



# REPORT OF THE SERVICES REVIEW COMMITTEE TO COUNCIL

**APRIL 6<sup>TH</sup>, 2017**

## Committee Members:

Elaine Patterson, Vice-President (Student Life)

Kahli Douglas, Services Representative to Council

Richard Mansdoerfer, Engineering Representative to Council

Jasmine Segal, Social Work Representative to Council

Ari Havusha, Member-at-Large

Vincent Hsu, Member-at-Large

Advisory Member: Niall Carolan, Vice-President (Finance)

## Committee Attendance:

	January 30th	February 6th	February 13th	February 20th	March 13th	March 20th	April 3rd
Elaine Patterson	✓	✓	✓	✓	✓	✓	✓
Kahli-Ann Douglas	excused	✓	✓	✓	excused	✓	✓
Jasmine Segal	excused	excused	✓	excused	excused	X	X
Richard (Tre) Mansdoerfer	✓	excused	✓	✓	absent	✓	✓
Ari Havusha	excused	excused	✓	excused	absent	✓	absent
Po-Hao (Vincent) Hsu	✓	excused	✓	excused	✓	✓	✓

## Goals:

The Services Review Committee reviews the accreditation of Services to ensure that their provision of services meets the needs of students and that they continue to meet the eligibility criteria outlined for Services as per the Internal Regulations of Student Groups.



As per amendments made in the Winter 2016 semester to the Internal Regulations of Student groups, each of the SSMU Services must be reviewed over the course of one academic year. The 2015-2016 academic year marked the first year in four years that the Services Review Committee met to meet its mandate (which, in the previous Internal Regulations, required the Committee to review ¼ of all SSMU Services per semester).

## **Methodology:**

- Service Audits
  - A Service Audit consists of a committee member or committee members accessing and/or using a SSMU service followed by a report of their experience to the Committee. Members of the committee must review services as though they are any Member of the Society; they do not tell the service that they are conducting an audit. Audits can include reviewing information provided online, attending an event the service is hosting, attending the service's office hours, and more.
- Self-Report
  - In the 2015-2016 academic year, nearly all SSMU services conducted a self-report in which they reported to the Services Review Committee the aspects of their service and the internal governance structure of their service. The Committee has decided this year that, because services don't change on an annual basis, we will ask services to provide updates to their self-reports from last year and to ask services that have not completed a self-report to do so.
- User Survey
  - The Services Review Committee would like to send out a survey to all students asking about their experience using SSMU services. One of our committee members, Councillor Mansdoerfer, created a Google survey that we shared with members of the society.
- Constitution Amendments
  - The Services Review Committee also reviews and approves any constitutional amendments Services choose to make. These amendments are then brought forward to SSMU Legislative Council.

## **Criterion:**

- As per the Internal Regulations of Student Groups, a Service is a group that offers “resources and/or support to Members” and “may also provide referral, awareness, education, or advocacy services in addition” (7.1.b, Internal Regulations of Student Groups).
- Do note that the definition of a SSMU Service was revised at the end of the Winter 2016 semester when the Internal Regulations of Student Groups were revised.



## Reviews and Suggestions:

- **Recommendations to all SSMU Services:**
  - The Services Review Committee would like to see all SSMU Services have a more transparent budget shown on their websites and/or other media platforms. Furthermore, the Services Review Committee requests that any SSMU Services that may give discretionary funding communicate the organizations to which they donate in a budget available to the student body online.
  - Additionally, the Services Review Committee recommends that all SSMU Services that offer paid staff positions use the same interview guides as SSMU Human Resources uses for the hiring of student staff.
  
- **Peer Support Centre**
  - The Services Review Committee recommends that Peer Support Centre send a follow-up email to students who access their service and provide an email to contact with an invitation to revisit the service as a way to follow up with the student and to encourage them to come back.
  - Additionally, the committee recommends that PSC should work towards expanding its hours.
  
- **SSMU Volunteer Service**
  - The Committee believes the SSMU Volunteer Service can advertise more online. One of the recommendations is for the Volunteer Service to have an online campaign that offers examples of groups and/or organizations that students get referred to from their service. Additionally, it came to the Services Review Committee's attention that at one point this year the online appointment system for the Volunteer Service was down. The committee entirely understands that technical errors happen, which is why we recommend that the Volunteer Service implement an in-person booking system and/or sign-up sheet for students to use should the booking system ever crash again.
  
- **TVM: Student Television at McGill**
  - In 2015-2016, the Vice-President (Clubs & Services) was working with TVM to create videos of each of the SSMU Services. The Vice-President (Student Life) will be recommending that this project be picked up again by the incoming 2017-2018 SSMU VP Student Life. Additionally, many groups on campus contact TVM to ask for promotional videos to be made for their events. The Committee thinks it would be a good idea for TVM to create a graphic of its typical timeline for production of a short



promotional clip so that student groups know when to contact the service if they have a deadline they need to meet.

- **SSMU Musicians Collective**

- The Committee recommends that the Musician's Collective update their website on a more regular basis. Even if it's just to share that there are Musician's Collective events going on or other events from other music groups on campus!

- **The Flat Bike Collective**

- The Committee's recommendation to the Flat Bike Collective is to create an online feedback form for users to make suggestions about parts they'd like to have available in the service's space or other things students would like to see happen in The Flat.

- **Black Students' Network**

- The Services Review Committee recommends that BSN expand the scope of the services it offers to students and to provide more information on advocacy campaigns for people of color in the McGill and Montreal communities.

- **Midnight Kitchen Collective**

- The Services Review Committee recommends Midnight Kitchen provide more transparent documentation of the discretionary funding your collective chooses to give to other organizations. One of the committee's ideas was to have a link to a view-only Google Sheet that lists the groups the collective donates to and the amount of funds donated. Additionally, the committee would like to recommend Midnight Kitchen offer workshops in the kitchen to students on campus. These could range from learning to cook vegan meals to learning about food politics.

- **The Plate Club**

- One of the recommendations of the Services Review Committee is for the Plate Club to post clearer office hours and drop-off/pick-up hours. These could be shared on the service's website, Facebook page, and even in the signature for the service's email. Additionally, another recommendation we have is to look into the possibility of offering reusable tablecloths and napkins for events on campus.

- **Queer McGill**

- The Committee would like to see Queer McGill's office hours posted in a more publicized place on their website, Facebook page, and/or email signatures for their executive emails. Additionally, the committee would like to recommend that Queer



McGill reach out to other groups on campus (i.e. Queer Engineering) to better advertise and grow their service.

- **Union for Gender Empowerment**

- The Services Review Committee recommends that UGE assist in the implementation of the Menstrual Products Policy SSMU adopted in the Fall 2016 semester. One of the mandates of the policy is for the office of the Vice-President (External) to run an information campaign on menstruation and the destigmatization of menstruation on an annual basis. It would be wonderful if the UGE was willing to help out with this initiative.

- **Sexual Assault Center of the McGill Students' Society (SACOMSS)**

- One of the committee's recommendations is to explore the possibility of offering more support groups and to better advertise said support groups. Currently, it seems that students have to email SACOMSS or attend SACOMSS drop-in hours to request information on support groups; if this is by design, that's absolutely okay. The committee simply thinks that more students could benefit from these groups and would like for SACOMSS to explore other avenues of advertising. Additionally, we understand that there are some branches of SACOMSS that are more heavily staffed than others. The committee would like to recommend that SACOMSS work towards redistributing labor more evenly amongst its four branches.

- **McGill Students' Nightline**

- One of the Committee's recommendations is for Nightline to work towards expanding its Chatline hours. Additionally, the committee would like for Nightline to discuss the possibility of having a more transparent budget with the committee and perhaps the rest of the student body. That being said, the committee understands and respects the confidentiality of this service.

- **SSMU Drivesafe**

- One of the recommendations of the committee is for Drivesafe to develop a marketing campaign that encourages all students, not just first-years, to access the service. Additionally, the committee would like to see Drivesafe increase its patrols if possible. As a fun suggestion for a marketing campaign, the committee thinks it would be awesome to see Drivesafe mimic the Cash Cab and/or run a promotion for a week that offers students a discount to a local restaurant (or something along those lines) when they call Drivesafe for a ride!

- **SSMU Walksafe**



- The committee recommends that Walksafe develop a marketing campaign that encourages all students, not just first-years, to access the service and to remind students that the service is available outside of large-scale events. As a fun promotional suggestion, we also think it would be cool if Walksafe did a one-week promotion that offered students a free slice of pizza along with their walk home! Or any food/other promotional item!
- **McGill Students Emergency Response Team**
  - The Services Review Committee would like to encourage M-SERT to explore the possibility of being more proactive at events versus reactive. If possible, for larger events it could be useful to have a volunteer from M-SERT patrolling the event while other volunteers remain stationed. Additionally, the committee believes it would be beneficial to develop an online promotional campaign with graphics that teach students how to be active bystanders and at what point it might be a good idea to step into a situation to ask if a student would like to see M-SERT.

**Respectfully submitted,**

**The Services Review Committee**