mix of returning and first-time volunteers. This is a remarkably high number to be going into the summer with. As a consequence, I am not expecting an adverse effect on service operation in the event where some people may be resigning before the school year ends.

The Director of Volunteer Affairs and I have mapped out some very exciting new initiatives for team bonding and volunteer appreciation for the academic year. The emphasis is on community building amongst our volunteers. She is also communicating with EFRT and the Campus Store on securing a deal for custom team uniforms.

CURRENT CHALLENGES

I am still figuring out how to get my executive team to warm up to me. All of them are understandably busy with summer jobs and/or summer school, which is why communication tends to be difficult at times. I am certain this will not be a problem once September rolls by and everyone is on campus!