



Office of Vice-President (Student Life)

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3600 McTavish Street, Suite 1200, Montréal, Québec, H3A 0G3
Located on unceded, Kanien'kehá:ka traditional territory

REPORT OF THE SERVICES REVIEW COMMITTEE TO LEGISLATIVE COUNCIL

DECEMBER 1, 2016

COMMITTEE MEMBERS:

- Elaine Patterson, Vice-President (Student Life)
 - Kahli Douglas, Services Representative to Council
 - Richard Mansdoerfer, Engineering Representative to Council
 - Jasmine Segal, Social Work Representative to Council
 - Ari Havusha, Member-at-Large
 - Vincent Hsu, Member-at-Large
- Advisory Member: Niall Carolan, Vice-President (Finance)

COMMITTEE ATTENDANCE:

The Services Review Committee met on the following dates:

- October 19th, 2016
- October 26th, 2016
- November 2nd, 2016
- November 9th, 2016
- November 16th, 2016
- November 23rd, 2016
- November 30th, 2016

	Oct. 19 th	Oct. 26 th	Nov. 2 nd	Nov. 9 th	Nov. 16 th	Nov. 23 rd	Nov. 30 th
Elaine Patterson	✓	✓	✓	✓	✓	✓	Excused



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Kahli Douglas	Excused	✓	✓	Excused	✓	✓	✓
Richard Mansdoerfer	✓	✓	X	X	X	X	X
Jasmine Segal	✓	✓	X	✓	Excused	✓	Excused
Ari Havusha	✓	✓	Excused	Excused	✓	✓	✓
Vincent Hsu	-	-	-	✓	✓	✓	X

GOALS:

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

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

METHODOLOGY:

- Service Audits
 - A Service Audit consists of a committee member or committee members accessing and/or using a SSMU service followed by a report of their experience to the Committee. Members of the committee must review services as though they are any Member of the Society; they do not tell the service that they are conducting an audit. Audits can include reviewing information provided online, attending an event the service is hosting, attending the service’s office hours, and more.



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- User Survey
 - The Services Review Committee would like to send out a survey to all students asking about their experience using SSMU services. Unfortunately, the platform for this survey doesn't allow us to do what we originally envisioned, so we will have to re-work the survey to send out to students at a later date. We will also ask SSMU services to share the survey on their social media platforms.
- Self-Report
 - In the 2015-2016 academic year, nearly all SSMU services conducted a self-report in which they reported to the Services Review Committee the aspects of their service and the internal governance structure of their service. The Committee has decided this year that, because services don't change on an annual basis, we will ask services to provide updates to their self-reports from last year and to ask services that have not completed a self-report to do so.
- Constitution Review
 - The Services Review Committee will also take a look at each service's constitution to review their mandate and to ensure that services are providing what's mandated of them to students.

CRITERION:

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

GRADING:

- The Committee will create a rubric with a weighted grading scheme composed of the following criteria:
 - Is the service fulfilling its mandate as stated in the service's constitution?
 - Does the service provide resources and/or support to members?



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- Does the service provide additional aspects such as referral, awareness, education, or advocacy for students?
 - Note: no service will be penalized if it does not provide these additional aspects.
- Has the service completed its self-report?
 - If the service completed the self-report in 2015-2016, have they submitted any changes to the self-report?
- Is the service being utilized?
 - Note: the committee is still determining how to measure this aspect.

REVIEWS:

- At this point in time, all SSMU Services are still in the process of being reviewed by the Committee. A full report with each review along with recommendations for each SSMU Service will be submitted in the Winter Semester.

Respectfully submitted,

The Services Review Committee