



REPORT

From the office of the...

Student Walk Home Attendant Team Coordinator

TO: Members of the Executive Board
FROM: Serena Arora
SUBJECT: SWHAT Report #2
DATE: November 4, 2015

UPDATE

We are about halfway through our first semester, and are back on track towards rebuilding our volunteer base! New volunteers have been hired, the executive position has been filled, and we have promoted 10 of our volunteers to the dispatch position. We are really excited for the rest of the term to move forward with our re-energized volunteers!

SERVICE USAGE

Unfortunately our service continues to demonstrate a decrease in service usage. In comparison to the 146 walks in October 2014, we completed a total of 82 walks in October 2015. However, this does not account for the Fall Break where SWHAT was closed from October 10th – 18th, losing eight full days of service operation. What we have seen is an increase in the number of regular clients (i.e. clients that return at the same time on the same days repeatedly), which has allowed us to build better relationships with those clients, and schedule teams better.

PAST EVENTS, PROJECTS & ACTIVITIES

As I previously mentioned, we have officially completed the application and hiring process for the fall cycle. We brought on 27 new volunteers, bringing the number of walkers up to an even 60 and the total number of volunteers (including executives) to 77. We also hosted a very successful training day for our walkers, as well as a separate session for dispatchers.

Recently we have instituted a change to the distribution of shifts between dispatchers and executives. We are hoping that by providing them with more responsibility, our dispatchers feel more committed and more valued. Now, dispatchers and executives will not be on shift at the same time, with the executives “on-call” (must be able to reach the office within 10 minutes) for the other half of the night. We are going to try this until December and then seek feedback from the dispatchers about how they are finding this.

We also have a new coffee table which is making our volunteers much happier, and we are looking forward to displaying a banner in the space for our volunteers to sign.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

Our Housewarming Party is officially booked for November 12th, so we'll be starting promotions for that soon! There will be light snacks, a Movember themed photobooth, raffle prizes, as well as board games in the office itself. The hope is that students will become more familiar with the office location and the people that work in it when the service is open.

The SWHAT Walk-A-Thon has kicked off! Our goal for the number of walks in November is 200, and the money will be going to Movember. We have already seen 15 walks in just two days, so we're well on our way to reaching our target. It was suggested in the PTM meeting that we try to think of a hashtag for Walk-A-Thon, so we're currently working on that.

One project I will be starting as soon as possible is updating our server. Currently it is not very feasible to physically reach the computer, but as soon as we move our supplies into the Committee Room cabinet, it should clear up some space to actually be able to sit in the office. Hopefully our information will be moved off of Google Docs and on to the server very soon.

BUDGET

<i>McMaster Student's Union</i>							
<i>Dept. 0117 - Student Walk Home Attendant Team</i>							
<i>For the Five Months Ending September 30, 2015</i>							
	Current	Prior Yr.	Current	Prior Yr.	Prior Yr.	Approved	% Budget
	Month	Month	YTD	YTD	YE	Budget	Used
	September	September	2015-16	2014-15	2014-15	2016	To Date
8 All:							
9 5003-0117 SWHT - OFFICE SUPPLIES			40.35	17.73	17.73	250.00	16.14%
10 5101-0117 SWHT - TELEPHONE		35.30	35.30	176.50	423.60	500.00	7.06%
11 5201-0117 SWHT - PHOTOCOPYING		0.46		0.46	0.46	50.00	0.00%
12 5501-0117 SWHT - REPAIRS & MTCE.					928.45	200.00	0.00%
13 6102-0117 SWHT - ANNUAL CAMPAIGNS				226.00	459.00	450.00	0.00%
14 6494-0117 SWHT - VOLUNTEER RECOGNITION		144.49	504.51	213.47	3,036.00	2,500.00	20.18%
15 6501-0117 SWHT - ADV. & PROMO.				373.68	1,834.98	1,800.00	0.00%
16 6633-0117 SWHT - TEAM UNIFORMS				281.77	281.77	320.00	0.00%
17 6804-0117 SWHT - VOLUNTEER TRAINING					226.70	200.00	0.00%
18 6901-0117 SWHT - TRAVEL & CONFERENCE		28.60	402.66	336.65	3,028.54	2,100.00	19.17%
19 7001-0117 SWHT - WAGES	611.26	1,681.08	841.17	1,692.70	6,595.36	5,700.00	14.76%
20 7101-0117 SWAT - BENEFITS	37.70	99.90	57.14	100.48	496.92	450.00	12.70%
21 8001-0117 SWHT - DEPRECIATION EXPENSE			253.04	337.39	1,012.17	1,000.00	25.30%
22							
23 Total All	648.96	1,989.83	2,134.17	3,756.83	18,341.68	15,520.00	13.75%
24							
25							42%
26							
27							

I haven't yet spent much of my budget, but this will likely change in the next few weeks as we get supplies for Housewarming Party, food for the office, volunteer socials and holiday cards!

VOLUNTEERS

Adding 27 new volunteers has greatly eased the strain on our returning volunteers and has made it easier to fill our shifts. However, we will need to hire again for the winter session, particularly female walkers as our female walkers are currently filling more shifts than our male walkers.

We are going to be starting a new volunteer appreciation initiative now that we can no longer have our large Volunteer Appreciation Wall as we did in MUSC 204. Instead, we're moving towards a warm fuzzy jar that we will read, as well as a transportable corkboard where we can write messages to each other and post them.

CURRENT CHALLENGES

A current challenge for SWHAT is simply the decline in service usage. This could be a result in fewer operational days, as well as a limited amount of promotion from my end. Although we are hoping that the Housewarming Party as well as the Walk-A-Thon, and combined promotional posts (for example, identifying which locations SWHAT will walk to on the SCSN Discover Your City passport) will help increase awareness about our service, we are already preparing to ramp up our promotional strategy. This includes having a hot chocolate station in the MUSC atrium on chilly nights, exam stressbreakers, and SWHAT No-Sleep-Overs where students can come to shift in their PJ's and we can have popcorn, play video games or maybe watch a movie (students will NOT be allowed to sleep in the office).

SUCSESSES

I think some of our successes have been hiring and scheduling our new volunteers! Also, I feel as though my executives have begun to settle into their roles and that communication between executives, as well as an understanding of their job descriptions has greatly improved.