



## **Mid-Year Report of the Vice President (Clubs and Services) to SSMU Legislative Council**

*January 9<sup>th</sup>, 2014*

### GENERAL:

The portfolio of the Vice-President Clubs and Services is generally busy year round, with definite peak periods at the beginning of each semester as the clubs resume their activities. My time is spent largely on day-to-day operations which include responding to the storm of emails I receive and responding to club or building-relating issues that might pop up. As such, this portfolio consists mainly of crisis management and conflict resolution.

I've broken down my report into several sections relating to different aspects of my portfolio and will be reporting in each category about my successes and failures of the past semester.

### CLUBS, SERVICES, INDEPENDENT STUDENT GROUPS

New listserv software: One of the first things that I changed was the use of the archaic listserv software that the C&S Listserv was previously sent from. The system made it difficult to update its recipients once club executives had graduated and subscription was done entirely manually adding a lot of administrative work to the IGC. The system was changed to MailChimp which allows me to see more accurately how many subscribers are actively reading each listserv as well as linking subscription straight to the Executive Contact Sheet so everyone is automatically added if they want to be. My subscription rate has nearly doubled since last year, from 800 to 1500 subscribers, but it will no longer be free once over 2000 subscribers.

On that note, I could have sent listservs on a more consistent basis. I would have preferred to send them on a weekly basis but on some weeks, I had nothing to send out vs others which were delayed because some things wasn't ready yet.

New form software: All of our registration forms are now being done through a program called Wufoo. The previous software, GoogleForms, was problematic in that ownership of the forms was carried through my predecessor's personal gmail account since SSMU emails could not be used. The following is a list of the benefits to switching the software:

- Centralized location for all SSMU forms with access control for various users
- Heritability tied to SSMU email addresses
- Customized forms for clubs, services, ISGs, external groups
- Detailed analytics



New Office Allocation Process: There was no previous institutionalized procedure for allocating offices so I decided to create one that would be fair and more transparent to groups. The system I created is a 13 point scale which is based off of two separate metrics. The first one is applied to all of the applications and consists of Activity, Need, Adherence to Rules and Willingness to Share. The second metric, with Cleanliness, Complaints and Fire/Safety as criteria, were only applied to groups who already had an office as an accountability mechanism. The process was done anonymously by removing the club names from the applications to reduce the bias of knowing more about one club versus another. Interestingly enough, many of the clubs who have had offices for years did not put as much effort into their application and received a lower score than the newer clubs.

Now that the 4<sup>th</sup> floor completed has been completed for club offices, they will be able to begin moving in starting next week.

Club Workshops: Every year, the VP CS conducts mandatory Club Workshops to educate incoming club executives how to effectively run their clubs. This year, as is the case every year, the attendance has been pretty low; about 50% of clubs attended.

I plan on having a second round of Workshops in late January and informing the clubs that did not show up to the first ones that they must attend or risk being labelled as inactive for the year. For reference, two consecutive years of inactivity results in the expiry of their Club Status.

Good relations with the Services: I have worked very hard to be open and welcoming to all of the services by giving them my number so they can message me in case of an emergency as well as attending some of their executive meetings for a more direct line of communication.

In retrospect, I should have prepared a more comprehensive Service Workshop, like the ones Clubs get, to educate the Services in everything they need to know SSMU-wise.

Club Bank Accounts: Our accounting department pointed out that several club bank accounts had been inactive for an extended period of time. I spent a good while investigating each group to make sure they were truly inactive and instructed the bank to close down those accounts. The money remaining in those accounts when they are closed will be transferred to the Club Fund so that all clubs may apply to it.

## BUILDING & EVENTS

New events schedule: Over the summer, I reviewed the previous 2-week room booking schedule and made some significant alterations. The new system is much more forgiving to groups given that most of them start planning their events way before the booking window opens. Groups can now book the Special Rooms such as Ballroom, Madeleine



Parent and Lev Bukhman 3 months in advance and every other bookable space, the Regular Rooms, 6 weeks in advance. Furthermore, the previous system allowed external groups to book earlier than internal groups because contracts would be signed before the 2 week period. Obviously, the building should be dedicated to student groups and so the new system only allows external groups to book Special Rooms 2 months in advance and Regular Rooms 4 weeks in advance. As such, Internal Groups are granted a grace period where they can book before External Groups are allowed to.

New Activities Night format: This year, I experimented with the format of Activities Night and changed it significantly. One of the major complaints from previous years were from clubs who felt that a lot of students were missing large sections of the event and leaving before having seen all of the clubs. I tried to address this by implementing a path system instead of free-flow system where students would be directed throughout the building and see everything there was to see. This also allowed me to showcase areas of the building that were previously not part of Activities Night such as the Clubs Lounge, the SSMU Office, the Players Theatre and even the Brown Building.

I also wanted to address the waitlist problem where groups on the waitlist could only be told if they had a table the same day if another group didn't show up. Due to the path system, a greater amount of space in the building was used for tabling which meant that every group that applied by the deadline received a table. On top of that, every group had their own table instead of having to share it with another group like last year.

We also recognized that the significant loss of passes every year was an expensive and unsustainable problem to fix. We had to print an additional 800 passes to cover the amount that we needed. In order to remedy this, we implemented an experimental pass system that included having tablers exchange their McGill IDs for the passes at the end of their shifts. This resulted in a loss of 45 passes last semester versus 800 last semester.

Although I felt that this new format was fairly successful, I did recognize several issues that I will be rectifying for future events. The path system was taxing on students who came to see one group in particular and was particularly hard to enforce with the few volunteers I had. Furthermore, several areas bottlenecked and caused the flow to become disjointed.

This semester, we'll be experimenting on the format by making it more interactive and allowing clubs and services to host workshops and performances as well as addressing previous concerns.

Mice Infestation: The last semester has seen the moving in of several mice. We've been dealing with several reports throughout the building and addressing them proactively. SSMU signed onto a pest control contract with McGill in order to have a technician on hand to do assessments and provide insight into strategies we should employ to minimize the problem.



4<sup>th</sup> Floor Office Clean-up: As a result of the mice infestation, a general cleaning and clearing of junk of the 4<sup>th</sup> floor was conducted since it was one of the more problematic floors. This is also the reason why the office allocation process was severely delayed. We had our pest control technician and McGill's Fire Marshall come in to do several assessments of the area. Due to the massive build-up of junk over the years, fire and safety has become a critical issue as most of the rooms are fire hazards (some clubs were found to be storing bags of charcoal and lighter fluid) and the junk impeded on our technician's attempts to examine the area for droppings and place traps.

I have received a lot of frustrated comments from clubs who thought they would be moving in earlier but after explaining the situation, they have been pretty understanding.

Renovations to the Building: Here is a short list of building projects we have underway

- Renovations to the Lev Bukhman room
- Painting of the 403 and 433-A and renaming to Green and Blue Room
- New Sound System for the Ballroom
- Long term plan for Room 108
- New printer on the second floor

Installation of an outdoor concrete ping pong table: One of the first things I helped facilitate over the summer was the installation on the Leacock terrace. Thanks to the Gardens and Grounds Committee and the AUS for moving this along!

### UPCOMING PROJECTS

Implementing an Eco-Score for the Club Audits  
Review of ISG criteria and accreditation procedure  
Club Hub Project  
Updating the Services' Constitutions  
Creating Service-specific How to Run a Service Guide  
Updating the website content  
And of course, everything else!

Respectfully submitted,  
Stefan Fong



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