

REPORT OF THE SERVICES REVIEW COMMITTEE TO LEGISLATIVE COUNCIL

FOR FEBRUARY 27TH, 2020

COMMITTEE MEMBERS:

Billy Kawasaki, Vice-President (Student Life)
Samuel Haward, Vice-President (Finance)
Sanchi Bhalla, Vice-President (Internal)
Adeline Wang, Services Administrative Assistant
Noah Merali, Services Representative to Council
Abby de Gala, Member-at-Large
Paola Pineda, Member-at-Large, (September - December 2019)

COMMITTEE ATTENDANCE:

The Services Review Committee met bi-weekly throughout the fall and winter semesters.

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.

Each of the SSMU Services must be reviewed over the course of one academic year. The Committee will complete a final report with

METHODOLOGY:

Direct 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.

External User Survey

- The Services Review Committee has sent out an external survey to all students asking about their experience using SSMU Services. The survey will allow both the committee and the Services themselves to receive anonymous feedback from the user population. The external survey has been sent out by listserv, on social media and shared by the SSMU Services.

Internal Survey (Self-Report)

- The Services Review Committee has sent out an internal survey to be completed by a Service executive. Each Service is required to complete the survey. The Services will report to the Services Review Committee the aspects of their Service and the internal governance structure. The internal survey will be considered for grading.

Constitution Review

- The Services Review Committee is in the process of reviewing the Service constitutions and mandates and to ensure that Services are adhering to the SSMU internal regulations and providing services that are valuable to the student body.
- As per the Constitution Requirements (2019), the Services were asked to update their constitutions accordingly. The Services Review Committee will ratify the newly amended constitutions before sending them to the Legislative Council.

CRITERION:

- As per the Internal Regulations of Student Groups, a Service is a group that offers “resources and/or support to Members” and “may also provide referral, awareness, education, or advocacy services in addition” (7.1.b, Internal Regulations of Student Groups).

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?
 - 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?
 - Is the Service being utilized?
- Each Service will be given a grade and comments regarding their evaluation.

- o 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.
- o 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.
- o 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.

REVIEWS:

- At this point in time, all SSMU Services are still in the process of being reviewed by the Committee. The Committee has completed all direct audits and has moved to reviewing Service constitutions and incorporating feedback from the external survey into the final report. A full report with each review along with recommendations for each SSMU Service will be submitted in April.

Respectfully submitted,

The Services Review Committee