



Office of the 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: SERVICE REVIEW COMMITTEE:

Winter 2021

The Service Review Committee is under the portfolio of the Vice-President (Student Life) and is chaired by the Service Administrative Assistant. During the 2020-2021 academic school year, the Service Review Committee met bi-weekly to review Services and new Service applications.

The Service Review Committee is moving the following recommendations.

WHEREAS, the Service Review Committee held these meetings; and

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;

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 and Appendix C;



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Appendix A - Service Review Methodology

Due to the unique nature of this remote school year, the Committee adapted the Service Review Methodology in order to account for the challenges that Services face with remote delivery of services. Interviews were added to the methodology to get more direct input from service coordinators and the criteria were made less stringent than previous years to account for the challenges that Services face with remote service delivery.

Interviews: Recognizing that the Committee can never know each Service as well as the individual Service coordinators do, the Services Review Committee made an effort to directly touch base with each Service through an interview whereby each Service had the opportunity to explain their activities planned for the school year, how they are dealing with remote delivery of services, and how we the SSMU can help them.

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.

External Survey Results: The Services Review Committee designed a survey to be distributed to all students in order to provide the venue for anonymous feedback about an individual's experience with a particular service.

Review Criteria

1. Usage
2. Efficiency/Accessibility
3. Mandate Fulfillment
 - a. Resources and/or Support
 - b. Additionally: Referral, Awareness, Education, and/or Advocacy

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.



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FAIL: The Service fails to fulfill the criteria of Service status as outlined in the Internal Regulations of Student Groups, Portfolio and/or is not meeting its mandate. The Service will be granted one (1) Academic Month, as of the date they are notified of failing the review, to rectify the concerns of the Services Review Committee.

Appendix B - Service Reviews:

The Arab Students' Network

The ASN has hosted a networking event in the Fall semester connecting students with Arab professionals working in diverse fields (ASNetworking). The domains included Business Management, Engineering and Applied Sciences, Healthcare, Politics and Public Sector, and Media. In the winter semester, they hosted their annual ArabFest event in the New Residence Ballrooms. The service also procures discounts with businesses to offer students tickets and products at a reduced rate.

Grade: PASS

The Black Students' Network

The BSN has continued to be an advocate for Black Students and the BIPOC community. BSN strives towards making the McGill campus safe and accessible for Black students in order to support their academic success as well as mental and physical well-being. They are official co-hosts of Black History Month which has become institutionalized at McGill and provides a well-needed resource for racialized students on campus.

Grade: PASS

DriveSafe

DriveSafe provides free rides home for students on Thursday, Friday and Saturday nights from 23h to 3h. Volunteers receive training for special situationals, driving in Montreal, active bystander training, taking care of drunk individuals, and on internal procedures. DriveSafe is a very popular service and is always in high demand. From the survey results, students seemed extremely satisfied with this service, with the only request that they expand their service hours.

Grade: PASS



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Flat Bike Collective

The Flat Bike Collective is an efficient service that welcomes everyone in the biking community regardless of background. The Collective aims to promote cycling through the sharing of facilities and expertise, providing access to tools, space, and parts. They work to make cycling very accessible by providing such resources, and advocate for sustainability not only through their own efforts within the service, but by partnering with the McGill Office of Sustainability to host events. Throughout the year, they held workshops for those looking to learn about bike maintenance and repair.

Grade: PASS

Midnight Kitchen

Despite the continued closure 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. They provide a working alternative to capitalist, profit-driven systems of food production and distribution.

Grade: PASS

MSERT

The McGill Student Emergency Response Team (MSERT) is a volunteer service whose members provide emergency first aid services to McGill University and the Montreal community. 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. They are efficient, frequently used and the McGill community is grateful for them according to the surveys that were sent out.

Grade: PASS

Musician's Collective

The MC's mandate is to create a network of musicians to facilitate music making and learning at all Levels. They promote music education, performance opportunities and connect musicians in the community. In terms of events, they host Open Mic events, Jam Sessions, Concerts, Music Workshops, etc. Committee recognizes that the Musician's Collective was unable to provide its primary services due to building closures. We hope that next year the usage of the service will increase.

Grade: PASS



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McGill Students' 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 or just an outlet to talk confidentially. Members receive 40-hours of training in empathetic, nonjudgmental, and active listening before they can join the Service.

Grade: PASS

Peer Support Centre

The Peer Support Centre offers one-on-one, confidential and non-judgemental peer support on a drop-in or appointment basis. The Centre has done a great job providing a safe space for students. PSC volunteers undergo 35-40 hours of training before they are allowed to facilitate support sessions.

Grade: PASS

Queer McGill

Queer McGill provides support to queer students through working groups, a library, and a visible presence on campus. They serve as a resource for information pertaining to queer people and queer issues with the goal to increase student awareness, actively promote queer issues, and prevent prejudicial action. QM's resources and services are well utilized and appreciated by its users.

Grade: PASS

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

SACOMSS operates support groups, drop-in centre and phone line for survivors of sexual assault and their allies. They are open daily throughout the week. The Centre advocates for survivor rights in a McGill and general Montreal context and they facilitate educational opportunities to create awareness about sexual violence and consent. Volunteers receive 40 hours of training before integrating into the Drop-in Support, Advocacy, Support Group or Outreach Branches.

Grade: PASS

The Plate Club

The Plate Club is a reusable dishware service that provides free rental of, sustainable and reusable dishware, as an alternative to disposable serving products. They offer a large selection of dishware. The Plate Club's services are well known and largely used by the McGill community.

Grade: PASS



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TVM

TVM is a student run television station and production outlet. 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.

Grade: PASS

Union for Gender Empowerment

The UGE operates a space which is welcoming to trans and gender oppressed people on campus. Their resources include, but are not limited to an alternative lending library with over 1000 feminist and queer titles, access to gender affirming items, safer sex products, and alternative menstrual products; volunteer opportunities, hosting education and advocacy events. They build a sense of community for person who identifies with our anti-oppressive, feminist, and trans-positive principles, regardless of gender identity.

Grade: PASS

WALKSAFE

WALKSAFE is well-used by the student population. They provide free and confidential accompaniment for those who are walking at night. WALKSAFE's services are offered to special faculty and student events, as well as their regular hours every day of the week.

Grade: PASS

Appendix C - Muslim Students Association

Due to being newly granted Service Status in the winter semester, the Services Review Committee did not have sufficient time to review the Muslim Students Association and will instead begin reviewing them in the next school year.