

YEAR PLAN
MSU Vice President (Administration)
Jacob Brodka
2014-2015
(Submitted Tuesday June 3, 2014)



INTRODUCTION

Dear Reader,

The following package contains my Year Plan for the 2014-2015 term. Now being one month into the role, I found creating this document to be very reflective. My ambitions and objectives from April have not changed – I do feel, however, as though I have a stronger understanding of the scope of the role and all the associated responsibilities.

As an organization, the MSU has enormous potential to impact the undergraduate student experience. It is this idea of potential that makes a new year and term so exciting. We have an opportunity to work together to drive meaningful change and adapt what it is that we have to offer to students in an ever-changing campus landscape. The role we will all respectively have in facilitating this is an experience in and of itself.

Something that I have come to truly appreciate about the MSU as an organization is the opportunity our services and governing structures provide for students to become engaged in the campus community. The skills we have the chance to develop, the people we interact with and the community we find ourselves one day connected to are all products of the jobs and roles we collectively choose to fill.

I constantly find myself referring back to a single question when I am preparing to work on a project or have to make a decision – *what is the root purpose of what we are trying to accomplish?* Primarily, the answer to this question is student-centered. I hope that this is reflected in the objectives outlined in this Year Plan and in how I conduct myself in the term ahead.

It is important to keep in mind when going through this Year Plan that it is a fairly dynamic outline. Goals and objectives adapt and change. New responsibilities and tasks are inherited. While these pages reflect my overarching vision for how the next 11 months will play out – my job and mandate is driven by student and service needs.

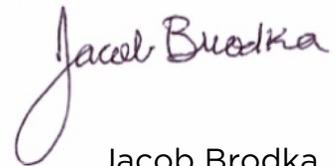
One of the largest aspects of my role is something that cannot truly be reflected in the form of objectives. This responsibility is what I like to call “general management.” That is, working with Part-Time Managers and other staff/volunteers to address case-by-case needs and situations. I feel as

though I have created a plan for my term that strikes a balance between these tasks and new initiatives that drive our services and organization forward beyond this general responsibility.

I will be providing constant updates on my progress with the objectives that follow through a variety of channels (SRA meetings and committees, the Silhouette, MSU & You Radio Show - CFMU 93.3, etc). I encourage you to keep an eye out for completion and to hold me accountable for my promises to you. Moreover, if you ever want to provide feedback, get involved in these projects or have something you think would be valuable for me to work on this year, please let me know!

I am looking forward to the term ahead.

Regards,

A handwritten signature in purple ink that reads "Jacob Brodka". The signature is written in a cursive style with a large, looping initial "J".

Jacob Brodka
Vice President (Administration) & CAO
McMaster Students Union

GOALS

Objective 1	Space Allocation Audit
Description	Conduct an audit of MSU space in order to evaluate efficiency and explore options for more appropriate space usage. These audits are mandated in our policies and are conducted every three years.
Benefits	Ensure adequate and efficient use of space.
Difficulties	One difficulty that will surely come up in this audit is simply the lack of space that we have for our services, business units, etc. Storage and general workspace are in demand - it will be about prioritizing needs and addressing primary areas of concern. We need to consider how we can use that space that we do have more appropriately.
Long-term	Audits will continue to regularly take place as the organization grows and the space-related needs of our services and staff changes over time.
How	<ol style="list-style-type: none"> 1. Initiate meetings of Space Allocation Audit Committee (refer to Operating Policy 3.11). 2. Work with committee to create action plan and review forms. 3. Contact staff and managers to designate time for space feedback and review. 4. Complete Audit no later than November 30th (as mandated in policy).
Partners	<ul style="list-style-type: none"> • Part Time Managers • All positions with workspace allocations • Space Allocation and Audit Committee • Executive Board • Chair of Occupational Health and Safety Committee

Objective 2	Service Review (Strategic Outlook + Clarification of Roles)
Description	While a review of our services is conducted each year, the responsibilities and purpose behind the review(s) seems to be ambiguous. The problem stems from a number of committees and positions working to accomplish relatively similar outcomes. I would like to work with the noted partners to clarify the roles associated with service reviews and re-focus

	our work towards more long-term strategic planning.
Benefits	More focussed reviews will be conducted with strong long-term strategic planning elements. This will ensure our services are operating at an optimum.
Difficulties	While associated committees and positions can work collaboratively to accomplish service reviews, I believe a larger problem is the cause of this duplication of responsibilities. The organization's current committee structure has general overlap for a number of responsibilities.
Long-term	Long term strategic planning will ensure our services continue to address student needs. Reviewing services is also a mechanism to ensure we are spending student money in an effective manner (considers usage, duplication of services, etc).
How	<ol style="list-style-type: none"> 1. Initiate meetings with the noted partners. 2. Prepare action plan in order to implement in time for complete service review in term two. 3. Gather feedback on review process and provide recommendations for improving the process moving forward.
Partners	<ul style="list-style-type: none"> • Services Commissioner • Standing Committee on Services, Operations, Finance • Executive Board • Vice President (Finance)

Objective 3	Review and Standardize Volunteer Recognition
Description	Our organization has a plethora of hard working volunteers to ensure our services, businesses and overall organization functions. We currently do not have a standardized approach to what we offer our volunteers at no cost for recognition purposes. I would like to work with the Vice President (Finance) and associated standing committees to conduct this review.
Benefits	Ensure we are fairly and appropriately recognizing our volunteers.
Difficulties	All of our volunteers have very unique responsibilities. It will be important to keep this in mind when reviewing forms of recognition.
Long-term	Appropriately budget for volunteer recognition and ensure all of our volunteers are being fairly and equally recognized for the work that they do.

How	<ol style="list-style-type: none"> 1. Arrange meeting with associated partners. 2. Compile information on current forms of volunteer recognition. 3. Work with managers to gather feedback on past forms of recognition. 4. Explore options for streamlining moving forward.
Partners	<ul style="list-style-type: none"> • Part Time Managers • Vice President (Finance) • Standing Committee on Finance & Services

Objective 4	Sustainability Audit
Description	According to the MSU's general policy on sustainability the organization should be conducting annual sustainability audits. The audits should assess the organization in the areas of: waste, energy, water, transportation and education. The audit would result in recommendations for how we can operate in a more sustainable manner. This audit is housed under MACGreen.
Benefits	Our services, businesses and other workspaces will operate in a more sustainable manner.
Difficulties	The problem associated with "mass reviews" is the volume of work that is required. This can sometimes dilute the detail of the review. It will be important to consider the workload associated with the level of detail.
Long-term	Continue to conduct the audit annually.
How	<ol style="list-style-type: none"> 1. Work with MACGreen Coordinator to establish strategy for implementing audit. 2. Connect with Facility Services and the Office of Sustainability to get advice on best practice for audit. 3. Review past audit and look for areas of improvement. 4. Task MACGreen with conducting audit. 5. Review audit following completion and provide recommendations for improvement moving forward.
Partners	<ul style="list-style-type: none"> • MACGreen • Facility Services/ Office of Sustainability • Part Time Managers

Objective 5	SRA Training & Orientation (Continue to Improve)
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Description	The summer term has a number of training and orientation weekends/ sessions for the SRA. It is my responsibility to organize these. I will use previous feedback and engage with those in the organization to provide meaningful and engaging professional development while working to equip everyone to succeed in their respective roles. Beyond the summer, should there be a by-election, I will ensure incoming assembly members have adequate training. SRA Orientation: June 6 th - 8 th MSU Retreat: July 18 th - 20 th
Benefits	Beyond preparing assembly members for their roles through training sessions, orientation serves as a fantastic opportunity to network and team-build.
Difficulties	Ensuring that returning members are engaged and have a meaningful “take-away” from orientation and training sessions.
Long-term	Training & Orientation is something that we work to continually improve from year-to-year. A feedback form will be sent to participants following participation in order to highlight successes and areas of improvement.
How	<ol style="list-style-type: none"> 1. Book appropriate venues early. 2. Work to create itinerary of engaging programming. 3. Gather feedback upon completion of training/ orientation.
Partners	<ul style="list-style-type: none"> • Housing & Conference Services • SRA (and associated committees) • Board of Directors • Communications Officer

Objective 6	Part Time Manager Training
Description	<p>Training for Part Time Managers is an ongoing process that begins during the summer months and extends into the academic year through monthly meetings. It is important to continually improve upon the summer training sessions in order to better prepare our managers for their terms of service operation. This year, I will work to engage more with service managers that begin their terms in the summer to ensure they are sufficiently oriented prior to the August training. I will work with these managers to ensure they are introduced to the tools and resources at their disposal.</p> <p>June: Summer service manager orientation afternoon. MSU Retreat: July 18th - 20th Part Time Manager Training: August 8th-10th</p>

Benefits	A better-prepared manager ultimately leads to stronger service provision. Improving training will positively impact the overall job experience of our Part Time Managers and the volunteers and teams associated with their roles.
Difficulties	Engaging returning Part Time Managers (to ensure they have a meaningful and worthwhile orientation experience) and working to ensure training is tailored to the unique needs of our diverse services (avoiding instances where sessions are tailored to a select few services - not engaging for the rest).
Long-term	Our organization has strong training and orientation practices. It is important to continually raise our expectations and work to improve upon past training.
How	<ol style="list-style-type: none"> 1. Book appropriate venues for orientation/ training. 2. Inform managers of times. 3. Plan an itinerary of sessions that are both engaging and informative. 4. Gather feedback upon completion. 5. Continually act as resource for Part Time Managers to follow up goals/ expectations discussed during training.
Partners	<ul style="list-style-type: none"> • Part Time Managers • Board of Directors

Objective 7	Monthly Part Time Manager Meetings
Description	In addition to the summer training and orientation sessions for our service Part Time Managers, there will also be monthly meetings at the end of each month. These meetings are meant to act as an opportunity for roundtable updates as well as an excellent time to continually share resources and information relevant to the managers' respective roles. I will work with the managers during the initial training session in August to establish themes and outcomes for these meetings.
Benefits	Having the opportunity to regularly come together as a group is a unique chance to ensure our service managers are receiving the support and information they need in their roles. These meetings are also a chance for professional development as I hope to expand upon simple information sharing and offer unique meaningful sessions each month.
Difficulties	Service managers understandably have very busy schedules. It will be important to keep this in mind especially later in academic terms. Another difficulty is the uniqueness of all the services we offer. It is challenging to develop sessions that are

	relevant for everyone in the room as many of the managers have very different roles and responsibilities. Moreover, I want returning managers to feel engaged in these meetings.
Long-term	Continually working to gather feedback and conduct these regular monthly meetings.
How	<ol style="list-style-type: none"> 1. Work with Part Time Managers during August Training to establish preliminary monthly themes and gain insight into areas of support for the group. 2. Connect with those who will collaborate with Part Time Managers during the year to incorporate them into these meetings (connect and make resources familiar to managers). 3. Plan sessions and information packages/ presentations for managers accordingly. 4. Gather feedback throughout the year to ensure that managers are finding the meetings to be both useful and engaging.
Partners	<ul style="list-style-type: none"> • Part Time Managers • Board of Directors • Communications Officer • Commissioners (especially Services Commissioner)

Objective 8	Anti-Oppression Training (Improve and expand)
Description	As an organization, it is important to use our successes as a springboard for future improvement. I will work to ensure that this training will continue to extend to our frontline service managers and ensure more of our service volunteers engage in this training. It will be a collaborative effort between Service Managers and Human Rights and Equity Services (HRES) to incorporate this into existing service volunteer training plans.
Benefits	Many of our organization's volunteers interact and engage with students and community members. For these services, it is important to engage Part Time Managers and ensure they are incorporating the appropriate training into their scheduled orientation. More cognisant volunteers will ultimately improve service delivery.
Difficulties	The demand for these training sessions on Human Rights and Equity Services.
Long-term	It is important to continue this training and gather feedback. If

	these training sessions are going to be improved and made to be more engaging – participant feedback needs to be relayed to session facilitators and HRES.
How	<ol style="list-style-type: none"> 1. Contact Human Rights and Equity Services (HRES) 2. Work with HRES to take past session feedback into consideration. 3. Schedule times to run sessions during scheduled training and orientation sessions. 4. Engage with Part Time Managers, Assembly members and volunteer participants to gather feedback.
Partners	<ul style="list-style-type: none"> • Human Rights and Equity Services • Student Representative Assembly (SRA) • Part Time Managers • Board of Directors

Objective 9	AODA and Accessible Planning
Description	An MSU Accessibility Policy is currently being drafted. The purpose of this document is to better improve our practices in order to meet AODA training compliance by January 2015. All employees providing services on behalf of the organization should receive streamlined training in accordance to this policy. Moreover, I will work to introduce Part Time Managers and other primary campus event organizers to the HRES Planning for Accessibility Checklist.
Benefits	The organization will be in compliance with provincial standards. Our employees will also be better equipped to deal with aspects of their roles associated with accessibility and service provision.
Difficulties	Ensure the appropriate training is administered to our many employees.
Long-term	AODA compliance requirements for organizations like the MSU continue to expand. It is important to monitor the standards our organization should be following and work to raise our expectations to ensure all that we do is administered in an accessible manner. For example: Accessible communication forms for feedback and general communication.
How	<ol style="list-style-type: none"> 1. Complete MSU Accessibility Policy. 2. Gather feedback on policy from HRES. 3. Administer streamlined training during regularly scheduled sessions.

	<ol style="list-style-type: none"> 4. Emphasize use of tools beyond policy and training to ensure accessible service provision. 5. Gather feedback to improve standardized training sessions.
Partners	<ul style="list-style-type: none"> • Part Time Managers • General Manger John McGowan

Objective 10	Faculty Society Involvement During Welcome Week
Description	Welcome Week Analytics collected from first year students after Welcome Week this year indicate that 58% of first year students made a considerable [meaningful] connection with their Faculty Society throughout the week (Source: Welcome Week 2013 - Executive Report). This is a statistic that I would like to see change for the better. This is an especially exciting year with the MSU hiring a Faculty Planner (Julia Clemens) to support Faculty Societies. I am currently and will continue to work with the Welcome Week Planning and Implementation Committee to look for areas to introduce new and engaging Faculty Society involvement.
Benefits	More small group interactions and familiarity within a student's respective faculty - this is an important aspect of the orientation process and something we should continually strive to foster. Improving a student's connection to their faculty society will also aid societies in garnering student interest for the society and programming post-orientation.
Difficulties	The timeline for changes to the Welcome Week 2014 schedule is very tight. Conversations have already started amongst partners to add additional elements and modify existing events in the week. Another challenge is the lack of time for programming in an already jam-packed orientation schedule. Naturally, campus partners are hesitant to give up programming time and space on the agenda.
Long-term	Have incoming first year students indicate to us that they are making a considerable connection to their faculty and associated student society post-welcome week.
How	<ol style="list-style-type: none"> 1. Engage with the Welcome Week Planning and Implementation Committee as well as Faculty Societies to incorporate stronger Faculty Society themes into Welcome Week 2014. 2. Review what was offered and gather feedback via online

	<p>survey and focus groups post-welcome week.</p> <p>3. Use feedback to continue to improve programming during orientation.</p>
Partners	<ul style="list-style-type: none"> • Faculty Societies • Welcome Week Planning and Implementation Committee partners • MSU Campus Events • MSU Faculty Planner

Objective 11	New Rep Training Development
Description	<p>This year, rep training is changing to be more of a “conference style.” The day for reps (either Saturday or Sunday prior to Welcome Week) will consist of a variety of sessions – mental health, sexual violence and alcohol are themes that the WWPIC have decided to focus on. Conversations will revolve around resources – the MSU is in a fantastic position to share with reps the services that we have to offer to students. Beyond information sharing and professional development, the training is being developed to be more engaging with opportunities for team building and collaboration.</p>
Benefits	<p>We receive feedback for how to improve the mandatory training for Welcome Week reps each year. This year, a drastic change to the itinerary will hopefully result in more engaged participants. Ultimately, this will mean reps are retaining more information; feel more connected to their peers and will be better prepared for the week of orientation ahead.</p>
Difficulties	<p>The large number of participants contributes to the complexity of the training. This is the first time we are trying the “conference style” method of training – hopefully reps are receptive to the change and provide positive feedback. Since this is the first step, all of the problems associated with rep training can’t be solved in one attempt (consider online component as well – is it engaging? Useful?).</p>
Long-term	<p>While the Welcome Week Advisory Committee sets goals at the start of each planning cycle (%’s based on participant feedback) – it is important to be cognisant of the larger overarching direction we want to see this training go in. We truly need to continually review the core purpose and adapt the always-changing campus climate.</p>
How	<p>1. Attend Welcome Week Planning and Implementation</p>

	<p>Committee (WWPIC) meetings.</p> <ol style="list-style-type: none"> 2. Work with WWPIC sub groups to develop sessions. 3. Contact Part Time Managers for Peer Support Services and inquire about what information would be relevant for reps to be informed about. 4. Discuss with Vice President (Education) Mental Health Strategy and incorporate recommendations into training. 5. Post-training, gather feedback and pass on for future improvement.
Partners	<ul style="list-style-type: none"> • Welcome Week Planning and Implementation Committee partners • Welcome Week Advisory Committee • MSU Campus Events • Part Time Managers • Vice President (Education)

Objective 12	Orientation Analytics (Survey and Focus Groups)
Description	<p>The Welcome Week Advisory Committee (WWAC) currently administers a survey to all first year students to obtain feedback on a plethora of orientation related topics (from events to more general themes) the week following Welcome Week. At the moment, there are a number of ambiguous questions and there seems to be a lack of focus on aspects of orientation relevant to our organization (specifically events). We are working to improve the survey at the WWAC level. At the conclusion of this review process, we can determine whether or not it is necessary to facilitate our own (MSU) feedback processes. Beyond the survey, the WWPIC organizes focus groups with first year students and planners. Having participated in these focus groups in the past (for both first year students and planners) - I feel as though they are too unstructured. There are no clear outcomes and this leads to scattered results and information that is treated as a generalized opinion.</p>
Benefits	<p>Proper feedback allows for us to have a better understanding of our successes and areas that require improvement.</p>
Difficulties	<p>The survey is extremely large and there are numerous partners who have a role in the creation/ review of the document.</p>
Long-term	<p>As an organization, we need to ensure that we are obtaining adequate feedback. Those who sit on the WWAC in the future</p>

	should continue to improve the survey and work to facilitate proper feedback beyond this forum (focus groups, etc).
How	<ol style="list-style-type: none"> 1. Engage with members of the WWAC to highlight areas of improvement for the survey. 2. Follow through on administering the survey. 3. Participate in first year student focus groups post-Welcome Week. 4. Relay information to the appropriate planners.
Partners	<ul style="list-style-type: none"> • Welcome Week Planning and Implementation Committee partners • Welcome Week Advisory Committee • MSU Faculty Planner • Faculty Societies • MSU Campus Events

Objective 13	FROST Week
Description	After consulting with MSU Campus Events, the Society of Off Campus Students and Athletics and Recreation (amongst others involved in FROST Week) - it was clear that FROST week is the next programming improvement that we should collectively focus on. When I attended a Student Relations Committee meeting last term regarding FROST week, it became clear to me that campus groups are operating in isolation to provide programming for the week. In line with President Teddy Saull's platform, I will work with relevant groups to bring back the Reps and create more relevant and engaging programming for the week. I will also work with Athletics and Recreation to look for unique ways to generate excitement for our student athletes (volleyball and basketball) during the week. Overall, we need to work towards a stronger planning culture.
Benefits	As an organization, we offer a wide range of programming throughout the year. The first week back for students in the second term has a lot of potential for welcoming students back to campus and fostering campus community.
Difficulties	Funding and time is one of the major challenges we will face when attempting to improve FROST Week programming. With a heavy focus on Welcome Week and Homecoming during the summer months, the planning for the first week back in January is essentially limited to Term One.

Long-term	The Student Relations Committee needs to develop a stronger planning culture for FROST Week if the programming improvements will remain stable and sustainable.
How	<ol style="list-style-type: none"> 1. Engage members of Student Relations Committee to start organizing new and improved programming as early as possible. 2. Work with MSU Campus Events to explore improved MSU event options during the week. 3. Execute on plan. 4. Gather feedback from participants and campus partners to improve programming for next year.
Partners	<ul style="list-style-type: none"> • Faculty Societies • Society of Off Campus Students • Inter-Residence Council • Alumni Association • Part Time Managers • MSU Campus Events/ Avtek • MSU Clubs Administrator • MSU President • Athletics and Recreation

Objective 14	Welcome Week Orientation Levy Re-Allocation
Description	Faculty societies have the lowest cost recovery margins in comparison to other groups and departments that receive funding from the Orientation Levy. As Vice President (Administration), I will continue to advocate for Faculty Societies to receive a more fair allocation of the levy to cover costs. Given time constraints, the goal will be to see an improved allocation for Welcome Week 2015.
Benefits	Faculty Societies will receive a more appropriate level of funding and be able to properly provide programming and swag to first year students (without drastic expenditure beyond levy allocation - eases budget constraints associated with the levy).
Difficulties	There are a number of partners who have a portion of the Welcome Week levy allocated to them. Renegotiating the terms of the allocation will be difficult because of this.
Long-term	Student-run organizations need to strive for strong financial transparency and tracking standards. It is important to

	continually review allocations and contracts in order to ensure the interests of students are being met as needs change over time. If there is a growing expectation for increased faculty involvement in orientation – funding should naturally increase.
How	<ol style="list-style-type: none"> 1. Work with associated partners to outline current expenditure and look for areas to reallocate funding in order to better support faculty societies. 2. Work to revise terms of the MOU.
Partners	<ul style="list-style-type: none"> • Board of Directors • Student Affairs/ Student Services Committee (SSC) • Faculty Societies

Objective 15	Text Based Peer Support
Description	Provide project support for implementing web-based peer support for the Peer Support Line.
Benefits	This would eliminate barriers associated with calling in (anonymity) and allows for resources and information to be shared with ease.
Difficulties	There is a cost associated with the development of the online interface. As well, text-based peer support is much different from conversations via telephone. Volunteers will need to receive adequate and appropriate training.
Long-term	This new addition to the service can be useful for our other peer support services. Beyond looking for ways to improve the Peer Support Line, we need to evaluate all of our peer support services to explore options to collaborate, improve efficiency and avoid service duplication (see Objective 18).
How	<ol style="list-style-type: none"> 1. Arrange meeting with Peer Support Line Coordinator to discuss project. 2. Investigate availability of website development hours from Factor[e]. 3. Consult with Factor[e] and other developers to get insight into implementation. 4. Implement and promote the new addition the service. 5. Purchase new computers for the service space.
Partners	<ul style="list-style-type: none"> • Peer Support Line Coordinator • Factor[e] • Vice President (Finance)

	<ul style="list-style-type: none"> • Standing Committee on Services
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Objective 16	Urgent Accessibility Service Plan
Description	Work with Student Accessibility Services (SAS) to fill accessibility service gaps. There are prospective opportunities for our existing services to be adapted to address gaps in urgent accessibility service needs. According to Student Accessibility Services, campus environment and access are a priority for the coming year - MSU interest in addressing service concerns on campus is timely.
Benefits	The purpose of this open dialogue with SAS is to ensure we have no gaps in the services we collectively offer to students.
Difficulties	A lot of accessibility related projects should arguably be funded and handled by the university.
Long-term	If we are incorporating our services into broad service plans, we need to keep in mind the sustainability of these changes.
How	<ol style="list-style-type: none"> 1. Create meeting with Student Accessibility Services and Vice President (Education) to identify needs/ gaps/ potential for MSU involvement in projects. 2. Share relevant information with Part Time Managers.
Partners	<ul style="list-style-type: none"> • Student Accessibility Services • Vice President (Education) • Relevant Part Time Managers (SWHAT)

Objective 17	Revamp Service & Committee Workspace (Committee Room)
Description	It is important that we are providing an adequate amount of space for those that use common workspaces/ storage. It is also necessary for us to ensure that the conditions of the workspaces we offer to our employees and volunteers are proper and appropriate. One such common space that is in need of more efficient storage and workspace is the MSU Committee Room. The existing layout and storage fixtures are no longer sufficient. I will work with all those that use the space and the MSU's Administrative Assistant to improve the space prior to the start of the Fall academic term.
Benefits	More efficient storage space and workspace for service managers, commissioners and committees.
Difficulties	The budget and timeline to improve the space are primary difficulties.

Long-term	The space will hopefully be kept organized and respected by all users (cleanliness is one part of the problem). With space in high demand, it is important to consider all the services that work out of the committee room and be mindful of other spaces available for use. The Space Allocation Audit (Objective One), which happens every three years, considers how this space is used.
How	<ol style="list-style-type: none"> 1. Gather feedback from users of the space. 2. Outsource design of the space considering feedback. 3. Review options and select plan to act on. 4. Prepare in time for Fall term.
Partners	<ul style="list-style-type: none"> • All users of the space (Commissioners and associated Standing Committees, Service Managers, Compass Information Centre, etc). • Administrative Assistant

Objective 18	MSU Peer Support Services Analysis
Description	Work to review MSU peer support services and compare offerings to other campus services in order to identify gaps and areas of service duplication.
Benefits	Structuring our collective services in an efficient way will avoid unnecessary overlap and improve overall service delivery. Clearly identifying roles amongst services can also make our collective messaging to students more clear as to who primary points of contact are for various needs.
Difficulties	Wide range of services and the possibility of dynamic goals that change service direction from year-to-year.
Long-term	Evaluate the potential to house our peer support services under a more unified umbrella while still respecting individual objectives and directions.
How	<ol style="list-style-type: none"> 1. Task Standing Committee on Services with reviewing these services. 2. Review results and work with associated partners to come up with strategy to fill service gaps/ avoid duplication.
Partners	<ul style="list-style-type: none"> • Student Health Education Centre (SHEC) Coordinator • Standing Committee on Services • Vice President (Education) • Peer Support Line Coordinator

	<ul style="list-style-type: none"> • Student Representative Assembly (SRA)
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Objective 19	Support New Services
Description	We have a number of new and potential services this year. It is my duty to ensure these services have the support they need to launch and run efficiently.
Benefits	Ensure proper operation and launch in order for services to fulfill their respective mandates.
Difficulties	With many new service projects this year, it will be important to regularly check in.
Long-term	We need to recognize the implications of continually creating new services each year. Is this sustainable? Can we adapt existing services to address new demands?
How	<ol style="list-style-type: none"> 1. Create job descriptions, hire staff and ensure proper implementation plan is in place. 2. Regularly monitor services and engage with Part Time Managers to address needs/ concerns. 3. Ensure proper review process (as per Operating Policies) is executed following terms of service operation.
Partners	<ul style="list-style-type: none"> • Board of Directors • Standing Committee on Services • Spark Coordinator • WGEN Coordinator (once hired) • Partners associated with Outdoor Community Rink • Executive Board • Those associated with Peer Tutoring Network

Objective 20	MSU & You Radio Show
Description	The MSU has a radio show at noon on Monday's on 93.3 CFMU. As the primary host of the radio show, I will assume the responsibility of continually promoting the show and work to engage members of the organization with the show.
Benefits	The radio show is an excellent channel to share information, news and updates on what is happening in the organization and greater Hamilton community.
Difficulties	I consider gaining interest and listeners as being more of a challenge than a problematic difficulty.
Long-term	Continue to host and promote the show. Explore other mixed

	media options for sharing organization updates.
How	<ol style="list-style-type: none"> 1. Work with Communications Officer to create online outreach material. 2. Ensure show is being promoted through a variety of social media channels (advertise podcast of show - don't have to listen live). 3. Promote the opportunity to be on the show to members of the organization as a promotional tool. 4. Create engaging ways for listeners to interact online during the show.
Partners	<ul style="list-style-type: none"> • Board of Directors • Community Outreach Coordinator • Student Representative Assembly • Communications Officer • CFMU • MSU Social Media Coordinator

Objective 21	Improve State of the Union
Description	The MSU State of the Union was created during the 2010-2011 term as a way for the Board of Directors to share with full time undergraduate students significant projects and changes that have taken place within the MSU over the course of the year. Information ranges from finances to lobbying efforts. In the past this has been delivered as an address with supporting documentation. While the events have been generally well attended in the past, I am interested in working with the Board of Directors and media-based positions within the organization to improve the delivery of the address and create unique ways for students to be informed.
Benefits	More engaged and informed students.
Difficulties	The delivery of the address is at a very busy time during the term. Based on feedback from past board members - the time associated with preparing the State of the Union may be the number one challenge.
Long-term	We should continue to modify the delivery of the State of the Union in order to cater to the interests of students.
How	<ol style="list-style-type: none"> 1. Create action plan with Board of Directors, Student Life Development Coordinator and Communications Officer. 2. Execute on action plan.

	3. Gather feedback from participants and continue to improve in future years.
Partners	<ul style="list-style-type: none"> • Board of Directors • Student Life Development Coordinator • Communications Officer

Objective 22	Assess and Train Relevant Part Time Managers on Advocacy potential within services
Description	A number of our services have roles that pertain to advocacy related topics (health, sustainability, etc). It is important to ensure that our Part Time Managers are aware of the advocacy potential in their respective services while still being in line with the efforts and overall stances of the MSU as an organization. I would like to work with the Vice President (Education) to introduce the concept of advocacy to managers during training and defining the boundaries in which they can work.
Benefits	Improved and clear service-driven advocacy from our services.
Difficulties	It is sometimes difficult to identify the difference between driving conversation related to topics and taking a stance on said topics. This is something we hope to clarify.
Long-term	It is important for us to monitor and work to improve all aspects of advocacy within our organization.
How	<ol style="list-style-type: none"> 1. Create training brief with Vice President (Education) 2. Introduce brief to relevant Part Time Managers during Part Time Manager Training in August. 3. Monitor advocacy efforts throughout the year.
Partners	<ul style="list-style-type: none"> • Vice President (Education) • Part Time Managers • Advocacy Street Team Coordinator

Objective 23	Service Visits & Anti-Office Hours
Description	I will schedule one-hour time slots during the week to visit services and service managers as well as schedule time to work outside of the office.
Benefits	Regularly checking in with managers and services will ensure that I am informed about what is happening in these spaces and provide managers with an opportunity to engage with

	me/ ask questions/ voice concerns. As I am expecting the majority of interaction to be more casual in nature - this is also a chance for us to build up relationships over the year. The purpose of working outside the office during the week is to build up a sense of approachability. It is very intimidating and out-of-the-way for a student to find our offices to chat with us.
Difficulties	Once the workload increases substantially during the school year, it may be difficult to find time to schedule this.
Long-term	I would like to encourage fellow Board members and the Assembly to take a proactive role in engaging with students and employees of the organization.
How	1. Schedule time during my week to visit services and work outside of the office.
Partners	<ul style="list-style-type: none"> • Personal Goal

GOALS to strive for

List 5 things that you would like to have prepared for the beginning of September

1. Organize and revamp the Committee Room.
2. Plan and execute Welcome Week programming with a variety of campus partners (Off Campus Resource Centre, Student Success Centre, Society of Off Campus Students, Campus Events, Residence Life, Faculty Societies, Inter-Residence Council, Alumni Association, etc)
 - a. Work to increase Faculty connections during the week.
 - b. Have a revamped rep-training weekend.
 - c. Improve presence of MSU branding.
3. Plan and execute Part Time Manager Training, SRA Orientation and the MSU Retreat.
4. Ensure Part Time Managers, SRA Caucuses and SRA Standing Committees have completed Year Plans.
5. Have worked with summer service managers to equip them for their roles (training) and to ensure quality operation.
 - a. Have new services (WGEN and Spark ready for operation/ implementation).

List 5 things you would like to have completed during the fall term (1st)

1. Have conducted the Space Allocation (no later than November 30th) and Sustainability Audit.
2. Peer Support Service Analysis complete.
 - a. Text-Based Peer Support initiated.
3. Conduct mid-year service manager evaluations.
4. Plan for the execution of a successful FROST Week.
5. Begin conducting meaningful monthly Part Time Manager meetings.

List 5 things you would like to have completed during the winter term (2nd)

1. Have successfully negotiated re-allocation of Welcome Week Levy.
 - a. Higher allocation for Faculty Societies.
2. Conduct successful hiring of 2014-2015 Part Time Managers.
3. Run Student Recognition Night.
4. Complete and present State of the Union.
 - a. Explore unique options for engaging students.
5. Organize and ensure successful transition periods for relevant positions.

[END]