



REPORT

From the office of the...
AVP Services

TO: Members of the Student Representative Assembly
FROM: Justin Phung, AVP Services
SUBJECT: SRA 22L Report
DATE: January 15, 2023

Progress on Yearplan

Happy New Year everyone! I hope everyone got to spend time with family and have a relaxing break.

On the services side, things have been going well. For a short summary, much of the external research has been completed, and we've received responses from the executive and volunteers of the services from Maroons, PCC, Macademics, and SWHAT. All that's left now is to collect responses for the general student body survey!

Past Events, Projects, & Activities

External research

- Much of the external research on equivalent services to Macademics, Maroons, PCC, and SWHAT at other undergraduate Ontario student unions has been completed by members of the Services Committee
- They've summarized the available information and provided appropriate links to compile the research for each service, also noting down operating policies or bylaws for the equivalent service
- I am aiming to integrate this research into the final reviews for each service to offer any recommendations/suggestions for service improvements here with the MSU

Internal survey

- Executives and volunteers of Macademics, Maroons, PCC, and SWHAT were invited to share anonymous feedback on the service
- The survey was completed with the consultation of VP Admin as well as the PTMs/Directors or Assistant Directors of the services and the Services Committee
- Overall, we received:
 - 40 responses for SWHAT executives & volunteers
 - 19 responses for Maroons executives & volunteers
 - 22 responses for PCC executives & volunteers
 - 8 responses for Macademics executives & volunteers
- All these responses and feedback will be considered when compiling the finalized reviews

Upcoming Events, Projects, & Activities

General student body survey

- As of the writing of this report, I have received confirmations from the PTMs of SWHAT and Macademics that the surveys are good to go and ready to be released to everyone. Once all the service directors have provided their feedback, the surveys
- Surveys will be open until February 6, 2023

Outreach & Promotions

- Incentives
 - Incentives were discussed with Director of Communications Michael Wooder as well as Services Committee on which incentives would be most enticing to students
 - What was chosen was \$50 gift cards from the campus store or any selection from giftcards.ca
- Contacting professors
 - In the previous year, contacting professors has been successful in having them repost the survey announcement in their classrooms on Avenue to Learn so that more students are aware of it. I am hoping to do the same this year so that more students are aware of the service reviews and complete the feedback surveys.
- Class talks (to be discussed)
 - Services Committee members can sign up in pairs/trios to let classes know about the general student body surveys
- Promotions from members of the SRA by reposting on their social media handles would be greatly appreciated (e.g. Instagram story)

Successes

- Services Committee has completed the external research portion of the service reviews in much detail and in due time.
- Consultations with PTMs have gone well with excellent feedback and dedication going into the design of the survey questions
- Everything is going according to schedule as work can start on the service reviews given the data from the internal survey and external research

Current Challenges

- None

Volunteers (Standing Committees only – delete if a Caucus)

- I wanted to thank the Services Committee members for their ongoing efforts, as well as the PTMs, Directors, and Assistant Directors of the services for their open communication and dedication throughout this process! I would also like to thank Mitchell German and Michael Wooder for their expertise and guidance too.

Best,

Justin Phung

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