

David Campbell, Vice President (Administration)  
2012/13 Transition Report

Prepared for:  
Anna D'Angela, Vice President (Administration) 2013/14

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Anna,

Welcome to the BoD! I hope that this transition report is useful to you. I know I used Katie's several times throughout the year, along with John's from the year before. In fact, you may notice that this transition report is largely built upon the framework of those two reports. This is reflective of one of the great things about the VP Admin portfolio – I think more than any other BoD position, there is a lot of opportunity to draw on and build upon what has been done in the past. There are innumerable templates, records, drafts, and lists in my files and the files of those before me. These documents mean that when you are working on something or dealing with an issue, you rarely need to start from scratch. I know you've already taken a cursory look through these files, but don't forget to continue doing that throughout the year! Annual projects like Yearplans, hiring, and Student Recognition Night all have extensive documentation you can draw upon to make your life a lot easier, and other projects and issues often have similar histories which can help you as you work on them.

Much of my report is written as if I weren't returning, as I feel it is more consistent that way. As you know, it's been a few years since the MSU has had someone repeat on the board, and I know it must be strange sometimes, having me right next door. Please never hesitate to ask me questions. As I've said before, you are never bothering me – I want to help! And on a similar note, never be afraid to let me know if my presence is becoming too overwhelming. I want you to make this role your own. This may mean disagreeing with things I did last year, or the recommendations I give you. Embrace these opportunities to leave your own stamp on this position, and you will feel so rewarded by this job both now and later.

The VP Admin has a lot of responsibility. There is a lot going on, and at times you may feel overwhelmed. Know that there is no one I would rather have on the other side of that window. You are going to be an absolutely fantastic VP Administration.

Yours,

David Campbell  
*Vice President (Administration) 2012/2013*

## **Board of Directors**

As a Board of Directors member, you are responsible for all aspects of the McMaster Students Union along with your fellow Board members. Often, the VP Admin is the most active board member in terms of internal MSU-wide issues, including staff, operations, and the wide assortment of issues and opportunities the board is presented with throughout the year. This is both the most rewarding and toughest part of your job – you never know what you might be dealing with on any particular day.

One of the BOD responsibilities the VP Admin must be very conscious of is management and support to the full-time staff. Staff really appreciate when the Board members make an effort to get to know them. In the past, the VP Admin has often been the board member who works most closely on supporting full-time staff. This year, Jeff was more active in that role, as he was able to dedicate more time to it. Regardless of which board member takes this on, it is incredibly important. The staff are the backbone of the MSU, the number one support to not only the board but to other student leaders and staff, so it is important they feel empowered and positive about their work. You are a leader in this organization, and when staff are comfortable approaching you with concerns or problems, this will result in a healthier work environment for all. Remember to be conscious of the fact that you will never be able to fix all the problems you encounter, and don't beat yourself up for this either. There will be times when you can assist staff with their concerns, times when you can recruit John McGowan for help, but there will also be times when you can't provide the solution.

Make sure to encourage that your fellow Board members participate in matters regarding full-time staff, operations and concerns (including me!). Although one board member may take on the majority of the work with these things, support from them will go a long way.

### **MSU President**

As you know, it is considered by some that the relationship between the VP Admin and the President is the most important one on the Board. This is a natural result of the fact that, in both Bylaws and practice, the VP Admin is the right hand of the President. This means you will often be called upon to chair meetings, provide direction on projects, and make executive decisions for the organization. You will also often be called upon by the President for advice and guidance. While this is true for all board members, it is especially true between the President and VP Admin.

### **VP Administration Traditions**

There are two main traditions for VP Admins. 1) The toys that are in the office – make sure this gets passed on! I added a couple of new ones this year, and I know you've already begun adding to the collection. And 2) At the MSU Retreat the VP Admin gets thrown into the lake/water. This is a tradition left over from Bark Lake, and hasn't happened for a couple of years (both of the last two July retreats were nowhere near water!). Nonetheless, you may want to watch having a phone/electronics on you that weekend just in case! I don't plan on dunking you since it didn't happen to myself...but you never know!

### **VP Finance**

The VP Admin and VP Finance are the two positions that are most commonly in the MSU

office. The VP Finance has really evolved over the last few years (and under Jeff W especially) to be a much more dynamic and involved board position. The biggest result of this is that Jeff D will likely be much more of a support to you! Make sure to use him, both in terms of consulting on decisions (often you two will be the only board members in the office, and may need to make decisions before you can consult with Spencer and I), and in terms of getting support with your portfolio. Jeff W was a huge support in terms of things like: FT staff, PT staff management (he handled all questions budget-related), the website project, and more. I know Jeff D will have a similar work ethic and broad interest in the organization, so use that to your benefit.

### **VP Education**

The VP Education is the most absent due to conferences, and as such is the one that more commonly needs reminders about their duties as a BOD member, whether that's submitting reports, attending meetings, or staff interactions. Because the portfolio of the VP Education is very external in comparison to that of the other Board members, make an effort to keep in touch with what Spencer is pursuing in his role – even to just simply be supportive. I have to agree with feedback from past boards when they say that the VP Ed can often find they feel alienated. Showing interest in Spencer's work can go a long way to bridging this gap.

### **Board Meetings**

The BoD meets weekly with the General Manager (currently John McGowan) and Corporate Secretary (currently Jess Bauman). The past couple of boards have preferred to meet on Monday to set the direction for the week and ensure everyone is on the same page. These meetings are a great opportunity to vent or just to chat with all of us in the room. At the same time, I found last year that these meetings had a tendency to drag on way too long. It is important that these meetings start on time, with everyone present, and are efficient in use of time.

The BoD deals with 3 main types of agenda items:

1. Procedural: The BoD receives many things that are more procedural in nature, such as annual staff wage increases due to inflation, requests for benefit usage, and late Health/Dental opt-outs.
2. Discussion: Generally any discussion coming forward to the EB/SRA, or anything that we want feedback from the group on we bring forward as a simple discussion item on the agenda. The VP Admin tends to do a lot more work regarding the change of Operating Policies and Job Descriptions, so your Board Meeting is a good place to bring them, prior to Committees/EB/SRA, to consult your fellow Board members and John McGowan.
3. HR: 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. The Corporate Secretary should not be present in any discussions involving discipline or termination of full-time staff.

Due to their involvement in BOD meetings, the General Manager and Corporate Secretary should be the staff that you lean on with any confidential issues.

## **Expectations**

At the beginning of your Board's term, it is important to set expectations for each other as the representatives of the MSU. Things that should be included are: work hours (including what protocol is if late), conduct in the office (during and after hours), dress in the office, office procedures (to ensure office security), professionalism (inside and outside the office), cell phone/electronics etiquette (surprisingly a big one) and BOD meetings.

It is easy for these expectations to waiver over time, so it may be a good idea to review these as a group quarterly. It's easy for a board to be lax about the expectations they set, especially in the last few months of their term. This can be frustrating and I encourage you to promote a high level of respect for these expectations with this board.

It is good to be open about your expectations and it may be a good idea to send a summary out to the full-time staff so they know what to expect from your Board, considering each year is different for them. I neglected to send this out to staff this year, but it could make staff feel more engaged early on, and is a good idea to consider.

## **Benefits**

As a full-time staff member, you are entitled to many benefits. This year our board found that we did not feel very informed about these benefits and how to use them, so this summer we should be receiving a briefing on them from Kevin at some point. That said, here is a brief breakdown: All full-time staff members are covered by a separate health and dental plan from the student plan (see Accounts Payables Supervisor, currently Kevin O'Mara for details). Other full-time staff benefits include up to \$400 educational allowance (can be used for classes of any kind), 4% matched funds in an RRSP, 3 weeks vacation (plus the Christmas closure), interest free computer loans (comes off your paycheque in instalments), \$65/month for cell-phone reimbursement, free McMaster Pulse membership and subsidized daycare costs. Many of these benefits do not kick in until you have been a staff for three months (this is standard procedure) so make sure to consult with Kevin before you begin using them.

Also, as VP Admin you receive a \$750 expense account. This can be used for a variety of things work related from conference/event fees to business meals. There is also an overall BoD expense account for when the BoD is out together for business meals (Not sure if this was budgeted for this year, so I suggest checking). I used these extremely sparingly, and was proud of that fact. But in retrospect, I wonder if this wasn't a bit short sighted. In the past, these expense accounts have been abused by board members as just free money. This sends a poor message to staff, not to mention being an irresponsible use of precious student money. That said, as with any budget line this money has been allocated for a reason. Never be afraid to use your expense account to help you afford things like attending student events and paying for work-related lunches.

Another benefit to mention is Summer Hours. These have been in place for many years now, but are not guaranteed – it is up to the BOD's discretion. Generally starting around the May 2-4 weekend and ending mid-August, the Board approves a plan for staff to work 1 extra hour each day to result in the MSU office closing at 2pm on Fridays. This is a great incentive that definitely improves FT staff morale. We have obviously already implemented this, and I am

happy to see it continue.

### **Business Cards**

These will be printed before you start. They have your name on the front, and all four of you on the back. I would suggest always carrying some on you, as you never know what type of situation you will run into where they will be beneficial! More can easily be printed if you run out at the Underground.

### **Yearplans**

This is your chance to review anything from your platform that you now realize may not fit within your year. Precedent says that these come forward to the June meeting at SRA training. I've left a template on the computer. For VP Admin, I suggest not limiting yourself by creating many goals – there is so much that will unexpectedly take up your time in this job, that it is better not to write everything down and accomplish more, rather than have the opposite occur. Also, take a similar approach as with your platform and try to make sure all of your main goals are directly related to something you already have to do. For example, you already have to coordinate PTM transition process, so have a goal about how you will improve that.

### **Security Services**

It is your job to ensure that Security Services has an updated copy of emergency contacts. It may be valuable to introduce yourself to the Security Services staff, as there may be instances throughout the year where you will have to call them, and it's simplest if they recognize who you are immediately. I have heard that John McIntyre had several instances where he had to contact them – both myself and (I believe) Katie had very few.

### **Front Desk Staff**

These staff are an extremely under-utilised resource in the MSU, especially in the summer. There are a lot of tasks in this job that should not require using up your time, such as putting together policy binders, and other simple tasks. They are also available to help with research and project support. The Front Desk clerks often have extra time, especially in the summer, so take advantage of them! With everything you have on your plate, delegate some of the stuff that someone could easily pick up and help with. Ensure that you run any tasks by the administrative assistants first, as they are the supervisors of the front desk clerks.

### **Transition**

Hindsight is 20/20. I wish I had done a much more consistent job throughout the year of documenting the work I did and challenges I encountered to assist in providing transition to you, but it can be difficult to remember to maintain this consistently throughout the year. That said, I would suggest (as past VP Admins did to me) you keep a running tally of topics to cover in your transition report. It is definitely ideal to write it as you go along, but in reality there is always something more important/pressing to complete. If you keep a running tally of topics and a brief description, it will help you to not forget some of the little things that will help your successor. It may help you if you keep this as a standing item on your to-do list. It is definitely a good goal to set for yourself.

Transition weekend is historically run by the VP Admin and the President. I would suggest

beginning to think about transition early, and it may be worthwhile booking this in January to ensure that you have a place. This weekend should only be semi-structured. As long as people are remaining focussed on talking about the MSU (which incoming teams naturally tend to be), casual bonding time can often be the greatest source of questions and ideas. Since we have just gone through this weekend, it may be a good idea to write down some ideas now about what you liked/want to improve so that you remember it clearly when planning it for our successors.

## **Budget**

Your main budget lines are the 'Exec' and 'Admin' budgets, but make sure you have accessible copies of all services you supervise. I relied heavily on Jeff W for support managing and understanding budgets, and I would suggest with someone as motivated as Jeff D in place that you not be afraid to do the same! I've described some of the relevant lines to the VP Admin below. That said, the use of these lines can sometimes be ambiguous – make sure to use Jeff D when you're not sure how to use a particular line.

### Exec 6402-0305 – Awards & Meetings SRA

Pays for any food/supplies needed for SRA meetings as well as end of year awards

### Exec 6403-0305 – SRA Summer Meetings

Pays for SRA summer trainings and meetings

### Exec 6405-0305 – Exec Meetings

Pays for EB transition

### Exec 6407-0305 – Year-end Social

Pays for the end of year PTM/BoD social

### Exec 6410-0305 – PT Merit

Pays for PTM appreciation dinner and any awards

### Exec 6603-0305 – Special Projects

The line used for anything you can't fit anywhere else and for Welcome Week expenses

### Exec 6612-0305 – Expense Account

Pays for overall BoD expenses

### Exec 6615-0305 – VP Admin Expense Account

Pays for VP Admin expenses

### Exec 6801-0305 – MGMT Training

Pays for PTM Trainings

### Exec 6802-0305 – March Transition Training

Pays for BoD Transition Weekend

### PR 6501-0310 – Advertising & Promo

Student Life Development Coordinator (currently Mike Wooder) promotions line

Admin 5715-0305 – Rent expense – Equipment

Pays for any equipment rentals (i.e. Welcome Week walkie talkies and golf carts)

Admin 6111-0101 – FT Staff Events

Pays for any FT appreciation events

Admin 6402-0101 – Awards and Meetings

Pays for any other organizational awards or meetings needed

Admin 6801-0101 – MGMT Training

Pays for any FT staff training

**Signing Cheques/Standing Orders/POs**

As a BOD member, you have authority to sign cheques, standing orders and POs. As a rule of thumb, cheques should be signed by one BOD Member and the General Manager, so VP Admin would step in and sign in the absence of the VP Finance. Cheques are run on Wednesdays and available for signatures on Thursdays.

**University Administration**

As VP Admin you definitely have regular interaction with some University Administration, but not as much as the President/VP Education. Your main University interaction tends to occur through Welcome Week, but could also include any other collaborative projects which may come up (for me this included the community garden and off-campus lounge). I've gone through each of the ones you will more regularly work with and a brief description. At the start of the summer the board should set up lunch meetings with all of the big wigs and the Board of Directors. It's great to get to know them in an informal setting and just chat about your direction for the year and how it fits into what they want.

**Golf Tournament**

The golf tournament is a great time to really break through with the full-time staff. Feel free to have fun and bring friends, and regardless you'll have time to participate in networking with the other people in attendance. Historically the funds always go to the MSU Child Care Centre, and last year was the second time that money was also donated to Shinerama. This will likely continue. This means that the Shinerama/Terry Fox Coordinator will participate in planning (to an extent) with Michael Wooder and Al Legault. Having funds go towards Shinerama raises the profile of the Golf Tournament and aids in recruiting volunteers who are willing to commit to supporting the event. Outside of this, it would be helpful, as a Board member, to get involved in getting people to register. People are more likely to RSVP and register if you contact them personally.

**Child Care Centre**

The Child Care Centre staff are fantastic, but often overlooked. Jeff W really made an effort this year to stay involved by attending the Child Care centre meetings, held monthly at the Centre. Technically, there is a Child Care Centre committee (that includes SRA members elected to it). For the past number of years the SRA members haven't participated in the

committee, and it may be worthwhile to encourage them to do so this year. This is as simple as letting them know when and where the meetings will take place. John & Pauline also usually attend these meetings.

### **President's Page**

This is a great way to get word out to students. Michael Wooder coordinates this, and it's important to make it a priority. Often you and the VP Finance are more infrequent contributors, but I would recommend looking to write more often. Things I wrote about include updates about Canadian Blood Services and the Wentworth move (all of them can be found in my files). You can also write about Welcome Week, Awards, Hiring and any other big announcements like changes to services. Otherwise, the President and VP Ed normally have enough to fill it. If they don't, and you can't think of anything to put in, offer the space up to one of your services – they almost always jump on this opportunity.

### **CFMU Show**

We have a radio show from 12-1pm every Monday called the MSU and You Radio show. As VP Admin you and the VP Finance generally end up taking the lead on this. Jeff W was the only one who knew how to operate the equipment last year, but I recommend you learn as well as a failsafe.

Occasionally things will come up that you won't be able to attend, and don't consider this the end of the world. Just make sure you let Jamie know ahead of time (it is very important to give him ample warning!), and he always has other programming he can put on. However, if this becomes a habit it sets a significantly poor example for the staff down at CFMU. Also, the air time is a privilege, as there are many people and shows who want that space. On the times where none of you can make it, whether it is a holiday (they still run over Christmas break), or just crazy weeks, you can also consider pre-recording at another time during the week.

### **Student Relations Committee**

This is a committee run by Alumni Advancement. It used to be chaired by Lori Moulden, but changed to Andrew Catherine when she moved positions this year. It plans the two Student Leaders Dinners, and apparently has also helped with Frost Week and Homecoming in the past, although we didn't get too involved this year. Both the President and VP Admin regularly sit on this committee. The SCSN Director, Clubs Administrator, Campus Events Director and Maroons Coordinator are also involved in this committee.

### **EOHSS**

This is fairly easy, but also easily forgotten. Most PTMs will fill out their EOHSS forms online, which you have to approve. Go to [studentevents.mcmaster.ca](http://studentevents.mcmaster.ca) and log-in

Username: [eventapproval@msu.mcmaster.ca](mailto:eventapproval@msu.mcmaster.ca)

Password/PIN: office456

### **Mission 2 Mac**

You probably know more about this than I do, but nevertheless... This is an event run in the summer by Alumni to welcome new students to McMaster and answer their questions. It is a great first contact point for the MSU – I would suggest trying to have an MSU volunteer at each of the sessions to get our name out there. Our Board didn't participate in it last year, nor

did Katie's, but I know John McIntyre and his team did the year before.

### **University Events**

As a Board of Directors member you will be invited to all the big events on campus from Convocation Dinners to big announcements to retirements. It is definitely a mix of fun and work, as many are open bar and a relaxed environment, but University Administration is everywhere and it is important to use it as an opportunity to network. Do your best to keep your RSVPs, or at least notify them in advance of any changes. You've got lots of MSU pins, and feel free to give them out to people representing the organization at these events.

### **Lyreco**

The front office clerks have a Lyreco catalogue. If you borrow it, make sure to return it! The catalogue often goes missing and the office clerks have to send out an email to retrieve it. The BoD has a decent budget for anything that is needed, so don't hesitate too much. Jess already has a standing order set up for us so that you can order anything your office is missing.

### **Relations (MAPS/GSA)**

You will have very little involvement in this, as the President is the one that generally works with them. MAPS relations have been very useful in the past, although they were sidetracked a bit last year. As for GSA, we have in the past had little contact with them. Last year we made an effort to meet with them a couple of times to make sure we were on the same page with campus issues, and I would recommend doing this again.

### **Vendors**

There are a few main vendors that you will use, but feel free to look for additional quotes. Michael Wooder is extremely helpful when it comes to this and placing orders. Marn will also be able to help.

### **Phones and Mobile Email**

In John McIntyre's year they phased out the blackberries owned and paid for by the MSU and replaced that with a \$65/month reimbursement to cover some of the costs of your phone. Part of the stipulation of receiving the reimbursement is to have your e-mail coming to your smartphone. Be careful with this as it can easily take over your life and become overwhelming. Seriously. People have the highest expectations from the VP Admin in terms of responding to e-mails and being available on a whim. Don't always feel this is the case. It is rare that people truly can't wait until the next day to get a response from you. My usual practice was to read all emails (or at least subject headers) fairly regularly when outside of the office to make sure I kept on top of things, but only responded if I truly felt it was an emergency.

Also, it is definitely up to you, but I would highly suggest keeping your phone away in meetings. You make a much better impression on people if you aren't always on your phone. Katie gave this advice, and I agree 100%. Again, the emails can wait. You will be more attentive to people if you keep your phone away, not to mention more productive in the long run.

## **Confidentiality/Shredit**

You will definitely use this the most out of anyone. There is a large shred-it box outside of your office. Anything employment related, in closed session, or you just don't want others to find in your recycling – throw in here. In fact, I recycled almost all paper here just in case. Should you accidentally put something in the Shredit box that you need, talk to Victoria Scott and she will call in someone from Shredit to open the box for you to retrieve the document.

## **Corporate Bylaws**

We didn't really touch these much this year, but just make sure everyone remembers that the Bylaws and Procedures Committee does not review them as they are to be reviewed by the BoD only and then approved in MSU Inc.

## **MSU Office Window Booking**

This year we utilized the MSU windows with the banners printed at Underground and then taped together. These are a great way to produce banners that look great at minimal cost. It is the VP Admin's job to set up a booking system for the windows and ensure to always give ground rules (being careful putting it up, using masking tape only, etc). Campus Events will often use them and always give first dibs to them and our services. Occasionally a Club would request use. I found the vast majority of requests came in from Campus Events. This is fine, and it's good to support them, but you may also want to consider doing more to encourage other groups to use them. Part-time services use the windows sparingly, and I never had a request come in from TwelvEighty or Union Market. Having these services use the windows not only gives them excellent promotion, but also reaffirms the connection of these well-known services to the greater MSU, which is an organizational benefit.

## **MUSC**

The only time you'll really have to work with MUSC is on any bookings you may have. The President and General Manager sit on the MUSC Board of Management. MUSC is a separate entity, and while we have a large presence on the Board of Management, the MSU BoD cannot impose anything on MUSC itself. We own a lot of the space in the building, but a large amount of it is rented out.

## **Opt Outs**

Every year you get students not opt-ing out in time. It is also common as people tend to accidentally opt out of the grad students plan instead. We generally approved any late ones for this reason as long as there was a reasonable excuse. I would encourage you to get Victoria Scott and John McGowan to work with the GSA to help differentiate websites a bit more so there is less confusion in the future. I believe that the GSA has been approached about this, but trying again won't hurt and it is essential to decrease the confusion for students. If you're interested in this, talk to John or Vicki as they will have more information.

## **FT/PT Fees and Transferability**

You'll get a few requests throughout the year from students who changed from FT to PT to get their money back. After a certain point, we cannot accommodate since they have had the opportunity to benefit from their full-time sticker. There are rules through the transferability agreement, I would suggest not making exceptions to this rule. The General Manager will generally take the lead on any of these.

## **Keys/Office**

Previous to John McIntyre, Boards were much more lax about office standards. They would leave and let volunteer stay in the office and just basically say turn off the lights when you leave. However, with the amount of assets and information we have in the office I would strongly caution against this open approach. People shouldn't be allowed in the office without someone who has direct access to the office with them.

## **Full-time Staff**

### **FTEIC**

Jeff W took more of the role in being a member of this committee this year. Debbie Good represents the management staff, Pauline the non-management, you'll have to elect a new Student Opportunity Position member and Debbie Thomson represents the Child Care Centre. I would strongly suggest having casual conversations with these individuals about their thoughts on the committee.

Also, make sure that updates are coming from the committee to FT staff. The best thing for FT staff is to communicate with them.

### **Hiring (full-time)**

You may or may not have to deal with this, it's something that will generally come up unexpectedly unless it is for a new FT staff position you have selected. This year we hired Jessie Bauman (Administrative Assistant). There are two ways to hire new FT Staff – 1) public posting, 2) headhunter.

- 1) Public Posting: John will coordinate the posting of the position on websites like Charity Village, localwork.ca and in the Hamilton Spectator, and you'll generally have it open for 2-3 weeks. For some context, you will usually receive between 100 and 300 applications for FT positions, so it definitely takes a lot of reviewing and shortlisting, but you'll find that it's not that hard to get it down to 5 candidates, as long as you set out criteria for what you are looking for beforehand. The hiring committee generally consists of McGowan (or the supervisor), a Board of Directors member and either a second BoD member or the outgoing staff – depends on whether they are leaving on their own accord and the relationship with that staff member. John will help with interview questions and has a very strong interview process that he likes to follow.
- 2) Headhunter: This is a bit rarer, but is especially important with some positions. Basically, this is hiring an external company to search for potentially strong candidates for you. You have to pay a flat fee retainer in case they find no one, and generally a percentage of the salary if they do find someone.

Always consider their skills, but also their potential and how they would work in this environment. It is a lot easier to make more money anywhere else, and so the MSU is often a stepping stone for younger staff. The most important thing in the hiring process is supporting them once they begin, which is something we do poorly. There should be training sessions and there should be regular check-ups, which is where we often fall short as an organization.

## **Recognition and Socializing**

In Katie's files under FT Staff is the Recognition Information, and John McGowan will also have this. This outlines what staff get for large milestones both in life and in work. It's important to recognize our staff, as there is not much else the MSU does that is "extra" for them.

Staff socials are also hugely important to the dynamic in the office – most staff really enjoy them. It's a great opportunity for them to like where they work and who they work with. Jess did a fantastic job of planning these this year, and it will be important to continue this next year with the new Corporate Secretary. Make sure to invite FT staff to big MSU events like Eggnog and Student Recognition Night. The staff will love working for you if you take the time to get to know them personally as well.

## **Birthday Cards**

This is also a great way to demonstrate to FT staff that they are recognized and appreciated. Jess always does the Birthday cards, where a card would be sent around to be signed by all the staff and then delivered to the birthday staff member.

## **PTMs**

### **Payroll/Contracts**

Since (almost) all of your direct employees are salaried (get paid the same number of hours each week regardless) you don't usually have much to do with payroll. You will need to take a more active role with Bread Bin throughout the summer, as Ellen's position is still not allocated a certain number of hours for each week. You should remain in close communication with Ellen regarding how many hours she is working, and have payroll sheets submitted for her. Please make it a priority for EB to review the Bread Bin Director's summer hours in the fall this year and set a number per week, if the service is intended to be open in future summer months.

There are three other situations where you need to be on your game for payroll:

- 1) Employee information hasn't been submitted yet, so you need to get on your staff to get it in early. While we can retroactively pay them, it is much easier for Kevin to have it be consistent.
- 2) They for some reason aren't being paid, in which case you bring it to Kevin – He's very helpful looking into these situations and will resolve them quickly and
- 3) A staff member quits or is fired, in which case it is important to let Kevin know immediately so that they don't continue to get paid.

There are several pay periods that PTMs and most staff don't get paid. None of your PTMs get paid during Reading Week, or the Christmas closure, and only EFRT and SWHAT get paid during Exam Periods. There have been some issues with how this is communicated via contracts in the past – Jess and I tried to make it a bit better this year, but I would recommend compiling your own list of all the PTMs who should be getting paid during exam breaks and following up with Kevin to ensure it is happening. Also make sure to remind PTMs that this will be happening as these dates approach.

## Evaluation

A formal evaluation of PTMs is something I didn't really pursue, but wish I had. Looking back on past years, it is both a fun and rewarding process since generally up until this point you'll only have your own perspective on how your staff member is doing, whereas you will now be able to hear from their Executive and volunteers. The template for what John McIntyre and Katie did are both in their files on the server. Doing these evaluations require you to start planning for them early on in the summer, before most employees have even started. Again, I did not complete formal evaluations (more on the informal things I did later), but what follows is the process followed more or less by both John and Katie:

You should start by approaching all Executive volunteers and asking them to fill out anonymous questionnaires regarding their supervisor. It's also worthwhile to have each PTM complete a self-reflection/evaluation of their performance, in order to get their own perspective on strengths and weaknesses. From there you may write up a letter including some positive and constructive feedback and that from their volunteers, sit down with them and go through it, and (importantly) get their signature on it to show they received it.

Like I said, for this process you will want to get started early – you may want to start in September with the services which worked all summer and in late October begin doing a few a week with the goal of finishing at the end of November. Both Katie and John also recommended doing a second round later in the year. Think strategically about how you would like to approach this. A second evaluation is helpful for the PTM, as it will show areas of growth, but the reality seems to be that second term is simply too busy with hiring for this to be feasible to complete. It is also a difficult time of year for PTMs. A decent middle ground may be performing a second evaluation only for returning PTMs.

Two recommendations that John McIntyre left are:

- 1) Set up a month-later meeting to follow-up and get them to discuss how they've worked to improve on your comments.
- 2) Take a more active role in the evaluations of other PT staff. Not directly, but ensuring that supervisors are conducting them, as it doesn't always happen. The PTMs are the most consistently evaluated group of staff members in the organization, which should be widespread across all departments.

Another thing that you can do is set up an evaluation of yourself from your PTMs. I did this and found I got very few respondents, but if you push it a bit more you may get some very insightful feedback.

As I mentioned, I did not do formal evaluations, and I think this was a detriment to the PTMs. However, I did find that many of them took on the initiative themselves to get feedback from their volunteers. Check with PTMs when planning their evaluations, since several of them have established methods of gathering volunteer/staff feedback which you should complement, not overlap. Also, there are several informal ways you can support and provide constructive criticism to your PTMs. For me, I had a meeting with every PTM around the start of each semester. These informal interactions are just more my style, and while I stand by the

importance of doing the formal evaluation, I also think introducing even more informal conversations and check-ins is equally valuable (I've spoken to you about this before, so I won't go on about it!).

## **Hiring**

Hiring is definitely all about organization. I know in the past this process has really worn down some VP Admins, but I found if you were very organized the process wasn't all that bad. Getting good support from the Administrative Assistant is also huge. My hiring process was interesting as it was interrupted by the Presidential election. While this added stress, it still certainly did not make the process unmanageable! Again, if you're prepared and organized, hiring will go much more smoothly for you.

I would suggest posting all PTM positions early in December and closing them at different times throughout January/February (technically all PTM positions have to be posted by January 15<sup>th</sup>, according to Bylaw). I would definitely recommend starting to close some of them the second week of January. In fact, all of mine closed at that time this year, but I would recommend staggering them to match your hiring times more closely. Katie did 3 positions per week, but I was forced to do five due to the election. Nonetheless, it was manageable.

On each committee you will have two other people (at least). Hiring committees usually consist of an EB member, VP (Admin) (or VP Ed in the case of Advocacy/TAC) and the outgoing PTM. If the outgoing PTM is reapplying, you should add a second EB member to the committee. Make sure to double check the Operating Policies, as some PTM positions include other members from the University on their hiring boards (example: SHEC includes a representative from SWC, usually Kathy Patterson).

Below is a brief step by step:

- 1) Post positions (early December through Corporate Secretary)
- 2) Strike hiring committees (at EB, Victoria can help you with this)
- 3) Draft Interview questions (copies of all on my computer PTMs → Hiring)
- 4) Shortlist and approve interview questions (you may or may not include hiring committee for this. Recommended 2-4 interviews per position)
- 5) Schedule interviews (You can do this through front desk, or yourself)
- 6) Interview candidates
- 7) Meet to select (sometimes immediate, sometimes needs reflection first)
- 8) Contact successful candidate
- 9) Contact unsuccessful candidates

## **Reporting**

The one thing about this is you have to be more lenient as EB meetings happen during class times, and so you may get some staff that just can't make it. This year I was far too lenient on allowing PTMs not to attend EB, however. It is really useful to both the PTMs and the organization to have them present in person at EB, and they should only be allowed to miss these meetings if they have actual class time. I used a reporting template created by Katie which makes reporting much easier. It also standardizes and streamlines the information the EB is receiving from services. I would recommend trying to encourage EB to play a role with the services.

## **Training**

PTM Training happens the weekend of Welcome Day. The majority of PTMs have to participate in Welcome Day (discussed below in Welcome Week) and then that Friday night generally becomes a social evening. We stayed overnight in residence on campus and then had sessions from 9-5 the next day that were more practical based as they'd already all learned the theoretical and needed refreshers. The itinerary is available under my files on the computer. It wouldn't hurt to add an extra day and get more discussion, maybe even set up individual meetings.

## **Transition**

For the past three years, it has been offered to PTMs that if they complete a satisfactory transition report by an indicated date, they are eligible to receive an extra week of pay. This "transition pay" was instituted in John McIntyre's year as an incentive (they at first considered withholding pay if the report wasn't completed, but turns out it's illegal to withhold pay! Offering a bonus is fine though). I would highly recommend that this continue and that it get written into policy, as we have received much better and many more transition reports than in the past. These reports are instrumental to success for future PTMs, and I believe are worth the value of expending extra funds for the "transition pay". This should also be extended to Commissioners, who I never harassed to submit transition reports this year but probably should have.

It would be good to get FT Staff involved in some sort of transition process, as you never know when they are going to leave. Often they have less than 2 weeks notice when they do leave, and much of that is closing out rather than transitioning, and so we have a very weak transition process for FT staff. Maybe something as simple as a standardized annual report. Something to think about.

## **Discipline**

I have templates of letters in the server files. Just remember you always have to allow an appeal process to the EB if they wish.

## **References**

There is no particular template, and as a supervisor of many you will receive lots of requests. My only suggestion is to tell people you will only do it with 2 weeks notice unless there is an extenuating circumstance. It is almost impossible to write references during the work day, and you have so much going on, it's tough to just pump out references within a day or two. I also have templates of ones that I wrote this year on the server.

Don't hesitate to tell people you don't feel comfortable writing them a reference, or letting them know you will only be able to speak to certain skills.

## **Yearplans**

This is an important process in the summer, but often gets lost during the year in terms of follow-up. People ALWAYS have more ambitious yearplans than they can accomplish because summertime is before they realize how hectic school and these jobs can be and the bureaucracy involved in getting things accomplished. Adapt the process to how you see fit to

manage your part-time managers. My suggestion is to set a first draft due date sometime in June, and a final draft due date sometime in July. This year I got on this really early so that I could have PTMs operating in the summer provide Yearplans which included the summer months as well. I would recommend doing this again this year.

### **Committee Room**

I know you already have lots of plans with this, but I'll pass on the advice from past years anyway: Unfortunately you gotta clean sometimes. It is such an effective space when it's clean, but as soon as it gets messy people stop using it. I would try to enforce that they clean up themselves, but sometimes it becomes their lowest priority and so I occasionally stepped in and did it myself. The Key Access policy outlines who gets access. I was never strict on how to use this space – aka I wouldn't mind if people used it for studying as long as it didn't affect anyone trying to do legitimate work.

### **Courtesy Cards**

Before you get your cards for this year printed, make sure to approach the services who provide benefits and double check to make sure they are still comfortable offering them. I gave cards to all FT staff and all PT management staff as well as MSU Partners throughout the University (like VPs, and people we want to encourage to use our services) and the SRA. I also extended it this year to volunteer executives. I thought this was a nice touch, although it was a bit political deciding who got one and who didn't. My basic rule of thumb was: The courtesy cards are given in recognition for those who we know full well work far more than the hours for which they are recognized (either paid or unpaid). Therefore an executive with SHEC got one, but a CSR in Union Market did not.

I would suggest making a list in the summer of the positions you would like to distribute cards to, and stick only to this list. Throughout the year you will likely get people requesting cards, but if you haven't designated their position as one which receives a card, you will have to deny them.

### **Network**

It is important to be strict in regards to downloads. Any download opens our server and network to viruses which affect much more than just one computer. This has been seen at its worst just this past week, where our entire network had to be shut down, and was at risk of being lost (this makes you shudder a little bit to think about...). Encourage people to bring their own laptops/computers if they want to do other work in their office, but that they should limit non-work stuff on our network.

### **Socials**

You have a budget line, as indicated above, for PTM socials. Use it! It is your way to show your appreciation to them as a whole. I would suggest at least one per term, if not two in first term (one at the start and one at the end). It really helps to build a community and it always lots of fun! Plan these early, to make sure people can attend.

### **Meetings**

PTM meetings have traditionally been held monthly on Sunday evenings. This can be considered an inconvenient time for people, but it is one of the only times during the week you

will be able to gather all PTMs. These are mandatory. The general structure has been that the VP Admin provides updates and we go around the table with each PTM also providing updates on their service. It is also a great time to brainstorm about upcoming events/get each other's inputs on problems or challenges they are facing. Make sure to enforce that these are private and confidential meetings – i.e. The information shared is not to leave the room. I found it useful to send out written updates of what I said afterwards so that everyone had it and I could confidently say that I worked to get those messages across if there were any issues. Having never attended these before, I felt in retrospect that I could have taken more advantage of them. I would recommend planning games or activities to facilitate discussion, especially the first few times. This is one of the best opportunities for you to help foster relationships between PTMs, who can then often develop into each other's best support.

### **Budgets**

The VP Finance deals mostly with this, but it is important to have some involvement. You will want to review all of your service budgets before they are approved and/or changed and you'll at least want to review them at the 6 month mark as well as any capital requests. Make sure you aren't completely left out of this process as it is important to being a supportive manager. I recommend reviewing all of the budgets in December with Jeff. If there is anything out of place, or they look to be going over-budget, you can then address this with them individually. This can be helpful in providing advice for how to cut-back on costs, but also in determining if there is a need to make line allocation adjustments come budget time.

### **Working with their Executives**

This is something you really want to push with your PTMs and help them develop, as too many of them try to take on everything themselves, which doesn't help them in the end. One of the most consistent pieces of constructive criticism that crops up on PTM evaluations by their executive is a lack of training/understanding of what they do. Executive volunteers are essential to the strong operation of a service and so you want to encourage and foster this.

You should also make it clear to your PTMs that they aren't to discipline any of the volunteers without making you aware first. It is important for you to know what's going on and that they are following proper processes.

### **Exceptions**

If there is ever any need for an exception regarding a PTM, bring the issue forward to EB. This is your safest bet. Exceptions could include a staff member needing to take a leave from academics, etc. EB is given the power to make any exceptions to *Operating Policy 2.0 – Employment*.

### **Summer Hours**

Several of the positions are variable capped in the summer (shown in OP 2.2 – Employment Wages). This means that they are able to get up to 100 hours in the summer at the discretion of their direct supervisor (mostly you). I offered this to all PTMs last year, as did Katie, but John McIntyre only offered this to the CRO in his year. This is your decision. My reasons for offering it to all was because 1) it's designated as an option in the Operating Policy, and 2) I know how much work is done by PTMs during the summer, and wanted to make sure they were compensated for that.

I asked that PTMs submit a spreadsheet of hours worked, once at the end of June and once at the end of August, each resulting in a payout. If hours were seeming a bit excessive for the work warranted, I addressed this with them. Talk this process over with Kevin to make sure you are on the same page.

As well, the Speaker is now variable capped. So it will be up to you to bring forward a motion to the SRA (their direct supervisor) to approve hours at the end of the summer to acknowledge their work.

### **Key Deposits**

The MSU has gone back and forth on key deposits for a while. Everyone seems to have different opinions. Our current policy is to accept key deposits and give them back at the end of the year. Something that would be good to push as a project for Victoria/Front Office Clerks would be a full key inventory of all keys we have in the organization (Victoria may or may not have already started on this). This is better than the withholding pay as that is technically not legal from what we've been told and it is even more of a hassle.

### **TAC/Advocacy**

While Spencer is technically their supervisor, you are their 'employment' supervisor. You may oversee the hiring process for these positions (even though you won't sit on the hiring committee), run the evaluations, transition process, etc. These positions are also responsible in all the same ways as other PTMs (includes attending PTM meetings, submitting yearplans, etc.)

### **PAC**

PAC has been overhauled in the past few years, with a lot of effort from Mike Wooder and others. The basic effort has been to evolve the service from just the "Poster Monkeys" into a sort of promotions consulting service for MSU services and clubs. Talk to Mike Wooder about this, as he has a lot of helpful opinions and is also your co-supervisor of PAC.

### **Board Involvement**

Board involvement with the PTMs is something I encouraged this year. It is natural that the VP (Admin) will become close with them, but ideally the PTMs will also feel comfortable approaching the President, VP (Finance) and VP (Ed). Therefore, I always invited the Board to socials with PTMs and made sure to introduce everyone at the beginning of the year. However, keep in mind that you should make it clear that if PTMs are to discuss work-related matters with others on the Board, you should be made aware of this as well – you are still their direct supervisor. I talked to my Board about always referring PTMs to me with work-related matters.

## **SRA**

### **Defacto-head**

Ultimately you are the leader of the SRA since the removal of the House Leader position. You

are there for support and to ensure everything is running adequately. This is something you will learn as the year progresses through experience, but don't ever hesitate to get involved. You are never out of place to tell someone they are doing things the wrong way, or not putting in enough effort. Yes they are your boss, but you are also their leader – it's a fine line, and they never fully like how VP Admins walk the line, so do what makes YOU feel comfortable.

That all said, I am a strong believer that the House Leader should be reinstated. I feel it was eliminated more because of the personalities who took it on than the position itself, and has left something sorely missed on the SRA. Ultimately, SRA members are supposed to keep each other accountable, but rarely do. It is awkward for the board to need to fill in this gap, since they are also our boss. It makes sense that the SRA would empower someone early in the year, collectively agreeing that one member was going to be policing them throughout the year. That way they would have little excuse to be upset if that person ever needed to call them out for not submitting reports, updating the website, and so forth. Re-establishing the House Leader may be something to look into next year, if you're interested.

### **Deputy Speaker**

You are the Deputy Speaker for both SRA and MSU Inc. I had to chair occasionally on the SRA, but it is a rare occurrence, and you'll often have advanced warning. If you find you have some time, I would spend some time this summer learning the basics of Robert's Rules. The administrative assistants will also always have your back during meetings.

The one thing to know is that as Deputy Speaker you can't really make large rulings. You can make procedural rulings in meetings, but not large-scale organizational rulings for the organization.

### **Support/Yearplans**

There are yearplan templates in the server files. I asked all caucuses and committees to complete yearplans and provided feedback for those who did. The Bylaws actually require that all members complete yearplans, but this was in limbo as I had asked the B&P Committee to review and preferably rescind this rule. Ultimately, work at the SRA should be happening through caucuses and preferably committees, so if those groups are submitting yearplans than individual plans are a bit redundant. In my experience, these individual yearplans used to be filled with fluff and not a particularly good use of anyone's time. I would suggest getting the B&P Committee to review this responsibility again this year.

### **Committees**

Make sure you are on the Bylaws, Operations and Services e-mail lists so you can keep up to date and keep in good communication with those Commissioners. There is little need for you to regularly attend meetings (nor will you have much time to do so), but I would recommend that you at least attend one in first term. Also, even if it's just an e-mail saying 'looks good', always respond to the Commissioner e-mails to their committees. It shows them that you care, that you are engaged and there to support them. It goes a long way for a few words. Don't ever hesitate to give your opinion on an issue at these committees.

### **Elections in April**

Make sure to support potential candidates as much as possible, and feel comfortable

speaking. New SRA members do appreciate the opinion of the Board, and you will have a natural investment to get the strongest successor.

The SRA annually reviews the process for all of this, so be supportive of that. Also, in that, don't let them forget they need to find ways of improving SRA/MSU Committee elections too, not just the VP ones. People often overlook the 'smaller' things.

## **Training**

### June Training

We have already discussed this training at length, and past itineraries are all available on the survey for you to work off of. Once again, don't hesitate to work with me for brainstorming or bouncing ideas off of as your planning advances. Some standard elements I would suggest to keep are: committee and caucus breakout times (try to ensure the leaders of these sessions have prepared to talk about), finances and the budget, Robert's Rules of Order, MSU introduction and structure. Remember at this training that there are members on the SRA who are completely new to the organization. Don't take any of your knowledge about the MSU for granted, and instead make an effort to have every session/discussion built in such a way as to be accessible and useful both to those experienced in the organization and those completely new!

Last year it was just one night in residence, like PTM training. The one difficulty is that you have an SRA meeting on this weekend, but it is difficult to predict its length. I budgeted 4 hours but had plans for both if it went shorter and/or went longer. It is frustrating to have to do that, but just make sure you really take an active role in helping the SRA finish on time. If you plan this as the final event of the weekend, you may avoid this difficulty. If you'd like any help planning social events, also don't hesitate to use AI for support.

### July Retreat

Make sure to invite SRA, PTMs, and also SOPs for the weekend. I would highly suggest a component on the Friday for FT staff to be involved. This has been done for the past three years. If you keep the location on the Friday on campus, more FT staff will be likely to come. Both the FT staff and SRA/PTMs appreciate this and it makes relationships easier throughout the year.

Finding the location can be a hassle. I recommend you find a place and book it ASAP. Like, really soon! Finding a place that has the right balance of distance from Mac, affordable price, comfortable atmosphere, and opportunities for fun activities can be difficult. The place we used last year was quite good (you can find all the info on it on the server). However, I also was a big fan of canoeing as the bonding activity we did in John's year, and there is nowhere to do this at last year's location. Regardless, feel free to use me as a resource in finding a spot again this year, and lean on Jess as well for help in researching/booking a location. Wayne Terryberry from ALTITUDE also has a wealth of knowledge about nearby retreats, and can help you decide on a place and plan the weekend.

ALTITUDE has helped us run it for years, and I'd suggest doing the same. It takes so much burden off of you, allows you to worry about logistics while they help run a lot of the activities and they are just helpful in general when you need an extra hand.

### **Meeting times**

They basically have to be on Sundays as it allows for people to get somewhat of a weekend, and people are most likely available then. In the summer you have two meetings, one in June and one in July. Then you generally start the week after Welcome Week and go every other week. Victoria deals with the booking of Council Chambers, all you need to do is provide her with the dates to book. Pay attention to holidays/big days (like Halloween) and consider moving meetings earlier on those days. 6:30pm has been the common start time as it often forces people to be more concise to get out earlier and it allows for a full Sunday of studying/work for people. I would suggest starting the last meeting of each term a little earlier.

Also, it is too often forgotten, but take care of the full-time Administrative Assistants. They aren't legally allowed to work more than 12 hours straight, it technically becomes volunteer after that. They also are not required to work past midnight, should they choose not to. Make sure the SRA keeps that in mind.

### **Speaker**

MSU Speaker is there to preside over SRA meetings and our policies. Make sure to stress to Maria the importance of the Speaker in setting the tone for the SRA! The Speaker does so much in terms of setting expectations and keeping people in line.

### **Bylaws/Operating Policies**

There is a binder on the bookshelf full of these! Keep in mind though, they haven't been updated since the end of John's year, so there have been some changes since then. Ultimately, paper copies are becoming a bit outdated, and I relied more on the website to be my authority on Bylaws and Policies.

People look to you as the knowledgeable one on rules and policies and so it is important to keep up on them! Also don't forget that Bylaws can't be changed at a meeting, they require 10 days notice for ANY changes, whereas Operating Policies can be changed on a whim (although shouldn't out of principle). It is also important to be knowledgeable about the Operating Policies/Bylaws for when things come up at SRA meetings.

### **MSU Inc**

MSU Inc has the exact same members, but is chaired by the President (who still gets to vote). When anything in our policies refers to 'Full Members', it means MSU Inc. MSU Inc is for anything corporation/large financial related. Corporate Bylaw 3 outlines when things go to MSU Inc versus EB/SRA.

### **Office Hours**

In the past the House Leader was supposed to enforce office hours for each caucus. This responsibility should now be on caucus leaders. The problem with enforcing office hours in the SRA office is that very few students come up there. For faculties like Health Sci, Office hours are super easy in their student lounge, but many faculties like Science don't have any areas to do them well. In my opinion, it may be time to loosen our requirement for "office hours" per se, and give more acknowledgement to other ways of engaging students (attending faculty events, service/club events, posting questions on Facebook, etc). If the

requirement for “office hours” was more representative of the actual effective ways for members to reach out to students, it would be much easier for us to hold members accountable to this rule.

### **Emergency Meetings**

Emergency meetings can be called by the VP Admin or a petition of the SRA (as indicated in our Bylaws). Attendance doesn't count at these meetings. Meetings with 10 days notice are not emergency meetings, even if they feel last minute, and attendance still counts.

### **Food**

Prior to last year, the SRA would get food at the start of each meeting. It would rotate through caucuses each meeting and they would receive \$75 to get the food. It was decided in John's year that it was a waste of money, and would only order food in (generally pizza) for a meeting that went way overtime/food on campus was no longer being offered. I would continue with this. When ordering for late meetings, remember to order for the vegetarians/vegans.

### **Procedure**

Take the time to become familiar with Robert's Rules, especially things like 'Calling the Previous Question', 'Appeal the Decision of the Chair' and 'Omnibus motions'. Use Robert's Rules to your advantage to ensure meetings run smoothly and support the Speaker wherever you can! Don't hesitate to lean on me for this support as well.

As VP Admin you will have to play the National Anthem at the start of each meeting...try not to forget or you'll all be singing (unless this is your preference!).

### **Minutes**

Don't forget to review minutes! It doesn't take long, and occasionally you'll catch something important. That said, don't feel you need to edit all the minutes which come across your desk up to essay standards; this will quickly become overwhelming.

## **Executive Board**

### **Deputy Chair**

Just like SRA, you are Deputy Chair of the EB, only in this case it will actually happen more often. It doesn't take too long to get used to it, especially since EB is less formal on some levels. The President will largely set the tone for EB and the style of the meetings – I would recommend that on those days you have to step in, you don't stray too far from that (this is from past transition reports, not just a selfish plug ☺).

### **Attendance**

The President often has things come up which force them to miss EB meetings – conferences, university committees, etc. Make sure you are checking into it every so often and making sure that I am following up with warnings for members that are close to losing their seat. Victoria is good to consult about this. She keeps on top of it very well.

### **Reporting Schedule**

There are approximately 14 reports every year from the EB to the SRA. I have a template included in my files on the computer. This should rotate between Board and other EB members. Victoria will be able to set up a schedule if you ask her. It's good to include the attendance list, an explanation of motions and the result of any discussions.

### **Retreat**

Victoria and John take the lead on planning the EB retreat, but be available to support them and really push to ensure all Board members are there. It's a fun time to set the direction for the year.

### **Job Descriptions**

The EB is the group that approves all job descriptions. There are many PTMs that want to change their volunteer structure, and I always tell them to go ahead and try it, and if it works we'll change it at the end of the year and if it doesn't we'll try something new. It is very flexible for volunteer positions in this way, since the job descriptions are more guidelines for best practice (at least that's my interpretation). For paid positions, we can't do that, and there always has to be an updated job description.

## **Public Relations**

### **News Articles**

You have access to post articles online (one of the few ;)). If you need help doing so ask Wooder or Pauline. While the President and VP Ed will have more news to post (and they will go through Wooder), you will have the odd thing. Anything official should come through one of these news articles!

### **Website**

As you know, this has been a longstanding issue for the MSU, with the website requiring large overhauls almost annually. Last year we really invested in it, and hopefully now it will last us a few years. There is always room for aesthetic improvements, and you can talk to Pauline if you have ideas for this, but be sensitive to the fact that the organization has dedicated a lot of time to get the website to where it is. You have your own page as well, with information on your role (feel free to do what you'd like with this), and options for things like a blog.

### **Summer Letters**

You will be asked to write a few Welcome Letters over the summer, for the Silhouette, MSU Almanac and Guidebook! Best thing to do is sit down with the Board and each come up with a theme that you want to discuss so there is little overlap in messaging. These letters can be easy to just grind out without much thought, but I recommend putting some work into them. You have a lot of power to set the mood for the university and for the MSU in the eyes of students!

### **Social Media Coordinator**

This is a new position created by Matthew Dillon-Leitch in his year. The purpose was to increase and streamline our social media presence. Last year, we turned it into an actual part-time paid position. Make sure you utilize this position, and don't post things without passing it through them or even simply submitting to them to post.

## **Welcome Week**

### **Structure**

You and I have already been through a lot of this! There is a great diagram included in your files on the server that outlines the WW structure. It is important to note that it is 50/50 University/MSU, with the VP Admin being the head of the MSU side. We are in some ways responsible to Senate, especially in terms of liability, but as long as we're following the Senate policy we are 50/50.

Your core MSU WW Team is Campus Events Director, Maroons Coordinator, Shinerama Coordinator and sometimes SCSN Director. If Spencer is interested, it may also be useful to get him more involved. VP Ed so far only plans the Community Clean-Up, but a lot of academic transition takes place in and around Welcome Week. Huzaifa got a little bit involved in these discussions last year, and I think it was both helpful and made a lot of sense. Meet with them regularly, provide them support and have fun! If you have any questions as Welcome Week gets closer, don't hesitate to talk with me.

### **Changes**

If you'd like more on the history, check out this section of Katie's transition, or talk to me and I'll see if I can dig up some of the old documents.

One of the biggest changes over the last couple of years is greater inclusion of AI in the planning process with the university. This was probably the biggest favour Katie did for me, as I can't imagine sitting on those committees without him. He brings so much history and planning knowledge which is a huge asset to you.

### **Cups**

This is one of your main responsibilities during Welcome Week. We currently have two Bylaws governing these cups, and the Bylaws are very broad. Ultimately you get to set the criteria and how you want to logistically deal with judging, and you bring it for final approval to the committee.

The Corporate Secretary (or Victoria) will get the engraving done through Watson's Engraving once everything is set. This has been missed the last couple of years. I would recommend checking up on all the cups and trying to get them all up to date. Sorry I didn't do this myself!

Ultimately the point of the cups is to get some healthy competition going between groups to foster a sense of pride in their own groups and get more people coming out to events because it is no longer just about them but their group as well. I know you know all about this. For any criteria you want to find a way to make sure places like Edwards aren't disadvantaged by being smaller compared to Brandon, for example. We have a pretty good equation for Shinerama that does this. It puts 50/50 weight on amount raised and participation per capita. I learned that it is very important to keep up with posting points throughout the week on the MSU website – people will be looking & asking for them! I posted every night, but I know there has been some discussion around whether to do this again. Totally up to you!

## **SWAG/Promo Coordinators**

I ordered bags with the MSU logo on them, while the year before the bags were used to promote the MSU's "Anti-Oppression Campaign". Try to order the bags as early in the summer as possible and order about 5-6000. I think Wooder already has a company in mind, but if that falls through then Sandro can also be helpful in finding a source. I had heard from Katie that a lot of companies would contact me throughout the summer wishing to put swag in the bags, but for whatever reason this didn't happen very much. We ended up putting in a special edition of the Sil, an Almanac, and a couple of other items of swag in the bag (the extra items were things we were given for free). If you'd like to put more into the bags, I suggest you actively seek out sponsors – Wooder and Sandro can be helpful in finding companies. However, I also think what we put in last year was enough. It's up to you whether you want to allow pamphlets/samples in our bags; it will simply make for more work. However, I do think it's great for us to support local companies/groups wanting to get their word out to students in a cost-effective way.

Since swag takes so long to put together and distribute and coordinate, we have a position you can hire – two Promo Coordinators for 2 weeks at 25 hours/week. I hired one of these, and found it fairly helpful to have a non-volunteer I could depend on to be around helping with distribution during the week. You do not want to spend the whole week at the swag bag distribution table! You also can hire these positions for other random help, if you wish. They haven't been removed from the policy to allow for some flexibility. You could use these hires for coordinating the filling of the MSU bags (if you choose to allow things in them), hosting a table at Clubsfest to distribute the bags and MSU calendars (Underground orders and provides these), etc) – it doesn't seem like much, but during the crazy time that Welcome Week is, any help you can get is golden!

## **Shinerama/Money**

Counting often happens at the end of the night during Welcome Week, and they use Maroons to help out. You will need to schedule a BoD member to stay for each night there is counting (this was usually me and sometimes Jeff W last year). Two years ago the counting of all the money was saved until the Saturday evening, which ended up being too overwhelming. I would not suggest this, so encourage the Shinerama Coordinator to spread out counting throughout the week, if they are not already planning that.

Make sure to sit down with the Shinerama Coordinator and set your expectations in advance of Welcome Week when it comes to money, and run everything by Marn in Accounting.

## **Services**

### **MSU Who Day**

This is an old event which the MSU used to run to promote all of our services during the year. Essentially I think it was a sort of Clubsfest for services, usually run in January ("Frost Week"). Both Katie and myself decided not to run it. It's beginning to fade into the history books of the MSU now, but it's still there to rescue if you see value in it. I don't know much about it though, so I suggest you speak to John McGowan or Wooder.

## **Shinerama/Terry Fox**

You probably already know the background about FIT changing to Shinerama/Terry Fox, due to the fact that FIT had nothing substantial to do after the Terry Fox Run. I think this has been a good change. Make sure to support the Coordinator throughout the summer, and remind them to concentrate on Terry Fox too.

## **PAC**

Refer to Page 27

## **MAC Bread Bin**

You know all about the changes and support needed. As I've told you before, I recommend this fall instituting weekly summer hours for the Coordinator.

## **Farmstand**

To carry on Mary's sentiment... Please don't kill the Farmstand :). There was some interest last year in making Farmstand a year-long endeavour. Not sure if this will come up again, but something to keep in mind.

## **MACycle**

The MACycle PTMs will need some support setting up in their new space.

## **Projects**

### **Strategic Plan/Branding**

Make sure to take a supportive lead in the completion of the SotU. Definitely support Wooder, and make sure the Board members are submitting their parts. Feel free to think creatively about this document. So far, the SotU has been kept fairly similar to that of Mary's Board, but it doesn't necessary have to be that way. In the end it's a phenomenal document you will be very proud of.

The Visual Identity Guide is extremely important. Wooder and Dave Dedrick have done a tremendous amount of work in trying to brand the MSU appropriately. Please support him and enforce the use of the VID with all staff (part time and full-time). I believe Wooder and Dave will be working to update/expand upon the current VID this year.

### **Space Allocation/Space Audit**

Space allocation is a fun one because so many people have different opinions. Just remember not to rush it and that any move costs a significant amount of money. Space audits are done every three years, and the last one was done with Katie, so you don't have to worry about that.

### **Break-ins/Security**

I've talked a bit about this throughout the report, but one more thing to comment on is that we are slowly moving to swipe card access in all of our spaces. I didn't add any more this year, nor did Katie, but I would suggest you trying to get some more installed for services (approx \$2,500 per service door).

## **Eggnog**

This event is mostly run by Campus Events, but AI will work with you in envisioning it, determining the guest list and inviting people. We invited all staff and then volunteer executives this past year and that's where we capped it. It's a fun way to celebrate the holiday season and a great end to first term.

## **SRN**

This is one of the most fun things you'll get to do. First off, this is like Eggnog in terms of you being the one who determines the invite list. I would look at previous years and see where you want to go. One of the most frustrating things about this event has in the past been the RSVP list. The room can handle up to 280, but you should definitely invite twice this many people or more.

A few things to note that are in my files are we get \$5,000 from the President's Office, but you need to first request it (letter on server). Also, you should invite the Master of Ceremonies in September to ensure their availability (President from 10 years ago). I would suggest sending out a 'save the date' early in the academic year to important people you need there like Honourary MSU Members, Rudy Heinzl, University Administration, full-time staff, etc.

You often end up taking the lead on the seating arrangement because you're the one that knows the majority of people, although (yet again) Jess was hugely instrumental with this for me. We end up printing name cards for the tables, but we don't do nametags – takes too long to deal with people signing in.

## **Sustainability Initiatives**

Both Katie and I took on more of an active role with pursuing sustainability initiatives for the MSU. You've already begun meeting with Kate Whalen, so feel free to get involved in as much or as little of that as you want. At the very least, please try to make efforts to sustain the projects already implemented (Plastic Bottle Free, Composting, etc). Kate will invite you to take part on the McMaster Sustainability Steering Committee and the Sustainability Ambassadors. These committees were great, and provided a nice break from more traditional VP Admin duties.

## **Other**

### **PAC Committees**

These are the President's Advisory Committees. The VP Admin occasionally sits on some of them. It is a privilege for us to have seats on these committees – it's important to make sure that someone is attending all of these committees.

### **Admincon**

Admincon is a meeting every two months with the MSU BoD, MAPS leadership, GSA President, IRC President as well the University President and VPs. It is a great chance to ask questions about upcoming issues.

### **SSC**

The Student Services Committee is a joint committee between the MSU and Student Affairs. We have the Student Life Enhancement Fund that students can apply to for funding for projects, etc. They run a decent transition for us themselves, so I won't talk much on it. The President and VP Finance deal with the smaller requests, and then the committee as a whole deals with the bigger stuff. This committee also sets larger year-long goals.

## **It's Over!**

And that's everything! Not really though. While I feel like I've gone on forever in this report, building upon the advice given to me by past VP Admins, I've also stopped myself short many times to avoid rambling and I'm sure I've missed some topics. Basically, I bet I have a lot more to say! Never hesitate to pop your head through that window to ask me questions. I am here to help, and want to make sure you have as much information and as many tools as possible.

I know you are going to do an amazing job, and I am so happy to be working with you this year ☺ Remember, you do you!