



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 2022

The Service Review Committee is under the portfolio of the Vice-President (Student Life) and is chaired by the Service Administrative Assistant. During the 2021-2022 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;



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Appendix A - Service Review Methodology

Due to the unique nature of this transitional school year, the Committee adapted the Service Review Methodology in order to account for the challenges that Services face with hybrid delivery of services and abrupt changes to the public health situation throughout the term. Criteria were made less stringent than previous years to account for the challenges that Services face with hybrid service delivery.

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 Evaluations: 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.

User 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.

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.



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Appendix B - Service Reviews:

The Arab Students' Network (ASN)

The Arab Students' Network is a service that aims to build community for Arab students in McGill and Montreal. They hosted their annual networking event and Arabfest which were both highly attended, alongside smaller social events throughout the year. They also introduced new programming such as their student journal "Mubtakaran" and a mental health event.

Grade: PASS

Recommendation: The ASN could benefit from doing more educational and advocacy programming similar to the Arabic dialect workshops they did in the past. User feedback suggested that more effort be put into increasing the visibility of the service.

The Black Students' Network (BSN)

The Black Students' Network hosts events by and for Black Students. This year they brought back in-person events such as Black Homecoming, Soul Food Thursdays. They also continued their usual educational and advocacy programming through their roundtable series "Black table talk", and networking events like "Black in Law: Q&A". BSN receives a grade of PASS with reservations due to some issues with misuse of funds and unresponsiveness to communications with SSMU. Nonetheless, they delivered their usual programming this year with a high degree of quality and consistency.

Grade: PASS with reservations

Recommendation: Next year's executives would do well to review the Internal Regulations of Student Group Finances.

DriveSafe

DriveSafe provides free rides home for students on Thursday, Friday and Saturday nights from 23h to 3h. Since March 2020, they have also partnered with several mutual aid groups to provide grocery delivery to McGill community members in need. This year, DriveSafe has expanded their services to include Kahnawake in their regular service area as well as a shuttle service to the south shore.

Grade: PASS

Recommendation: Users have expressed interest in an online booking system.

Eating Disorder Resource and Support Centre (EDRSC)

The Eating Disorder Resource and Support Centre offers free and confidential support services to people struggling with eating disorders through their peer-to-peer messaging and their support



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groups. They also organize advocacy work and training on eating disorders, disordered eating and body image issues, an extensive list of referrals to other services, as well as event programming throughout the year such as Eating Disorder Awareness Week and the launch of their zine. This year they expanded greatly on their educational programming through intersectional events such as “The Trans and Intersex ED Experience with Fed-UP” and “Colonialism and the Body”.

Grade: PASS

Flat Bike Collective

The Flat Bike Collective provides tools and space for people to fix their bikes for free. They also teach how to service bikes as well as sell second-hand bikes and parts at reduced prices. This year, the Flat has brought back their in-person office hours but has yet to host their usual workshops.

Grade: PASS with reservations

Recommendation: Users expressed interest in longer service hours. Bringing back the Flat’s workshops would help increase visibility and engagement.

Midnight Kitchen (MK)

Midnight Kitchen provides accessible & free food to students and community members through their bi-weekly meal pick-ups and solidarity servings. They also support the community through their discretionary funding program and by supporting local shelters and grassroots organizations. Despite changing regulations limiting their operations, Midnight Kitchen has managed to continue supporting the community through the introduction of their Grocery Card program.

Grade: PASS

Muslim Students Association (MSA)

The Muslim Students Association brings Muslim students together and provide resources to enhance their university experience. Their events and services aim to facilitate the spiritual and social growth of their members and the McGill community more broadly. Their services include weekly prayer service, a student-run Islamic library, religious knowledge gathering, recitation classes, as well as social and community events. This was their first year as a SSMU Service and the MSA delivered consistent educational and social programming throughout the year with a high degree of quality and engagement.

Grade: PASS

Recommendation: users expressed interest in longer prayer space hours.



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McGill Student Emergency Response Team (M-SERT)

The McGill Student Emergency Response Team is a student-run volunteer service that aims to provide a free and accessible first aid service to McGill University and the greater Montreal community.

Volunteers operate under nationally-recognized protocols and offer first response services to all McGill residences, with the exception of Solin Hall, between the hours of 18h00 and 6h00. This year, MSERT brought back their first response services as well as expanded their first aid training courses which were in high demand.

Grade: PASS

Recommendation: Due to the high demand for their courses, users would benefit from having more courses offered.

Musicians' Collective

The Musicians Collective is a network of musicians promoting and facilitating musical opportunities at McGill University and beyond. They facilitate jam sessions and an instrument bank, promote music education, create opportunities for performances, and offer referrals for event organizers seeking live music. This year, Musicians' Collective greatly contributed to the vibrance of campus life with the return of their live music events.

Grade: PASS

Recommendation: Users expressed interest in more frequent open mics. **McGill Students' Nightline**

The McGill Students' Nightline is a confidential, anonymous and non-judgmental listening service, run by students, providing the community resources and support such as active listening, crisis management, and referrals. They are open every night during the academic year from 18h to 3h. This year, they increased their online presence with engaging mental health content while maintaining their chat and line services.

Grade: PASS

Peer Support Centre (PSC)

The Peer Support Centre offers free, drop-in, confidential and non-judgemental peer-to-peer support and resource referral to McGill students. They are open Monday-Friday from 11AM-5PM. This year, the PSC continued to offer their peer support services while also continuing the work of their "PSC+" initiative which aims to provide more specialized support to members of marginalized communities.



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Grade: PASS

Recommendation: Some volunteers expressed interest in more crisis training. Some users expressed interest in phone services.

The Plate Club

The Plate Club is a student-run service centred around the provision of free, sustainable, and reusable dishware, as an alternative to disposable serving products. The Plate Club continues to offer their dish rentals but does not currently offer much else and would stand to benefit from branching out.

Grade: PASS with reservations

Recommendation: Diversify programming to include sustainability related events and workshops would help increase the Plate Club's visibility and engagement.

Queer McGill (QM)

Queer McGill provides a pay-what-you-want Resources Co-op offering various sexual and menstrual health products and gender-affirming products, a publicly accessible Queer library and archives, application-based discretionary funding for queer-targeted events and projects, educational programming and training, social events, and ad-hoc advocacy for Queer students. QM organized programming throughout the year both in-person such as their Welcome Back Picnic and online such as their Drag Makeup Tutorial.

Grade: PASS

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

The Sexual Assault Centre of the McGill Students' Society (SACOMSS) is a volunteer-run organization committed to supporting survivors of sexual assault and their allies. Their services include Drop-in and Line (DIAL), support groups, advocacy and outreach, sexual assault sensitivity training, discretionary funding, information and referrals, as well as events to raise awareness about sexual assault. This year, SACOMSS continued to offer their support services, hosted engaging and educational events such as their annual Sexual Violence Awareness Week, and improved their programming by offering more specialized support groups.

Grade: PASS

Television McGill (TVM)

Television McGill provides training to learn the basics of filmmaking and media production, as well as video promotion and event coverage free of cost for the McGill and Montreal community. TVM aims to be a creative outlet for any and all SSMU and PGSS members who wish to express themselves and



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explore the medium of video production. This year, TVM continued to regularly publish videos relevant to the McGill community, focusing on arts & culture, comedy, drama, music, news, campus life, and more. TVM also organized the annual Fokus Film Festival to promote and showcase students' films to the community.

Grade: PASS

Union for Gender Empowerment (UGE)

The Union for Gender Empowerment is a feminist and trans positive organization that strives to provide services to marginalized peoples in a safer space. They offer commissioner of oaths services, discretionary funding, active listening, resource referrals, educational workshops, and a pay-what-you-can cooperative offering gender affirming, menstrual health, and sexual health products. The UGE was inactive for part of the year but managed to deliver their usual programming in the second half of the year.

Grade: PASS with reservations

Recommendation: more consistent programming throughout the year.

WALKSAFE

SSMU WALKSAFE provides accompaniment services to community members and accompanies them wherever they need to be on the island of Montreal. Volunteers were available Sunday to Thursday from 9h to 24h and Friday and Saturday from 9h to 3h.

Grade: PASS