



Services Review Committee Report to Legislative Council

April 7, 2016

The Services Review Committee met regularly throughout the Winter 2016 semester to conduct reviews of SSMU's 20 Services and to assess improvements made in service provision following the service reviews conducted in the Fall 2015 semester.

The Services Review Committee also discussed and developed recommendations for the long-term trajectory of SSMU Services, including recommendations for amendments to the Internal Regulations in accordance with their recommended changes to the definition and composition of a SSMU Service. A summary of these recommendations can be found at the end of this report.

COMMITTEE MEMBERS:

Kimber Bialik, Vice-President (Clubs and Services)
Zacheriah Houston, Vice-President (Finance and Operations)
Justin Dauncey-Ripplinger, Services Administrative Coordinator
Kahli Douglas, Services Representative to Council
Malcolm McClintock, Engineering Representative to Legislative Council
Dushan Tripp, Club Representative to Legislative Council [as of February 15, 2016]
Kira Smith, Member-at-Large
Jehanzeb Shaikh, Member-at-Large

COMMITTEE ATTENDANCE:

The Services Review Committee met on all of the following dates during the Winter 2016 semester:

Monday, January 11, 2016
Monday, January 25, 2016
Monday, February 1, 2016
Monday, February 8, 2016
Monday, February 15, 2016
Monday, March 7, 2016
Monday, March 14, 2016
Monday, March 21, 2016
Monday, April 4, 2016

	Jan. 11	Jan. 25	Feb. 1	Feb. 8	Feb. 15	Mar. 7	Mar. 14	Mar. 21	Apr. 4
Kimber Bialik	✓	✓	✓	✓	✓	✓	✓	✓	✓
Zacheriah Houston	✓	x	✓	✓	x	✓	✓	✓	✓
Justin Dauncey-Ripplinger	✓	✓	✓	✓	✓	✓	✓	✓	✓
Kahli Douglas	✓	✓	✓	✓	✓	✓	✓	✓	✓
Malcolm McClintock	✓	✓	x	✓	✓	✓	✓	x	x
Dushan Tripp	-	-	-	-	x	✓	✓	✓	✓
Kira Smith		✓	✓	✓	x	✓	x	✓	x
Jehanzeb Shaikh	✓	x	✓	✓	x	x	x	x	✓



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COMMITTEE MANDATE

As outlined in the Committee Terms of Reference and the Internal Regulations of the Clubs and Services Portfolio, the Services Review Committee is mandated to regularly review SSMU Services and to report its findings to the Legislative Council.

In accordance with the Internal Regulations of the Clubs and Services Portfolio, criteria for review may include adherence of the Service to the governing documents of the SSMU or of the Service, the effectiveness of the provision of services, the financial management of the Service, the long-term sustainability of the Service, complaints lodged against the Service, whether or not the Service meets the definition and mandatory characteristics of a Service as set out in the Internal Regulations, and whether or not the Service continues to meet the needs of students.

The Services Review Committee is required as per the Internal Regulations to review $\frac{1}{4}$ of all Services during each semester to ensure that each Service is reviewed at least once every two years.

Following the failure to conduct Service Reviews from 2011 through 2015 and the lack of consistent Service Reviews in recent history resulting in no available service review records being available for many Services, the Services Review Committee undertook reviewing every Service in both the Fall and Winter semesters for the 2015-2016 year.

In accordance with the Internal Regulations, following the failure of a service review a Service has one month to rectify the concerns of the Committee prior to action being taken on the loss of Service status for the group in question.

Recognizing that the lack of service reviews in recent years likely meant that Services had not previously been made aware of concerns related to the maintenance of their Service status or the incompatibilities between their operations and the definition of a Service as per the Internal Regulations, the Services Review Committee instead required the failure of a Service for two consecutive semesters prior to taking any action on the re-classification of that Service into an alternative accreditation status. This extension on the one-month timeline outlined in the Internal Regulations was enacted by the Legislative Council with the approval of the Fall 2015 Services Review Committee Report to Council.

METHODOLOGY

The methodology used by the Services Review Committee in the Winter 2016 semester was relatively consistent with the methodology used during the Fall 2015 semester, with two minor changes. The Committee did not conduct a constitutional review during the Winter 2016 semester because no Services amended their constitutions following the initial review, and the Committee also took the discussions held during in-person meetings with the Services into account in their decision making for the Winter semester reviews as well.

As reported in the Fall 2015 Report of the Services Review Committee, historically (up until Fall 2011, the last semester that Service Reviews were conducted) Services Reviews consisted solely of a "Service Report" submitted by each of the Services outlining their accomplishments and 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 the Service meets 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.
- 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.
- Service Meetings: The Services Review Committee met with any interested Services to take questions from executives of the Service regarding the Fall 2015 decision of the Services Review Committee, the Service's adherence to the definition of a SSMU Service, and potential options for reclassification that may be available to Services that fail their review for a second consecutive semester.

During the Winter 2016 reviews, the greatest emphasis was placed upon the areas where changes in service provision could be observed to allow for the demonstration of improvements for Services who failed their Fall 2015 review. In particular, the Services Review Committee placed emphasis on the results of the direct audit of each Service and the discussions held with Services.

CRITERIA

Consistent with the Fall 2015 criteria, the Services Review Committee used the definition of a "Service" as outlined in the Internal Regulations of the Clubs and Services Portfolio.

Under this definition, a Service is an organization that offers "resources, support, referral, awareness, or education" to members of the Society. A Service need not fulfill all five criteria that compose a Service, but their operations must fall into at least two of these five categories of Service provision in order to maintain Service status.

The Services Review Committee placed particular focus on the "resources" and "support" pillars, which is consistent with the recommendations for changes to the definition of Service status made by the Committee and detailed herein.



The Services Review Committee also considered the benefits to students generated by each Service, including the base of students who benefit from the existence or use of each Service, and general compatibility with the overall SSMU Services structure.

GRADING

In accordance with the criteria and considerations outlined above, after a comprehensive review process, the Committee makes one of the following determinations about each Service's review:

<u>PASS:</u>	The Service fulfills the criteria for Service status as outlined in the Internal Regulations of the Clubs and Services Portfolio and is successful in fulfilling its mandate.
<u>PASS, WITH RESERVATIONS:</u>	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.
<u>FAIL:</u>	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

For each of the twenty (20) Services recognized by the SSMU, the Services Review Committee has outlined the mandate and activities of each Service, the results of the audit of the services available, the determination of the Committee, and recommendations for the Service if applicable.

For Services who failed their Service Review for a second consecutive semester, alternative affiliation statuses have been recommended by the Services Review Committee for approval by the Legislative Council.

Black Students' Network (BSN)

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 Black Students' Network's programming focuses almost entirely on events and awareness initiatives, and exhibits few instances of the provision of resources and support, if any, as noted in direct feedback from Black students. The Services Review Committee notes that the focus on events and awareness put forward by the BSN is more characteristic of a club than of a Service, as clubs are characteristically typified by the hosting of events for a particular community or group of students, whereas Services are typically resource providers that provide resources and support to



all members of the SSMU community. The BSN excelled during the Winter 2016 at the expansion of their advocacy and awareness programming, (the revitalization of Black Talk, a day of Afrocentric radio programming in collaboration with CKUT, serves as an excellent example) but a continued lack of prioritization with direct resource and support provision as noted in their Fall 2015 review was observed by the Committee.

REVIEW: PASS, WITH RESERVATIONS

The Services Review Committee has granted the Black Students' Network a pass, with reservations. The Services Review Committee recognizes the necessity of a Service for Black students in the McGill community and the necessity of combating anti-Black racism on campus but the Services Review Committee does not feel that the Black Students' Network is currently providing the resources or support that are central to the operations of a SSMU Service as outlined in the Internal Regulations. While the Black Students' Network in its current form best aligns with the SSMU Club structure, the Services Review Committee also believes that the loss of the Black Students' Network as a SSMU Service would result in a significant void in the diversity of SSMU's Services.

While recognizing that the Black Students' Network exists to support Black students but is often unreasonably expected to speak to the experiences of racialized students on campus as a whole, the Services Review Committee notes that the BSN is currently the only SSMU Service that is explicitly mandated to support racialized students, and for this reason the Services Review Committee does not wish to recommend the revocation of the BSN's Service status without an alternative Service focused on the provision of resources and support to racialized students in existence to fill this void.

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.

The existence of Elections SSMU is established in the Internal Regulations of Elections and Referenda as an independent Service tasked with conducting elections and referenda for the Society. Elections SSMU does fulfill this mandate, but the Services Review Committee noted multiple incompatibilities between Elections SSMU's operations and the SSMU Services structure.

The most notable incompatibility is the necessity of Elections SSMU remaining an autonomous and independent body while simultaneously falling within a structure that requires supervision by an Executive. The Committee feels that the requirement that Elections SSMU be apolitical is unfeasible under this current structure, and that Elections SSMU cannot be apolitical and autonomous while under the supervision of an elected representative, noting that all Executive portfolios are political.

REVIEW: FAIL

Elections SSMU does provide a semi-independent body through which elections and referenda can be conducted, but their existence as solely a resource provider does not align with the current definition of a Service as outlined in the Internal Regulations. The Services Review Committee notes that were the revised definition of a Service outlined in this report



in place at the time of review Elections SSMU would have passed their Service Review, but the structural issues with Elections SSMU outside of the strict definition of a Service require a restructuring recommendation regardless of their grade on this review.

The Services Review Committee recommends that the Service status of Elections SSMU be revoked and that Elections SSMU instead be institutionalized as an independent body of the Society in the Internal Regulations of the Presidential Portfolio. Institutionalization as an independent body will separate Elections SSMU from the supervision of any individual executive, as all executive portfolios are politicized and supervision by an executive may detract from the political neutrality of Elections SSMU. Instead, regulations institutionalizing Elections SSMU under the supervision of the General Manager of the SSMU should be put in place, to ensure a consistent source of institutional memory for Elections SSMU and a non-politicized source of guidance when necessary.

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."

The First Year Council continues to provide representation to first year students through their seat and advocacy on the SSMU Legislative Council, has made strides this year in increasing collaboration between first year groups on campus, and while First Year Council has hosted events for first year students, they have not succeeded in providing direct resources or support to first year students.

The Services Review Committee recognizes that First Year Council faces many structural issues that make it difficult for them to fulfill the definition of a Service and their mandate. Ultimately, the SSMU Services structure is built to facilitate the autonomy of Services. Planning and decision making within SSMU Services is typically far removed from the Vice-President (Clubs and Services) and remains entirely with the Service executives. This structure is not the best fit for the First Year Council, as all of the executives are first year students with no experience working with or running a SSMU Service, so these executives typically require more support and guidance than the Clubs and Services portfolio is able to provide. Placement into a less autonomous structure that can provide additional support would help to correct these problems.

REVIEW: FAIL

The First Year Council has made significant improvements during the 2015-2016 year, but ultimately due to lack of resource and support provision does not meet the definition of a Service and would benefit from alternative placement in a structure that provides more Executive-level support and guidance for the operations of the First Year Council in order to allow them to better meet the needs of first year students.



The Services Review Committee recommends the revocation of the Service status of the First Year Council and instead recommends the institutionalization of the representative body for first years within the Internal Regulations Portfolio as a body of the Society. First Year Council would be best housed as a body within the Internal Affairs portfolio, as a group that requires additional executive support could benefit from integration with the portfolio that also houses expertise on event planning, communications, and student engagement and is integrated in first year affairs through the planning of Orientation programming.

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 fulfills both its mandate and the definition of a Service through its drop-in hours whereby students can learn hands-on how to fix their bicycles and through their educational workshops. The bike parts vending machine, in its first full year of operation, has proved to be a value resource to students as well. The Services Review Committee was also impressed by the Flat Bike Collective's efforts to make bike repair more accessible to people of all identities through designated drop in hours for female, trans*, and queer identifying students.

REVIEW: PASS

The Services Review Committee commends the Flat Bike Collective for their fulfillment of the definition of a Service, providing direct resources, support, and education. The Services Review Committee was not able to identify any areas of the Flat Bike Collective's operations that require improvement in the short-term. During their next review, the Services Review Committee will also do some investigative work with the hope of discovering what the weird animal in the Flat Bike Collective's logo is.

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 MISN operationalizes this mandate through hosting events, trips, and parties, but the MISN does not currently prioritize the provision of resources to international students nor advocacy at the University level, instead opting to focus on events similarly to the way that a Club would operate. As noted in their Fall 2015 review, the work of the McGill International Students' Network remains more characteristic of a Club than of a Service, as clubs are characteristically typified by the hosting of events for a particular community or group of students, whereas Services are typically resource providers that provide resources and support to all members of the SSMU community. The MISN does currently organize low-cost language classes as part of their service portfolio, but these classes do not constitute a service by the definition of the Services Review Committee, as they are only available to students upon payment.

The programming of the MISN this year remains of an incredibly high caliber, with the continued hosting of their most popular trips to areas around Quebec and elsewhere in Canada, and the MISN executives must be commended for the massive undertaking associated with the organization of their first ever international trip that allowed a number of international students to travel to Cuba for Reading Week. Regardless of the positive feedback of the students who went on these trips and attended the other parties and events hosted by the MISN, the Services Review Committee notes that despite the quality of these events and trips, this type of programming does not constitute a service being provided to SSMU members.

REVIEW: FAIL

The McGill International Students' Network's focus on events and trips is not in line with the operations of a SSMU Service, and because the MISN does not currently meet the definition of a Service they would be best recognized as a student group through an alternative affiliation structure.

The Services Review Committee notes that the current operations of the MISN are in line with the operations of a SSMU Club, and recommends the revocation of the Service status of the MISN and the granting of Full Club Status. The continuance of the MISN as a Full Status Club will best allow the MISN to continue operating at their current capacity without a substantial impact on the members of the MISN.

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 operations of M-SERT are exceptionally service-based, with M-SERT's responders providing resources and support to both individual students and community members and to student groups hosting events both on and off-campus. The re-integration of Red Cross Certification into the



operations of M-SERT as an additional service to members of the McGill and Montreal communities for the 2015-2016 enabled M-SERT to further develop their educational resources, which are a huge asset to the McGill community.

The Committee notes that M-SERT performed exceptionally well in the direct audit of their Services, with Committee members noting a seamless event booking process, the professionalism and positivity of responders while on duty, and the helpfulness of M-SERT executives during their office hours.

REVIEW: PASS

The Services Review Committee recognizes M-SERT's exceptional fulfillment of the definition of a Service, providing direct resources, support, and education to members of the McGill community. The Services Review Committee was not able to readily identify any 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 provision of daily pay-what-you-can servings of healthy and vegan food options is a clear example of resource provision, fulfilling the definition of a Service and fulfilling the mandate of Midnight Kitchen. In addition to auditing Midnight Kitchen's daily servings, the Services Review Committee also solicited feedback from student groups who had gone through the Solidarity Serving request process and received rave reviews about Midnight Kitchen's support of like-minded groups on campus.

REVIEW: PASS

The Services Review Committee is impressed with the consistency and professionalism with which Midnight Kitchen staff operate. The only area of improvement identified for Midnight Kitchen was communicating with students accessing their Service regarding the amount of food available on any given serving day, as some negative feedback has been received from students raising concerns about Midnight Kitchen failing to cut off the line for their servings when they reach their capacity for the day.



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 42 operating hours of one-on-one support each week (hours of operation are 6pm – 3am every day) clearly provide direct resources and support to McGill students, and the referrals offered by Nightline are incredibly valuable to callers as well. Nightline is meeting both its own mandate and the definition of a Service as per the Internal Regulations.

The Services Review Committee notes that unlike many of the other Services, the confidentiality of Nightline's operations did not allow for the Committee to review the resources provided to volunteers or the training materials used for volunteers – this information will be valuable for future Committees in order to gain a better pictures of the operations of Nightline.

REVIEW: PASS

The Services Review Committee was satisfied with the results of the audits conducted on Nightline's Services, and notes that the issue observed with the provision of incorrect information during the Fall 2015 semester likely constituted an isolated incident.

The Services Review Committee also commends the innovation displayed by Nightline this year, with the development of the Chatline service, to be launched in the 2016-2017 year, constituting a major step forward in the modernization of the Service and the expansion of offerings to McGill students.

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 has continued their regularly scheduled operations and has been a consistent presence in the Shatner Building throughout the 2015-2016 year, increasing their visibility among students with alterations to their signage and space and improving food handling practices with the purchase of a refrigerated display case.

Organic Campus is a well-loved organization on campus and provides value to the McGill community through making low-cost organic food more accessible on campus, but due to the fact that the resources offered to students are only available through payment the Services Review Committee felt that the operations of Organic Campus do not constitute a service.

REVIEW: FAIL

Recognizing that the operations of Organic Campus are more business-like than is typical for a SSMU Service, the Services Review Committee recommends that Organic Campus



instead operate as a not-for-profit Independent Student Group. Organic Campus becoming an Independent Student Group would allow for the group to maintain the same access to McGill students, would allow for continued operation out of the Shatner Building, and would ensure the consistent continued availability of low cost organic food to SSMU members.

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 Plate Club provides free dish rental to individual students during their lunch service and to student groups wishing to make their events more environmentally friendly, which is clearly in line with the provision of resources and support as per the Internal Regulations of the Clubs and Services portfolio.

The Services Review Committee has received complaints regarding the Plate Club's ability to provide consistent service to members of the McGill community, with complainants citing inconsistent staffing of both the lunch service and office hours and difficulty obtaining and returning materials rented by student groups. The Plate Club must strive for more consistency in their operations, but the Committee notes that the Plate Club is constrained by the size of their volunteer base, which makes expansion difficult.

REVIEW: PASS, WITH RESERVATIONS

The Services Review Committee believes that the Plate Club is fundamentally service oriented and provides a significant value to both individual students and student groups, but notes some issues with the operationalization of the Plate Club's mandate that resulted in the Service passing their review with reservations.

Recognizing that a lack of volunteer presence is the major contributor to the lack of consistency associated with Plate Club's service, the Services Review Committee recommends that the Plate Club work on collaborations with other environmental groups on campus in order to build a dedicated volunteer base. The Plate Club's volunteer recruitment initiatives undertaken thus far in the 2015-2016 year have been commendable but require a greater focus in the coming semesters in order to stabilize the operations of the Plate Club. The Services Review Committee also encourages the Plate Club to consider a name change reflecting their Service status, which may encourage the recruitment and retention of service-orientated volunteers and better convey the value of Plate Club to the McGill community.

If the Plate Club is unable to make their service provision more consistent, their Service status may be risk in future reviews.



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 feedback from students both regarding the quality of the shows produced by Players' Theatre and the positive experiences of individuals who participate in the productions is exceptional, and the Services Review Committee recognizes the value that Players' Theatre brings to campus through their performance and skill building opportunities, networking opportunities for performers, and the availability of low-cost theatre on campus. Despite the positive contributions that Players' Theatre makes on campus, the Services Review Committee found that the activities of Players' Theatre do not constitute the provision of a service.

Services are that which are made available to all students on campus, and students should not be required to actively participate in or be a direct "member" of a Service in order to benefit from the services that they provide. This is currently the case with Players' Theatre, whereby students must be an active participant within the organization in order to benefit from the services that are provided. While the presence of high quality and low cost theatre on campus would constitute a benefit that is available to all students, the fact that this is only available to campus at large upon payment does not constitute a service as defined by the Services Review Committee, which notes that services are that which are made available to all students free of charge.

REVIEW:

The Services Review Committee recognizes the significant benefit of Players' Theatre to those who participate directly in it, but the fact that students can only benefit from Players' Theatre through active and direct involvement or through a monetary transaction does not align with the definition of a Service. Similarly, the focus of Players' Theatre is not resources or support but instead experiential learning opportunities and referral, which the Committee recognizes as incredibly valuable, although incompatibly with the conceptualization of a Service.

The Committee recommends that the Service status of Players' Theatre be revoked and that Players' Theatre instead be granted Independent Student Group status. Independent Student Group status will allow for the continued operation of the Players' Theatre within the Shatner Building without the formal "Service" designation.

Queer McGill

The constitutional mandate and objective 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 has a more consistent presence in the Shatner Building than many of its peer Services, providing consistent access to space and resources to both Queer and non-Queer identifying students on campus.

The operations of Queer McGill have not changed substantially since the Fall 2015 review, with the standard operations of Queer McGill, including the library, resources referral, and social events remaining staples in the second half of the year. This semester, Queer McGill hosted its annual Rad Sex Week event, streamlined their popular Pink Cherry ordering processes, and began operating Allies Montreal, an outreach program based in Montreal high schools.

Queer McGill does continue to meet both its own mandate and the definition of a Service, but as noted previously, the focus on events and social activities is more characteristic of a Club than of a Service, and the Services Review Committee would like to see an expansion in the direct resource provision offered by Queer McGill.

REVIEW: PASS, WITH RESERVATIONS

During the Fall 2015 review, the Services Review Committee noted that Queer McGill's focus appeared to be on events instead of the direct provision of resources and support, and despite improvements in outreach and advocacy in the Winter 2016 semester, this concern was not entirely assuaged.

The Services Review Committee recognized Queer McGill's previous operation of resources including but not limited to support groups, the QueerLine phone service, and Queer McGill Undergraduate Fund Scholarship Program as excellent examples of a commitment to service provision and encourages Queer McGill to continue to move in the direction of increased resource provision and support as an alternative to their focus on social events.

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 Savoy Society branched out from their typical Gilbert and Sullivan production for their 2015-2016 season and instead hosted a production of similarly structured operetta The Merry Widow, which was incredibly well received by attendees and critics alike.

Like Players' Theatre, the Savoy Society faces a similar incongruence between their operations and the definition of a Service, as their nature as a performing arts group means that students will only derive benefit from their organization through active participation in the production of the show. Services are that which are provided and available to all students without being contingent on their direct membership, which is incompatible with the structure of a performance based group. The other benefits derived from the Savoy Society by the campus at large, namely access to low-cost and high quality operetta performance on campus, is only available upon payment, which does not constitute a service being provided.



REVIEW:

While recognizing the incredibly impressive caliber of the productions put on by the Savoy Society, due to the incompatibility of the Savoy Society's structure with the definition of a Service, the Services Review Committee recommends that the Service status of the Savoy Society be revoked and that the Savoy Society instead remain an internal programming department of the SSMU.

While the goal of the Services Review Committee is eventual independence from the SSMU, the Savoy Society's current financial structure does not allow for independence as they are currently structured without that independence being detrimental to their ability to operate at their current capacity. The Services Review Committee recommends that the incoming Vice-President (Student Life) work with the Savoy Society on the development of a long term plan for their eventual transition to Club 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.

SACOMSS has done an exceptional job at fulfilling both its mandate and the definition of a Service, with a very clear and direct focus on the provision of resources and support for survivors of sexual assault at its core. The proactive advocacy and outreach work conducted by SACOMSS is also worthy of recognition, with their dedication to the creation of a University-wide Sexual Assault Policy serving as one example of the exemplary advocacy work done by SACOMSS.

The Services Review Committee also considered feedback received regarding negative experiences with SACOMSS as noted by some students, but noted that much of the negative feedback about students' experience with SACOMSS was related to dissatisfaction with the non-directionality of the



services provided, which is central to the informational and support focus on SACOMSS and the provision of information in this fashion is a conscious choice made by SACOMSS in order to best support students. The Committee is also impressed with renewed efforts at SACOMSS to improve consultation with service users and was pleased to see the re-introduction of a feedback form on the SACOMSS website in the Winter semester.

REVIEW: PASS

The Services Review Committee commends the work done by SACOMSS both in their branches that provide resources and support and in their branches that focus on outreach and awareness initiatives. In future semesters, the Committee would like to see additional efforts from SACOMSS to seek out feedback on their service provision in a way that is compatible with their responsibility to maintain confidentiality and would like to gain a better understanding of the training resources available to SACOMSS volunteers.

The Services Review Committee notes that the confidential and sensitive nature of the services provided by SACOMSS meant that Committee members were not able to audit their services directly. The lack of a direct audit of services was supplanted with meetings with representatives of SACOMSS.

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.”

Consistent with their Fall 2015 review, Drivesafe clearly meets both their own mandate and the definition of a SSMU Service, with the provision of resources at the core of the Service. The expansion of operating hours for Drivesafe during the Winter 2016 semester with the passage of their fee increase represents an important step forward for the operations of Drivesafe and for their ability to consistently meet the needs of students on campus.

Members of the Services Review Committee were impressed by the direct audits conducted on Drivesafe's services, including requests and event scheduling, logistical coordination at major events, and audits as a direct service user. In all scenarios, the Drivesafe coordinators and volunteers performed exceptionally well, conveying their commitment to excellent service provision and professionalism.

The training resources provided to Drivesafe volunteers prepare volunteers well to handle a variety of situations that could arise on shift and notes collaboration with other relevant safety services where necessary, and the focus placed on the assurance of a safe space while under Drivesafe's care is admirable, although additional anti-oppression training could be provided to all volunteers.



REVIEW: PASS

The Services Review Committee was impressed with the direct audit of Drivesafe and with the professionalism and positive attitude displayed by Drivesafe volunteers in all interactions. The Services Review Committee was not able to readily identify any areas of the operations of Drivesafe that required 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."

The resources provided by the Musician's Collective include referral services, the operation of a jam space within the Shatner Building, music workshops, and instrument loans, among others. Through the provision of these resources and through collaboration with other student groups, the Musician's Collective meets their own mandate, the definition of a Service, and provides a valuable service to students on campus.

The Services Review Committee was impressed that despite a Committee member giving the Musicians Collective a particularly difficult time while auditing their services, members of the Musician's Collective remained exceptionally professional in their interactions.

REVIEW: PASS

The direct audit of the Musician's Collective by the Services Review Committee resulted in very positive experiences for members of the Committee, who were impressed with the professionalism of the Musicians Collective in all interactions and the simplicity associated with accessing the resources provided by the Musician's Collective.

The Services Review Committee recommends that the Musicians Collective work towards the further modernization of their online presence through increased use of the Musician's Collective website for the dispersal of informational resources. The Services Review Committee would also recommend that the Musician's Collective consider strategies to further simplify the provision of their resources, including the implementation of a more responsive system for booking the jam room and for equipment rentals (the open source booking software used for EUS and AUS Room Bookings serves as an excellent example).

SSMU Volunteer Service

The constitutional mandate and objective of the Volunteer Service is to be 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 Services Review Committee believes that the Volunteer Service is meeting their own mandate and the definition of a service, with their regularly hosted volunteer fairs, their online database of volunteer opportunities, and their one-on-one consultations to propose volunteer placements clearly providing resources, support, and referral to SSMU members.

The Services Review Committee notes that the one-on-one consultation conducted by the Volunteer Service is particularly exceptional, with consistently positive feedback regarding the knowledge and flexibility of the Volunteer Service when providing customizable and personalized volunteer recommendations.

REVIEW: PASS

Following a successful audit of the Volunteer Service, the Services Review Committee recognizes the excellent work being conducted by the Volunteer Service. The services provided by the Volunteer Service receive consistently positive feedback, and aside from ensuring that the online volunteer database is consistently updated, the Services Review Committee was not able to find any areas of the service provision provided by the Volunteer Service that required significant improvement.

If the Volunteer Service were interested in pursuing the expansion of their operations, additional collaboration with student groups to assist in the coordination of volunteering and community engagement excursions for groups of club members would provide a valuable additional resource to other student groups.

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 operationalizes this mandate through their nightly free accompaniment for students who are unable or uncomfortable walking home alone.

The direct audit of Walksafe proved Walksafe volunteers to be exceptionally positive and professional, and the process of booking Walksafe volunteers for events and coordinating event logistics with Walksafe volunteers on hand was seamless.

The Services Review Committee found that Walksafe was not only consistently meeting the needs of students and receiving positive reviews, but that Walksafe is successful in meeting its own mandate and the definition of a Service through its provision of direct support to students and its support to other student groups coordinating large scale events on campus.

REVIEW: PASS

The Services Review Committee was not able to readily identify any major areas for improvement in the operations of Walksafe, but recommendations that additional efforts be undertaken to ensure volunteer retention.



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 fulfills their mandate as outlined in their constitution. TVM also meets the criteria for Service status as outlined in the Internal Regulations, through their provision of resources and education to the McGill community.

TVM's efforts to support other student groups on campus are admirable, with frequent collaborations with groups on live streaming events and initiatives to increase the visibility of other student groups serving as an excellent example. Similarly, other collaborative projects and promotional videos for student groups are frequently taken on by TVM as an additional support strategy.

The Committee also notes that TVM has made strides this semester in improving internal practices, including recognizing and acting on a need for internal equity procedures and institutionalizing procedures for responding to equity related issues.

REVIEW: PASS

The Services Review Committee was impressed with the work of TVM: Student Television at McGill and was unable to readily identify any areas that require significant improvements.

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 provides resources to students through their library and coop store, and hosts regular office hours for the provision of information and referral to students seeking support. The Union for Gender Empowerment has also taken on a greater awareness role with the hosting of relevant event series, although their events portfolio has been less active in the Winter 2016 semester.

The Union for Gender Empowerment excels at resource provision but at this point provides little direct support programming, and the capacity for advocacy on campus would be expanded, with little McGill campus specific advocacy work being undertaken in recent years.



REVIEW: PASS, WITH RESERVATIONS

Consistent with the Fall 2015 review, the Services Review Committee again noted that while they are impressed with the resource focus of the UGE, the Committee would like to see additional prioritization of direct support provision at the Union for Gender Empowerment.

The Services Review Committee does note that the staff capacity at the Union for Gender Empowerment is limited and the implementation of additional support services on taking on additional advocacy projects will be difficult to achieve given the current staff capacity. Any projects to take on additional areas of service provision by the Union for Gender Empowerment must be accompanied by strategies to increase outreach and engagement with the Union for Gender Empowerment and initiatives to encourage volunteer retention in order to increase their staffing capacity.

SERVICE STATUS APPLICATIONS

In addition to conducting Service Reviews for existing Services, the Services Review Committee is also the body responsible for reviewing applications from groups interested in accreditation as a SSMU Service. The Committee reviewed two such applications during the Winter 2016 semester, and the conclusions of the Committee are detailed below.

McGill University Photography Students' Society

The mandate of the McGill University Photography Students' Society is to "promote general interest in photography and encourage its members to further their theoretical and practical knowledge of photography. As an addition to McGill's academic programs, MUPSS is committed to providing an artistic outlet to students by offering access to photographic facilities (darkroom, studio, digital services), equipment, and the workshops to learn how to use them."

The services that MUPSS provides to students includes access to a darkroom and specialized photo printing equipment (including black & white film development facilities and chemicals, a black & white photo enlarger, a colour photo enlarger, a colour print processor, and all necessary printing accessories) and assistance using those resources; equipment loans including cameras (SLRs, DSLRs, point-and-shoots, rangefinders, polaroids, etc.), lenses, accessories (tripods, flashes, etc.), and photography literature (collections of work, manuals, etc.); film scanning services, and low cost film and paper sales. In addition to their core services, MUPSS also hosts workshops and exhibition opportunities for student photographers.

Currently, MUPSS charges a basic membership fee and an additional fee for darkroom access, and proposed the elimination of the membership fee but the maintenance of a darkroom fee upon making the transition to Service status. It is the belief of the Services Review Committee that all fundamental resources provided by a Service should be free of charge, and this would require that the darkroom also be available free of charge to all SSMU members. The adjustment of the MUPSS budget for the elimination of darkroom fee revenue would necessitate a \$6,000 subsidy from SSMU for the operation of MUPSS as a Service, and a subsidy of this level is not feasible given the SSMU's budget constraints and is an unreasonable fundraising expectation to place on MUPSS if they were to become a Service.



RECOMMENDATION:

The Services Review Committee does not recommend that the Legislative Council consider the McGill University Photography Students Society for accreditation at a SSMU Service at this time.

The Services Review Committee believes that the operations of MUPSS align well with the definition of a SSMU Service, but that the financial situation of the MUPSS would be precarious as a SSMU Service because the SSMU does not currently have the capacity to subsidize MUPSS to the degree required for their integration as a Service. The Committee encourages the Vice-President (Student Life) to continue to work with MUPSS to stabilize their funding sources in order to work towards their eventual accreditation as a Service.

Peer Support Centre

The mandate of the Peer Support Centre is to “provide confidential and non-judgmental peer support and resource referral to McGill students, to offer regular drop-in and one-on-one peer support sessions at no monetary cost to the supportee, to maintain a welcoming, non-discriminatory, and non-judgmental peer support space, and to promote and advocate for mental health on campus, including via collaboration with other McGill organizations and institutions.”

With a looming mental health crisis on campus, the institutionalization of the already active Peer Support Centre into the SSMU structure would provide a significant benefit to both the long-term sustainability of the Peer Support Centre and to McGill students, by ensuring that confidential and non-judgmental one-on-one peer support remains as accessible as possible. The services offered by the Peer Support Centre primarily include direct support and referral through the one-on-one drop in peer support sessions staffed by volunteers trained with upwards of 50 hours of training in active listening, anti-oppression, ethical conduct, crisis management, and mental health first aid, among other relevant trainings, but in addition to their core programming the Peer Support Centre also conducts awareness programming related to the destigmatization of mental health issues. The Committee also anticipates an increase in the awareness and educational based work of the Peer Support Centre upon being granted Service status, with interest in hosting active listening and self-care workshops expressed.

The accreditation of the Peer Support Centre would not require a financial investment from the SSMU, as the current budget of the Peer Support Centre and their continued ability to access grants ensure the sustainability of their budget.

RECOMMENDATION: APPROVE

The Services Review Committee recommends that the Legislative Council approve the accreditation of the Peer Support Centre as a SSMU Service.

SERVICE CONCEPTUALIZATION

Following the development of the Service Reviews for the Winter 2016 semester, the Services Review Committee engaged in a series of discussions about what defines a SSMU Service and the direction that SSMU Services should be moving in as a long term goal. The recommendations and outcomes of these discussions are detailed below.



Defining SSMU Services

At current, the definition of a Service in accordance with the Internal Regulations of the Clubs and Services portfolio is an organization that offers “resources, support, referral, awareness, or education” to members of the Society, with no further elaboration of that definition or further guidelines for the composition of a Service.

Recognizing that this definition was likely built to accommodate the groups currently recognized as Services as opposed to built to reflect the vision that the SSMU has for the development of its Services, the Services Review Committee has developed a revised definition and composition for SSMU Services in accordance with a long-term vision for Services at the SSMU.

The Services Review Committee recommends that the five pronged definition of a Service be revised to instead reflect a two-tiered definition of a Service status. The Services Review Committee identifies a Service as organization that provides resources and/or support to SSMU members. In addition to the provision of resources or support, Services may also provide referral, awareness, education, or advocacy services, but must have either a resource or support service at its core.

Currently, the use of some SSMU Services also requires an associated cost, either through the payment of a membership fee or a direct purchase of goods in order to benefit from the activities of that organization. The Services Review Committee identifies the accessibility of SSMU Services to be paramount, and the fundamental resources and support provided by Services to SSMU members should be available to all free of charge. Notably, the requirement that Services to available to all free of charge would apply only to the services fundamental to operations of that Service – namely the resource or support service being provided in accordance with the Internal Regulations. Any additional activities taken on by that Service on top of the fundamental services being provided could come with an associated cost in order to provide a revenue source to offset the costs of operating that Service. As an example, the Flat Bike Collective would not be permitted to charge students for their drop-in service whereby volunteers teach student to fix their bikes as this resource is fundamental to their provision of services and forms the core of their operations, but they would not be prohibited from charging a nominal fee for entry into a workshop or from making a slight profit on the sale of bike parts in order to fund their Service, as these are auxiliary services provided in addition to their core operations. This structure ensures that SSMU Services will remain accessible to any member who needs to access them, while also allowing Services to generate revenue and maintain their financial sustainability.

Currently, some Services have membership structures whereby individuals must be members of a Service to benefit from the resources it provides, which is inconsistent with a conception of Services as organizations that provide resources to all members of the Society. The Services Review Committee requires that the receipt of resources and support from a Service not be contingent on active participation within a Service.

The recommendations of the Services Review Committee regarding the new definition and composition for SSMU Services have been incorporated into additional changes to the Internal Regulations of the Clubs and Services Portfolio and forwarded to the Legislative Council for approval.



The Future of SSMU Services

Following the execution of Service Reviews for the Winter 2016 semester and the development of recommendations for changes in accreditation status for groups that failed their Service Reviews for a second consecutive semester, the Services Review Committee discussed the direction that SSMU should be moving in for its provision of services to its members.

The Services Review Committee discussed two distinct models of Service provision utilized by student associations in order to determine which model would be better fit for the SSMU.

- (a) Autonomous Model: An autonomous model of service provision is consistent with the current model that SSMU uses, whereby Services operate as individual student groups with an independently run executive team or coordinating body. The relationship with the student association is primarily one of accreditation and resource provision as opposed active participation in the coordination of the Service.
- (b) Integrated Model: In an integrated model of service provision, Services operate as more genuine extensions of the operations of the student association, with equal participation from the student association executive tasked with service provision and the executive team or coordinating body of the Service in the provision of services and in guiding the long-term direction of the Service.

For as long as the SSMU has recognized Services, the SSMU has used an autonomous model of service provision. This autonomous model was adopted when the SSMU first began to recognize Services and is a consequence of the fact that all currently recognized SSMU Services existed as independent groups prior to their recognition as Services. Prior to the recognition of “clubs” and “Services,” the SSMU recognized “interest groups,” groups of students united by an interest, and “functional groups,” groups that exist to execute a particular function. In the transition to a structure of recognition for Clubs and Services, all previously independent “functional groups” became Services, and these newly accredited Services retained their autonomy over their operations despite the fact that the SSMU taking on a greater service provision necessitated increased involvement in the operations of the groups that the SSMU recognized as Services.

An autonomous model of service provision protects the independence of historically autonomous groups and ensures that the vision for the particular Service remains relatively consistent across years, but this structure poses problems for ensuring the consistency and quality of service provision. With an autonomous model of service provision, despite there being a central resource for students to make complaints and identify issues with service provision, the SSMU is not able to respond directly to failures in service provision through the implementation of reforms to an individual Service and instead is restricted to responding through sanctioning a Service in the event that a Service is not responsive to suggestions for the improvement of service provision.

In contrast, an integrated model of service provision at the SSMU would result in SSMU Services being far more integrated into the operations of the SSMU, and consequently would result in significantly increased involvement of the Vice-President (Student Life) in the operations of each service. A more integrated model of service provision would mean that individual Services would receive significantly more institutional support from the SSMU, and that involvement from SSMU in supporting the continuance of the Service's operations would be more consistent. This model would also better allow for quality assurance and would make SSMU Services more responsive to



the needs of students. A more integrated model whereby the Vice-President (Student Life) works more closely with the coordinating body of each Service would also not necessitate a strict Service Review process as is currently necessary, as reviews of the quality of each Service would occur on a consistent basis through the heightened involvement of the Vice-President (Student Life).

Recognizing the difficulty in ensuring the quality of service provision as a major obstacle faced by the SSMU, the Services Review Committee encourages a move towards a more integrated model of service provision, which will allow for more effective monitoring of the quality of Services and greater support for each Service.

SUMMARY OF COMMITTEE RECOMMENDATIONS

As outlined earlier in this report, the work of the Services Review Committee has resulted in the development of the following recommendations, all of which have been submitted to the Legislative Council for approval.

Recommendations for changes in affiliation status:

- THAT the Service status of Elections SSMU be revoked at that Elections SSMU be institutionalized as an independent body of the Society under the supervision of the General Manger in the Internal Regulations of the Presidential Portfolio.
- THAT the Service status of First Year Council be revoked and that First Year Council be institutionalized as a body of the Society under the supervision of the Vice-President (Internal Affairs).
- THAT the Service status of Organic Campus be revoked that that Organic Campus be granted Independent Student Group status.
- THAT the Service status of the McGill International Students' Network (MISN) be revoked and that MISN be granted Full Club Status.
- THAT the Service status of the Savoy Society be revoked and that the Savoy Society remain an internal department of the Society under the supervision of the Vice-President (Student Life).
- THAT the Service status of the Players' Theatre be revoked and that Players' Theatre be granted Independent Student Group status.
- THAT the Peer Support Centre be granted Service status.

Recommendations to the composition of SSMU Services:

- THAT the definition of a Service be changed to reflect the provision of resources and/or support as the core of a Service's operations.



- THAT the definition of a Service be changed to preclude receipt of services from being contingent on active membership in a Service.
- THAT the definition of a Service be changed to reflect that the core resources or support services provided by a Service be available to all students free of charge.
- THAT the Vice-President (Student Life) work towards the implementation of a more integrated model of service provision as a long-term goal for the Student Life portfolio.

Respectfully submitted,

Kimber Bialik
Vice-President (Clubs and Services)

[on behalf of the Services Review Committee]