



REPORT

From the office of the...

Associate Vice President: Services

TO: Members of the Student Representative Assembly
FROM: Simranjeet Singh, Associate Vice President: Services
SUBJECT: SRA 21M Report
DATE: Sunday, January 9th, 2021

Happy New Year everyone, I hope you are well! In this report I will outline my activities so far and progress that has been made within my role. I will also summarize plans for the upcoming weeks.

Firstly, I have finished the process of producing both internal and external surveys for all four MSU Services undergoing review, namely EFRT, FCC, Maccess, and Spark. The process was done in consultation with all services and has been well received. At the writing of this report, EFRT and Spark have gotten back to me with feedback and the surveys for these services are ready to be distributed. I am still waiting on responses from FCC and Maccess, but I expect this coming week. Similarly, I expect FCC and Maccess to want at most a few small changes to augment surveys before they are distributed.

Planning of survey promotion, production of promotional materials, and planning of class talks has also now been completed. This coming week, I will be sharing with Service Directors the internal surveys which will be completed by executives and volunteers, and instructions to explain to volunteers how to promote the surveys via class talks. A template which volunteers can send to professors to request if they may come for class talks, as well as a template for what volunteers must say during class talks have both already been produced. These consist of short, concise messages describing the importance of surveys done by the MSU, the four services being reviewed, and the fact that students can win one of 12, \$50 gift cards to the Campus Store, TwelvEighty, or The Grind by completing the surveys. The class talk will be only approximately 45 seconds to 1 minute long, making it both very easy for it to be done by volunteers and ensuring there is little disruption to classes. Each service volunteer will be requested to sign up for just one class talk in a Google Sheets file containing lists of many classes compiled from Mosaic. Thus, during the promotional period they would simply have to give a one class talk, with the entire process of sending the class talk request email to the professor, likely receiving confirmation to attend, and giving the class talk, will only take up several minutes of their time. The promotional period will begin Monday, February 17th, 2022, and be open until Sunday, February 6th, 2022.

In addition to this, the Services Committee will be beginning external research to determine how other student unions deliver equivalent services to students if they indeed offer them. Here, service volunteers will simply need to collect down a few to several jot points of information about how the equivalent service runs at another university. This information will be collected via research on said student unions' websites and the bylaws of those services. A focus will be kept on student unions a part of other Ontario Universities, though some other prominent Universities in other provinces may also be researched. Overall, the process of researching into the equivalent of one of the four MSU services at one other student union should take less than an hour. Thus, considering there will be likely 15-20 other student unions researched, and there are 6 members of Services Committee other than myself, each member will only have to commit several hours to research over the month of January and the first half of February. I feel this is a very reasonable commitment of all members.

February will also be the time in which survey analysis will be done, which will mostly be completed by me. The second half of February will mainly be the collation of the survey data with the external research into reports to come to conclusions as to areas of improvement necessary, and potential recommendations describing how the Services may be modified to improve their functioning. While report writing will be the sole focus during the second half of February, it will already begin as a secondary activity at the beginning of the month as we likely would already have a significant amount of external research completed. After this point, finished reports will be submitted and presented to Executive Board with the goal for the first week of March, with the remainder of the month dedicated to creating survey templates which can be used

by my successor, as well as writing of a transition report. Finally, April will involve tying up any loose ends and completing hiring of the next AVP: Services.

I would like to thank VP Administration Christina Devarapalli, VP Finance Jeganiyah Jayachandran, Administrative Services Coordinator Victoria Scott, Director of Communications Michael Wooder, EFRT Director Ivy Quan, FCC Director Morghen Jael, Maccess Director Emunah Woolf, Spark Director Mitchell German, as well as all SRA and MSU members of the Services Committee for their support.

PAST EVENTS, PROJECTS & ACTIVITIES + SUCCESSES

- Completion of internal and external surveys of all four MSU Services being reviewed
- Completion of templates to be given to service directors and volunteers to promote surveys via class talks
- Plan in place to conduct external research of similar services offered by other Ontario Students' Unions

CURRENT CHALLENGES

- No notable challenges exist currently.

FUTURE PLANS

January

- Promoting and distributing surveys. Will involve members of the committee and services giving class talks combined with social media posts by the Services and MSU channels. We will also reach out as a committee to friends, acquaintances, and other groups such as clubs with whom we have a working relationship to increase promotion and impact of surveys. *~3 weeks (including first week of February)*
- Conducting external research about similar services at other universities to compare and contrast what we have learned about our own services with formats at other institutions. *~4 weeks (first two weeks in January, with first three being concurrent with survey promotions)*

February

- Analysis of survey data via statistical analysis platforms (namely RStudio and SPSS) as well as Excel to collate results. *~3 weeks (begins in the second week of February and is concurrent with report writing)*
- Collating of research and analyzed data into written research report with conclusions and recommendations regarding every service. *~3 weeks (concurrent with data analysis)*

March

- Presenting reports to Executive Board. *~1-2 weeks*
- Creation of template for surveys and year plan for future AVP: Services. *~2 weeks (concurrent with presenting reports to Executive Board)*
- Writing of transition report for future AVP: Services. *~2 weeks*

April

- Reviewing AVP: Services applications, conducting interviews, and hiring successor. *~2 weeks*

Best regards,

Simranjeet Singh, Associate Vice President: Services

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