

Service Review



Committee Report

2022-2023

Members

- Hassanatou Koulibaly (Vice-President Student Life)
- Zeke Bertrand (Services Coordinator)
- Marco Pizarro (Vice-President Finance)
- Natan Sakajiri (Arts and Science Councillor)
- Allie McGowan (Service Finance Coordinator)
- Jim Mejino (Student Life Assistant)
- Mariam Khedr (Member-At-Large)

Annual Review of Services

Review Methodology

- Self-Reports and Interviews:
- User Surveys:
- Internal Staff Surveys:

Criteria		Poor (1)	Fair (3)	Good (5)
Usage		Service is rarely or never used	Service is sometimes used	Service is used frequently
Accessibility		Significant barriers to accessing the service and/or their events	Some barriers to accessing the service and/or their events	Little to no barriers to accessing the service and/or their events
Mandate Fulfillment				
(each point worth half)	Offers Resources and/or Support	Service offers little to no resources or support	Service offers some resources or support	Service offers a good amount of resources or support
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	Service does insufficient work around Referral, Awareness, Education, and/or Advocacy	Service does some work around Referral, Awareness, Education, and/or Advocacy	Service does good work around Referral, Awareness, Education, and/or Advocacy
Budget and Financial Sustainability		Budget is projecting a deficit, and does not have solvency for future years, and service demonstrates poor financial management.	Service demonstrates adequate financial management, and budget is reasonable, but potentially not solvent in future years	Service demonstrates excellent financial management. Service has sent in plan for the next few years, and their budget is reasonable.
Long-term sustainability of the service		Service's programming, management, and/or plans are not sustainable long-term	Service's programming, management, and/or plans are potentially not sustainable long-term	Service's programming, management, and plans are sustainable long-term
Complaints lodged against service		Service has complaints lodged against them that were not dealt with appropriately by the service	Service has complaints lodged against them but they were addressed by the service who worked/is working to fix the issue	No complaints were lodged against the service

Grading

- PASS:(24-30)
 - The Service fulfills the criteria of Service status as outlined in the Internal Regulations of the Student Life Portfolio and is successful in fulfilling its mandate.
- PASS, WITH RESERVATIONS: (18-23)
 - The Service fulfills the criteria of Service status as outlined in the Internal Regulations of the Student Life Portfolio but is not meeting its mandate to the fullest capacity or has significant areas for improvement.
- FAIL: (17 or below)
 - 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.

Arab Students' Network

Criteria	Score	
Usage	4.3	
Accessibility	3.3	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	1.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	1.3
Budget and Financial Sustainability	4.7	
Long-term sustainability of the service	4.3	
Complaints lodged against service	4	

The Arab Students' Network is a service that aims to build community for Arab students in McGill and Montreal. They hosted several events including their annual networking event and Arabfest which were both highly attended. They also offered free Arabic classes and have a journal that they are working on publishing

Grade: 23.4/30 PASS WITH RESERVATIONS

Suggestions:

- Would like to see more service offerings
- Ensure to remain open to diverse membership

Black Students' Network

Criteria	Score	
Usage	4.7	
Accessibility	4.3	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.2
	Promotes/Provides Referrals, Awareness, Education, and/or Advocacy	2.2
Budget and Financial Sustainability	4	
Long-term sustainability of the service	4.3	
Complaints lodged against service	4.7	

The Black Students' Network is dedicated to addressing the needs and interests of Black students. This year they hosted many events such as Soul Food Thursdays and Rave and Roses. They also continued their usual educational and advocacy programming through things like their podcast, political spotlights and scholarship sundays.

Grade: 26.4/30 PASS

Suggestions:

- Attend Service Committee meetings
- Give equal weight to all their portfolios
- Make sure all events are free

DriveSafe

Criteria	Score	
Usage	5	
Accessibility	4	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referrals, Awareness, Education, and/or Advocacy	2
Budget and Financial Sustainability	3	
Long-term sustainability of the service	5	
Complaints lodged against service	5	

DriveSafe provides free rides home for students on Thursday, Friday and Saturday nights from 23h to 3h. Drivesafe can also be requested at events.

Grade: 26.5/30 PASS

Suggestions:

- Students requested that Drivesafe make it simpler to access and reserve a ride
- Earlier recruitment to allow for full year operations

Eating Disorder Centre of SSMU

Criteria		Score
Usage		4.3
Accessibility		5
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	2.5
Budget and Financial Sustainability		3
Long-term sustainability of the service		3.7
Complaints lodged against service		5

The Eating Disorder Center offers free and confidential support services to people struggling with eating disorders through their peer-to-peer messaging and their support 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 a research event on Borderline Personality Disorder and Eating Disorders

Grade: 26/30 PASS

Suggestions:

- More promotion

McGill Student Emergency Response Team

Criteria	Score	
Usage	5	
Accessibility	4.5	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	2.3
Budget and Financial Sustainability	3.5	
Long-term sustainability of the service	4.5	
Complaints lodged against service	4.5	

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. They also offer first aid courses which are now free for undergrad students. This year they also attended two conferences one of which included a competition.

Grade: 26.8/30 PASS

Suggestions:

- Students requested more accurate predicted response times

McGill Students' Nightline

Criteria		Score
Usage		4
Accessibility		4.5
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.3
	Promotes/Provides Referrals, Awareness, Education, and/or Advocacy	2
Budget and Financial Sustainability		5
Long-term sustainability of the service		5
Complaints lodged against service		4.5

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: 27.3/30 PASS

Suggestions:

- More promotion
- Clearer about the boundaries of your service

Midnight Kitchen

Criteria	Score	
Usage	5	
Accessibility	3.8	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.3
	Promotes/Provides Referrals, Awareness, Education, and/or Advocacy	2.5
Budget and Financial Sustainability	3.4	
Long-term sustainability of the service	4.6	
Complaints lodged against service	4.6	

Midnight Kitchen provides accessible & free food to students and community members through their meal pick-ups and solidarity servings. They also support the community through their discretionary funding program, and trainings on food justice. This year they started a community garden and are part of the food security campaign.

Grade: 26.2/30 PASS

Suggestions:

- Continue to build capacity

Musicians Collective

Criteria	Score	
Usage	5	
Accessibility	4.5	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	1.5
Budget and Financial Sustainability	3.5	
Long-term sustainability of the service	4	
Complaints lodged against service	5	

The Musicians Collective is a network of musicians promoting and facilitating musical opportunities at McGill University and beyond. They facilitate jam sessions, promote music education, create opportunities for performances, and offer referrals for event organizers seeking live music. This year, they worked on increasing their number of events and started hosting radio events. They had to stop their gear rentals due to it being worn down.

Grade: 25.5/30 PASS

Suggestions:

- Look into bringing back instrument rentals
- Ensure plans for services are attainable and realistic based on budget and logistics

Muslim Students' Association

Criteria		Score
Usage		5
Accessibility		5
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referrals, Awareness, Education, and/or Advocacy	2.5
Budget and Financial Sustainability		5
Long-term sustainability of the service		5
Complaints lodged against service		5

The Muslim Students Association brings Muslim students together and provide resources to enhance their university experience and facilitate the spiritual and social growth of their members and the McGill community. Their services include weekly prayer service, a student-run Islamic library, advocacy classes, as well as social and community events and are usually well attended. They are currently working on hiring a chaplain.

Grade: 30/30 PASS

Suggestions:

- Students requested even more events

Peer Support Center

Criteria	Score	
Usage	4.3	
Accessibility	5	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	2.2
Budget and Financial Sustainability	5	
Long-term sustainability of the service	5	
Complaints lodged against service	5	

The Peer Support Centre offers free, drop-in, confidential and non-judgemental peer-to-peer support and resource referral to McGill students. They also hosted events like an art night, a yoga event and a vent booth

Grade: 29/30 PASS

Suggestions:

- Students requested that PSC have more workshops

Plate Club

Criteria	Score	
Usage	1	
Accessibility	1	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	0.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	0.5
Budget and Financial Sustainability	5	
Long-term sustainability of the service	2	
Complaints lodged against service	4	

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 was not operational for much of the year due to a lack of staff but have recently restarted.

Grade: 14 FAIL

Suggestions:

- Create a plan to ensure successful transitions when staff leave
- Rebuild Executive team

Queer McGill

Criteria		Score
Usage		4.3
Accessibility		4.3
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	2.5
Budget and Financial Sustainability		5
Long-term sustainability of the service		5
Complaints lodged against service		4.3

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. This year QM was involved in advocacy against transphobia on campus and hosted events including an art exhibit and an event about navigating the job market

Grade: 27.9/30 PASS

Suggestions:

- Students asked for better communication about the cancellation of events and for staffer-specific events
- Attend Service Committee meetings

Sexual Assault Centre of McGill Students' Society

Criteria	Score	
Usage	3	
Accessibility	3.3	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	1.7
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	1.5
Budget and Financial Sustainability	4	
Long-term sustainability of the service	3.3	
Complaints lodged against service	2.7	

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 (on hold at the moment), advocacy and outreach, sexual assault sensitivity training, discretionary funding, information and referrals. This year, SACOMSS continued to offer their support services and worked to re-evaluate their services but struggled due to staff capacity and delays in hiring

Grade: 19.5/30 PASS, WITH RESERVATIONS

Suggestions:

- Clearer communication with both users and SSMU
- Create a plan to ensure successful transitions and recruitment
- Attend Services Committee meetings

The Flat Bike Collective

Criteria	Score	
Usage	4.7	
Accessibility	4.3	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	1.7
Budget and Financial Sustainability	5	
Long-term sustainability of the service	4.3	
Complaints lodged against service	5	

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. They also hosted a Women, Trans, and Queer event this year.

Grade: 27.5/30 PASS

Suggestions:

- More outreach/promotion and educational events

TVM: Student Television at McGill

Criteria	Score	
Usage	5	
Accessibility	4.6	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	2.3
Budget and Financial Sustainability	3.8	
Long-term sustainability of the service	5	
Complaints lodged against service	3.8	

TVM 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. This year, TVM continued to regularly publish videos relevant to the McGill community, organized the annual Fokus Film Festival and new Spookus film festival to promote and showcase students' films to the community, and hosted various workshops

Grade: 27/30 PASS

Suggestions:

- Make it easier to access footage for those requesting services
- Look into possible fee levy

Union for Gender Empowerment

Criteria	Score	
Usage	5	
Accessibility	5	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referrals, Awareness, Education, and/or Advocacy	2.5
Budget and Financial Sustainability	3	
Long-term sustainability of the service	5	
Complaints lodged against service	5	

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. This year they hosted sewing workshops and a weekly feminist cafe and were involved in advocacy against transphobia on campus

Grade: 28/30 PASS

Suggestions:

- More promotion
- Look into possible fee levy
- Create a plan to ensure successful transitions and recruitment

WALKSAFE

Criteria	Score	
Usage	4.6	
Accessibility	4.6	
Mandate Fulfillment		
(each point worth half)	Offers Resources and/or Support	2.5
	Promotes/Provides Referral, Awareness, Education, and/or Advocacy	1.5
Budget and Financial Sustainability	5	
Long-term sustainability of the service	5	
Complaints lodged against service	5	

SSMU WALKSAFE provides accompaniment services to community members and accompanies them wherever they need to be on the island of Montreal. They also have a WALKBuddies program where they walk elementary students from school to daycare

Grade: 28.2 /30 PASS

Suggestions:

- More promotion

Service Constitutions Changes

Constitutions Approved

- [Peer Support Center](#)
- [The Flat Bike Collective](#)
- [WALKSAFE](#)