



REPORT

From the office of the...

AVP Services

TO: Members of the Student Representative Assembly
FROM: Justin Phung, AVP Services
SUBJECT: SRA 22Q Report
DATE: March 26, 2023

Progress on Yearplan

Hope everyone has been well during these busy times. We're in the final stretch!

The four service reviews for Maroons, PCC, Macademics, and SWHAT are completed. By the time this report is presented, all reviews should have been presented to Executive Board and its recommendations appropriately modified and/or approved. You can find the completed service reviews under EB Agendas & Supporting Documents on the MSU Website. To summarize the key recommendations:

Maroons:

1. Reintroduce the Maroons Leadership Committee initiative
2. Host more events to engage first-year students and the McMaster community
3. Hold more collaborations with other MSU, McMaster University services, or student groups
4. Increase funding for the Maroons to hold more events and initiatives
5. Emphasize diversity in hiring process
6. Implement 60% new and 40% returner ratio
7. Collaborate with faculty and residence representatives during Welcome Week

PCC:

1. Involve volunteers in PCC operations and decision-making
2. Hold more volunteer and executive socials
3. Provide more comprehensive training for volunteers/execs
4. Promote the PCC's resources and services and ensure they are accessible
5. Collaborate with more MSU peer-support services and/or student groups
6. Investigate combining MSU peer-support services for more effective service delivery and range of services offered

The following service recommendations are yet to be finalized as of the time of writing of this report. Currently though, the recommendations are:

Macademics:

1. Hold more team socials and events across various committees
2. Host organized study nights/sessions (in collab w Spark) with snacks
3. Improve promotions and accessibility of used Facebook page

4. Adjust the selection process for professors and TAs so it is more transparent and accessible
5. Investigate other topics under Macademics' resources and research
6. More promotions of all of Macademics' operations

SWHAT:

1. Expand service hours, particularly during the winter
2. Increase accessibility in booking SWHAT
3. Offer safety tips or launch safety campaigns besides just through walks
4. Minimum designated amount of working flashlights/radios for every shift
5. Ensure buddy system is available for walkers going home late at night
6. Investigate hiring an Assistant Director or adding weekly hours to the Coordinator role

Past Events, Projects, & Activities

- Completion of the service reviews and recommendations!

Upcoming Events, Projects, & Activities

Incentives

- Gift cards will be distributed to selected raffle winners this coming week!

Transition

- Transition report will be completed soon within the next 2 weeks before hiring of the next AVP Services
- Hiring and interviews for next year's AVP Services

Outreach & Promotions

- N/A

Successes

- Maintaining the appropriate schedule and timeline for the 2 service reviews (Maroons, PCC) presented at Executive Board on March 16 and the other 2 reviews (Macademics, SWHAT) on March 23

Current Challenges

- None

Volunteers (Standing Committees only – delete if a Caucus)

- I wanted to thank the Services Committee members (Zimo, Dominic, Veronica, Zaheeb, Isabel, Grace) for their continuous efforts on the service reviews throughout the year. They have put together much of external research and written those portions of the reviews while ensuring the recommendations were appropriate too.
- I also want to send my sincerest thanks to Mitchell, VP Admin, for providing me with necessary guidance throughout this process. Given I wasn't an SRA member in the past nor volunteered/worked part time for the MSU, navigating a lot of MSU procedures this year has been especially challenging. Nonetheless, he has always offered guidance and replied to my emails quickly on top of his

- already busy schedule handling much of the services and other things on his plate.
- I also want to thank Wooder and Victoria for the support they've lent this year. Whether it's advice on promotional material for the general student body surveys to clarifying the recommendations for the services, I am glad I was able to receive their feedback and guidance throughout this past year on the service reviews to ensure they were completed to the highest standard.

It has been a pleasure to complete these service reviews this year. If you have any questions about the recommendations or reviews, feel free to reach out to me over email. Should any SRA member also be interested in the role for next year and becoming the AVP Services for the 2023-2024, please feel free to reach out to me over email! It'd be my pleasure to discuss over a drink or meal.

All the best,
Justin Phung
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