



# REPORT

*From the office of the...*

## Associate Vice-President (Services)

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TO: Members of the Student Representative Assembly  
FROM: Veronica Larrazabal Zea, AVP (Services)  
SUBJECT: SRA 23F Report  
DATE: September 10<sup>th</sup>, 2023

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Hello to the SRA! I hope everyone had a wonderful summer. I would like to start off by introducing myself to the Student Representative Assembly. My name is Veronica, and I am in my third year of Mechanical and Biomedical Engineering.

To give some context to my role, my committee and I are tasked with compiling service reviews for select services each year. This project takes the course of the academic year and involves external research and internal research via surveys/interviews. This is a routine project to allow growth and improvement for every service. The services chosen for review this year are Diversity + Equity Network (DEN), Student Health Education Centre (SHEC), and Women and Gender Equity Network (WGEN).

### **Progress on Year Plan**

We have completed our year plan with a few timing changes from last year, particularly hoping to complete and approve service reviews by late February/early March. We have chosen the services to review for this year and are in the beginning stages of external/internal research.

### **Past Events, Projects, & Activities**

We have had meetings to introduce the project's scope and the committee's expectations. The committee has been working on the External Research portion of the service review. I have met with the Part Time Managers (PTMs) of the services for this year to introduce myself and my role throughout the year. Most of them were not aware of the service review process so it was good to discuss this early in the year.

### **Upcoming Events, Projects, & Activities**

I am hoping to have a Committee Social sometime in the next few weeks just to get to know the members of the committee outside of emails and Microsoft Teams meetings. As for projects, I plan on compiling survey questions for the services and reviewing them with the committee and then PTMs to ensure they fit for each service. If there is time, I also hope to do some research on data analysis software and tools to see if it is worth trying out this year.

### **Outreach & Promotions**

So far, no outreach or promotions just yet, as this section will be more relevant when we release student body surveys. I had a chat with Michael Wooder, Marketing & Comms Director, to consider timing for promotional material. We might start planning promotions for general student body surveys in October.

**Successes**

I was glad to have been able to meet with the PTMs for each of the services despite their busy schedules amid executive/volunteer hiring. I am also glad to have such a responsive and communicative committee!

**Current Challenges**

The biggest challenge has been that we have lost three committee members since May due to a variety of reasons, and it was difficult to find a meeting time for everyone during the summer due to work/vacations/summer school. I am hoping to find a regular meeting time for the semester.

**Volunteers**

I would like to thank Cloris Su, Olivia Dodd, and Maia Rousseau for their hard work in the committee so far!

**Other**

I would like to thank Rijaa Khan, Ayesha Zahid, Sheridan Fong and Lena Wang for their enthusiasm and ideas for improving their respective services.

Best,



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