



Operating Policy - Service Creation and Review

1. Purpose

- 1.1. To set clear guidelines on the creation of new MSU services and define the process of service review.

2. Service Creation

2.1. Initiation;

- 2.1.1. The service proposer shall contact the Vice-President (Administration) and the Administrative Services Coordinator to discuss their proposal;
- 2.1.2. Should the Vice-President (Administration) and the Administrative Services Coordinator find the proposal to have merit the proposer is to be given time at the next convenient Executive Board meeting to present;
- 2.1.3. Should the Executive Board find the proposal to have merit the Vice President (Administration) is to motion to the Student Representative Assembly (SRA) to strike an ad-hoc committee as stated in section 2.1.2.2 in order to move into the research phase.

2.2. Research;

2.2.1. The Executive Board shall;

- 2.2.1.1. Decide on relevant community partners to include in the ad-hoc committee;
- 2.2.1.2. Set the report schedule for the ad-hoc committee;
- 2.2.1.3. Offer suggestions to the proposers regarding their proposal.

2.2.2. The Ad-Hoc Committee shall;

2.2.2.1. Consist of;

- 2.2.2.1.1. The Vice-President (Administration), as chair;
- 2.2.2.1.2. The Associate Vice-President (Services);

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- 2.2.2.1.3. One (1) SRA member;
- 2.2.2.1.4. One (1) Executive Board member;
- 2.2.2.1.5. Two (2) MSU members;
- 2.2.2.1.6. The service proposer(s) should they not be a member of the aforementioned parties;
- 2.2.2.1.7. Other members as determined by the Executive Board.

- 2.2.2.2. Report to the SRA and Executive Board as determined by the Executive Board;
- 2.2.2.3. Ensure the SRA Internal Governance Committee reviews the draft operating policy to receive advice and ensure recommendations are aligned with MSU policies and practices.
- 2.2.2.4. Dissolve when the final verdict regarding the service has been reached or at the end of the SRA term it was stricken in.

2.3. Proposal;

- 2.3.1. The final proposal shall consist of a delegation to the floor during the next convenient SRA meeting and a report of research done by the ad-hoc committee;
- 2.3.2. The report shall consist of research backed information and judgements on;
 - 2.3.2.1. Funding and budget requirements;
 - 2.3.2.2. Exact services to be offered;
 - 2.3.2.3. Examples of events and/or campaigns the service could run;
 - 2.3.2.4. Requirements for space and other resources;
 - 2.3.2.5. Potential contractual partnerships with University or off-campus services and/or departments
 - 2.3.2.6. Landscape scan of similar services provided in other University or community settings
 - 2.3.2.7. If the service would benefit from having an advisory board;
 - 2.3.2.7.1. An advisory board is recommended for a new service if the service concerns the wellbeing of students with regards to physical and/or mental health.
 - 2.3.2.7.2. How the service would exist and complement / fill gaps in conjunction to existing McMaster

University, MSU, and community organizations, as appropriate.

- 2.3.3. Should the proposal be successful the new service is to operate as a pilot service for one (1) year and undergo full ratification if the pilot year was successful.

3. Service Review

3.1. The Services Committee shall review a minimum of four (4) and maximum of six (6) services each academic year.

3.1.1. A minimum four (4) and maximum six (6) services shall be recommended to Executive Board by the outgoing Associate Vice President (Services) and Vice President (Administration) based on;

3.1.1.1. Service performance;

3.1.1.2. Having undergone recent major changes;

3.1.1.3. Part-time Manager's request.

3.1.2. All recommended services to be reviewed shall be ratified and approved by the Executive Board prior to the final meeting of the academic year.

3.2. The review shall consist of, but not be limited to, the following;

3.2.1. An interview with the current Part-time Manager;

3.2.2. A public survey;

3.2.3. Internal research regarding the service's;

3.2.3.1. Usage;

3.2.3.2. Finances;

3.2.3.3. Programming and service delivery;

3.2.3.4. Volunteer retention;

3.2.3.5. Outreach and/or promotion methods;

3.2.3.6. Review of service's past and current Year Plans

3.2.4. External research regarding similar services available at other universities;

3.3. All information collected for the review shall be compiled into a formal report and presented to the Executive Board by the Associate Vice-President (Services) and/or Vice President (Administration);

- 3.3.1. Minimum of two (2) service reviews must be presented to the Executive Board prior to the end of each academic term (i.e. Spring/Summer, Fall and Winter);
 - 3.3.2. Reviews do not have to be formally presented to the SRA but it is recommended that the Associate Vice-President (Services) update the SRA on review's progress and results.
- 3.4. Should the Executive Board find a service performing adequately and viable for the future they are to follow the recommendations for the future and allow the service to continue as it was;
- 3.5. Should the Executive Board find a service to be underperforming and/or inviable for the future the Vice-President (Administration) is to motion to;
- 3.5.1. Give a delegation to the floor at the next convenient SRA meeting, with 10 business days notice, to discuss the service's performance and viability in detail;
 - 3.5.2. Rescind the service's operating policy;
 - 3.5.2.1. Upon rescission of the service's operating policy, the service can only be reintroduced in its exact same or similar form through the process outlined in Section 2 after a minimum of two (2) years since rescission.