



Services Review Committee Report to Legislative Council

COMMITTEE MEMBERS:

Kimber Bialik, Vice-President (Clubs and Services)
 Zacheriah Houston, Vice-President (Finance and Operations)
 Justin Dauncey-Ripplinger, Services Administrative Coordinator [as of November 15, 2015]
 Malcolm McClintock, Engineering Representative
 Danny Jomaa, Services Representative to Council [until November 20, 2015]
 Kira Smith, Member-at-Large
 Jehanzeb Shaikh, Member-at-Large

COMMITTEE ATTENDANCE:

The Services Review Committee met on all of the following dates:

Monday, October 5, 2015
 Monday, October 19, 2015
 Monday, November 2, 2015
 Monday, November 16, 2015
 Monday, November 23, 2015
 Monday, November 30, 2015

	Oct. 5	Oct. 19	Nov. 2	Nov. 16	Nov. 23	Nov. 30
Kimber Bialik	✓	✓	✓	✓	✓	✓
Zacheriah Houston	✓	✓	✓	✓	excused	✓
Justin Dauncey Ripplinger	-	-	-	✓	✓	✓
Malcolm McClintock	✓	✓	✓	✓	✓	✓
Danny Jomaa	✓	✓	x	x	-	-
Kira Smith	✓	✓	✓	✓	✓	✓
Jehanzeb Shaikh	✓	✓	✓	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 the Clubs and Services portfolio.

While the Internal Regulations require that the Services Review Committee review ¼ of all Services every semester, the Committee reviewed all 20 Services during the Fall 2015 semester to compensate for the fact that Service Reviews have not been undertaken since 2011 and many Services have not undergone review in over ten years.

METHODOLOGY:

Up to and including the Fall 2011 semester, Services Reviews consisted solely of a "Service Report" submitted by each of the Services outlining



their goals for the year ahead. While Service Reports should form an integral part of an exhaustive review process, self-reports on goal achievement as the sole factor in Service Reviews fail to identify structural issues within each Service and fail to address areas where Services are not meeting their mandate or the definition of a Service as per the Internal Regulations of the Clubs and Services Portfolio.

In order to conduct Service Reviews, the Services Review Committee designed a structure that would allow for the Committee to gain a concrete understanding of the operations of each Service and the way that they meet the needs of students. This structure included:

- Self-Reports: Recognizing that the Committee can never know each Service as well as the individual Service coordinators do, the Services Review Committee designed a self-report form whereby each Service had an opportunity to explain their structure and goals and to elaborate on their understanding of how they met at least two of the five criteria for the maintenance of Service status.
- Constitutional Review: The binding governance document for each Service provides the mandate of that Service, and the Committee reviewed the constitution of each Service in order to compare their current operations to their goals and objectives as set out in their constitution.
- Direct Service Audits: The Services Review Committee made an effort to directly use each Service in order to gain an understanding of the user perspective for each Service. This included direct use of Services and soliciting information from members of Services directly through reviews of their web and social media presence, attendance at office hours, and other methods.
- Survey Results: The Services Review Committee designed a survey to be disseminated to all students in order to provide a venue for anonymous feedback about an individual's experience with a particular service.

CRITERION:

As per the Internal Regulations of the Clubs and Services Portfolio, a Service is a group that offers "resources, support, referral, awareness, or education" to members of the Society. A Service need not fulfil all five components of being a Service, but their operations must fall into at least two of these five categories of Service provision.



GRADING: After a comprehensive review process, the Committee makes one of the following determinations about each Service's review:

PASS: The Service fulfills the criteria of Service status as outlined in the Internal Regulations of the Clubs and Services Portfolio and is successful in fulfilling its mandate.

PASS, WITH RESERVATIONS: The Service fulfills the criteria of Service status as outlined in the Internal Regulations of the Clubs and Services Portfolio but is not meeting its mandate to the fullest capacity or has significant areas for improvement.

FAIL: The Service fails to fulfill the criteria of Service status as outlined in the Internal Regulations of the Clubs and Services Portfolio and/or is not meeting its mandate.

SERVICE REVIEWS:

Black Students' Network

The constitutional mandate and objectives of the Black Students' Network are "to promote the interests of Black peoples and to sensitize McGill University and the wider Montreal community to issues concerning these peoples; and to integrate Black students into the life of McGill and the wider community outside McGill."

The advocacy and awareness activities of the Black Students' Network fulfill their mandate to promote the interest of Black peoples and sensitize the McGill community, fulfilling the *awareness* and *education* requirements for Service status. The Committee would like to see the BSN work towards providing *resources* for their members in order to better fulfil their objective of support supporting Black students and integrating their members into the McGill and Montreal community.

Review: PASS, WITH RESERVATIONS

The Services Review Committee was impressed with the advocacy and awareness role that the Black Students' Network plays on campus, but would like to see in an increase in the direct resources provided to users of their service.

Elections SSMU

Elections SSMU does not have a constitution governing their mandate and objectives. As a result, the Services Review Committee cannot determine whether or not their current operations meet their mandate.

As per the definition of a Service, Elections SSMU only fulfils the *resources* pillar through their rentals of the online voting software to other student groups, and as a result Elections SSMU does not meet 2 of the 5 criteria as required for the maintenance of Service status.



The Services Review Committee also raised concerns about the placement of Elections SSMU within the SSMU structure – it is imperative that the body responsible for the integrity of Society elections not fall within a structure that is directly supervised by a SSMU executive.

Review: FAIL

The Services Review Committee recommends that the Ad-Hoc Electoral Reform Committee consider revising the placement of Elections SSMU within the SSMU structure, perhaps implementing a structural parallel to the SSMU Judicial Board as an alternative to Service status.

First Year Council

First Year Council's constitutional mandate and objectives are "to unify and represent all of its members, and to protect and promote their welfare and interests. The Council shall provide services and activities to enhance the educational, cultural, environmental, health, political, and social conditions of its members. The Council shall act in the best interests of its membership as a whole. All Council endeavours shall be undertaken with full respect for human dignity and without discrimination on the basis of, but not limited to, gender, age, race, ethnic or national origin, religion, sexual orientation, mental or physical disability, or language or social class."

While First Year Council does provide representation of first year students through their seat on SSMU Legislative Council and does host events for first year students, First Year Council provides few direct resources to students and fulfills only the *support* portion of the definition of Service status, failing to meet at least two requirements of Service status as required by the Internal Regulations.

The Services Review Committee also expressed concerns about the structure of First Year Council. By nature of a Service being run by first year students, First Year Council is inactive in late August and September during the time period where first year students need the most support and guidance. The executive elections taking place in mid-October place significant limitations on the ability of this Service to provide resources and support to its members and its structure serves to the detriment of first year students.

Review: FAIL

The Services Review Committee recommends that First Year Council make an effort to focus more on direct resource provision and referrals, and that the Legislative Council consider an alternative structure to Service status in order to facilitate the long-term success of First Year Council.

The Flat Bike Collective

The Flat Bike Collective does not have a constitution governing their mandate and objectives. As a result, the Services Review Committee cannot determine whether or not their current operations meet their binding mandate.



The unofficial mandate of the Flat Bike Collective as per their website is to “make bicycling more accessible by sharing repair facilities and knowledge, offering workshops to persons of all skill levels, and reducing the costs of bike maintenance; provide a welcoming environment by recognizing the existence of power imbalances, encouraging dialogue and diversity of opinion, confronting discriminatory actions and words, and making decisions by consensus; minimize environmental impact by recycling and reusing parts and promoting cycling as a viable mode of transportation; and to promote a greater sense of community by making resources available to groups on and off campus, supporting bike-related projects and events, and collaborating with other bike organizations.”

The Flat Bike Collective’s operations do fulfil this unofficial mandate, fulfilling the required two components of Service status through their provision of *resources* and *education*.

Review: PASS

The Services Review Committee requires that the Flat Bike Collective submit a constitution prior to the end of January 2016.

McGill International Students’ Network

The constitutional mandate and objectives of the McGill International Students’ Network (MISN) are to “create a comfortable and supportive environment for international students at McGill; provide orientation services catered to the specific needs of international students in order to assist their integration into the Canadian life and their adaptation to Montreal and McGill; promote awareness of the McGill and Montreal community by providing information relevant to international student interests, available to any and all interested individuals, primarily through the use of an email-based communication and social media; promote and facilitate communication, cooperation and coordination among students and university groups on international matters; represent the interests and concerns of international students; and work independently and with the International Student Services, the Alumni Association and any other organization seeking to improve conditions for, and deepen relations with international students, by means of formulating and implementing new services as well as improving existing services.”

The activities of MISN, primarily events and trip based, fulfil some of their mandate, but the inactivity in representation and advocacy and the lack of direct resources available for membership in comparison to the events focus is an issue. MISN at present provides some *resources*, such as the Lingo Buddies program, but does not meet multiple criteria for Service status as required.

Advocacy within the University is an area that requires additional attention from MISN, with discussions about international tuition deregulation being identified as one of the areas where MISN should be active in advocacy and awareness.

Review: FAIL



The Services Review Committee would like to see MISN adjust its primary activities from solely events and trips to a more robust structure including direct service provision to international students at McGill and advocacy within the University on issues affecting international students.

McGill Students Emergency Response Team (M-SERT)

The constitutional mandate and objects are M-SERT are to “provide emergency first aid services to students of McGill University and members of the Montreal Community at events and/or functions at which [M-SERT] is working as the designated first aid authority. [M-SERT] promotes campus wide awareness in issues of emergency pre-hospital care and general safety.”

The services that M-SERT provides to the McGill community and to student groups hosting events on and off campus, in addition to their first aid courses, fulfil their constitutional mandate and satisfy the requirements of Service status, providing *resources, support, and education*.

During the direct audit of M-SERT’s services, committee members were consistently impressed with the conduct and professionalism of the responders, both during the event booking process and the active responding at events.

Review: PASS

The Services Review Committee was impressed with the work of M-SERT and was not able to readily identify any major areas for improvement.

Midnight Kitchen

Midnight Kitchen does not have a constitution governing their mandate and objectives. As a result, the Services Review Committee cannot determine whether or not their current operations meet their mandate.

The unofficial mandate of Midnight Kitchen as per their website is “to provide affordable, healthy food to as many people as possible. [They] aim to empower individuals and communities by providing a working alternative to current market-based systems of food collection and distribution. [They] oppose privatization, corporatization and other processes that actively disempower people by obstructing their access to resources and independence. [They] will provide education on food issues, both inside and outside of the collective, and provide a space for the exchange of ideas within the community. [They] recognize that much of the politics surrounding food production and distribution are part of a larger system of oppression. By reclaiming control over the distribution of food in our community we are acting in the pursuit of social and environmental justice and we will support others who share these goals. [They] will organize and act according to principles of anti-oppression.”

The operations of Midnight Kitchen, namely their daily servings open to the public and their solidarity servings for other events meeting their mandate, fulfil this unofficial mandate, and fulfil the requirements for Service status through the provision of *resources and support* to other likeminded groups on campus.



Review: PASS

The Services Review Committee requires that Midnight Kitchen submit a constitution prior to the end of January 2016.

Nightline

The constitutional mandate and objectives of McGill Students Nightline are “to provide a confidential listening, information, and referral service to the McGill community that is completely independent from any religious or political affiliation. McGill Nightline shall not be a counselling service.”

Nightline’s mandate as per their constitution serves as an explicit recognition of the services they provide, and the day-to-day operations of Nightline fulfil their mandate as outlined in their constitution. In addition, Nightline’s services fulfil two of the five requirements of Service status, as their operations constitute both *support* and *referrals*.

While Nightline meets the definition of a Service and fulfils its mandate, the Services Review Committee was dissatisfied with the quality of the call observed during the audit of Nightline’s Services. Following a question from the auditor seeking information about McGill course withdrawals, Nightline’s operator provided incorrect information to the caller which was not corrected after concerns and further questions about the validity of the information were raised.

Review: PASS, WITH RESERVATIONS

The Services Review Committee recommends the further development of resources for volunteer training. While Nightline’s volunteer training procedures are confidential and not available to the Committee for consideration, the Committee recommends the development of resources on frequently asked questions to ensure that accurate information is being provided to callers in the future.

Organic Campus

Organic Campus does not have a constitution governing their mandate and objectives. As a result, the Services Review Committee cannot determine whether or not their current operations meet their mandate.

The unofficial mandate of Organic Campus as per their website is to promote “healthy eating and organic foods to the McGill community.” Organic Campus is meeting their own mandate, but does not meet the definition of a Service, only providing *resources* to the McGill community.

The Services Review Committee also expressed concerns about the compatibility of Organic Campus with the SSMU Services structure. Aside from not meeting the definition of a Service as outlined in the Internal Regulations, because Organic Campus operates primarily as a business operation this may be fundamentally incompatible with Service status, which is seen by the Committee as the provision of resources that would ideally be free and available to all SSMU members.



Review: FAIL

The Services Review Committee plans to further audit Organic Campus in the coming semester to determine compatibility with the SSMU Services Structure.

The Plate Club

The constitutional mandate and objectives of Plate Club is to “raise awareness about the excessive waste arising from the use of disposable dishware during food events, provide McGill students and community members with a reliable and convenient source of dishware for use at food events in lieu of garbage-generating disposable dishes, provide a free and accessible dishware service available for all members of the McGill community, maintain high hygiene standards, and promote alternative options for those looking to hold events that involve food.”

The operations of the Plate Club fulfil their own mandate, through both their lunch service and dishware rentals for events. The Plate Club also meets the definition of a Service, providing *resources* to the McGill community, *support* to other student groups in hosting their events, and *awareness* about the impact of disposal dishware, although this tenant of their mandate has been more active in past years.

One issue that the Services Review Committee noted as a result of direct student feedback was the consistency and availability of service. Lunch service in the SSMU cafeteria is only provided for an hour and a half each day, and some students have noted that event dishware rentals and office hours have been inconsistent. Lack of accessibility to the resources offered to Plate Club hinders the provision of this service.

Review: PASS, WITH RESERVATIONS

Based on student feedback, the Services Review Committee would like to see Plate Club make an effort to increase their lunch service hours in the cafeteria in order to make their Service available to a greater number of students.

Players' Theatre

The constitutional mandate and objective of Players' Theatre is to “produce dramatic presentations with and for the student population of McGill University. Its focus is to give McGill students a venue through which to display their talents in all areas of theatre production. Players' Theatre also has an obligation to both the student population and the Montreal community (as Players' is the oldest English-speaking theatre in Montreal) to produce the highest quality shows possible.”

The operations of Players' Theatre, namely the production of four shows and the McGill Drama Festival on an annual basis, do fulfil their mandate as outlined in the presentation. At present, the Committee found that Players' Theatre does not currently meet any of the components of the definition of a Service as outlined in the Internal Regulations.



The Services Review Committee was impressed with the consistent high quality of the shows put on by the Players' Theatre, but ultimately felt that the production of shows alone does not qualify an organization as a service, which necessitates the provision of services to the student body.

Review: FAIL

The Services Review Committee does not believe that Players' Theatre is currently meeting the definition of a Service, but could make improvements in order to provide more services to students. Examples include the provision of workshops and technical skill building for students and the availability of their theatre space to other performing arts groups on campus that do not currently have theatre space available to them. At current, Players' Theatre must work to differentiate their operations from other performing arts groups on campus in order to justify the maintenance of Service status.

Savoy Society

The constitutional mandate and objective of the Savoy Society is "the performance of light opera, mainly though not of necessity, the operettas of W. Gilbert and A. Sullivan."

The operations of the Savoy Society, the annual production, does meet their mandate as per their constitution, but at present the Savoy Society does not currently meet any of the components of the definition of a Service as outlined in the Internal Regulations.

The shows put on by the Savoy Society receive consistently positive feedback and have a high production value, but the production of shows alone does not qualify an organization as a service, which necessitates the provision of services to the student body.

Review: FAIL

The Services Review Committee does not believe that the Savoy Society is currently meeting the definition of a Service. At current, the Savoy Society must work to differentiate their operations from other performing arts groups on campus and emphasize the provision of Services in order to justify the maintenance of Service status.

Sexual Assault Centre of the McGill Students' Society (SACOMSS)

The constitutional mandate and objectives of SACOMSS are to operate as "a pro-survivor and pro-feminist collective. The Centre is dedicated to raising awareness within, providing information for, and offering support to the McGill and Montreal communities regarding sexual assault, defined as any unwanted act of a sexual nature, and related issues by undertaking the following services:

- (i) The Accompaniment Team service: a proactive service which offers information and support to members of the McGill community who may seek or are seeking redress through the McGill grievance procedures for sexual harassment, sexual assault and related issues.



- (ii) The Crisis Intervention service: a responsive service which deals with issues of sexual violence by providing information, support, and referrals to members of the McGill and Montreal communities who have been negatively affected by sexual assault or other related issues.
- (iii) The Outreach service: a proactive service in which women and men work together to address the problems of sexual assault by providing education awareness campaigns about the issues surrounding sexual violence.
- (iv) The Support Groups service: a responsive service which provides facilitated support groups to those members of the McGill and Montreal communities who are survivors of sexual violence and/or related issues.

The operations of SACOMSS and the branches through which they operate are well articulated in their mandate, and as a result SACOMSS continues to meet this mandate. SACOMSS is also the only Service that meets all five of the criteria required for the maintenance of Service status, through their provision of *resources, support, referrals, awareness, and education*.

Review: PASS

The Services Review Committee would like to note that no direct audit of SACOMSS Services could be executed due to the confidential nature of their Services.

SSMU Drivesafe

The constitutional mandate and objectives of Drivesafe are “to provide an alternative to using public transportation alone late at night, to promote responsible drinking, to prevent drinking and driving and the associated dangers, and to promote a sense of community within the university by making evening activities accessible to all McGill students. As a group that works actively to eliminate all forms of discrimination, Drivesafe encourages all McGill students, McGill staff and other members of the Montreal community to use DriveSafe irrespective of sex, race, sexual orientation, and mental or physical ability.”

Drivesafe's Services, namely the provision of a safe ride home for students and the availability of their Services at large scale events on and off campus, fulfil their objectives and mandate as outlined in their constitution. In addition to constitutional fulfilment, Drivesafe's services provided fulfil two of the five requirements of Service status as per the Internal Regulations, as their operations constitute both a *resource* and a *support* to students.

Through the audit process, Committee members were impressed with the professionalism and efficiency of Drivesafe volunteers both when booking events and communicating with prospective collaborators and in communicating with students using their services directly.

Review: PASS

The Services Review Committee was impressed with the work of Drivesafe and was not able to readily identify any major areas for improvement.



SSMU Musician's Collective

The constitutional mandate and objectives of the Musician's Collective are to "provide a network of musicians to facilitate music making at all levels, facilitate the forming of ensembles and bands, coordinate and promote performance opportunities for bands and ensembles, [and to] provide space and equipment to facilitate music making."

Through their operations, including the jam room, referral services, introductory music workshops, and equipment lending program, the Musicians Collective meets their mandate. The Musician's Collective also meets the criteria for Service status, providing *resources, referrals, and education*.

Review: PASS

The Services Review Committee was generally impressed with the operations of the Musicians Collective but recommends the modernization of their web presence in order to better promote their services to the McGill community.

SSMU Walksafe

The constitutional mandate and objectives of Walksafe are to exist as a "student-run volunteer service that aims to provide security and safety services to the students of McGill University and the Montreal community through empowerment and the promotion of a culture of safety. [They] are strongly devoted to the promotion of students' safety and well-being above all else."

Walksafe successfully meets their mandate as outlined in their constitution through their regular nightly service and the services they provide for events hosted by other student groups on campus. Walksafe provides *resources and support* to McGill students through the provision of their service.

During the direct audit of Walksafe, Services Review Committee members were impressed with the quality of service offered by Walksafe volunteers and their commitment to providing a professional and comforting experience to users of their service.

Review: PASS

The Services Review Committee was impressed with the work of Walksafe and was not able to readily identify any major areas for improvement.

TVM: Student Television at McGill

The constitutional mandate of TVM: Student Television at McGill (TVM) is to "become an intricate part of the McGill community by working hard to provide interesting programming for the McGill community as well as effective training and education in media production and issues. Its objectives are to experiment and push the limits of student-produced new media and technologies, to teach the community about media production at the independent level, to produce high quality, student-based media content for its audience, to make TVM a representative of McGill student life, to entertain the McGill community through content, to



provide a network and sense of community for likeminded McGill students as [they] prepare to enter the workforce.”

TVM's current operations, including the production of original content, their extensive workshop and training programs, and the development of programming for other student groups on campus fulfils their mandate as outlined in their constitution. TVM meets the criteria for service status as outlined in the Internal Regulations, through their provision of *resources* and *education* to the McGill community.

Proving promotional and outreach opportunities for other students groups is one area of TVM's operations that the committee was impressed with, but it was noted that TVM could improve upon its support for other campus initiatives by offering its production services to other student groups free of charge.

Review: PASS

The Services Review Committee notes that TVM exceeded expectations in their achievement of the *education* tenet of Service status, but the Committee would like to see more collaboration and cross promotion with other student groups on campus.

Queer McGill

The constitutional mandate and objectives of Queer McGill is to “provide a variety of services pertaining to lesbian, bisexual, gay and transgender individuals, as well as those who identify with the queer moniker. It shall: provide support to queer students through discussion groups, a library, and a visible presence on campus; serve as a resource for information pertaining to queer people and queer issues; be politically active to heighten student awareness of and actively promote queer issues, as well as to prevent prejudicial action against its members, to the best of its abilities; organize and encourage social activities and interaction, in Queer McGill, on the McGill campus, and in the greater Montreal community.”

Queer McGill excels in meeting some areas of its mandate, in particular the organization of social events and awareness activities, but could fulfil its mandate to a greater extent in other areas, namely their provision of resources and support. Queer McGill meets the criteria for the maintenance of Service status, currently providing *resources*, *awareness*, and *education* to its members and the greater McGill community.

In particularly, the Services Review Committee found that the provision of resources and support show the greatest opportunity for growth. In past years, Queer McGill has offered services including but not limited to the Queerline phone support, scholarship funding through the Queer McGill Undergraduate Fund, and regular hosting of support and discussion groups. Working to develop the resources and support that are offered to queer students would help Queer McGill fulfil its mandate more effectively in the future.

Review: PASS, WITH RESERVATIONS



The Services Review Committee would like to see Queer McGill work towards the provision of more direct resources to its members as opposed to focusing solely on social events.

Union for Gender Empowerment

The constitutional mandate of the Union for Gender Empowerment is to “provide services to any person who identifies with our anti-oppressive and trans-inclusive principles, in a pro-woman and trans-positive environment, regardless of gender identity. The Union for Gender Empowerment provides resources, educational opportunities and a center for advocacy.”

The Union for Gender Empowerment excels in providing resources, through their library and co-op, and fulfills this portion of their mandate. Their capacity for both direct support and advocacy could be increased in order to better meet the second half of their mandate. The Union for Gender Empowerment meets the criteria for Service status, providing *resources* and *awareness*.

Review: PASS, WITH RESERVATIONS

Support and advocacy show the greatest capacity for growth within the Union for Gender Empowerment. The planning of the recent trans/formations event series is an excellent example of the UGE taking a more active role in education and awareness, which the Committee would like to see increased in the coming semester.

Volunteer Service

The constitutional mandate and objectives of the Volunteer Service are to act as an “information and referral service that acts as a liaison between McGill students wishing to do volunteer work with community agencies in the Montreal area and overseas. Their functions are to provide information on volunteer opportunities to students; to maintain regular contact with a broad range of social service organizations; to sensitize the University community to the work and needs of organizations involved in community service; and to promote active participation in social and community service through volunteering.”

The operations of the Volunteer Service, including their volunteer opportunities database, the bi-annual volunteer fair, and their one-on-one consultations fulfil their constitutional mandate, and they meet the criteria for the maintenance of Service status through their provision of *resources* and *referral*.

During the direct audit of their Services, the Services Review Committee was impressed with the quality of the one-on-one consultation available and the knowledge and flexibility of the coordinators about volunteering in Montreal.

Review: PASS

The Services Review Committee was impressed with the work of the Volunteer Service and was not able to readily identify any major areas for improvement.



RECOMMENDATIONS:

As per the Internal Regulations of the Clubs and Services Portfolio, after failing a Service Review the Service has one (1) academic month to rectify the situation.

The Services Review Committee recommends that the Legislative Council extend this timeline from one (1) academic month to three (3) academic months, to allow the Services the majority of the Winter semester to work towards the implementation of recommendations outlined herein.