



2013-2014 Executive Board Meeting

Topic: Executive Board Meeting 13-09
Date & Time: Thursday September 19, 2013
9:00 am
Place: MSU Boardroom, MUSC room 201

Items:

- 1) Adopt Agenda
- 2) Adopt Minutes EB 13-07, EB 13-08
- 3) Close seat on Sponsorship & Donations Committee Doucet
- 4) Sponsorship & Donations Committee Recommendation Doucet
- 5) Yearplans D'Angela
- 6)
- 7)
- 8)
- 9)
- 10)

Objectives

- 1) Adopt Agenda
- 2) Adopt Minutes
- 3) Approval
- 4) Approval
- 5) Approval
- 6)
- 7)
- 8)
- 9)
- 10)
- 11) Provide Information & Answer Questions
- 12) Unfinished/Other Business
- 13) Time of Next Meeting and Motion to Adjourn

Motions

3. **Moved** by ____, **seconded** by ____ that the Executive Board close nominations for one (1) Executive Board Member on the Sponsorship & Donations Committee.
4. **Moved** by ____, **seconded** by ____ that the Executive Board approve the recommendation from the Sponsorship & Donations Committee to sponsor the Leadership for Women Summit for \$750.
5. **Moved** by D'Angela, **seconded** by ____ that the Executive Board approve the YearPlans for PSL, QSCC, and SWHAT.

Executive Board Meeting 13-09
Thursday, September 19, 2013 @ 9:00am
MSU Main Boardroom, MUSC room 201

Call to order @ 9:09 am

Present Campbell, D'Angela , Graham, Leslie, Mallon, Morrow, Wolwowitz

Late

Absent Doucet, Milani

Others Present J. McGowan (General Manager), V. Scott (Recording Secretary), M. Wooder (SLDC)

1. Adopt Agenda

Moved by D'Angela, **seconded** by Graham that the Executive Board adopt the agenda as amended.

Amendments

- D'Angela – Strike "Recommendation from Sponsorship & Donations Committee"

Vote on Agenda

Passed by General Consent

2. Adopt Minutes

Moved by Morrow, **seconded** by Leslie that the Executive Board adopt the minutes from EB 13-07 – August 20, 2013, and EB 13-08 – September 12, 2013 as presented.

Vote to Adopt Minutes

Passes Unanimously

3. Close Seat on Sponsorship and Donations Committee

Moved by Wolwowitz, **seconded** by Graham that the Executive Board close nominations for one (1) Executive Board Member on the Sponsorship & Donations Committee.

Nominations

- Graham nominated Leslie - accepted
- D'Angela nominated Mallon – declined

Vote on Motion

Passes Unanimously

4. Yearplans

Moved by D'Angela, **seconded** by Graham that the Executive Board approve the YearPlans for PSL, QSCC, and SWHAT.

- D'Angela stated that almost all PTMs have finished their Yearplans.

Vote on Motion**Passes Unanimously****5. Information and Question Period**

- Graham announced that the Advocacy Campaign starts on Monday. The theme is edYOUcation, and putting the student in the centre of education. One part of the campaign will be an online chat on Tuesday with McMaster president, Patrick Deane and the new AVP Teaching & Learning, Arshad Ahmad.
- McGowan announced that everyone will start receiving year-to-date budgets from Maggie and that if anyone has any questions to please ask. He reported that Campbell and he met with Roger Couldrey and Lori Diamond to address outstanding issues with MUSC and the Operating Agreement. The food policy was deferred to the new Hospitality Services Director, and they will be following up with him soon. McGowan announced that he was asked to sit on the MAPS external review panel.
- Wooder announced that the MSU Communications Officer, Sarah Janes, has been working with full-time and part-time departments, specifically focusing on helping out Advocacy and MACycle right now.
- D'Angela announced that the MACycle Bike Auction will be happening next week on Wednesday at noon.
- Campbell stated that Homecoming is two weeks away. He added that he was invited to the Hamilton Policy Chief Gala downtown and the University was nice to ask if he wanted to invite someone to the event. Campbell stated that he invited the HSR.

6. Adjournment and Time of Next Meeting**Time of Next Meeting:**

**Thursday September 26, 2013
9:00 am
MSU Boardroom, MUSC room 201**

Moved by Morrow, **seconded** by Wolwovicz that the meeting be adjourned.

Passes Unanimously

Meeting adjourned @ 9:21 a.m.

/vs

MSU



McMaster Students Union

SPONSORSHIP REQUEST FORM

Name of Organization: Leadership Summit for Women (LSW)

Are you a(n):

- MSU Organization/Member
- McMaster University Affiliated Organization
- Organization Affiliated with another Post Secondary Institution
- Community Organization

Project Description and Date:

Date: October 19th, 2013

The third annual LSW is an annual intergenerational community-wide event that aims to create a safe space for diverse voices of women, trans* individuals & our allies. The conference features two keynote speakers, workshops on diverse issues, & opportunities for reflection.

Objectives of Organization:

our vision: that all individuals, regardless of gender, have the capacity, efficacy & equitable opportunity to be leaders in the communities of which they are a part.

our objectives:

- offer an event that is physically, socially & culturally accessible to the entire Hamilton community
- Engage the diverse voices of women, trans* individuals & allies (particularly those at post-secondary institutions in Hamilton area)
- Enhance participants self-efficacy to catalyze positive change

Budget for Project:

- ① Keynote Speaker - \$1500
- ② Lunch for 300 ppl - [~~\$10/person~~] \$3000
- ③ Nametag Printing - \$100
- ④ AV Rentals - \$1500
- ⑤ Breakfast Room Rentals - \$600
- ⑦ Promotional Items - ~~\$500~~ 200

• Attract & mobilize content experts to provide a range of learning opportunities in three domains:
 • enhance participants' leadership skills
 • to stimulate new understandings about gender equity & to raise awareness about issues requiring leadership that are relevant to the summit
 • create a safe space where all individuals feel comfortable voicing their thoughts & lived experiences
 • Discuss & address the unique challenges & inherent complexity of our world while maintaining a sense of community

Source of Funds for the Project:

- \$1000 - YWCA Hamilton
- \$1000 - Student Success Centre
- Registration Fee (\$15/person) - expected attendance (200)
- \$250 - Diversity Services

Dollar Amount Requested: \$ 750

Have other requests been made to other organizations? If so, please list the results of the requests.

<u>NAME</u>	<u>DONATION REQUESTED</u>	<u>DONATION RECEIVED</u>

* I currently am in the process of soliciting sponsorship from government officials & local companies. No responses so far.

Any other relevant information.....

we are looking for these funds to go toward providing lunch at \$30 for the delegates.

Contact information for your group (name, phone #, email)

Anna D'Angela

905-525-9140 ext 23250

vpadmin@msu.mcmaster.ca

All requests should be forwarded to:

Sponsorship Request Committee Chair - MUSC 201

Cheques should be made payable to: _____

OPERATING POLICY 3.1 – SPONSORSHIPS AND DONATIONS

1. PURPOSE

- 1.1 To outline the procedure for approving donation and sponsorship requests.

2. PROCEDURE

- 2.1 For all donation and sponsorship requests, members and/or groups must complete an MSU Sponsorships and Donation Request Form in order to be eligible for review;
- 2.2 All sponsorship and donation requests shall be reviewed by the Sponsorships and Donations Committee, which shall make recommendations to the Executive Board for final approval.

3. SPONSORSHIPS AND DONATIONS COMMITTEE

- 3.1 The Sponsorships and Donations Committee will review sponsorship and donation request forms and make recommendations to the Executive Board for approval;
- 3.2 The committee will consist of the following:
- 3.2.1 The Vice-President (Finance), who shall be chair of the committee;
 - 3.2.2 One (1) Executive Board member, elected by the Executive Board;
 - 3.2.3 The commissioner of the Standing Committee on Finance;
 - 3.2.4 One (1) SRA Member
 - 3.2.5 One (1) MSU member, elected by the Executive Board;
 - 3.2.6 Administrative Assistant (non-voting).
- 3.3 The committee shall:
- 3.3.1 Be elected no later than May 31 of each year;
 - 3.3.2 Meet at least once during the summer and at least once per month during the academic year to discuss and review sponsorship and donation requests;
 - 3.3.3 Compile all relevant information received in a summarized report with recommendations for the approval of the Executive Board;
 - 3.3.3.1 Quorum shall be at least one-half of the voting membership; decisions and recommendations of the Committee shall be made by a majority vote.

- 3.4 The Vice-President Finance, as committee chair, shall be responsible for:
 - 3.4.1 Contacting the organizations seeking sponsorship or donations with the results of the Executive Board's decision;
 - 3.4.2 Posting the MSU Sponsorships and Donation Request Form on the MSU website by May 31 and for publicizing the availability of funds for sponsorships and donations in September;
 - 3.4.3 Setting a meeting schedule for the summer and at the beginning of each academic term;
 - 3.4.4 Drafting monthly reports to the Executive Board summarizing the committee's sponsorship and donation recommendations;
 - 3.4.5 Submitting sponsorship and donation decisions to the MSU Accounting Department for processing.

4. MONETARY DONATIONS

- 4.1 A financial contribution with no reciprocal benefit shall be considered a donation;
- 4.2 Donations shall be awarded on the following priority:
 - 4.2.1 Individual MSU members shall be eligible to receive up to \$250 per fiscal year with a limit of up to \$750 for the same organization;
 - 4.2.2 Non-MSU members from with the McMaster community shall be eligible to receive up to \$100 per fiscal year with a limit of \$300 from the same organization;
 - 4.2.3 MSU Clubs shall not be eligible for donations but may apply for funding through the clubs department;
 - 4.2.4 All donations must be recommended to, and approved by, the Executive Board.

5. SPONSORSHIPS

- 5.1 Any contribution that pays for or assists with the costs of an event in return for advertising and promotions of the MSU shall be considered a sponsorship;
- 5.2 All sponsorships must be recommended to, and approved by, the Executive Board;
- 5.3 Approved sponsorships shall be managed by the Student Life Development Coordinator.

6. NON-MONETARY/OTHER DONATIONS

- 6.1 The donation of MSU full-time employees' time must be approved by the Board of Directors;
- 6.2 The donation of MSU part-time employees' time must be approved by the Executive Board.



YEARplan13

Department:
Peer Support Line

Date Submitted:
Wednesday, July 10th 2013

Prepared by:
Krista Carlin

Date Revised:
Thursday, September 12th 2013

Administered by:
Anna D'Angela, VP Administration
vpadmin@msu.mcmaster.ca or 905.525.9140 ex. 23250

Date Approved:

MISSION an overview

The mission of the Peer Support Line is to address a current need for a mental health support system through operating a confidential phone line staffed by trained student volunteers known as Peer Listeners. A McMaster University student may call the Peer Support Line to speak to a Peer Listener about anything they may face. A Peer Listener will listen to the caller, provide emotional peer-based support and suggest helpful on-campus and off-campus resources when needed.

ROLES that individuals play

	Name of Individual	Role(s)
1.	Krista Carlin Part Time Manager	<ul style="list-style-type: none"> • Oversee the operation of the phone line • Supervise the volunteers, Volunteer Coordinator and Promotions Coordinator • Chair Advisory Committee Meetings • Present to the SRA and Executive Board
2.	Chantal Labonté Volunteer Coordinator	<ul style="list-style-type: none"> • Internal volunteer debriefing • Scheduling of volunteers • Support for Peer Listeners
3.	Naajiyah Karim Promotions Coordinator	<ul style="list-style-type: none"> • Run promotional campaigns • Supervise a Promotions Committee
4.	Peer Listeners	<ul style="list-style-type: none"> • Answer calls on the phone line

		<ul style="list-style-type: none"> • Participate in training
5.	Anna D'Angela VP Administration	<ul style="list-style-type: none"> • Supervision of the PTM
6.	Spencer Graham VP Education	<ul style="list-style-type: none"> • Voting Member of the Advisory Committee
7.	Jeffrey Ducet VP Finance	<ul style="list-style-type: none"> • Assistance with Budget
7.	Giuliana Guarna SRA Member	<ul style="list-style-type: none"> • Voting Member of the Advisory Committee
8.	Cathy O'Donnell Security Manager	<ul style="list-style-type: none"> • Voting Member of the Advisory Committee • Development of crisis protocol
9.	Kathy Patterson Student Wellness Manager	<ul style="list-style-type: none"> • Voting Member of the Advisory Committee • Development of training material • Facilitation of training
10.	Debra Earl SWC Mental Health Team Nurse	<ul style="list-style-type: none"> • External volunteer debriefing • Development of training material • Facilitation of training
11.	Debbie Nifakis SWC Associate Director, Psychologist	<ul style="list-style-type: none"> • External volunteer debriefing
12.	Melissa Fernandes Student Wellness Education Assistant	<ul style="list-style-type: none"> • Development of training material • Facilitation of training
13.	Pearl Mendonca Wellness Education Coordinator	<ul style="list-style-type: none"> • Development of training material • Facilitation of training
14.	Michael Wooder Student Life Development Coordinator	<ul style="list-style-type: none"> • PTM training • Development of the Peer Support Line logo • Assistance with PR
15.	Michael Scott MSU Social Media Coordinator	<ul style="list-style-type: none"> • Enhance the Promotions Coordinator's social media efforts
16.	Pauline Taggart Network Administrator	<ul style="list-style-type: none"> • Network help • Assistance with website updates
17.	Jess Bauman Administrative Assistant	<ul style="list-style-type: none"> • Documentation • Financial assistance
18.	Victoria Scott Administrative Assistant	<ul style="list-style-type: none"> • Keys • Work orders
19.	Marie Cerontola UTS	<ul style="list-style-type: none"> • Installing the phone lines • Phone maintenance when needed
20.	Facility Services	<ul style="list-style-type: none"> • Assistance with the Commons PSL space
21.	MUSC Administration	<ul style="list-style-type: none"> • Booking of meeting space in MUSC

OBJECTIVES step by step

Objective 1	Training Weekends
Description	Conduct two full weekends of training including; ice breakers and teambuilding, lecture-style delivery of relevant content, skills based exercises and an overview of logistics and conduct on the phone line.
Benefits	The training will benefit the Peer Listeners as they will be equipped to assess the appropriate responses to various types of phone calls (i.e. just listen, provide resource, contact security) The training weekend will benefit the MSU in terms of accountability as the phone line is being advertised as being staffed by trained volunteers.
Difficulties	Difficulties that I anticipate in the weeks leading up to the training weekends include decisions regarding topics to include in training, accommodating volunteers who are unable to attend and the ability to facilitate role playing due to an increase in the amount of volunteers. I hope to address the issue of topics by meeting with all of the SWC representatives to deliberate on which student issues are most important to have a comprehensive understanding of. I hope to advise volunteers that they must make their best effort to attend training weekends and if a conflict arises and nothing can be done, arrange to make up the training at an alternative time or ask the volunteer to resign from their position in order to maintain the integrity of the phone line. In order to accommodate increased volunteers, we will assess training locations and access additional rooms if necessary.
Long-term	After a full year of operation, a better understanding of relevant student issues that should be addressed during training weekends will occur. With a better understanding of the needs of students, training can be tailored accordingly.
How	<ul style="list-style-type: none"> • Continue to meet with representatives from Student Wellness Centre to discuss training topics, schedules and guest speakers. • Discuss options for breakfast and lunch with Twelve Eighty and Union Market. • Develop training presentations • Book guest speakers • Contact volunteers to confirm attendance • Decide upon icebreakers and team building activities
Partners	Student Wellness Centre Twelve Eighty Union Market

Objective 2	Welcome Week Promotion
Description	Implement a promotional campaign during Welcome Week including Clubsfest display, promotional product distribution and making student leaders aware of the service during mental health training of Welcome Week Reps.
Benefits	An important element of success of the Peer Support Line is to be recognized as a service available for the benefit of all students. Welcome Week is a valuable time to begin a promotional campaign as it will have an impact on incoming students and student leaders.

Difficulties	A difficulty that I anticipate is that a variety of other organizations that will also be promoting during this time frame and that the message will “get lost”. I hope to address this by continuing the promotional campaign into September. Promotions would continue through to the launch event on September 16 th and beyond.
Long-term	Establishing presence on campus during all Welcome Weeks in the future through promotional campaigns will help to ingrain the Peer Support Line into the culture of McMaster. As the student body progresses through their academic career, awareness will build upon itself as students in every year have heard about PSL in their orientation week.
How	<ul style="list-style-type: none"> • Work with the promotions coordinator, Michael Wooder and Underground to develop a logo to be approved by the Executive Board • Decide upon a variety of promotional products to give to students during Welcome Week • Create a display that can be set up at Clubsfest
Partners	Underground External product companies MSU Social Media Coordinator

Objective 3	Launch Event
Description	Hightened promotional activity during the week of September 16 th to advertise the full service launch of the phone line on the evening of September 16 th .
Benefits	This event will benefit the MSU as it is another opportunity to make McMaster students aware of the service.
Difficulties	Advertising without the help of our volunteer base who are encouraged to remain anonymous whenever possible. I hope to address this by asking the Maroons to distribute rave cards and speak with as many students as possible. Additionally, individuals who expressed interested in becoming involved in the Peer Support Line but missed the Peer Listener application deadline will be taking on a role of promotions volunteer.
Long-term	If this event is successful, it could be an annual event that could also include other MSU services and act as an opportunity to showcase all the services that the MSU has to offer.
How	Contact the Maroons Contact MUSC Admin to book space Create promotional rave cards
Partners	Maroons Underground MUSC Admin MSU Social Media Coordinator

Objective 4	Exam Promotional Campaign
Description	Promotional campaign during the period leading up to fall exams and winter exams.
Benefits	The McMaster community will benefit from this campaign as it will serve as a

	reminder of the peer support service that our department provides during a stressful time of year.
Difficulties	I anticipate that this time of year will be a difficult time to promote directly to students. To accommodate this difficulty, this promotional campaign would be social media heavy.
Long-term	If this is a successful strategy, a similar approach could be taken during midterm season. Additionally, this could be an annual social media campaign.
How	<ul style="list-style-type: none"> • Develop exam related social media content • Distribute content via own channels • Distribute content via MSU channels
Partners	MSU Social Media Coordinator

Objective 5	Volunteer Campaign
Description	Attract new volunteers to the Peer Support Line through promotion in a variety of outlets.
Benefits	This will benefit the MSU as more student volunteers will become involved and it will benefit McMaster students, as they will be ensured that engaged peers are staffing the phone line.
Difficulties	It was difficult to attract volunteers during second semester due to the launch of the pilot project. I hope to address this by focusing our promotional efforts on volunteers during both January and February.
Long-term	If this event is successful, it could be an event that happens annually that could also be used as a venue for other MSU services to advertise.
How	<ul style="list-style-type: none"> • Utilize the MSU job portal • Arrange to speak to classes with relevant course content i.e. Abnormal Psychology • Social media promotion
Partners	Student Wellness Centre MSU Social Media Coordinator

Objective 5	Comprehensive Resource Manual
Description	Continual revision of the current Resource Manual in addition to updating the hardcopy binder to a digital copy.
Benefits	This will benefit both the volunteers and the callers who will have a greater pool of relevant resources to work with. Furthermore, a digitalized copy will help volunteers use a search function to efficiently locate resource information.
Difficulties	Gathering information of relevant resources will be challenging as it will be time consuming. Additionally it will be difficult to determine which resources are most relevant for a student population. .
Long-term	With a comprehensive resource manual, future volunteers will be able to enhance their ability to suggest relevant resources to students.
How	<ul style="list-style-type: none"> • Discussion with other support services on campus regarding resources they refer to

	<ul style="list-style-type: none"> • Discussion with the Wellness Education staff in the Student Wellness Centre
Partners	Student Wellness Centre Various representatives from on-campus and off-campus resources

GOALS to strive for

List 3 things that you would like to have prepared for the beginning of September

- 1) A fully functional space including office furniture, phone lines and computers
- 2) Promotional products for Welcome Week
- 3) A comprehensive PDF version of the Resource Manual

List 3 things you would like to have completed during the fall term (1st)

- 1) A launch event
- 2) Exam Campaign
- 3) Discuss discontinuing the line during Winter Break

List 3 things you would like to have completed during the winter term (2nd)

- 1) Volunteer Campaign
- 2) Interview new volunteers
- 3) Train new volunteers

If you could jump to the end of your term and were asked to tell someone the highlights of what your department did over the course of the year, what would that include?

A highlight of the Peer Support Line that I would hope to experience would be to run the service as effectively as possible, allowing for a solid foundation for years to come. As this is the first year as an established service, my intention for this year is to become known by incoming first year students and student leaders during Welcome Week, and by other members of the McMaster community during the various promotional campaigns throughout the school year. In terms of operations, I would like to have a comprehensive resource manual, a well-established crisis protocol and to have a volunteer scheduling system in place. A further highlight would be to retain Peer Listeners who enjoyed their volunteer experience. I hope that the entire year can be viewed as a highlight because the Peer Support Line is a positive step towards helping to address the emotional and mental health needs of a wide variety of McMaster students.

MASTER SUMMARY calendar and checklist

Summer (preparation)	<ul style="list-style-type: none"> - Create logo - Order WW promotional products - Solidify plans for training - Installation of phone lines and computers, setting up the office space - August training weekend
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September	-Welcome Week Promo -September training -Launch Event/Launch -Operation of the line
October	-Operation of the line
November	-Operation of the line -Exam Campaign
December	-Operation of the line -Winter Break
January	-Volunteer Campaign -Operation of the line
February	-Volunteer Campaign -Interview new volunteers -Operation of the line
March	-Interview new volunteers -Train volunteers - Exam Campaign -Operation of the line
April	-Operation of the line - Transition report
Weekly	-Schedule volunteers for shifts -volunteer debriefing and call logging

COLLABORATION within the MSU

a) A beneficial collaboration would be to connect with the QSCC and SHEC to create a support services promotional campaign. As services that offer similar service but in different context, a combined promotional effort may extend the reach of all 3 services.

b) COPE: A Student Mental Health Initiative is a club that has a recognized presence on campus. Collaborating with COPE would be an opportunity for the Peer Support Line to align with a campus group who advocates for student mental health.

FINAL COMMENTS leave nothing out

As this is the first year of this service, I anticipate that a variety of adjustments will need to be made throughout the year. I would really like help conceptualizing where the MSU would like to see this service in the future. Any feedback regarding the Peer Support Line would be greatly appreciated in order to ensure an effective transition report come April.



YEARplan13

*Department: Queer Students Community
Centre*

Date Submitted: July 24, 2013

Prepared by: Jyssika Russell

Date Revised:

Administered by:

Anna D'Angela, VP Administration
vpadmin@msu.mcmaster.ca or 905.525.9140 ex. 23250

Date Approved:

The YEARplan is a way of getting down on paper what you and your department intend to accomplish over the course of your year. It will isolate the specific goals that you wish to accomplish, and the objectives that need to be achieved. It will give your supervisor an understanding of the direction you wish to take with your department, and identify areas where support can be given. When completed, the YEARplans will collectively reinforce the goals and visions of your department, and allow the respective members to focus their attention on areas of importance within the MSU.

1. Read over the YEARplan.
2. Complete your YEARplan in soft copy (on computer).
3. E-mail the first draft of the YEARplan to vpadmin@msu.mcmaster.ca by July 2nd, 2013.
4. The VP Administration will provide feedback on your YEARplan. Use this feedback to revise your draft into a final plan.
5. E-mail the final draft of the YEARplan to vpadmin@msu.mcmaster.ca by July 29th, 2013.

The final copy will be submitted to the Executive Board for review and approval at the August 6th meeting.

If for some reason you do not believe you can complete your YEARplan by the date indicated, please contact the Vice-President Administration in order to arrange a suitable extension (contact information above).

MISSION an overview

The Queer Students Community Centre will aim to serve and advocate for Queer, trans*, LGBTTQQIA+ identified students on campus through fostering a community on campus and connecting with the Hamilton Queer community at large. We will provide a safe space for queer and other intersecting identities throughout all activities of the service. Those using the QSCC should be able to make interpersonal and community connections to those of other and similar identities. We will seek to make the McMaster Community at large inclusive and welcome to those of Queer, trans*, and LGBTTQQIA+ identities.

ROLES that individuals play

List all positions found within or in relation to your department including full-time and part time staff, as well as one of a few general volunteer roles if applicable and how their role intersects with yours.

	Name of Individual	Role(s)
1.	Coordinator	Manages all aspects of the QSCC, including executives, MSU and other professional correspondence, coordination of major events, trainings, external representation, budgeting, and all other QSCC initiatives.
2.	Outreach Executive	The Outreach Exec will be responsible for external initiatives of the QSCC, including, but not limited to advertising, social media and website communications, and the Ally program.
3.	Newcomers Executive	The Newcomers Exec will be responsible for all Newcomers meetings held by the QSCC, and managing all Newcomers Facilitators
4.	Administration Executive	The “Admin” executive will be responsible for internal administrative and organizational initiatives within the QSCC and its social space.
5.	Athletics Executive	The Athletics exec will be responsible for all athletic initiatives of the QSCC, including, but not limited to captaining QSCC intramural teams, securing and promoting trans* friendly swims, and promoting positive space values within Athletics and Recreation at Mac.
6.	Intersecting Identities Executive	The Intersecting Identities exec will be responsible for creating an inclusive and oppression free culture within the QSCC through events, training, and advocacy.
7.	Events Executive	Events exec will be responsible for the planning and execution of all major events of the QSCC, including, but not limited to Gayzer Tag, Drag Show, and “Formal”. In addition, this exec will help other execs to plan smaller events, and will also promote QSCC participation in other campus events, such as MSU Clubsfest, MSU Nightmarket,

		etc
8.	Newcomers Facilitators	The newcomers facilitators, while functioning as regular QSCC volunteers, will also be responsible for facilitating newcomers meetings as well as other discussion groups
9.	QSCC Volunteers	QSCC volunteers are tasked with keeping the centre open, maintaining safe space, and helping centre users access resources

OBJECTIVES step by step

Objective 1	Accessibility of the QSCC and its events
Description	Historically, QSCC events have not had any mention or consideration of accessibility. In addition, the centre itself is cluttered, and remains inaccessible to people with physical or invisible barriers. We will introduce a focus of accessibility for both the centre and in planning our events, with hopes of developing an accessibility policy that will maintain this consideration in future years.
Benefits	This makes the centre more accessible to students, as well as promoting accessibility as a service. It will also reflect well on the inclusivity of the MSU.
Difficulties	The venues used last year for our major events did not have easily accessible entrances. We may have to find new venues for our events, severing currently successful relationships if an accommodation cannot be found.
Long-term	This will allow the QSCC to be more accessible for incoming students, and reduce barriers for future students. It will also increase anti-oppression awareness within the centre and in safe space.
How	We plan to rearrange the centre to allow for greater accessibility, purchase fans to reduce heat, and include directions to accessible entrances on all event advertisements. This will take place before September. We will also look to house our external events in accessible venues, and when this is not possible, clearly state it is an inaccessible events. This will occur in the planning of each event.
Partners	We will consult the Access & Accommodation working group of PACBIC, as well as Human Rights and Equity Services if questions arise.

Objective 2	Night Library
Description	Have one night a week where the centre library is officially open to allow resource access to community members or night/part-time students.
Benefits	Currently the library is only officially open during typical work hours (9-5 weekdays). In this way, community members, part-time/night students, and full time McMaster employees can access the library. Also, would coincide with Newcomers meeting nights, giving new or timid students an opportunity to get familiarized with the centre without the traffic experienced during the day.
Difficulties	Could be difficult to find volunteers or guarantee their attendance. To allow people with different schedules to take advantage, we would have to rotate the nights, which would be difficult to advertise and maintain. This was on the yearplan for last year, but we were unable to make it happen. This year, with our new Admin exec, we should be able to make this happen
Long-term	Increasing traffic from outside McMaster to our resource library would

	provide extra funds, which would help continue library funding. This increases community involvement, and provides a forum to access the centre's resources without barriers, such as traffic, that prevent most newcomers from entering the centre
How	When recruiting volunteers, assign some to the night shift. Can also be a volunteer opportunity for high school students, who sometimes look to be involved in the centre
Partners	Advertise to Part-time Students through MAPS, to faculty and administration through HRES and PACBIC partners, and to the Hamilton community through The Well and other organizations

Objective 3	“Queer Convoy” - or title TBD
Description	Have certain volunteers be able to meet with newcomers who are nervous about walking into the centre, and have volunteers escort them into the centre, and facilitate their involvement in conversations in the social space.
Benefits	One of the main barriers patrons of the centre experience is being intimidated by the centre, either by the atmosphere of the social space (perceiving it to be “cliquey”), or because they are afraid of being assumed queer by entering the space. Having an experienced centre user walk in with them gives them purpose, plausible deniability, and increases their initial comfort level in the centre
Difficulties	Will be difficult to schedule or match people up with the appropriate volunteer. Will require advertising both on our social networking platforms but also through newcomers
Long-term	By removing barriers to access the centre and become regular centre patrons, hopefully we can increase diversity within the centre, and avoid the “cliquey” reputation that often faces LGBTQ student groups. Greater comfort level will help promotion of the centre by patrons, as well as increase use of other centre resources and event attendance
How	First pilot the program using Newcomers facilitators, who are trained and experienced in helping newcomers, and are also familiar faces. Add volunteers with increased demand. Could expand into a more peer support type network by getting Convoy volunteers trained. Newcomers will be able to send an email or fill in a form online to request a member of the convoy. If the volunteers are okay with the idea, we could post pictures and small bios so the newcomers could select a volunteer that they have something in common with and/or comfortable with.
Partners	Mainly the responsibility of centre volunteers and executive.

Objective 4	“Blurred Lines” Book Club
Description	Hold a monthly book club with books featuring queer characters and authors.

Benefits	This will be a great way to appeal to a new audience, and have a more reserved way to access the QSCC. It will also promote and add to our current library, while acting as an excellent outreach initiative.
Difficulties	While we have a lot of interest from our executives, it could be hard to motivate students to read during the school year, as it's a busy time. It will also only have a few meetings throughout the year, which may make continuity difficult.
Long-term	This could continue to be another route to access and become acquainted with the centre's resources, along with the social space and newcomers. It will also continue to add to our library through donations and book promotion.
How	Our execs have secured a meeting place off campus with Bryan Prince Bookseller, supporting a local business. They are currently in the process of forming a book list for this upcoming semester; future semesters will be informed by the participants. The meetings will take place on a specified weekday of every month, with adjustments being made for exam periods
Partners	Bryan Prince Booksellers, Potentially the English department and GFRS for advertising and support.

Objective 5	MacPride Continuation and Expansion
Description	We will continue to host a week of events in celebration of MacPride, including, but not limited to the March, Drag Show, and art events. This year we plan to include more collaborations with clubs and other groups to help offer a greater variety of events.
Benefits	By engaging other organizations, we can alleviate some of the exhaustion the QSCC faces throughout the week. It will also help gain access to new audiences, and promote more collaboration throughout the year.
Difficulties	Collaborating with more groups will take more organization on our parts, and we'll have to start planning and advertising earlier, which will lean into our start of year planning.
Long-term	Hopefully these partnerships will continue into future years, and will allow us to create a MacPride that extends beyond the QSCC.
How	We will begin to circulate the current dates for MacPride at the beginning of the year, and advertise the potential to collaborate. We will then directly contact potential collaborators in late September, and plan events with a final plan by mid October
Partners	Other MSU Services, Human Rights and Equity Services, PACBIC, Feminist Alliance McMaster, WTC committee

Objective 6	QSCC PRISM Award
Description	To encourage faculty and staff of McMaster to pursue inclusivity through an annual award given to an exemplary staff or faculty member

Benefits	<p>This will raise the profile of the QSCC among the staff and faculty of the university. As this would be its inaugural year, it would be an excellent way to draw press and attention to the MSU, QSCC, and issues affecting queer students.</p> <p>It will also recognize the hard work done by the excellent advocates and allies on campus, who are leading by example.</p> <p>It would also bring press to MacPride and the march, during which we would present it.</p>
Difficulties	<p>This would be unlike any other initiative from the QSCC. We would have to create a fair process for choosing the recipient, investigate physical award options, and thoroughly search for its inaugural recipient.</p>
Long-term	<p>This would be an excellent way to increase faculty and staff participation and awareness, and open up the centre to further collaboration. It would also be a recurring award, offering another hallmark of MacPride and marketing opportunity.</p>
How	<p>We will collaborate and seek advice from TAC to create an action plan for the determination process. We will also approach the chairs of PACBIC (of which the MSU President is one) to make them aware of this initiative and seek nominations.</p> <p>We will plan to have our recipient selected for early/mid October, and have the actual physical award ready for the 1st of November.</p> <p>We will contact local news sources such as The Sil, Daily News, CBC Hamilton, and perhaps a national queer publication to cover the introduction of the award.</p>
Partners	<p>PACBIC, HRES, MSU President, VP Administration, TAC, The Sil</p>

Objective 7	<p>QSCC Formal/Mixer</p>
Description	<p>To plan and host a semi-formal queer-themed mixer for McMaster Students.</p>
Benefits	<p>This event has historically had an excellent turnout, reaching outside the centre's regular users. We also use this event as volunteer recognition, awarding our volunteer of the year, along with other prizes. It is also McMaster's only major queer social event, filling a crucial need on campus.</p>
Difficulties	<p>Last year we held the event at a new venue, Baltimore House, which was excellent for both the event and our budget, and we were able to cut costs by 75%. However, the venue does not appear to be accessible, meaning we will need to seek alternatives.</p>
Long-term	<p>If we can secure a new location, and establish a relationship, we can save ourselves a lot of time and energy in the future, as well as continuing our lower budget solution.</p>
How	<p>We will either have to look for other locations, which proved difficult, as we experienced last year, or we will try to find a way to make our events more accessible. If we are unable to find an accessible location, we will ensure to</p>

	advertise the accessibility limits of the venue and event.
Partners	Avtek, Campus Events, Compass, external location

Objective 7	Programming for Queer Minorities
Description	This year, we will have a focus on programming specific to asexual (ace) and trans* individuals, specifically created a designated meeting space for these individuals to form connections and support networks. This would most likely take the form of a casual evening meeting alternating between ace and trans* focused each week.
Benefits	We have received requests from several members of each community, searching for programming that is not currently offered on campus or in the local community. There is currently no Ace programming in the Hamilton area, and next to none in the GTA. There is also no designated space for trans* youth to interact on a regular basis in Hamilton. We will be filling a significant need in both the McMaster and the greater community. This will also help increase ace and trans* involvement in the centre in general, increasing our diversity and mutual support systems.
Difficulties	It will be hard to make these continual events without organizational support from those that identify as ace or trans*, as we currently do not have representation on our executive. It will also add to the duties of our newcomers executive and facilitators to ensure these meetings happen.
Long-term	Depending on the success this year, this could turn into a regular event in future years. This may have a significant impact on future students choosing Mac because of this unique programming, and facilitate better representation of these identities in the centre.
How	We will meet and consult with members of each community, seeking advice on programming and potential attendance. We will have our newcomers facilitators running the events to begin with, and hope that it will be run by participants by the end of the year.
Partners	Feminist Alliance McMaster, Diversity Services, The Well

GOALS to strive for

List 3 things that you would like to have prepared for the beginning of September

- 1) Printed materials with our new logos
- 2) New Ally Pins made
- 3) First introduction event planned

List 3 things you would like to have completed during the fall term (1st)

- 1) MacPride rally and events
- 2) 2 main QSCC wide events outside of MacPride
- 3) Successful integration of our new logo

List 3 things you would like to have completed during the winter term (2nd)

- 1) New QSCC t-shirt

- 2) Volunteer Recognition event
- 3) Transition report including organizational outline

If you could jump to the end of your term and were asked to tell someone the highlights of what your department did over the course of the year, what would that include?

The new PRISM award was successful in bringing more attention to MacPride, and increased faculty and staff participation.

Our new logo was well received, and has been incorporated in all our new materials, and most of the old materials have been phased out.

We have increased ace and trans* student participation in the centre, and are looking forward to leadership from these areas in the following year.

Our mixer was a continued success, and followed our budget perfectly.

All QSCC events were accessible, and clearly labeled as such.

MASTER SUMMARY calendar and checklist

Summer (preparation)	<ul style="list-style-type: none"> - Prepare promotion with new logo - Prepare promotion for Blurred Lines - Have first large introductory QSCC event planned - Have volunteers selected and ready to be trained.
September	<ul style="list-style-type: none"> - Train volunteers in two trainings - host first event, potentially pool hall excursion - Host major peer support event - host as many tables as possible for advertisement
October	<ul style="list-style-type: none"> - prepare for MacPride- invite other participants - host collaborative Rocky Horror Picture Showing open to the community - have intramurals fully underway - participate in Trick or Eat - Participate in Mental Illness Awareness Week
November	<ul style="list-style-type: none"> - Host MacPride Rally - Host Drag Show - Hold volunteer recognition get together at the end of the month -
December	<ul style="list-style-type: none"> - Hold stressbusters during and before exams - Host annual Mario bros tournament - participate in MSU egnog -

January	<ul style="list-style-type: none"> - Hold second volunteer training, if necessary (or refresher training event, reorientation) - Prepare and collaborate with Sex and the Steel City publication - Host welcome back event -
February	<ul style="list-style-type: none"> -Host Sex and the Steel City events - Prepare for Mixer - Hire new coordinator -
March	<ul style="list-style-type: none"> - Host QSCC Mixer - Begin effective transition and exec hiring for 2014 - Host final volunteer appreciation event -
April	<ul style="list-style-type: none"> - complete transition report -host final stressbusters - ensure library acquisitions are organized properly -
Weekly	<ul style="list-style-type: none"> - answer emails - participate in advisory committees (PACBIC, AIDS Network, WT*C, etc) - Connect with exec biweekly - have both exec and coordinator fulfill office hours -host weekly newcomers meetings -

COLLABORATION within the MSU

The QSCC has discussed creating a sort of Peer Support Triforce along with SHEC and the new Peer Support line. We are the three MSU services that offer peer support, but both our training and execution differs among us. We plan to educate each other about our peer support services, create a referral strategy among us, as well as launch a promotional campaign to collectively advertise our peer support services.

In this way, we can hope to increase the profile of each of our services, save on promotion costs, and make sure that students are getting personalized help that suits their needs.

FINAL COMMENTS leave nothing out

A few other hopes for this year is to invite high level faculty, including McMaster's new VPs and new Dean of Students to MacPride, as well as Patrick Deane.

We also hope to host more orientation activities to further help transition into the centre, especially for first years. Elements of this include a website refresher, new QSCC specific buttons along with our ally pins, and introducing new events, such as a pool hall venture, to increase September participation and inclusion.



YEARplan13

Department:
Student Walk Home Attendant Team

Date Submitted:

Prepared by:
Jenn Duff

Date Revised:

Administered by:
Anna D'Angela, VP Administration
vpadmin@msu.mcmaster.ca or 905.525.9140 ex. 23250

Date Approved:

MISSION an overview

Our mission is to continue to promote safety on and off campus while seeking to improve the service offered by SWHAT to the McMaster Community. We will seek to improve our exposure and usage by consulting with members of the McMaster Community and other Walk Home programs in order to determine what is most effective for the functioning of SWHAT. SWHAT’s three primary objectives for the year are to provide a more anonymous service for those getting walked, extend our hours, branch out into social media and to focus on volunteer recruitment.

ROLES that individuals play

List all positions found within or in relation to your department including full-time and part time staff, as well as one of a few general volunteer roles if applicable and how their role intersects with yours.

	Name of Individual	Role(s)
1.	Cherryl Doria	Director of Dispatch Operations, Main responsibility of training dispatchers, ensuring they are completing their role, and scheduling dispatcher shifts throughout the year Objectives 1-7
2.	Lisa Liu	Director of Volunteer Logistics, Main responsibility with helping in training new volunteers and scheduling volunteers shifts throughout the year Objectives 1-7
3.	Marie Kim	Director of Volunteer Logistics, Main responsibility with helping in training new volunteers and scheduling volunteers shifts throughout the year Objectives 1-7
4.	Arnav Agarwal	Director of Public Relations, Focus on social media Objectives 1-7
5.	Serena Arora	Director of Public Relations, Focus on off-campus Objectives 1-7
6.	Shyamal Pansuriya	Director of Public Relations, Focus on Res and other services Objectives 1-7
7.	Sasha Amiri	Director of Volunteer Affairs, Planning events for volunteers Objectives 1-7
8.	Catherine Truong	Director of Special Projects, In charge of volunteer appreciation prizes and special projects such as walk-a-thon throughout the year Objectives 1-7

9.	Anna D'Angela	Vice-President Administration Objectives 1 primarily
10.	Jeffrey Doucet	Vice-President Finance Objectives 7 primarily
11.	Pauline Taggart	Network Administrator Objectives 8
12.	Michael Wooder	Student Life Development Coordinator He will most likely help out with all of the projects in some way
13.	Cathy O'Donnell	Security
14.	Brian Hogg	Brian Hogg He hosted our shift sign-up website
15.	Laura Fox	EFRT

OBJECTIVES step by step Copy and paste to add more objectives if required

Objective 1	Increased Anonymity for those Being Walked by Removing SWHAT Uniform
Description	After observing Queens Walk Home program and receiving comments from people being walked home it appears that having an anonymous service is important for students. Volunteers on SWHAT and some students being walked have explained that many of their fellow McMaster peers think the idea of needing a walk home from SWHAT to be embarrassing as it is obvious to tell they are being walked when we wear our jackets.
Benefits	Students that were previously embarrassed about using SWHAT due to being noticed will now be able to be provided with a safe walk home from SWHAT.
Difficulties	A difficulty that will arise is that this provides our service with fewer promotions as other students cannot tell that it is SWHAT walking people home by just looking at us.
Long-term	Next year, this could be built upon with more advertising of it, and surveys to see how students responded throughout the year to SWHAT not wearing jackets/sweaters
How	<ol style="list-style-type: none"> 1. First we will put a survey up on the MSU website asking McMaster Students if they would walk more with SWHAT if we were a more anonymous service, promoting more on Facebook and Twitter to get people to use our service. 2. From our current knowledge, we assume that the McMaster students want this change and therefore if we get conformation with the survey, we will begin to strongly promote how SWHAT is an anonymous and confidential service to the McMaster community explaining that we no longer will be wearing uniforms, but still have name tags for the walkers identification and radios for safety. 3. However, it is important to still promote the service through our SWHAT jackets and sweater, thus we would still want walkers to wear them on patrols around campus, at any event promoting SWHAT, and for exec to

	wear them around the McMaster campus during the day.
Partners	VP Admin Michael Wooder

Objective 2	Update and Increase in Promotional Material
Description	This year it was found that the new brochures printed out last year had the wrong times on it, were too wordy, and did not follow the Visual Identity guide (no MSU logo). Furthermore, in an effort to increase presence within the McMaster Community we want to increase promotional material to not only include brochures, but SWHAT Swag as well.
Benefits	During Welcome Week incoming and current McMaster students often get swag and use things such as pens, lanyards and key chains throughout the year because they were free, useful, and represent McMaster. Thus, having our logo on swag students will use will hopefully increase the chances of them knowing about our service by having to come to our table to receive the swag as well as remembering it by keeping it throughout the year. This could help increase our walk numbers. The new brochures will be more visibly appealing thus easier for students to get information as well as providing them with correct information.
Difficulties	A primary issue will be budget constraints. Even though we have a budget of \$1900 for PR, we feel like Welcome Week is a key time for advertisement, but don't want to spend too much too soon. We hope by spending more money during Welcome Week we will have promotional material that can be used later in the year to continue to promote without having to make another order for swag or brochures.
Long-term	Knowing what promotional material swag to buy this year and seeing how it effects our walk numbers will help the coordinator next year know what to order as no swag was bought last year so it is a lot of buying new things this year. Also, redesigning the brochure this year will update it to its proper colours and advertising and that will make it so next year hopefully the coordinator just needs to order brochures and not redesign it.
How	1. Look at multiple websites prices on swag and email to get a quote. 2. Choose what swag to order and how much to order before the end of July. 3. Make sure to agree on a date of getting swag before September and brochures before August.
Partners	Director of Public Relations (x3) Underground – Dave Dedrick Michael Wooder

Objective 3	MUSST App
Description	The MUSST App is the new app made for security purposes, which has an automatic button to call SWHAT. We want to promote this as much as possible

Benefits	By promoting the MUSST App we will hopefully get more calls because people often say they do not know SWHAT's number and almost everybody has a smartphone.
Difficulties	A difficulty with the MUSST App is that it is new and somewhat slow, thus people may not like to have it on their phone.
Long-term	Hopefully, if the MUSST App does well this year so it could be included in news letters going out to incoming McMaster students next year. This would mean they would download it before coming and already have an idea about safety services on campus.
How	Work with Security and EFRT in promoting the MUSST App to students at events throughout Welcome Week (MAC QUEST, SOC's Olympics, etc.) by having the App open at the events and Clubsfest.
Partners	Security EFRT

Objective 4	Add an Interview and only 1 Training Session per Semester
Description	We want to add an interview for everyone new that is joining SWHAT. One training session a semester that is mandatory is important to make sure everyone is trained the same and understand the responsibility they have as a SWHAT volunteer. They can also sign their agreement there.
Benefits	We hope that this will make those volunteering for SWHAT take the commitment more seriously. In previous years, people could join whenever, were not always trained, and did not attend or act appropriately on certain shifts. This also allows us to put more into training by giving out name tags, having some one from Security come explain radio protocol, and taking photos of every volunteer for our shift management. We hope the interview will help us spot a volunteer that is not serious or does not truly understand the roles of SWHAT and the mandatory training session only occurring once a semester will hopefully ensure we have a more committed group.
Difficulties	A difficulty we may face is if volunteers, as they have in previous years, start taking on fewer shifts in October or March near midterms and the end of the semester.
Long-term	In the long term, we hope that this change will help volunteers take the responsibility of volunteering for SWHAT as a more serious commitment, as well as ensure every volunteer that comes into SWHAT is properly trained.
How	Applications are available online on our Facebook and MSU SWHAT webpage as well we will have a signup sheet to get an email with the application and more information for students at Clubsfest. The week after Welcome Week we will have the application due. Then, during the next week we will have interviews for everyone, including previous volunteers so everyone receives the same process. Last, in the 3 rd weekend in September we have booked a weekend to having training for incoming and previous volunteers with someone from Security to come explain radio use and the benefits of SWHAT for the McMaster community to them. This will also happen in January for a second opportunity during the year to join SWHAT.

Partners	SWHAT Executive Cathy O'Donnell
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Objective 5	Change to SWHAT Sign-Up Website
Description	A new system is need for volunteers to sign up for shifts and dispatchers to keep track of walk information during shift.
Benefits	A new system will bring benefits as the old software being used is dated and was having technical issues. This also allows us to structure the sign up differently to increase the chances all shifts will be filled. We are also looking into Google docs and free software, thus saving money.
Difficulties	Most of the executive and I have a lack of knowledge on this subject. Thus, it could be difficult for us to explore all of the options for a new system. As well, the change could be frustrating for old volunteers as they knew and liked the old system.
Long-term	Volunteers will hopefully adjust to the change, and in the future it will become the norm. With this change hopefully there will be less of an issue with filling shifts and we will not waste paper by printing dispatcher sheets.
How	With the changes we can make it so volunteers have to send their availabilities in to us and we schedule them for shifts. This allows us to fill shifts at the beginning of the month rather than finding people last minute, which is what often happened in previous years. We are looking into using Google Forms for the dispatcher logs and walker information, transferring that information into Google Calendar so all walk information is together, and using Excel files for scheduling. This adds more responsibility for executive members as well.
Partners	Director of Volunteer Logistics (x2) Director of Dispatch Operations

Objective 6	Changes to Volunteer Appreciation
Description	Last year, prizes were awarded to volunteers at the end of the month based on a draw, getting tickets by taking shifts last minute and winning games. However, this only benefited a small number of volunteers as they were big prizes. This year we want to give out small prizes immediately. As well, we want to provide more food on shift as people get hungry on the long shifts.
Benefits	This change will show appreciation to more volunteers as well as make people happy with snacks.
Difficulties	Not everyone may want/like the same types of food. As well, it requires a lot more planning for the month and budgeting so that there is an equal distribution though out the 8 months.
Long-term	If this works this year, we will have set what we spent every month on what items. Thus this could become the norm and less work from future years.
How	We plan on going to places like Costco to get bulk products like chocolate bars

	for little prizes as well we want to put a standing order at 1280 and make plans on what to order so it is staying within the MSU.
Partners	SWHAT Executive VP Finance (helping with budgeting)

Objective 7	Change in Shift Amount per Month
Description	We have increased walker shifts from 3 to 4 shifts a month (thus 12 to 16 hours a month) and dispatcher shifts from 4 to 6 shifts a month (thus 12 to 18 hours a month). The increase in dispatcher shifts is greater as it is see as a higher role and thus we thought should have more hours
Benefits	We would then need fewer volunteers as we normally did not have enough to fill shifts before.
Difficulties	Past volunteers may not want to come back as it is a change asking more from them. And some new volunteers may not want to join as there is a greater number of hours.
Long-term	Long term this will hopefully become the norm and since we need less volunteers we will have a full group and not have the difficulty of being short on shift as much.
How	We sent out an email asking for returning volunteers to email back informing them of the changes being made. Also advertised to incoming students the new hours as they would not have known the old hours. We think this is reasonable as many other MSU services ask even more hours a month from there volunteers (EFRT, SHEC)
Partners	SWHAT Executive

Objective 8	Request a Walk Online
Description	A Google form so students can request a walk online
Benefits	Some students may not want to call the office or want to book a walk in advance of our open hours, so this would allow them to do that.
Difficulties	We have to have a swhat.msu@gmail.com account made to get the notifications for Google forms when new forms arrive as we don't want to miss a online walk booking
Long-term	This could increase our number of walks long term as students can book walks in advance outside our operating hours
How	Form will be put on the MSU SWHAT webpage and the Facebook page. Student can fill out the form and we have an email automatically sent to the swhat.msu@gmail.com account when that happens. We also have it make a "bing" sound when an email arrives so even when we are on shift if not looking at the computer we will be notified of a walk.
Partners	SWHAT Executive Network Administrator

Objective 9	SWHAT Rep Suits
Description	SWHAT has gotten rep suits this year to promote our service during Welcome Week and at events.
Benefits	Rep suits are a “cool” thing to have during Welcome Week according to first years. By associating our self with it during Welcome Week we will be more noticed and get the attention of McMaster students
Difficulties	Ensuring that the reps act professional as a Service
Long-term	Hopefully this will be used in future years and the reps could become official reps. This is because the suits will be “SWHAT” suits and not personalized to a person but the service. Making each unique with different aspects of SWHAT, but not so much that they can be used year after year. As well, SWHAT will be written down one leg on each suit to identify who we are. As well, the SWHAT logo will be painted on the back and the MSU logo on the arm sleeve.
How	Painted our logo and SWHAT down the leg to ensure students know we are SWHAT reps. On one leg let SWHAT reps write there name, get to add a name every year so increases the community aspect of SWHAT. They will attend events such as MAC Quest, SOCS Olympics, walk home with SOCS reps at night with speaking points to promote SWHAT. It will be especially useful with the SOCS reps at night as we will both be wearing rep suits which will bring a popularity and advertisement to SWHAT with the off campus students.
Partners	SWHAT Executive – Sasha: Director of Volunteer Affairs Society of Off Campus Students

GOALS to strive for

List 3 things that you would like to have prepared for the beginning of September

- 1) Training booked
- 2) New website ready with the contact list cleaned up
- 3) Promo material ready for welcome week

List 3 things you would like to have completed during the fall term (1st)

- 1) Training for all volunteers
- 2) A first semester Walk-a-thon
- 3) Teach the new volunteers the new scheduling system

List 3 things you would like to have completed during the winter term (2nd)

- 1) Keep up volunteer moral
- 2) Prepare the incoming coordinator
- 3) End of the year appreciation social

If you could jump to the end of your term and were asked to tell someone the highlights of what your department did over the course of the year, what would that include?

SWHAT's primary goal is always to increase security on and off campus for members of the McMaster community. The change in uniform from sweaters to only wearing name tags for identification will hopefully encourage more students to feel comfortable walking with SWHAT as it increases there confidentially and thus increases there safety at night. As well, with our increase in promotions and promotional material hopefully mores students will hear about SWHAT and be interested in applying for SWHAT or walking with us. Including the interview and mandatory training this year will hopefully result in more dedicated and positive SWHAT volunteers for the year. By changing the scheduling sign up we will hopefully have full shifts every night, which helps our public image as a service and increases the chances of volunteers bonding. With the change in volunteer appreciation volunteers will get immediate rewards and food on shift which will hopefully show a greater amount of the volunteers appreciation compared to last years system. These changes will hopefully ensure volunteer numbers to stay up during the year and increase the number of walks we had from last year.

MASTER SUMMARY calendar and checklist

<p>Summer (preparation)</p>	<ul style="list-style-type: none"> - Prepare for volunteer interviews: book MUSC room, prepare scenarios, and plan supplies needed, ensure executive are available -Order rep-suits: make sure proper branding discussed with Michael Wooder and appropriate painting to suits - Meetings with various people (Cathy from Security, Dave from underground, exec) - Order promotional material (pens, post-its, brochures) and lanyards and name tags -Prepare Sept. training (book a room, get someone from security to come speak and someone about positive space training) - figure out new volunteer sign-up website format (new scheduling system) - Have 400 brochures ready for ISS - Clean out the office and redo appreciation wall -Make a new promotional board - Make an online booking walk form and dispatcher form - Figure out rail trail poster situation (from past coordinator) - Be at horizons and welcome day advertising to incoming students - Have a strong social media presence to incoming volunteers -Send new volunteer, dispatch and exec agreement to Jess for her to check it over -Have social media pages ready and start posting to get attention before school starts -Fill out PO forms for volunteer appreciation prizes
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	-Revamp applications
September	<ul style="list-style-type: none"> - Have certain volunteers where rep suits during welcome week at MAC Quest, SOC's Olympics, walking with SOC's at night, clubs fest - September 22nd mandatory training - Interviewing new volunteers -Getting applications from new volunteers - Have a get together with and old volunteers to get to know each other off shift -night class presentations - New scheduling system goes into effect after training so to train new and old volunteers on the change
October	<ul style="list-style-type: none"> -Prepare advertising and find a charity to donate to for next month SWHAT Walk-A-Thon - Games tournament for volunteers
November	<ul style="list-style-type: none"> -SWHAT Walk-A-Thon -advertise for SWHAT Walk-a-thon -SWHAT social event
December	<ul style="list-style-type: none"> -Put out application for next semester - Survey to see how students respond to the change of have lanyard and name tags compared to uniforms - Compare last years walk numbers to this point to this years -Survey to see how volunteers are liking the change in shift hours a month -Possibly reduce number of people on shift in December (for exams) depending on how busy we are throughout the semester. -Considering extending hours during exam period as people stay at school later studying
January	<ul style="list-style-type: none"> - Training for new volunteers - Getting new volunteer walker applications - Interviews for new volunteers - Look into different options for volunteer appreciation gift -SWHAT social welcoming everyone back for new year - night class presentations
February	<ul style="list-style-type: none"> - Decide on gift for volunteer appreciation (want to change from t-shirts people get every year) - reduce number of shifts needed this month as it is a short month with reading week
March	<ul style="list-style-type: none"> - Another SWHAT Walk-A-Thon if money permits (depending on how much many walks, and thus donate first semester - Preparing to help incoming SWHAT Coordinator transition so they can get the hang of how certain things before they start -Social Event – thanking volunteers for there year of dedication. Give our year gift - Start working on transition report
April	<ul style="list-style-type: none"> - Helping incoming SWHAT Coordinator transition so they can get the hang of how certain things before they start

	<ul style="list-style-type: none"> -Possibly reduce number of people on shift in April (for exams) depending on how busy we are throughout the semester. -Considering extending hours during exam period as people stay at school later studying -Finish transition report
Weekly	<ul style="list-style-type: none"> - SWHAT Exec meetings (bi-weekly) -Ensure there are volunteer appreciation prizes - Plan for the food on shift during the week - Answer emails - Check taxi slips

COLLABORATION within the MSU

- a) An MSU service that SWHAT hopes to collaborate this year with is EFRT. We are both services that look at providing safety to McMaster students. This year with the promotion of the MUSST App is a perfect example of how we will be collaborating. Both our services want the app to be well known and we have a different volunteer base to advertise to. By working together we can increase the amount of students that hear about the app and thus increase safety on campus. We will be working together during Welcome Week in MACQuest and the SOCS Olympics and SWHAT hopes to continue on projects throughout the year with them to promote our similar interest of safety on campus.

- b) A non-MSU service we plan on working with this year is the Society of Off Campus Students (SOCS). The majority of people that use the MSU service SWHAT is off campus students however not everyone knows about us or thinks to call us. Every year in Welcome Week the SOCS reps walk the first year off campus students home, thus a lot of them do not end up hearing about and using SWHAT. This year we are walking with the SOCS reps with our SWHAT reps to help promote our service to the off campus students so that once welcome week is done they know who they can call for a walk home at night. By working with the SOCS we hope to increase the number of walks throughout the year as this is a major promotional opportunity. This is a benefit for the SOCS as well as it is increasing the safety for the McMaster students by letting them know of different options at MAC.

FINAL COMMENTS leave nothing out

Creating a YEARplan for SWHAT was an interesting experience. Many ideas have been listed and more will arise throughout the year but in terms of problems we might face it's hard to predict. We often have a problem of low volunteer commitment, we hope with the changes made that will decrease, but it is still a possibility that we should be ready for. As well, with the changes made we will have to be flexible during the year and be prepared that things will change as it is a learning process for the new scheduling system. Overall, even with all the goals that have been set forth here SWHAT will continue to function as it always has, our primary concern is the safety of the McMaster Community and that will always come first.