



**Office of the Vice-President (Student Life)**

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## REPORT: SERVICE REVIEW COMMITTEE:

### Winter 2019

The Service Review Committee is under the portfolio of the Vice-President (Student Life) and is chaired by the Service Administrative Coordinator. In winter 2019, the Service Review Committee met this entire semester to review services, their constitutions and service applications.

The Service Review Committee is moving the following recommendations.

**WHEREAS**, the Service Review Committee held these meetings;

**WHEREAS**, the decision of the Service Review Committee must be ratified by the Legislative Council in accordance with 2.1.a.iii of the Internal Regulations of Student Groups;

**BE IT RESOLVED**, THAT the Legislative Council approve the recommendations of the Service Review Committee outlined by the methodology in Appendix A with the results in Appendix B

**BE IT RESOLVED**, THAT the Legislative Council approve the constitution approved by the Services Review Committee in Appendix C



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### **Appendix A - Service Review Methodology**

*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 the 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 the venue for anonymous feedback about an individual's experience with a particular service.

#### **Grading:**

**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.



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## Appendix B - Service Reviews:

### The Arab Student's Network

Usage: They have been actively creating services that allows members to connect with the greater Arab community through Offersportal, where members can find discounts to Arab businesses found in Montreal, Jobs portal, for job opportunities for Arabic speakers, and Shopportal to post merchandise made by Arab businesses or students. They also hosted multiple events, some that attracted more than 400 people, such as ArabFest. ArabFest was hosted in collaboration with the International Student Network to represent the Arab culture on campus.

Institutional Memory Retention: They create yearly exit reports, as well as team and executive google drive to ensure the documents and events are kept from year to year.

Awareness/ Advocacy/ Education: The ASN is a non political and secular service, they focus their efforts on raising awareness and educating folks on the Arab Culture and addressing the misconceptions folks have of the Arab Culture.

Grade: PASS with Reservations due to low focus on advocacy this year.

### The Black Student's Network

The BSN has continued to be an advocate for Black Students and other racialized groups on campus. They are official co-hosts of Black History Month which has become institutionalized at McGill and provided a well-needed resource for racialized students on campus. They have hosted a myriad of events this year and even created group therapy sessions for BIPOC students, something the Student Services of McGill University has failed to do.

Usage: Usage is estimated between 500 - 1000 in-person users per month. Users are defined as someone who uses BSN's services or contacts them for help and support.

Institutional Memory Retention: An extensive google drive that has been organized by an archivist in the past while digitizing all the work that has been done in the past. Every executive also submits an exit report at the end of their term.

Awareness/ Advocacy/ Education: Organizes workshops, sits in committees (eg. SSMU Equity Committee). They also advocate at the administrative level. They are also present with several other organizations such as the Indigenous Student Alliance.

Grade: PASS



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### **Drivesafe**

Drivesafe is a very efficient service and is well used by the community. The committee recommends them to perhaps to create workshops or literature on safe ways to get home from a night out. Even to extend their services and talk about issues such as drink-driving and give safety workshops. They perhaps could also think about expanding their hours of operation to the weekday especially during exam season when people are staying on campus later.

Usage: Drivesafe provides free rides home for students. From the survey results, students seemed extremely satisfied with this service, with the only request that they expand their services hours. They offer free rides home for McGill students between the hours of 11pm and 3 am on Thursdays, Fridays and Saturday nights. Further, the service can be hired by events to provide a way home for students at the event. Further, DriveSafe has a partnership with MealCare and they help deliver food to soup kitchens every Friday.

Institutional Memory Retention: All executives write a detailed exit report on the content of their job and their year. They also organize one-on-one training sessions between the out-going and in-coming executives.

Awareness/ Advocacy/ Education: Drivesafe offers training sessions for volunteers.

Grade: PASS

### **Flat Bike Collective**

The Flat Bike collective is a well-used service and runs efficiently. The Collective supports students and the local community through three different resources: Tools, Space and Parts. They offer repair tools that would be unaffordable for one student to own, as well as enabling students and community members to fix their own bike. At the collective, there are eight bike repair stations with a variety of repair tools, including more complex tools. Furthermore, they encourage a community of like-minded peers in a non-judgmental space. They also provide low-cost new and used bike parts, available at the workshop or in the vending machine, as well as used bikes through a partnership with the McGill Facilities Abandoned Bike Program. This allows for accessibility and affordability. The Committee recommends that they extend their services to give workshops on road safety for cyclists and even bike-riding lessons.



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**Usage:** Their activities can be broadly broken down into three kinds of resources: Tools, Space, and Parts. By providing bike repair tools that would otherwise be unaffordable for one student or community-member to own, The Flat enables students and community-members to fix their own bike and they also provide low-cost new and used bike parts. The collective also provides a non-judgemental space where people can fix their bikes and come together in a community of likeminded peers and .

**Institutional Memory Retention:** The collective uses a google drive for all meeting minutes, policies, documents, and workshop plans going back to 2009. They also recently created documents on shop policies and processes for administrative tasks (e.g. "How to complete an Order").

**Awareness/ Advocacy/ Education:** The Flat Bike promotes cycling and active transportation by participating in sustainability events throughout the year (e.g. Park(ing) day), hosting workshops, and providing space for cyclists to come together in community. They also work to encourage cycling on campus through participating in committees (e.g. the McGill Cycling Working Group) and co-signing petitions to encourage the City of Montreal to build more cycling infrastructure in the Milton/Park Community (e.g. Bike Lanes on Pins).

Grade: PASS

## **Midnight Kitchen**

Even with the closing of the University Centre Midnight Kitchen has done a great job of continuing their services as best as they can. They offer solidarity servings, as well as food bank services to the McGill community and wider Montreal community as well. They have an anti-oppression mandate and advocates for social justice through events that aim to raise awareness of oppression.

**Usage:** They provide the by-donation lunch and breakfast servings Monday through Thursday. During summer, the collective operates a food bank during the summer months with the extra produce. They also provide support to campus and community groups and event through our Solidarity Servings, where they provide free catering. The collective also offers discretionary funding for initiatives that fit their mandate. The SSMU services survey received the most amount of feedback on Midnight Kitchen, where users praised the service for their activity and support.

**Institutional Memory Retention:** Records are kept for staff exit reports, reports after events, and keep files of internal policy.



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**Awareness/ Advocacy/ Education:** They host workshops and events on a wide range of topics, including an annual conference called CHOMP, which in the past has focused on the intersections of food politics and race, migrant rights, and austerity. They also hosted a number of Friday catered workshops called Lunch and Learns, focusing on topics such as HIV+ awareness, LGBTQ+ prisoner solidarity, anti-gentrification/displacement struggles, suicide intervention, and migration struggles in Canada

Grade: PASS

### **MSERT**

The McGill Student Emergency Response Team (M-SERT) is a volunteer service supported by the Students' Society of McGill University whose members provide emergency first aid services to McGill University and the Montreal community. They are efficient, frequently used and the McGill community is grateful for them according to the surveys that were sent out. M-SERT currently provides first aid coverage to McGill University Residences every evening from 6:00pm to 6:00am. In addition, M-SERT covers Intramural Hockey, Frosh, Carnival, 4Floors, and many other events.

**Usage:** The members primarily respond to situations of physical health, and are trained at the First Responder level to treat a broad range of emergency and non-emergency situations. In recent years, members have been trained in Mental Health First Aid to also provide support to students with mental health-related emergencies.

**Institutional Memory Retention:** M-SERT organizes transition meetings at the end of the year between each leaving and incoming executive members. They have also started to include exit reports from each semester, and have an ongoing project to put together a guidebook for each executive position that would be passed on to the incoming executive.

**Awareness/ Advocacy/ Education:** M-SERT promotes awareness of their service by doing rounds while on shift so that students can see the members and so they appear more familiar on calls. They also promote awareness of physical health and first aid resources through Standard First Aid courses.

Grade: PASS

### **Musician's Collective**

The Musician's collective rarely hosted any events this year and in order to adhere to the service structure of AREA, the serviced review committee feels as though could provide services such as music lessons and tuning workshops.



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**Usage:** They operate a Jam Room for bookings where students can borrow Instruments and space. The collective offers performance opportunities via Open Mics, Battle of the Band Concerts, Residential open mics as well as Teaching music opportunities

**Institutional Memory Retention:** All meetings minutes are archived and stored in our Google Drive. They also keep an annual instrument reports as well. They have started to conduct annual service reports which all executive members contribute to and is then kept for the incoming executives to review and use to establish new goals.

**Awareness/ Advocacy/ Education:** The collective provides free workshops throughout the year (some workshops hosted in past years include Intermediate Violin Workshop, Fundamentals of Music Recording, and Fundamentals of Songwriting). They also connect interested students with music teachers via listings on their Website and through callouts on the listserv. During the biannual Meet & Greet, they host an orientation session to teach new users of the jam room how to operate the equipment in order to minimize damages

**Grade:** PASS with Reservations

### **Nightline**

McGill Students' Nightline is a confidential, anonymous and non-judgmental listening service, run by McGill students, providing the community with a variety of support. This includes anything from information to crisis management and referrals. Nightline does a great job, however, there have been some complaints of callers being met with rudeness or even dismissed. The SRC recognises the great work the Nightline does but we encourage them to create an accountable feedback system in order to better the experience for callers. Furthermore, since this service is confidential, there is little data available.

**Usage:** This is confidential and the service does not keep statistics on service users either.

**Institutional Memory Retention:** Confidential

**Awareness/ Advocacy/ Education:** Nightline does not host any workshops.

**Grade:** PASS with Reservations

### **Peer Support Centre**

The Peer Support Centre offers offer one-on-one, confidential and non-judgemental peer support on a drop-in or appointment basis. The Centre has done a great job for providing a space for student's





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often filling in the gap for Student Counselling Services. The SRC would encourage them to look at the education aspect of things to expand their programming so that they might give workshops on supporting peers, active listening etc.

Usage: The centre offers active listening as the foundation of their service, and offers a safe, empathetic and empowering space for students. This past November, they conducted a Needs Assessment to explore what students want and need from a peer support service. As such, the centre may be expanding the type of support that they offer beyond one-on-one. For example, group support.

Institutional Memory Retention: They maintain extensive and clearly organized Google Drive folders containing our governance documents, meeting minutes, policies, protocols, outreach and promotional materials, financial records and training manuals, program evaluation data, as well as all documents relevant to each executive portfolio

Awareness/ Advocacy/ Education: They promote peer support and active listening services, as well as mental health care. They currently do not host workshops, but offer peer support in a one-on-one session.

Grade: PASS

## **Queer McGill**

Queer McGill has hosted a huge number of well-attended events this school year and the student surveys have great feedback on the service. One suggestion would be to advertise in more BIPOC spaces.

Usage: Queer McGill has hosted weekly gaymes night and other events (dance parties, drag and burlesque show, Halloween and valentine's day event, welcome back picnic). There has been positive feedback from students surveyed that found their services added value and provided a safe space for users.

Institutional Memory Retention: An Inter-Year Liaison workshop comes into effect whenever a coordinator leaves their position. Exit reports are constitutionally mandated to be completed by all coordinators.

Awareness/ Advocacy/ Education: Queer McGill operates and facilitates workshops, orientations and series dedicated, but not limited too queer- and trans-positivity. The Queer 101, Trans 101 workshops,





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in collaboration with UGE, looks to educate and provide vocabulary and experiences that may benefit folks to navigates spaces on campus and otherwise. They also organize Rad Sex week.

Grade: PASS

### **SACOMSS**

SACOMSS operates a drop-in centre and phone line for survivors of sexual assault and their allies open daily throughout the week. They have done great work on campus this year especially regarding the SVP however, the committee would urge Sacomss to provide more educational programming and from our knowledge this year there were no events for Sexual Assault Awareness week.

Usage: SACOMSS facilitate support groups for survivors of sexual assault and their allies. They also provide accompaniment services through McGill's harassment policy as well as external medical and legal services in Montreal.

Institutional Memory Retention: Policy and Planning committee members are expected to prepare exit reports every year. All volunteers have access to a drive which contains a plethora of documents relating to SACOMSS' history and structure

Awareness/ Advocacy/ Education: The outreach branch facilitates workshops on gender stereotypes, sexual assault and consent at middle and high schools in the Montreal community. They organize a memorial service every December 6th in honour of the Polytechnique massacre as well as organizing sexual assault awareness week which culminates in an art show.

Grade: PASS

### **The Plate Club**

The Plate Club is a reusable dishware service, with supplying resources (reusable dishware) a central part of our mandate. The Plate club has received complaints about the state of their dishes and cutlery as well as some people being met with rudeness by staff. The plate club could also host programming on sustainability and workshops on recycling and even sustainable ways to wash dishes to adhere to the service criteria of Awareness, Referrals, Education and Advocacy.

Usage: The service supports the functioning of many other clubs and services on campus, greatly aiding their event planning by providing a low-cost and sustainable alternative to disposable dishware.



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**Institutional Memory Retention:** The group maintains a Google Drive containing documentation from all previous years. Executives are also expected to leave detailed exit reports at the end of their time with the service.

**Awareness/ Advocacy/ Education:** The service provides education on waste-reduction through its awareness-raising campaigns.

Grade: PASS with Reservations

### **TVM**

TVM has done a great job this year especially being more visible and hosting workshops. However, the committee feels as though the TVM could offer its services to other services, clubs and ISG's for collaboration as well as improve the quality of some of their media services.

**Usage:** TVM received positive feedback from the user survey, including praise for their accessibility and production value. As McGill lacks a fine arts or film program, TVM seeks to be the hub for students with an interest in filmmaking. Users can attend workshops, work on production, or take on leadership roles within the service.

**Institutional Memory Retention:** TVM uses an online task management system called Asana to keep track of project progress. They also maintain record of operations, decisions, etc. in Google Drive folders shared with each new iteration of the Admin team.

**Awareness/ Advocacy/ Education:** TVM provides support to students interested in filmmaking or learning about video production. They host a variety of well-attended workshops that trains students on production and media. TVM also hosts film festivals, including Fokus Film Festival.

Grade: PASS with Reservations

### **UGE**

The UGE operates a space which is welcoming to trans and gender oppressed people on campus. They could host more events allowing for more visibility on campus. However, they received great feedback from the student surveys.

**Usage:** They operate a library of books and zines which are relative to feminist, gender and social justice topics. A co-op of gender empowerment items, such as alternative menstrual products, items relevant to trans people and safer sex items is also offered by them.



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Institutional Memory Retention: UGE keeps google drive with all archives, as well as sustained membership throughout years.

Awareness/ Advocacy/ Education: The UGE provides a number of workshops as part of its Staffer training program, as well as tabling at other events around campus and in Montreal.

Grade: PASS

### **Walksafe**

Walksafe is well- used by the student population. This past semester, they organized Safe home to accompany students during their commute home. The committee would recommend them to provide workshops on walking home safe at night and pedestrian safety and such! Even a resource on Jay-walking would be interesting

Usage: Walksafe provides night-time accompaniment to students who feel unsafe to walk alone at night

Institutional Memory Retention: The [walksafe.ca](http://walksafe.ca) website houses a database of all of our past and present members since the website's conception.

Awareness/ Advocacy/ Education: Walksafe promotes the awareness of safety on campus by advertising at various events on campus such as Activities Night, Open House, and the Off-Campus.

Grade: PASS

### **Appendix C - Service Constitutions:**

[Queer McGill Consitution](#)