

Federation of Students' Minutes

SLC MPR, UNIVERSITY OF WATERLOO

Speaker: PRESIDENT BRIEVA *Secretary:* VICE PRESIDENT KNIGHT

ATTENDANCE

The following members were present:

- Altaf, Subham
- Brieva, Antonio
- Clubine, Andrew
- Easton, Benjamin
- Eyre, Alexander
- George, Rebecca
- Knight, Jill
- Mohan, Andrew
- O'Sullivan, Elizabeth
- * remote
- Potter, Tristan
- Schwan, Brian
- Shibli, Aisha
- Small, Jason
- Tran, Tomson
- Velling, Seneca*
- Xu, Wenyu*
- Ye-Mowe, Stephanie

The following members were absent:

- Clarke, Antonio
- Goomer, Kanishk
- Jowhari, Nickta
- Mills, Cameron
- * excused
- Mistry, Harsh
- Simpson, Abigail
- Terzian, Hagop

The following gallery was present:

- Kim, Ju Hyun
- MacDonald, William

PRELIMINARIES

CALL TO ORDER

President Brieva called the meeting to order at 12:55 PM.

APPOINTMENT OF THE SPEAKER

Be it resolved that Student's Council appoints Vice President Clubine as temporary speaker for the current meeting.

Vice President Schwan and Councillor Easton.

Motion carries unanimously.

APPOINTMENT OF THE SECRETARY

Be it resolved that Student's Council appoints _____ as secretary, for the term ending April 30, 2018.

Vice President Schwan and President Brieva.

Vice President Schwan nominates Councillor Potter who accepts the nomination. There were no other nominees.

The motion now reads:

Be it resolved that Student's Council appoints Councillor Potter as secretary, for the term ending April 30, 2018.

Motion carries unanimously.

APPOINTMENT OF THE ASSISTANT SECRETARY

Be it resolved that Student's Council appoints _____ as assistant secretary, for the term ending April 30, 2018.

Vice President Schwan and Councillor Potter.

Councillor Xu nominates themselves. There were no other nominees.

The motion now reads:

Be it resolved that Student's Council appoints Councillor Xu as assistant secretary, for the term ending April 30, 2018.

Motion carries unanimously.

As Councillor Xu is participating remotely, they will assume their duties at the next meeting. Until then, Vice President Knight continues as acting assistant secretary.

APPROVAL OF THE AGENDA

Be it resolved that Student's Council approves the agenda as presented.

Vice President Schwan and Councillor Small.

Vice President Schwan updated an inaccuracy in the agenda. The councillor appointment to Budget Committee is made by recommendation to the Board of Directors.

Motion carries unanimously.

EXECUTIVE REPORTS

Please see the attached written reports for the full reports from the Executive Board to Student's Council.

All executive's spent this month preparing for their terms, including hiring their staff and creating their individual annual plans for the term.

REPORT OF THE PRESIDENT

The President noted that construction on the expansion to the Student Life Centre and Physical Activities Complex had begun, and that all students had received an email detailing how they would be affected. A ground-breaking ceremony is being planned for June 19, 2017 and the President will be co-hosting with President Bruce of the Graduate Students Association.

The President also touched on some of the plans they were making for the year, as well as the positive advocacy relationships that had already begun.

As an example, Premier Kathleen Wynne came to campus to promote the new PharmaPlus plan. The President also took the opportunity to also discuss the government's role in preventing sexual violence on campus; a follow up meeting was scheduled to discuss the matter in more depth.

More locally, the President was invited to a police task force on sexual violence and how it affects students.

Finally, the President highlighted that some work had begun on the new President's Advisory Committee on Mental Health, and that Student's Council could expect more updates at future meetings.

REPORT OF THE VICE PRESIDENT, INTERNAL

The Vice President, Internal also made note of the work happening in the University related to student mental health, including that there would be plenty of opportunities for Councillors to get their constituents active in the discussion.

In addition, the Vice President, Internal is involved in a wellness committee that is investigating how partners on campus are working towards a culture of wellness on campus. The goal is to have all of the stakeholders working together in a unified direction.

In terms of student life, the Vice President, Internal spent time learning more about the clubs and services ecosystem, and has determined some termly goals for the services as well as ensuring that the club support team has the necessary resources to excel in their roles.

Finally, the Vice President, Internal will be investigating potential renovations to the multi-faith prayer space to differentiate it from a classroom and make it more accommodating.

A councillor inquired about the Federation's plans to increase interaction with the student societies, and was informed that the Vice President, Internal is attending the society executive meetings, organizing lunch and learns with the society executives, and increasing the role of the Committee of Presidents within their portfolio.

REPORT OF THE VICE PRESIDENT, EDUCATION

The Vice President, Education provided an update on the co-op fee review process that was promised as part of their platform. Meetings with the Director of Coop are proceeding and the terms of reference for the fee review committee are being discussed.

In addition to their university advocacy, the Vice President, Education attended a conference held by the Ontario Undergraduate Student Alliance and was elected President. They anticipate that this will assist them in achieving the goals of the Federation in concert with those of the Ontario Undergraduate Student Alliance.

Finally, the Vice President, Education shared their desire to improve the Federation's policy framework with research and evidence to support existing policy, and they encouraged councillors to contact them to discuss any policy they felt the Federation was lacking. In response to a question from Student's Council, the Vice President, Education also expressed that a large amount of the Federation's policy is expired or expiring in the near future, and that councillors and their constituents could find the Federation's policies and their expiration dates online.

REPORT OF THE VICE PRESIDENT, OPERATIONS AND FINANCE

Beginning with the commercial services, the Vice President, Operations and Finance highlighted that there was an increase in traffic to Bomber and plans for a new menu. As well, they announced that the selection of hot items at iNews had increased, stocking three hot meals a day and Campus Bubble now serves chocolate ice cream and twist cones.

Internally, the new website encountered some unexpected issues with its backend but will be launched soon.

Finally, the Vice President, Operations and Finance drew attention to the recent government announcement on subsidized access to medication. They are working closely with StudentCare to determine how the Federation's health insurance plan will change with the new Pharmacare Plus program. A current lack of details about the plan is making it difficult to arrive at long-term sustainable decisions. At the moment, fees haven't changed for the health and dental plan; until more details are released the plan will operate as usual.

SPEAKER'S REPORT

Given that no Speaker has been appointed, there was no formal report submitted for this meeting; however, Vice President Clubine highlighted the need for councillors to attend meetings and that council policy stated that councillors may be removed after two un-excused absences or four excused absences.

GENERAL ORDERS

ELECTION OF COMMITTEES

Be it resolved that Council appoint members to the following committees.

Vice President Schwan and Vice President Knight.

- _____ and _____ to fill the councillor seats on the Policy and Procedures Committee.

- Councillor Potter nominated himself.
 - Councillor Velling nominated himself.

There were no other nominees, Councillor Potter and Councillor Velling fill the blanks.

- _____ and _____ to fill the at-large seats on the Policy and Procedures Committee.

There were no nominees.

- _____ and _____ to fill the councillor seats on the Campus Life Advisory Committee.

- Councillor Tran nominated himself.
 - Councillor Ayre nominated himself.

There were no other nominees, Councillor Tran and Councillor Ayre fill the blanks.

- _____ and _____ to fill the at-large seats on the Campus Life Advisory Committee.

There were no nominees.

- _____ and _____ to fill the councillor seats on the Internal Administration Committee.

- Councillor Tran nominated himself.
 - Councillor Ayre nominated himself.
 - Councillor Altaf nominated himself.

Councillor Tran withdrew his nomination. There were no other nominees, Councillor Ayre and Councillor Altaf fill the blanks.

- _____ and _____ to fill the at-large seats on the Internal Administration Committee.

There were no nominees.

- _____, _____, and _____ to fill the councillor seats on the Education Advisory Committee.

- Councillor Small nominated himself.
 - Councillor Easton nominated himself.
 - Councillor Ye-Mowe nominated herself.
 - Councillor Ayre nominated himself.

Councillor Ayre withdrew his nomination. There were no other nominees, Councillor Easton, Councillor Ye-Mowe, and Councillor Small fill the blanks.

- _____ and _____ to fill the at-large seats on the Education Advisory Committee.

- Councillor Tran nominated himself.
 - William MacDonald nominated himself.

There were no other nominees, Councillor Tran and William MacDonald fill the blanks.

- _____ and _____ to fill the councillor seats on the Presidents Advisory Committee.

- Councillor Velling nominated himself.
 - Councillor George nominated herself.

There were no other nominees, Councillor Velling and Councillor George fill the blanks.

- _____ and _____ to fill the at-large seats on the Presidents Advisory Committee.

There were no nominees.

- _____ and _____ to fill the councillor seats on the Internal Funding Committee.

- Councillor Easton nominated himself.
 - Councillor Tran nominated himself.

There were no other nominees, Councillor Easton and Councillor Tran fill the blanks.

- _____ and _____ to fill the at-large seats on the Internal Funding Committee.

There were no nominees.

- _____, _____, and _____ to fill the councillor seats on the Government Affairs Advisory Committee.

- Councillor Small nominated himself.
 - Councillor Ye-Mowe nominated herself.
 - Councillor Altaf nominated himself.
 - Councillor Easton nominated himself.

Councillor Altaf withdrew his nomination. There were no other nominees, Councillor Small, Councillor Ye-Mowe, and Councillor Easton fill the blanks.

- _____ and _____ to fill the at-large seats on the Government Affairs Advisory Committee.

There were no nominees.

- _____, _____, and _____ to fill the councillor seats on the Cooperative Student's Council.

- Councillor Altaf nominated himself.
- Councillor George nominated herself.
- Councillor Velling nominated himself.
- Councillor O'Sullivan nominated herself.
- Councillor Small nominated himself.

There were no other nominees; however, given that there were more nominees than available seats the appointment proceeded to a secret ballot. The Chair reviewed the terms of reference for the committee and its existing membership, and each nominee was given a speaking turn. Councillors cast their ballots, and it was determined that Councillor George, Councillor Velling, and Councillor O'Sullivan fill the blanks.

- _____ and _____ to fill the at-large seats on the Cooperative Student's Council.

- William MacDonald nominated himself.
- Councillor Small nominated himself.

There were no other nominees, William MacDonald and Councillor Small fill the blanks.

Motion carries unanimously.

Be it resolved that the ballots created in the election of councillors to the Cooperative Student's Council be destroyed.

Vice President Schwan and Vice President Knight.

Motion carries unanimously.

OUNCILLOR SEAT ON THE BUDGET COMMITTEE

The Vice President, Operations and Finance informed Student's Council that the process for creating the budget had started, and that there was a seat on the Budget Committee for an interested councillor.

Councillor Velling and Councillor Xu expressed an interest in being considered for the position, and the Vice President, Operations and Finance committed to bringing their names forward for consideration at the next meeting of the Board of Directors.

VACANT AT-LARGE COMMITTEE SEATS

Be it resolved that councillors may fill vacant at-large committee seats, subject to ratification at the next council meeting.

Councillor Small and Councillor Easton.

Motion carries unanimously.

APPOINT SERVICE COORDINATORS

Be it resolved that Student's Council appoint the service coordinators for the Spring 2017 term.

Vice President Knight and Vice President Schwan.

Student's Council was informed that the coordinators are selected by the Vice President, Internal and then approved by Student's Council. This is because Student's Council has the ability to remove coordinators from their positions.

A councillor inquired about the turnover between spring terms, and the Vice President, Internal responded that there were about six returning coordinators.

Be it resolved that the appointment is postponed until the next meeting of Student's Council.

President Brieva and Councillor Easton.

Motion carries unanimously.

NEW BUSINESS

NEXT MEETING DATE

Be it resolved that the next meeting of Student's Council occur on _____ and,

Be it further resolved that the chair will send out a poll to determine the July and August meeting dates.

Vice President Schwan and Councillor Small.

After a brief discussion, June 18, 2017 was proposed as a potential meeting date. No councillor expressed a conflict with this date.

Be it resolved that the blank be filled with June 18, 2017.

Vice President Schwan and Councillor Small.

Motion carries unanimously.

The motion now reads:

Be it resolved that the next meeting of Student's Council occur on June 18, 2017 and,

Be it further resolved that the chair will send out a poll to determine the July and August meeting dates.

Motion carries unanimously.

RECONSIDER THE APPOINTMENT OF OFFICERS

Be it resolved that Student's Council reconsider the preliminary meeting motions on the appointment of the speaker and deputy speaker of Student's Council.

Councillor Velling and Councillor Easton.

Motion carries unanimously.

The following motion is on the table:

Be it resolved that Student's Council appoints _____ as speaker, for the term ending April 30, 2018 and,

Be it further resolved that Student's Council appoints _____ as deputy speaker, for the term ending April 30, 2018.

Councillor Velling nominates Councillor O'Sullivan as speaker. She accepts. No other nominees, Councillor O'Sullivan fills the blank for speaker.

Councillor Velling nominates himself as Deputy Speaker. No other nominees, Councillor Velling fills the blank for deputy speaker.

The motion now reads:

Be it resolved that Student's Council appoints Councillor O'Sullivan as speaker, for the term ending April 30, 2018 and,

Be it further resolved that Student's Council appoints Councillor Velling as deputy speaker, for the term ending April 30, 2018.

Motion carries unanimously.

ADJOURNMENT

Be it resolved that Student's Council adjourns.

With no other business the speaker adjourned the meeting at 2:07 PM.

Students' Council Regular Meeting Agenda

12:30 PM, May 28, 2017
SLC MPR

PRELIMINARIES

1. **Motion:** "BIRT Council elects _____ as Speaker of Students' Council."
2. **Motion:** "BIRT Council elects _____ as Deputy Speaker of Students' Council."
3. **Motion:** "BIRT Council elects _____ as Secretary of Students' Council."
4. **Motion:** "BIRT Council elects _____ as Assistant Secretary of Students' Council."

APPROVAL OF AGENDA

Adding items to the agenda requires a twothirds vote, although new items of business can still be raised without needing that vote once the entire agenda is complete.

5. **Motion:** "BIRT Council approves the agenda for this meeting."

CONSENT AGENDA

Per Council Procedure 9, items on the consent agenda will be considered in gross, without debate or amendment. Items will be moved from the consent agenda to the regular agenda upon the request of any member. The purpose of the consent agenda is not to suppress debate but to allow Council to quickly consider and approve uncontroversial items.

6. None.

REPORTS

Reports are submitted to Council by various officers and committees of Feds and of Council. Motions arising directly out of a report, including to adopt recommendations in the report, may be considered immediately after the report without having to wait until later in the meeting. No action is required to receive a report. If Council decides to adopt or accept a report, then it is endorsing the entire report and not just the recommendations.

7. Executive Reports

Each Executive will highlight key aspects of their written reports in an oral report that lasts no longer than 2 minutes, to be followed immediately by a Question Period lasting no longer than 10 minutes. Each Executive's Oral Report and Question Period shall be done separately from the others.

- a. President
- b. VP Internal
- c. VP Operations and Finance
- d. VP Education

8. Speaker's Report

To be delivered orally. Any questions relating to the report may be asked following the oral report, and other questions for the Speaker can be reserved for the Officers of Council Question Period. Any motions that may arise from the business of the report can be made following the report.

SPECIAL ORDERS

A special order is an item of business that will take precedence over all other business at the designated time for the special order. As it suspends the normal rule that each item must be disposed of before another can be brought up, setting or removing a special order requires a twothirds vote unless originally included in the agenda.

UNFINISHED BUSINESS AND GENERAL ORDERS

Unfinished business is business carried on to a meeting from the previous meeting. A general order is an item of business that is ordered to be taken up at a meeting. The most important thing that the agenda does is set general orders and their relative ordering. Time limits to discussions indicate the point at which the Speaker will end the discussion unless Council directs otherwise.

9. Elections to Committees of Council (# of Councillors, # of Students Atlarge)
 - a. Policy and Procedures Committee (2,2)
 - b. Campus Life Advisory Committee (2,2)
 - c. Internal Administration Committee (2,2)
 - d. Education Advisory Committee (3,2)
 - e. President's Advisory Committee (2,2)
 - f. Internal Funding Committee (2,2)
 - g. Governmental Affairs Advisory Committee (3,2)
 - h. Budget Committee (1,1)
 - I. Co-op Student's Council (3,2)

10. **Motion :** “To ratify the Service Coordinators for the Spring 2017 term”.

NEW BUSINESS

Any Councillor may raise any item of concern during New Business. Generally, long discussions without a specific motion before Council should be avoided, and are technically against the rules of procedure. If a Councillor has any questions about the procedure, form, or content, they should ask the Speaker.

ADJOURNMENT

Scheduled for 3:00PM.

Antonio Brieva President

May 2017

Federation of Students
University of Waterloo

Draft

Executive Report

SLC/PAC Expansion

-Hoarding has arrived on campus. I advocated for an email to be sent to all students from Chris Read (Associate Provost, Students), Robert Bruce (Grad Student Association, President), and myself to update students on construction. The email was sent and it included a diagram showing students the entrances (including accessible entrances) that will be open during the duration of the construction period.

-I'm working with our marketing and communications team to organize a ground-breaking event/ceremony with other stakeholders involved in the project (i.e. Athletics and Grad student association) – which will take place on June 19th. I'll be a co-MC with Robert Bruce. More details will be available in the upcoming weeks.

Kathleen Wynne Visit

-The Premier visited campus to talk about Pharmacare Plus on May 3rd and tour the new AHS building.

-I was invited by the administration to come to meet with the Premier. I used the meeting as an advocacy opportunity, specifically sexual violence prevention advocacy. Despite the limited time I got with the Premier and two of our local, regional MPPs, I managed to get a follow-up meeting in June with Daiene Vernile who will be chairing a review committee on the Government's Sexual Violence Action Plan (closely tied to Bill 132).

WRPS Sexual Violence Task Force & Policy

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-After spending a large part of my transition and first few weeks in office advocating to have Feds representation on the sexual violence task force, I received confirmation from Chief Larkin's office that I am now among the list of invitees.

-I'm meeting with student leaders from Conestoga and Wilfrid Laurier University to form a unified student stance/advocacy strategy. I've been facilitating conversations between them and the Chief's office to ensure they are also included within the list of invitees. Although we are still waiting confirmation from the Chief's office in regards to Conestoga's and Laurier's student unions/associations involvement, we're confident that they will be included in the conversation – which will ultimately identify solutions that will eliminate barriers to the criminal justice system for survivors.

-Received the Terms of Reference for the committee reviewing Policy 42, which will begin to meet later on in the summer.

-The position for the sexual violence coordinator is being advertised by the university. I'm trying to get information on what the process will be to hire this student-facing role.

President's Advisory Committee on Student Mental Health

-The committee met for the first time on Wednesday, May 24. It will be meeting on a biweekly basis, with the goal of having tangible outcomes to deal with student mental health issues in a holistic manner by the end of December 2017. This committee was struck in response to the two suicides that occurred on campus this past Winter term.
-Currently working with the exec team and full-time staff (RPO and our Stakeholder Relations Officer) to gather information in the first few meetings, understand the scope of the committee, and form advocacy priorities/outcomes we'd like to see come out of this committee. If you have any suggestions, thoughts, and concerns, please feel free to touch base with me offline. I'll be keeping council updated and seek feedback as the process moves along.

Federal Advocacy: ADVOCAN

-ADVOCAN is an informal federal lobbying coalition of student associations from U15 research-intensive universities. We will be electing a Chair this upcoming week.
-In Collaboration with Andrew (our VP Education) we hope to take more of a leadership role in guiding, organizing, and influencing the federal priorities the coalition focuses on in the upcoming year – while sustaining the long-term viability of this young organization.



**Andrew Clubine
Vice-President Education's
Report**

May 2017

Federation of Students
University of Waterloo

- 1. Introduction**
- 2. Academic Affairs**
- 3. Co-op Affairs**
- 4. Municipal Affairs**
- 5. Provincial Affairs**
- 6. Federal Affairs**
- 7. Other highlights**

1. Introduction

It has been a busy start to the term, as you will see from the highlights I have listed below. But before the term even began, I had the pleasure of hiring three part-time staff to support my work over the next year:

- Academic Affairs Commissioner: Maya Venters ([bio](#))
- Co-op Affairs Commissioner: Hannah Beckett ([bio](#))
- Municipal Affairs Commissioner: Jennifer Chen ([bio](#))

These commissioners will help me carry out the items that I will be responsible for under the Executive Action Plan (forthcoming), and will also take on special projects throughout the year. We are supported by a team of full-time staff:

- Stakeholder Relations Manager, Aaron Francis
- Research and Policy Officer, Aisha Shibli
- Marketing Specialist (Advocacy), Kerri Behling

I am excited to work with each of these wonderful people, and others (such as Councillors and my fellow Execs!) to further Feds' advocacy goals over the next year.

2. Academic Affairs

a. Committees, councils and working groups

Between Maya and I, we sit on 20+ committees, councils and working groups across the University. We have been introduced to 2/3 of these. There are no major updates from any of these committees to-date.

b. Course Evaluations

After 3 years of meetings, the Course Evaluations Project Team, led by Prof. Mark Seasons, has completed its report and submitted it to the Provost. It is now up to the Provost to determine if/how to proceed. Some groups, including the Faculty Association (FAUW) and the Status of Women & Equity Committee (SWEC) has major concerns with the report, namely how the use of teaching evaluations might impact promotion decisions.

Maya and I will be meeting with the outgoing Provost and the incoming interim Provost to determine next steps.

c. Policy 70, 71 & 72 Advising

The Academic Affairs Commissioner provides support to students in academic distress. In recent months, the demand for these services has increased.

Over the Spring term, we will be considering how we can best meet this

demand moving forward.

d. Indigenization

Staff have been working on a report that explores how Feds and UW can respond to the recommendations from Truth and Reconciliation Commission's report. It is expected to be released in June.

e. Action Planning

Maya will be completing her action plan in the near future. Some of the issues likely to be addressed in it include verification of illness forms and academic accommodations.

3. Co-op Affairs

a. Fee Review

Hannah and I met with Peggy Jarvie (Associate Provost, Co-operative and Experiential Education) to begin the fee review. We will be meeting again in June to develop an outline a process and timeline. This will be the primary focus for the Co-op Affairs Commissioner.

b. CECA Projects

With the recent launches of WaterlooWork, EDGE and Co-op 2.0, we expect to be fielding many questions from students and administrators. We monitor these project regularly and provide input to CECA as needed.

4. Municipal Affairs

a. Town & Gown Association of Ontario Symposium

Jennifer attended the TGAO Symposium in Ottawa on behalf of Feds. Several of our partners made presentations, including Waterloo councillor, Jeff Henry, and OUSA researcher, Marc Gurrisi.

b. Collaboration with WLUSU

Jennifer will be meeting regularly with her counterpart at Laurier's Students Union. Our partnership with WLUSU has proven very beneficial in recent years, and we hope to continue that.

5. Provincial Affairs

a. Meetings and Announcements

- i. Kathleen Wynne, (Premier) visited campus on May 3. She visited AHS labs, made an announcement about OHIP+ and met with Antonio. Through this meeting, Antonio was able to secure a meeting with MPP Daiene Vernile to discuss sexual violence prevention on campus.
- ii. Deb Matthews (Minister of Advanced Education and Skills Development and Deputy Premier) announced increase mental health funding to campuses the same day as the Premier's visit to UW. I attended the funding announcement at the University of Toronto on behalf of Feds and OUSA.
- iii. Patrick Brown (MPP Simcoe North, PC Leader) visited campus on May 12. Feds and GSA met with him about student housing, mental health,

co-op and the university funding formula.

- iv. Michael Harris, MPP Kitchener-Conestoga met with me at Queen's Park on May 18th. We followed up on the items that have been discussed at our meeting with Patrick Brown, and items carrying over from OUSA's advocacy efforts last year.

b. Milestones

- i. Ministers Matthews (MAESD) and Hoskins (Health) announced the Province's commitment to increasing campus mental health funding from \$9M/year to \$15M/year for the next 3 years. The money is reallocated from the expired Mental Health Innovation Fund, just as OUSA had requested.
- ii. The Government introduced OHIP+, which includes prescription drug coverage for youth 24 years old and younger.

c. OUSA

OUSA is the Ontario Undergraduate Student Alliance, a provincial advocacy organization composed of 8 member student associations, including Feds. A Transition Conference was held the week of May 15. Following the conference, we held our first Steering Committee meeting of the year. I was elected President. We will be determining OUSA's lobby priorities at a Strategy Conference in July.

6. Federal Affairs

a. Collaboration with the President

Given that the OUSA Presidency will put some increased demands on my time, and that Antonio has a strong advocacy background, Federal affairs will be a collaborative effort between the two of us this year. I will take the lead on Feds' lobby priorities and regular meetings with MPs, while Antonio will take the lead on organizing Advocan.

b. Advocan

Advocan is an informal lobby coalition of student associations from some of Canada's U15 research universities. In early June, we will be electing a Chair and beginning to set our priorities for our lobby week in the Fall.

7. Other highlights

a. Action Plan

The Executive Action Plan is in process, as are action plans within my portfolio. These will be finalized in June, and more details on goals for the year will be available at that time.

b. Surprise

The first three people to email me about this report will receive a very cool OUSA sticker.

Jill Knight
Vice President Internal
May Council Report

Draft

Meetings with Services

During the past couple weeks, I have been setting up and attending meetings with all the Student Run Services. So far, I have successfully attended 5 meetings with the services and the following 7 to be completed in the next upcoming weeks. The purpose of these meetings are to get to know the coordinators of each service a little better, provide external advice and understand more about what each service does.

Clubs support team

Like the services, I have attended a meeting with the clubs support team to better understand their role in the Campus Life Department. From attending this meeting, I am able to get a better understanding of how this team supports the almost 300 clubs we have on our campus. I will be regularly checking in with the Clubs Support Team to check in with how the clubs on campus are doing.

Special events

Welcome week happened the second week of this term. Executives helped out at the free breakfast and the ice cream social. Discussion and planning has already started for Spring wrap up week and Fall welcome week.

"Wellness Committee"

Preliminary discussions have started about creating more sustainable events and initiatives on campus. Dave (Campus Life Director) and Janessa (Special Events for Campus Life) were in this meeting to talk about wellness on campus and within Federation of Students. Within this discussion, the thought of changing up the structure of wellness week (formally known as wrap up week) came up. The goal is to have this decided by the end of Spring. Meetings for this wellness discussion will be continuing in the Spring term.

Multi Faith Prayer Space

I have reached out to the Equity Office to chat about the MC Multi Faith Prayer Space. A meeting is going to be set up in the first two weeks of June to have a discussion about this space and what it is going to look like moving forward taking into consideration the PAC/SLC expansion happening.

Introduction of Social Membership Fee

At the beginning of May, the social membership fee was enforced for all nonpaying members of the organization. This fee is for anyone who is not an undergrad but participating in the services that Feds provides to pay a fee.

Society things

I am in the planning stages of going to all active societies (faculty and satellite) in the Spring to attend their one or two of their executive meetings, implement lunch and learns and pop into events if they wish. The COPs meeting that I was originally planning for May is being organized for June and another one in July.



**Brian Schwan
VP Operations & Finance**

May 2017

Federation of Students
University of Waterloo

Executive Report

- 1) Month Summary
- 2) Current Projects /Initiatives

Month Summary

The Bombshteler:

Bomber has seen a lot of traffic over the first couple of weeks. Bomber Wednesdays got a new DJ, DJ Whiteout, and he has been a great addition to the team. We are working on improving the Bomber's menus and are planning on launching a new designed menu in September.

International News:

International News continues to grow and expand, the Hot Grab n Go counter has been a hit and we are adding new items every month.

Campus Bubble/Bento:

Campus bubble just launched chocolate ice cream, we now are offering vanilla, chocolate or Twist Cones.. need I say more?

Feds Used Books:

Feds Used Bookstore has been busy with the start of term. Stationary items are also being sold. Stop by and check it out!

Current Projects/Initiatives

2. A. Feds.ca

We hit a couple road blocks on the back end and have worked through those barriers, we will see a website launch in the summer term.

2.B. Action Planning

The exec team are currently building their action plans and will be completed by the end of June at the latest.

2.C. Warrior Tuck Shop

Retail services added a tuck shop into Campus Tech in the lower level of the SLC, this will improve access for students to be able to purchase Warrior Gear. We will be monitoring the effectiveness of this launch to see if this improves access for students and meeting their needs.

2.D Pharmacare +

The government committed to providing people aged 24 and younger with 4400 prescription drugs free of charge, we are monitoring this announcement as no details have been released of what drugs these are and how they will impact the plan. Unfortunately we do not have any information regarding this plan but will update as more information is provided.

Draft



Submitted by: Tyler Marques and Hannah Beckett

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1.0 Introduction

The Bike Centre End of Term Report (EOT) for Winter 2017 encapsulates a summary of accomplishments, work in progress and recommendations for the future.

1.1 Mission Statement

The primary mission of the bike centre, in agreement with the mission of the Federation of Students, is to serve, empower and represent the undergraduate students of the University of Waterloo. By consequence, much of our energy is directed toward offering a service of quality to the customers that come to the Bike Centre for help, advice, maintenance, or repairs.

Our approach to empower the student body is twofold. First, our philosophy is to teach customers how to work with their bikes instead of doing it for them: The Bike Centre aims to foster student empowerment by providing an inclusive and accessible environment in which to learn to fix bicycles. Maintaining this resourceful learning environment means that our volunteers are trained to help customers in as many circumstances as possible. Thus, our second approach to empower students is through offering workshops for our volunteers to learn and improve their bicycle-repair skills. As part of student empowerment, we also wish to organize workshops on campus for the general population, as well as for specific groups (for instance, a partnership with Glow and the Women's Centre could see bike workshops or bike rides for women and trans individuals).

Finally, we believe that the Bike Centre is more than a collection of volunteers sitting behind a desk in sequence or a stream of different coordinators each term. In particular, efforts are made to welcome everyone and encourage interactions between volunteers and executives; and effort should be made to organize social events outside of what is currently offered. The Bike Centre should be reflective of its constituent members, and its members should feel that they are active and integral members of the Bike Centre.

2.0 Volunteer Management

2.1 Coordinator and Executive Recruitment and Selection

2.1.1 Recruitment:

Executives were recruited through advertisements on the UW Bike Centre Facebook pages, Waterloo Leads, along with emails to current volunteers notifying them of the positions available. Coordinators were also contacted through Waterloo Leads, with four candidates applying, two of which were graduate students.

2.1.2 Bike Rental Manager Recruitment:

No Bike Rental Manager was hired for the winter term, as the rental program did not run.

2.1.3 Selection:

Leads applications were read through by past coordinators. Applicants were contacted by previous coordinators to attend coordinator training.

2.2 Executive and Coordinator List

- *Coordinators:* Tyler Marques and Hannah Beckett
- *Bike Rental Managers:* None
- *Maintenance & Repair Managers:* Dong Shi
- *Office & Volunteer Administrator:* Jacqueline Chung

2.3 Volunteer Recruitment

Volunteers from last term (Fall 2016) were emailed links to the Leads applications and the applications were also posted on Facebook. Several new volunteers were also recruited at the Winter Campus Life Fair.

2.4 Training Information and Review

Volunteers attended a training session at which were introduced to the Bike Centre and its operations. In this two hour session it is recommended to walk volunteers through their responsibilities during a typical shift at the Bike Centre. Volunteers must be taught how to sign in at the beginning of their shift, sign in for visitors, setting bikes on the stands and signing the visitors out. Volunteers received an information sheet with instructions on clocking in, maintaining the cash box and recording visits.

2.5 Meetings

Coordinators met weekly with the Services Manager. Coordinators and service executives met when necessary.

2.6 Volunteer Retention and Engagement

Of all the volunteers scheduled at the beginning of the term, a handful were unable to continue volunteering due to other priorities. Some issues periodically arose regarding volunteers being on time or being no-show. However, most our volunteers were engaged and were responsible in either posting on the Slack channel or in the Facebook group to seek coverage for their shift if they were unable to attend.

2.7 Volunteer Engagement and Workshops

This term, two workshops took place. The first, a Bike Repair Workshop, had topics that were determined via Volunteer Facebook group, where topics were suggested and the most popular were covered during the workshops. The second was a Bike Stripping event, where we took useful parts from older bikes and then scrapped the remaining parts. Dinner was provided at both events and volunteers provided feedback after the event took place to help mechanics improve engagement within the Bike Centre.

2.8 Suggestions for the Future

Volunteer Re-enforcement

Volunteer retention is a struggle for almost all services. The question of the best approach to employ with students who volunteer and might have other commitments remains unknown. We continue to offer incentives to get volunteers to stay, such as free access to the Bike Centre, and events with provided food. It is also important to maintain a relationship and dialogue with volunteers, like we have created with different dedicated Slack channels so that ideas, concerns or suggestions are consolidated in one area.

Assigning Project Bikes

Project Bikes were inspected by the Maintenance and Repair Manager and arbitrarily assigned to volunteers. Some volunteers specifically asked to work on certain bikes and their requests were answered, typically because they were bikes from previous terms that they had not finished prior to the end of Fall. Experienced volunteers that finished their project bike early were offered to work on another one.

3.0 Communication

3.1 Facebook

Social media outreach this term has increased significantly, with our highest Facebook post reaching 6,900 people in the Waterloo network. The post with the highest number of people reached was an advertisement for our positions for Spring Term. This was done through sharing to “Class of” Facebook groups, society pages, emails to different organizations on campus that may be interested in what the Bike Centre has to offer and through sustainability promotion. It is recommended that Facebook posts are kept informative and include information not specifically about the Bike Centre, but also other bike related topics. Messages are received regularly and monitored and maintained by service coordinators, maintaining a high response rate. This is typically to answer questions about stock, tools available or hours. Slack is used for all internal Bike Centre communication, with all volunteers, executives, and coordinators being active members of the group. This allows open communication between all members. There are a variety of dedicated Slack channels to organize communication and group it together by a related topic (ex. Workshops, general, hour swap, etc.).

3.2 Webpage

The FEDS webpage (<http://www.feds.ca/slbc/bike-centre/>) was updated for hours of operation during the winter term.

3.3 Email

The Bike Centre uses a google email account for external communication with the Services Manager, FEDS representatives, Plant Operations, and UW Campus Police. Volunteers and the public are also open to contacting the Bike Centre at this email for inquiries, questions or concerns. The coordinators checked the email mailbox daily, and aimed to answer all questions or concerns promptly and within one business day. Access to this email address should remain coordinator only.

3.4 Slack

The executive team made use of the instant messaging program Slack. It is recommended that this continue to be the main form of communication, as it allows all members to view non-private conversations. This is integral to keep everyone informed. Channels were made to organize important areas of conversation including: Meetings, Rental, Mechanics and Volunteers. This was a helpful tool in prioritizing and organizing tasks.

3.5 Twitter

Twitter was used briefly at the beginning of the term to update the public when the Bike Centre was holding events and hosting booths in a variety of places. However, as events were limited this term, it

was not used as extensively as it could have been. It is recommended that it continue to be used as a viable avenue to reach out to the broader University of Waterloo community.

4.0 Events and Activities

4.1 Campus Life Fair

At the beginning of every term, the Bike Centre participates in marketing and outreach activities at the SLC Great Hall.

4.2 Feds Open House (Welcome Week)

We did not participate in the Open House during the Winter term.

4.3 Bike Auction Preparation

The Bike Auction does not take place in the Winter Term. Preparation has taken place to get bikes ready for the Spring bike auction in May.

5.0 Project Bikes

5.1 Legal Theft Crew

Members of the Legal Theft Crew (LTC) were contacted through Waterloo Leads by mass e-mail. Coordinators were also present during the operations. We held 2 events, during the term, one to tag bikes, and another in late March to remove them. The March event was not as successful as we would have liked, as the cold very quickly drained the battery of the angle grinder used to cut locks. Despite having two fully charged batteries, we were only able to clear the locks on 6 bikes. Dinner was provided at each event.

5.2 Bike Scraps

Bike scraps were taken to the scrap yard, U-Pull in Elmira, around 16km north of Waterloo. Coordinators were responsible for organizing these trips and bringing scraps to the yard.

5.3 Strip-o-Rama

The Strip-o-Rama for the term had a high turn out with 4 volunteers and all executives present. With the abandoned bikes that will be brought in next semester, it is important to organize more strip-o-rama to recover more used parts.

5.4 Parts for Sale

The Bike Centre is stocked with most of the parts needed for the Spring term. It is likely that you will need to purchase more inventory as the term progresses

6.0 Inventory

6.1 Items Acquired this Term

- Bolt cutters
- Angle grinder blade
- Tubes

6.2 Items for Upcoming Terms

- Carpets

7.0 Bike rental Program

7.1 Rental Program Operations

Did not run in the Winter Term.

During the Winter term, all rental bikes were assessed for lost parts or damage and had their parts either replaced or repaired. All bikes should be in working condition for the Spring term.

We recommend heavy marketing for the Bike Rental program within the first week of Spring term to ensure that many bikes are rented out. The post for the rental program has already been boosted once on Facebook; it is recommended to do this again to get more views and increase awareness of the program.

8.0 Operations

8.1 General Information

Please see the attached “Information for new volunteers” sheet in Appendix B.

8.2 Service Logistics

Month	# of Visits
January	5
February	10
March	23
April	4
Total:	290

8.3 Long term goals and plans

With more awareness of the Bike Centre and more volunteers, the Bike Centre can strive to hold multiple workshops throughout the term, both for specific groups (e.g. women and genderqueer individuals) and specific bicycle needs (e.g. flats, brakes, derailleurs). As more people become aware of the Bike Centre and its services earlier in their time as students, we hope that volunteers will be able to build up bicycle repair experience so that we have more hands available for mechanic help.

We would like to see the Bike Centre foster empowerment by providing a resourceful environment for everyone to learn how to fix their bicycles. We want to see the Bike Centre become a community “hub” where people of all skill levels are welcome.

8.4 Improved Operations

At the beginning of this term, several changes were made to the way the Bike Centre operates, including the cash system, sign-in system, and the volunteer cash-in-out system. The cash system was switched to a cash register. Both the sign-in system and the volunteer cash-in/out system were changed to Google Forms, to be found in the UWBikeCentre@gmail.com Google Drive. These forms provide permanent, backed-up records of all the that information. We highly recommended that this system continue to be used.

9.0 Partnerships

9.1 Continued Partnerships

This semester, we stayed in contact with King Street Cycle via Lori Lackenbauer (lori@kingstreetcycles.com) to obtain various parts and get all our pumps repaired under the warranty.

Communication with Campus Police for the Legal Theft Crew operations were made with Neil Cornwall (neil.cornwall@uwaterloo.ca)

Rental of vehicles for moving bikes around were made with the Weber location of Enterprise via Brendan Lowther, who contacted Michael Cimetta (receipt@feds.ca) with the account number: 61050-24200.

Finally, communications were made with various bodies within the university to apply to the endowment funds: Arts Endowment Fund (aef@uwaterloo.ca) and the Math Endowment Fund (mefcom@uwaterloo.ca)

10.0 Budget

10.1 Overview

The budget was a debacle this term. In the Fall term mistakes made by the coordinators resulted in the purchase of \$3000 worth of inventory. This unfortunately meant we could not afford to fund the renovations which were originally planned for this term, as all our cash was tied up in bike tubes.

10.2 Winter Revenue

Total revenues from the Winter term are around \$350.

10.3 Future Recommendations

The Spring term brings with it weather that is much friendlier to bikers, and brings much more revenue to the Bike Centre. Profits from the auction should be around \$1500, as well as revenue from the rental program and regular visitors. It is recommended that very little investment should be made in the inventory, as we currently have so much of our assets tied up there.

During the Winter term, the Bike Centre applied to the Student Life Endowment Fund to finance renovations that were not feasibly going to be funded this term. SLEF funded the full amount requested to purchase rubberized matting to remove the carpet underneath the bike stands, a tablet for use in the Bike Rental Program and new storage for the used parts so that students could review the parts available

more quickly and safely. The amount granted was \$2726.86 and will become available May 1 for use.

Additional details regarding the proposal can be found within the email account.

11.0 Important Contacts

- Lori at King Street Cycles: lori@kingstreetcycles.com
- Neil Cornwall of UW Police (for pickups and bike removal): neil.cornwall@uwaterloo.ca
- Mountain Equipment Coop Sales/Enterprise: corporateandgroupsales@mec.ca
- Brendan Lowther, Services Manager: services.manager@feds.ca

Previous Term Coordinators, if you require any clarification or assistance:

- Hannah Beckett: hannah.beckett@gmail.com
- Tyler Marques: tylermarques@gmail.com

Appendix A Bike Rental Program

General

- The rental program, secured sixteen renters this term; one of which signed up for the new 30-day rental program.
- The program acquired 7 bikes this semester from the funding provided by the engineering faculty. These bikes established to be rented on a 30-day basis.
- Having started later in the term rentals were done on a first come first serve basis. The program launched near the time of the bike auction, resulting in some prospective renters showing preference to the auction bikes.
- Rental fee was 50% of the original this term.
- Lottery draws encouraged in cases of large prospective renter turnouts.
- Rental program is expanding and will therefore need additional space. That process is currently

Inspections

- Doodle poll used to schedule inspections. Renters were encouraged to maintain contact over email when they needed to change the inspection date.
- Renters should be contacted 1 week prior to the inspection to ensure attendance and to provide time required to reschedule (if needed).
- Most renters managed to make it on time to inspection. A few exceptions did not maintain any communication resulting in late penalties.
- Would recommend putting repair managers in direct contact with renters for some inspection scheduling and general maintenance related questions, results in efficient communication rather than having rental manager act as a middleman.

Bikes

- Bike theft was a recurring problem this semester.
- 3 bikes stolen, majority of the cases reflected poor locking practices.
- Instructional video on good locking practices would be a good way to ensure that renters are provided with knowledge on how to prevent bike theft.
- Renters should be encouraged to drop by on a bi-weekly basis to pump air in bike wheels.
- Would recommend having some consequence in place for careless locking practices.
- A few bike lights went missing this term, renters were encouraged to carry lights on person as they are detachable from the bike.
- A bike seat was also stolen, King street cycles was contacted to place new orders.

Contract

- Rental contract need to be updated for next semester to reflect on non-discounted prices and incentives for certain practices.
- Contract needs to clarify what the bike can and cannot be locked to.

To remedy improper locking practices, contract should add penalties regarding improper locking practices. Penalties could follow a 3-strike policy where a renter may be asked to

Appendix B Volunteer Administrator Report

No report was available this term as the role was not utilized.

Draft

Appendix C Bike Repair and Maintenance Manager Report

No report was available this term as the report was not submitted.

Draft

Appendix D Bike Rental Manager Report

No report was available this term as the role was not utilized. The Bike Rental Program did not operate during the Winter 2017 term.

Draft

Appendix E Bike Rental Agreement

The next appendix is the Bike Rental Agreement, as a standalone appendix, meant to be printed as is. For this reason, it has its own appendix, labelled Appendix A.

Draft



Date:

NAME:
STUDENT ID:
ADDRESS:
PHONE:
EMAIL:

Description	Cost(Term)	Cost (Month)	Month/Term Based
2 SPEED RENTAL *includes light, lock, and bell	\$37.50	\$30.00	
3 SPEED RENTAL *includes light, lock, and bell	\$37.50	\$30.00	
8 SPEED RENTAL *includes light, lock, and bell	\$47.50	\$30.00	

Inventory	Serial Number	Inspection 1	Inspection 2	Return Date	Notes
Bike*					
Light					
Lock					
Bell					

*See Appendix A for a detailed version of the checklist we will be using to assess the state of your rented bicycle during both of the inspections.

WE (FEDERATION OF STUDENTS, UNIVERSITY OF WATERLOO, OPERATING AS UWATERLOO BIKE CENTRE, and hereinafter referred to in this agreement as the Federation of Students), (RENTER)... ARE RENTING A BICYCLE (RENTAL BIKE) TO YOU, _____ (RENTER). YOU ARE

RESPONSIBLE FOR THE RENTAL BIKE FROM THE TIME YOU TAKE POSSESSION OF IT UNTIL IT IS RETURNED IN KEEPING WITH THIS AGREEMENT AND OUR POLICIES. IT IS RECOMMENDED THAT YOU CARRY YOUR HEALTH INSURANCE CARD AND EMERGENCY CONTACT INFORMATION WITH YOU WHILE RIDING.

1. Insurance, Theft, Loss & Damage.

You are responsible for maintaining your own insurance to cover personal medical and dental care in case of accident, loss due to cancellation, and any third-party liability that may arise from your use of the Rental Bike. No coverage is available from the Federation of Students to insure you or the Rental Bike from loss in case of damage, theft or other liability incurred by you or any other person during your use of the Rental Bike. You are responsible and liable for any and all damage to your Rental Bike. This includes but is not limited to any form of loss, theft, or damage to the Rental Bike, you, other persons, and property.

2. Use of Rental Bike.

You are aware that cycling involves risks and that many roads are poorly maintained and may have blind corners and are aware that such hazardous conditions do exist and you agree to operate the Rental Bike in a safe manner for all road conditions. Furthermore, it is your responsibility to operate the Rental Bike in a manner appropriate to any and all prevailing road and weather conditions including but not limited to wearing a helmet while operating the Rental Bike, knowing and following the relevant rules of the road, and practicing safe cycling, including while cycling in a group. The renter agrees to not misuse or unduly abuse the equipment and will follow all applicable local and provincial laws and university rules. You acknowledge that you have the requisite cycling experience to operate the Rental Bike.

Initials: _____

3. Release and Waiver of Claims. You hereby remise, release, and forever discharge the Federation of Students, and its employees, personnel, agents, representative, successors and assigns, and their respective heirs, executors, administrators, personal Representatives, successors and assigns, of and from all, and all manner of, actions, causes of action, suits, proceedings, debts, dues, contracts, judgments, damages, claims, and demands whatsoever in law or equity, which you ever had, now have, or which your heirs, executors, administrators or personal representatives hereinafter can, shall or may have for or by reason of any matter, cause, or thing whatsoever arising out of this Agreement, out of the use, misuse, or abuse of the Rental Bike, or in any way arising out of this rental relationship, except for gross negligence, intentional acts or willful misconduct on the part of the persons being released. The Federation of Students shall not be liable for damages for any cause regardless of the form of any claim or action, shall not exceed the amount of the rental fees paid under this agreement.

4. Terms

You acknowledge and agree that the Federation of Students maintains no control over the operation of your Rental Bike. Accordingly, the Federation of Students assumes no responsibility for and cannot be held liable for any personal injury, property damage, third party liability or other loss, accident, delay, inconvenience, or irregularity which may be occasioned either by reason of any wrongful, negligent or accidental acts or omissions on your part or any defect in or failure of any vehicle, equipment or instrumentality owned, operated or otherwise used by you, or any wrongful or negligent acts or omissions on the part of any other party not under the control, direct or otherwise, of the University of Waterloo. You agree to be responsible

for your own welfare, and accept any and all risk associated with the activities that you undertake. You agree that the terms herein are binding on you, your family members, heirs, successors, assigns, dependents and/or minors accompanying you, and your legal representatives. The renter acknowledges and accepts full financial responsibility for the rental equipment for the duration of the contractual period. The renter acknowledges it is their responsibility to check for flaws, defects, and damage prior to accepting equipment. You acknowledge and agree that the Federation of Students and its agents have the right to refuse participation by any person for any or no reason. Any dispute arising out of these matters whatsoever, shall be resolved in binding arbitration/adjudication in under the laws of the Province of Ontario. Any part of this document found to be void or unenforceable shall not negate the enforcement of the remainder. This Agreement shall be governed and construed in accordance with the laws of the Province of Ontario (excluding the laws applicable to conflicts or choice of law).

5. Collection Costs & Prevailing Party.

If for any reason, the Federation of Students is required to engage an attorney or collection agency to collect any amounts that are due it under this Agreement, and the Federation of Students is successful in such action, Renter agrees to reimburse the Federation of Students for all costs and reasonable attorney's fees incurred in connection with enforcing its payment rights. The non-prevailing party shall indemnify the prevailing party for all reasonable expenses incurred in prosecuting any dispute, including but not limited to, attorney's fees.

6. Maintenance and Repair

Learn to do basic repairs (ex. flat tires) through the workshops that the Bike Centre will hold throughout the year, or visit the Bike Centre on Campus and get some help from our volunteers. Please do not perform maintenance on the bicycle unless you have been trained to do so. DO NOT make any major repairs on your rented bicycle. If you are having trouble with the bicycle, bring it to the UW Bike Centre to be looked at by one of our mechanics. Users will be charged for excessively dirty bikes as deemed by the Bike Centre coordinators.

7. Accessories

Helmets

Helmets are available for purchase from the Bike Centre and local bike shops. Helmets are **strongly recommended** while riding the bicycle. The renter will be required to have a helmet

with them when picking up the bicycle from the Bike Centre. By signing hereafter I declare that I understand that I have been strongly encouraged to use a bicycle helmet.

Lights

By law, every bicycle shall be equipped with a white front light and a red rear light or reflector when you ride between one-half hour before sunset and one-half hour after sunrise. As well, the law requires white reflective strips on the front forks and red reflective strips on the rear stays.

By signing hereafter, I declare that I understand the bicycle light law. I understand that the Federation of Students' Bike Rental Program will provide me with a front and rear light, and I am responsible for maintaining function and ensuring replacement of these lights in case of theft.

Bells

By law, every bicycle shall be equipped with a bell. By signing hereafter I declare that I understand the bicycle bell law and will take responsibility for ensuring that I adhere to riding requirements. I understand that the Federation of Students' Bike Rental Program will provide me with a bell, and I am responsible for maintaining function and ensuring replacement in case of theft.

8. Check-ins

To ensure that the bikes are being properly cared for and remain in good condition, there will be two check-ins throughout the term with one of the Bike Centre mechanics. Fees for skipping the mandatory check-ins will be applied. If one check-in is missed without rescheduling, the renter will be charged \$5.00 every day up to a maximum of 5 days. If two check-ins are missed without rescheduling, the renter will be charged \$5.00 every day up to a maximum of five days. A further charge of half of the renter's deposit will be applied if both check-ins are missed and no contact has been made after the fifth day of the second check-in.

By signing hereafter I declare that I agree to bring my rented bike to the Bike Centre at the appointed time for a midterm check-in.

Initials: _____

9. Return and Late Fee Policy

Bicycles can be returned to the Bike Centre anytime after the end of the sixth week of classes (about halfway through the term) until the last day of exams. Returns during the exam period are subject to the Bike Centre's availability. The late fee is \$5.00 a day for every day the bicycle is late at the end of the semester up to a total of 7 days. After 7 days past the contractual return date, the renter will be charged the full amount of their deposit. By signing hereafter I declare that I agree to the late fee policy.

Initials: _____

10. General Care

Requirement 1: Locking up your bicycle is your responsibility. The bicycles provided by the FEDS Bike Rental Program are nice bicycles. Bikes on campus have been stolen before and will continue to be stolen unless you, the user, ensures that they are locked up properly. To lock a bicycle properly, lock the bike frame to the rack with the provided U lock and run the provided cable lock through the frames, through both wheels, and through the rack. Please refer to the provided additional instruction for best bike locking practices. Proper locking of the bicycle will deter theft (but may not completely prevent it). A combination of location and proper locking technique will provide maximum security.

Requirement 2: Treat the bicycle as though it were your own. Park the bicycle so that the paint does not get scratched or chipped. Do not skid the tires. The bicycles were not built or intended for extreme uses (downhill, freestyle, etc.).

Requirement 3: Ideally, find a covered space under which to lock your bicycle to keep it dry and prevent corrosion. If possible, do not leave the bicycle out overnight to help prevent theft. If you must leave it out overnight, please ensure it is in a well-lit area and locked properly.

11. Use by Others

The Bike Rental Program prohibits its bicycles from being used by anyone other than the person to whom the bicycle is rented. There is a \$25.00 fee imposed on the program user for allowing the bicycle to be used by someone else. If a bicycle is discovered to be used by more than the person it is checked out to, the bicycle will be seized and will not be released to the program user until the fee is paid.

12. Fees

The rental bike service will cost \$37.50 for 2 and 3 speed bicycles, and \$47.50 for 8-speed bicycles per semester. The 30-day bike rental will cost \$30.00 for all bikes. There is a \$200 deposit required to be paid by the renter for the 2- and 3-speed bicycles, and a \$300 deposit required to be paid by the renter for the 8-speed bicycles.

Repair and replacement rates will be assessed by the Federation of Students Bike Centre for any equipment that is returned in a state different from that which it was when the renter first took possession of it. The renter will pay based on the Bike Centre's repair and replacement rates for any items that are damaged, lost, and/or stolen during the contractual period. The deposit will be used to cover any fees up to the total amount of the deposit. All equipment damaged or otherwise remains the property of the Federation of Students Bike Centre, unless the renter pays the replacement cost for any items deemed unserviceable. Ownership of the damaged equipment transfers to the rental party once the fee to replace the equipment is

Initials: _____

paid. Full payment is required at the time of rental for all equipment. Rental payments and deposits can be made with cash only. All charges are applied at the time that the equipment is in renter's possession, whether it is in use or not.

Draft

Initials: _____

13. Agreement

I am 18 years or older and have read and understand all of the Federation of Students Bike Centre's policies, terms, conditions, and rates associated with this rental contract. My signature indicates that I agree to all of the stated policies, terms, conditions, and rates and that I accept full financial responsibility for the equipment listed on this contract.

Signature of RenterDate

Signature of UW Bike Centre StaffDate

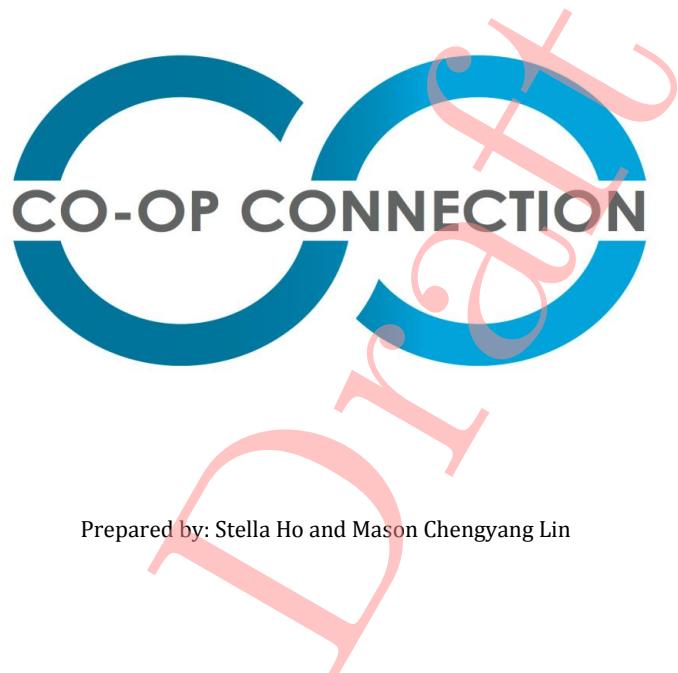
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Appendix A

DATE: _____

Draft

End of the Term Report Winter 2017



1.0 INTRODUCTION

This report analyzes the occurrences and outcomes that have taken place within Co-op Connection during the Winter 2017 term. Co-op Connection aims to provide co-op students with social programming, peer mentorship as well as alumni mentorship. At Co-op Connection, we believe that a student's co-op work term should be about more than just their job. Students should be given the opportunity to explore the cities they work in with others student in the area. Students who take part in our programming enjoy regular Co-op Connection sponsored events throughout the term, which provide them with the chance to socialize and network with peers and alumni.

2.0 VOLUNTEER MANAGEMENT

2.1 COORDINATOR, EXECUTIVES, AND CITY AMBASSADORS RECRUITMENT AND SELECTION

This term we took the advice of past coordinators and advertised our Coordinator, Executive, and City Ambassador positions via booth hours. With the help of Feds Marketing team, we received great graphics to post and share on social media to promote these opportunities as well. In regards of hiring, we received a good number of applicants for all positions. There were four applicants for coordinators and thirteen for Executive positions. We successfully hired one coordinator and three executives. Since the service has reduced the Coordinator positions to one position, we decided to hire a finance executive to assist the coordinator. We believe that Carlie Kong, Coordinator for Spring 2017, will be able to lead the service with her expertise and past knowledge. For executive positions, we hired Priyanka Loganathan as our Sponsorship Director, Rhea Jacob as our Finance Director, and Theresa Lee as our Marketing Director.

As for City Ambassadors, we are very excited to have chapters in San Francisco, Markham/Richmond Hill/Vaughan, Calgary, Hong Kong, Toronto, Waterloo/ Kitchener/ Cambridge, Vancouver, Ottawa, and Seattle.

Burlington/Hamilton, Hong Kong, Boston, New York City, and Markham/Richmond Hill/Vaughan in the Winter. Please note that due to the relatively low number of co-op students, we would not be funding events in Hong Kong and Boston. Interviews for all positions were conducted in person or via Skype.

Table 1. Spring 2017 Team

Coordinators	
Coordinator	Carlie Kong
Executive	
Admin and Marketing	Theresa Lee
Finance	Rhea Jacob
Sponsorship	Priyanka Loganathan
City Ambassadors	
Toronto	Laura Zhang, Kritika Mehta
Ottawa	Maegan Wall
Vancouver	Justyna Kusiak
KW/Cambridge	Cameron Cox, Kathy Jin
San Francisco	Hussain Al-Homedawy
Markham/Richmond Hill/Vaughan	Stella Ho
Hong Kong	Carol Chan
Calgary	Emily Kornelsen
Seattle	Bo Peng

2.2 TRAINING INFORMATION AND REVIEW

All City Ambassadors attended in-person or Skype training sessions with the Operations Coordinator. During the meeting the content of the training document was explained and the documents were posted on the City Ambassadors' Facebook group for Spring 2017.

2.3 MEETINGS

The coordinators attended weekly meetings with the Service Manager, Brendan Lowther. These meetings were used to go over the logistics of what had been done in the previous week and what needed to be completed for the following week. Ideas for continual improvement were discussed and how to further expand the service as well. In addition, any problems that arose over the course of the term were brought up to Brendan during the meeting and dealt with. The coordinators also met with the marketing executive, Jeannie Victoria Au, biweekly to discuss progress and assign tasks.

2.4 RECOMMENDATIONS

Through booth hours and answering social media inquiries, we realize that there are some University of Waterloo students who are not familiar with the service. To increase the outreach, we recommend to use:

Article Interview - Success Story: The previous Coordinators suggested this idea and we believe this strategy is a good way to showcase the amazing events Co-op Connection hosts and how to get involved. An article interview can be done by a student journalist and then posted online to be shared on all social platforms.

We also realized that the promotional materials we used for social media platforms should be more creative and diverse, as we need those materials to promote our events and job applications.

3.0 COMMUNICATION

3.1 SOCIAL MEDIA

Co-op Connection's main form of communication is through social media, notably Facebook. We tend to use Facebook frequently as it provides an excellent platform to advertise events and volunteering opportunities to a large number of students.

This term, we continue to build a strong presence on Facebook. Our main Facebook groups (Toronto, Ottawa, Vancouver, KW, San Francisco) now have between 300-3000 members.

3.2 POSTERS AND OTHER FORM OF PHYSICAL COMMUNICATIONS

The Feds Marketing Department has helped Co-op Connection tremendously over the term. We have coordinated with them to create various social media graphics and posters.

This term, we continued to host our 'Did You Get Matched?' booth in the SLC Vendor's Alley when main and continuous rounds co-op match results came out. The purpose of such booth hours was to increase our presence and exposure among co-op students. We found this was an effective way to advertise our future events and to promote our City Ambassador positions. We asked students to write the location of their co-op placement on a whiteboard and took pictures of them holding it in front of the Co-op Connection banner. The service also showcased during Feds Open House and Campus Life Fair. To engage students, we asked them to write where they hoped to work on sticky notes. Overall, hosting booth hours was an excellent way of face-to-face outreach with the students on campus.

3.3 NEWSLETTERS AND OTHER FORM OF ELECTRONIC COMMUNICATIONS

Co-op Connection has been partnering with the Student Experience Manager at CECA to send a mass e-mail telling co-op students in specific cities about Co-op Connection events and Facebook groups at the beginning of the term. This continues to generate positive feedback.

3.4 RECOMMENDATIONS

It is crucial to continue to ensure that volunteers at the booth are comfortable talking to passers-by about Co-op Connection. Coordinators could give a sample elevator pitch as well as tips during the training. Also, the best way to gather a crowd is to have some free food and swags. In the future, other giveaways should be considered. We didn't have a great turnout when it comes to hosting different booths this term because there was not enough people in SLC. Although Co-op Connection mainly serves students when they are on co-op off-campus, it is important to start building awareness about the resources we offer when they are on-campus.

4.0 EVENTS AND ACTIVITIES

Co-op Connection had events happening in Toronto, Ottawa, Vancouver, Kitchener/Waterloo/Cambridge, San Francisco, Boston, New York, Hamilton/ Burlington, Markham/Richmond Hill/ Vaughan, and Hong Kong this term.

4.1 CO-OP CONNECTION CHAPTER EVENTS

Toronto

Beginning of Term

For the Beginning of term events was held on January 13 at Firkin on King, with a total direct cost of \$446. The event yielded higher numbers than expected. Although we expected around 80 based on previous BOT events in that location, we ended up with about 120. Many people came in groups with people they know previously. We have 6 different party platters, so most people ate those instead of buying dinner at the restaurant. About half the people were gone by 7, so the venue got less cramped quickly.

End of Term

The event was hosted at the Office pub in Toronto on April 21. Co-ops began arriving at the event at around 6pm. Unfortunately, the food was not ready immediately, and was not brought out until around 6:30. However, the guests mingled, and some got food while they waited. In the nearly everyone ended up with some food, and some people got drinks which they paid for themselves. The latest that people stayed was until 7pm. The cost of this event was \$339.21

Vancouver

Beginning of Term

The beginning of term event for this chapter was held at Steamworks Brew Pub, with a total number of attendees being 28 and a budget of \$287.6. The event happened on January 11, 2017, and the main method of promotion was Facebook.

Middle of Term

The first middle of term event was a snowshoeing at Grouse Mountain on February 12, 2017. Approximately 8 people attended this event and there was a cost of \$69.6. The second middle of term event was board games on the sameday, with a cost of \$52.18.

End of Term

For the End of Term event, the City Ambassador hosted a visit to The Pint on April 26th at 5:30 PM. This event had a small turnout of only 7 people. This venue is great with large groups. They have specials every night of the week and it's a great place to go to enjoy sports game on TV.

Kitchener-Waterloo-Cambridge**Beginning of Term**

On February 13th, the beginning of term event was held at Waterloo Town Square at 7 PM. The event had a good turnout of over 40 co-op students. The total of this event is \$200. The students had a great time and talked mostly in small groups.

Middle of Term

For the middle of term, the City Ambassador hosted the event at 4 King St N. The event happened on March 17th, 2017 from 7 PM to 8:30 PM. 12 students attended. The cost of this event is \$158.4

End of Term

For the end of term event, the City Ambassador hosted it at The Pub on King on April 27, 2017. The total number of students was 20 and the total cost was approximately \$198.02. The food was delicious and more affordable this time around.

San Francisco: Bay Area, Silicon Valley, Palo Alto**Beginning of Term**

The beginning of term event was hosted at Alcatraz Island on April 1, 2017, with 15 attendees with a total cost of around \$60

End of Term

The end of term event was held at Boba guys on April 17th, 2017. The number of attendees was 35, The cost was around \$200

New York City**Beginning of Term**

The beginning of term event for NYC was hosted at Rizzo's fine Pizza LES on January 6, 2017, starting at 6 PM. A total of 50 people attended this event. The cost was \$150 USD

Middle of Term

The beginning of term event for NYC was Skating at Prospect Park on February 26, 2017, starting at 6 PM. A total of 6 people attended this event. The cost was \$30 USD

End of Term

The beginning of term event for NYC was hosted at Bryant park on April 26, 2017, starting at 6 PM. A total of 20 people attended this event. The cost was \$160 USD

Hamilton/Burlington***Beginning of Term***

The beginning of term event was hosted at 4511 Dundas Street West with a total number of students being 6, and a total cost of \$100.5. The event happened on January 14, 2017 evening. Students seemed to have had a good time.

Middle of Term

No middle of term event was hosted.

End of Term

No end of term event was hosted.

4.2 VENDOR'S ALLEY

As mentioned previously, Co-op Connection hosted promotional "Did You Get Matched" booths in the Student Life Centre during main and continuous rounds this term.

4.3 RECOMMENDATIONS

The General Volunteers helped a lot with our booth hours this term. To increase incentives, we suggest planning a volunteer appreciation to thank everyone who helped out during booth hours. Instead of giving away gift cards, we think that it is better to order some affordable swag to give to the volunteers.

5.0 PARTNERSHIPS AND SPONSORSHIPS

5.1 PARTNERSHIPS MAINTAINED

This term we have strengthened our relationship with CECA. CECA requested supporting information from Co-op Connection. We have created a report on the budget of Co-op Connection, including reasons and ways to use the funding. Our CECA advisor, Franco Solimano, was able to assist us with the statistics we required for our sponsorship discussions. Based on the results, Co-op Connection will be able to improve and CECA will see the great value that the service is creating for University of Waterloo students.

5.2 PROCESS WITH CECA

The same processes are used as previous terms:

- For Beginning of Term emails, Co-op Connection sends in the email text to Franco and CECA book a time in their outlook calendar for sending it out (usually the first several days of a co-op term).
- For data of numbers of co-op students in a certain area, Co-op Connection sends the request to Gabrielle who will pull the information from the CECA database and email it back. Please note that these numbers are used for Co-op Connection internal planning only and should not be shared externally.

5.3 SPONSORSHIP UPDATES

This term we have secured a \$3000 sponsorship with RezOne as a Presidential sponsor for the Winter 2017 and Spring 2017 terms. Please note that Deanna Priori, the VP internal, has added an amendment to the contract so that Co-op Connection would not be making sponsored posts on RezOne's new building. Although the City Ambassador for Kitchener/ Waterloo/ Cambridge was notified to promote the BOT under the name of MappedIn, the company failed to sponsor our event. We tried reaching out MappedIn three times but we didn't get any response from the president of the company

5.4 RECOMMENDATIONS

With an increasing number of students involved in our events, Co-op Connection should continue to actively pursue sponsorships from companies, especially property management and high tech ones. The Sponsorship Executive should first introduce Co-op Connection to potential sponsors using the presentation created this term. If the company is interested, he/she can proceed by sending the Sponsorship structure document and follow up with phone call or in person. The volunteer for sponsorship this term has transitioned successfully everything to the next Sponsorship Executive for Spring 2017.

6.0 INVENTORY

Currently Co-op Connection has the following items in its possession:

- One pull-up banner for on-campus use
- Trifold
- Banners for each city (missing)
- Business cards
- Co-op Connection Logo Branded Pens (~200)
- A-Frame Board
- Buttons (~10)

7.0 WINTER 2016 SPENDING BREAKDOWN

7.1 EVENTS

Type	BOT	MOT	EOT	Total	Note
Toronto	446	0	339.21	785.21	
Vancouver	287.6	52.18+	69.6	0	409.38
Hamilton/Burlington	100.5	0	0	100.5	
KW/Cambridge	200	158.4	198.02	556.42	
San Francisco	60	120	0	180	
New York City	204.8	40.1	218.4	464.3	
Subtotal*			N/A	3407.2	

7.2 ENT/PROMO/MEETINGS

Type	Expense
Feds Show Case	0
Campus Life Fair/Feds Open House	0
Did You Get Matched	0
Meeting	0
City Ambassador Training	25.12
Subtotal	25.12

7.3 OTHER ACCOUNTS

Volunteer Appreciation	Expense	Note
City Ambassadors	130	13 City Ambassadors
Exec	60	2 Executives

Subtotal	190	
Travel	0	Travel costs for Toronto Bomber
Total	190	

8.0 OPERATIONS

8.1 GENERAL

City Ambassadors were expected to host three official Co-op Connection events throughout the term: beginning of term, middle of term, and end of term. In addition, City Ambassadors were encouraged to post any external events happening in the city for students to attend as well. Polls were conducted via Facebook before every event to allow for students to provide input on where they wanted to go, what they wanted to do, and when. Usually, City Ambassadors provided free appetizers on a first come first serve basis for the beginning of term and end of term events. It was recommended to scatter the appetizers throughout the events so that everyone had an opportunity to get free food.

City Ambassadors collaborated with the Coordinators on a regular basis to hand in necessary forms and to inquire about event logistics. City Ambassadors also contacted the Coordinators when they were in need of graphics (e.g. Cover photos, shareable posts, collages, etc.) for a particular event they were hosting.

8.2 SHORT-TERM GOALS

With official City Ambassadors in New York City, Boston, Hong Kong, Hamilton/Burlington, Markham/Richmond Hill/Vaughan, Co-op Connection is hoping to pilot operations in these cities and obtain numbers of students that would show up to the events to better forecast future student needs. It has a great turnout for New York City and the BOT event for Markham.

8.3 LONG-TERM GOALS

In the long run, Co-op Connection hopes to increase student involvement in all chapters. The service also wishes to increase the End of Term (EOT) event attendance, which tends to be lower than the Beginning of Term (BOT) events. The reason behind this phenomenon is due to how CECCA send out reminders for BOT but not EOT events. We aim to continue building a strong rapport with Alumni Relations and CECA in order to implement the right programs and procedures for our cities.

9.0 SPECIAL THANKS

Feds

With all the staff and resources provided, Feds has been an extremely valuable stakeholder to Co-op Connection. We strongly value all the support we receive from all the departments we come in contact with.

Service Manager

This service would not exist without Brendan Lowther's dedication to helping students at University of Waterloo. Brendan is readily available whenever we seek assistance and is always there to listen to any issues or complications that arise in our roles. We sincerely appreciate all of the hard work Brendan puts into making our service a quality one.

VP Internal

Deanna has been an excellent person to ask about any questions regarding logistics of anything about our service whenever Brendan was unavailable.

Marketing

Marketing has been excellent this term in helping us create our requested graphics and for offering valuable advertising support. The turnover rate for requests was very fast and emails were always answered promptly.

10.0 CONTACTS**Table 3: Contact Information**

Name	Department	Contact Info
Alannah Ann Robinson	WatCACE/CECA	aarobinson@uwaterloo.ca
Brent Thornhill	CECA	bthornhill@uwaterloo.ca
Franco Soliman	CECA	franco.solimano@uwaterloo.ca
(Colleen Nevison for Spring and Fall 2016)	WatCACE Research Assistant	cecace1@uwaterloo.ca
Emily Huxley Osbourne	Alumni Relations	echuxley@uwaterloo.ca
Jackie Martinz	Communication Coordinator	Jacqueline.martinz@feds.ca
Katherine Kelley	Marketing Coordinator	Katherine.kelley@feds.ca
Marketing Co-op	Marketing Assistant – First contact for any marketing	Marketing.reception@feds.ca
Web@feds	Contact for requests to change/add to feds.ca	web@feds.ca

Lily Hwang

Fall 2016 Sponsorship
Executive

Lily.huang24@gmail.com

Angela Phangsoa

RezOne Contact (who
signed the contract and
provided the cheque)

angela.phangsoa@rez-one.ca

Draft

APPENDIX I: COORDINATOR/CITY AMBASSADOR/EXECUTIVE/GENERAL VOLUNTEER ADVERTISEMENT***Co-op Connection Coordinator Positions for Spring 2017*****About Co-op Connection**

The mission of Co-op Connection is to connect Waterloo students on co-operative work terms in the same cities. Co-op Connection provides social programming, peer support and information from the Federation of Students in order to enhance communication and advocate for the needs of co-op students.

Goals:

- To be the social programming leaders for Co-op students while on work term
- To provide opportunities to connect, network, and support students on co-op term in the same city
- To understand the unique needs and advocate for necessary change on behalf of co-op students
- To create programs and events based on meeting the needs of students
- To provide opportunities for student leadership
- To create and maintain partnerships with the Co-operative Education and Career Action (CECA) office and Alumni Relations

Positions Available: 1**Responsibilities:**

- Guide and oversee all on-site activities to ensure that City Ambassadors are fulfilling their responsibilities in line with our mission and respond to their questions.
- Create partnerships with the University administration and alumni to strengthen and enhance the service
- Manage the budget for the term and continue to contact potential sponsors
- Coordinate team building and appreciation initiatives throughout the term, including, but not limited to an end of term dinner or activity
- Respond in a timely manner to any inquiries through the Co-op Connection email address and social media
- Create and evaluate the main Facebook page and city specific groups, as well as other social media channels
- Hiring and training of the Executives to:
 - Staff Office hours
 - Organize on-campus promotion
 - Maintain Social media page
- Attend Campus Life Fair
- Attend weekly meeting with the Service Manager
- Create Co-op Connection Week events

- Submit an end of term report by the due date determined by the Services Manager
- Estimated time commitment is 4-6 hours per week

Qualifications:

- Candidate must be an undergraduate student at the University of Waterloo **on campus during the term (as a study OR work term)**
- Strong volunteer management skills and proven leadership attributes
- Strong understanding of the Co-op system
- Ability to work both independently and as a team
- Excellent interpersonal and communication (written and verbal) skills
- Proven initiative, creativity, and decision making skills
- Must be organized, dependable, and detail oriented
- Experiences in event planning is an asset

NOTE: All applicants must confirm that they are available for one of two training dates available with the Services Manager.

Questions in applications:

1. Why do you want to be the Co-op Connection Coordinator? (1000 characters)
2. What qualities and past experiences make you a good fit for this position? (1000 characters)
3. What do you feel are the most important goals for the Co-op Connection service in the coming term? (1000 characters)

*Co-op Connection City Ambassador Positions for Winter 2017***About Co-op Connection**

The mission of Co-op Connection is to connect Waterloo students on co-operative work terms in the same cities. Co-op Connection provides social programming, peer support and information from the Federation of Students in order to enhance communication and advocate for the needs of co-op students.

Goals

- To be the social programming leaders for Co-op students while on work term
- To provide opportunities to connect, network, and support students on co-op term in the same city
- To understand the unique needs and advocate for necessary change on behalf of co-op students
- To create programs and events based on meeting the needs of students
- To provide opportunities for student leadership
- To create and maintain partnerships with the Co-operative Education and Career Action (CECA) office

Title: City Ambassador**Positions Available:** 1 to 2 per city (up to 3 for Toronto)**Type of Position:** Volunteer**Responsibilities:**

- Work with other mentors and service coordinators to establish goals and objectives before the beginning of the work term
- Organize and facilitate social events for all co-op students in your city at least once a month, the more the better
 - This includes one large beginning-of-the-term, one middle-of-the-term, and one end-of-the-term event
- Submit event forms detailing the planning and execution of the event, including recommendations for future events. Also able to submit event cheque requests and itemized receipts in a timely manner
- Create an accepting and welcoming environment for all co-op students
- Act as the student mentor for the co-op students in your city by answering their questions and concerns on Facebook in a timely manner.
- Maintain, update and moderate the Co-op Connection Facebook group for your city
- Create partnership with University of Waterloo Alumni to strengthen and enhance the service
- Estimated time commitment is 1-2 hours per week (a little more for the weeks that include events)

Qualifications:

- Must be on co-op in Spring 2017 in:
 - 1) Toronto
 - 2) Mississauga/Brampton
 - 3) Vancouver
 - 4) Ottawa
 - 5) Kitchener/Waterloo/Cambridge
 - 6) San Francisco/Bay Area
 - 7) Calgary
- 8) Other: Cities not listed here may be considered. Please indicate in your application which area you are interested in.
- Must be organized, motivated and dependable
- Be genuinely interested in making co-op more enjoyable for all students
- Excellent interpersonal and communication (written and verbal) skills
- Strong customer service skills; able to adapt to the needs of students
- Ability to work both independently and in a team
- Proven problem solving, critical thinking, and decision making abilities
- Experience in planning and executing events and activities preferred

Note that some costs will be covered for your expenses of certain events as well as costs for part of the larger termly events. More details upon interview.

Must be able to attend a 1 hour training with the coordinators.

Questions in applications:

- Why do you want to be the City Ambassador for your city? (1000 characters):*
- What qualities and past experiences make you a good fit for this position? (2000 characters)
- Please provide an example of an event you would host as a City Ambassador with as much detail as possible (2000 characters)

*Co-op Connection Executive Position for Spring 2017***About Co-op Connection**

The mission of Co-op Connection is to connect Waterloo students on co-operative work terms in the same cities. Co-op Connection provides social programming, peer support and information from the Federation of Students in order to enhance communication and advocate for the needs of co-op students.

Goals

- To be the social programming leaders for Co-op students while on work term
- To provide opportunities to connect, network, and support students on co-op term in the same city
- To understand the unique needs and advocate for necessary change on behalf of co-op students
- To create programs and events based on meeting the needs of students
- To provide opportunities for student leadership
- To create and maintain partnerships with the Co-operative Education and Career Action (CECA) office

Positions Available: 2**Volunteer Term: Spring 2017****Job Title: Sponsorship Director****Reports to:** Co-op Connection (CC) - Coordinator**Duration:** Winter 2017 Term**Time Commitment:** 2-3 hours per week**Position Eligibility:** Undergraduate student at University of Waterloo on campus in Winter 2017**Job description:**

The Sponsorship Director coordinates with interested sponsors and maintains healthy relationships with them.

Expectations:

- Develop a plan to find interested and eligible companies
- Actively seek potential sponsorship opportunities
- Coordinate with interested sponsors to set up necessary protocol
- Update the sponsorship package when needed
- Maintain good relationships with existing sponsors

Qualifications:

- Undergraduate student at University of Waterloo on campus in Winter 2017
- Self-motivated and take initiative
- Excellent interpersonal and communication skills
- Work well independently and in a team

Preferred Qualifications:

- Previous experience contacting sponsors and following up
- Previous experience working with Feds Services

Job Title: Administration and Marketing Director**Reports to:** Co-op Connection (CC) - Coordinator**Duration:** Winter 2017 term**Time Commitment:** 1-3 hours per week (more during promotion periods)**Position Eligibility:** Undergraduate student at University of Waterloo on campus in Winter 2017**Job Description:**

The Administration and Marketing Director is in charge of managing CC's social media channels and creating certain graphics for sponsorship packages when needed. This individual is also tasked with collaborating with Feds Marketing.

Expectations:

- Participate in new volunteer recruitment
- Promote CC at events (eg. Campus Life Fair, Feds Open House, Did You Get Matched)
- Answer social media inquiries and engage with online audience
- Manage CC social media activities on Facebook and Twitter
- Work with Feds Marketing to get promotional material created

Qualifications:

- Undergraduate student at University of Waterloo on campus in Winter 2017

- Self-motivated and take initiative
- Excellent interpersonal and communication skills
- Work well independently and in a team

Preferred Qualifications:

- Previous experience working with Feds Services
- Knowledgeable about social media and graphic design

Job Title: Finance Director**Reports to:** Co-op Connection (CC) - Coordinator**Duration:** Spring 2017 term**Time Commitment:** 1-3 hours per week (more during promotion periods)**Position Eligibility:** Undergraduate student at University of Waterloo on campus in Spring 2017**Job Description:**

- Accurately tracking the financial expenditures of Coop Connection on a per term basis and in comparison to the full year financial budgeting.
- Ensuring payment is received to external parties when needed, filing expense claims for executive members and approving purchases larger than \$50.
- Communicating with the team our current financial position during weekly meetings.
- Winter Term Only: Annual budgeting for the Coop Connection, involving future planning and financial estimation.
- When necessary: Investigating investment opportunities for Coop Connection and applying to funding sources for special projects

Questions in applications:

- What relevant experience do you have that would prepare you for this position? (1000 characters)
- What do you plan to accomplish within the position? (1000 characters)

If applicable, give some examples of companies you would approach for sponsorship and reasons. (1000 characters)

*Co-op Connection On-Campus Volunteer Position for Spring 2017***Job Title:** Volunteer, Co-op Connection (Spring 2017)**About Co-op Connection**

The mission of Co-op Connection is to connect Waterloo students on co-operative work terms in the same cities. Co-op Connection provides social programming, peer support and information from the Federation of Students in order to enhance communication and advocate for the needs of co-op students.

Time Commitment: 2-3 hours per week during promotion periods**Job Description:**

Co-op Connection is seeking volunteers to provide assistance throughout the term in a variety of tasks: office hours, booth hours for events including "Did You Get Matched?" and other exciting opportunities. If you are interested, please fill out the form below and someone will contact you at the beginning of the term.

Qualifications:

- Undergraduate student at University of Waterloo on campus in Winter 2017
- Must be dependable
- Must be approachable and comfortable speaking to people
- Excellent interpersonal and communication skills

Question in applications:

- Why do you want to volunteer for Co-op Connection? (2000 characters)

APPENDIX II: CITY AMBASSADOR TRAINING MATERIAL**Co-op Connection City Ambassador Information – Spring 2017****A. Responsibilities**

- The City Ambassador plans a minimum of three events in their area throughout the term: Beginning of Term, Middle of Term and End of Term. Please follow the suggested budget
 - Beginning of Term = May 3 - 17 (roughly first two weeks)
 - End of Term = August 12- 26 (roughly last two weeks)
- Before each event, the City Ambassador will create a Facebook poll/survey to be conducted in order to determine the location of the upcoming event. If you already have an idea that you think others would be interested in: great! No poll is required.

- Leading up to the event, the City Ambassador is expected to create an event page on Facebook and promote it accordingly. The City Ambassador should send the finalized details (Name of event, location of event, and date/time of event) of the event to coop@feds.ca or the coordinator on Facebook.
- The City Ambassador is expected to attend all hosted events. Please set up the Co-op Connection Banner for each of the three main events. Tip: to aid with future event promotion, you may also ask for their email address given consent.
- During the event, the City Ambassador should engage with other event attendees and answer any questions they may have about Co-op Connection. Most importantly, have fun!
- After each event, the City Ambassador needs to fill out two forms: a **Cheque Request Form** and an **Event Summary Form**. Please mail in the original physical receipts and the cheque request form (see address below). Please email the Event Summary Form to coop@feds.ca

B. Marketing:

- For customized event Facebook banners/graphic requests, email: coop@feds.ca
- Engage with the Co-op Connection community on Facebook, share events, news, etc. You are the life of the party!
 - o Do social media maintenance on the Facebook page as needed.
 - o Set up a Housing and Carpool file on the page so members can redirect all housing/carpool posts accordingly to avoid clutter/spam.

C. IMPORTANT! Reimbursement

- You are responsible for covering expenses occurred at the time of the event. You will be reimbursed once you have completed and mailed the necessary paperwork.
- Make sure the venue understands that although we book and make reservations under University of Waterloo's name, bills will be **SEPARATE**. Each student is responsible for their own bill, and the restaurant has to make sure bills are paid in full. The University and the City Ambassador will NOT be responsible.
- For all reimbursements, make sure to get both an itemized receipt AND the credit card receipt. Bill amounts must show paid in full or you must provide proof of payment through a credit card statement.
- **NO ALCOHOL!** Feds will NOT reimburse any alcohol purchases. If you choose to order alcohol for yourself ask for a separate bill and pay for it separately.
- Mail in your receipt(s) and Cheque Request Form within 1 week of the event. NOTE: TIPS/GRAUITIES FOR RESTAURANTS WILL ONLY BE REIMBURSED UP TO 15%
 - o Cheque Request Form: select 70010|SPECIAL-PROJECT:EVEN01 - Events for Account #. Leave the signature area blank.

Account #:	70010 SPECIAL-PROJECT:EVEN01 - Events	<input type="button" value="▼"/>
Department #:	24400	
Purpose:	XXX (chapter name) - BOT (or MOT/EOT) - Food	

- If you want the cheque to be mailed back to you, add an address at the bottom of your cheque request to be mailed to, otherwise you can pick them up at the Feds office at the beginning of the following term.

- If you have questions/concerns at any time throughout the term, please email us at coop@feds.ca or send us a Facebook message!

Mail Cheque Request Forms to:

Feds c/o Brendan Lowther
200 University Ave West, SLC
Waterloo, ON
N2L 3G1

D. Key Contacts:

- Carlie Kong: Co-op Connection Coordinators for Spring 2017; Please add her on Facebook and invite her to your events. Starting in May, you can reach her at coop@feds.ca
- Stella Ho & Mason Lin: Co-op Connection Coordinators for Winter 2017; Add them too ☺. If you have any questions between now and May 4, contact them at coop@feds.ca
- Social media
 - o Facebook page:
 - o Twitter: @CoopFeds
 - o Facebook group for Winter 2017 City Ambassadors only
- Good to know:
 - o Brendan: Feds Service Manager
 - o Accounting: process cheque requests

We are all here to help so if you have any concerns, please do not hesitate to contact us

Tentative Budgets

Budgets are based on projected number of co-op students working in your city and historic spending. Your BOT amounts are confirmed but EOT numbers might change. Carlie Kong will update you ☺. Please aim for multiple low-budget/free MOTs.

Vancouver		
BOT	\$300	Joey Burrard, Steamworks Brewpub, The Pint, Revel Room
MOT	\$100	Board Game, Biking, Ramen, Night Market, Hiking, Chatime, Ski/Snowshoe Day at Cypress, Granville Brewery
EOT	\$200	Beach Day, Kyo Korean BBQ & Sushi, Steamworks Brewpub, Craft Beer Market
Total	\$600	

KW/Cambridge		
BOT	\$350	The Pub on King, Wildcraft, Huether Hotel
MOT	\$150	Ribfest, Movies in the Park, Sole Restaurant and Wine Bar, Grand River Rocks, Kinkaku

EOT	\$250	The Pub on King, Beertown, Heaven Gastro Club [would not recommend])
Total	\$750	

San Francisco		
BOT	\$300	Donuts near Pier 39, Ice Cream in Golden Gate Park, Bubble tea at Dolores Park
MOT	\$120	Alcatraz Island
EOT	\$180	Beach Day, Startup Sponsored Tech Talk & Networking Event
Total	\$600 CAD	

Ottawa		
BOT	\$300	Heart & Crown, Maclarens on Elgin, The Loft Board Game Lounge
MOT	\$100	Aerial Park, Go karting, Gatineau Park
EOT	\$250	Lieutenant's Pump, Britannia Beach
Total	\$650	

Toronto		
BOT	\$750	The Fifth Social Club [do not go], Pacific Junction Hotel, Crocodile Rock [do not go], Jason Gorge, Firkin on King
MOT	\$300	Escape room, Board Game, Grace O'Malley's, Woodbine Beach, Nathan Phillips Square skating
EOT	\$400	Rivoli, Madison Ave Pub, Spice Route, Ballroom Bowl
Total	\$1,450	

Markham/Vaughan/Richmond Hill		
BOT	\$300	N/A
MOT	\$100	N/A
EOT	\$200	N/A
Total	\$600	

Seattle		
BOT	\$150	N/A
MOT	\$0	N/A
EOT	\$100	N/A
Total	\$250	

Calgary		
BOT	\$200	N/A
MOT	\$80	N/A
EOT	\$120	N/A
Total	\$400	

Hong Kong: \$150/term

Table 5. Social Media Information

Facebook	
Markham/Richmond Hill/Vaughan	https://www.facebook.com/groups/coopconnectionMRV/
Hamilton/Burlington	https://www.facebook.com/groups/coopconnnectionHB/
Mississauga/Brampton	https://www.facebook.com/groups/709120455862798/
Calgary	https://www.facebook.com/groups/622204561221055/
Edmonton	https://www.facebook.com/groups/713628535411990/
Toronto	https://www.facebook.com/groups/618762398231938/
Ottawa	https://www.facebook.com/groups/618762574898587/
Vancouver	https://www.facebook.com/groups/618762208231957/
KW & Cambridge	https://www.facebook.com/groups/694882733953237/
Los Angeles	https://www.facebook.com/groups/coopconnectionLA/
Seattle	https://www.facebook.com/groups/coopconnections ea/
SF & Bay Area	https://www.facebook.com/groups/coopconnectionSF/
London	https://www.facebook.com/groups/723839881057522/
Montreal	https://www.facebook.com/groups/coopconnectionMONT/
New York City	https://www.facebook.com/groups/1402856620019748/
Boston	https://www.facebook.com/groups/1559097464350671/
Winnipeg [inactive]	https://www.facebook.com/groups/1040904149264377/

Twitter

Login: @CoopFeds Password: WatConnect

APPENDIX IV: SPONSORSHIP LIST (LIST FROM FALL 2016)**KW**Shopify -> interested

Kik → Contacted
Google
Desire2Learn → Contacted
OpenText → Contacted
Sunlife → Contacted
Manulife
Miller Thompson
Toyota Motor Manufacturing
IBM → Contacted
Apotex → Contacted
Rogers Communications
Axonify Inc → Contacted
BitCircle Inc
Brock Solutions → Contacted
Descartes Systems Group Inc
Magnet Forensics Inc
Smarter Alloys Inc
Clearpath Robotics → Contacted and responded
Sandvine → Contacted
Sony
Canon
SAP → Contacted

KW Housing CompaniesRezOne -> Contacted and Contract Reached

Domus → Contacted
KW4Rent → Contacted but did not seem that interested
Greenwin → Contacted
RentWoch → Contacted and company responded
Atlas → Contacted but responded with decline

Toronto

Blake, Cassel & Graydon LLP
DoublePlay Entertainment Inc
Kinetrics Inc → Contacted
KnowRoaming Ltd
Quickplay Media
Trench Limited
Wirkn
KPMG

Deloitte → Contacted
500px
Zynga
Uken Games
Northbridge
SMART Technologies → Contacted
Uber

Draft

University of Waterloo Campus Response Team (UWCRT)
Winter 2017 End of Term Report



Prepared For:

The Federation of Students
University of Waterloo

By:

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Tatiana Portelli-Graham - Administrative Coordinator

April, 2017

Campus Response Team
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December 11th, 2016

VP Internal & Services Manager
Federation of Students
University of Waterloo
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Deanna Priori & Brendan Lowther,

The Coordinators of the University of Waterloo Campus Response are excited to submit the following report entitled "University of Waterloo Campus Response Team Winter 2017 End of Term Report". The purpose of this report is to outline the accomplishments of the UWCRT, ensure that critical knowledge is passed on to future coordinators and minimize the turbulence associated with the transition between terms. This report serves as a compendium of knowledge accrued during the Winter 2017 Term.

This report was completed to satisfy the Winter 2017 End of Term Report requirement stipulated by the Federation of Students. This report was compiled from the knowledge or each of the CRT Directors with additional addendums from Coordinators, Saad Ahmad and Tatiana Portelli-Graham. Any questions, comments or concerns regarding the report matter may be addressed to the aforementioned Coordinators. Contact information is listed below.

Regards,

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1.0 Executive Summaries

1.1 Advocacy and Promotions

1.1.1 Position Description

As per Policy 2: Team Governance, the Directors of Advocacy and Promotions are responsible for increasing advocacy efforts with regards to student health and wellness, and to promote UWCRT by way of promotional campaigns and events. Advocacy efforts will involve, but are not limited to general awareness of CRT as a service on campus, health awareness campaigns in partnership with Health Services, and campaigns that promote the importance of learning first aid. Promotional efforts will involve planning and organizing events and activities that aim to promote CRT and other objectives that would benefit from student awareness. The Advocacy and Promotions Director will also organize the team for promotion during recruitment and ensure sponsors for CasSim. The director will also be the main contact between UWCRT and Feds marketing. The Advocacy and Promotions Director actively seeks new external and internal funding and donation sources for any other events or goals set by the operations committee.

1.1.2 Promotional Materials

The following promotional items were used this term: business cards, leaflets, stress and stress hearts.

Comments and Suggestions:

1. Many students took an interest in the band-aid holders in previous terms. Stress hearts were also exceptionally popular in the Winter 2015 and Spring 2016 term.
2. Continue to investigate more cost effective promotional materials or giveaways at your leisure. (This company seems to have potential <https://www.4imprint.ca/>)
3. Team members often enjoy the stickers which is a continuous form of advertisement for the club. Continue to encourage members to use them for personal belongings as a means of promoting CRT.
4. Term specific leaflets were designed with Marketing instead of pamphlets. The template for this can be found in the Winter 2017 Drive. Update to include term specific dates. Attempt to get it printed on cardstock paper.
5. Business cards can be ordered as needed, but the current design must be maintained as all FEDS service business cards must follow the same format.

6. It can take quite a while for promotional items to be ordered through FEDS Marketing. **Ensure requests are made well in advance.**
7. Other promotional item ideas: bear keychains, bandaid holders, CRT printed on band-aids, CRT Balloons, frisbees, stickers in the shape of bandaids, and mini first aid kits

1.1.3 Recruitment of New Members

Number of Applicants: 95

Number of Rookies: 17

At the beginning of each term, the Directors of AnP, the Directors of Membership, and the Director of Communications collaborate to execute the recruitment campaign for that term. Tasks related to recruitment involve:

- Creation and distribution of posters
- Emailing professors to post recruitment slide on LEARN
- Creating a class announcement list and assigning members to announcements
- Social media campaigns promoting recruitment
- Presence at Feds Services Fair and Clubs Fair
- Email OCC and On-Campus Residence Coordinator for marketing avenues

Generally, the AnP Director will oversee tasks involving posters, setting up booths at the fairs, and class announcements. The Communications and Membership Directors will help out as needed.

1.1.4 Casualty Simulation Promotion and Sponsorships

Approximately 35 external volunteers were recruited to participate in our Casualty Simulation. We also had a variety of sponsorships and donations from local businesses as summarized in the following table. For future terms, a copy of all sponsors and what they are donating should be submitted to FEDs.

Business	W'17 Donation
Adventure Guide	3 x \$25.00 gift cards
Bombshelter Pub	11 Free Dinner Gift Cards
Bulk Barn (Boardwalk)	Bulk Barn Gift Basket (<i>also come to them</i>)

	<i>early in the term and request any clearance candy as donation)</i>
Campus Bubble Tea	Free Bubble Tea Coupons (10?) and Free Ice Cream Coupons (50?)
East Side Mario's (Plaza) *	1 x \$40 gift card
Frat Burger*	1 x \$25.00 gift cards
Sobeys (Columbia)	\$20.00 gift card
Zehrs (Fischer-Hallman)	1 x \$50 gift card
POTENTIAL: Starbucks (AHS and STC building)	<i>2 Boxes of Coffee and Pastries</i>
DID NOT DONATE W'17: Food Basics	1 x \$25 gift card
DID NOT DONATE W'17: Wholesale Club	1 x \$25 gift card

Notes:

KW4Rent provided us with an abundance of squishy hearts to be distributed during CasSims in a previous term. If we should run out, reach out to Danita to inquire if they would like to sponsor us again.

Contact: Danita Jaipersaud, djaipersaud@pricaglobal.com, 519-340-0182

1.1.5 Additional Winter 2017 CRT Events

Who can CRT The Hardest?:

An initiative with Membership to increase team awareness for the recruitment period. Competition for members to wear and carry as much CRT off-duty gear for as many days. It took place in the week leading up to the closing of Rookie Application. Based on the idea that a person must be exposed to a brand/logo multiple times before they will consider joining/buying into the brand.

- Make a post in the general members page about the competition and it's goal and that there will be a prize. Encourage people to talk to people about applications.
- Facebook event page where members can post their pictures

- Event turnout is unquantifiable. About 20 members participated, no direct results but a relatively high number of applicants for Winter term

Recruitment Open House:

Small office event to allow applicants to come out and ask questions, meet responders and see the office. Took place a couple days before end of Rookie Application.

- Promote Facebook event and encourage members to share
- Event turnout was low, but relatively low effort and encourages students to visit the office

CRT Open House:

An open house was organized to promote general team awareness. This consisted of 6 fair style booths situated in the Multipurpose Room in SLC.

- First aid themed game booths were designed to attract students to the area. This included:
 - A paint wall to promote the use of effective PPE
 - A vitals station to promote general health awareness
 - A heart toss between two competitors in which squishy hearts were given to the winner
 - A 'Pin the band-aid on the boo boo' station was set up as well. This was not as popular as the rest.
- A general booth was set up as well, which consisted of: promoting general team awareness, signing up CasSim volunteers and the first aid packs being displayed as well.
- A team slideshow was set up as well.

1.1.6 Plans to be Implemented Spring 2017

Sponsorship Package:

The Sponsorship Package can be found on the Drive. It is mostly completed, with minor edits to be made. A list of potential sponsors have to be created and approached with the package, starting Spring 2017

Promotional Video:

This will be designed next term with the intention of rolling out in Fall 2017. Currently, a promotional video or an infographic describing the team is the topic in mind.

1.1.7 Additional Comments/Strategies:

1. Develop a strong promotional campaign targeting at first year students in residence for welcome week in the Fall terms.

2. Ensure that students from all faculties are contacted. More Arts and Environment representation is needed.
3. Discuss with the Directors of Membership the possibility of purchasing an End of Term Gift for the team that helps to promote CRT.
4. It was very difficult to get the attention of students passing by in Vendor's Alley, even with a large number of free items. In the past, over $\frac{3}{4}$ of the students had little to no interest and automatically dismissed any attempts to attract them towards the event. In order to avoid this problem, plan events so that they coincide with other appealing events on campus to target a more open audience.
5. Students do not appear to mind liking the CRT Facebook page in return for free items.
6. Submit more written articles to the FEDS website. This term we submitted an article to the FEDS website and it was extremely easy for campaigning and promotions.
7. Follow up with Feds Marketing for any promotional material requests. Go in person to their MC office, if you can to speak to the designers directly

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1.2 Communications

1.2.1 Position Description

The Director of Communications largely serves a secretarial role within the Operations Committee, who is present for Rookie selection, OC meetings, trainings, policy review, new OC selection, file review, etc. Therefore, one of the major roles of this position is the detailed documentation of minutes during meetings and distributing the minutes to be made available to appropriate members following the meeting (usually within 24 hours).

In addition, the Director of Communications is also tasked with the responsibility of drafting weekly CRT update emails to be sent out to all members to ensure that all members are up to date with current CRT affairs. Contents of these emails include any key information, reminders, and important dates. After the email, the Director is also tasked with updating the CRT WordPress Website with the contents of the currently weekly email. Emails are sent using a mailing list, which is also the duty of the Director to keep updated, ensuring that active and non-active members' emails are correctly inputted into the correct mailing list.

Lastly, the Director of Communications is also responsible for managing CRT's social media channels and maintain clear lines of contact with relevant Feds services. CRT's public Facebook group and Twitter are its main social media presence to the public. The Director is also tasked with coordinating with the SLC Turnkey Desk, particularly with Scott Pearson, to provide an up to date office key list. Furthermore, it is also the task of the Director to collaborate with Feds Marketing to create new responder ID tags every term for on-shift purposes.

1.2.2 Objectives Achieved

Akin to previous terms, CRT social media channels have enjoyed further growth from more significant advocacy and promotions efforts, spearheaded by the Directors of Advocacy & Promotions combined with the Director of Communications. CRT's outreach on social media has expanded this term. CRT's Twitter account has experienced growth from 636 to 651 followers over the term. However, the most significant levels of expansion occurred at the public Facebook page. The number of "likes" by the public on the public UWCRT Facebook page has increased from 1160 to 1313. Shift photos and weekly "Teammate Tuesday" initiatives, as well as substantial

pushes in AnP initiatives were paramount in facilitating growth this term. More joint AnP-Communication initiatives is recommended for future terms going forward.

During this Winter tenure, new ID tag formats have been implemented yielding a more professional ID tag for responders. The new tags have also been expanded to include the non-emergency number for EMS.

This term a new pilot strategy was employed, whereby CRT handled the editing and input of photos into the new ID templates. It was observed that once editing was completed, the tags could be simply printed by Feds marketing, which significantly improved efficiency of ID tag creation. Tags were completely processed and finished quite early this term. While it is more work for the Director of Communication, this practice is also advised moving forward.

Furthermore, a formalized template for taking minutes was also created this term. The new template offers a more systematic and organized method of generating minutes during meetings. Lastly, communication emails were reformatted to into a more organized layout, and a more engaging approach to drafting the emails was taken to increase weekly reading turnout, while also enhancing team morale.

1.2.3 Suggestions

As shown in this term, the Director of Communications position can be expanded to be much more than a simple secretarial position. The Communications position may be used effectively to aid in advocacy and promotions as well as to increase team morale and general member engagement.

Further ventures and joint initiatives between AnP and Communications directors should be explored moving forward. One such recommendation is setting up a Q&A style initiative (using Reddit or Facebook) to foster more engagement with the public. This initiative would allow the public to send in questions, to which responders on CRT can post to respond.

In addition, it was also proposed that another extension to the popular Facebook initiative, “Teammate Tuesday”, may also be employed. “CRT Alumni: Where are They Now” can potentially be implemented in future terms to reach out to responders who have graduated, and allow them to speak about their professional and post-grad experiences past CRT.

Lastly, it was also proposed that additional tags can be made to accompany the termly ID tags. These additional tags would include common team acronyms (e.g. ALGEE,

CPR++, OPQRST, etc.), radio codes and protocol, and the NATO phonetic alphabet that may be useful for responders as references when in the field.

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1.3 Membership

1.3.1 Position Description

The Directors of Membership are responsible for team's morale, unity, and volunteer appreciation. They are also specifically accountable for preparing, scheduling, and heading up the group interview process. The Directors of Membership are also responsible for the maintenance and upkeep of all member files. An important role of the Directors of Membership position is the planning of team socials and other team bonding activities. The Directors of Membership also oversee the procurement of off-duty wear for members as well as end of term gifts for active members.

1.3.2 Interview Weekend

All applicants must have a valid certification with Standard First Aid and any level of CPR. Certifications that we accept are found under Workplace Safety and Insurance Board (WSIB) (<http://www.wsib.on.ca/>)

There were 95 applicants who applied this term. Some applicants required a night interview because they are enrolled in a First Aid course. As of Spring 2016, pre-screening of the applicants occurs after applications close. A session with both the coordinators is pre-planned and all applications are read and reviews and selection for yes/no/maybe with all applicant names is made on a separate doc. After pre-screening, only 80 applicants were given an interview. Out of the 80 people who were scheduled to attend interviews, 15 people did not attended the interviews. Interviews were held during 2 days, with Sunday only having a morning session. For Interview Weekend structure please search the Drive for old files.

The interview process consisted of four components: formal interview, soft-skills situation, communication station, and practical situation assessment. The Coordinators are responsible for the formal interview stations (1), and the Trainers along with ATs were responsible for the practical scenarios (2). Membership devised the communication station activity and associated marking rubric, but RnD, Inventory, and AnP ran this station (3). Finally, Membership created the soft situation along with marking rubric but was ran by Comms, Scheduler, and ATs (4).

A total of 13 rooms were booked out in the Mathematics and Computer (MC) building, but only 8 rooms were used. One room was used for the communications sit (both activities happened simultaneously), two for the soft sit, two for practical sit, two for interviews and one was used as the lockdown room (this is where the applicants

arrived and stayed). The Lockdown room was used to talk to applicants in between stations, and is where applicant pictures were taken to use for the rookie selection slides.

To succeed with a smooth Interview Weekend, All OC and ATs must be present.

1.3.3 Positive Notes

- Positive feedback from applicants on the process
- Rooms booked in advance by coordinators
- Dissemination of schedules and maps for each station helped
- Helpful that applications closed on the Wednesday at midnight so Thursday could be spent sending emails and notifying applicants for their designated time slots, giving them at least 24 hour notice. This also left Friday for just creating member files and scheduling.
- Having each OC member running their sit responsible for setup and takedown of their own room, as well as posting signs in the windows of their rooms to notify the general public that the scenarios are simulated saved time.
- Calibrating the scoring between judges helped eliminate some marking discrepancies
- Making sure that all OC have a schedule and understand when they have to rotate was a bonus to staying on time
- Set up a shared powerpoint with all the applicant names for OC members to input their scores after each person helped with setting up for selection after - add pictures to this powerpoint
- Created a standard deviation excel sheet helped with the selection process
- Having 2 days for interviews and selection on the second day was easier on OC members as they weren't burning out by the end of the day.

1.3.4 Areas to Improve Upon

- Add a component to Interview Weekend that allows all of OC to interact with all of the applicants.
 - Could be in the form of a game.
 - It will add ~10-15 minutes to each round of interviews, but feedback from OC favoured this change, although responses to time addition were not taken as positively.
 - Important to have at least minimal interaction with every applicant, rather than building an impression from scratch, based on feedback from other OC members.

1.3.5 Training Weekend

Membership was responsible for devising activities for training weekend to help applicants bond among their cohort and with returning members. Games such as horses, knights and cavaliers, atoms, huckle buckle, and name tag were played during this weekend.

Improvements: Have name tags or wear ID tags during training weekend to help learn members' names.

General Points

- Use down times and breaks to encourage members to get to know each other better.
- Have mini icebreakers to engage everyone during lunch time

1.3.6 Training Weekend Activities

As part of Membership duties, activities were hosted for each training session for team building purposes. Conducting activities that pair with Trainers' agenda for the session should be coordinated beforehand.

General Points

- List of membership activities have been compiled for reference.
- Delegate hosting parts of the games to Membership Committee members.

1.3.7 Social Events

Membership activities were held throughout the term; there were formal and informal events. Major formal events are BoT, MoT, EoT.

- Create Facebook events for each event. Not everyone goes through the emails and some people forget if it's not on Facebook.
- Encourage all OC members to come out to these events so that they can be the familiar faces on the team, making them easier to approach.

Rookie Night

- Who: Rookies, OC members, ATs
- Where: CRT Office
- Why: Getting rookies comfortable with each other and OC/ATs before training weekend.
- What & General Comments:
 - This event was a great turnout. Almost all of the rookies made it out, as well as majority of OC/ATs.

- Highly recommend having this every term! Rookies were visibly more comfortable and active during training weekend.
- A great way to introduce Rookies to some of the team, before being thrown into a room of strangers for a whole weekend.

Beginning of Term (BOT) Event

- SLC Takeover
- Who: All members
- Where: SLC + CRT Office + SLC MPR
- Why: Bonding to encourage the growth of the family dynamic
- What & General Comments:
 - This event was generally well-received, there was a good turn-out of approximately 20-25 people throughout the overall night.
 - Activities were planned all throughout the SLC and included a potluck, crafts, and board games

Movie Night

- All members were invited to the CRT office to watch a movie and to have a break during midterm studying
- General Comments:
 - Small turnout, but this was expected. About 10-15 members, majority OC/ATs, a few rookies.
 - An intimate event for whoever can make it out. Definitely recommend for future terms.

Middle of Term (MOT) Event

- Scavenger Hunt
- Who: All members
- Why: Stress Relief for Academics/ Work.
- What & General Comments:
 - There was quite a poor turnout for this event, with about 7 OC members and 6 general members in attendance. This was originally supposed to be a campus-wide scavenger hunt, but due to rainy weather, it was moved indoors.
 - OC members were stationed at each location with a clue to get to the next location.
 - Random locations in PAC and SLC were chosen, and clues were made according. Some were riddles, some were song lyrics. To prove the team had gone to the previous location, they had to take a selfie with the OC member there before getting their next clue.

End of Term (EOT) Event

- BANQUET
- Who: All members
- Where: Fed Hall
 - The hall had to be booked at least a month in advance, preferably before
 - You would have to get numbers and dietary restrictions and give it to the catering staff at Feds Hall a week before the event, so they can prepare the venue.
- What & General Comments:
 - There was a big turnout: 59 members paid and showed up, with no one paying and not showing up
 - Feedback was generally positive; food was good, social time was really fun
 - There were some presentations: Graduate appreciation, cassim placements and EOT awards.
 - A murder mystery was planned by Mohesan, the winning table was allowed to go grab dinner first.
 - Tables were assigned to go in a random order after so there won't be a long line at the buffet
 - For next term (Spring), it would be good to have less of a formal event. Instead go out to a restaurant that members could dress up and still socialize.

1.3.8 Off-Duty Wear

- Paris Fashions and Embroidery was the company contacted (Local to Waterloo)
- Art work and plans for off-duty wear sent ahead of time to reduce downtime waiting for the company
- Issues: Give plenty of time for invoices and payments to be made
- Suggest ordering swag as early as possible and start organizing swag after interview weekend
- For off-duty wear, limit the number of items available
 - Suggest no more than 4

1.3.9 Volunteer Appreciation Gifts

- Ordered crewnecks with the Membership shield on the left chest.
- Used the uniform polo shirt sizes from the Member Registration form

- Used TshirtElephant → Super easy to work with. Initial contact was slow, but then emails were getting instant replies.

1.4 Scheduling

1.4.1 Position Description and Responsibilities Checklist

It is the responsibility of the Director of Scheduling to set minimum volunteer hour requirements per member and to schedule shifts, regular meetings and office hours throughout the term. The Director of Scheduling works with the Operations Coordinator as the main contact for event organizers including the Bombshelter Pub, Athletics, UW Staff, as well as Society, Club and Service managers and associated personnel. The Director of Scheduling is also required to manage all administrative tasks pertaining to the UWCRT scheduling website, including tracking volunteer hours for all members. The Director of Scheduling must ensure that all members have valid certifications in their file upon going to shift.

In list form, this includes:

- 1) Set minimum volunteer requirements per member
- 2) Schedule shifts, regular meetings, and office hours (**Internal Scheduling**)
- 3) Work with Operations Coordinator as main contact for event organizers (**External Scheduling**)
- 4) Manage all administrative tasks pertaining to UWCRT scheduling website - RMS
- 5) Ensure that members have valid certifications upon going on shift
 - a. The Director of Scheduling is responsible for maintaining responder profiles on RMS. This included suspending non-returning members, deleting graduated members, adding new rookies and updating the certifications of all responders.

The Scheduler should also watch responder hours and contact responders if they are running low on hours. This can be done using the "Naughty List" on RMS.

1.4.2 Internal Scheduling

Internal Scheduling refers to scheduling times for OC Meetings, OC Office Hours and Regular Training. It is best to get this done as early as possible. A document named, Availability Sheet (Template), was used for internal scheduling. This was shared with all OC members, and from the OC Availability sheet found within the document, OC Meeting times and Office Hours (via the highlighted yellow section) were determined. The Combined Availability sheet was used for setting up weekly OC meetings. The availability sheet was not referred to for the scheduling of regular training as trainings were scheduled to be on Sunday's this term.

The Scheduler is also responsible for helping the Director(s) of Training create shift test schedules for training weekend. Lists of members who need to take tests, as well as rooms numbers should be obtained from the Trainers, and testing pairs should be made. It would be ideal to pair a rookie member with a more experienced member.

1.4.3 External Scheduling

External Scheduling has to deal with organizing CRT responders to provide first-aid coverage for events. The event organizers usually send in a coverage request along with information on the event through an event form. It is then the scheduler's role to analyze the event in terms of risk of injury, number of participants at event, location, duration, and CRT's capability of providing coverage. If a coverage request is sent within a week from the event, first-aid coverage is usually not guaranteed.

All CRT shifts are scheduled using [Real Magic Scheduler \(RMS\)](#). All scheduling instructions are available in the RMS Manual document in the google drive of crtscheduler@gmail.com

Shifts should be on RMS at least two weeks before they begin, with the critical period being one week (7 days). This could vary depending on the Director of Scheduling's preferences and what they see fit. Members typically must achieve at least 75% of their required shift hours prior to exam time, as there have been challenges in the past with members taking most of their hours during Exam Shifts and not contributing to the team during the rest of the term.

1.4.4 Winter 2017 Term

Proposed Changes to RMS

There is currently an "RMS 2.0" that is being worked on by a member of the team. There were some changes applied to the current RMS during the Winter 2017 term. The changes made this term are as follows:

- Rookie duplication error fixed when copying shifts
- AMFR certification section added
- Rookies can no longer take Secondary shifts if the Rookie slot is 'Unavailable'
- Added a 'Next Week' button

The new RMS will be including these changes that were discussed during the Winter 2017 term. Changes are encouraged to be implemented for the Spring 2017 term:

- Separate Suspended and Regular members in admin view
- Change the colour of the links for admins (Take shift vs. boot responder)

- Change ("yes", "no") for suspended column to ("Suspended", "Unsuspended")
- Change colour of shifts that go critical
- Split shifts up by types (buttons for members)
- Ranking System by Hours completed (top 3 members potentially shown)
- Page with link to WordPress, FB, and twitter
- Create an option to allow the rookie slot to open up for everyone on a per shift basis
- Calendar view to choose dates when creating a shift
- Link for the shift sign out form
- Separate Secondary and Rookie requirements so they can be controlled individually
- Notifications or reminders for scheduled shifts
- Save previous hours done, even after the next term
- Alphabetize by first name
- Delete more than 1 shift at a time

There is a proposed schedule to update RMS and get it running before the start of the Spring 2016 term, but the developer is having difficulty with some bug fixes, and was slightly delayed due to their coop workload. We have recruited one other person outside CRT to help with the external image of RMS. Ideally, we'd like to have RMS 2.0 run in parallel to the current RMS during Spring 2017.

1.4.5 CRT Coverage on Campus

Bomber events tend to have high risk for attendees. To increase Bomber coverage, it is important to maintain regular contact with Bomber staff. The main contact for events will be requested through [Cedric Garcia](#), who should be emailed at the beginning of every month to see if there are any upcoming events. It is also helpful to follow the events on the [Bombshelter](#) Pub's official Facebook page in the case that there is a last minute event and Bomber staff forgets to update CRT.

In addition, CIF coverage has remained at 19 hours per week: Sundays 13:00-22:00, Mondays 18:00-23:00, and Thursdays 18:00-23:00. For the Winter 2016 term, CRT did not have much difficulty filling in the Primary slots for shifts; however due to the OC meeting occurring during CIF shifts, finding primaries to take monday was difficult near the end of the term. It is suggested that the OC meeting should not coincide with regular CRT shifts.

1.4.6 CRT Coverage Off-Campus

This term CRT did not cover any off-campus events. Although CRT was requested, we were not allowed. Any requests for off-campus events must be discussed by the Operations Coordinator and be approved by FEDS.

1.4.7 Hours Summary

Total Hours Covered by Primary Responders:	587.5 Hours
Total Hours Covered by Secondary Responders:	583.5 Hours
Total Hours Covered by Rookie Responders:	409.75 Hours

Total Regular Shift Hours by CRT Volunteers: 1580.75 Hours

Total AnP Shift Hours: 243.0 Hours

Total Office Hours Held: 428.0 Hours
Total Official CRT Volunteer Hours **2251.75 Hours**

Summary of Hours Covered

Summary

Primary Hour Requirement: 14 Responders	25 hours	Total Required Hours 350.0
Secondary Hour Requirement: 35 Responders	20 hours	Total Required Hours 700.0 Total Shift Hours -
Rookie Hour Requirement: 17 Responders	20 hours	Total Required Hours 340.0 Total Shift Hours -

1.5 Inventory

1.5.1 Position Description

The Director of Inventory is responsible for the acquisition and maintenance of the majority of UWCRT's physical resources. Keeping track of the team's equipment through an online database, making purchases from first aid suppliers on behalf of the team, managing the team's training provisions, and ordering and distributing uniforms all fall under the scope of the Director's responsibilities. Furthermore, Inventory ensures that packs are prepared and ready for active use on UWCRT shifts. The Director of Inventory also collects new first aid reports from the UW Safety Office and disposes of the biohazardous waste that accumulates as a result of casualty responses on shift

1.5.2 Position Checklist

- Full pack checks at the start of term.
- Full Inventory Cabinet supply count at start of term.
 - Use the inventory database from former Director to estimate if any immediate orders need to be placed per uses of previous terms.
 - Start building a database for the current term and keep track of resources.
- Distribution of uniforms at the start of term and following training weekend (for rookies).
 - Continue the database from previous term to keep track of who has uniforms and which uniform
- Monthly manual AED checks
- Disposal of biohazardous waste at UW Health Services.
- Establish Inventory Committee after training weekend.
- Set up a pack check schedule to be followed by the Inventory Committee
- Develop new inventory-related initiatives that are both short-term and long-term
- Order first aid supplies as necessary, per observation and online database.
- Maintain good communication and develop a rapport between members on the team and specially among rookies.

1.5.3 Winter 2017 Purchases Summary

Quantity	Item
50	Triangular bandage
10	8x10 abdominal pad
5	6" cohesive compressive
2	2" gauze (bag of 12)
10	Large compress bandage
3	Small gloves (box of 100)
3	Medium gloves (box of 100)
3	Large gloves (box of 100)
15	2" Elastic bandage
45	4" Elastic bandage
10	6" Elastic bandage
20	Shock blanket
50	Fluid disposal bag
Quantity	Item
50	Triangular bandage
10	8x10 abdominal pad

1.5.4 Items Consumed

This is available in the Google Drive and titled “Fall 2016 Inventory Database”.

1.5.5 Recommendations

These are some recommendations incoming Director of Inventory:

- Implement new “Ready for shift” tags for packs
 - Find a way to keep people accountable for replacing supplies after shift

- Find new 3 x 8 non-adherent pad distributor.
 - Currently we do not have a distributor that provides this product (the last purchase was made from Amazon)
- Find a way to fit speed splints into our packs
 - Due to their large size I struggled to find a place where a speed splint could fit in our existing packs. Potentially look into condensing the speed splints or find a different design that is smaller in size
- Work with the coordinators to create a long term inventory budget that accounts for equipment and supplies that are more costly to replace
 - For example: BP cuff calibration, replacing uniforms, AED battery's (expire in 2023)
- Design and implement new uniforms
 - Determine the pricing strategy that would work best for the future (members paying for their own uniform vs. CRT paying for it's members uniforms)
 - Potentially find a distributor of ~~tack pants~~ and place a bulk order for all members interested

1.5.6 Inventory Committee

The Inventory Committee was formed on February 7th after Training Weekend to allow rookies to finish their testing. The committee involved 18 members and included most of our rookies this term. Once implemented, the inventory committee kept the packs orderly, double-checking each other's work and signing the schedule appropriately. Most rookies performed checks on a weekly basis without reminders.

The pack checks were performed at least twice a week, thus, each member performed a pack check ~~once~~ every 10 days. The schedule for pack checks for Winter 2017 can be found in the Google Drive and is titled "Winter 2017 Inventory Committee Schedule".

1.5.7 New Initiatives

There were several new initiatives implemented throughout this term:

- New trauma packs diagrams were created and implemented
 - The Med-slinger trauma packs became operational at the beginning of the term after consulting with OC and senior members to finalize the supplies and layout of the trauma packs
- Pack Check reference document was created
 - A word document outlining the major steps was created for members of inventory committee

- Reference tags for individual sections of primary and secondary packs were introduced
 - The idea to include tags on each section of our primary and secondary packs outlining their contents was implemented
 - This project was not effective as there is no means to permanently secure the tags to the inside of our packs
 - Future work is needed to determine if these additional contents lists are necessary and (if so) how they can be adequately secure
- The uniform database is being redone
 - All uniforms will be collected at the end of the term to be renumbered and the uniform database updated
 - A new uniform database should be created in Spring 2017 to reflect the changes
- Explored options for new uniforms
 - Based on survey responses I looked into the prices associated with updating our uniforms (to another polo T-shirt)
 - Quotes for the prices can be found in the CRT Inventory inbox

Draft

1.6 Training

1.6.1 Position Description

As a Director of Training, you are responsible for maintaining the standard of care that CRT adheres to as outlined in the current revision of the team manual. This entails ensuring all active members on duty have received a vote of confidence from the trainers and coordinators and ensuring all members have passed their shift tests before going on shift. Trainers should confirm that all training material being presented is current and any outdated material should be updated. Furthermore, trainers need to be seen as mentors for the rest of the CRT and always trying to further advance the team's training goals. In a similar vein, trainers need to guide assistant trainers (AT's) for the term and to ensure they are developing as both mentors and potential future OC members. The training committee, consisting of the trainers, AT's, and possibly the Operations Coordinator, should meet weekly to discuss and plan future training events and discuss potential roles and responsibilities of the AT's. In this position it is very beneficial to plan ahead as much as possible. As all team members are also students, it is necessary to consider when the workload will be heaviest, such as when the first set of midterms hit. This is why it's ideal to have a detailed training strategy laid out for the term at the beginning and have as much CRT training work done as early as possible once receiving the position.

1.6.2 Winter 2017 Term Summary

- Continued with Rookie Week from S16
- Continued with mental health first aid training
- Emphasized practical and thorough scenario training during monthly trainings, as prepared by the Assistant Trainers
- Facilitated CasSim training in smaller groups in the week leading up to the competition
- Presented a full CasSim debrief at the following monthly training to better indicate strengths and weaknesses

1.6.3 Interview Weekend

The training committee from Winter 2017 discussed the necessity of informing applicants at the time of their interview confirmation what to expect during the interview process, such that they may be less caught off guard, so we completed this again this term. We also used minimum scores for the selection of rookies to avoid unnecessary discussion for candidates.

1.6.4 Training Weekend

Presentations ran more thoroughly this term allowing for more practice time as well as good material coverage. New presentations were created to accompany the detailed information. We opted to continue Rookie Week, as implemented by the Directors of Training in Spring 2016. Rookies came in for a two-three hour block during the week before Training Weekend. In this time they went over the same slides and practices as Rookie Friday, but instead in a one-on-one fashion. We also completed Rookie Night, which was an optional training and social night for Rookies to come in and meet OC/ATs and have additional time to go over training material.

1.6.5 Trainings

Trainings ran well for the most part. Casualty Simulation practice ran on time this term and should as well in the future, practice should be prioritized over additional material, as has been requested by our members. This term did not include any guest speakers, which should be remediated for the coming term, as it is a great benefit to the team.

One of the major issues faced this term was the motivation of secondaries and primaries to engage with training topics. In the future, we recommend using experienced members for case studies and encouraging primaries to take leadership roles during practice scenarios. Similarly, the incoming training team would be benefitted by critically evaluating training incentives to encourage participation and attention during lectures and practice sessions.

1.6.6 Casualty Simulation (CasSim) - World's End

This is the first term that CasSim had a theme, titled World's End. All situations were based on this concept. Would highly recommend doing this every term as it gets judges, casualty volunteers and mostly, the responders, extremely excited to compete. Marketing created an amazing poster for this event which can be found in previous emails titled "CasSim poster".

The Director of Advocacy and Promotions is now in charge of supplying sponsorship for CasSim and organizing food. Both directors were imperative in the process. In the future, it is necessary to coordinate ahead of time to make sure that, should the directors of AnP be competing, that there is someone to collect and disperse the food for lunch, so it does not fall to the trainers at the last minute.

It is noted that Assistant Trainers were all head judges for CasSim this term, along with two additional head judges. This allowed for much needed practice with major shift test scoring which is vital to foster future directors of training and coordinators. CasSim is the first time most AT's mark an MST style scenario so it is

crucial they feel ready and are comfortable doing so. Support judges that did assist this term were mainly past CasSim judges, AT's, rookies from the previous term and Trainers. As was requested last term, AT's and other head judges were taught how to judge and use marking sheets. Additionally, it is imperative that judges complete their judging sheets in full, including their own name and the name of the team they are marking. Both Zayd and the Operations Coordinator were in charge of receiving all judging sheets from the situations to be totaled. This allowed only these two to be accountable for correct addition of scores - allowing for no mistakes in marking. This term there was a feedback was done at the final training as it allowed the responders to really reflect of the situations.

AT's are also in charge of makeup for each of their scenarios after going through a makeup crash course provided by the trainer (optional). This seemed very useful in ensuring makeup was put on in a timely manner, which has been a problem in the past. When getting props for scenarios, it is recommended that you give a list of stores to head judges that you plan to visit so they know what kind of props they can get. If head judges need special props not located at a store the trainer is going to, they should be advised to find the item themselves and be given a budget and told to bring back an itemized receipt for reimbursement from Feds.

In the past, props and makeup were purchased from K-W Surplus, Giant Tiger and Victoria Party Store. Currently, training has a good stock of makeup for next CasSim with maybe just a few paint brushes needed. There are 2 boxes of an assortment of props from previous CasSim events in labelled blue bins, these should be utilized for future CasSim events. CasSim spending (only spending a trainer really needs to worry about) has ranged anywhere from 100 to 250 dollars depending on makeup and props needs. This range should be considered when future budgets are created.

1.6.7 Assistant Trainers

Future Trainers and OC members are reminded that the goal of this position is to mentor future trainers/OC members and create continuity and succession. The AT role is currently very flexible and allows each AT to give as much as they want to the role. A discussion was held at the first meeting to discuss goals, and expectations throughout the term.

During the term the training committee and the operations coordinator (optional based on their availability) should continue to meet on a weekly basis to touch base with regards to what's going to happen at all future training events and so tasks can be delegated accordingly. We had ATs more involved this term in running practise

scenarios during trainings which allows ATs experience running trainings without having to do presentations which few AT's enjoy. This position has developed well since its original implementation many terms ago and now provides AT's with a good amount of responsibility without overloading them. Defined roles while still providing lots of flexibility in the potential roles that can be taken on by AT's has allowed the role to do well both this term and in previous terms.

1.6.8 Guest Speakers

CRT should continue to use all resources including St. John Ambulance (SJA), alumni, and a plethora of guest speakers for topics such as Post Traumatic Stress Disorder (PTSD), Critical Incident Stress (CIS), Mental health first aid training (Suicide/sexual assault training), and 911 dispatch. Outside resources should be contacted well in advance of when trainings will take place to ensure greater participation from these resources.

1.6.9 Mass Casualty Incident (MCI)

As always MCI was conducted within CassSim as a double-sit, taking up two slots, where two teams competed at a time with a unified score. Modified MCI testing sheets were used, to mixed effect - while they are straightforward in premise, the division of treatment levels made it challenging to score teams consistently. This should be re-examined prior to MCI in the coming term.

1.6.10 Training Goals

Goals accomplished this term:

- Continued with skipping the Rookie Night of Training Weekend and replacing it with a Rookie Week instead. It results in a higher rookie passing rate than the previous term and was well received by everyone involved. An optional Rookie Night was implemented as well.
- Primary info sheet created to help guide new primaries, those people who are interested in the position
- Training packs that are more accurate to actual shift packs created, will be expanded upon in the coming term.
- Mental Health Training Initiative was continued
 - Consider implementing a formal subcommittee for mental health promotion, including CIS

1.7 Research and Development

1.7.1 Term Summary

There are currently two active projects under the Director of Research and Development portfolio. The first project is the development of On-Call protocols and logistics and the second project is the procurement and implementation of Epinephrine as a symptom relief medication.

1.7.1.1 On-Call

The change to On-Call would require a change in the format of the way that the University of Waterloo Campus Response Team offers its first aid services. Instead of being available only through the request of Services, Societies and Clubs, the team is looking to change its service such that it would be available either (a) during periods when Health Services is closed or (b) on a 24/7 basis through police dispatch. From previous On-Call exercises during the Spring 2016 Term and the Fall 2016 Orientation Week, five key aspects were identified for improvement. These aspects were: a larger budget for additional supplies and training, more space for equipment and sleeping areas for responders, a vehicle to facilitate faster travel around campus, a dedicated parking space for the aforementioned vehicle and a notification or alarm system to alert responders to a call and provide critical incident details.

1.7.1.2 Survey

We want to gauge student support for our service and we decided that the best way to do this would be through a survey. There are several key factors that will allow for the survey to be successful. Firstly, we want to make sure that we are engaging an adequate number of students. In consultation with Federation of Students Marketing Department, we determined that we would need a minimum of 300 students in order for the survey to be statistically relevant. As of the end of Week 1, 256 students had filled out the survey. While this does put us in good position entering next term, it would be beneficial to still push for the larger goal of 1000 students. This will give us a better idea of how we would fair in a referendum, since this would capture roughly 3% of the student population. Previous Federation of Students Elections have had turnouts in the

neighbourhood of 7%-11% of the total student population. So by capturing nearly one quarter to one half of potential turn out, we can ensure we will have a good representation of student opinion. Additionally, we need to allow the survey to remain open long enough to obtain enough student support. Based upon consultation with Feds Marketing, we would recommend leaving the survey open until May 31st, 2017. This will allow us to partner the survey advertisement with our recruitment efforts, ensuring we are able to reach a larger proportion of the student population than each advertising campaign would garner individually.

1.7.1.3 Space Requirements

On-Call exercises during the Spring 2016 Term and Fall 2016 Orientation Week demonstrated that the University of Waterloo Campus Response Team would require more space in order to transition to On-Call. Our current space is inadequate for a number of reasons. Firstly, current space limitations do not allow for our service to have adequate sleeping facilities within the Student Life Centre (SLC). Additionally, if we procure an alarm system for On-Call, we cannot verify that it would not be disruptive to patrons in the silent study area across from us. Finally, the Student Life Centre currently has a policy whereby Students are not allowed to stay overnight in the Service Offices. This has been an issue when the space has been used as the on-campus base of operations for longer duties such as St. Patrick's Day and Orientation Week. Either this policy needs to be adapted to exempt CRT, or an additional space outside of the SLC needs to be secured.

At other universities with On-Call, responders who are On-Call have a designated space to sleep and work on their academic commitments undisturbed. Obtaining such a space would alleviate concerns from Health Services regarding student volunteer's capabilities to manage their academic commitments and sleep schedule while completing shifts on an On-Call basis. Space was brought up as a concern at the CRAB meeting. At the meeting, Dr. Baldwin said that he could have space for us at Health Services within the next two years. This means that we need a 2 year stop-gap to accommodate us during this transition period. In previous conversations with the Services Manager, it was highlighted that space may be

available for the interim period on the basement floor of the Mathematics and Computing (MC) building.

1.7.1.4 Vehicle

Another element that On-Call requires is a vehicle to facilitate faster transport around Campus. Other Campus Emergency Response Teams have established that numerous forms of transportation can be effective On-Campus. The main three to consider that have been successfully implemented at other campuses are (1) bicycles, (2) All Terrain Vehicles (ATVs) and (3) Sports Utility Vehicles (SUVs) or Pick-Up Trucks.

1.7.1.5 Parking

Communication with Ed Danhausen, the Operations Supervisor for Parking Services has confirmed that CRT will be able to procure a space in the future. Once we know the location, we will be able to finalize costs and potentially set it up as a restricted space depending on location. Ed should be contacted once we know where our On-Call vehicle will need to be stationed.

1.7.1.6 Alarm and Notification System

An alarm system should be implemented in the office to notify responders in the case of a response. This system will be able to be turned on and off by CRT members, a visual as well as an auditory stimulus will be used, UW police will have the access to summon us, a way to turn off the alarm then immediate await instructions will be put in place. This alternative seemed like an option that would ensure that most of the concerns that the responders had brought up regarding sleep schedule can be avoided.

1.7.2 Epinephrine

As with On-Call, the implementation of Epinephrine has multiple main components that are key to its implementation. The five main components are: a protocol for the use of Epinephrine, budgeting for the use of Epinephrine, logging and storage of the Epinephrine, development of a training program for responders to ensure

that the Epinephrine will be used in a safe and responsible manner that complies with protocol and the final approvals from the numerous oversight partners involved.

1.7.2.1 Budgeting

Budgeting for the use of epinephrine is one of the key constraints for the University of Waterloo Campus Response Team. Current forecasts suggest that it would require a nearly \$3600.00 increase to our current budget, recurring per annum. This forecast accounts for the purchase of 12 adult and 12 child Epi-pens, without replacement for use, that would need to be replaced on an annual basis because of expiry. Without additional support from either the Federation of Students, Health Services or the student body, this is not currently attainable for our service. Additionally, as per St. John Ambulance regulation, we would not be able to administer Epinephrine unless it is supplied by the venue, which in this case is the University. In the future, it would be constructive to discuss this with Health Services in order to ensure that they would be able to supply Epinephrine for us. Otherwise, we cannot use St. John Ambulance as our regulating agency or body for the act of carrying and administering Epinephrine.

1.7.2.2 Logging and Storage

At the Winter 2017 CRAB meeting, Health Services agreed to store the Epinephrine on our behalf. Thus, we will be using their logging system as well. While the default storage site could still be Health Services, we would need several on hand for the On-Call room and Office. We would also need a way to store Epi-Pens when shifts end after Health Services has closed, as we would be unable to return them until morning. Another key hurdle with the implementation of Epinephrine is setting up appropriate sharps disposal in each location so that used Epi-Pens can be disposed of safely. The solution to this problem was to have a keycard access safe that could be programmed to accept a Watcard Style Responder ID.

1.7.2.3 Training Program

This term the developed training program was approved by the Campus Response Advisory Board. The next step will be to submit the training program to the St. John Ambulance Provincial and National Councils for approval.

1.7.2.4 Approvals

Thus far, we have obtained approval from the University of Waterloo, Health Services and Tony Lea, the Executive Director for Kitchener-Waterloo St. John Ambulance. In order to proceed further, we will need to create policies for the storage, access and logging of auto-injectors and obtain the necessary storage resources. This, combined with the training program, will be forwarded to Kevin Morgan, who is the Provincial CRT Program Advisor, so that he can seek final approval from the Provincial Council and National Office for St. John Ambulance.

1.7.3 Term Summary - Assistant Researcher Projects

The following sections will provide a brief synopsis of the work completed by the assistant researchers. Each one will outline their project, the main objectives associated with each project goal, work completed during the term, and future work to be completed.

1.7.3.1 On-Call Internal Analysis

To understand the dynamic of the team several sets of observations were made. The preliminary set of observations were taken through a set of interviews conducted with rookies, primaries and Operations Committee members to get a feel of what people were looking for within the office space and on-call itself. By conducting these interviews, I was able to establish what the general needs of the group were and develop a survey in order to get more of a team consensus. After analyzing the data from the survey, the following observations were made:

1. Many people were very concerned about how to balance their academic workloads with the demands of On-Call.

2. Members were particularly worried about having to be on overnight and their sleep schedules.

1.7.3.2 Recruitment and Hiring Procedures

As the largest Feds service, in both numbers and coverage, it is paramount for CRT to take a lead in advancing the acquisition process for general members and the selection process for its executive members, herein referred to as OC for “Operations Committee.” Thus, the main goal of my project will be to enhance the current process for acquiring general and operations committee members by improving scalability, robustness, and time-costs through integrated team feedback and long-term considerations for service expansion.

This term will focus on gathering feedback from members on OC, primaries, secondaries, rookies, unsuccessful applicants, and alumni. The feedback, in general, will aim to comprehensively understand strengths and weaknesses in the current acquisition process. This feedback will be attained from different cohorts as follows:

- 1-on-1 discussions with some past and all current OC members
- 1-on-1 discussions with some past and all current primaries
- Randomized surveying of 50% of secondaries and 50% of rookies
- Randomized surveying of unsuccessful applicants
- E-mail survey blast of CRT alumni

Each of the surveying methods will incorporate quantitative-/qualitative-based questions to attain both numerical data and opinions. With the numerical data, *basic* statistics will be considered to determine if there are significant differences in opinions between the different cohorts. This would enable better decision-making when creating the retrofitted acquisition process.

Improving time-costs requires the new processes to either maintain or decrease the amount of time it currently takes to acquire members for the general team or OC. Though this will be a challenging project, it aims to alleviate stress from OC members by providing a well-developed, retrofitted general/OC member acquisition process that can be depended on.

1.7.3.3 Team Development

The main goal of this project was to increase the number of Primaries on CRT through the efficient development of rookie/secondary members and standardizing primary training, thereby reducing transition time between ranks.

In order to accomplish this goal, three main objectives have been identified:

1. Develop the leadership, soft skills, and interpersonal capabilities of prospective primaries more efficiently.
2. Ensure that Secondaries transitioning to Primaries are comfortable and capable in their new role.
3. Generate standard operating procedures for primaries while on different shifts.

Based upon the above objectives, the following deliverables were generated.

- A. Generate a team 'ethos' to clarify expectations and promote a stronger sense of unity
- B. Compose a document of Primary 'best practices' and expectations in conjunction with Training's overview of the role.
- C. Create a system in which members' soft and leadership skills are continuously practiced and improved upon.
- D. Compose a document of 'tricks of the trade' so that general responding knowledge can be passed on easily between members and between generations of responders.
- E. Revise and post fictional FARs in the office (one medical, one trauma) to demonstrate proper FAR writing practices.
- F. Ensure that a copy of both SFA and AMFR manuals are made available in the office at all times.

First-aid reports (FARs) are a critical component in documenting legal information in each response. They are used to inform other medical professionals on a casualty's condition, protect our responders from legal repercussions, and record statistics for the Safety Office at UW. Due to their significance, it is imperative that these documents are filled out appropriately in every situation. In order to ensure the

standardization and correct documentation of responses, two example FARs are being created: one related to medical emergencies and the other to trauma. Descriptions of how to complete each section of the report are included in the document being composed. Once completed, they are to be posted in the office for Responders' reference.

In the interest of providing easily accessible sources of accurate first-aid information, it was recommended that a Standard First-Aid and Advanced Medical First Responder manual be available in the office at all times. A copy of each has been secured and are in the CRT office.

1.7.3.4 On-Call Detailed Budget

The main goal of this project is to create a spreadsheet with various tiers for team advancement and establish the associated costs with advancing and maintaining the team to each tier.

The tiers are as follows:

Tier 1: Continue as is (SFA + MFR Primaries), but add Epinephrine.

Tier 2: Upgrade team to MFR Standard of Care and add Epinephrine.

Tier 3: Upgrade team to MFR Standard of Care, add Epinephrine, add 4 Seat ATV*, and add Partial On-Call (25%).

Tier 4: Upgrade team to MFR Standard of Care, add Epinephrine, add Small Vehicle*, and add Partial On-Call (50%).

Tier 5: Upgrade team to MFR Standard of Care, add Epinephrine, add Vehicle*, and add Partial On-Call (75%).

Tier 6: Upgrade team to MFR Standard of Care, add Epinephrine, add Oxygen, add Vehicle*, and add Full On-Call.

Tier 7: Upgrade team to EMR Standard of Care, add Epinephrine, add Oxygen, add Vehicle*, add Full On-Call.

* For the sake of showing the cost difference between the three types of transportation, they are separated into 3 tiers. In reality we will only go with one mode of transportation

2.0 Coordinator Review

The following sections are a synopsis of the key elements of the Winter 2017 term from the Coordinator role. It is key for incoming coordinators to review the changes outlined below in order to facilitate a smooth transition between terms. Please address any questions regarding the summary and changes highlighted in this section to either Saad Ahmad or Tatiana Portelli-Graham.

2.1 New Policies

The purpose of the following section is to outline the major changes associated with the University of Waterloo Campus Response Team Team Manual. Updates to Revision 4 are currently underway, and Revision 5 will be submitted for VP Internal and Services Manager for review by the end of April or in the beginning of Spring 2017.

2.1.1 Rookie Selection Policy

The Rookie Selection policy was rewritten after complaints were received that our methods were not efficient. Our policy now ranks the candidates according to how well they scored in our variety of tests. This method will allow the process of Rookie Selection to be faster, as we do not have to review all the candidates.

2.1.2 Primary Development Plan (PDP)

In order to have more people be promoted to Primary, we included the Directors of Training to have the ability to write and manage PDPs. This way the Trainers can have the ability to see where secondaries need to have more training and help facilitate that growth.

2.1.3 Third Shift Test Policy

Currently our policy states that after three failed shift tests, it is an immediate team dismissal. We found this term that a lot of responders were not willing to practice before their third shift test, therefore having one of our members being dismissed. We as an Operations Committee have changed our policy so that members must meet with one of the Trainers or Coordinators to go over simple responder skills, to help them practice before their third shift test.

2.1.4 Manual Blood Pressure Test

Some of our responders have the certification to take manual blood pressure in the field. To regulate our responders, we created a test that measures their skill in taking manual BP. If they pass the CRT-made test, then they will be allowed to take manual BP if their certification allows them to as well.

2.1.5 Certification Reimbursement

Our current policy was written to reimburse responders after they had completed AMFR (Advanced Medical First Responder), in hopes that they would become Primaries. We changed our policy so that members who want to take AMFR must score above 800 on our shift test (a score a Primary must hit in order to remain being Primary). The member also needs to be willing to give two terms of being a Primary.

2.1.6 Off-Duty Wear

Our old policy stated that our logo should not be printed on any off-duty wear. We wanted to maintain our professionalism and not emulate our uniform on our off-duty wear. We evaluated this practice and found that it would be appropriate for our logo to be on some special items. Our new policy is to have any swag with our logo get approval from OC and once it has approval it can be created.

2.2 Review of the Term

2.2.1 Priority Slots for responders at Counselling Services (Cheri Bilitz)

Cheri Bilitz arranged for priority slots to be available for UWCRT responders in the event of a mental health emergency, and agreed to have slots made available promptly for UWCRT members in the future. Please make sure to inform the team about this term to term. If a private phone call has to be made, the VP Internal and Services Manager have offered up their offices for use. Coordinators are also allowed to ask all members to empty the CRT office to make this call. It is recommended that the responder's information is on hand before making the call as this is required from Cheri. Information required: Full Name, Student ID, Phone Number and some availability. If Cheri's answering machine comes up, please do not leave any of the responders information. Instead leave one of the Coordinator's call information and a brief message similar to "Hi, my name is *insert name* calling from the Campus Response Team. We have a responder who is in need of a priority slot at counselling services. Please feel free to contact me at *insert number*. Thank you".

Cheri Bilitz: cbilitz@uwaterloo.ca

2.2.2 Exam Shifts (On-Call)

Due to responder shortages, exam shifts were reduced to when Health Services was not available (note 7PM-10:30 M-Th, 4:30PM-10:30 F, 8:30AM-10:30 PM Sat), and there were several hundred people writing exams. Donations (500 per term) were requested of the Registrar in Fall 2016 in support of taking on more members. This amount has not been received. Secondly, donation request for Winter 2017 has not been met either. Follow-up needed as this issue was not resolved this term. Responders were stationed within the CRT Office and dispatch via calls direct to the office or cell phone.

2.2.3 Donations (Athletics, Exam Shifts)

It is important that CRT has access to funding other than Feds. Due to the amount of CIF Intramurals shifts we take, it is reasonable that we receive donations from Athletics to cover the cost of inventory expenses. 500 has been given for this fiscal year. It is essential that we ask for more (500 per term). The end of the Fiscal year is the end of April therefore this term is when we may be able to negotiate a better deal. The original deal was that CRT contributed 15-20 hours a week for \$500 for the whole year. This is not beneficial to CRT. Talk with Feds VP Internal and have a jointed discussion between Feds, Athletics and Spring Coordinators on a higher rate. Similarly with the Registrar for exam shifts - see above.

2.2.4 St. Patrick's Day - Event & Recommendations

The Operations Coordinator, Saad Ahmad, was in charge and oversaw this event. This term St. Patrick's Day was on Friday, March 17th 2017. All files are in the Coordinator Drive → 2017 → 2017-Winter OC → St. Patrick's Day - W17.

Approximately a month before event make sure to get in contact with Bomber Management, Director of Police Services and Residences Director in regards to their schedules and functions. Please use Gmail to review past email conversations between the Operations Coordinator and said resource.

To set up responders in residences the Residence Director, Alex Piticco, was contacted. He referred the Operations Coordinators to Stephanie Wells, Residence Life

Manager. She provided CRT with the go-ahead to be stationed in the residences during the day and overnight. Stephanie also reminded all of the residence dongs about CRTs 24 hours on-call time as well as the CRT cell number to be called for emergencies. This was extremely wonderful - Thanks to Stephanie Wells for allowing CRT to be at the residences for support during St. Patrick's Day.

CRT received a services parking pass from Parking Services to park the rental car. The car was stationed in the PAC/SLC services parking spot. Make sure to contact a month in advance. CRT also received four radios from Police Services. This was done by speaking in person with the Interim Director of Police Services, S/Sgt. Ken Jessop, who left the radios with a police dispatcher at the front of Police Services Office.

A week before St. Patrick's Day - the Director of Scheduling released an availability sheet for team to fill out. This allowed the Operations Coordinator and Director of Scheduling to add responders to shift. A total of five teams were on active duty - stationed in the CRT Office, Bomber, MKV, V1 and UWP. Please review the St. Patrick's Day Schedule - W17 in the drive for reference.

A supervisor (Saad Ahmad) was present for all times more than one team was present on call, this time 1600 to 0800. An assistant supervisor was also present for majority of the day to learn how to supervise large scale events. They had access to the CRT Cell Phone (which had the CRT Office phone on forward), AED and the rental vehicle. The vehicle was rented from Enterprise located on Weber St. Waterloo. A SUV was chosen over a car or golf-cart due to the weather, which called for rain/snow, as well as providing enough room for two supervisors and 3 responders plus packs. The SUV was purchased using CRT's budget. Supervisor's role was to transport responders place to place. A transport schedule is in the drive titled "transporter".

Zayd Schafer recommended that for next years event, the Coordinator work with the colleges around UW to set up teams. A recommendation made by Zayd was to remove the V1 team as MKV is able to cover the residences in that area. This will allow the V1 team to be placed into of the the central colleges.

Special thank you to Janelle Quinn for volunteering for 16 hours (Regular + Supervisor) as well as Zayd Schafer and Rahul Varghese for their input and recommendations along with assistance with Supervising the event. This event would also not be possible without the help and time management of Dorothy Soares, the Director of Scheduling who made sure to provide every responders with hours and experience. Thank you all.

2.3 Recommendations

2.3.1 Recruitment

Ensure that recruitment begins very early on in the term, with class announcements and booths to provide in communication with the team. Once applications close, schedule time to go through them and invite applicants that so potential to the team. By sorting through applicants, it will lower the workload and time commitment of OC. Interview Weekend should be spread out on two days for Fall and Winter term, as applicant and interviewee numbers are significantly higher compared to Spring. As stated above, we changed our Rookie Selection policy to greatly decrease the amount of time spent on selection.

2.3.2 SLEF Funding

This term we wrote a SLEF proposal for new equipment. We asked for funding for new BP cuffs, pulse oximeters, epinephrine safe, FAR cabinet, and an AED. We recommend asking OC members early in the term to think about what the team could benefit from having and starting the proposal early. This term we were given funding for pulse oximeters and BP cuffs, which will be bought in the Spring 2017 term. Health Services has agreed to help us find appropriate BP cuffs and pulse oximeters that would work in the field and also be cost effective.

It is extremely important that SLEF money is recorded and shared with incoming coordinators. This term we found that two years ago, CRT was granted SLEF money for a variety of things and did not spend the money. Whether this is from a miscommunication or a lack of timing, it is imperative that this never happens again.

2.3.3 Equipment Usage

During the Winter 2017 term, we found that many of our BP cuffs were showing errors while on shift or not working. We also found that four of our radios broke during the term. It is crucial to remind all members of the team about how to treat our equipment (radios - nothing to be clipped onto antennas, BP cuffs - not to be dropped and handled carefully). It is also extremely important for our equipment to be calibrated and tested properly and in a timely matter. Our AED is checked daily and an additional, more thorough check is completed monthly. Our BP cuffs should be calibrated every two weeks at least. Once we obtain pulse oximeters, these should be checked every two weeks as well.

2.3.4 Communication with Health Services

It was found that the more communication that is kept between Health Services and our service, ideally through the coordinators, is the most beneficial. Through our communication with Health Services, we were given a donation of training BP cuffs,

offers for new supplies, and help in acquiring new equipment at their discounted rate. They are a terrific resource that our service should work with and rely on more.

2.4 Responder Files

As part of the drive to reduce paper use and free up cabinet space, responder files (debrief comments, hours, awards) were done electronically. Responder files are to be created and updated in the Google drive file labelled Member Evaluation and Monitoring. End of Term file review was also completed electronically and can be found in the Member Evaluation and Monitoring Folder under Winter 2017 File Review.

The member files will be reorganized before the Spring 2017 term into Active, Inactive, and Alumni files. The Alumni files will be organized by year, so that they can be destroyed at the appropriate time in a prompt manner. The active and rookie files will be accessible by all of OC. This will allow, for example, Membership to place pictures of certifications in the responder files, and for the Scheduler to easily view if members certifications have expired. The certifications for all members are currently being collected and stored again between Winter and Spring 2017.

2.5 Campus Response Advisory Board (CRAB) Meeting

Overall, three topics were covered at the CRAB meeting. Each one has a dedicated section reviewing the progress and relevant information below.

2.5.1 Tiered Budget for Upgrading Standards

From previous CRAB meetings, Health Services inquired about a researched budget that allocated money towards our goals as a service. There were seven tiers made and presented, each tier allowing us at least one additional upgrade in our standard of care. This was brought forward to the CRAB in the hopes that a cost sharing plan between Feds and the University could be generated.

The budget was created based off of other University Campus Response Team's after comparing our own budget against theirs. It was found that our service has the lowest budget when compared to schools of similar sizes. The team has reached its maximum potential with its current budget and requires further funding in order to advance.

One of the main goals is to become an on-call 24/7 service, however this requires many resources that are outlined in the tiered budget. Significant infrastructure upgrades will be required for sustained on-call capabilities. The elements that have currently been identified as requiring an upgrade have been listed below:

- Vehicle

- Space
- Beds
- Alarm System

2.5.2 CRT Awareness and On-Call Survey

To gauge the students' opinion on having our service upgrade our standard of care and become on-call, a survey was completed and presented to CRAB. The survey also was designed to gauge student awareness for our service and to analyze our image. The survey questions can be found online and in the Coordinator drive. It is our expectation that we receive enough submissions by the beginning of Spring 2017 to begin analyzing the information and moving forward.

2.5.3 Epinephrine Training Protocol

The new training protocol for Epinephrine was presented to CRAB. The training was met with support, and was developed to meet the team's requirement to obtain Epinephrine. We also presented an Epinephrine administration test, that would be treated as a minor skills test, and would be required to be completed by all responders on the team every term.

2.6 Awards

This term, four awards were given out. Davin Singh was given the award for Beyond the Call of Duty. Dana Miettinen received the award for Fountain of Knowledge. Nathan Nagallo was awarded the rookie of the term. Geena Frew received the CRT Spirit Award. UWCRT also placed third & seventh in the ACERT NCCER competition this term, with two teams present.

2.7 Debrief Summary

Copy of this terms Debrief are in: Member Evaluation and Monitoring → Responder File
→ Debriefs → Winter 2017 Debriefs (Responses)

2.8 Response Tracker Statistics

The statistics for Spring 2016 - Winter 2017 will be compiled between the current Operations Coordinator and Spring 2017s new Operations Coordinator. This will be

compiled once Exam Shifts conclude. This compilation of statistics is very important to the further advancement of UWCRT thus will be a timely process. We hope to have it completed before the start of next term. A document titled “Response Trackers Statistics:Spring16-Winter2017” will be sent to Brendan Lowther and Vice President Internal.

Draft



For Sexual and Gender Diversity



End of Term Report
Winter 2017

Prepared By:

Sabrina (Brie) Treviranus & Rachel Yavnai

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Introduction

This report highlights all the actions carried out by the Glow Centre for Sexual and Gender Diversity within the Winter 2017 term at the University of Waterloo. Please see the [Table of Contents](#) above for all that will be included in the report.

There were difficulties recruiting enough applicants to fill the Executive and Coordinator positions. Permission was given by the council to allow for a non-student to fulfill the role of Service Coordinator.

Progress has been made in the Making Spaces program, and we have become a member of the Rainbow Community Council. We also continued with our regularly scheduled weekly events. The library was officially integrated into the TUG (TriUniversity Group) database, and we will continue cataloguing books so that our library will be fully accessible through the online library system. We held our first event in collaboration with HeForShe, and plan on continuing this partnership in future terms.

Volunteer Management

Winter 2017 Coordinator and Executive List

Service Coordinators	Sabrina (Brie) Treviranus Rachel Yavnai
Internal Director	Wanning Luo
External Director	Dimitri Walters
Social Media & Marketing Director	Rebecca (Beck) Mallozzi
Advocacy Director	Charles Peitzmeier
Education Director	Mohamed Fahim
Transition Director	Jameson Ngo
Social Director	N/A

Coordinator/Executive Recruitment and Selection Process

Coordinator and Director candidates were recruited via social media, word of mouth, and marketing posters within the Centre. All position (Coordinator, Executives, and General Volunteers) applications are hosted and managed on the online LEADS platform. Due to a lack of responsiveness from the advertisements, the Coordinators e-mailed past and current volunteers that were exemplary in their volunteer roles, and encouraged them to apply. We achieved moderate success with this method, as two of the individuals contacted did apply, and we were able to move forward with the selection process.

All incoming Coordinators and Executives for Spring 2017 were considered and elected by the current Executives. There were only six applicants for the seven positions (most applied for more than one position).

In Winter 2017 and Fall 2016, the Social Director role has been absorbed by the Executive team. Typically, the event reports would be split amongst the entire team. The Coordinators would initiate the planning of the volunteer socials with input from the team, and the Internal Director would plan the event. The Social Media & Marketing Director would coordinate with the Internal Director on weekly event facilitators and planning discussion topics and movies for the various weekly events. This method was moderately successful, however, it required initiative from Executive members to volunteer themselves for additional tasks.

After some consideration, the Winter Executive team decided to combine the Social Director role between two other Executive positions: Internal and External. As the Internal Director is in

closest contact with the General Volunteers, they will mainly be responsible for the planning of weekly events and communicating with Event Facilitators. The External Director will plan the social events for General Volunteers. The Executive team will split the task of completing event reports, as done in the previous two terms. We expect success from this method, as roles are clearly defined from the beginning of term, and delegated advantageously to certain Director roles.

Spring 2017 Coordinator and Executive List

Service Coordinators	Judy Liu Charles Peitzmeier
Internal Director	Kit Cui
External Director	Mohammed Fahim
Social Media & Marketing Director	Shelby Paxton
Advocacy Director	Angela Butron
Education Director	Chloe Simms
Transition Director	Rebecca (Beck) Mallozzi
Social Director	Kit Cui Mohammed Fahim

General Volunteer Recruitment

Volunteers were recruited through social media, encouraging past volunteers to return, posters made by Feds Marketing, and word of mouth. Applications were submitted via LEADS.

Changes were made to the volunteer application form. Due to our consistent increase in volunteers, we no longer require mandatory office hours for each volunteer. Instead, we have provided options in which applicants can designate which role(s) they would prefer: holding office hours, event facilitating, offering peer support, or being part of the Events Committee. There is a section to indicate which weekly event(s) they would prefer to facilitate. Coordinators must now ensure that they thoroughly review the applications prior to volunteer training, and provide this information to the Internal Director for scheduling purposes.

Training Information

This term we offered two training dates on January 7th and 14th, on the first two Saturdays of the term. This information was added to the volunteer application in LEADS, so that applicants understand beforehand which days they should be available in order to volunteer. The first training was our full training with peer support training included, and the second was the alternate training.

For the first training date, Counselling Services' Tracy Morgan returned to be our peer support trainer for the first half of the training, offered in conjunction with the Women's Centre. Food was ordered from Queen St. Commons, and beverages were purchased from Sobey's, the costs shared equally between Glow and the Women's Centre. Having vegetarian, vegan, nut-free, and gluten-free options was helpful in making the food accessible to all volunteers. Following lunch, we took our attendees to the Glow Centre to finish our own portion of training. The space was slightly cramped, but we believe it was beneficial as it allowed us to explain certain tasks with visual references (for example, when explaining where to find supplies). This makes training more inclusive and accessible to those who have never been in the Centre before.

The second training was held exclusively in the Glow Centre, and covered the standard Glow training (history of Glow, duties of a General Volunteer, policies, etc). Peer support training was not provided; those trained on this day were ineligible to provide peer support training throughout the term.

Having only two training dates proved successful. Previously we have had an upwards of three training dates, with potential for a fourth. However, due to the strain it places on scheduling for the Internal Director, we suggest limiting the number of training dates to two.

Midterm Policy Review

Following through with a recommendation from previous terms, two midterm policy review workshops were offered. This was done to ensure that volunteers were reminded of the three policies and their importance within the Centre, and to discuss the common ways in which they are broken and maintained within the Centre.

A further description of the midterm policy review can be found in the Internal Director Executive Report in [Appendix 1](#), and the event reports for both Midterm Policy Reviews are in [Appendix 3](#). Scenarios used can be found in [Internal Appendix B](#).

For those who could not attend either review date, the Internal Director created a Google form quiz. This asked volunteers to fill in a free-form answer on what to change in each scenario. This Google form can be used in future terms, for those not able to attend either of the midterm policy review workshops. However, this option should not be made immediately apparent to volunteers, so as to dissuade them from not attending the in-person workshop.

In the future, we would recommend starting the midterm policy review during week 6 of classes, since some volunteers had yet to participate by week 10, defeating the purpose of it being a midterm review.

Library System Training

For information on library system training, refer to the Education Director and Transition Director executive reports in [Appendix 1](#).

Meetings

Executive meetings were held in the Feds West Wing Boardroom 2 every Wednesday, from 7:00-9:00PM. Continuing from previous terms, each meeting included a preliminary check-in with each Executive, which was proven successful. Having a to-do list and highlighting particular director roles with certain colours helped with identifying action items.

This term, our meeting notes were especially thorough, in comparison to previous terms. We highly recommend continuing this thorough note-taking, as it helps present and future Executive teams when planning events or reviewing past decisions.

For the final four weeks of term, the IT department was using the Feds Boardroom, and rooms were booked in the SLC and surrounding university buildings. This caused some confusion each week, as the room was different each time and in varied buildings. While the Feds Boardroom is the most ideal spot for weekly executive meetings, we would recommend having a back-up room reserved throughout the term, in the instance that there are last-minute issues with relocating.

Volunteer Retention and Engagement

The creation of the Events Committee, whereby members would be contacted directly with extra volunteering opportunities, was made in an attempt to combat a recent lack of engagement. Unfortunately, this did not seem to be effective and was essentially disbanded by the end of the term.

Following some complaints about General Volunteers treating Centre guests unprofessionally, we discussed the possibility of allowing volunteers choose if they would like to hold office hours. This also serves to include those who are uncomfortable hosting hours. Changes were made to the application to allow volunteers to indicate which of the following they are interested in: office hours, peer support, event facilitation, events committee. Spring Coordinators should be mindful of the change and reflect on its effectiveness.

Volunteer Recognition and Appreciation

The Volunteer Appreciation budget allows for \$10.00 per general volunteer, and \$20.00 for active peer supporter volunteers. We held an end-of-term volunteer appreciation event to recognize the hard work of our volunteers during the term. We used the Feds button-making machine, and allotted three to be made per volunteer. Pizza was provided from Campus Pizza - with vegetarian and vegan options - and drinks were provided from the Bombshelter Pub. The button making was incredibly successful, and we recommend revisiting this activity in future terms.

The volunteer appreciation gift consisted of lanyards with the Glow Centre logo, given with a thank you card, in personalized paper sacks. Three top volunteers were awarded a \$10.00 Feds gift card. We would recommend ensuring that the volunteer appreciation gift is ordered ample

time in advance, to accommodate for shipping time. Continued consideration should be given before gifting items with the Glow logo, as some individuals are not comfortable being publicly associated with the service.

Executive Recognition and Appreciation

The appreciation budget allows for \$30.00 per executive. The team voted on hoodies with the Glow Centre logo on it. As this was a more expensive option, we voted on whether or not everyone would be comfortable with pitching in the remainder of the amount.

The hoodies were ordered from Traces Screen Printing, and had the title "Executive" printed on the arm. For an additional fee, there was the option to embroider a name on the other arm. An executive social was also considered in addition to the gift, however, due to the workload at the end-of-term, it was not possible to align everyone's availability.

Communication

Website

Three major updates were made to the website throughout the term. The following is a list of the most significant changes:

- Wording changes were made throughout the web pages.
- Resources in the Incident Report Form and the main page were given up-to-date websites and hyperlinks.
- Changing font colours to remain consistent across all web pages.
- The lending library tab was updated to reflect our association with the TUG library system.
- Our three policies are now available for viewing as a separate tab on the website.
- The gender neutral washroom map tab was updated to include information on the Equity Office's most recent list of inclusive washrooms on campus.
- Adding Tea Time Talks as a weekly event.
- Adding a reading week and exam hours section, which links to the Facebook page for a recent schedule.

As in previous terms, we would like to continue advocating for services to edit their own page and streamline this process.

Events and Activities

The following events were organized or attended by Glow. Our major event this term was string of events as part of Healthy Sexuality Week. Reports for these events can be found in [Appendix 3](#).

Weekly Events

This term, we continued to host our four weekly events: Talking About Things (TAT), Board Game Night, Tea Time Talks (TTT), and Movie Mayhem. Feedback for these events can be found in the Internal and Social Media & Marketing Executive Reports in [Appendix 1](#). Event reports for each weekly event can be found in [Appendix 3](#).

Drag Me to the Bomber

This term featured the Ladies on the Edge, a drag queen group consisting of Miss Drew and two other performers. They were paid an honorarium of \$250.00 total. The show also featured the UW Drag Club for the second time. The Services Manager suggested we pay the club \$5.00 per performer; however, this was not followed through.

Healthy Sexuality Week

Healthy Sexuality Week consisted of five events, from Monday to Friday. Event reports and further details for each can be found in [Appendix 3](#).

- The Talking About Things topic was Porn & Sex Work, and was mediated by our special guest Jelena Vermilion (Scarlett Gillespie). This event had an impressive turnout, and many questions were asked. However, we received a suggestion that the event should have been held in a separate room, due to the explicit nature of the topic and the possibility of a Safe Space Policy breach.
- Since the week coincided with Valentine's Day, we commissioned an artist to design queer and trans-inclusive Valentine's Day cards. We hosted a booth in the SLC Marketplace to hand out the cards, which were well received.
- For the Wednesday event, we had the SHORE Centre come in to host Great SEXpectations, an interactive play on healthy relationships. The audience for this event was fairly small and mostly consisted of Glow Executives. Future events involving outside organizations should be extensively advertised to ensure sufficient turnout.
- Movie Mayhem featured Perks of Being a Wallflower. The attendance was typical of other movie night weekly events.
- Friday, we had Ace Toronto come in to host an asexuality workshop. This event was important to include, as it solidified the fact that healthy sexuality can also include asexuality. This event was also poorly attended, with only three participants. However, those who attended were very engaged. Future events involving outside organizations should be extensively advertised to ensure sufficient turnout.

Pride Community Meeting

Following the release of Pride Toronto's commitment to honour the demands made by Black Lives Matter Toronto at their Pride 2016 sit-in protest, we were urged by the Services Manager to host an event where community members can openly discuss the issue. There seemed to be concern from Feds that by going to Pride 2017, we would be making a political statement in support of Pride Toronto and Black Lives Matter Toronto. We were reminded that Glow also

represents the University of Waterloo when we are at Pride, and our decision would need to consider the opinions of those outside of Glow.

The event was held in a classroom in QNC and was mediated by the Feds President, Chris Lolas. There were ~20 in attendance; mostly students and alumnus, one Feds representative, and one community member. Those who spoke were very clearly in support of Glow going to Pride, and suspicious of our reasoning for hosting the event. There was some discussion surrounding who whether Glow represents the UW student body, the LGBTQ+ community, or the Federation of Students. Some attendees stated that Glow was expressing a political opinion by simply hosting the event, and it is not the opinion that an anti-oppressive organization should be advocating.

Following the meeting, the Executive team met to anonymously vote. Everyone was in agreement that Glow should attend Toronto Pride this year, and should make a public expression of solidarity on social media.

The above concerns were discussed with both the Executive team and the Services Manager. It was concluded that Glow should be able to speak freely on controversial matters when relevant to our purpose as a service. In this case, Glow should have been able to refuse the request to host the event and to speak in favour of Pride Toronto and Black Lives Matter Toronto.

Queer Ball

With funding provided by HeForShe, we hosted a dance in St. Paul's Alumni Hall. Tickets were free, and issued via Ticketfi to give a better estimate of attendance. Food was ordered through St Paul's catering service, Chartwell's. UW Catering Services provided a split liquor licence, bartender, and two security guards. Music was provided by DJ Bane, a member of Across the Board Entertainment.

~70 guests attended, and general feedback was positive. It was recommended that this become an annual event, however future Coordinators should be mindful that the event date does not coincide with other important campus events.

Refer to the event report in [Appendix 3](#) for more details.

Partnerships and Collaborations

We hosted booths at the following events:

- Gender Equity Fair, hosted by HeForShe
- Mental Health Fair, hosted by Waterloo Collegiate Institute (WCI)
- GSA conference, hosted by OK2BME
- Gendered Violence on Campus panel, hosted by Equity Office

Coordinator Brie maintained their role as a Glow representative in the Working Group for Sexual and Gender Diversity. The group had one meeting this term, which was also attended by the current Advocacy Director. The task of managing student panelists for Making Spaces trainings was given to the Advocacy Director.

Coordinator Rachel has taken steps to involve the Glow Centre in the Rainbow Community Council (RCC) and attend their bi-monthly meetings, which are collaborative meetings of LGBTQ+ centres and other groups in the Kitchener-Waterloo area. The Glow Centre should ensure that steps are being taken to remain involved with the greater KW community, as they can offer valuable feedback, insights, and resources.

Glow provided space, per usual, for the Women's Centre to host their bust casting event. Changes were suggested and implemented to ensure that the event was explicitly open to trans and non-binary folk. Ensure in future terms that the event is hosted on a Wednesday night, so it does not interfere with one of our weekly events.

Inventory

The following is a list of important new items and resources acquired this term:

- Corkboard installation, serving as an LGBTQ+ events calendar
- Book donations box created by the Education Director
- Two car magnets for Pride float
- New vinyl banner for Pride contingent
- Various coloured bowls, purchased to hold chips at the Queer Ball
- Additional tote bags left over from F2016 volunteer appreciation
- Additional lanyards left over from W2017 volunteer appreciation
- Additional empty buttons left over from volunteer appreciation
- 300 Straight as Ring Road buttons
- 300 Blood Ban buttons
- Glow Centre adhesive stickers

Budget

This term, we submitted an application for an international work study student. Although no applicants responded, we would encourage submitting this application again in Spring term. This international work study student would be hired to collect information about Glow's history, as preparation should begin for Glow's 50th anniversary in 2021.

Account #	Name	Budget	Amount Used	Notes
6205-64040	SALARIES WAGES P/T	\$350.00	\$0.00	No work study applications were received.

6215-64080	VOLUNTEER RECOGNITION	\$ 2580.00	\$690.00	Lanyards, pizza and drinks, button-making, and gift cards for top volunteers. Sweaters for executive appreciation.
6325-65090	GENERAL OFFICE/ COMPUTER SUPPLIES	\$ 400.00	\$200.00	Tissues and other general supplies were bought throughout the term; the remainder was used to acquire a corkboard.
6405-66030	TRAVEL/CONF/WKP/ PROF DEVELOPM	\$ 250.00	\$176.00	Rented a vehicle to attend the Ace Toronto (Un)Conference, and OK2BME GSA conference.
6800-64090	VOLUNTEER TRAINING	\$ 680.00	\$251.00	Food for training split with Women's Centre.
7165-70010: SPEC03	SPECIAL EVENTS	\$ 4,000.00	\$1535.00	Honourariums, Queer Ball, weekly event snacks, and Healthy Sexuality Week events.

Proposed Budget 2017-2018

Account #	Name	Budget 16/17	Proposed 17/18	Change?
6205-64040	SALARIES WAGES P/T	\$ 350.00	\$350.00	-
6215-64080	VOLUNTEER RECOGNITION	\$ 2,580.00	\$2,700.00	+\$120.00
6300-65010	TELEPHONE	\$ 350.00	\$350.00	-
6320-65070	PHOTOCOPYING	\$ 75.00	\$75.00	-
6325-65090	GENERAL OFFICE/ COMPUTER SUPPLIES	\$ 400.00	\$300.00	-\$100.00
6400-66010	ENTERTAINMENT/PROMO/M EETING	\$ 100.00	\$100.00	-
6405-66030	TRAVEL/CONF/WKP/PROF DEVELOPM	\$ 250.00	\$250.00	-
6415-66060	SUBSCRIPTIONS	\$ 100.00	\$150.00	+\$50.00
6600-67080	ADVERTISING	-	-	-
6715-68080	MISCELLANEOUS	-	-	-
6800-64090	VOLUNTEER TRAINING	\$ 680.00	\$805.00	+\$125.00
7000-70010: SPEC01	SPECIAL PROJECTS	-	-	-
7095-70010: BBGG01	BBGG NIGHTS	-	-	-
7096-70010: ALLY01	ALLY NETWORK	-	-	-
7097-70010: PRID01	PRIDE FESTIVAL	\$ 3,000.00	\$3,600.00	+\$600.00
7100-70010: LITE01	LITERATURE	\$ 150.00	\$ 150.00	-
7165-70010: SPEC03	SPECIAL EVENTS	\$ 4,000.00	\$4,000.00	-

Operations

Centre Cleanliness

Volunteers should be reminded to regularly clean and tidy the Centre throughout the week. Often, the task of doing a thorough Centre cleaning was up to the Coordinators. The addition of a vacuum cleaner has helped improve overall cleanliness.

The addition of a waste bin status column in the Centre logs has continued to be effective in keeping the garbage bin levels low. A drop-down list was created in order to eliminate nonsense-inputs and standardize the way the waste bin column was utilized. A compost bin will be introduced to the Centre in the Spring term. Since UW Compost is responsible for the handling and discarding of the compost bin, volunteers should be made aware that this will not be included in the waste bin category.

Centre Logs

Logs were accessible via the Google Drive again this term to limit interruptions when the Centre computer was not functional. A tab in the logs included the volunteer office hour, peer support, and event facilitator schedule, which was imported from an external google sheet that is managed by the Internal Director. This helped prevent volunteers from tampering with the schedule, and should be continued for future terms. Incoming Coordinators should make a folder accessible to the volunteers that also includes the manual and any other important documents.

The number of centre and peer support users can be found [Appendix 2](#).

Recommendations

Volunteer Executive Interactions

Some volunteers expressed concerns that they were not up-to-date on what Glow was doing, or has planned. To address this, we would suggest bi-weekly emails, newsletters, or Facebook posts updating volunteers. Alternatively, giving General Volunteers access to a Glow Google Calendar. Executives should also utilize the cork board calendar in the Centre so all Centre users can be informed of upcoming events.

Volunteers in past terms stated that they did not feel as if they were acquainted with the Executive team well enough to be able to identify them should they need to contact us. Executives should have a constant presence in the Centre for easy contact. For next term, it may be advantageous to consider more options that would allow for Volunteers to familiarize themselves with each Executive Director.

Volunteer Training

Locations have been booked for the first two weekends in May, and communications with the Women's Centre and Tracy Morgan are underway. Coordinators should be sure to contact all interested volunteers to ask about attendance and dietary restrictions. Previously, we have ordered food from Queen's Street Commons, though someone will need to drive to Kitchener to pick it up.

Before training day, the Executives will need to get small gifts and thank you cards for the presenters, photocopy confidentiality forms, and arrange for a laptop and projector. Consider trying to run through the presentation as a team before training day.

Upon reviewing previous EOT Reports, we discovered that anti-oppression training was also offered by Carm De Santis in addition to the peer support training. This should be potentially revisited, as it may provide valuable information for the volunteers. De Santis' contact information can be found in [Important Contacts](#).

Volunteer Socials

As a consequence of not having a Social Director, volunteer socials were limited again this term, despite requests for more. These events should be inexpensive to host (with snacks from International News or the Bomber) or self paid/partially-subsidized, and would provide immense value in the form of a more cohesive volunteer team.

Weekly Events

We recommend continuing with the current four weekly events: Talking About Things, Board Game Night, Tea Time Talks, and Movie Mayhem. We recommend that at the beginning of every term, the Social Director (or whomever will be responsible for managing the Event Facilitators) should meet with the TAT and TTT facilitators to create a list of topics they will use throughout the term and to sign up for which topic they each want to facilitate. This was suggested because of a continued struggle to establish a topic in advance, and to increase accountability for those who volunteer for the position. We recommend the Social Media and Marketing Director then create Facebook posts set to publish the week before the event.

The same master list should also be created for Movie Mayhem facilitators. Movie Mayhem facilitators should research each movie and provide content warnings prior to the viewing. Additionally, consider screening TV show episodes or other media, to provide new content for frequent movie night goers.

Event Facilitators should continue to do an overview of the policies before each event.

Drag Me to the Bomber

Due to the continued success of these events, we suggest Glow attempts to host a drag show during the Spring term as well.

Marketing and Promotion

We had some difficulty this term with acquiring materials from Feds Marketing. Incoming Executives should ensure marketing requests are completed well in advance to ensure promotional materials are sufficient to attract the desired audience.

Talk to the Feds Communications & Media Relations Specialist about any questions you may have, or in the event that we are contacted by someone for an interview. The new Executive should actively promote our peer support service as well as our open social hours.

Website

For website update requests, we recommend creating a list in a word document and sending this to web@feds.ca, rather than creating the list within an email message.

Here are some recommendations of website changes to make in the Spring term:

- Update the Trans Resources tab.
- Take an updated photo of the library for the Lending Library tab.
- Creating an updated version of our Gender Neutral Bathroom Map.
- Add a tab about Pride, and include information on our past and future festivities (i.e. photos, press, a history of our involvement, etc).

Speaker's Bureau

Following the launch of the Making Spaces Program - designed by a sub-committee of the Working Group on Sexual and Gender Diversity - Glow reinstated the Speaker's Bureau. This is a pool of local queer- and trans-identified folks who can be contacted about speaking opportunities on a variety of topics. Members can include Glow volunteers, other students, faculty, and staff at University of Waterloo, or other members of the community. Glow should continue to advertise and gather members for the Bureau to be better equipped for future events.

This term, the task of managing the Bureau was taken on by the Advocacy Director, and all related documents (applications, current list of contacts, etc) can be found in the Advocacy Google Drive.

Women's Centre

We have consistently had a positive relationship with the Women's Centre, including often having many volunteers who hold hours in both centres, allowing them to use our Centre for bust casting, and co-hosting events. This positive relationship is should continue and Glow Executives should maintain ties with the WC in order to build a more inclusive campus as both are pro-feminist, -queer, and -trans student services.

This term, our Advocacy Director requested that the Women's Centre expand their "where to find menstrual products" poster campaign to include the "men's" washrooms and inclusive washrooms on campus. We recommend keeping in contact with this for Spring term.

The incoming Women's Centre Executive team should remember to inform their volunteers about which resources are available at our Centre. They may direct individuals to safer sex supplies in the Glow Centre, but Glow does not stock pregnancy tests. Similarly, our incoming Executive team should inform our volunteers about this.

Canadian Blood Services

Future Coordinators and Executives should continue raising awareness for CBS' slow-moving policy on the blood donation of queer and trans folks. We recommend continuing the sticker booth while CBS hold their clinic in the Student Centre's MPR, and ensuring that the booth is somewhere near the clinic intake so that we are directing our engagement towards those who frequently donate.

Near the end of the term, we ordered reusable rainbow blood-drop advocacy buttons to be used at these booths in future terms.

CUQSC

Incoming coordinators should be mindful of when this conference is happening and attempt to plan to attend.

Mental Health Awareness Event

The planning process for a panel on mental health within the LGBTQ+ community was started this term, but the event was cancelled due to complications with collaborators. The incoming Executive team should make use of these plans and the contacts acquired to make this event a reality.

A number of other organizations and services on campus have expressed interest in hosting events centred on mental health awareness and support. The Services Manager suggested that we begin communications with these groups and plan a series of events. These groups include Women's Centre and EngSoc; MATES and Counselling Services should be reached out to as well.

Other Recommendations and Feedback

Services Manager

Brendan continues to be a trusted support within Feds. He should continue to strive for inclusivity on campus. It is important to have strong support from the inside, and we encourage Brendan to attend the Making Spaces training and to encourage his colleagues.

Feds

This term, our Advocacy Director reached out to a representative within Feds to discuss including pronoun education in Feds training to ensure that inclusivity is kept in mind at all levels.

VP Internal

Vpin@feds.ca is the contact when the Services Manager is away. Incoming Glow Executives should build rapport with incoming VP Internal Jill Knight.

Marketing

This term, Feds Marketing struggled to keep track of a few of our resource orders. It was not clear if this was due to miscommunications on our part or an organizational issue within Marketing. To avoid further delays, we strongly urge Glow Executive teams submit requests far in advance.

The Feds Marketing Services Liaison sat in on the first bit of the Coordinator-Services Manager meetings, and left when we talk about private matters. Their participation in meetings made it easy to distribute the information that was needed to be distributed and to follow up on items we were still waiting for. However, there were often meetings in which the liaison was late or absent without warning. Their involvement is beneficial for both the Coordinators and the Service Manager, and we encourage punctuality and accountability to ensure that tasks are completed in a timely manner.

Important Contacts

Ace Toronto

Email: ace.toronto.general@gmail.com

Website: <https://acetoronto.wordpress.com/>

- Building asexual/ace (and/or arospec) community connections.
- Collaborated for a workshop on Asexuality in W2017 during Healthy Sexuality Week.
- Next Ace Toronto (Un)Conference scheduled for summer 2018.

Keywords: conference, asexuality, ace, workshop, speaker

ADVOCACY

AIDS Committee of Cambridge, Kitchener, Waterloo and Area (ACCKWA)

Phone: 519-570-3687

Website: <http://www.acckwa.com/>

- Contact them if you are looking for individuals who live with HIV or general information regarding AIDS and HIV.
- Refer people to them for anonymous testings
- ACCKWA hosts events such as vigils, silent auctions, and speaker presentations annually for AIDS awareness week.

- They also provide community outreaches at local clubs and community events, such as during our drag show.

Keywords: off-campus, HIV, AIDS, speaker, sexual health, anonymous testing, outreach
EDUCATION, ADVOCACY, SOCIAL

Allisa Scott (Ze/Zir/Zirs or They/Them/Theirs)

Waterloo Region Rainbow Coalition - Gender Variant Group

Email: allisascott@gmail.com

Website: <http://inclusive-cct.nfshost.com/about.html>

- Ze facilitates a gender variant group with whom Glow has collaborated to host panel discussions and peer support for trans individuals
- If you are looking for trans-identified speakers or resources
- If someone is looking for peer support that focus on trans issues
- The gender variant group needs funding
- As a current board member of WRRC, they strive to accomplish many community advocacy projects such as on the issue of bullying, education, and etc.
- They might also be able to talk about other projects such as kink and polyamory.

Keywords: trans, transgender, gender variance, gender-fluid, peer support, discussion, advocacy, safe space, speaker, kink, BDSM, polyamory

EDUCATION, ADVOCACY, SOCIAL, INTERNAL

Bradley Hamacher/Miss Drew (Bradley: He/Him/His, Miss Drew: She/Her/Hers)

Email: bradleyhamacher1977@gmail.com

- Main Drag Queen in KW.
- Has connections to all other Drag Queens in the area.
- Always performs at our Drag Shows and does a fundraiser for Glow.

Keywords: drag show, drag queen, drag, performer

COORDINATOR, SOCIAL

Carm De Santis (She/Her/Hers)

Department of Sexuality, Marriage, and Family Studies

Email: carm.desantis@uwaterloo.ca

Phone: 519-884-8111 x28217

- Can provide privilege and anti-oppression training for volunteer training each term.
Consider reintroducing this in future terms.
- She should be contacted at the end of each term to give the date of volunteer training for the following term. She should also be sent a confirmation email at the beginning of the term.

Keywords: volunteer training, training, queer, anti-oppression, privilege

COORDINATOR

Colin Boucher (He/Him/His)

Gay Men's Sexual Health Coordinator

AIDS Committee of Cambridge, Kitchener, Waterloo, and Area (ACCKWA)

Email: m2m@acckwa.com

Phone: 519-570-3687 x314

- Co-chair of the Rainbow Community Council (RCC).
- Colin provides us sexual health supplies such as condoms, lubes, dental dams, etc.
- Colin and volunteers from ACCKWA also outreached at our events (ie. Drag Show) to promote and provide information regarding sexual health.
- ACCKWA often conducts survey on the sexual health of MSM.
- ACCKWA provides anonymous HIV testing and other testing services.

Keywords: off-campus, sexual health, supplies, condom, outreach, ACCKWA, HIV, AIDS, testing, MSM, rainbow community council, RCC

ADVOCACY, EDUCATION, EXTERNAL, COORDINATOR

Diana Parry (She/Her/Hers)

HeForShe

Email: dcparry@uwaterloo.ca

Phone: 519-888-4567 x33468

- Contact for HeForShe in future collaborations. Stay in contact; bi-annual meetings with Diana and Feridun.
- Aim to make Queer Ball an annual event.

Keywords: heforshe, on-campus, feminist, queer ball, queer dance

ADVOCACY, COORDINATOR

Don Lapierre (He/Him/His)

Canadian Blood Services; Director of Stakeholder Management

Email: don.lapierre@blood.ca

- Contact Don if you want to organize anything with CBS.
- Don is a Waterloo grad who was involved with Glow in the 1980s.

Keywords: blood donation, blood services, cbs, former volunteer

EDUCATION, ADVOCACY

Donna Rheams (N/A)

Campus Recreation

Fitness and Wellness Coordinator

Email: dmrheams@uwaterloo.ca

Phone Extension: x31400

- Contact for information Athletic instructors, studio bookings etc.

Keywords: athletics, booking, recreation

COORDINATOR, SOCIAL

Jayne Simmers (She/Her/Hers)

Waterloo Stag Shop - Manager

Email: waterloo@stagshop.com

Phone: 519-886-4500

- Have bought sex toys and other sexual items for Sex Toy Bingo (now Feds run for Welcome Week) and XXX Jeopardy.

- Has knowledge and experience with her merchandise, so contact her for questions on sex toy-related information.
- Don't forget that students get a 20% discount (CRUCIAL).

Keywords: sex, toys, lingerie, dildos, butt plugs, uptown, bingo, jeopardy
COORDINATOR

Jeremy Steffler (He/Him/His)

Facilitator of Wednesday Night Discussion Group/ Board member of WRRC

Email: facilitator@wndg.ca

- Co-chair of the Rainbow Community Council.
- Jeremy has been a speaker at the Engineering Socials for several times.
- He used to operate the peer support phone line at Glow.
- Contact him if you are looking for a speaker, or you have questions regarding the operation or the history of Glow. (ie. you are looking for a past Glow coordinator).

Keywords: on-campus, off-campus, Glow, UW, Alumni, WNDG, WRRC, Engsoc, Engineering, staff, discussion group, rainbow community council, RCC
EDUCATION, SOCIAL, ADVOCACY, TRANSITION

Jim Parrot (He/Him/His)

KW Rainbow Historical Project; Current Chair of Spectrum Community Space

Email: jimparrott@sympatico.ca

- Contact Jim if you need info on the Rainbow Historical Project, or information on the local KW rainbow history.

Keywords: off-campus, KW, Rainbow, LGBT*, history, project, spectrum, historian
COORDINATOR, EXTERNAL, TRANSITION

Kamadchi Karunanandan (N/A)

Coordinator, Residence Life Administration

Email: reslife@uwaterloo.ca

Phone: 519-888-4567 x38800

- Stay in contact about incorporating LGBT+ specific inclusivity-training into the don training workshops.

Keywords: don, residence, inclusion, training

ADVOCACY

Kitchener-Waterloo Counselling Services/OK2BME

Email: ok2bme@kwcounselling.com

Phone: 519-884-0000

- OK2BMe supports Lesbian, Gay, Bisexual, Transgender, Questioning Youth (LGBTQ) and Families.
- OK2BME offers free, confidential services for LGBTQ youth ages 5-24 and their families.
- This would be helpful if Glow ever decides to do a local outreach event/project.

Keywords: youth, counselling, kw, services, families, conference

ADVOCACY, EDUCATION, SOCIAL

KW El-Tawhid Juma Circle

Fran Pappert-Shannon

Email: info@jumacircle.com, franps@golden.net

Phone: 519-742-3302

Website: <http://www.jumacircle.com/>

- A gender-equal, LGBTQI2S affirming, mosque, that is welcoming of everyone regardless of sexual orientation, gender, sexual identity, or faith background.

Keywords: muslim, islam, prayer space, mosque, el-tawhid

ADVOCACY, COORDINATOR

Marc Iturriaga (N/A)

Campus Recreation

Associate Director, Campus Recreation & Business Development

Email: marc.iturriaga@uwaterloo.ca

Phone Extension: x35693

- Contact for information about UW Athletics.
- Alternatively, may contact Donna Rheams.

Keywords: athletics, campus, recreation

COORDINATOR, SOCIAL

Melissa Sky (She/Her/Hers)

Creative Director/Activist

Website: <http://femmefilms.ca/>

- Director of Rainbow Reflections film about the history of LGBTQ+ activism in the Grand River area.
- She advocates for youth and works for positive social change through film and local activism.
- Contact if interested in local KW activism projects or queer-friendly art events.

Keywords: lesbian, feminist, film, activism, femme, art

ADVOCACY, EDUCATION, SOCIAL

Plan B Co-Operative KWEmail: planbcoopkw@gmail.comWebsite: <http://planbcoopkw.com/>

- Alternative queer community space.
- Organizers of the garment donation drive; should be contacted when garments are added to our donation box for pick-up.
- Hosts Transgender Day of Remembrance events in November.

Keywords: Off-campus, queer, trans

EXTERNAL, ADVOCACY, EDUCATION

Rainbow Community Council (RCC)Website: <http://yourwrrc.ca/rcc/>

- An initiative of the WRRC designed to bring together existing community organizations to develop a community-wide, sustainable framework for supporting the Rainbow community as a whole.
- Work collaboratively to support each other in such ways as addressing gaps in service provision; avoiding duplication of services and resources; collaborating on grants/proposals.
- Bi-monthly meetings; currently attended by Rachel Yavnai as a liaison.

Keywords: rainbow community council, RCC, WRRC

EXTERNAL, COORDINATOR

Salaam Canada

Rahim Thawer

Email: thawerra@gmail.com

- Queer Muslim Community is dedicated to creating space for people who identify as both Muslim and queer and trans.
- Consider collaboration in the future.

Keywords: queer, muslim, islam, trans, community space

ADVOCACY, COORDINATOR

Sarah Martin

Circulation Services; Davis Centre

Email: s3martin@uwaterloo.ca

Phone: 519-888-4567 x37423

Keywords: circulation, library

EDUCATION

Scarlett Gillespie (She/Her/Hers)

Email: s.j.gillespie@outlook.com

Keywords: sex work, pornography, discussion, trans

COORDINATOR

Sexual Assault Support Centre of Waterloo Region (SASC)

Email: info@sascwr.org

Phone: 519-571-0121

24-Hour Support Line: 519-741-8633

- Feminist counselling and advocacy (individual and group support for survivors 16 years of age and older)
- Call them if Glow needs to set up a workshop on sexual assault confrontation
- Have worked with them in the past for volunteer training

Keywords: counselling, sexual, assault, sexual violence, workshop, feminist

ADVOCACY, EDUCATION, COORDINATOR

Sexual Health Options, Resources & Education (SHORE) Centre

TK Pritchard; Sexual Health Youth Educator

Email: youthoutreach@shorecentre.ca

- Offered Great SEXpectations play during Health and Sexuality Week in W2017.

Keywords: sexual health, education

EXTERNAL, EDUCATION

Spectrum Rainbow Calendar

- Send events to lynmc@rogers.com by the 20th of each month, and put RAINBOW COMMUNITY CALENDAR in the subject line.
- Online version: <http://ourspectrum.com/rainbow-community-calendar/>

Keywords: off-campus, event promotion, calendar

SOCIAL MEDIA & MARKETING

Spectrum Rainbow Community Space

Email: info@ourspectrum.com

Website: <http://ourspectrum.com/>

- Spectrum has a movie library (need to leave a deposit; membership might also be required)
- They hosts weekly events such as a bi-weekly board game night, a youth group, a reading club, and more.

Keywords: off-campus, rainbow, community space, events, youth

EDUCATION, SOCIAL

Tracy Morgan (She/Her/Hers)

UW Counselling Services

Email: tmorgan@uwaterloo.ca

- Tracy provides peer support training for volunteer training each term
- She should be contacted at the end of each term to give the date of volunteer training for the following term.
- She should also be sent a confirmation email at the beginning of the term.

Keywords: peer support, volunteer training

COORDINATOR

Waterloo Region Rainbow Coalition (WRRC)

Email: yourwrrc@gmail.com

Website: <https://yourwrrc.ca/>

- WRRC is an advocacy group in the KW region which deals with social issues such as domestic violence, bullying, and gender diversity.
- They have organized community dialogues or social events in the past few years
- Contact them if you are looking for speakers or resources. They might be able to redirect you to the appropriate people.

Keywords: off-campus, awareness, dialogues, anti-bullying, domestic violence, diversity, community building, rainbow community council, RCC

ADVOCACY, EDUCATION, SOCIAL

Appendix 1: Executive Reports

Transition Director Report

As the Transition Director, my main responsibilities this term was hosting one-on-one mid-term meetings with both general and executive volunteers of the Glow Centre, and compiling the collected.

This term, I hosted 43 meeting, each 10-15 minutes in length. In general, the meetings ask the volunteers to reflect on their experiences from their current term in the Glow Centre. The volunteers also got the chance to provide feedback as to how the Glow Centre could improve as a service. I ensure that this information, as well as other key information from this term, will be passed on to the executive team of the next term. Additionally, I was responsible for taking minutes at the weekly executive meetings alongside the Coordinators.

For next Transition Director, I recommend that they should schedule all their transition meetings and book study rooms in SLC at least two weeks ahead. This makes the meetings more timely and organized. I also recommend sending reminders to individual volunteers on the day before their meeting to ensure that they arrive. Additionally, try using prompting/open questions to get more constructive feedback, but do not be too insistent.

The following sections will detail the main feedback collected from these meetings.

General Duties of the Volunteers

In regards to office duties, the Glow Centre should be reminded that although the centre is a friendly and welcoming place, professionalism should also be practiced. Particularly, there should be stricter enforcement of the 24-hour notice rule before missing shifts. Additionally, volunteers that answer phone calls and/or answer questions of incoming guests should handle these situations proficiently and remember that they represent the Glow Centre as a service. Volunteers expressed that there were not enough shifts and/or volunteer opportunities and that they wanted to be more involved. A suggestion that was given for the upcoming term was that for the busier terms, two volunteers could be scheduled for a shift; both volunteers would be present and have the same responsibilities (keeping a headcount, upholding the policies, and being welcoming to guests), but if one of the volunteers could not make their shift, the other volunteer would already be there.

The Glow Centre should continue to offer an inclusive and welcoming environment by upholding all of the policies.

Communication between the Executive Team, General Volunteers, and Student Body

The Glow Centre should improve top-down communication. Additionally, the Glow Centre should strive to become more transparent around campus. This is in regards to both the Glow Centre's events and advocacy campaigns.

The solutions that the volunteers suggested include:

- Having a bi-weekly or monthly update on the Glow Centre's volunteer Facebook group,
- Continuing to finish the calendar in the centre and then constantly updating it with upcoming events,
- Creating an online calendar of the Glow Centre's events so that everyone can see what the centre is doing, and
- Promoting the Glow Centre's events (both weekly and special) more frequently on both Facebook and Twitter

Executive volunteers should continue being a constant presence in the Glow Centre. This provides guidance and helps adjust new volunteers to their responsibilities.

Weekly Events

Talk About Things (TAT), Board Game Night, Tea Time TAT, and Movie Mayhem should continue to run as scheduled. The event facilitators should be instructed to always review the policies at the beginning of every weekly event.

The centre should continue to have the event facilitators create a master list at the beginning of the term of the movies for Movie Mayhem and the topics for Talk About Things and Tea Time TAT. This would make promotion easier. The facilitators for TAT and Tea Time TAT should prepare discussion questions prior to every discussion. This way, the event facilitators can easily bring the conversation back on topic and/or revive the topic when the conversation dies down.

Lastly, the centre should continue to update the content warning of the movie collection. The facilitators for Movie Mayhem should also continue announcing content warnings before every movie.

Training

Peer Support Training

- Many volunteers expressed that the peer-support training should be more in-depth, thorough, and varied. It was suggested that MATES should be a potential contact to help improve the training.

Glow Centre Training

- The centre-specific training should be rehearsed by the Executive team for it to be more professional and concise. Additionally, the executive team for next term should consider incorporating an interactive activity that thoroughly shows volunteers how to handle different situations. To help volunteers adjust to their responsibilities, the Executive team should continue to update documentation of duties/responsibilities of both Executive and General volunteers. This documentation/manual should be made available online for the volunteers.

- The Glow Centre should consider hosting the centre-specific training in the morning and then the peer-support training in the afternoon. This would inform the volunteers about the Glow Centre's responsibilities/policies before continuing to peer-support training. Lastly, the Executive team should consider giving volunteers of consecutive terms the opportunity to have a less rigorous centre-specific training.

Desktop and Library Training

- Both the log system and library system training should be covered more in-depth; the computer screen should be projected during training. This would make the desktop/library training easier to follow. This would also make the volunteers treat the library system with more care and accountability.

Mid-term Policy Review

- The mid-term policy reviews should be continued and improved. Many volunteers expressed that it was a good way to re-acquaint with the policies. Many volunteers also expressed that some situations presented were not realistic. The Executive team should find a better balance between serious and fun.
- The mid-term policy reviews should not be held in the centre and/or should be held outside of the centre's hours.

Key Goals for Spring 2017

Some goals that the next Executive team should keep in mind for the Glow Centre are:

- Establishing a proficient method of communication between the Executive team and General volunteers about upcoming events and advocacy campaigns,
- Completing and updating the centre calendar,
- Improving outreach to the student body, particularly first-year students by possibly by having an event,
- Publicizing more in regards to what the centre does on the advocacy front,
- Attempting to get a barcode scanner for the library system,
- Continuing to collaborate more with other services and associations (consider collaborating with Laurier's LGBTQA+ services), and
- Planning more social events for volunteers.

Education Director Report

Listed below are the items that were done regarding the responsibilities of the Winter 2017 Education Director and recommendations regarding the incoming Education director.

Library System

The library system, Voyager, was successfully installed and set up on the glow computer. The Glow Centre was officially added to the TriUniversity Group Library system (TUG Library System).

A manual describing the details of my training and the details required to give this training to incoming Education directors was placed in the centre. Training slides were updated to fit the new library system in place and the majority of the books in the Glow library has been updated with a Waterloo library code. There remains the fiction section and the section that follows that requires cataloguing.

The cataloguing process requires the current education director to take a box full of un-catalogued books to the cataloguing section found in the Dana Porter Library on the 3rd floor. Usually the cataloguing section would have a box of Glow books catalogued and ready to be added to the Glow library. The library personnel would usually contact the centre through phone to inform us that the current box of books is ready for pick up.

Furthermore, due to the addition of the Glow Centre to the TUG system, it is possible for books from the Glow Centre's library to be requested through the hold system in place. In which case the current education director is to transport the required books to the appointed pick up location and receive a receipt of delivery upon dropping off the books.

Book Donation Box

A book donation box was made and set up in the Glow Centre for any incoming book donations, the current Education director is to screen any incoming books for incorrect representation and content warnings.

New Books

All new books purchased by the previous Education Director were added to the most recent cataloguing box sent to the library; the following is a list of these books:

- Aristotle and Dante discover the secrets of the Universe, by Benjamin Alire SAENZ
- Gay 2 Zee, by Donald F. Reuter
- A love story starring my dead best friend, by Emily Horner
- Pink, by Lili Wilkinson
- Empress of the World, by Sara Ryan
- The Miseducation of Cameron Post, by Emily M Denforth
- The song of Achilles, by Madeline Miller
- The long way to a small angry planet, by Becky Chambers
- Alternatives to sex, by Stephen McCauley
- Funny boy, by Shyam Selcadurai
- The Bermudez triangle, by Maureen Johnson
- Simon vs the homo sapiens agenda, by Becky Albertali
- Hero, by Perry Moore

No new books or movies were purchased this term. However, a couple were suggested by volunteers throughout the term:

- The ABC's of LGBT+: Understanding and Embracing Your Identity, by Ashley Mardell
- The Complete Steven Universe Boxset

Other

A student in the SDS 451R course regarding Gender and Education reached out to me asking for information regarding They pronouns. They then asked if anyone from the executive team or volunteers were available to participate in their final project video regarding the same matter. Myself and the Advocacy Director participated in the video, which can be found on the the last email sent to us my the student, Melissa Roetcisoende.

Engsoc reached out to Glow to participate in their event; Let's Talk Mental Health. I replied saying we would be interested in participating with them. I would like to aid the incoming education director this spring term in collaborating with them. Details about the event can be found in the email.

A collaborative event was planned with the Mental Health Project and the Aboriginal Student Association regarding Mental Health on Campus. Unfortunately, due to poor planning and minimal aid from the two organizations mentioned the event was cancelled. Nevertheless, due to recent events on campus, I do believe that such an event would greatly benefit the UW's community, and having the Glow Centre hosting such an event would make it easier for us to pinpoint specifics that regard the LGBTQ+ community both on campus and off campus. Details regarding the event can be found in the email.

Future Term Recommendations

- Book drive for the Glow centre.
 - Contact Women in Science (WiS) and Femphys for joint book drive.
- Purchasing happier queer movies.
- Reinforce the use of the TUG system to sign out books.
- Contact our liaison with the Library (Sarah Martin) to add a code scanner and to add the Glow Centre as a library among the other TUG libraries on the Library website. Found in [Important Contacts](#).
- Reintroduce Book-of-the-week.
- Reintroduce the mailing list.
- Add to the content warnings in the library.
- Pronouns awareness event.

External Director Report

Below outlines the responsibilities of the external director for Winter 2017, and concludes with final remarks about future terms for this position.

Educational Resources - Brochures and Pamphlets

The external director is responsible for restocking and acquiring new brochures and pamphlets that the centre displays outside and throughout the centre inside. Restocking resources involved finding the organization to contact, and then requesting more copies of the resource from them.

Resources were also restocked through CATIE (orders.catie.ca) and visiting the SHORE centre in Kitchener - though the SHORE centre also orders their resources from CATIE too. The Glow Centre has also been the author of resources, which involved instead to find the document on the computer in the Glow Centre and request copies to be printed from Fed's marketing team - the coordinators may be involved in this process typically.

There were several problems when contacting organizations to request resources. The main problem was lack of responsibility. Several steps were taken from here. The way of contact was altered, such as through phone instead of email. Follow-up emails were also sent. At the time this report was written, the process of contacting these organizations were still continuing.

Several other resources had the problem of it no longer being printed. Some of these resources have been published for a long time, in which some of the information on it may no longer be accurate and up-to-date. In these scenarios, there were alternative resources about the same topic that was ordered instead.

Safer-Sex Supplies - Condoms, Lubricant, Dams, Etc

The responsibility of the external director also involved ensuring all safer-sex supplies are restocked. These supplies were ordered from ACCKWA, the main point of contact being Colin Boucher. The following resources are available to be ordered from ACCKWA:

- Insertive condoms
- Non-latex condoms
- Extra-large condoms
- Snugger fit condoms
- Non-lube condoms
- Standard condoms
- Lubricants
- Dental dams

Colin also acquired ultra-thin condoms as a one-time occurrence. Three boxes of these condoms were ordered and put on the shelf with the rest of safer-sex supplies.

There was also attempts of acquiring non-latex non-lube (both in one) condoms, and of non-flavoured dental dams. ACCKWA did not have any of these resources. A problem also consisted of non-lube condoms not being available for a few weeks in the centre. This was due to the last order of condoms being expired, and not being able to order more until Colin acquired these condoms from the Aids Committee of Toronto (ACT). The expired condoms were alternatively used as balloons for decoration at "Drag me to the Bomber".

Future Recommendations

In the hopes of being used in future terms, a spreadsheet was created to help manage the acquiring of brochures and pamphlets. There are sixteen resources currently in the spreadsheet, with columns for the status, action to be taken, contact info, and link to the

document for each of them. It is recommended to check these resources at least once a week, and may involve possible collaboration with the Education Director.

The stock of safer-sex supplies should also be checked at least once a week. However, the shelf of safer-sex supplies will most likely need to be refilled every few days. Also worth noting, dental dams come in several flavours, and would be best to ensure all flavours are in the pile of dams on the shelf. Professionalism is especially important in this role. Checking emails - which is easy to forget - and being responsive is ideal. At the same time, be friendly, welcoming, and have fun!

Internal Director Report

General Responsibilities

As the Internal Director, you will be responsible for anything that relates to the volunteers. This means that:

- Doodle is your friend (for scheduling).
- You will be the one who is in contact with the volunteers most frequently (for communications).
 - If it is within your comfort zone, it may be helpful to try and add the volunteers as Facebook friends, that way your messages are more likely to be seen when you are trying to get in touch with them.
- Facebook posts and messages are likely the fastest, most convenient way to contact volunteers, but if the communications is regarding a serious matter, or if you do not want to run the risk of your Facebook post getting pushed down by other posts, it may be a better idea to send an email instead.

Specifically, your responsibilities include:

- Scheduling volunteers for the term, any events that occur over the course of the term (Pride, etc.), exam period office hours etc.
- Oversee the weekly events.
- Dealing with any conflicts and issues that arise amongst the volunteers (interpersonal/intrapersonal).
 - If there is a very serious issue, the coordinators will usually help you handle it, but this is part of your role.
- Ensuring that the Centre is stocked with supplies.
 - I would recommend buying tissues in bulk – you will be buying a lot of tissues.
- Helping out at any Glow events throughout the term with the rest of the executive team.
- Attending weekly executive meetings.

Compost

Next term, Glow will be getting a compost bin from Campus Compost, along with a poster indicating what is compostable and what is not (see [Internal Appendix A](#)). Please make a note to

go over the composting criteria during Glow training. Volunteers from Campus Compost will come collect the compost two to three times a week. For events throughout the term, you can also rent a compost bin from Campus Compost (for free). If there are any questions or concerns regarding the compost, please contact uwcampuscompost@gmail.com.

Beginning of Term

- This will probably be the most time-consuming time of the term for the Internal Director as you will likely need to make many versions of this schedule before it can be finalized.
- Before the volunteer trainings:
 - Prepare a volunteer Google form to track volunteer information and preferences as well as a Doodle to record their availabilities
 - If you look in the Google drive, there are templates for the volunteer Google form from previous terms
 - You can use these as a guideline and make changes to the template as needed
 - To make your life easier, do everything within your ability to ensure that volunteers complete both the Google form and Doodle before they leave Glow training – stragglers may throw off your scheduling
 - Add all of the volunteers into the volunteer Facebook group
- Beginning of term scheduling:
 - I would recommend incorporating your schedules as tabs on the Volunteer Logs Google sheet; that way all volunteers will have access to it, and you won't need to continually post updated Excel sheets.
 - Generally, each volunteer is expected to commit 2 hours a week.
 - Volunteers will have indicated their preferences for office hours and/or weekly events – try your best to accommodate these, but it is also not the end of the world if you are not able to.
 - Depending on the quantity of volunteers, you can consider doubling them up for office hour shifts – this probably will not be an issue for Spring term though.
 - Depending on the amount of volunteers who would like to hold peer support hours, you can consider having an alternating schedule so that more volunteers can have this opportunity.
- Weekly event management:
 - Once the weekly event facilitators have been finalized, create a Facebook message thread or group for each event to facilitate communications within each group.
 - Hold meetings with the event facilitators to brief them on their roles.
 - At the beginning of each event, facilitators should initiate introductions (names and pronouns) and review Glow policies with all attendees.
 - TAT and TTT facilitators should prepare a list of all topics to be used for the term; Movie Night facilitators should prepare a list of all movies to be used for the term.
 - These should be communicated to the Marketing & Social Media Director so that they can queue the posts on Facebook.
 - TAT and TTT facilitators should also prepare a list of questions for each topic for the purpose of initiating/reigniting conversation.

- Around midterm season, check in with the event facilitators to see how things are going – remind them that reviewing the policies at the beginning of each event is important and should not be overlooked.
- This role was taken on by the Marketing & Social Media Director last term, so please see their EOT report for more detail.

Strikes and Points

- Keep track volunteer strikes and points as they happen – there is also a template for this in the Google drive.
- You can adjust the strike and points schemes as you see fit, but in the past we have used:
 - Missing 3 shifts without 24 hour notice = 1 strike
 - Covering a shift = 1 point
 - General helpfulness = 2 points
 - Volunteering at an event = 3 points

Scheduling

- For events that come up during the term, I would recommend posting in the Facebook group as well as emailing/individually messaging the Events Committee members to gather volunteers.
- If you are in the Centre during peak hours, you can also try asking the volunteers in person.
- You may need to try several of these methods before you get enough volunteers for an event.
- This is irrelevant for Spring term, but in Fall/Winter terms, I would recommend having reduced hours as there are not a lot of people on campus (around 4 hours a day plus at least one peer support hour a week).
 - Please pass this on in your EOT report.
- Exam period scheduling:
 - Office hours during exam period are do-what-you-can – it's OK if the hours are not completely filled.
 - Try to ensure that there is at least one peer support hour a week, and make sure the volunteers are comfortable with the amount of hours assigned to them.

Midterm Policy Review (Mandatory)

- This is a new midterm training we initiated in Winter 2017 to remind volunteers of the importance and the contents of Glow's policies.
 - Hold an initial session and an alternate training held at Glow.
 - Preferably on a Wednesday or Friday after peer support.
- The initial midterm policy review session just occur at the beginning of midterm season.
- You can try to get the sessions to coincide with volunteer socials, if possible, to encourage more people to show up.
- Process:

- Take down the Glow policy posters from the wall.
- Start by having the volunteers list the contents of the policies from memory.
- Using the scenarios in [Internal Appendix B](#) as reference (courtesy of the Advocacy Director), split the volunteers into groups to present the scenarios in a creative way (role-play, talk-through, etc).
- Try to ensure that each group gets no more than three scenarios each (ideally two each).
- Groups should present the “what-not-to-do” scenario and have the rest of the volunteers indicate what should have been done instead.
- It is likely that a small group of volunteers will not be able to attend either training.
 - In this case, send out the Midterm Policy Review quiz via email (also found in the Google drive) – feel free to edit the original Google form.
 - Monitor the responses as they come in – if a volunteer is not taking the quiz seriously or has provided several questionable answers, arrange to speak to them about it.

Internal Appendix A

Internal Appendix B

- Cliqueness
 - A small group having conversation about what happened last weekend with two people clearly not part of the conversations.
 - A group having conversation/ playing a game as someone new comes in and doesn't get included.
 - The entire group having conversation that conveys that Glow is an "inside group", that it's queers vs. straights, etc.
 - Saying goodbyes/Hello's to only specific people.
- Verbal Safe Space Breach
 - Not entirely sure how to do this without committing a verbal safe space breach
 - Someone not giving trigger warnings (and not stopping after being reminded to give trigger warnings).
 - Someone clearly being uncomfortable during a **not** obviously "triggering subject" conversation and no one noticing/ people noticing, but **not** acknowledging it as justified.
 - Two people having a discussion where **one person** constantly talks from a generalized perspective and basically says "Your opinion is wrong".
- Touching
 - Hugging
 - Hair touching
 - Comforting
- Confidentiality Breach
 - So this is what happened **during** peer support
 - So this is happened **yesterday** outside of the centre
 - Outing someone ("But **you** told me that...")
- Privacy Breach
 - Posting on someone's Facebook when they leave the room
 - Looking **over** someone's shoulder
 - Non-volunteers **accessing** the Glow computer (Hey, what's on here?)
- Not greeting people who enter
 - Busy doing homework
 - In conversation with people
 - Not sitting at the desk
- During TATs
 - Changing topic to something that wasn't advertised
 - Going into clique discussions *i.e. steven universe*
 - Other people's conversations being louder than the actual TAT
- Not signing out a book
 - "But I only need it for an hour"
 - "But I'm an Exec"
 - "But it's not yet in the system"
- Not leaving the door open

- After hours during the week
- As a study space on weekends
- “But the piano is so loud”
- “But it’s ajar!”
- Letting non-volunteers in the centre
- “I was just going to the washroom”
- “I had to leave and no one’s card was down”
- “We’re just using it as a study space”
- During peer support
 - “Let me just finish my studying”
 - “Are you sure?”
 - *Recounting own experiences rather than listening*
 - “I would suggest that...”
 - Letting people back in before person leaves

Advocacy Director Report

As advocacy director my regular tasks included responding to incident report forms and overseeing the speaker bureau.

This term we had one anonymous incident report during the first week, which I followed up with but received no reply. Regarding the speakers bureau I scheduled three panels for the ‘Making Spaces’ training by the Workgroup for Sexual and Gender Diversity. Each panel consisted of three speakers and the discussion usually lasts for about half an hour. Interested speakers can sign up via a google form (on the drive) and closer to the date of any upcoming panel discussion a second google form is sent to everyone who signed up to be a speaker.

I also organised a trip to the Ace Toronto Conference 2017 at Ryerson and worked on various projects, including:

- Collaboration with Hillel Waterloo on a poster campaign for Holocaust Remembrance Day (January 27th) for which I designed “Pink Triangle” posters and distributed them all over campus. These are in the centre, and can be reused for next year.
- Collaboration with HeForShe to organise a “Queer Ball” and raise awareness for non-binary identifying people
- Collaboration with UW MATES to make their peer support more LGBT+ accessible
- Started communication with the Feds VP Education (Sarah Wiley) to raise trans and pronoun awareness throughout all Feds Clubs and Services
- Started communications with residences to make don training more inclusive MATES
- Finally, I represented Glow at the OK2BME GSA Conference and the Waterloo Regional College Mental Health Fair. At both we had a booth and pamphlets, giving out information about our organisation and providing resources.

Social Media & Marketing Director Report

I worked as the Social Media and Marketing Director for Glow during the Winter 2017 term. My position mainly involved posting event advertisements on the Facebook and Twitter pages. These included events that Glow was hosting, or other LGBTQ+ friendly events that were sent to the Glow email or Facebook page. I also made a post for our “Did You Know...” campaign every Monday that should be continued in future terms.

This term I also managed the volunteers for our weekly events, creating group chats with the four groups of event facilitators and ensuring they knew all of the rules. These rules included reviewing Glow’s three policies every week and posting in the volunteer group if they were to be missing shifts. In future terms these will need to be enforced more strictly, including occasional reminders in the group chats or even reminders during the mid-term policy review.

On a weekly basis, I created Facebook event pages for Talking About Things, Board Game Night, Tea Time Talks and Movie Mayhem. Facebook headers were created for these events and they are available in the Google Drive. To help with this, I ensured that the volunteers gave me a list of discussion topics and movies (including trigger warnings, if possible) during the first few weeks of classes for the rest of the term. Ideally, this would have been done through in-person meetings, though my schedule did not allow this. It is something else that should be implemented in future terms. The reason for these lists is to ensure that the Social Media & Marketing Director does not have to remind volunteers for the topic or movie every week, and that the event pages go up in time.

Furthermore, I scheduled all Facebook event posts and Twitter reminders once I had the full lists of discussion topics and movies from volunteers. This meant that the weekly event posts never went up late or were missed. On Facebook, I scheduled the event pages to be posted one week before the next week’s events. For example, since Board Game Night is on a Tuesday, the event would be created on the Wednesday before. On Twitter, I scheduled weekly event reminders for the 11:00 AM on the morning of the events. These tweets included reminders of the discussion topics or movies for the week. The scheduling of Twitter posts was done through Hootsuite, while Facebook events were scheduled directly through Facebook.

Lastly, the main goal from last term that was not achieved was the implementation of an emailing system. This would include an opt-in weekly email newsletter that includes a summary of upcoming events.

Appendix 2: Impact Reports

- There were approximately 6450 centre users this term, not accounting for the likelihood of repeat visitors. Combined with 6500 users in Fall 2016 and 5096 in Spring 2016, there were approximately 18046 centre users this past year.
- 60 hours of peer support were offered throughout the term. An estimated 1 to 2 individuals per week accessed peer support.

- Our Facebook page reached 1171 likes, with a gain of about 40 from January. It shows an average of 470 people reached per post between January and April (down from 511 in the previous 4 months). The highest reach within a day was 1049, on March 16th. The page showed less growth overall this term than in the previous Fall 2016 term.
- Since Facebook limits the amount of organic reach, it may be difficult to expand our network without paying for further engagement.

Draft

Appendix 3: Event Reports

The following is a list of all the events that we have run in the W2017 term:

1. Volunteer training
2. Feds Open House booth
3. Alternate volunteer training
4. Weekly events
 - a. TAT (Talking About Things)
 - b. Board game night
 - c. TTT (Tea Time Talks)
 - d. Movie night
5. Gender Equity Fair booth
6. Ace Toronto (Un)Conference
7. Volunteer social (pre-drag show)
8. "It's Not a Drag" (drag show alternative)
9. Drag Me to the Bomber
10. OK2BME GSA conference
11. Glow Goes to Pride? community meeting
12. Healthy Sexuality Week
 - a. TAT: Porn & Sex Work with special guest
 - b. Inclusive Valentine's Day card booth
 - c. Great SEXpectations
 - d. Movie Night: Perks of Being a Wallflower
 - e. Ace Toronto workshop
13. Midterm policy review
14. Midterm policy review (alternate)
15. Midterm volunteer social
16. Queer Ball
17. Volunteer appreciation

Volunteer Training					
The first official Glow Volunteer training, includes the Glow executives going over the policies, peer support training, signing of confidentiality agreements, and a visit to the center to show volunteers what they're working with. A majority of this training is shared with the Women's Centre.					
Category <i>Educational, Social, Promotional, or Other</i>	Education	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$190.00	Date	January 7th, 2017		
		Times & Timing	9:00AM - 3:00PM		
		Location	STC 0010 Glow Centre (SLC 2102)		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	25		
Partners in organizing	Tracy Morgan (Counselling Services) Women's Centre	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: University of Waterloo Students who applied to volunteer with Glow through Leads.			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Volunteer applicants were emailed directly.					
Goals and Learning Outcomes of the Event					
Goals: To educate incoming Glow Centre volunteers on the policies we uphold in the centre, run them through scenarios, train them for peer support, and show them what the glow centre stands for and what we work to achieve. We also take the chance to introduce the center volunteers to the term's executive team. Learning Outcomes: Volunteers learn how to access, use and manage the centre as well as policies they are expected to maintain in the centre and who to contact when they need more information.					
Summary of Event					
The event successfully trained incoming volunteers on how to access, use, and maintain the centre. It also gave a complete overview of the policies that volunteers are required to maintain during their stay in the center. And gave volunteers the chance to meet the execs and their fellow volunteers.					
Recommendations for Future Events					
None					

Feds Open House Booth					
Students of the UW community come to meet and learn about the Glow Centre and volunteer opportunities. Student may complete a stamp ticket after learning about the different services that FEDs has to offer to get pizza.					
Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$0.00	Date	January 11, 2017		
		Times & Timing	11:00AM-2:00PM		
		Location	SLC Great Hall		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	75~		
Partners in organizing	Federation of Students	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: Students at the University of Waterloo.			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Promotions were mainly done through the Glow Centre's social media outlets (Facebook event, Twitter). This event was also promoted by the FEDs promotional pages.					
Goals and Learning Outcomes of the Event					
<p>Goals: This is an information sharing and volunteer outreach opportunity; this event was a way to inform students of the University of Waterloo of our service. Another goal was to recruit new volunteers for the Glow Centre as the alternate training was scheduled for January 14th.</p> <p>Learning Outcomes: The guests learned about the Glow Centre (what we do, where it is, upcoming future events) and about volunteer opportunities.</p>					
Summary of Event					
The event went well as it informed many students about the Glow Centre as a services (such as our weekly and upcoming events, what our role is, etc). Many students also expressed interest in volunteering.					
Recommendations for Future Events					
A recommendation is that we update the poster-board and custom fliers (some fliers had events from previous terms)					

Alternate Volunteer Training					
The second official Glow Volunteer training, includes the Glow executives going over the policies, signing of confidentiality agreements, and a visit to the center to show volunteers what they're working with.					
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$61.48	Date	January 14th, 2017		
		Times & Timing	9:00AM to 2:00PM		
		Location	SLC Multipurpose Room Glow Centre (SLC 2102)		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow Executive team	Total Participants	20		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: University of Waterloo Students who applied to volunteer with Glow through Leads.			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Volunteer applicants were emailed directly.					
Goals and Learning Outcomes of the Event					
Goals: To educate incoming Glow Centre volunteers on the policies we uphold in the centre, run them through scenarios and show them what the glow centre stands for and what we work to achieve. We also take the chance to introduce the center volunteers to the term's executive team. Learning Outcomes: Volunteers learn how to access, use and manage the centre as well as policies they are expected to maintain in the centre and who to contact when they need more information.					
Summary of Event					
The event successfully trained incoming volunteers on how to access, use, and maintain the centre. It also gave a complete overview of the policies that volunteers are required to maintain during their stay in the center. And gave volunteers the chance to meet the execs and their fellow volunteers.					
Recommendations for Future Events					
None					

Talking About Things (Weekly Event)					
Talking About Things (TAT) is a semi-formal discussion with queer and trans relevant topics, offered every Monday evening throughout the term.					
Category <i>Educational, Social, Promotional, or Other</i>	Social, Educational	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$120.00	Date	Mondays		
		Times & Timing	7:00-10:00PM		
		Location	Glow Centre (SLC 2102)		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rebecca (Beck) Mallozzi Social Media & Marketing Director TAT event facilitators	Total Participants	85~ throughout the term		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	6	Demographics: University of Waterloo students			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook events were queued each week to publish on the main Facebook page. The Weekly Events poster is also up in the centre and around campus.					
Goals and Learning Outcomes of the Event					
Students who participate in our TAT discussion nights can share their experiences and opinions, and interact with other community members about queer and trans topics. This will help foster communication, respect, and serves as an educational tool.					
Summary of Event					
All weekly events begin with the facilitators reading the Three Policies and noting their importance within the Glow Centre space.					
The list of topics we had throughout the term: coming out, religion, mental health, transphobia and internal discrimination, fashion, sexual health and education, cultural differences, deconstructing gender, feminism, disabilities and queer issues, media and queer baiting, and queer idols and icons.					
Recommendations for Future Events					
In the future, we will have the event shared on the Feds calendar so as to encourage non-Glow members and volunteers to attend. The mailing list will also be a tool for advertising weekly events. Continue creating the master list beforehand. Facilitators should also prepare information beforehand.					

Board Game Night (Weekly Event)					
Board game night offers a friendly atmosphere to play with games from our Centre collection.					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$120.00	Date	Tuesdays		
		Times & Timing	7:00-10:00PM		
		Location	Glow Centre (SLC 2102)		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rebecca (Beck) Mallozzi Social Media & Marketing Director TTT event facilitators	Total Participants	120~ throughout the term		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	6	Demographics: University of Waterloo students			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook events were queued each week to publish on the main Facebook page. The Weekly Events poster is also up in the centre and around campus.					
Goals and Learning Outcomes of the Event					
Students who participate in our board game night can relax and socialize within a safe space, and play games from our centre collection.					
Summary of Event					
All weekly events begin with the facilitators reading the Three Policies and noting their importance within the Glow Centre space. This event was well-received, similar to previous terms.					
Our most popular games this term were Sushi Go, Uno, and Settlers of Catan.					
Recommendations for Future Events					
In the future, we will have the event shared on the Feds calendar so as to encourage non-Glow members and volunteers to attend. The mailing list will also be a tool for advertising weekly events.					

Tea Time Talks (Weekly Event)					
Tea Time Talks (TTT), is a casual discussion with queer and trans relevant topics, offered with tea and snacks, every Wednesday afternoon throughout the term.					
Category <i>Educational, Social, Promotional, or Other</i>	Social, Educational	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$60.00	Date	Wednesdays		
		Times & Timing	2:30-4:00PM		
		Location	Glow Centre (SLC 2102)		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rebecca (Beck) Mallozzi Social Media & Marketing Director TTT event facilitators	Total Participants	85~ throughout the term		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	6	Demographics: University of Waterloo students			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook events were queued each week to publish on the main Facebook page. The Weekly Events poster is also up in the centre and around campus.					
Goals and Learning Outcomes of the Event					
Students who participate in our TTT informal discussion sessions can share their experiences and opinions, and interact with other community members about queer and trans topics. This will help foster communication, respect, and serves as an educational tool.					
Summary of Event					
All weekly events begin with the facilitators reading the Three Policies and noting their importance within the Glow Centre space.					
The list of topics we had throughout the term: LGBTQ representation in TV shows and movies, Trump's presidency, labels/pronouns, online communities, sex positivity, how to make Waterloo more inclusive, biphobia, stereotypes, gendered clothes and products, representation within the LGBTQ community/pride, and vanity sizing and body image.					
Recommendations for Future Events					
In the future, we will have the event shared on the Feds calendar so as to encourage non-Glow members and volunteers to attend. The mailing list will also be a tool for advertising weekly events. Continue creating the master list beforehand. Facilitators should also prepare information beforehand.					

Movie Mayhem (Weekly Event)					
Movie Mayhem is a movie night offered by the Centre, which features screenings of LGBTQ+ films or TV shows from our centre collection.					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$120.00	Date	Thursdays		
		Times & Timing	7:00-10:00PM		
		Location	Glow Centre (SLC 2102)		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rebecca (Beck) Mallozzi Social Media & Marketing Director TTT event facilitators	Total Participants	70~ throughout the term		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	6	Demographics: University of Waterloo students			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook events were queued each week to publish on the main Facebook page. The Weekly Events poster is also up in the centre and around campus.					
Goals and Learning Outcomes of the Event					
Students who participate in our movie night events can relax and socialize within a safe space, and watch media that is specific to the queer and trans experience.					
Summary of Event					
All weekly events begin with the facilitators reading the Three Policies and noting their importance within the Glow Centre space. This event was less well-received as in previous terms. Facilitators provided a few trigger warnings for some titles.					
The list of movies we had throughout the term: Saving Face, Mambo Italiano, Kinky Boots, Imagine Me & You, Tomboy, Perks of Being a Wallflower, Transamerica, Farewell My Concubine, Latter dAys, A Single Man, Circumstance, and Brokeback Mountain.					
Recommendations for Future Events					
Consider offering tv show episodes or series in lieu of movies. Education Director to continue working on trigger warning list.					
In the future, we will have the event shared on the Feds calendar so as to encourage non-Glow members and volunteers to attend. The mailing list will also be a tool for advertising weekly events. Continue creating the master list beforehand.					

Gender Equity Fair Booth					
The mission of the UW Gender Equity Fair is to unite different groups and services on campus that speak out against gender inequality and help facilitate education and awareness. This event establishes an excellent network for individuals who have an interest in social justice, and also provides a platform to help the attending organizations promote their ideas, values, and contributions on campus.					
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$0.00	Date	January 18th, 2017		
		Times & Timing	10:00AM - 3:00PM		
		Location	SLC Great Hall/MPR		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	UW Gender Equity Fair	Total Participants	60		
Partners in organizing	HeForShe, SWEC, Glow, etc.	Comments:			
Number of students involved in planning and execution	15	Demographics: University of Waterloo students			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook across the pages of multiple organizing partners					
Goals and Learning Outcomes of the Event					
The goal of the event is to unite different groups and services on campus that speak out against gender inequality and help facilitate education and awareness.					
Summary of Event					
The event successfully brought together different groups and services on campus that speak out against gender inequality to help facilitate education and awareness. Glow brought the Glowpardy board. This interactive component of the Glow booth was well received.					
Recommendations for Future Events					
For individuals who were passing by SLC Great Hall and did not have prior knowledge of the event, there could have been better information signage to indicate the nature of the event.					

Ace Toronto (Un)Conference					
Hosted by Ace Toronto, the (Un)Conference served to create a space for open discussion among ace and/or arospec community members and allies.					
Category <i>Educational, Social, Promotional, or Other</i>	Educational, Support	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$110.49	Date	Saturday, January 21st		
		Times & Timing	10:00am-7:00pm		
		Location	Ryerson Student Centre		
Participation (Organizers)	Participation (Attendance)				
Primary Organizer <i>Name/Position</i>	Ace Toronto	Total Participants	4		
Partners in organizing	N/A	Comments:	^ From Glow		
Number of students involved in planning and execution	N/A	Demographics: Conference-goers			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Ace Toronto contacted us via email to invite us to the event. We advertised on our Facebook page.					
Goals and Learning Outcomes of the Event					
The goal of this conference is to create a space for more in-depth conversations among ace and/or arospec community members.					
Summary of Event					
Glow rented a car to commute from Waterloo to Toronto. Attendees from Glow were free to choose which workshops to attend at the Conference. Breakfast, lunch, and dinner were all provided at the event, and attendance was cost-free to all.					
Recommendations for Future Events					
Rent vehicle beforehand so as not to incur additional charges					

Pre-Drag Volunteer Social					
A social opportunity for Glow volunteers to meet each other in a friendly, open environment over food and drinks at the campus bar. This took place before the termly drag show hosted by Glow.					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$0.00	Date	February 3rd, 2017		
		Times & Timing	5:30-7:00PM		
		Location	The Bombshteler Pub		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	30		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: Glow volunteers			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event within private Glow volunteer Facebook group					
Goals and Learning Outcomes of the Event					
The goal of the event was to provide Glow volunteers with a fun opportunity to get to know one another outside of regular Glow activities.					
Summary of Event					
We got together in the Bombshteler Pub to socialize, eat, and drink before the Drag Show was underway. Based on the above goals and learning outcomes, the event was fairly successful. The event provided the intended purpose, and the turnout for the event was better than expected. Volunteers paid for their own food, as our budget did not allow to cover for it. We should continue to have these pre-drag socials, as it is a good opportunity to gather all the volunteers together.					
Recommendations for Future Events					
For future reference, it may be beneficial to account for a few extra people when making reservations. The social aspect could have been ameliorated with a chance for volunteers to more easily socialize with those not sitting at the same table.					

"It's Not a Drag" (Drag Show Alternative)					
A social event for those who are under 19, or prefer a quieter hangout alternative on the night of Drag Me to the Bomber.					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$0.00	Date	February 3rd, 2017		
		Times & Timing	8:00-11:30PM		
		Location	SLC 2134/2135		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Wanning Luo Internal Director	Total Participants	7		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	3	Demographics: Glow volunteers and invitees			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event within private Glow Facebook volunteer group					
Goals and Learning Outcomes of the Event					
The objective of the event is simply to offer a quieter alternative social event for all ages on the night of Drag Me to the Bomber. Video games, movies, and snacks were provided by those attending.					
Summary of Event					
While the event may have benefited from a larger group of people and some supply of food and drinks, the purpose was achieved, and the need was fulfilled. The event is meant to be an alternative to Drag Me to the Bomber for those who would prefer it rather than an event to detract attention from the drag show, so the event is considered to be generally successful based on the goals and learning outcomes.					
Recommendations for Future Events					
The event could have been made more popular with some supply of food and drinks.					

Drag Me to the Bomber					
Miss Drew and Friends perform at Drag Me to the Bomber. This event will also be featuring performances by the UW Drag Club and is co-hosted by Feds.					
Category <i>Educational, Social, Promotional, or Other</i>	Social Entertainment	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$250.00	Date	February 3, 2017		
		Times & Timing	9:00PM-12:00AM		
		Location	The Bombshelter Pub		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	150~		
Partners in organizing	The Bombshelter Pub, UW Drag Club	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: Students at the University of Waterloo and their guests over the age of 19.			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Promotions were mainly done through the Glow Centre's social media outlets (Facebook event, Twitter, FEDs posters, digital signage).					
Goals and Learning Outcomes of the Event					
Goals: To entertain students and guests while raising awareness of drag culture (like the university's own drag club) and for the Glow Centre					
Learning Outcomes: The guests learned about the Glow Centre, and drag culture in the KW community and in UW.					
Summary of Event					
The turnout was great for the event. There were many opportunities used to promote the UW Drag Club and the Glow Centre. The audience was very entertained and enthusiastic while watching the show. As we had leftover condoms that would soon expire, these were blown up and used as balloons, which were entertaining for those at the event.					
Recommendations for Future Events					
Continue collaborating with UW Drag Club. Consider finding a DJ and lights volunteer ahead of time, so as not to burden volunteers.					

Living Rainbow: OK2BME Gay-Straight Alliance Conference					
The 7th annual GSA conference, hosted by the OK2BME program in partnership with the Waterloo Region District School Board. This GSA (Gay-Straight Alliance) Conference is geared towards students in Grades 7-12, with LGBTQ+ community centres setting up booths to promote their services.					
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$65.41	Date	February 8th, 2017		
		Times & Timing	11:30AM-1:00PM		
		Location	Bingemans Conference Centre		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus Service coordinators	Total Participants	~200		
Partners in organizing	OK2BME, Waterloo Region District School Board	Comments:			
Number of students involved in planning and execution	4	Demographics: KW region high school/middle school GSA students and teachers			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
N/A					
Goals and Learning Outcomes of the Event					
High-school and middle school GSA students who participate in the OK2BME Conference and access the Glow Centre booth and resources will be able to learn more about the services we offer and how they can get more involved in the LGBTQ+ community. These conferences have been run for numerous years, and their success is evident in their increased turnout and positive feedback. Glow's presence at this event helps attendees become more aware of external LGBTQ+ centres and resources available to them in post-secondary.					
Summary of Event					
Glow centre executive members hosted a booth at this GSA conference.					
Recommendations for Future Events					
Continue collaboration with local high schools and middle schools for the purpose of LGBTQ+ awareness.					

Glow Goes to Pride? Community Meeting					
This moderated discussion was open to the general public, and covered Pride Toronto's decision to honour Black Lives Matter's demands, including the decision to exclude police floats in the parade. Pizza was provided.					
Category <i>Educational, Social, Promotional, or Other</i>	Other	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$105.00	Date	February 8th, 2017		
		Times & Timing	5:00-7:00PM		
		Location	QNC 1502		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus (Service coordinators)	Total Participants	20		
Partners in organizing	Chris Lolas Feds President	Comments:	N/A		
Number of students involved in planning and execution	2	Demographics: Student body, particularly those involved in the LGBTQ+ community and POC			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event page, Feds event calendar, direct invitations sent to other groups on campus (i.e. UWBASE, FemPhys, EngSoc, Women's Centre), Twitter.					
Goals and Learning Outcomes of the Event					
The student body - particularly LGBTQ+ individuals and community members - who join in our discussion will be able to express their opinion on Glow's potential decision to attend Pride in June 2017. Glow intends to gain a wide perspective of opinions and vote on what best represents the views of the community.					
Summary of Event					
By choosing to either participate or not participate in the upcoming Pride festivities, Glow will be communicating a public opinion and taking a stance on the matter. Due to the weight of this decision, we hosted this open forum to gather as many opinions and ideas as possible, to ensure that we are sufficiently representing the student body. Opinions from various individuals were heard, and the consensus was gathered that Glow should continue to appear at Toronto Pride and publicly agree with their support of marginalized LGBTQ+ members of the community. Chris Lolas was our moderator.					
Recommendations for Future Events					
Reconsider Glow's position as an LGBTQ+ service when considering another event such as this. Plan a better moderation with concrete guidelines of the Glow Executive team's involvement in the discussion.					

Talking About Things (TAT) - Porn & Sex Work feat. Jelena Vermillion					
As part of Healthy Sexuality Week, our usual Monday weekly event (Talking About Things) featured a guest speaker to discuss sex work, pornography, and how it intersects with the queer and trans community.					
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$55.00	Date	February 13th, 2017		
		Times & Timing	7:00-10:00PM		
		Location	Glow centre		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus Service Coordinators	Total Participants	15		
Partners in organizing	Jelena Vermilion Guest speaker	Comments:			
Number of students involved in planning and execution	3	Demographics: University of Waterloo students			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event, poster distributed across campus					
Goals and Learning Outcomes of the Event					
Community members that participate in this sex-work focused discussion night will be able to expand their knowledge on the sex industry, ask questions, and challenge preconceived notions.					
Summary of Event					
A guest speaker, Jelena Vermilion, spoke of her experiences with sex work and pornography. There was a period for questions and answers, discussions on the ethics of the sex industry, and how this can compound with queer and trans experiences. The speaker was given an honourarium for her service, and snacks were provided.					
Recommendations for Future Events					
Better communications with discussion-goers about ongoing consent, given the topics discussed. Consider having this event in another room, since regular centre users accessing the space in this time may be uncomfortable.					

Inclusive Valentine's Day Booth (Healthy Sexuality Week)					
As part of Healthy Sexuality Week, on Valentine's Day students could find Glow in the SLC Marketplace to pick up a free Valentine's Day card. We had a selection of inclusive cards, including relationship-specific and neutral ones.					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre of Sexual and Gender Diversity		
Total Direct Event Costs	\$93.00	Date	February 14th, 2017		
		Times & Timing	10:00AM-3:00PM		
		Location	SLC Marketplace		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	50~		
Partners in organizing	Jose Commissioned artist	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: University of Waterloo student community			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event page, Feds event calendar, Twitter, Healthy Sexuality Week poster					
Goals and Learning Outcomes of the Event					
University of Waterloo students passing through the Student Life Centre can pick up a free Valentine's Day card with inclusive themes (polyamory, asexuality, etc). This will foster inclusivity in a typically heteronormative event.					
Summary of Event					
As part of Healthy Sexuality Week, free Valentine's Day cards were given out at a booth, along with resources and safe sex supplies. A selection of inclusive cards, including relationship-specific, and neutral cards were commissioned from an online artist to be given out.					
Recommendations for Future Events					
Most successful cards were the ones with two fem-identifying folk and the one for self-love. Consider making extra of these, and more single-awareness/sexuality options.					

Great SEXpectations (Healthy Sexuality Week)					
This is an interactive play designed to empower students to make healthy and informed decisions about their relationships, sexual health and sexuality.					
Category <i>Educational, Social, Promotional, or Other</i>	Educational Entertainment	Service Name	The Glow Centre for Gender and Sexual Diversity		
Total Direct Event Costs	\$0.00	Date	February 15th, 2017		
		Times & Timing	11:00AM to 1:00PM		
		Location	SLC Multipurpose Room		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus Service Coordinators	Total Participants	15		
Partners in organizing	SHORE Centre	Comments:	N/A		
Number of students involved in planning and execution	2	Demographics: University of Waterloo's student community			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event on the Glow Centre's facebook page and Posters across campus.					
Goals and Learning Outcomes of the Event					
<p>Goals: To educate the UW community on a variety of issues that arise, especially in the age demographic that is on campus relating to gender, sexuality, orientation, shaming, consent and safe sex.</p> <p>Learning Outcomes: People who attended the show had a chance to voice when they felt that an error in judgement was made and then they were given the chance to correct these errors. It gave a platform for the attendees to see the extent of their knowledge, add to their own knowledge and inform others at the show.</p>					
Summary of Event					
The event had a terrible turnout, aside from the executive team members, and organizing volunteers who attended, 4 people in total were there. Nevertheless that did not take away from the event's life, and the performers still did their best to inform and entertain us.					
Recommendations for Future Events					
Marketing the event in a better way would've helped, also the event was meant for more of an awareness type event, not specific to LGBTQ+ on campus, which was who we marketed the event to.					

Perks of Being a Wallflower Movie Night (Healthy Sexuality Week)					
For Healthy Sexuality Week, the Glow Centre invites anyone in the UW community to join us in watching Perks of Being a Wallflower during Movie Mayhem.					
Category <i>Educational, Social, Promotional, or Other</i>	Social Entertainment	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$10.00	Date	February 16th, 2017		
		Times & Timing	7:00-9:30PM		
		Location	Glow Centre (SLC 2102)		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team, event facilitators	Total Participants	13		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	10	Demographics: Students at the University of Waterloo and their guests			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Promotions were mainly done through the Glow Centre's social media outlets (Facebook event, Twitter, FEDs posters).					
Goals and Learning Outcomes of the Event					
Goals: For students to watch and enjoy a movie related to LGBTQA+ topics and healthy sexuality. Learning Outcomes: LGBTQA+ students and allies watched and enjoyed a movie related in terms of healthy sexuality.					
Summary of Event					
The turnout was great for the event in comparison other Movie Mayhem nights. The guests enjoyed watching the movie, and there was a lot of ongoing commentary on what was good and bad.					
Recommendations for Future Events					
Having a discussion about the movie and how it relates to Healthy Sexuality Week after the movie finishes should be something to consider.					

Ace Toronto Workshop (Healthy Sexuality Week)					
To wrap up Healthy Sexuality Week, Glow invited special guest ACE Toronto in the SLC Great Hall for a workshop on asexuality, non-normative relationships and sex-positivity. Whether students identify under the ace- and/or arospec umbrella, or have just encountered these terms for the first time ever, this was an opportunity to listen, learn, and share about why talking about asexuality contributes to LGBTQ+ positive, comprehensive sexual education.					
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$75.00	Date	February 17th, 2017		
		Times & Timing	11:00AM-2:00PM		
		Location	SLC Great Hall		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	10		
Partners in organizing	Ace Toronto	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: University of Waterloo community			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event, Facebook page promotion, Feds calendar, Feds poster run					
Goals and Learning Outcomes of the Event					
Asexual awareness and education on campus. Bringing asexual experiences to the discussion around healthy sexuality. Promote inclusion of ace and/or arospec people in LGBTQ+ spaces.					
Summary of Event					
Workshop on asexuality, non-normative relationships and sex-positivity, led by Ace Toronto. Format: presentation with audience interaction and group work sessions. They were offered an honourarium for their services.					
From people who identify under the ace- and/or arospec umbrella, to those who have just encountered these terms for the first time ever. A workshop to promote listening, learning, and sharing about why talking about asexuality contributes to LGBTQ+ positive, comprehensive sexual education.					
Recommendations for Future Events					
Further advertisement (low attendance), continue collaborating for ace awareness					

Midterm Policy Review			
A review session for the general volunteers of the three policies, done interactively.			
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$0.00	Date	February 28th, 2017
		Times & Timing	6:10-7:00PM
		Location	Glow Centre (SLC 2102)
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Executive team	Total Participants	25
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: Glow general volunteers	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook event created within Glow Facebook volunteer group.			
Goals and Learning Outcomes of the Event			
The goal of the event was to provide Glow volunteers with midterm policy training in an engaging way to review Glow's Inclusion Policy, Safe Space Policy, and Confidentiality Policy.			
Summary of Event			
Based on the above goals and learning outcomes, the event was fairly successful. The event provided the intended purpose, and the turnout for the event was better than expected. The volunteers actively participated in the listing of the policies and reported that they enjoyed the interactive (role-playing) portion of the training. Overall, the event was well-received and provided volunteers with sufficient review of the policies. It is recommended that Glow continue to run this event in subsequent terms.			
Recommendations for Future Events			
For future reference, it will be better to schedule this training for 1.5 hours to account for potential delays and to schedule it on an evening during which there are no weekly events (Wednesday or Friday) so that there will be minimal interruptions towards the end of the event. It would also be better if the review were held slightly earlier in the term since there will inevitably need to be an alternate review training to accommodate the volunteers' varying schedules.			

Midterm Policy Review (Alternate)					
A review session for the general volunteers of the Three Policies, done interactively. This was the alternate date for those that could not attend the initial review session.					
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$0.00	Date	March 10th, 2017		
		Times & Timing	6:10-7:30PM		
		Location	Glow Centre (SLC 2102)		
Participation (Organizers)	Participation (Attendance)				
Primary Organizer <i>Name/Position</i>	Executive team	Total Participants	12		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: Glow general volunteers			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event created within Glow Facebook volunteer group.					
Goals and Learning Outcomes of the Event					
The goal of the event was to provide Glow volunteers with midterm policy training in an engaging way to review Glow's Inclusion Policy, Safe Space Policy, and Confidentiality Policy.					
Summary of Event					
The volunteers actively participated in the listing of the policies and reported that they enjoyed the interactive (role-playing) portion of the training. Overall, the event was well-received and provided volunteers with sufficient review of the policies. It is recommended that Glow continue to run this event in subsequent terms.					
Recommendations for Future Events					
Running this before the volunteer social and on a Friday (without interference of weekly events) proved successful.					

Midterm Volunteer Social					
An opportunity for Glow volunteers to play board and video games together while enjoying snacks.					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$21.50	Date	March 10 th , 2017		
		Times & Timing	7:30PM – 10:00PM		
		Location	MC 2017		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	17		
Partners in organizing	N/A	Comments:			
Number of students involved in planning and execution	8	Demographics: Glow volunteers			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
This event was advertised to the volunteers by a Facebook event within private volunteer Facebook group					
Goals and Learning Outcomes of the Event					
The goal of the event was to provide Glow volunteers with an opportunity to relax and have fun with other volunteers.					
Summary of Event					
Based on the above goals and learning outcomes, the event was fairly successful; attendance was high and everyone was always preoccupied with a game.					
Recommendations for Future Events					
Even though a fairly large selection of board games were brought, Uno and Sushi Go were the most popular and longest played games. It would be advisable to bring these games for any board-game-related social event.					

Queer Ball					
Hosted a queer dance on April Fool's Day in collaboration with HeForShe. This was an LGBTQ+ inclusive event, and featured a dance area with a DJ and free food and drinks. Dress was on the fancier side.					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre For Sexual and Gender Diversity		
Total Direct Event Costs	\$527.00	Date	April 1st, 2017		
		Times & Timing	8:00PM-1:00AM		
		Location	St. Paul's Alumni Hall		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus Service Coordinators	Total Participants	70~		
Partners in organizing	HeForShe	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: University of Waterloo students and their guests			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event page, Ticketfi page, Feds calendar submission, sharing through the Feds Facebook page, sharing among St. Paul's residences, poster submitted for poster run, digital signage in the SLC					
Goals and Learning Outcomes of the Event					
Students and guests that attended the Queer Ball at Alumni Hall were given an opportunity to dress up, and socialize in a queer-friendly environment. This type of event has been long-requested.					
Summary of Event					
HeForShe was a collaborator for the event, and subsidized the full cost of the DJ and food provided from Chartwell's. As the venue did not allow for sticking items to the wall, flags were draped over the 19+ area barrier and a projection of the event's banner was shown on the wall. There was opportunity to socialize, dance, eat, and the 19+ area provided a unique aspect.					
Tickets were purposefully oversold. There was worry that we would reach capacity, however 68 of the 106 that RSVPed through Ticketfi came.					
Recommendations for Future Events					
Aim to make this an annual Winter term event. Begin preparation earlier on, as this was planning within 30 days. If a collaboration with HeForShe is not possible, consider having the tickets \$10 each instead of free. Consider a different venue, as this was slightly too large for dancing, and not as fancy for a ball. Consider advertising this more thoroughly. Consider also changing the name, as there was a comment on Facebook about the use of "Queer" as a slur. As well, having more guest tickets could encourage more attendance.					

Volunteer Appreciation					
Glow general volunteers are given an opportunity to socialize, with activities such as button making and board games available. Pizza, drinks, and a volunteer appreciation gift was provided in recognition for their hard work throughout the term.					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	\$490.00	Date	April 5th, 2017		
		Times & Timing	5:00-9:30PM		
		Location	MC 2034		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Executive team	Total Participants	30		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: Glow Centre general volunteers			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Promotion was done through Glow Centre's volunteer Facebook page.					
Goals and Learning Outcomes of the Event					
Glow general volunteers who participate in the volunteer appreciation event will be given an opportunity to relax and celebrate the end of a successful term. Volunteer events are done to show our gratitude for their dedication to their role, and will aim to encourage further interest and camaraderie within the service.					
Summary of Event					
Glow volunteers were given a chance to socialize amongst one another and celebrate the end of the term. Pizza from Campus Pizza and drinks from the Bombshelter Pub were provided. Board games from the centre were brought, and the button maker and materials were provided as the central activity. A gift was also given to them: a lanyard with the Glow logo repeated along the sides with a thank-you card, within personalized paper sacs.					
Recommendations for Future Events					
Purchase more drinks, book room much more in advance so as not to have it located in MC again, have executives on hand to give a demonstration of how to use the button maker.					



ICSN Winter 2017 End of Term Report

Coordinators: Paula Colaso & Kayla Dixon

Date: April 8th, 2017

1.0 Introduction

The following document is the International and Canadian Student Network (ICSN) Winter 2017 End Of Term Report. This is the ninth term that ICSN has been a FEDS service at the University of Waterloo. As we continue to grow as a service, this term we focused finding new and creative ways to engage with students. We put more effort into understanding what International students on campus need and the providing those trips or events.

Our goal is to connect international and exchange students with Canadian students at the University of Waterloo by offering a fun and safe space to participate in fun social activities. This report describes the ways in which we attained this goal, through weekly ICSN events for students- Babble Cafe and Cultural Connection, monthly trips, new promotion strategies and finally it also offers room for improvement in future terms.

This term the executive team focused on diversifying the activities done at events and developing new connections with other clubs on campus. We did this through theme nights on our weekly events and hosting our first ever overnight trip to Quebec City.

Another objective was to raise our social media presence, by increasing visibility, improving communication responses and strengthening advertising campaigns for events. ICSN used long-term connections and relations with influential personnel, various campus services and organizations to better help with direct marketing. The ICSN facebook group member base continues to increase steadily over the terms. We want to improve our presence and image by being active on campus and ensuring that students know about what our service has to offer.

This report has been written by our collective Fall 2016 executive team:

<i>Service Coordinator</i>	Paula Colaso
<i>Service Coordinator</i>	Kayla Dixon
<i>Internal Director</i>	Simon Liu
<i>Finance Director</i>	Vanshika Agnihotri
<i>Social Director</i>	Hayston Lam (Resigned)
<i>Communications Director</i>	Rachael Lee
<i>Advocacy Director</i>	Jinwen Hu

Special Projects Director	Whitney Tam
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2.0 Volunteer Management

Hiring Process

Similar to previous terms, the Internal Director and one Coordinator conducted interviews. Compared to the fall term, a larger volunteer team was hired in order to ensure a larger ‘core’ volunteer group that would always be reliable in terms of engagement and attendance. Total we hired 20 volunteers. Volunteers were selected based on the following qualities: communication, teamwork skills, understanding of international student life on campus, creativity, and time commitment. Something new this term was that volunteers were separated into two teams with the goal being to have a minimum of 2 volunteers from each team sign-up for each event. The teams were meant to ensure that our events would have differing personality types or skill sets like language or approach to engaging with students. Ultimately as the term continued on, the teams were not a primary focus because most volunteers had developed the skills we were looking for.

Team Training

Training was done at Crossroads Board Games Cafe led by the coordinators. First there was a seminar/presentation that focused on forms of communication and how they are effective, cultural differences in communication, and how to start and maintain a conversation. The training was beneficial because everyone could practice communication with varying personalities and speaking tones. The presentation was interactive and tested the skills they were learning. After about 1.5-2 hours there was team bonding which was led by Crossroads. Students all participated in a board game relay rotation. Overall, the training was informal but informative, fun, and presented a great opportunity for volunteers to get to know each other. Training could be improved by setting up tables of 6 at the very start, instead of having a few long tables. This way, downtime during the training may be less overwhelming and people are aware that the table they are at can be their main circle of conversation rather than finding themselves in an awkward spot within the long table setup.

Communication with Volunteer Team

Primarily the team communicated through email or the ICSN Volunteer Team Facebook group, though one addition that proved to be instrumental was the use of a Facebook group chat. At the end of each week, an ICSN update email (written by the Internal Director and proofread by the Coordinator) would be sent out, informing the volunteers on details for the upcoming week and asked for their involvement in special projects. Similar to last term, sign up was done using a shared Google Sheet; though the major difference was that this term there was only one sheet with tables for all events in one central spot. This proved more effective than last term because volunteers could sign up beforehand instead of waiting each week for the Internals email. The Facebook chat group’s purpose was to act as the first point of contact and was a convenient platform for the volunteers to communicate with each other in a more informal and manner. The only

executive in the group was the Internal Director because they were responsible for dealing with volunteer concerns.

Weekly Workload

Volunteers were mainly involved with the setup and cleanup of events as well as facilitating conversation. Usually, on average 5 volunteers are needed to support a weekly event. Their main purpose is to make sure every student is welcome during conversations and games, and having a diverse group of volunteers helps especially in offering students different personalities to experience, which can be very useful for international students. On occasion volunteers were asked to support booths in the SLC, or weekend bus trips.

Recommendations

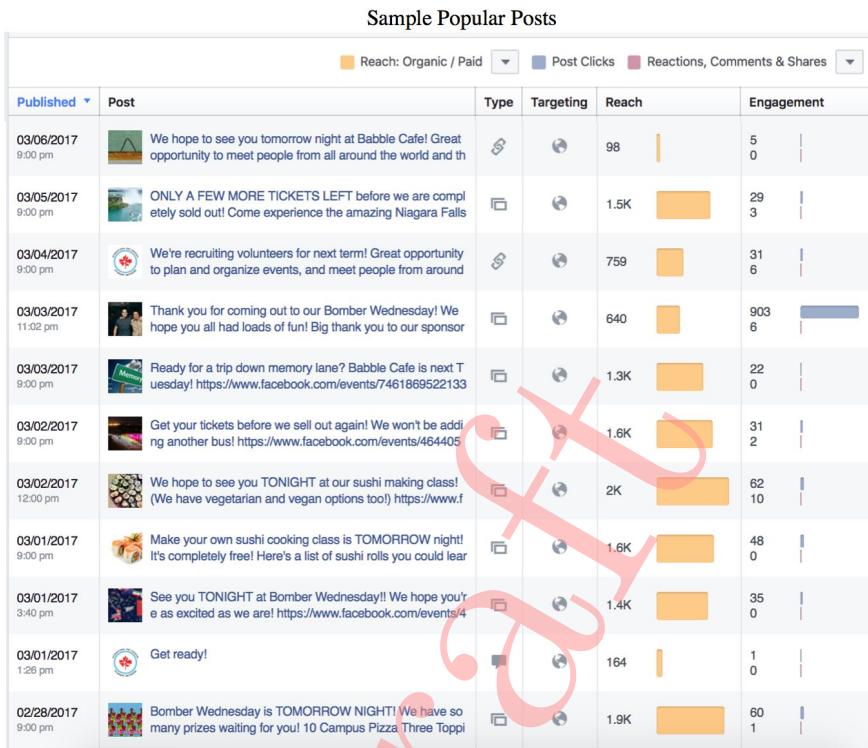
In the future, volunteers could be more involved with a specific director's portfolio that interests them. This could be put into action by assigning executives a few volunteers to help them with different projects. Doing this can also aid in volunteer management as volunteers will be assigned tasks rather than just expecting to help setup at weekly events when setup is minimal in the first place. Volunteer management through the Facebook chat group should be done again for next term due to its efficiency, welcoming speaking platform, and effectiveness in sharing links, pictures, poll, etc. We have noticed that the problem with volunteer turnout was still a lingering problem as there are many volunteers with only around 3 weekly events attended. This can be mitigated by increasing emphasis on time commitment for events and brainstorming during interviews.

3.0 Communications

The ICSN Facebook page gained more than 200 likes over this term, ending with a total of 2234 likes. The ICSN Facebook group has now grown to a total of 2173 members. The goal for this term was to maximize our post reach, and believe that has been accomplished.

The platforms that were most effective to engage with students were the Facebook page, Facebook group and email. Prior to each bus trip students were emailed with full details and information about pick up location, check in time, weather and supplies needed for the day. We also utilized the Feds calendar to promote upcoming events. Our ICSN website on Feds had information on all our bi-weekly Babble Cafe and Cultural Connection events.

Facebook Statistics for Winter 2017:



Posts with the most reach typically were of creative photos regarding an event. Posts with the most engagement were photos from events. For example, when advertising an event such as Sushi Night, posting high quality photos of delicious looking varieties of sushi will capture the attention of more people (vegetarians, vegans, etc.). We have maintained a 100% response rate for Facebook messages and usually reply within an hour.

The google calendar schedule was the most effective tool that the Communications Director and Coordinator used to plan out posts for Facebook. This tool made the job easier because we were able to plan out the content for each post and know deadlines ahead of time. It gave us a great and clear overview of the posts going up for the week. Using the scheduling option is recommended as posts can be organized ahead of time.

4.0 Surveys, Data Analysis & Research

ICSN employs surveys as the main way to analyze the students' needs and opinions towards the events held by ICSN. Collecting and analyzing data contribute to a better

understanding of the student body so that ICSN could provide more tailored services. This term surveys were created for the monthly trips and general interest research.

Beginning of Term Survey

This survey was intended to collect students' interests in future events organized by ICSN. The result of this survey allowed ICSN to better brainstorm the ideas and themes for each activity and improve the service according to the feedbacks received in this survey. Some important feedback on students' interests are presented below. These results demonstrate what some topics and local attractions that the students expect to have in the term. For full reports on the surveys please request them from the Advocacy director.

For Cultural Connection (formerly Throwback Thursday), suggest some activities you'd like to try!

(17 responses)



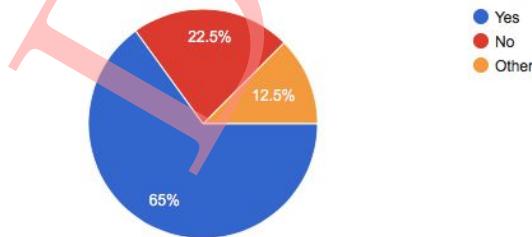
Monthly Trip Surveys

ICSN made these surveys to collect feedback from students who went on the trips so that the trips can be improved upon for next time. Google Forms are the major tool used in the making of these surveys. In the survey, we typically ask about their student status (demographics), their experience with the transportation, and their overall experience on each part of the trips and any suggestions they have on how ICSN can improve the marketing or the planning of monthly trips in the future. Once the surveys were created, they were emailed to all of the attendees.

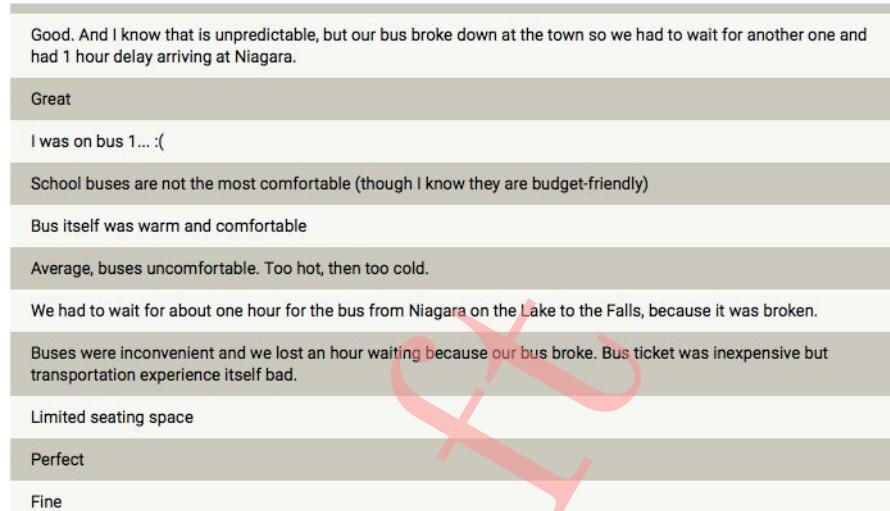
Result of Each Survey:

1. Chicopee Trip
 - a. Six people participated in this survey.
 - b. Only undergraduates responded to this survey.
 - c. One person commented on the flexibility of payment method because he/she encountered problem with paying by debit card.
 - d. Responses suggested that ICSN should market the event better.
 - e. Generally satisfied with the plan of Chicopee Trip.
2. Quebec City Trip
 - a. Good mixture of International students, Exchange students and Canadian students.
 - b. 80% of the students were undergraduate.
 - c. All participants were satisfied the preparation of this trip and the organization.
3. Niagara Trip
 - a. Good mixture of students with different background.
 - b. Most (61.5%) students learned about this even from the ICSN Facebook page, therefore sharing the event page would be an effective way to market.
 - c. Some students were not satisfied with the time allocation for each activity. It may suggest that in the future, if possible, ICSN can provide more different packages for the students to choose.

Do you think the time allocation for each activity was appropriate? (40 responses)



- d. Some students asked for clearer guidance (i.e. give suggestions for what to do in the free activity time)
- e. Some students complained about their bus were broken and took one hour to fix it. In the future, the team may consider and plan some contingency plan for emergency situations.

How was your experience with the transportation? (40 responses)**Students Needs Survey**

This survey is made to understand the International students' needs and how their experience with ICSN and University of Waterloo in general. Google Forms was used to make this survey and the questions mainly focused on their opinion towards the activities held by ICSN. Also, the survey asked if they had experienced any issues and how ICSN could help them. This survey was shared by the Communication Director with the students who have left their email address. Not many students responded to this survey. Next time ICSN could advertise it as a more serious survey. However, most of the students who chose to do the survey suggested that they wanted more trips, especially overnight trips like the Quebec Trip. This may suggest to the Spring term team that more trips can be organized.

End of Term Party Survey

This survey was intended to collect ideas and interests of the student groups on the End of Term party. Google Forms was used to create the survey. The questions asked for students' interests in what foods and activities they expected to have in EOT party. The survey was sent by the Communication Director to all students who had participated in ICSN activities this term. The result showed that most of the students were more interested in appetizer type of foods and games than other options such as photo booth or dance floor. This may give the future team some ideas on planning Babble Cafe, Cultural Connection and EOT party.

Event Data Analysis

On Ticketfi we asked some survey questions to gauge which types of students were coming out whether they are international, exchange or Canadian student and if they were undergraduate or graduate student. These data do not include “Guest Tickets” and ticket resales were not taken into account.

Below is the data summary of the monthly events:

- Beginner's Skiing at Chicopee Ski Hill had a total of 43 students (+1 guest), 9 were international, 30 were exchange students and 4 were Canadian. Of these same participants 36 were undergraduate students and 7 were graduate students, which was a 84:16 ratio.
- The Quebec City Road trip had a total of 50 students, 13 of which were international, 25 were exchange students and 12 were Canadian Students. These students also totalled 41 undergraduates and 9 graduate students, which was a 82:18 ratio.
- The Niagara Trip had a total of 123 students (+ 8 guests), 71 of which were international students, 18 were Canadian students and 34 were exchange students. In these 123 participants, 79 of them were undergraduate students and 44 were graduate students resulting in a 64:36 ratio.
- The Elmira Maple Syrup Festival Trip had a total of 188 students (+32 guests), 95 were international, 50 were exchange and 43 were Canadian. These students also totalled 76 undergraduate students and 112 graduate students resulting in a 40:62 ratio.

Weekly events data were recorded by the volunteers on printed form. For all weekly events, exchange students participated the least. ICSN could promote more in exchange students groups. Make Your Own Sushi had the best turnout and it would be highly recommended for future terms. Board Games Night and Craft Night had less participation but it was understandable because these two events were near exams. Sports Night had the least participation; more modification would be needed to improve this type of event. Overall, Babble Cafe had more students than Cultural Connection and so focus should be put on enhancing or marketing Cultural Connection next term.

Babble Cafes	International	Canadian	Exchange	Total
Let's Get Organized	15	24	5	44
Get Involved!	14	22	4	40
Speed Meeting	11	10	2	23
Trip Down Memory Lane	11	10	2	23
Music Night	21	18	0	39

Cultural Connection	International	Canadian	Exchange	Total
Skating in Uptown Waterloo	11	9	3	23
Sports Night	5	7	1	13
Latin Dance Class	9	11	2	22
Make Your Own Sushi Cooking Class	30	37	3	70
Board Games Night	9	4	2	15
Craft and Henna Night	8	14	0	22
Other	International	Canadian	Exchange	Total
Warrior's Volleyball Pre-Party	0	1	0	1
Bomber Wednesday Night	/	/	/	109
End of Term Party	38	20	1	59

5.0 Events and Activities

Planning Process

In the first few weeks after the term began, a brainstorming session for ICSN's future events was organized between the Social Director, the Internal Director, and the Operations Coordinator. All ICSN members including executives and volunteers were invited to join the brainstorming session and contribute their ideas. This brainstorming session encompassed potential ideas/themes for Babble Cafe, Cultural Connection, and monthly trips. Based on the ideas generated from the brainstorming sessions, final decisions were made during weekly executive team meetings on criteria such as feasibility and whether there would be enough interest.

At every event, it was necessary to prepare a check-in sheet, name tags, and ICSN volunteer pins. Depending on whether the event was Babble Cafe, Cultural Connection, or a monthly trip, the potential supplies list largely varied.

For Babble Cafe, it was necessary to place an order one week in advance if ordering off their catering menu. This term we never did it but it is also possible to place an order for items not on their menu; this would require the order to be made two weeks in advance. In addition, a new icebreaker and set of questions are needed to be prepared for each

Babble Cafe to keep each event different and original. I found that creating these icebreakers and discussion questions on Google Docs was the most efficient way for me to share and receive feedback directly from the rest of the executive team.

For Cultural Connection, the majority of the preparation was figuring out logistically how the event would run or contacting a food supplier. For example, preparation for Winter 2017 events included figuring out how to bus from together from Student Life Centre to the Uptown skating rink or arranging bubble tea from Campus Bubble for 40 people. The volunteers helped to run the night smoothly so the Social Director largely focused on logistics.

Implementation of Theme Nights

ICSN's weekly events for Babble Cafe and Cultural Connection both had a new and unique theme each week. The themes were announced on the Facebook page, so event participants could roughly expect what discussion topics and activities the event would have. Some themed weeks were more successful than others such as Music Night (March 21st) compared to Trip Down Memory Lane (March 7th) largely due to more interest in one theme than the other.

Since the themes for each week were finalized near the beginning of the term, it allowed the team adequate time to contact special guests for each week as necessary. I advise contacting groups a minimum of three weeks in advance as there is often delay in confirming the group's attendance. This extended time period will also allow you to find another guest if the group originally contacted is not interested or needs to cancel due to an emergency.

In future terms, it is imperative to brainstorm interesting themes that will attract a large audience. Some feedback we received was that some themes felt too forced or scared away some students as these potential event participants were uncomfortable with that particular week's theme.

Babble Cafe	Cultural Connection
Let's Get Organized	Skating in Uptown Waterloo
Get Involved!	Sports Night
Speed Meeting	Latin Dance Class
Trip Down Memory Lane	Make Your Own Sushi Cooking Class
Music Night	Board Games Night
	Craft and Henna Night

Monthly Trips

Chicopee Trip ICSN took students on a day trip to Chicopee for Skiing Lessons. Overall, the event was quite popular and tickets quickly sold out. However, the day of the event there was an issue with the payment and many of the event participants were delayed from going onto the slopes.

January 22nd

Quebec City Road Trip ICSN went on a multi-day trip to Quebec City with one bus. This monthly event was one of the most successful events and students greatly rated this experience! A large contributing factor was that the two members of the executive team (Coordinators) on the trip were highly interactive with the students and ultimately acted as both tour guides and friends to the students throughout the trip.

February 17th - 20th

Niagara Falls ICSN took a total of three buses to Niagara Falls on a day trip. The event was mostly successful and the majority of students greatly enjoyed the whole experience! There was a slight complication with one of the three buses breaking down along the way to Niagara Falls, but the issue was quickly resolved and students were only delayed by an hour. This was also the first time we made a stop in Niagara on the Lake as per student survey feedback and the students quite enjoyed it.

March 11th

Elmira Maple Syrup Festival ICSN partnered with the GSA to run rotating buses from DC to Elmira all day for the Elmira Maple Syrup Festival. We had executives managing drop offs and pickups in both Elmira and on campus at DC. Overall the event was largely successful. Students were asked to register for free tickets online so that we were able to ensure transportation for those students. Some suggestions for the future would be to give students a list of returning bus times and a map of the area when they are getting on the bus at DC or through email before the trip, rather than in Elmira like it was done this term. Some of the buses returning from Elmira were quite empty as many students opted to take the GRT home. Perhaps in the future the best option is to provide less return buses or none and recommend the GRT to students. It also would have been helpful to send some sort of communication to student prior to the trip about what exactly they could expect and what type of activities would be available.

6.0 Partnerships/ Collaborations

ICSN is dedicated to connecting students at the University of Waterloo with International or Exchange students and creating fun and engaging events that students may be interested in. ICSN has focused on campus partnerships and community partnerships that benefit both the students and the organization.

The Unaccompanied Minors

The Unaccompanied Minors is a co-ed acappella group. The group performed at ICSN's music-themed Babble Cafe on March 21st. We partnered with the group as acappella has been largely successful and well-received by Babble Cafe participants in the past. This partnership was good as the group's performance increased the number of interested individuals in that particular week's Babble Cafe and gave participants a commonality to talk about.

Graduate Student Association

The Graduate Student Association (GSA) is student-run organization that serves the graduate student population at the University of Waterloo. At Babble Cafe, they made a formal presentation promoting GSA's services. We partnered with this group as some of the event participants at ICSN's events are graduate students and may have been interested in GSA's services. This partnership was largely unsuccessful as many of the students were not interested in what the group had to offer to them.

International Student Connection

ISC aims to connect international students and help them have a smoother transition to the Canadian life. We partnered with ISC to be included in their monthly newsletter. This helped us reach more international students.

Columbia Lake Village Graduate Community

CLV is a residence community. We partnered with them to be included in their monthly newsletter. This helped us reach more students.

UW Culture and Language Exchange Club

UW Culture and Language Exchange Club aims to promote the exchange of language and culture between students by forming small study groups. ICSN partnered with this club to promote the International Student Appreciation Night. This club is very responsive and has great enthusiasm towards ICSN. They shared this opportunity with their members through emails and Facebook.

ISAW Waterloo

ISAW is Iranian Student Association of Waterloo, this club connects with students who have Iranian background. ICSN partnered with this club to promote the International Student Appreciation Night. It is the first cultural club that responds to this event and it cooperated with ICSN to advertise this event actively. As communicated, they informed their members about this event through email and Facebook advertising.

UWWE

UWWE is a club that organizes events and shares on-campus information with Chinese international students. ICSN partnered with them to advertise the International Student Appreciation Night. At the beginning, they said that advertising on their wechat platform needed to be paid. After negotiation, they decided to do it free. They wrote articles on their wechat platform to promote this event so that some Chinese students that were not familiar with Facebook could also be informed about this opportunity.

7.0 Inventory

ICSN has purchased or still has on hand the following reusable item(s) during the Winter 2017 term:

Utensils and Cutlery Supply			Arts and Crafts		
Item	Description	Quantity	Item	Description	Quantity
Straws	Box	1	Gingerbread Houses		2
Napkins	Packages	3	Cutting Boards	Flimsy	3
Cups	Regular Size	~45	Ribbon Spools		2
Cups	Mini-cups x ~50	2	Markers	1 Package - 10 markers	3
Spoons, Forks		A bunch	Markers	1 Package - 50 markers	1
Large Bowls		6	Brushes	1 pack and miscellaneous brushes	1
Ladle		1	Lei		5
Medium Bowls		10	Stamps		3
Office Supplies			Streamers		3
Item	Description	Quantity	Bamboo Skewers	Packs	2
File folders		8	Paint Bottles	Various colours	48
All-purpose labels	Packs + Miscellaneous ones	3	Photo Frames		8
Clipboards		3	Mask		2
Small white board		1	Coloured card paper	In a binder	a bunch
Statistics Sheet		6	White board cleaner	Spray bottle	1
Other			Pumpkin Carving Kit		1
Item	Description	Quantity	Mini-canvas		6
Disco Ball		1	Bingo Markers		3

Bag of Miscellaneous Things			Strings+wool		~4 rolls	
Despicable Me 2 Movie		1	letter beads		1 bag	
Recipe Placards		A lot	<i>Promotional Materials - ICSN branded</i>			
Ping Pong Balls	Box	1	Item	Description	Quantity	
Flying Disc		1	ICSN logo flag		2	
Water Guns		3	Canada flag		4	
Frisbee		1	Tent cover		1	
Grad House Wristbands		3	Tri-fold board		1	
Table Cloth	One Halloween, One Red	2	Zap banner	One is broken	2	
Deck of playing cards		1	A-frame		1	
ICSN passports		~40	World map		1	
Bag of chopsticks	open	1	Swag for Booths			
			Bag of Buttons		1	
			Phone Card Holders		13	
			Warrior Tattoos		23	
			Warrior Bandanas		3	
			Warrior Clappers		2	

Additional office supplies and office decorations may be ordered in Spring.

8.0 Budget

8.1 Overview

ICSN's overall strategy for spending money this term was to predict an estimated cost based on the amount of money that is allocated to different budget lines. We continued to budget \$200 for each Babble Cafe and Cultural Connection. The main goal for ICSN with the weekly events was to stay under budget where possible, or if one event was over the next one would be under \$200. After taking out the obvious costs like Babble Cafe and Cultural Connections ICSN had a clearer view towards planning the trips and other events- in terms of how the funds can be allotted for subsidizing the trip. ICSN's main approach was to have an overestimation of the cost (especially while planning the trips) and staying strictly under the projected costs.

8.2 Current Status

We began the term with \$5,113.11 on hand and took in revenues of \$27,557 giving us a total available cash of \$32,343.11. Our total spending this term was approximately \$31,740 throughout the term and so we do have a small cash balance remaining.

The major areas where the funds were spent were:

- A) Babble Cafe net expenditure \$914.06
- B) Cultural Connection net expenditure \$734.08
- C) Chicopee Trip \$3,066.82
- D) Quebec Trip \$21,514.90
- E) Niagara Trip \$3,435.86
- F) Elmira Trip \$432.23

8.3 Future Recommendations

This term we worked on the annual budget for next year. Once approved the new budget year will start in spring 2017 with \$9980. To improve the finances add a projected costs column for events like Cultural Connection. ICSN doesn't spend the entire 200 that is allocated to Cultural Connection. The amount varies based on what type of event is being organised. Getting a projected cost for the supplies from social executive and/or the coordinator will make it easier to keep a track of the finances spent. This term ICSN submitted its proposed budget. Keeping the upper limits of the amounts in mind and making sure that only 20 volunteers and 10 executives are hired, Babble Cafe and Cultural Connection don't cost more than 200 (150 in the Spring) will be a good way to start in keeping the budget.

ICSN's way of spending works perfectly for the service. Continuing to keep the budget in mind and keeping track of all the expenses will be a good idea. It's helpful if small notes are added along with the costs on the cash flow pages so that references, when required can be made.

9.0 Special Projects

9.1 ICSN Booths & Engagement

Campus Life Fair

We participated in the Campus Life Fair this Winter term and mainly promoted what our service does, what weekly events we have running, and upcoming monthly events. We provided handouts with dates and times of this term to our weekly events: Babble Cafe (every other Tuesday) and Cultural Connection (every other Thursday). We also promoted our Chicopee Ski Trip to students providing them with pricing and details. A beginning of term survey was also conducted using Google Forms to gauge the student population's activity and location interests. As an interactive component to our booth, we

had two activities. The first one being ‘Where in the world have you been?’ where we invited students to take a thumbtack and place it on a city they have been to or are from. The second one being suggestions of activities and locations on sticky notes for students who did not want to participate in the survey as a quick and easy way. Overall, it was a positive and great experience being able to promote our service to the student population who may or may not know what we do. At times, every person working the ICSN booth was occupied by a student.

There can be a few improvements for future terms. Firstly, more time is needed in advance to fully understand the dynamics of the event. For example, there was an activity where students would go around to collect stamps from each booth for a bingo, but we were only made aware when students talked to us and asked for a stamp. Second, volunteers need to be well-informed about ICSN and our events, along with what was mentioned as the first improvement.

International Fair at University of Waterloo

We participated in the International Fair this Winter term hosted by BASE and ELI at Renison University College. We mainly promoted what our service does, what weekly events we have running, and upcoming monthly events. We provided handouts with dates and times of this term to our weekly events: Babble Cafe (every other Tuesday) and Cultural Connection (every other Thursday). We also promoted our Niagara Falls Trip to students providing them with pricing and details. As part of student engagement, we had swag to give out and had the ‘Where in the world have you been?’ activity where we invited students to take a thumbtack and place it on a city they have been to or are from. It was overall a good experience interacting with the student population and BASE students in particular because many BASE students were not aware of what ICSN does and what events we run. Rather than an improvement, a suggestion would be partnering up with BASE and ELI early on to help promote the event and get a good reach of students on campus.

9.2 Research and Proposals for Next Term

Canada's Wonderland - Vaughan

Cost includes admission to the park and transportation. There are 2 group admission packages: Specific Day Group Admission (\$34.99+tax) or Flexible Day Group Admission (\$39.99+tax). The packages are valid from April 30-October 29, 2017 (not including Halloween Haunt). Suggested to go during May or June as there are less crowds and to leave early in the morning and leave around 8-9pm.

Source: <https://www.canadaswonderland.com/ticket-category/Group-Sales>

Stratford Plays - Stratford

Compiled a list of running plays from April 15-December 31, 2017 in a document on Google Docs. Prices vary by play and area of seat. Due to it be a relatively close location, departure times can vary depending on the time of the play.

Source: <https://www.stratfordfestival.ca/WhatsOn/ThePlays/>

Thousand Island Cruise - Kingston

Cost includes a cruise ride with or without lunch or a trolley tour. There are 2 cruise options: Discovery Cruise (~\$30) and Hearts of the Island Cruise (with lunch - \$64 and without lunch - \$42). The cruise durations can vary. The Kingston Trolley Tour is approximately 1.5 hours (\$23). Group rates can be explored by contacting the individual in the link provided below. There are 2 suggestions: plan for a one-day trip or an overnight trip (combining with camping at Algonquin). Brief details can be found in the Google Docs. Survey can be conducted to ask what students prefer: (i) one-day visit to Kingston (ii) combining with camping trip.

Source: <http://www.1000islandsruires.ca/index.cfm/sightseeing-cruises/group-rates/>

Algonquin Provincial Park - Algonquin

Cost varies depending on which lodge will be chosen, can choose to combine with Thousand Island Cruise due to close proximity of both locations. Can be done on its own as just camping. Links provide rates for lodges and cabins found within the park. Survey can be conducted to ask what students prefer: (i) just a camping trip (ii) camping trip with Thousand Island Cruise.

Sources: <http://www.killarneylodge.com/alganquin-cabin-rental-prices/> ,
<http://www.bartlettodge.com/rates.shtml> ,
<https://arowhonpines.ca/stay/rates-info/>

Toronto Harbour Cruise Trip - Toronto

Cost if tickets are bought online is \$19.15 for a Student. The main focus of this trip is the cruise tour in the Toronto Harbour that extends into Centre Island and can offer admission to the Royal Ontario Museum as an add-on (pending a minimum of 20 paid guests). Students have the option to hop off the cruise as it docks Centre Island to explore and are free to hop back on any returning cruises to the Toronto Harbour.

Sources: <http://www.harbourtourstoronto.ca/route.html> ,
<http://www.harbourtourstoronto.ca/tours.html>

10.0 Operations

ICSN held weekly executive meetings on Thursday's from 10-11am in the ICSN office located in the SLC room 3107. Typically we focused on recapping events that had happened, projecting things coming up and finally brainstorming plans far enough in advance. This team was encouraged to always be two steps ahead. In addition, the team also kept in touch via social media (Facebook) to update and discuss important tasks before the weekly meetings.

Our primary source of communication for updates, weekly to do lists, reaching out to partners and so on came from the use of email. This platform is vital to the roles of each

executive and proved very useful again this term. Specifically using gmail allows each executive to also have a shared calendar so that the team is able to coordinate meetings and events with ease.

This term we created some valuable partnerships that hopefully can be continued into future terms. On campus partners included places such as the Community Kitchen and various clubs on campus to support our weekly events. It was helpful to have themes dedicated for our events that related to partners available on and off campus to help facilitate the event in one way or another. For example, some partners provided food, while others provided a service like dance lessons or a performance, which allowed students to be exposed to other activities on campus and create meaningful relationships if they desired. Not only should these partnerships be utilized again next term, but it will also be important to consider new partnerships so that ICSN can expand its network even further.

Team building is an important area for the entire ICSN team, including coordinators, executives, and volunteers as it allows for personal connection and improved moral. This term we had a few opportunities where we executed team bonding, including our initial training, as well as a pot luck dinner and games night. Though worthwhile, for next term it will be important to take advantage of any team bonding opportunities. With a team as large as ours it can be more difficult to make the connection with each person. More frequent team bonding experiences would allow for this difficulty to be alleviated, so it is strongly encouraged!

11.0 Recommendations

Feds: ICSN is really appreciative of the support that we get, especially from the financial and front desk services for Feds. We always got what we were looking for felt welcome in the office and generally found staff approachable and sensitive to our quick timelines. One improvement would be to find an alternative plan for getting executive teams their discount cards each term, our exec team didn't receive them until just before reading week so it was disappointing that they couldn't have taken advantage of that benefit sooner.

Services Manager: Brendan was instrumental to a lot of ICSN's successes this term. While he was a great sounding board for new ideas and advocate for enhancing our programs, he also provided us with the historical knowledge needed to avoid mistakes. His approach is casual and welcoming and we found it easy to raise concerns or call with questions whenever we needed. Brendan did go "on call" for ICSN a few times this term when the coordinators were out of town simultaneously, but thankfully no mishaps happened and he wasn't needed to step in! In the future I think it would be helpful if we the Services Manager had regular drop in hours that all the coordinators know about just in case things come up outside of our weekly meetings, then we won't have to worry about interrupting his other meetings on a busy day.

VP Internal: The VP Internal was much more active with ICSN this term and even joined us as the full time staff member on the overnight trip to Quebec City during reading week. She was efficient in helping us to pay for large expenses and this made running trips more smoothly. In the future ICSN would love to see the VP Internal come out to at least one of our events and promote it on social media!

Marketing: This term started out with a lot of missed communication between the Marketing co-op student and our service due to faulty email account. It was difficult to market those first few events in the term as a result of that. About a month into the process we raised some concerns and are beyond thrilled that all suggestions had been adopted and we have a great relationship now! The Marketing department as a whole, but largely the Marketing co-op student was efficient, responsive to emails, understanding of event concepts and great with taking feedback on print drafts. We really appreciated the openness that we had and ultimately work productivity doubled. Even with short deadlines sometimes the marketing team always came through for us. It would be our recommendation for the future, that the current team help the future term's team by requesting marketing materials in advance for the first month of events. This will lighten the load for the first few weeks of term when a new co-op student is starting.

12.0 Important Contacts

Name	Club/Service/ Department	Role	E-mail
Stefanie Heinbuch	SSO	International Student Advisor	stefanie.heinbuch@uwaterloo.ca
Danielle Noonan	CLV	CLV Graduate Community Programmer	clvprog@uwaterloo.ca
Sarah Wiley	FEDS	Vice President Education	vped@feds.ca
Christine Guan	UW Culture and Language Exchange Club	Marketing Director	uwelec@gmail.com
Indi O. Madar	GSA	Communications and Marketing Officer	gsa-cmo@uwaterloo.ca

Mike Ulmer	Community Kitchen	Food Operations Manager	mculmer@uwaterloo.ca
Jhanvi Banker	KW Salseros	President	kwsalseros@gmail.com
Joseph Flores	Unaccompanied Minors	President	uw.unaccompanied.minors@gmail.com
Ru Yu	UWWE	Marketing Director	Wechat ID:as574601359
	Iranian Student Association of Waterloo		isaw.club@gmail.com
Tyler O'Grady	Campus Pizza		tyler8169@yahoo.com
Nikhil Katarya	Crossroads Board Game Cafe	Owner	niku86@gmail.com
Hithasha Kurera	UW Photography Club	Event Coordinator	events@uwphoto.ca
Kevin	Grace and Healthy Dumplings	English Speaking Staff	(519) 208-0061
Unknown	Aunty's Kitchen	Catering Manager	(519) 954-5633
Unknown	Kismet	Manager	(519) 746-8788
Ashley	Bar Burrito	Manager	(519) 885-0404
Kim	Al Madina	Catering Manager	(519) 580-6590
Unknown	Matter of Taste	Manager	(519) 579-7059

13.0 Executive Reports

Service Co-ordinators

Paula Colaso & Kayla Dixon

The role of the service coordinators is to manage the direction and initiatives of ICSN. The service coordinators are project managers, overseeing both a team of executives and volunteers to execute several events each term. The role of the coordinator extends far beyond management of the team and also includes working directly with Feds, creating partners both on and off campus, and initiating strategic planning to ensure events are both timely and suited to the needs/wants of the students it serves.

This term specifically, we divided the coordinator roles into administrative and operations positions. Paula managed the internal, finance, and communications directors while Kayla managed the social, special projects, and advocacy directors. This worked well to define responsibilities and ensure clear communication between executives and coordinators. Specifically, we created a new email for the operations coordinator to further establish roles. We also had weekly coordinator meetings to discuss responsibilities and action items, as well as any issues that needed to be addressed. Weekly meetings with our executive team for updates, task assignment and so on were vital to our success this term. We also were able to communicate to our supervisor, the Feds Service Manager, through the use of weekly meetings, to give updates on progress and future plans.

We were active in creating new partnerships this term for a variety of reasons including, sponsorship, event support, and event facilitation. With our dedication to create these partnerships we were able to host some new events including an International Student Appreciation Night with prizes from partners, and an Around the World themed end of term party with food from a variety of partners given at a discounted price. This helped us immensely in terms of the size of events we were able to plan and allowed for even more students to enjoy our service.

As well, we understood the importance of team bonding and wanted to ensure that we gave our team opportunities to connect with one another. Aside from our initial training, we also hosted a potluck and board games night at Kayla's house to give our team a chance to connect in a more informal setting. This was effective as it allowed for personal connections to be made and set the team up for a successful term through their continued support at events.

Online platforms for communication such as gmail and Facebook proved very useful for our team to ensure that we were keeping on top of priorities and addressing any issues. If any issues did arise we found our supervisor to be very helpful in terms of taking the time to discuss the issues with us and recommend solutions of how to move forward.

In the future, we recommend continuing to make partnerships to expand ICSN's network. We relied on our partners a lot this term and their support allowed us to provide students with some amazing experiences. We found that our partners were very generous and encourage you not to be afraid to ask for donations for events or other initiatives. In addition, constant communication between coordinators is crucial to ensure the best use of time and to avoid any miscommunications that may arise. Make sure you are both clear on your responsibilities and how you prefer to communicate from the beginning so that you can ensure a successful term.

Internal Director*Simon Liu*

The Internal Director is in charge of volunteer management and making sure that all volunteers are engaged in ICSN's activities and events, ensuring sufficient volunteer turnout, debriefing of roles at the beginning of events, and taking meeting minutes during weekly executive meetings. A major responsibility of the Internal Director is to act as the point of contact for all volunteers to answer questions about our events and ICSN in general, and making them feel welcome within the ICSN team. The Internal Director usually keeps in mind the strengths of each of the volunteers and is responsible for gathering ideas and help from volunteers for our events.

This term, I wrote detailed weekly update emails informing volunteers about upcoming events and operations. The essential details not only include the time and location of the events, but also a brief and informative description of how the event will be setup and the roles of volunteers during the event. Usually the email should be sent around the end of the week on a Thursday or Friday, and is the major task during office hours. I also maintain a Facebook chat group with the volunteers so that on-the-fly communication is much more efficient than emails and so that they would feel a sense of immediate connection with ICSN management. During events, I made sure volunteers had meaningful roles and were prepared for unforeseen circumstances. For example, if the event had too large or small of a turnout, I made sure that the volunteers are equally as engaging towards participants. I also conducted mid-term reviews with all volunteers in several small groups to review their performance as a volunteer, past event feedback, and potential improvements to events. These were conducted in group chats during the busy exam times and lots of meaningful data were collected. Another task I did this term was make small additions to the executive and Coordinator interview questions for next term's hiring. One-on-ones were conducted with volunteers at 0 or 1 turnout and as a result, those volunteers became more engaged with ICSN. Finally, I organized one team bonding event for the term which was pretty successful, but it would be great to have more next time.

To manage volunteer signup and brainstorming ideas, Google Docs or the Facebook group chat were used, while the Facebook group page was barely used for this purpose. A

Google Sheet was used to monitor volunteer turnout and numbers associated with each event and a centralized sheet was given access to the volunteers for event signup. Along with this new sheet of organized volunteer tracking, a new pilot project on Global Experience Certificate (GEC) hours tracking was also implemented on the same sheet. A template was placed in a GEC Tracking folder in the Google Drive for this purpose and it is more detailed than the volunteer tracker.

This term I went above and beyond by personally connecting with each of the volunteers and becoming their genuine friend with no holds barred, with the Facebook chat group being highly instrumental in this. For volunteer engagement, I had the executive team write personalized messages to volunteers because mostly everybody has surpassed the executive -volunteer relationship. I have repeatedly used my own time outside of office hours to do ICSN work because I find that operating on a routine schedule with ICSN work integrated into my school work was more efficiently.

I would improve this role by assigning volunteers interested in team management to be the Internal Director's helper in terms of engaging the volunteer team and be point of contacts for other executives when they have tasks that would benefit from volunteer involvement. The Internal Director could organize weekly volunteer meetings for those in such a role in order to more effectively promote a sense of community.

For future Internal Directors, having organized Google Docs for volunteer event signup and the volunteer tracker were very effective and the same format should be kept. My advice would be that due to the sheer size of the volunteer team, time management in terms of connecting with volunteers is crucial, so a set time each week reserved for talking with volunteers would be beneficial. Even if it is only for 30 minutes, garnering the sense of team involvement within the volunteer team is important for bettering ICSN events with the resulting event brainstorming and feedback. Finally, you should make sure that you get familiar with all the volunteers and be aware of their personalities, strengths, and connections to suggest their names to other executives when they could use their help for.

Communications Director

Rachael Lee

The Communications Director is responsible for the overall online presence of ICSN, mainly in charge of the Facebook page and Facebook group by making daily posts promoting upcoming events, events or information that may benefit international students and reply to comments. This position works closely with the Feds Marketing department for poster designs, Facebook banner image designs and requesting other marketing materials for events. The Communication Director also works closely with other services and departments such as Waterloo International and SSO to reach the target audience. The position is responsible for drafting all public communications such as emails to list of attendees for an event, surveys and newsletters on campus. Finally, the

Communications Director is also in charge of proofreading all communications for the ICSN Executive Team.

This term, I drafted monthly newsletters for International Student Connection and CLV Graduate Community to reach as many of our target audience as possible. The newsletters included information and details of upcoming events as well as the link to the Facebook event. A minimum of one post per day (if not two or three) was made on our Facebook page to maintain our post reach numbers. These posts were reminders to upcoming events, requests from other organizations that would be useful to international students such as housing information, photos from an event, or fun engaging posts like asking students to submit their favorite photo from the week of the extreme Canadian winter. When creating a Facebook event page for each of our upcoming events including the bi-weekly Babble Cafe and Cultural Connection, and other bigger events, I made sure to reply to comments and inquiries on the Facebook page, post on the Facebook group reminding them about events that would be happening the next day or on the day, as well as reminding our Volunteer team to promote.

Working with the Feds Marketing department entailed requesting Facebook banner images for events, other materials such as handouts and finally marketing packages for large-scale events like Niagara Falls trip and Elmira Syrup Festival. Emails were drafted to attendees for events with additional information and for any surveys we had to send out. Additionally, information regarding events were submitted to the Feds calendar to reach more people.

I think in choosing aesthetically pleasing photos to posts that was relevant to an event I was promoting, it allowed me to get more reach. For example, when promoting the Niagara Falls trip, I posted many scenic photos of the Falls in the day and night. From the point of view of an International student, I was able to think what images looked the most impressive and would advertise the Canadian landmark effectively.

The most helpful tool to me for this role was the scheduling option for Facebook posts. The scheduling allowed me to do the bulk for the week during my office hours. Another helpful tool was Google calendar. I planned out the content of each post and what time I would post it on the calendar. It gave me a great and clear overview of the posts going up for the week. Finally, the “Pages” app for managing Facebook pages was helpful. It allowed me to instantly see messages and insights.

I would improve this role by posting more structurally. I think it would be more effective if Facebook events were made at least 2 weeks before the date of event and would be promoted one week prior to the event. It would be more organized if posts were made every other day or every two days leading up to the event.

A tip I would give the next person for this role is definitely stay organized. Manage and plan out your office hours efficiently to minimize the work you have to do outside of the weekly office hours. Since the nature of this role is very immediate and time consuming,

you will always have to be on Facebook to respond to comments or check post insights. Plan ahead of time for events that are coming up and how many posts you want to make to advertise it. Additionally, make sure to contact the Feds Marketing department way ahead of time. Sometimes, Facebook banner images take a long time to make and you will have to ask them to redesign it if it does not meet your standards. The process is time consuming and you need there to be insufficient time to promote an event.

A new project that we wanted to start this term but didn't have time for was to develop our own structured ICSN newsletter using mailchimp. Having our own newsletter would allow us to directly reach our target audience. It would give us control over the layout and length of each newsletter.

Social Director*Hayston Lam (Resigned)*

The Social Director is primarily responsible for ensuring the successful execution of ICSN's weekly events - Babble Cafe and Cultural Connection. On top of confirming that ICSN has the necessary supplies for subsequent events, I also attempted to create a positive and welcoming environment at ICSN's weekly events by frequently interacting with event participants. There are also other administrative responsibilities such as leading brainstorming sessions for future themes and events, developing strategies to attract more event participants, and finalizing an "Event Summary Form" for every event that ICSN hosts. Within this event summary form, it offers a key reflection of the event with details such as how the overall event went, recommendations for future events, and significant partnerships from the event.

Throughout this term I was in constant communication with various campus resources (e.g. Campus Bubble and Graduate House) to confirm event details and partnerships. When campus resources couldn't accommodate us, I was also responsible for contacting external organizations (e.g. McPhail's for Skate rentals) to plan for the weekly events. Since most events needed to have activities and resources confirmed at least one or two weeks in advance for promotion and preparation purposes, the majority of my time was spent contacting organizations over email. After each event, I prepared an event summary form with the help of the rest of the executive team.

An area where I have gone beyond my job duties is in attempting to promote and share ICSN's events with other relevant student groups. By posting ICSN's events to my International Peer Community (IPC) Facebook group, I was able to effectively expand ICSN's reach to an even larger range of students that might be interested in ICSN's events. I recommend that you continue to use that personal connection.

The tools most helpful to me in this role are Google Drive and Google Calendar. The majority of the preparation documents such as icebreakers and discussion questions have

easily been shared with other executives on Google Drive. It was an easy and efficient medium to communicate and make changes on documents. In the role of a Social Director, Google Calendar was also particularly helpful as it helped me in organizing the different tasks I needed to complete and can be shared with the rest of the executive team as well.

To improve this role, there needs to be an effort to create a better connection between the Social Director and ICSN's volunteer team. Creating a better connection will allow the Social Director to more effectively communicate with the volunteer team and seek their help at event execution and preparation as needed. This will also help the volunteer team to feel committed to ICSN and be more engaged at ICSN's events.

Tips I would give to the next person in this role is to begin establishing communication with preferred guests and campus resources at least two weeks in advance to ensure that there are minimal problems and conflict arising from last minute communication. I also highly recommend completing tasks as early as possible whether it is contacting a group or making a food order. This will allow adequate time in the situation that something needs to be changed and to make the necessary adjustments.

Finance Director

Vanshika Agnihotri

Finance Director's main responsibility is accurately keeping track of ICSN's financial expenditures during the term and comparing it to the full year's budget. Maintaining and tracking the budget was achieved by keeping cash flow updated with predicted and actual expenditures.

My responsibilities also included making sure that payment was received by external parties, when ICSN needed to purchase supplies. I filled out cheque request forms for executive members for items that they purchased and approved purchases larger than \$50. These approvals were done via weekly meetings, where I was updated the team about our financial position and the budget we had to maintain in order to keep that position, and/or fix it.

The proposed annual budget for next year is submitted after the winter term. I worked on annual budgeting for ICSN with our coordinator, made plans for future terms and made financial estimations.

Finance Director is responsible for investigating investment/collaboration opportunities for ICSN, this term we collaborated with Graduate Student Association for Elmira Maple

Syrup Festival and hence paid only 50% of the total bus expenditure. It might be a good idea to try to and collaborate with them again or look into different associations that are interested in financially collaborating with ICSN.

In terms of investigating for investments, we also looked into the Student Life Endowment Fund that the Federation of Students offer, in order to budget our investment in ICSN flags. Unfortunately, we looked into it a bit late and couldn't go forward with the request, but this can be a great investment opportunity for ICSN in future.

One of my tasks was to go through the line by line. Around middle of the term, I cross checked ICSN's past cash flow with the line by line that I received from the coordinator.

Most helpful tools were the google annual budget sheet and cash flow pages. This term I added a separate folder for cheque requests. It might be a good idea to continue with this practice. It makes cross checking and referencing easier and keeps the finances neat.

Better communication between Finance Director and Social Director will make budgeting easier. It might be a good idea to establish that Social Director needs to send receipts (predicted and actual costs) to finances as soon as possible, without multiple reminders.

Tip: Ask the Social Director to send you a projected cost before they buy supplies. Then you can see the trend of spending which helps in maintaining the budget considering time lag between expenditures and receiving invoices and receipts.

Advocacy Director

Jinwen Hu

Advocacy Director is responsible for advising the team on the interests of the student body through collecting data and opinions from surveys created. This position also helps other executives to research and plan events. Advocacy Director is expected to communicate with different student groups such as International students, Exchange students and Canadian students in order to understand their needs and how ICSN can help with improving their experience in University of Waterloo.

This term, I created five surveys. Three of them were for the monthly trips organized this term: Chicopee Trip, Quebec Trip and Niagara Trip. These surveys were intended to collect the students' overall experience with ICSN trips and their suggestions on how ICSN could improve in the future to provide better service. Due to class schedule conflict, I lost the opportunity to communicate with International students and other

student groups on Babble Cafe. Hence, I made another survey called “Students Needs Survey” to ask whether the students have encountered any problems that ICSN could help with. Unfortunately, not many students respond to this survey. In the future, ICSN can try to encourage more students to participate in the survey. The last survey, “EOT Party Survey” was designed for understanding the students’ interests on what they expect to have in EOT party. We believe that utilizing surveys is an effective way to assist with tailoring services provided by ICSN towards their interests and needs better.

In addition, I have helped with other executors to plan the activities. I partnered with Social Director, Hayston Lam, to brainstorm the activities and supplies for Cultural Connections. For the EOT party, I partnered with Special Projects Director to do research and prepare on the cultural games that will be used in the party. As well, I participated in several Cultural Connections on Thursdays and assisted with the promotion and set up of International Students Appreciation Night. When I promoted this event, I contacted multiple cultural clubs to ask for their cooperation. The detail of partnership can be referred to Section 6.0 Partnerships/Collaborations.

Google form and Pinterest are two important tools for this role in my opinion. Utilizing all features in Google form is extremely helpful for making surveys both precise and visually effective. The survey can incorporate different types of questions such as multiple choices, True/False, short answers and scales to customize it towards our objectives. On the other hand, since I also need to provide suggestions on activities planning and brainstorming, Pinterest is a helpful tool because there are thousands of practical and unique ideas on this website. It is recommended for the future Advocacy Director for brainstorming photo booth props, crafts and many other projects.

I will improve this role by forming stable relationship with the volunteers because usually they can provide solid feedbacks on the activities and interesting ideas on future events planning. Also, many of them have connection with other cultural clubs or student groups. These volunteers can help ICSN to reach out and have better understanding of the student body. The tips I will give the next Advocacy Director are:

1. If you have time, you are encouraged to participate in more weekly events to get in touch with the international students and Exchange students.
2. If you go to these events, ensure that you communicate with these students and form friendship with them so that you can advocate for what they experience.
3. Have more knowledge in different cultures.

Special Projects Director

Whitney Tam

The Special Projects Director is mainly responsible for organizing and preparing the ICSN team for any university booths and partnership events on campus, and helping research and create feasible events for current and future terms. This position works closely with the two Coordinators to implement research and projects that are wanted by

the student population acquired through surveys and suggestions through email or word of mouth. In addition, this position communicates with other executives for their opinion of the activity, location and feasibility.

This term I was able to research various locations that were wanted by the student population and see if it would be feasible to be executed this term or in future terms. I looked into the admission or pricing of each activity, what available options there were (such as package deals), group rate/sales if applicable, and a brief description of the activities or sightseeing spots. Students showed interest in: Canada's Wonderland, Thousand Islands Cruise in Kingston, watching a play in Stratford, and overnight camping at Algonquin Provincial Park. The details can be found in Section 9.0 - Special Projects. In addition, I looked into a few add-on options for the Niagara Falls trip this term and we concluded on the Clifton Hills Fun Pass as it gave more options and activities for students to enjoy and spend their time. We are currently in the works with planning the Toronto Harbour Cruise Trip for Spring 2017 with an add-on option to the Royal Ontario Museum to hand over to the next ICSN team.

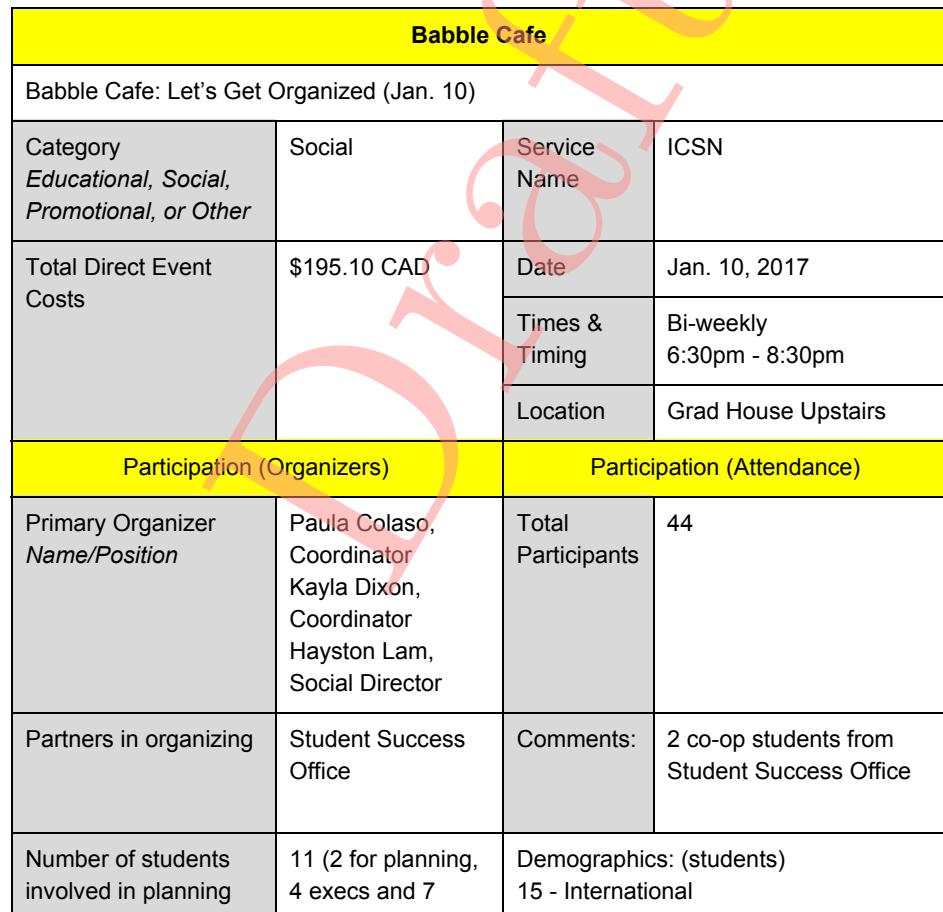
Aside from researching and attempting to implement these projects into future monthly trips, I was also responsible for managing and preparing the ICSN team for any university-related booths or partnerships ICSN had agreed on. We held a booth at Campus Life Fair and the International Week in partnership with the BASE program and English Language Institute at Renison University College. I remained at the booth for a large duration of the event to make sure things were going smoothly from the beginning. I made plans and activities that will be executed at the booths and prepared a script for our volunteers to reference as it was still early in the term. I also coordinated with the Internal Director to reach out to our volunteers to take shifts and reached out to the fellow Executive Team to schedule at least one Executive Member at the booth at all times. I briefly helped with creating the packing list for the Quebec City Trip in February.

Google Drive, Docs, Sheets and emails were all very useful tools for this position. Especially when recording details for each project, Google Docs was very useful as I was able to share and allow the Coordinators to edit and view the proposed activities. Google Sheets was extremely helpful in coordinating different shift times for booth events with volunteers and executives. Microsoft Publisher was an extremely useful tool as it allowed more freedom in designs and positioning of texts and figures.

There can be some improvements to this role mostly due to the fact that it is relatively new and I was still trying to get a good grasp of my position and responsibilities. I would improve this role more by really identifying deadlines and organizing different priorities for various projects as some are more urgent than others. I would also try to request all the finalized details and materials provided at booth events to better plan the events because at times, I was told certain things would be present but ended up being absent from the booth spaces.

A tip for the next person for this role would be to confirm all the details and materials provided at the booths to have a good idea of what to expect and what to not expect. In addition, to know your deadlines of assigned projects as planning and execution requires a good timeline. I would suggest making use of Google Calendar and sending yourself reminders of what needs to be done by urgency. Do not forget to use your team to bounce ideas off of or even to get help with booth events. Lastly, when researching potential events make sure to look for pricing, whether group rates/sales are available, different options that may be offered and providing a description of what each option entails. Although that may not apply to all activities and events that you may be researching for, it will be a good baseline to start with.

14.0 Event Summary Reports



Babble Cafe			
Babble Cafe: Let's Get Organized (Jan. 10)			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$195.10 CAD	Date	Jan. 10, 2017
		Times & Timing	Bi-weekly 6:30pm - 8:30pm
		Location	Grad House Upstairs
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Paula Colaso, Coordinator Kayla Dixon, Coordinator Hayston Lam, Social Director	Total Participants	44
Partners in organizing	Student Success Office	Comments:	2 co-op students from Student Success Office
Number of students involved in planning	11 (2 for planning, 4 execs and 7	Demographics: (students) 15 - International	

and execution	volunteers for execution)	5 - Exchange 24 - Canadian
<p style="text-align: center;">Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i></p>		
<ul style="list-style-type: none">- Facebook event page posted on Jan 6th- 30 people listed as going; 26 listed as interested- 1900 people reached total, 269 people viewed; 62 people responded- Posted event link one day before event, 3 likes, 396 reach- Verbal promotion during Campus Life Fair		
<p style="text-align: center;">Goals and Learning Outcomes of the Event</p>		
<p>The topic of this night was about getting organized. It was meant to prepare students for the beginning of the academic term, facilitate interaction and create a fun welcoming environment for students. We invited two guests from the Student Success Office to chat with students about getting organized as well as tips to be successful academically throughout the term.</p>		
<p style="text-align: center;">Summary of Event</p>		
<p>While waiting for more people to arrive to the event, people were free to socialize amongst each other. When the room was full, we began with icebreakers for participants to get to know each other. These icebreakers were moderately successful and gave participants the opportunity to interact with other students. However, discussion questions were mostly neglected for the event and participants chose to have discussion about their own topics. Furthermore, high attendance exceeded the expectations of the event, which made icebreakers much more difficult to run.</p>		
<p style="text-align: center;">Recommendations for Future Events</p>		
<ol style="list-style-type: none">1. Arrange tables into a floor plan that will not allow people to comfortably stand. This will make people want to sit down, and be able more successfully hold conversations.2. Factors related to high attendance:<ul style="list-style-type: none">- First Babble Cafe event of the term- Strong promotion by the team		

Cultural Connection					
Cultural Connection: Skating in Uptown Waterloo (Jan. 19)					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$196.40 CAD	Date	Jan. 19, 2017		
		Times & Timing	Bi-weekly 6:00pm - 8:00pm		
		Location	75 King Street South, Waterloo, ON, N2J 1P2		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer Name/Position	Hayston Lam, Social Director Kayla Dixon, Coordinator	Total Participants	23		
Partners in organizing	McPhail's	Comments:	Skate rentals from McPhail's		
Number of students involved in planning and execution	7 (2 for planning, 5 execs and 2 volunteers for execution)	Demographics: (students) 11 - International 3 - Exchange 9 - Canadian			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
<ul style="list-style-type: none"> - Facebook event page posted on Jan 11th - 25 people listed as going; 30 listed as interested - 616 people reached total, 210 people viewed; 62 people responded - Posted event link four days before event, 2 likes, 179 reached - Posted event link three days before event, 1 like, 111 reached - Posted link in volunteer group nine days before event - Posted link in ICSN Facebook group three days before event 					

Goals and Learning Outcomes of the Event
The goal of the event was to provide participants with an authentic Canadian winter time activity, skating. For many of the participants, this was their first time skating and was a valuable experience. By running events such as skating, it exposes participants to Canadian culture and expands their experiences during their time at the University of Waterloo.
Summary of Event
Overall, the event ran well and provided participants with a memorable experience. There were no issues with the group meeting in SLC 2134/2135 before heading to the bus stop and bussing to the event location together. The walk from McPhail's was not too far from the skating rink and students were able to socialize during the walk.
NOTE: There were some students who signed up and paid for skates, but ultimately did not sign up or show up at the event.
Recommendations for Future Events
<ul style="list-style-type: none"> - Getting hot chocolate was a good bonus to keep people warm and acted as an additional incentive to attend the event - When people need to bus to an event location, propose an earlier time than you are intending to leave. For example, if the bus is at 6:00pm, ask participants to meet by 5:50pm.

Monthly Trip			
Beginner's Skiing at Chicopee Ski Hill			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	416.82 CAD	Date	Jan. 22, 2017
		Times & Timing	10:30am - 4:00pm
		Location	Chicopee Ski Hill , 396 Morrison Road,

			Kitchener, ON N2A 2Z6
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Kayla Dixon, Coordinator Paula Colaso, Coordinator	Total Participants	45
Partners in organizing		Comments:	
Number of students involved in planning and execution	5 (2 for planning, 2 execs and 1 volunteers for execution)	Demographics: (students) -9 International -30 Exchange -4 Canadian	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<ul style="list-style-type: none"> - Facebook event page posted on Jan 6th - 27 people listed as going; 52 listed as interested - 1800 people reached total, 387 people viewed; 90 people responded 			
Goals and Learning Outcomes of the Event			
<p>This event aimed to provide an opportunity for people who have never tried skiing before to experience the sport with a guided lesson to help get them started. Skiing is a common activity in countries experiencing snowy winters and many international students have not had the privilege to try it out before. Organizing the skiing trip as an ICSN event was an opportunity to provide a convenient and affordable way for student to sign up and go as a large group rather than researching prices and going on their own.</p>			
Summary of Event			
<p>There was some miscommunication between Feds and the bus driver as he arrived an hour earlier than expected, but his hours were reflective of the entire time he was there, as this was a mix up on our end. The bus arrived at Chicopee on time, but there was a problem with paying with debit that caused a large delay in the check-in process. However, everyone was able to make it to a beginner lesson time slot. After the lessons, everybody had the opportunity to go to whichever slope they wanted and everyone really enjoyed themselves. Check-out went smoothly, though it did take an</p>			

extra 15 minutes for people to get their deposits back if they paid using debit. One girl hurt her hand, but was taken care of by the Chicopee staff.
Recommendations for Future Events
Make sure to check over the event posting as debit was not normally accepted and the staff there took a while to accommodate the large influx of people paying by debit.

Babble Cafe			
Babble Cafe: Get Involved! (Jan. 24)			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$201.36 CAD	Date	Jan. 24, 2017
		Times & Timing	Bi-weekly 6:30pm - 8:30pm
		Location	Grad House, Upstairs
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Hayston Lam, Social Director Kayla Dixon, Coordinator	Total Participants	40
Partners in organizing	Graduate Student Association	Comments:	2 member from Graduate Student Association 1 member from UWCCCF 1 Don from Waterloo Housing
Number of students involved in planning and execution	15 (2 for planning, 5 execs and 10	Demographics: (students) 14 - International 4 - Exchange	

	volunteers for execution)	22 - Canadian
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>		
<ul style="list-style-type: none"> - Facebook event page posted on Jan 21st - 22 people listed as going; 23 listed as interested - 1200 people reached total, 145 people viewed; 46 people responded - Posted event link on the day of event, 1 like, 218 reached - Posted event link in volunteer group three days before event - Posted event link in ICSN Facebook group on the day of event (4:57 pm) 		
Goals and Learning Outcomes of the Event		
<p>The goal of the event was to encourage students to become more involved in extracurricular activities such as clubs on campus. There were four guests from different departments on campus invited to the event. The first guest was heavily involved in athletics such as quidditch and swimming, in addition to being a Don. The second guest was heavily involved in student bodies, particularly within the Faculty of Environment. The third and fourth guests were from the Graduate Student Association and largely promoted their responsibilities in their respective roles. Ideally, the intention of having students socialize with these guests is to encourage them to join a club, group, society etc. and provide them with an opportunity to ask any questions to the guests about their respective clubs.</p>		
Summary of Event		
<p>Overall, the event ran well and there was lots of interaction and socializing between participants. Since a lot more people than expected came to the event, there was the need to move tables and chairs from the ground floor of the Grad House to the second floor. The high attendance also made running the icebreaker activity of the week - Bingo - incredibly difficult as people quickly started forming groups. Additionally, the GSA gave a semi-formal presentation that took longer than expected due to a miscommunication between the host and the speakers.</p>		
Recommendations for Future Events		
<ol style="list-style-type: none"> 1. No formal presentations as students become disinterested 2. When expecting higher attendance, plan for food that will last longer and feed a larger number of bodies 		

Special Events					
Warriors Volleyball Pre-Party (Jan. 27)					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$0.00 CAD	Date	Jan. 27, 2017		
		Times & Timing	5:15pm - 6:00pm		
		Location	SLC Great Hall		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer Name/Position	Vanshika Agnihotri, Finance Director Kayla Dixon, Coordinator Hayston Lam, Social Director	Total Participants	1		
Partners in organizing	Athletics Office	Comments:	Almost no student participants showed up at the event		
Number of students involved in planning and execution	3 (3 for planning and 2 for execution)	Demographics: (students) 0 - International 0 - Exchange 1 - Canadian			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
<ul style="list-style-type: none"> - Facebook event page posted on Jan 25th - 9 people listed as going; 12 listed as interested - 385 people reached total, 60 people viewed; 22 people responded - Posted event link on the day of event, 0 likes, 93 reach - Posted event link in volunteer group one day before event 					
Goals and Learning Outcomes of the Event					

The goal of the event was to bring students to a volleyball game to show school spirit and familiarize students with the sport. A special request was made to the Athletics Office to pick up face paint, banners, and clappers to provide as swag for the students and to represent school spirit.
Summary of Event
Unfortunately, almost no participants showed up to the event. Although the event had essentially no attendance, it was well prepared including getting swag from the Athletics Office ahead of time and preparing a music playlist to create a lively atmosphere. Additionally, a mascot from the Athletics Office visited the event.
Recommendations for Future Events
<p>1. Factors related to low participation:</p> <ul style="list-style-type: none"> - Busy class and assignment schedules of students - Not enough interest in the event by students <ul style="list-style-type: none"> - Gauging student interest ahead of time would have been beneficial

Cultural Connection			
Cultural Connection: Sports Night (Feb. 2)			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$38.78 CAD	Date	Feb. 2, 2017
		Times & Timing	Bi-weekly 6:00pm - 8:00pm
		Location	St. Jerome University Gym
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Hayston Lam, Social Director Kayla Dixon, Coordinator	Total Participants	13

Partners in organizing	St. Jerome's University booking	Comments: N/A
Number of students involved in planning and execution	11 (2 for planning, 4 exec and 7 volunteers for execution)	Demographics: (students) 5 - International 1 - Exchange 7 - Canadian
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>		
<ul style="list-style-type: none"> - Facebook event page posted on Jan 26th - 24 people listed as going; 10 listed as interested - 389 people reached total, 123 people viewed; 37 people responded - Posted event link four days before event, 3 likes, 164 reach (4:17pm) - Posted creative gif one day before event, 0 likes, 349 reach (8:00pm) - Posted event link on the day of event, 1 like 86 reach (12:00pm) - Posted event link in volunteer group one day before event - Posted event link in ICSN Facebook group on the day of event 		
Goals and Learning Outcomes of the Event		
<p>The event's goal was to provide an opportunity for participants to try out a variety of sports including basketball, soccer, volleyball, dodgeball, and badminton. For many participants, it was their first time playing some sports such as volleyball. Additionally, the event promoted physical activity and a healthy lifestyle.</p>		
Summary of Event		
<p>Many volunteers and students arrived at SJU's gym past the start time of the event. While waiting for more participants to show up, students were free to begin playing basketball. However, many chose to socialize until the first students arrived, where we then set up volleyball to promote teamwork and cooperation. Throughout the rest of the night, the gym was partitioned into two concurrent sports. Sports were chosen based on a democratic voting system by participants. Overall, the event was successful but would have greatly benefitted from a higher attendance.</p>		
Recommendations for Future Events		
<p>Factors of low participation:</p> <ul style="list-style-type: none"> - Busy schedule - Not enough interest in the event by students - Event location was difficult to find (need better signage) 		

Babble Cafe					
Babble Cafe: Speed Meeting (Feb. 7)					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs		Date	Feb. 7, 2017		
		Times & Timing	Bi-weekly 6:30pm - 8:30pm		
		Location	Grad House Upstairs		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer Name/Position	Hayston Lam, Social Director Kayla Dixon, Coordinator	Total Participants	23		
Partners in organizing	N/A	Comments:			
Number of students involved in planning and execution	13 (3 for planning, 5 execs and 8 volunteers for execution)	Demographics: (students) 11 - International 2 - Exchange 10 - Canadian			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
<ul style="list-style-type: none"> - Facebook event page posted on Feb 1st - 16 people listed as going; 14 listed as interested - 237 people reached total, 108 people viewed; 31 people responded - Posted event link four days before event, 1 like, 120 reach (8:00pm) - Posted creative photo two days before event, 1 like, 2896 reach (9:00pm) - Posted creative photo one day before event, 0 like, 2549 reach (9:00pm) - Posted event link in volunteer group six days before event (7:57pm) 					
Goals and Learning Outcomes of the Event					
The topic of this night is about meeting new people and having conversations to better					

get to know them. It was meant to allow participants to practice their English in a safe environment and become more comfortable with the language while making new friends.
Summary of Event
The activities for the event started a bit later (~7:00pm) to allow more people to arrive to the event. Despite receiving a lower than expected attendance, many students enjoyed the rotations, which allowed them to talk to people they wouldn't normally talk to. There were also comments made by students about having a good food and drink selection for this week's Babble Cafe.
Recommendations for Future Events

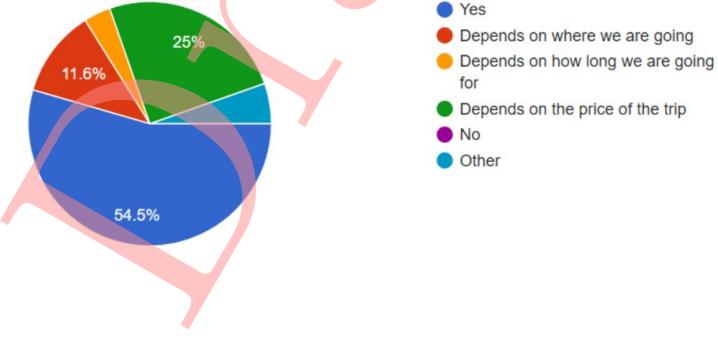
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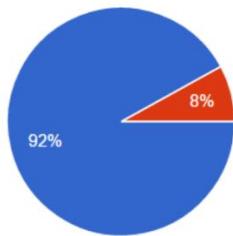
Cultural Connection			
Cultural Connection: Latin Dance Class (Feb. 16)			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	<u>CAD</u>	Date	Feb. 16, 2017
		Times & Timing	Bi-weekly 6:00pm - 8:00pm
		Location	Student Life Centre - Multipurpose Room
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Hayston Lam, Social Director	Total Participants	22 participants

	Kayla Dixon, Coordinator		
Partners in organizing	KW Salseros	Comments:	2 dance instructors from KW Salseros
Number of students involved in planning and execution	<u>11 (2 for planning, 4 exec and 7 volunteers for execution)</u>	Demographics: (students) 9 - International 2 - Exchange 11 - Canadian	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<ul style="list-style-type: none"> - Facebook event page posted on Feb 7th - 24 people listed as going; 15 listed as interested - 274 people reached total, 107 people viewed; 40 people responded - Posted event link seven days before event, 1 like, 199 reach (9:00pm) - Posted creative photo six days before event, 4 likes, 2379 reach (12:00pm) - Posted creative photo five days before event, 0 likes, 2135 reach (9:00pm) - Posted event link one day before event, 1 like, 143 reach (12:00pm) - Posted event link in volunteer group 10 days before event - Posted event link in ICSN Facebook group on the day of event 			
Goals and Learning Outcomes of the Event			
<p>The event's goal was to provide participants with an opportunity to de-stress from midterms and expose participants to a fun cultural activity - latin dancing. For many participants, it was their first time experiencing a latin dance class or attending any type of dance class. The event promoted physical activity and the activity instilled confidence amongst participants.</p>			
Summary of Event			
<p>Overall, the event was successful as participants had fun and were able to try out a new activity. However, the event would have largely benefitted from a higher attendance initially.</p> <p>At the beginning of the event, not many participants showed up and people were generally shy about participating. After making multiple announcements in the SLC, more people began to join the event and the atmosphere was much more lively. Towards an hour into the event, participants were much more comfortable and it appeared that everyone was enjoying the event much more.</p>			

Recommendations for Future Events
Factors related to low participants: <ul style="list-style-type: none"> - The event was scheduled during a time when many students had midterms - Not enough awareness of the event (e.g. insufficient signage) <ul style="list-style-type: none"> - Increase awareness for future events through more signage, especially if in a high traffic area such as SLC

Monthly Trip			
Quebec City Road Trip			
Category <i>Educational, Social, Promotional, or Other</i>	Social/Adventure/ Tourist Opportunity	Service Name	ICSN
Total Direct Event Costs	\$21,540.00 CAD Less Revenues: \$21,647.00 CAD Balance: + \$132.10	Date	February 17th - 20th 2017
		Times & Timing	Left at 1pm on Friday, returned 10pm on Monday (Family Day).
		Location	Quebec City - Hôtel Le Concorde 1225 Place Montcalm, Québec City, QC G1R 4W6
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Paula Colaso, Coordinator	Total Participants	53
Partners in organizing	Brightspark Tour Company - Carla Pessoa	Comments:	The tour company was fantastic in accommodating our tailoring of the trip. We preferred running the trip without the provided tour

			guide and there were good cost savings as a result of that.														
Number of students involved in planning and execution	Both Coordinators Special Projects Director Communications Director	Demographics: International - 13 Exchange - 25 Canadian - 12 Feds Employees - 3															
Summary of Promotions <i>Including Facebook, Ticketfi, and website statistics where appropriate.</i>																	
<p>In the Fall 2017 Term, we first put out a survey asking if people were generally interested in the idea/concept of a weekend trip. We had a goal of 100 responses on our survey which we exceeded.</p> <p>Are you genuinely interested in attending an overnight trip held by ICSN Winter 2017? (112 responses)</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>54.5%</td> </tr> <tr> <td>Depends on where we are going</td> <td>11.6%</td> </tr> <tr> <td>Depends on how long we are going for</td> <td>2.7%</td> </tr> <tr> <td>Depends on the price of the trip</td> <td>25%</td> </tr> <tr> <td>No</td> <td>0%</td> </tr> <tr> <td>Other</td> <td>0%</td> </tr> </tbody> </table> <p>Full data is available from ICSN Coordinators.</p> <p>We then published a secondary survey with specifics (after contacting tour companies and determining estimated pricing and options for the trip). We had a goal of at least 50 responses which we achieved.</p>				Response	Percentage	Yes	54.5%	Depends on where we are going	11.6%	Depends on how long we are going for	2.7%	Depends on the price of the trip	25%	No	0%	Other	0%
Response	Percentage																
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Depends on the price of the trip	25%																
No	0%																
Other	0%																

Based on these dates AND times, would you attend the trip?

Yes	46	92%
No	4	8%

With this insight we moved forward with putting together a package from the tour company we selected (3 vendors proposed plans) and began to promote the trip on campus using Feds Marketing department.

- Feds Promo Booth
- Paid Social Media Advertising
- Poster Run
- Facebook Event

See in dept communications plan:

Facebook Groups to Post In	Done?
Frosh Groups from All Years	Done
Exchange Group	Nov 30, 12mn - https://www.facebook.com/groups/198428700265312/permalink/1160719367369569/
International Clubs we can find	
ICSN Facebook Group	Done
Provide Volunteers with a post that they can cut and paste into groups they are a part of	Done
Ask volunteers to invite people to attend the event page	Nov. 23, 5:30pm
Post in Co-op Connection groups (those students will be back on campus next term).	Done All

Campus Contacts We Can Email	Done?
Waterloo International - request that they email future exchange students for Winter 2017	Done + follow up email done
GSA - I think they send out a newsletter	Done
Grad House	Done
Feds Marketing Department - Jackie Martinez	Done
SSO - Kevin IPC Group + the SSO Newsletter	Done
Renison - Ryan Base Program	Done
French Department - All of their professors asking to mention the trip in class with the slide we provide	Done
Other Languages Department?	
Residence Life Programmers (including Colleges) St. Pauls: Steve Prentice s3prenti@uwaterloo.ca Renison: Jeff Newell jeff.newell@uwaterloo.ca St. Jeromes:Katie Brogan + Kristina Bartold done Conrad Grebel: Mary Brubaker-Zehr mbrubake@uwaterloo.ca Housing Residence Life Corrdinator: Pam De Leo pdeleo@uwaterloo.ca	Done
ICSN ListServ	Nov. 23, 4pm
International Spouses Group or something like that	
Survey Respondents to both Quebec Surveys	Nov. 18, 12pm
Posting on Facebook (ICSN Page)	Done?
Thank you to everyone who provided us with their feedback on an Overnight trip! The results were amazing and we heard you loud and clear!! We are happy to present:	Nov. 18, 11am
Wondering what to do for reading week? Grab your friends and take a road trip with us to Quebec City!! Deposit tickets will be on sale now until December 5. We only have a limited number so get your before they're gone!	Nov. 22, 3:30pm
Try something new! Come on a road trip with ICSN to Quebec City during reading week next term! We are kicking off day one of the trip with dog sledding and snowshoeing at Chenil La Poursuite! For the full itinerary, check out our event	Nov. 23, 12:30pm

page below and the website for more details. Everyone is welcome!	
Less than 2 weeks to purchase your 50% deposit ticket for our road trip to Quebec City! If you are looking to get out of town and do some exploring over reading week, then this is a perfect opportunity! We will have a full itinerary of the trip COMING SOON!	Nov. 24, 12:10pm
Thinking about taking a trip during reading week? Join us for a road trip to Quebec City! Only \$399 for your hotel, transportation, lots of excursions, and some meals! This trip would easily cost over \$1000 on your own. Why not save some money 😊. Buy 50% deposit tickets now: https://www.facebook.com/events/205149746593604/	Nov. 26, 2:00pm
The deadline to purchase 50% deposit tickets for Quebec is ONE WEEK AWAY! Take a look at the hotel we will be staying at! Hard to resist spending your reading week here! https://www.hotelconcordequebec.com/en... GET TICKETS NOW: https://www.facebook.com/events/205149746593604/	Nov. 28, 6:15pm
Round up a group of friends!! The deadline to purchase 50% deposit tickets for a Road Trip to Quebec City is now SIX DAYS away! GET YOUR TICKETS NOW. Have you ever been snowshoeing? This is your chance! https://www.facebook.com/events/205149746593604/ [Photo of Snowshoeing] - 2670 people reached	Nov. 30, 9:30am
We have sold more than 25% of tickets, don't wait until the last minute to buy because there is only ONE bus for this trip, and it's a pretty Canadian one too! Join ICSN on the official Great Canadian Coach as we road trip to Quebec City in February! Tickets found here: https://ticketfi.com/.../icsn-goes-on-a-road-trip-to-quebec-c... [Photo of Great Canadian Coach Bus] - 3666 people reached	Nov. 30, 5:12pm
Getting Hungry Waterloo?? Get your ticket for the ICSN Road Trip to Quebec City NOW! Students voted for a group dinner, and we booked a true Canadian Treasure! Enjoy a traditional sugar shack meal followed by folk music, dancing and maple taffy served on	Dec 1, 12:30pm

snow. MENU: French Canadian pea soup, home made bread, maple flavoured brown beans with pork, crispy salted pork, maple ham, oven baked omelet, meat pie, hash browns, maple syrup and crepes for dessert, beverage, coffee or tea. [Photos of Food from the Restaurant]	
Have you ever been in a castle? How about one made completely out of ICE! It's time to embrace your inner Canadian, and join ICSN on the Canadian Roadtrip of Lifetime! Tour a Castle Made of Ice, see outstanding Ice Sculptures from Carnival and Visit Hotel de Glace with us! Tickets available here: https://ticketfi.com/.../icsn-goes-on-a-road-trip-to-quebec-c... [Photos of ice castle and sculptures]	Dec 1, 5:30pm
The full itinerary is available for our road trip to Quebec City! Take a look: http://www.feds.ca/.../files/2016/12/UofW-Quebec-2017-itiner... We have lots of exciting adventures set up as well as free time to do some of your own exploring! Get your 50% deposit ticket before Monday: https://www.facebook.com/events/205149746593604/?ti=icl	Dec. 2, 3:17pm
ICSN is going on a road trip to Quebec City this Reading Week! Explore Old Quebec, snowshoe, go dogsledding, and more. Put a group together & book your deposit ticket by MONDAY DECEMBER 5th. EVENT PAGE WAS SPONSORED BY MARKETING DEPARTMENT	December 1st - Monday December 5th
Other Marketing Avenues	Done?
Media Screens	Pending
Mail Posters to People who will hang them up? Or where else can we put these posters??	
Print Handouts and give them out at all of our events in the next week - Throwback Thursday - Done - Babble Cafe - Toronto Trip	
Goals and Learning Outcomes of the Event	

For the past two terms students have been asking us often to run overnight trips. We felt as though this was an untapped possibility and wanted to attempt offering something new. Students who attended the trip got an opportunity (especially exchange students) to see a part of Canada and experience the Canadian culture. We went dog sledding, snowshoeing, tubing, skating, visited an Ice Castle, walked over a frozen waterfall, explored old Quebec, tasted original poutine, and much more!

Summary of Event

For a full itinerary of the ICSN goes to Quebec City trip please request a copy of the final itinerary.

Recommendations for Future Events

We followed a strict schedule in the preliminary stages of running of the trip. This timeline was proposed to the Services Manager and was made available to all the tour companies who were sending in proposals. This timeline worked for tour companies in terms of timeline and payment requirements.

Proposed Timeline:

Week of October 24th - 28th

- Research basic information about what students would be most interested in doing
- Build a survey and get it approved by you, we want something with very firm language we want people to commit if they are genuinely interested in going
- Possible Options include weekend trip to Carnaval (February 10-12) OR Trip to Ottawa Montreal during Read week (dates TBD), understanding people's max budget or willingness to pay, etc.

ICSN: Advocacy Director

Week of October 31st - 4th

- Publish Survey and create buzz around the trip
- Market the survey heavily in literally everywhere (Co-op Connection Groups, Feds Main Page, ICSN page & group, IBase Program, CLV Mailing List, ICSN Mailing list, etc.)

Expectation: If over 50 students commit to the trip, then we will investigate a firm budget and plan without making any commitments

ICSN: Communications Director

Week of November 7th - 11th

- Investigate a more accurate final price without booking or reserving anything that is non-refundable
- Create small sample itinerary and informational piece to share with students

ICSN: Coordinator, Social Director, Finance Director & Services Manager

Weeks of November 14 - 25 (2 weeks)

- Sell "down payment/deposit" tickets for the trip that are non-refundable (only if the trip is cancelled would they will be refunded)
- Two weeks of intensive ticket sales for down payment tickets

Expectation: Minimum of 20 people need to pay a down payment in order for us to move forward otherwise we cancel the trip

ICSN: Communications Director

ON Monday November 28th

- Make FINAL call as to moving forward or cancelling the trip

ICSN: Coordinators and Services Manager Campus Life Manager

If approved:

- Sell deposit tickets until Friday January 6th - hard deadline
- Have informational meeting week of January 9-13th
- Week of January 16 - 30 - final payments due (balance owing)

Our Advice:

Our advice would be to follow this timeline in order to ensure enough attendance and awareness. Ultimately, by the date (November 28th), we had sold out of all tickets for the trip and no more could be made available. Therefore, only early bird purchasers got tickets and we had many students requesting more tickets, but we could not add a second bus for this type of trip.

Assign all non-coordinator tasks to the newly created Special Projects Director. Their role is to research and plan trips like this in advance terms of when they are happening and to work with the other directors to put out communications, surveys, and any other pieces needed.

ICSN coordinators were active in engaging with the students during the trip. Having both coordinators lead and not a tour guide was great outreach for us because the students have continued to attend our weekly events upon returning home. We would recommend this structure be continued and future coordinators need to be willing to take on that commitment. We were the tour guide, advice giver, and cheerleader. We provided snacks, movies, and entertainment on the bus, asked students who were alone to join us for lunch if they didn't know where to go, and partook in every single activity with smile. We think this was a huge benefit to the success of the trip.

When creating another overnight trip, it would be advised to focus on the Canadian experience. The students loved that aspect of the trip the most and were eager to partake in adventure/outdoor experiences.

We recommend beginning communications with tour companies early on! Having a more finalized itinerary to be able to share with students really helps sell the trip!

On the trip, some tips for success include, giving the bus driver a gift card at the start, not bringing too much personal work with you, and determining who the Feds full time staff member will be well in advance.

Student Appreciation Night			
Bomber Wednesday - International Student Appreciation			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$276.96 CAD	Date	March 1, 2017
		Times & Timing	9:00pm - 2:00am
		Location	Bombshelter Pub in SLC
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Paula Colaso, Coordinator Kayla Dixon, Coordinator	Total Participants	~100
Partners in organizing	Iranian Student Association	Comments:	One individual from UW Photography Club
Number of students involved in planning and execution	Planning - 8 Execution - 10	Demographics: (students) Not tracked	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			

<ul style="list-style-type: none"> - Facebook event page posted on Feb 7th - people listed as going; listed as interested - people reached total, people viewed; people responded - Posted event link seventeen days before event, 10 likes, 696 reach (9:00pm) - Posted creative gif six days before event, 1 like, 397 reach (9:00pm) - Posted event link four days before event, 0 likes, 295 reach (12:00pm) - Posted creative photo one day before event, 0 likes, 317 reach (10:58am) - Posted creative photo one day before event, 1 like, 1872 reach (9:00pm) - Posted creative photo on the day of event, 0 likes, 1424 reach (3:40pm) - Posted creative photo in ICSN Facebook group one day before event
Goals and Learning Outcomes of the Event
The objective of the event was to celebrate and appreciate international students. The event was intended to create a comfortable environment for students to participate in Bomber Wednesday that was themed to recognize international students.
Summary of Event
There was a photobooth and prize table set up outside of Bomber while event participants lined up. Event participants were invited to take pictures that would then be posted on ICSN's Facebook page, and enter into a draw for a variety of prizes from local sponsors such as Crossroads Cafe, Campus Pizza etc. However, attendance was not optimal and partnerships with other student associations were not well-established. Overall, the event was well-prepared for and students that came out had a memorable experience.
Recommendations for Future Events
<ol style="list-style-type: none"> 1. The event would have greatly benefitted with establishing partnerships with other clubs and student associations 2. Pick a more opportune time within the term to receive a larger turnout

Babble Cafe			
Cultural Connection: Make Your Own Sushi Cooking Class (Mar. 2)			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN

Total Direct Event Costs	\$220 CAD * *estimation-update final cost	Date	Mar. 2, 2017		
		Times & Timing	Bi-weekly 6:00pm - 8:00pm		
		Location	Student Life Centre - Multipurpose Room		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer Name/Position	Hayston Lam, Social Director Kayla Dixon, Coordinator	Total Participants	70		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	Planning - 2 Execution - 5	Demographics: (students) 30 - International 3 - Exchange 37 - Canadian			
<p style="text-align: center;">Summary of Promotions</p> <p><i>Including Facebook, EventBrite, and website statistics where appropriate.</i></p>					
<ul style="list-style-type: none"> - Facebook event page posted on Feb 7th - 37 people listed as going; 41 listed as interested - 367 people reached total, 227 people viewed; 73 people responded - Posted event link nine days before event, 2 likes, 127 reach (9:00am) - Posted creative photo eight days before event, 4 likes, 2 comments, 2693 reach (9:00pm) - Posted creative gif five days before event, 0 likes, 371 reach (9:00pm) - Posted creative photo one day before event, 0 likes, 1604 (9:00pm) - Posted creative photo on the day of event, 3 likes, 1961 reach (12:00pm) - Posted event link in volunteer group 6 days before event - Posted event link in ICSN Facebook group on the day of event 					
Goals and Learning Outcomes of the Event					
<p>This event was an opportunity for students to socialize and meet new people while making sushi. Since there were many different sushi ingredients available, it also helped event participants to learn about different types of sushi! For a lot of students, it was also their first time making sushi and they thoroughly enjoyed the experience.</p>					

Summary of Event
There was significant interest in this activity and many event participants arrived early. At 6:00 PM, students were invited into the SLC MPR to begin making sushi. There were many different ingredients for event participants to choose from, offering options for dietary restrictions. There were a few left over ingredients so students were able to take these home, which went over really well. Great event overall.
Recommendations for Future Events
<ol style="list-style-type: none"> 1. Prepare a signup schedule to better prepare for large number of participants 2. Have an activity prepared for participants as they are waiting or if they arrived early to the event 3. Some ingredients (e.g. Salmon) were more popular than others (e.g. imitation crab) - so be mindful of popular items when deciding how much of each ingredient to purchase

Babble Cafe			
Babble Cafe: Trip Down Memory Lane (Mar. 7)			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$180.30 CAD	Date	Mar. 7, 2017
		Times & Timing	Bi-weekly 6:30pm - 8:30pm
		Location	Grad House Upstairs
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Hayston Lam, Social Director Kayla Dixon, Coordinator	Total Participants	23
Partners in organizing	N/A	Comments:	N/A

Number of students involved in planning and execution	Planning - 2 Execution - 4	Demographics: (students) 11 - International 2 - Exchange 10 - Canadian
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>		
<ul style="list-style-type: none"> - Facebook event page posted on Feb 10th - 11 people listed as going; 13 listed as interested - 337 people reached total, 87 people viewed; 22 people responded - Posted event link thirteen days before event, 0 likes, 100 reach (12:00pm) - Posted creative photo five days before event, 0 likes, 860 reach (9:00pm) - Posted event link one day before event, 0 likes, 96 reach (9:00pm) - Posted creative photo on the day of event, 1 like, 1507 reach (12:00pm) - Posted event link in volunteer group 3 days before event 		
Goals and Learning Outcomes of the Event		
<p>The topic of this night was about memorable experiences and objects from one's childhood or home country. It was also an opportunity to meet new people and engage in conversations to get to know one another. Through these conversations, participants could also practice their conversational English.</p>		
Summary of Event		
<p>The event began very slowly and not many event participants arrived until roughly 7:00 PM. No icebreaker was used at this event due to a combination of low attendance and a familiarity within the audience. In addition, not all groups used the discussion questions provided for the night, but the groups that did had great success with the activity.</p>		
Recommendations for Future Events		
<ol style="list-style-type: none"> 1. The discussion questions for the night was successful and can be replicated for future events. Better facilitation by volunteers and executives would provide for a more successful discussion. 2. Keep in mind the potential of low attendance during midterms and to not necessarily take this as an indication of a poor theme 		

Niagara Falls					
Niagara Falls & Niagara-on-the-Lake Trip (Mar. 11)					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$529.83 CAD	Date	Mar. 11, 2017		
		Times & Timing	9:30am - 11:00pm		
		Location	Niagara Falls & Niagara-on-the-Lake		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer Name/Position	Kayla Dixon, Coordinator	Total Participants	131		
Partners in organizing		Comments:			
Number of students involved in planning and execution	2 coordinators, 6 executives	Demographics: (students) 71 - International 34 - Exchange 18 - Canadian			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
<ul style="list-style-type: none"> - Facebook event page posted on Feb 11th - 45 people listed as going; 37 listed as interested - 857 people reached total, 372 people viewed; 69 people responded - Posted save the date creative photo thirty days before event, 29 likes, 2389 reach (9:00pm) - Posted creative photo twenty five days before event, 2 likes , 1852 reach (9:00pm) - Posted creative photo twenty days before event, 0 likes, 1187 reach (9:00pm) - Posted creative gif fifteen days before event, 1 like, 1 comment, 642 reach (9:00pm) - Posted creative photo ten days before event, 1 like, 1552 reach (9:00pm) - Posted creative photo seven days before event, 3 likes, 1499 reach (9:00pm) - Posted event link five days before event, 0 likes, 88 reach (9:00pm) - Posted creative photo one day before event, 0 likes, 1269 reach (12:00pm) 					

Goals and Learning Outcomes of the Event
This is an event that is run each term and is largely successful. This term we had three busses take students to both Niagara Falls and Niagara-on-the-Lake. We offered add on purchases for students, including the Clifton Hill Fun Pass. The purpose of this trip is to give students an opportunity to explore Canada's famous waterfalls and take in the scenic and entertainment options offered.
Summary of Event
<p>9:00am - Check in at DC 9:30am - Pick Up at DC 11:30am - Stop at Niagara-on-the-Lake for lunch and shopping 1:30pm - Depart from Niagara-on-the-Lake to Niagara Falls 2:00pm - Niagara-on-the-Lake to Niagara Falls 2:00pm - Arrive at Niagara Falls 2:00pm-9:00pm - Enjoy Clifton Hill Fun Pass/Free Time 9:00pm - Depart from Niagara Falls 11:00pm - Arrive at DC</p>
Recommendations for Future Events
<ul style="list-style-type: none"> - Only purchase add ons where tickets can be mailed ahead to save time and confusion day of - Make the stop at Niagara-on-the-Lake an option for Spring term rather than Winter term - Have buses depart at different times to give students option of how long they would like to stay in the area

Babble Cafe			
Cultural Connection - Board Games Night			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$132.84 CAD	Date	Mar. 16, 2017
		Times &	Bi-weekly

		Timing	6:00pm - 8:00pm		
		Location	Student Life Centre - Multipurpose Room		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Hayston Lam, Social Director Kayla Dixon, Coordinator	Total Participants	15		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	Planning - 3 Execution - 6	Demographics: (students) 9 - International 2 - Exchange 4 - Canadian			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
<ul style="list-style-type: none"> - Facebook event page posted on Feb 23rd - 11 people listed as going; 25 listed as interested - 359 people reached total, 110 people viewed; 39 people responded - Posted event link 7 days before event, 4 likes, 237 reach (9:00pm) - Posted creative photo 3 days before event, 4 likes, 1440 reach (9:00pm) - Posted creative gif 1 day before event, 0 likes, 281 reach (9:00pm) - Posted creative photo on the day of event, 1 like, 1388 reach (12:00pm) - Posted event link in volunteer group 2 days before event 					
Goals and Learning Outcomes of the Event					
<p>The purpose of the event was to create a casual, social environment for students to mingle, play board games, enjoy snacks, and overall take a break from studying and destress. For the majority of students, it was their first time playing the games "Say Anything" and "Cards Against Humanity."</p>					
Summary of Event					
<p>Overall, the event ran smoothly and event participants had the opportunity to get to know others a lot better. There was a lot of praise for the amount and variety of snacks at the event. The games played were "Say Anything" and "Cards Against Humanity", and both kept students interested. The one major difficulty faced was picking up the games from Turnkey Desk as there was a sign out policy of one game per event/group.</p>					

Recommendations for Future Events
<ol style="list-style-type: none"> 1. Prepare a list of games ahead of time and ensure that all volunteers know how to explain each game 2. Having a variety of snacks (e.g. Bulk Barn) is something that was well-received and should be kept for future events

Babble Cafe					
Babble Cafe: Music Night					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$ 180.30 CAD	Date	March 21st, 2017		
		Times & Timing	Bi-weekly 6:30pm - 8:30pm		
		Location	Grad House 1st floor room		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer Name/Position	Hayston Lam, Social Director Kayla Dixon, Coordinator	Total Participants	39		
Partners in organizing	The Unaccompanied Minors	Comments:	8 members from The Unaccompanied Minors		
Number of students involved in planning and execution	Planning - 2 Execution - 7	Demographics: (students) 21- International 0 - Exchange 18 - Canadian			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
- Facebook event page posted on Feb 7th					

<ul style="list-style-type: none"> - 10 people listed as going; 18 listed as interested - 248 people reached total, 93 people viewed; 29 people responded - Posted event link 5 days before event, 1 like, 147 reach (9:00pm) - Posted creative gif 2 days before event, 0 likes, 383 reach (12:00pm) - Posted creative photo 1 day before event, 0 likes, 1756 reach (9:00pm) - Posted event link on the day of event, 0 likes, 91 reach (12:00pm)
Goals and Learning Outcomes of the Event
The topic of this night was about meeting new people and having conversations to get to know one another. It was meant to allow participants to practice their English in a safe environment and become more comfortable with the language while making new friends.
Summary of Event
There was lots of interest in this week's theme and performance. The event was hosted on the first floor of Graduate House to account for the equipment and larger audience size. The Unaccompanied Minors began their performance around 6:45 PM. Afterwards, everyone was invited to enjoy food throughout the night. Different conversation groups formed throughout the night, and one group had a laptop out with people sharing music from their home country to the rest of the group. This was a very successful Babble Cafe.
Recommendations for Future Events
<ol style="list-style-type: none"> 1. If possible, having the performing group stay at the event for the entire event can give students the opportunity to talk to them. Make this very clear to the group as this is something we wanted for this event but did not happen. 2. Having other short performances at events is something that can be worth considering for future Babble Cafes

Cultural Connection			
Babble Cafe: Speed Meeting (Feb. 7)			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs		Date Mar. 30, 2017	Times & Bi-weekly

		Timing	6:00pm - 8:00pm
		Location	SLC 2134
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Hayston Lam, Social Director Simon Liu, Internal Director Kayla Dixon, Coordinator	Total Participants	22
Partners in organizing	N/A	Comments:	
Number of students involved in planning and execution	15 (4 for planning, 4 execs and 7 volunteers for execution)	Demographics: (students) 8 - International 0 - Exchange 14 - Canadian	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<ul style="list-style-type: none"> - Facebook event page posted on Feb 7th - people listed as going; listed as interested - people reached total, people viewed; people responded - Posted event link 7 days before event, 1 like, 126 reach (9:09pm) - Posted creative photo 5 days before event, 2 likes, 1860 reach (9:00pm) - Posted creative photo 3 days before event, 3 likes, 1822 reach (9:00pm) - Posted event link 1 day before event, 0 likes, 141 reach (9:00pm) - Posted event link on the day of event, 0 likes, 81 reach (5:17pm) 			
Goals and Learning Outcomes of the Event			
<p>The goal of the night was to provide a stress-relieving crafts night event for students to take a break from studying for exams and term projects. We provided supplies for the following crafts: Henna, painting, friendship bracelets, Chinese knots, and drawing. There were many opportunities to mingle with students when doing crafts, all while enjoying a cup of Bubble tea.</p>			
Summary of Event			
<p>The activities for the event started a bit later (~6:10pm) due to booking the room right at 6PM and there being another group in there. However, setup went really quickly and</p>			

we had a good spread of volunteers across each station. Despite receiving an expected moderate attendance due to it being close to the end of term, many students came with their friends and had a relaxing time. The crafts that were done in order of popularity were: friendship bracelets, painting, and drawing. Henna and Chinese knots ended up not being a big part of the night.

Recommendations for Future Events

1. Bubble tea was an easy to distribute snack for the event and was quick to pick up from Campus Bubble
2. Book the room for 30 minutes prior to start of event to have time for setup
3. Factors relating to moderate numbers:
 - Weather
 - Exams approaching

Elmira Maple Syrup Festival			
ICSN Goes to Elmira Maple Syrup Festival			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	432.23 (equal to half the price of the total bus cost, GSA paid the other half)	Date	April 1, 2017
		Times & Timing	8:00 AM - 4:00 PM
		Location	Elmira
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Kayla Dixon, Coordinator Paula Colaso, Coordinator	Total Participants	188
Partners in organizing	GSA (funding)	Comments:	
Number of students involved in planning	(2 for planning, 3 execs and	Demographics: (students) 95 - International	

and execution	volunteers for execution)	50 - Exchange 43 - Canadian
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>		
<ul style="list-style-type: none"> - Facebook event page posted on March 22nd - people listed as going; listed as interested - people reached total, people viewed; people responded - Posted creative photo thirty five days before event, 8 likes, 1659 reach (9:00pm) - Posted creative gif 17 days before event, 2 likes, 564 reach (3:00pm) - Posted creative gif 17 days before event, 1 like, 534 reach (12:00pm) - Posted event link 14 days before event, 2 likes, 543 reach (12:21pm) - Posted event link 10 days before event, 1 like, 334 reach (12:15pm) - Posted event link 4 days before event, 0 likes, 104 reach (9:00pm) - Posted creative photo one day before event, 3 likes, 140 reach (2:18pm) - Posted in ICSN facebook group 18 days before event 		
Goals and Learning Outcomes of the Event		
<p>This event offered students a method of transportation to and from the annual elmira Maple Syrup Festival. This is a great opportunity for students to experience traditional Canadian maple syrup, including learning about the ways in which it is collected and made. There are many activities for students to do and it is a very welcoming community event.</p>		
Summary of Event		
<p>Two buses operated on a rotating schedule to pick students up from DC, drop off in Elmira, pick up in Elmira, and return to DC. Buses were at each location roughly every 45 minutes. Executives were stationed at both locations to do check in, load students onto the buses, provide directions and a schedule of returning buses as well as information for the GRT if they chose to take that method of transportation home.</p>		
Recommendations for Future Events		
<ol style="list-style-type: none"> 1. Have fewer returning buses as many students opted to take GRT home 2. Give more information ahead of time as to what to expect and what exactly students can do at the festival 3. Provide handouts or email students the map of the area and returning bus schedule prior to the event 		

End of Term Party					
ICSN End of Term Party					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs		Date	April 4, 2017		
		Times & Timing	6:00pm - 8:30pm		
		Location	EV3 4412		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer Name/Position	Kayla Dixon, Coordinator	Total Participants	59		
Partners in organizing	N/A	Comments:			
Number of students involved in planning and execution	(7 for planning, 7 execs and 11 volunteers for execution)	Demographics: (students) 38 - International 1 - Exchange 20 - Canadian			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
<ul style="list-style-type: none"> - Facebook event page posted on March 29th - people listed as going; listed as interested - people reached total, people viewed; people responded - Posted creative photo 9 days before event, 20 likes, 1220 reach (9:00pm) - Posted event link 6 days before event, 3 likes, 199 reach (12:02pm) - Posted creative photo 6 days before event, 2 likes, 471 reach (5:05pm) - Posted creative photo 3 days before event, 1 like, 2019 reach (9:00pm) - Posted creative photo 2 days before event, 3 likes, 1737 reach (9:00pm) - Posted creative photo 1 day before event, 1 like, 1238 reach (9:00pm) - Posted event link on the day of event, 2 likes, 139 reach (12:00pm) - Posted in facebook volunteer group 6 days before event - Posted in ICSN facebook group 6 days before event 					

Goals and Learning Outcomes of the Event
The goal of our End of Term Party is to celebrate all the students that have attended our events throughout the term. We want to provide a fun and relaxing space for people to mingle, try new things, and take a well deserved break before starting exams. This event was very popular and enjoyed by all the students that came out.
Summary of Event
We chose to host an 'Around the World' themed event where participants received an ICSN passport and traveled to different countries (booths) to play a game from that country. Once the game was completed the participant would receive a stamp in their passport and travel to the next country. Once they received three stamps they were invited to come sample foods from each of the countries.
Recommendations for Future Events
<ol style="list-style-type: none">1. Book food early for such a large scale event2. Make sure one volunteer is running each station and is well versed on the game at their booth3. Book a larger space to accommodate for people playing games that require more movement and so that people can be seated while sampling the food4. Assign volunteers/executives specific roles for clean up and set up so that it can be done as efficiently as possible

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Mentor Assistance Through Education and Support (MATES)

END OF TERM REPORT

Winter 2017

Draft

Prepared by:

Volunteer Coordinators Bradley Rietze and Ovina Chow

Executive Team Members Janel Silva, Cody Hutt, Samantha Afonso, Albert Cault, Sarah Dolman, Melanie Emmerson, & Sarah Martin

April 2017

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INTRODUCTION

The Winter 2017 term was led by Coordinators Bradley Rietze and Ovina Chow. This is the third report prepared by the MATES program since the partnership with Feds (Federation of Students). The main focuses this term were to increase MATES involvement at campus-events, solidify our internal procedures (e.g. disciplinary procedures, procedures for missed shifts etc.), and increase visibility to students by connecting with UW Community services and organizations. These goals were completed by separating the Communications and Events Director into separate positions, reviewing/editing our internal policies, as well as keeping MATES volunteers accountable (through our Executive Volunteer, Training & Education, Internal, Media & Communications, and Engineering Directors), and collaborating with other services and organizations within the UW Community.

VOLUNTEER MANAGEMENT

Winter 2017

Coordinator and Executive Recruitment and Selection

Brad and Ovina were Coordinators for the Winter 2017 term.

Five Feds Executive Director positions were developed: Communications Director, Events Director, Training and Education Director, Volunteer Director (2 positions), Internal Director, and [Pilot] Engineering Director. Executive applications closed on October 1st, 2016. There were ten applications for seven executive positions. All applicants were granted interviews. Eight applicants were existing MATES volunteers and two were not. Seven applicants who were existing MATES volunteers were selected for executive positions.

Janel Silva was hired for the Internal Director, due to her strong administrative abilities and previous experience in the role. Cody Hutt was hired for the Communications Director, due to his impressive resume and previous experience in the role. Albert Cault and Samantha Afonso were hired for the Volunteer Directors. There were two positions available for this role due to the larger number of volunteers hired for the Winter 2017 term. Albert Cault was hired due to his extensive experience as a Peer Supporter with UW MATES and his outstanding cooperation to improve UW MATES visibility and productivity (i.e. attending events and filling in extra office hour times). Samantha Afonso was hired due to her extensive peer mentoring experiences within a variety of organizations (including the Women's Centre) and previous experience with UW MATES as a Peer Supporter and as Volunteer Director. Melanie Emmerson was hired for the Events Director due to her previous experience within the MATES program, and her dedication to attending events. Sarah Dolman was hired for the Training and Education Director due to her extensive Peer Support experience and her enthusiasm towards improving the

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MATES program. Sarah Martin was hired for the [Pilot] Engineering Executive Position due to her interest in the collaboration project between MATES and the Engineering Society.

Volunteer Recruitment

Forty-five Peer Support Volunteers were selected from seventy-five applicants who applied through LEADS. Over half of the Peer Support Volunteers were existing UW MATES Peer Supporters. We received frequent email requests from students that wanted to volunteer for UW MATES Peer Supporter positions after the deadline. Overall, 19 new volunteers for the Winter 2017 term were hired.

Spring 2017

Recruitment for Spring 2017

Recruitment for Spring 2016 coordinators, executives, and peer support volunteers began February 1st, 2017.

Coordinator applications closed March 12th, 2017. Five applications were received. Two were selected as Coordinators for Spring 2017: Alina Bielak and Vaiva Dzemonas due to their dedication towards furthering the MATES program and their past leadership experiences.

Five executive positions were developed for the Winter 2017 term (Appendix D). Executive applications closed April 17, 2017. Nine applications were received to fill 5 positions. All applications were from existing UW MATES volunteers. Three applications were from returning executives but were rejected because they were graduating; Feds policy indicates that Executive positions must give non-graduating/graduated undergraduates preferences in the selection process. One application was rejected, since this volunteer (Vaiva D.), was selected for the Coordinator position. The last five applications were from very dedicated UW MATES Volunteers. One volunteer, Albert Cault, is returning to the Volunteer Director position (NOTE: only one Volunteer Director was hired for the Spring term, since it is a much less busy term than Fall and Winter). The other four volunteers, are new to the executive team: Madeline Keltie (Internal Director), Erij Elkamel (Communications Director), Dennie Park (Events Director), and Vaidehi Chavan (Training & Education Director).

The Peer Support Volunteer position applications closed originally closed mid-March 2017. The application deadline was to April 7th, 2017 because the Engineering stream was late on promoting Engineering students to apply. There was a total of 75 applicants -36 returning volunteers (19 during Spring 2017 & 18 for Fall 2017). 28 interviews were granted which were conducted by Brad Rietze. Interviews were conducted on April 17th and 19th, 2017. If students requested an alternative time, Brad Rietze accommodated them, usually through Video Chat or a phone interview. Interviews were 15 minutes in duration, assessing communications skills, compassion, empathy, and interest to mental health and personal well-being. Interviewers ranked the applicants on a scale of 1-to-10 based on answers to scenario questions, potential to succeed in the program, and personality. In total, there was about 22 volunteers that were hired that could make the training date.

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Applications for Engineering students (a continued pilot project discussed in greater detail later) were completed through the general pool of Peer Supporter Applications. There was a total of ten engineering applicants. All ten applicants were granted interviews. All 10 interviewers were accepted to be Peer Supporters. Each demonstrated the appropriate communication skills and passion for helping Engineering students through their challenges.

The final step for any of these volunteers to become official UW MATES Peer Supporters is for them to complete the UW MATES Peer Supporter Core training offered by Counselling Services on May 6th and 7th 2017.

Training Information and Review

19 new volunteers attended the Winter 2017 training that was held on Saturday January 7th and Saturday January 14th from 9am to 5pm. Each day had two 15-minute breaks and a half hour lunch break. Training was facilitated by the Counselling Services Counselling Psychologist, Aziz Nashef, who also provided supervision for the MATES program in the Fall 2015 term and Spring 2016. Aziz was assisted by the two Coordinators of UW MATES, Brad Rietze and Ovina Chow, and the Executive Training & Education Director, Sarah Dolman.

This core training was a mandatory requirement which volunteers had to complete in order to begin hosting office hours. Appendix F demonstrates the training outline for both dates. After training ended on Saturday January 14th, volunteers were e-mailed a copy of the volunteer handbook. New volunteers were also presented with the volunteer schedule for both locations on Sunday - Health Services and Needles Hall. New volunteers were asked to sign-up for 1 to 3 hours per week. The schedule was first sent out to returning volunteers to select their office hours before new volunteers had the opportunity.

Sarah Dolman headed all training activities for UW MATES during the Winter 2017 term.

Peer Mentorship Training (January 8, 2017)

Peer Mentorship Training (PMT) is a 1-day interactive training workshop that helps volunteers hone and enhance skills related to effective mentorship. These skills include: peer relationship development, effective communication skills, available campus resources for both mentees and mentors, and OHD Principles of Inclusivity. PMT was facilitated by Catherine Chan (catherine.chan@uwaterloo.ca). PMT is optional but recommended for all volunteers.

- 6 MATES volunteers (12% of total volunteers) completed the Winter 2017 offering of PMT.
- 3 MATES volunteers were signed up for PMT but failed to attend/complete the training.
- 22% of Winter 2017 MATES volunteers completed PMT either this term or in a previous term.

More Feet On The Ground (Workshop - January 27, 2017)

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More Feet On The Ground (MFOTG) teaches volunteers how to recognize, respond to, and refer students who are experiencing mental health challenges. MFOTG includes an online portion (<https://uwaterloo.morefeetontheground.ca/en>) and an in-person workshop. The 3.5-hour workshop was facilitated by Kathy Winter. MFOTG is optional but recommended for all volunteers.

- 1 MATES volunteer (2% of total volunteers) completed the W17 offering of MFOTG (both online and in-person workshop).
- 7 volunteers were signed up for MFOTG but either cancelled or did not show up for the training.
- 4 W17 MATES volunteers (8%) have completed the online portion of MFOTG.

SafeTALK (February 3, 2017)

SafeTALK is a 3.5-hour program designed to help volunteers discuss thoughts of suicide in a direct, calm manner and connect individuals with thoughts of suicide to life-saving intervention resources. SafeTALK was facilitated by Kathy Winter. SafeTALK is not mandatory, but recommended, for volunteers.

- 16 MATES volunteers (33%) completed SafeTALK this term.
- 3 volunteers signed up but cancelled prior to the event.
- 57% of Winter 2017 MATES volunteers completed SafeTALK either this term or in a previous term.

Meetings

Debrief meetings were made mandatory since Fall 2016. Kelly Rueffer offered two times from the Winter 2017 term: Tuesdays from 2:30-3:30pm (in SLC 2134) or Thursdays from 6:00-7:00pm (HS Conference Room). The meeting time was decided upon by first asking Kelly for a list of her available meeting times. These times were sent out in a Doodle-format to the volunteers, who were then asked to select which times they were available to attend. Volunteers who could not attend either time met with Cheri Bilitz, Ovina Chow, and Brad Rietze privately to debrief on the weeks they met with students.

Debrief meetings provide an open opportunity for volunteers to discuss any issues they experienced that week, to share stories of students they assisted, to ask for advice, to discuss upcoming MATES events, and etc. Debrief also functions as booster sessions for volunteers, so they experience other volunteer experiences in the office.

Samantha Afonso attended the Tuesday debrief and Albert Cault attended the Thursday debrief, in order to take attendance and update volunteers on important MATES information. Brad Rietze and Ovina Chow attended the debrief meetings almost every week as well. Debriefs were generally well attended with no volunteers missing three meetings unexcused. We had approximately 4 students miss two debriefs for unknown reasons, but never more than that. Tuesday debriefs tended to be lower attendance than Thursday, with an average of 12 people a week and 14 people a week respectively. This was not a surprise as evening debriefs seem to be at a more manageable time for most students. Afternoon and evening slots should

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be continued as those students who could not attend evenings due to classes etc. still made use of the afternoon slot. 10 students were excused permanently from debrief given their schedules didn't allow for them to attend. These students met privately with Cheri, Brad, and Ovina on Wednesdays at 6:00 pm. When Kelly Rueffer left the University of Waterloo in mid-February, the executive team took on added responsibility to report any bigger issues to the Counselling Services professionals who help guide MATES.

Volunteer Retention and Engagement

The coordinators understand the value of MATES volunteers and work hard to keep the volunteers engaged and interested in the program. During Winter 2017, no volunteers left the program due to a lack of interest or for disciplinary measures, but one left the program due to personal challenges. Mandatory debrief meetings most certainly helped the volunteers to stay engaged as they felt part of a "team." Having the opportunity to talk with them on a weekly basis kept them more accountable and increased the relationships among volunteers, executives and coordinators. Debrief meetings also offer opportunities to give feedback and praise volunteers, which increases morale.

Volunteer Recognition and Appreciation

At the end of the Winter 2017 term, volunteers were presented with a \$20 electronic Chapter's gift-card, as well as an electronic thank-you letter from coordinators Brad and Ovina.

Executive Recognition and Appreciation

Executives received a \$30 gift-card to Games on Tap.

Disciplinary Action

The UW MATES Handbook contains the following:

- "Throughout a single term, volunteers are able to get three (3) excused absences through e-mailing a volunteer coordinator twenty-four (24) hours prior to their missed shift. After three (3) excused absences, the volunteer coordinators will consult with the and it will be determined if that volunteer will be asked to leave the MATES program."
- "Throughout a single term, volunteers are allowed two (2) unexcused absences before immediately being asked to leave the program. Unexcused absences include any absences that were not brought to the attention of a volunteer coordinator before the missed shift, or an absence that was announced after the mandatory twenty-four (24) hour time period."
- "If a volunteer knows they cannot attend a shift, they should (1) notify a volunteer director and (2) post their shift in the private MATES Facebook group for others to sign up for. Please note: Even if a volunteer has a shift covered by another volunteer, that it is still considered an excused absence for the first volunteer."

Keeping records of which volunteers fail to attend their shifts was the responsibility of the Volunteer Director(s). The protocol was followed and expanded upon. After a missed shift, a

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volunteer director would send them an email with the coordinators CC'd providing the volunteer with the date, time, and number of shifts they had collectively missed. The email also contained information reiterating the importance of attending shifts. Sometimes, these emails would be returned with the volunteers saying they did attend their shift and forgot to sign in, in which case we would ask them to get the volunteers before and after to verify their attendance and remove the absence from our records. We were more lenient with letting students go. Typically, an excuse was given within 24 hours of the shift, unfortunately it was typically after the shift. If this was the case we allowed 3 absences and then arranged a meeting with the volunteer. The meeting would be to discuss the current circumstances of the student missing shifts and to determine the root cause of why the volunteer is missing shifts. The Executive Team's initial reaction to any volunteer in these circumstances was to try and help the volunteer through the situation they are going through. If the student has an appropriate reason to be missing shifts, we have accommodated them through their situation (i.e. death of a family member, etc.). If students have no appropriate reason to be missing shifts (i.e. having no reason at all), that is when we have wrote a Formal Dismissal letter asking them to leave MATES.

This term, the Executive Team personalized responses to students who were missing shifts to the reason they presented. In past terms, students received automated emails. These automated emails were said to be very rigid and blunt. Our intention at the time was to be objective to reduce bias across reasons volunteers would present for missing a shift. Personalizing email responses reduced volunteer anxiety about possibility being expelled from UW MATES. This method also reduced the number of disciplinary interviews the Executive team had to conduct. This term, we did not have to conduct any disciplinary interviews.

We think the reason for this was about ability to communicate with our volunteers and assist them through their circumstances. One example of this was a volunteer who have either late evening classes as well as late evening recreation/other volunteer commitments but had morning Peer Supporter volunteer hours at Counselling Services. This volunteer was missing shifts due to not waking up in the morning. Rather than simply dismissing the volunteer from MATES, we understand that we and the volunteer both invested time into each other. Instead, we offered the student an afternoon time slot that opened up. This student did not miss any further hours throughout the term while having afternoon hours. We think that accommodating volunteers through their personalized situation is the methodology to keeping moral and emotions positive in MATES.

Future Suggestions

Winter 2017 Volunteer Recruitment Suggestions Update

Excerpt from Fall 2016 End of Term Report:

"It is recommended that students from faculties other than Arts are contacted (i.e. through advisors) and encouraged to apply to the program, to ensure we have an adequate representation of different programs."

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UW MATES is proud to announce that we took this recommendation seriously and now have Peer Supporters from every faculty at the University of Waterloo: Applied Health Science, Arts, Engineering, Environment, Mathematics, and Science. Please see the following table.

Table: Number and percentages of UW MATES Peer Supporters by faculty.

	AHS	ARTS	ENG	ENV	MATH	SCI	Total
Absolute (#)	4	23	7	2	4	11	51
Percentages (%)	7.84	45.10	13.73	3.92	7.84	21.57	--

Data was collected from UW LEADS peer supporter applications from Fall 2016, indicating the estimated demographic of UW MATES Peer Supporters for Winter 2017. The data presented was selected from only successful applicants (i.e. those applicants that were indicated as "Accepted" in UW LEADS).

Additionally, this was the first term UW MATES enforced a collaboration with the Engineering Society (ENGSoc). This collaboration is an 8 month pilot project functioning over the Winter 2017 and Spring 2017 term. We worked in collaboration with the Mental Health representatives of ENGSoc, Sarah Martin and Hannah Gautreau. Sarah Martin was the "pilot" Engineering Executive for UW MATES. "MATES in Engineering" was the term we coined to distinguish Peer Supporters from the Faculty of Engineering who specifically were selected to help engineering students. This model that we have created could act as a template for facilitating UW MATES in other faculties in the future.

Fall 2017 - Recruitment Recommendation

Hire 2A/B and 3A/B term students to help build up strong students for future terms. This will also help reduce the number of hiring positions which will decrease the number of interviews that need to be conducted.

As a future goal of UW MATES, we recommend that future Coordinators and Executive members try to aim for at least 5 students from each faculty. Our reasoning for this recommendation is that in the future, MATES is envisioned to move into faculties. By selecting at least 5 Peer Supporters from each faculty, we are better reflecting the UW campus community from our current offices in Counselling Services.

Training

After training ended on Saturday, new volunteers were asked to complete a MATES Core Training Feedback Form. On February 3rd, Brad, Ovina, and Sarah (Dolman) met with Aziz to go over the feedback forms and discuss the strengths and weaknesses of the recently completed training. At this meeting, suggestions were made for improving future offerings of Core Training (notes taken by Aziz). Please note that Feedback forms will be stored in the Needles Hall office for future review.

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The three main additional training opportunities that were promoted this term were Peer Mentorship Training, More Feet On The Ground, and SafeTALK. These opportunities were promoted via Facebook (volunteer group) and email, which appeared to be an effective way to reach out to students regarding available training.

This term, we faced some issues pertaining to training registration and volunteers showing up to the sessions they had signed up for. Registration for Peer Mentorship occurred on Leads, but volunteers were asked to sign up in a Google spreadsheet as well so that both MATES exec and the facilitator of the training would know which of our volunteers were attending the training. This created some confusion on the part of a couple volunteers, who did not realize that they needed to sign up in both places. Additionally, several volunteers who signed up for the More Feet On The Ground (MFOTG) training workshop did not show up. (Note: Sign-up for MFOTG and SafeTALK occurred on Google docs only, with the list of signed-up volunteers being sent to the facilitator. However, as of April 2017, it appears that sign-up for these training sessions is now occurring on Leads as well.) In order to prevent the no-show issue for SafeTALK, Sarah implemented a new strategy of sending a confirmation email to volunteers who signed up, asking volunteers to confirm that they will be attending. As well, registered volunteers were sent a reminder email the day before the session. For both of these issues (volunteers not signing up properly and volunteers not showing up to training), it is recommended that future Training & Education Directors continue to provide thorough and clear communication with volunteers regarding the training that they have signed up for (e.g., continue to send confirmation and reminder emails, confirm with students that they have signed up in all necessary places, etc.).

Excerpt from Fall 2016 EOT report:

"It would also be beneficial to look into the possibility of offering ASSIST training, which is a level higher than SafeTALK. Though this program is more time-intensive, it offers a wonderful in-depth suicide intervention training program to volunteers, which will assist them in this role, in their future careers and serves to help the public in general."

Tanya Andrews of Counselling Services (tanya.andrews@uwaterloo.ca) has informed MATES that she will be offering ASSIST training during the Spring 2017 term. It is recommended that the Training & Education Director get in touch with Tanya to organize this training and potential costs (though perhaps ask volunteers about interest beforehand).

Debrief Meeting

Often students informed the coordinators that they could not attend debrief meetings only a few hours in advance, rather than according to policies stating they must provide 24 hours notice. The Volunteer Directors did a wonderful job of taking attendance and it is recommended that future discussions take place to examine the importance of enacting "disciplinary measures" for students not attending debrief.

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Sometimes volunteers forgot the importance of Debrief meetings, especially when they are not seeing students in the office. The Coordinators and Executives on the monthly basis reminded all volunteers of the importance of debrief meetings. It is suggested that this be continued.

COMMUNICATION

Communication with Volunteers

The main form of communication with MATES volunteers is through e-mail and Facebook. Volunteers are emailed when there are important updates (i.e. policy changes, etc.), appointments, new training opportunities, upcoming MATES events, or other opportunities which may be of interest. Currently, this seems to be an effective mode of communication. We utilized a private Facebook group to communicate and distribute information: reminders notifications and plan events. Volunteers also use the Facebook group to post shifts they are unable to attend, so that other volunteers have the opportunity to cover the open office hours shifts.

The executive team had their own private Facebook group in order to communicate about various events, policies, administrative issues, etc.

Communication with the Public

For Winter 2017, UW MATES split up the “Events and Communications Director” position into their own separate positions. The reasoning for this was to divide the huge workload associated with planning and executing events from the tasks of the communication role. Melanie Emmerson was the Events Director for UW MATES (see *Events and Activities sections*), as Cody Hutt continued his role as the Communication Director. Cody created weekly social media content calendars for both Facebook and Twitter. This ensured that these channels were being posted on daily throughout the term. Posts included information about the service and its office hours, events that were happening on campus, and articles from news outlets and other sources that were relevant to mental health. At the events MATES attended there was an increased effort to promote these channels, and during events such as Wrap-up Week there was a noticeable increase in the number of Likes and Followers both accounts received.

At the end of the term, MATES has 371 followers on Facebook and 67 followers on Twitter. Over the 4 month period, posts on Facebook had an average reach between 400-700 views, suggesting that posts were being seen by more viewers than the amount of followers the page has. This could be attributed to the high engagement rates that the posts received on Facebook, the vast majority of the posts being shared through the account received Likes and Comments from a small number of followers. As mentioned previously, the accounts saw growth when MATES had a visible presence on campus.

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In Fall 2016, it was recommended that the MATES Weebly page be removed. UW MATES has formally created a reduction link on the Weebly page to direct students to the UW MATES Feds webpage.

EVENTS AND ACTIVITIES

Campus Life Fair (January 11th) – SLC Great Hall

How did it go?: Winter 2017 was the first time MATES participated in Campus Life Fair. Our tent and materials were set up inside the Student Life Centre in the ‘Feds services’ section and students were invited to talk to us about MATES. We reached a lot of students and our volunteers were very involved and enthusiastic.

Recommendations: Very standard start of term event, it went well.

Bell Let's Talk with Science Society (January 31st) - STC

How did it go?: Bell had an international event going on to promote the discussion of mental health in day to day life called Bell Let's Talk day. The Science Society organized a joint event with other services on campus such as Counseling Services, the Women’s Centre, the Glow Centre, and MATES. We were contacted by Science Society’s Advocacy Coordinator, Simrat Atwal (simratawal1@gmail.com). Together, we were able to spread the word of the importance of an on-going conversation about mental health. We generated a lot of interest in the activity we had, which consisted of writing mental health related messages and posting them on a wall in the hallway of the STC.

Recommendations: Collaborating with other groups on campus aligns with our goals of increasing MATES involvement and visibility on campus. The space and event was organized by the Science Society, so there was little preparation required on our end. The Science Society has a “Wellness Wednesdays” throughout the term. The Advocacy coordinator was open to future collaboration for these events.

Valentine's day event (February 13th) – SLC Vendor's Alley

How did it go?: This event spawned from the suggestions of many different people and attracted a lot of attention. We gave away chocolate and had a “make a card, take a card” booth to allow people to receive and give positive thoughts to others. The cards had an area to fill out their techniques for handling stress with the prompt: “When I’m feeling stressed I _____. On the back of our card we had our logo, office hours, and e-mail.

Recommendations: Following the success of the event, we would encourage future executive teams to be creative around using holiday events as an outlet to spread the MATES message and give booth visitors something they can take away that has our contact information on it.

Let's Talk Tuesday (February 14th) – SLC Multipurpose Room

How did it go?: We were contacted by Adam Cole, a Peer Health Education Coordinator, with the opportunity to participate in Wellness Week. Wellness Week was an initiative ran by Health Services to promote mental health wellness among students and faculty. Specifically, MATES

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participated in Let's Talk Tuesday, an event where multiple campus resource partners (Career Services, The Writing Centre, Financial Services, Housing, etc.) were available for 15-minute drop-in sessions in the SLC where students could meet with any of the services to discuss relevant issues. MATES was a campus partner and had a booth with 2 volunteers. The event went very well, though it was not highly attended. Volunteers were flexible, and instead of meeting with students' for 15-minutes, it evolved into brief information sessions to describe our service similar to the Campus Life Fair. Volunteers felt that this format better fit the environment.

Recommendations: It is recommended that MATES continue to seek out partnerships with the Peer Health Education team. Having MATES participate in wellness events is important to align our service with the ones already well-known to students. Adam Cole originally reached out to us at the Campus Life Fair, showing that these events are not only important for reaching out to students, but community partners as well! The contact email to reach Adam Cole is agcole@uwaterloo.ca and Sandra Gibson, the manager of health education, is sandra.gibson@uwaterloo.ca.

PositiviTEA (March 1st) – SLC Vendors Alley

How did it go?: PositiviTEA was an event planned by our volunteer, Jessica Buck, as a part of an ARBUS project for community outreach. Jessica and her group partnered with Her Campus to promote mental health awareness and self-care by handing out free tea with positive messages written on the cups. As part of their initiative to help spread awareness for MATES, they stapled the MATES logo onto the tea bag tags. For their booth, we used the MATES trifold poster, banner, business cards, and buttons. The ARBUS group was well-managed and organized, and always made sure to share their marketing materials with MATES executives prior to releasing them into the public domain. The Facebook event had 58 people going and 238 interested. The event itself attracted around 60 people on the day of.

Recommendations: It was very exciting having our own volunteer take initiative and plan an event. The partnership with Her Campus helped to attract more attention to the joint Facebook Event page. It is recommended that MATES reach out to other campus groups, such as Her Campus for events like these. Partnering with well-known campus groups can help generate a wider audience that may not otherwise have known about MATES services. Having updated buttons as a tangible take-away item for these booths could help with advertising. In general, this event was well intended and is a great idea for a future event around midterms or exams as a source of stress relief and positivity.

Women's Centre Poetry Slam (March 6th) – The Bomber

How did it go?: For this event, MATES had three volunteers attend the poetry slam. They helped with setup and general aspects of the event. Based on our Fall 2016 event with the Women's Centre, we established a "safe-space" beforehand. The Women's Centre Coordinator agreed to give us a key to the Women's centre where students could be brought should they need assistance. No student required our assistance at this event. We were able to strengthen

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our ties with the Women's Centre through ongoing collaboration this term. They informed us our services helped promote a safe space for an event with sensitive topics.

Recommendations: It is recommended that MATES continue to participate and collaborate in events with other services on campus. We are becoming increasingly known as a service that is available to attend events of emotional and sensitive nature. With this knowledge, we foresee creating a small team of volunteers specifically trained to attend these types of events. It also offers a wonderful opportunity for students to gather information about the variety of services offered to them.

[Chilly Dog Run \(Saturday March 11th\)](#)

Please see Summary Event Form in Appendix J.

[Wrap-Up Week \(March 20th-24th\)](#)

Human Library, Therapy Dogs, Free Massages, Trash Talk, TEDTalks and Chill

The Human Library – March 20, 12:00pm – 3:00pm, SLC Multipurpose Room

How did it go? The Human Library was a brand-new event this wrap-up week. We had 5 people volunteer to be the human "books" (2 from MATES, 1 from Women's Centre, and 2 from Glow). The books in a Human Library are people that have volunteered to tell their unique stories. "Readers" had the opportunity to chat with these books and ask questions about their story/experiences. The idea is to challenge prejudices and stereotypes by allowing stigmatized groups to voice their stories and promote understanding and diversity. Students who came could choose from the titles provided by our volunteers. We had titles such as "Queer Not Questioning", "Sexual Assault", "Family Mental Health", "Borderline Personality Disorder", and "Unashamed". The event had low attendance but was a very original and creative idea that has the potential to expand in future terms.

Recommendations: This event was primarily made possible through the collaboration with Glow and the Women's Centre. We initially reached out because we needed more volunteers. For next term, we recommend proactively reaching out to these groups to collaborate on a larger human library. The volunteers from Glow and the Women's Centre were very enthusiastic and provided diversity to our stories. The coordination of the human books takes time, and thus it is recommended that planning for this event begin early. The event took place in the MPR but having a booth in the Great Hall could draw a larger crowd, and people can move to different nearby chairs to have their conversations.

Free Massages - March 21, 23, 24, 9:00pm-12:30pm, SLC Multipurpose Room

How did it go? The event was a success thanks to how long it has been running as a Wrap-up Week event. Students register for their massage session the day before on Facebook and simply line-up ahead of their scheduled appointment. Spots were left in the schedule for walk-ins at well, which helped accommodate students and fill spots for people who missed their appointments.

Recommendations: Last term this event had high demand and a number of students were disappointed they could not get a spot. This term we had 3 available days which helped

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accommodate the demand. It is recommended we use 3+ days for future terms as well. There were more no-shows this term, probably due to the early morning times. If early morning times are used again, these may best be filled by walk-ins, while the rest remain appointment based.

Trash Talk - March 22, 11:00am - 3:00pm, SLC Vendors Alley

How did it go? For the second term in a row, MATES worked in collaboration with Janessa Good, Feds Special Events Coordinator, to host Trash Talk during Wrap-up Week. The concept for the event was presented to MATES last term by Janessa based on a similar event at another campus. The goal of the event was to promote positive mental health by having students relieve their stress by writing it on a piece of paper, crumpling it into a ball, and throwing it from the first floor of the SLC to the lower atrium where a game board and prizes were placed. Prizes included branded resistance bands, colouring books, sleep kits, and healthy snacks. The event was a success with a little over 100 students participating in the three-hour period. Students were receptive to the event and appreciative of the free prizes.

Recommendations: Unlike last term, the game board area was blocked off by chairs to prevent students walking on top of it. Unfortunately, there were still times where bypassing students walked over the board. A volunteer was assigned to sit down in the lower atrium to monitor the board, and this is a recommended solution going forward. This year we also gave students 3 attempts to win the prize they wanted which helped minimize any disappointment. It is recommended that this adjustment also be carried through to future terms.

Paws to Destress - March 20, 21, 5:00pm - 6:30pm, Student Life Centre MPR

How did it go? Therapy Dogs has become a staple event for Wrap-up Week and MATES loved being a part of it again. Like last term, there was a large demand. MATES volunteers helped organize the groups of students to ensure sessions were the appropriate length to maximize the number of students who could see the dogs.

Recommendations: There was an additional day of therapy dogs this term, helping to meet the demand better than last term. The event went smoothly and well received by students. The dogs changed the time they could come but the volunteers and students were flexible around these changes. No further recommendations are required.

TEDTalks and Chill, March 24, 12:30pm – 4:00pm, Student Life Centre Great Hall

How did it go? This event was a modification to last term's "Fedflix and Chill". Janessa suggested we run a series of TEDTalks over the course of the afternoon. These were played in the SLC Great Hall and students could come and go as they pleased. MATES volunteers were responsible for preparing small bags of popcorn for students to snack on while enjoying the videos. The event was well received and students were appreciative of the free popcorn.

Recommendations: The event went very well. It was low-key, and probably only requires 2 volunteers, as opposed to the 4 we encouraged to sign up.

Relay For Life (March 31st) – St. Jerome's

How did it go?: Sarah Davis (sj3davis@edu.uwaterloo.ca) reached out to us to request our presence at the St. Jerome's Relay for Life Luminary Ceremony. The Luminary Ceremony,

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taking place from 12am to 1am, is an emotional ceremony honouring the victims and survivors of cancer. There were several speakers sharing their stories of cancer with moments of silence and music in between. This was followed by lighting candles for lost loved ones. Three volunteers attended the event. Our service was announced prior to the beginning of the ceremony and our volunteers stood near exits of the auditorium. Several people needed to leave during the ceremony, but no one required the assistance of MATES.

Recommendations: The St. Jerome's Relay for Life team was extremely grateful for the presence of MATES at this event. It is recommended the MATES continue these partnerships. They are a great way to make our service known to many students at one time and make a difference on campus. For future terms, it would be helpful to have a system for students to let us know if they would like a MATE to follow them out of the room. Several students left that did not require MATES assistance, but there was no way of knowing. Previously, in a Women's Studies class, we used a system where the student would give the MATE a look or a thumb down to signal if they would like assistance. A system like this should be used going forward.

[Library Hours \(April 10th-21st\) - Davis Centre Library & Dana Porter](#)

How did it go?: Sarah Martin reached out to us to request the presence of some peer supporters during exam period at the library. The volunteers were given one room at DC and one room at DP where students could attend group sessions.

Recommendations: Library hours offer a great opportunity for MATES to be available for immediate support, during the evening, and in an environment where students are studying and potentially at higher risk for stress and anxiety. It is a unique service on campus that is not covered by other peer support groups or counselling services, and it is recommended that we continue to develop this service going forward as it has already been utilized by several students. The library even advertised the MATES service, with one student attending due to the post made by the library's Instagram. A Library Ambassador suggested we speak to Mary Lynn, head of the Library Ambassadors. Each Ambassador takes on an outreach project each term, presenting MATES with an opportunity to partner with one of them and help develop these library hours.

[Tuesday and Thursday Supervision Meetings \(Winter 2017\)](#)

How did it go?: Supervision meetings were held every Tuesday from 2:30-3:30pm in SLC 2136 and Thursdays from 6:00-7:00pm in the Health Services conference room. Kelly Rueffer, who provides supervision to the program, facilitated the meetings. To choose the best meeting time, Kelly first sent Brad and Ovina her availability during the week. We then sent out a Doodle for the volunteers to choose which hours they are free to attend the meeting during the week. The most popular times were then chosen.

These meetings were largely unstructured, and provided an opportunity for volunteers to discuss any concerns, issues, or positive stories regarding their work as a peer supporter. The supervision meetings were very useful, because (i) it allowed volunteers to reach out to one another and assist each other, (ii) allowed Kelly to give her continued knowledge, thereby continuing training throughout the term, and (iii) allowed the coordinators to see common problems arising (i.e. boundary issues) and which demographic of students are accessing

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MATES. This information can be used to tailor training to prepare future volunteers for common problems. Meetings were made mandatory for these reasons, as well as the obligation for Kelly to supervise each volunteer since MATES is part of the Counselling Services umbrella.

Recommendations: It is suggested that “guest speakers” are continued to be invited to the supervision meetings, since they offer a different perspective and keeps the volunteers engaged. It would also be great to find a way to get students invested in the debrief meetings, even if they have not met with a student that week.

End of term Volunteer Feedback (April)

How did it go?: The feedback was received through an online medium, Google forms, to minimize the time required to get volunteers’ responses. The answers are fully anonymous so some people seemed more critical. All criticism and potential improvements are welcome therefore we can say that the use of this online survey improved the quality of volunteer feedback. The response rate appears to be a bit lower than last semester since it was done very late into the term, with not enough time to alert the volunteers of its importance.

Recommendations (for future terms): Last semester, the feedback was received by having volunteers come in one by one and filling out a sheet. It was not very time efficient but the executive team received feedback from every single student. This semester, since the survey was done online, not everybody has necessarily filled out the survey so we should find a way to get everybody to do it, perhaps at a meeting towards the end of the term.

Recommendations/Feedback from students: The feedback survey questions can be found in Appendix L.

Survey Themes:

- Training - Very helpful and applicable to office hours; Hold training in an environment that has chairs and desks; It was very in-depth and prepared volunteers for the office; More training for common situation students encounter in the office; Scenarios are a good method of training. Make it a bit shorter
- Individual Goals - Having counselling experience.
- Office Hours - Morning hours usually do not have drop-ins or appointments because they are early and some volunteers do not think we should offer those times; Many people had empty office hours.
- Experiential Usefulness - Having counselling experiences.
- Debrief Meetings - Everyone liked them, but some think it should not be mandatory; Very helpful if a volunteer is seeing a student, but some volunteers that don’t see students do not want to attend debrief meetings; Some volunteers said that hearing other people’s experiences helped them learn how to handle certain situations; This was similar to training in a way.
- Facebook Communication Method - Great method of communication in conjunction with email.
- Events - More events, events were set up well; Great way to get the word out about MATES; Events were fun and enjoyable for volunteers and participants.
- General Feedback - MATES is a great program; Very positive feedback.

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- Recommendations - Change format of automated warning and interview email for missed shifts (due to the objectiveness they were overly harsh); More advertising; Increase amount of training. Not enough students using the service.

PARTNERSHIPS/COLLABORATIONS

Campus Partnerships

Residence - ResLife - Visibility to First Year Students

Jill Knight, the Spring 2017 Feds Vice President Internal (VPI), reached out to the MATES Coordinators during her campaign with Team Gold regarding her Team's ability to help UW MATES. Ovina and Brad met with Jill Knight and Antonio Brieva (President) first met on February 10th 2017. At that meeting we discussed what MATES is, how we function, and our strengths and weaknesses. We told them that we want to make UW MATES visibility to first year students a priority. Jill mentioned that she had close connections with first year on-campus dons and ResLife, as she was a don herself in previous terms. We had several meetings between February 10th 2017 and the end of the term. At our last meeting, we proposed to create a presentation for ResLife. This presentation would detail the importance of UW MATES visibility to first year students and our strategy to work with on-campus dons. We expressed the importances of having both a Feds and Counselling Services presences at this presentation to convince Steph Wells, the manager of ResLife, that a facilitated collaboration between UW MATES and ResLife is essential for personal well-being of first year students. This collaboration we are passing off to the next Coordinators Alina and Vaiva (Spring 2017) to execute for Fall 2017.

Off-Campus Community Dons - Visibility to First Year Students

Off-Campus Community dons reached out to the MATES Coordinators on February 6th 2017. They requested to have a UW MATES representative attend their training to educate their dons about UW MATES and how we can work together to improve the first year student experiences on campus through aiding first year student mental health. The Off-Campus Community don training was on April 29th and 30th. We gladly accepted their offer and arranged to have a UW MATES representative at their training on April 29th. We think that attending Off-Campus Community don training on the termly basis will render greater UW MATES visibility to first year students. By educating Off-Campus dons about UW MATES, we provide these dons with one more resource for them to refer their students who may be struggling with their personal well-being or mental health.

Campus Wellness - Single and Sexy - Visibility to First Year Students

Brad Rietze, the Winter 2017 Coordinator of UW MATES, reached out to Sandra Gibson, the Health Education Manager of Campus Wellness, to facilitate a greater UW MATES presence at the play "Single & Sexy". Almost every first year student during orientation week is exposed to this play, which contains information regarding safe sex practices, consent, sexual abuse, etc. We have planned to have UW MATES act as Community Support Persons in the event that any student or staff is affected by the content of the play. We have been present once before during

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Fall 2015. Campus Wellness would like us their every year, and the Winter 2017 Coordinators agree with this collaboration. Upon entry into the play, each first year is given a handbook containing resources from Campus Wellness. Sandra Gibson proposed and agreed to have us featured on our own page within this handbook. We encourage future UW MATES Coordinators to continue this key collaboration to maintain a first year student presence during Orientation Week.

[Aboriginal Student Association - Volunteer Recruitment](#)

On March 15 2017, Brad Rietze reached out to the Aboriginal Student Association (ASA). Our purpose for reaching out was to inquire about aboriginal student needs and wants on campus, especially because we do not currently have any indigenous volunteers. We scheduled a meeting to meet with Shelby, the Co-President of the ASA. We determined that UW MATES should attempt to hire indigenous student peer supporters so that in the event we have an indigenous person seeking indigenous support we can help in a more direct manner. During this meeting, we were enlightened to the issue that indigenous students may not use our services if they know that we do not have any direct cultural connection with them. During Winter 2017 we attempted to hire a few indigenous students from the ASA, however, by the time the ASA students were submitting applications it was already after the deadline to submit applications. We discussed if an extension would be appropriate, but because an extension would not be fair to other students on campus, when this application process was already open to all students on campus, that extending the deadline would not be just. We informed the ASA that we will connect with them early during our Spring 2017 application round. We encourage the Spring 2017 Coordinators to continue this collaboration to recruit indigenous volunteers to further support our vision of reflecting peer support that identifies with the UW Campus culture

[Glow - Volunteer Recruitment & Student to Peer Matching](#)

On January 16 2017 Glow reached out to us to ask if we could try to better support students from the LGBTQ+ community. They proposed that we provide Glow with a sexual identity demographic of our own volunteers in order to facilitate a "student to Peer Supporter" matching process in the event that, for example, a homosexual male wanted to work with a homosexual male Peer Supporter. We did provide Glow with this information, and they and students using Glow's services found this information to be helpful. When we met with Glow it also helped to facilitate relations between the two services. We got to know more about each service, which was especially important when we referred students to other services, as well as for Glow to refer students to our services. We also discussed with Glow about having some of their own volunteers apply to the UW MATES program and to include in their applications the importance of their experiences in the LGBTQ+ community to better help students with similar challenges. Hiring volunteers from Glow, or other students with similar experiences and skills, would be an asset to UW MATES because it would further develop our program to reflect the diversity of the UW campus.

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Engineering Society

The Engineering Society reached out to the MATES Coordinators in Spring 2016 proposing a collaboration to provide Engineering volunteers specifically for engineering students in Engineering buildings. The pilot project for MATES in Engineering began in Winter 2017. The original plan was to find office space in an Engineering building to house Engineering volunteer's office hours and MATES' contact summary sheets. Unfortunately, space was not able to be found in the Winter 2017 term, causing the Engineering volunteers to use the normal MATES offices in HS and NH. The location of the MATES in Engineering volunteers may not have been well known to Engineering students, since only two students were seen by Engineering volunteers.

Future recommendations are to continue the conversation with MATES Engineering executives to solidify an office in Engineering buildings. Possible suggestions have been to use an office in Engineering Counselling Services. The criteria for the office is that it must be a confidential, private office, with a comfortable setting and an area to keep completed contact summary forms. Further, in order to increase MATES utilization by engineering students, advertisements through the Engineering society is encouraged. MATES in Engineering Logos have been developed by Feds Marketing in Winter 2017 term (Appendix G).

Wrap-Up Week

Janessa Good contacted the MATES Coordinators to collaborate for the Winter 2017 term Wrap-Up Week. MATES included Melanie Emmerson, the Events Director to be involved in the organization. MATES was very excited to be involved in this event, and would love to continue participating in Wrap-Up Week in the future (See "Wrap-Up Week" under Events and Activities for more information).

Academic Advisors - Visibility to Student Body

Brad Rietze and Sarah Dolman prepared a list of 17 academic advisors and created an email to be sent to students. The email contained information regarding the MATES program in order to increase awareness. The information was also posted to the LEARN website. It is suggested that the academic advisors be messaged at the beginning of each term. The MATES Google Contacts has a contact list named "Academic Advisor MATES Promo", which contains the emails of academic advisors. Appendix H contains an email draft of the information sent. MATES believes that having direct contact with Academic Advisors each term will substantially increase our visibility to the student body.

EXECUTIVE POSITIONS

Internal Director - Janel Silva

Job Description

As the Internal Director I was responsible for providing administrative support to ensure that MATES daily operations were maintained in an effective, organized and accurate manner. Specifically, I organized and stored confidential paperwork (contact summary sheets). I was also

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responsible for keeping contact summary sheets organized, I calculated specific monthly statistics for the MATES program: number of students accessing MATES, appointments VS drop in hours, recurring VS one time appointments, reasons for students coming, as well as whether or not they currently saw a counsellor. In addition, I attended weekly Executive and Debrief Meetings, and organized volunteer activities. During our weekly executive meetings, I took meeting minutes, and throughout the term I planned two volunteer socials to recognize our volunteers' efforts and commitment.

Goals I Had for the Term and How I Achieved Those Goals/Accomplishments

- Coming into MATES at the beginning of winter term I kind of knew what to expect as I was the internal director in the fall term to the program. My goals were to make sure that our confidential information was stored in an organized fashion and to find an easier way to keep track of statistical calculations
- To ensure my organizational goals were met, I made a google spreadsheet in which I kept track of all MATES contact summary sheets as well as the monthly calculated statistics.

Suggestions for Someone Taking on This Role

- It is very important to ensure that contact summary sheets are organized chronologically in the filing cabinet, so that when it comes to storing the information in the google spreadsheet, it can be done so in an efficient and timely manner.
- I also utilized the spreadsheets automated calculations to my advantage so that I could have a running total (for the statistics) as I added more contact summary sheets to the monthly spreadsheets .

Suggestions How to Improve this Executive Role

- I do not have any concerns or suggestions currently regarding my role as the executive internal director. I feel that the load I have is a fair load and that a decrease would not be ideal. If there are more tasks that MATES would like me to take on, I would be glad to help!

Suggested Goals for Next Term

- My goals for next term are to continue being organized with the contact summary sheets and utilizing my office hours to ensure I am up to date with all the information for MATES. I would also like to work more closely with the volunteer directors and coordinators to ensure that we are both on the same page.

Volunteer Directors - Albert Cault & Samantha Afonso

The role of volunteer director involves the continued inspection of attendance by volunteers to both weekly shifts and debrief meetings. It also involves establishing relationships with volunteers to allow for them to feel comfortable approaching the directors if they have any questions or issues in regards to MATES, or if they need personal help. It also is a role that

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requires enacting disciplinary measures and practices. Ensuring attendance is being followed, and adequate time is being given before missing a shift/debrief.

Job Description

The Volunteer Directors provide guidance and support for peer support volunteers, and assist with daily operations to ensure the program runs smoothly which involves the continued inspection of attendance by volunteers to both weekly shifts and debrief meetings. It also involves establishing relationships with volunteers to allow for them to feel comfortable approaching the directors if they have any questions or issues in regards to MATES, or if they need personal help. It also is a role that requires enacting disciplinary measures and practices. Ensuring attendance is being followed, and adequate time is being given before missing a shift/debrief. During Executive Meetings they provide input on program future endeavours and issues. They provide updates on Peer Supporter volunteers and volunteer accountability.

Goals I Had for the Term and How I Achieved Those Goals

- Training Sheet
 - Hours training were measured, collected, and collated onto a new excel sheet that allowed coordinators to see which students were completing extra training. This system worked well as it provides an easy access method for coordinators when writing references, or when volunteers ask for their training hours.
- Disciplinary measures
 - Disciplinary measures were completed by Brad Rietze in the Fall 2017 semester, and standardised emails were formed. These emails are now on file and will allow for editing by future parties to ensure that they reflect the intent of the service.
 - Volunteer feedback last term indicated that students found disciplinary emails to be harsh and disconcerting. As such, this term disciplinary emails were not used. This was difficult to keep track of as some VD would use personal facebook messages to contact volunteers, making it difficult to maintain communication between directors.
- Volunteer attendance
 - Goal was to ensure that volunteers were attending their hours. This was accomplished through reference to the sign in/sign out sheet, and the disciplinary emails. It was also established through notes left in the offices and reminders on the Facebook volunteer group to sign in and out. These hours were then collated in a sheet created by the directors and were easily accessible to all exec members throughout the term.
 - Attendance was generally good through the term, but it is advised that disciplinary measures be utilized to ensure volunteers are not skipping their shifts, and that they are giving others enough time to cover their shifts.

Suggestions for Someone Taking on This Role

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- Samantha: I would highly suggest that the person taking on the role ensures that they make an effort to get to know the volunteers in their “room” and at their debrief. It is very important in establishing a comfortability and trust between the directors and the volunteers as it is ultimately our role to work as both their advocate and the representative of the exec team. I would also suggest establishing a new method of sign in/sign out that has more accountability. The written method allows for cases of dishonesty and discrepancies, it also has no room for comments to be submitted that may be useful at debrief sessions. Be sure to be at training so that you’re able to introduce yourself to the incoming students and inform them of your role.
- Albert: I agree with Samantha’s comments. I suggest that the person taking this role become comfortable with the in office schedule and the volunteers in that office so that they can accurately document logged hours that reflect the volunteers scheduled hours.

Suggestions to MATES on How to Improve this Executive Role

- We would suggest increasing the role on the basis of being the first point of contact between the coordinators and students. We believe this will both alleviate some of the burden from the coordinators, and also allow for the directors to know when students email about missed shifts etc. Currently, students are asked to email the coordinators when shifts are missed, but we believe that directors should also be emailed so that when they check missed shifts they know beforehand who had a legitimate excuse given on-time.
- We would also consider having “office hours” for the director so that volunteers who are experiencing difficulties can come to them if they like. This might ensure that volunteers aren’t going to their friends in the MATES program asking for them to act as their peer supporter as it might be difficult to provide appropriate support to a “friend.” Likewise, it may be difficult to maintain confidentiality and appropriate relationship boundaries in these situations. Providing volunteer director office hours might be a good approach to ameliorating this.

Suggested Goals for Next Term

- Build the role of the Volunteer Director to be a point of first contact between Peer Supporters and Coordinators.
- Reinforce disciplinary measures to ensure that volunteers follow policies of attending debrief and sending notification of absence prior to 24 hours before meeting.

Communications Director - Cody Hutt**Job Description**

The role of the Events and Communications Director involved managing MATES social media and web presence, as well as acting as the main point of communication when working with on-campus partners. Each week I would prepare a social media content calendar that would be sent to the coordinators for approval. This content would be scheduled ahead of time using Hootsuite and built-in tools found in Facebook. While not a common occurrence this term, I

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would also respond to any inquiries or messages that the MATES social media accounts received.

Aside from social media, I worked with the rest of the executive team on some of the planning for the events that MATES was involved with. These events included the Spin for Mental Health and various Wrap-up Week events that MATES was a part of. My role in these events involved meeting with our partners, communicating via email, messaging of the events through social media, and handling any marketing requests through the Feds marketing team.

Goals I Had for the Term and How I Achieved Those Goals

- Events
 - One of the biggest goals we had for this role was having more events that MATES either ran or participated in. We believed that this would create a stronger presence for the service and increase awareness of it. While our proposed paint night partnership never came to fruition, thankfully we were able to have a strong event lineup towards the end of the term thanks to the Spin for Mental Health and Wrap-up Week events.
- Increased Social Media Presence
 - I also wanted to increase the number of followers that the MATES social media accounts had so that students were aware of the service and what it provided. I focused on this by first creating quality content that was posted consistently, to ensure that the pages didn't go "quiet" for too long. Second, I tried to target hashtags and accounts that would be relevant to the Waterloo student body so MATES would appear more frequently in related searches. Finally, we tried to include information about the social media accounts on all print materials and have these readily available at all events MATES attended. Through these efforts we were able to see modest growth that we hope to increase in future terms.

Suggestions for Someone Taking on This Role

- I would suggest that someone taking on this role be familiar with MATES at a high level to ensure that they can answer any questions that one may have about the service. At events, through emails, and social media messages, there are a lot of questions about how the service works and how people can get involved, among other inquiries. I would also recommend that the person have a strong knowledge of professional social media management. This would allow them to ensure the content they're creating has a professional tone that conveys an appropriate message for MATES. Proficiency with tools such as Excel and Hootsuite would also ensure they're managing content efficiently and remaining organized. Finally, I think this role is suited for someone with creative tendencies as a lot of the tasks involve thinking of unique ways to promote the service.

Suggestions to MATES on How to Improve this Executive Role

- My one suggestion would be to further refine what responsibilities fall under this role. One example came up during this term, where I was surprised that I wasn't asked to

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help Janel with the midterm social event planning. Through our conversations in exec meetings I think we have an understanding of how we want this role to develop next term and I am confident we will continue the great work we started this fall.

Suggested Goals for Next Term

- Updated marketing materials
 - If the budget allows, I would recommend updating all marketing materials that currently use the old MATES logo. For example, at many events we had volunteers that were wearing MATES shirts to represent the service. However these shirts had the old MATES logo while other materials such as the trifold, pull-up banner and business cards had the new logo. If possible I would recommend ensuring that the new logo be implemented to ensure consistency across the board.
 - Further, new t-shirts are required to be ordered for new volunteers. Suggestions have been raised about purchasing MATES Events vests that can brought to events by the Events Director, and be worn by volunteers.

[Events Director - Melanie Emmerson](#)**Job Description**

The Events Director enhances the service's visibility and raises public awareness of MATES and mental health in general. The Events Director plays a strong role in developing, implementing and managing special events which are engaging, creative and cost-effective. The Events Director will gain experience in event planning and community organizing. Serving as the face of the UW MATES services to the campus community will enable the Events and Communications Director to network and meet student leaders on campus. This position will provide valuable experience to those interested in a career in public relations, communications or event management.

Goals I Had for the Term and How I Achieved Those Goals

- Event Participation
 - As a new service, one of MATES overall goals was to increase our involvement at campus-events. As the Events Director, my goal was to help facilitate these events and seek new opportunities for participation on campus. This term we continued to participate in events that we had in the past, including beginning of term fairs and wrap-up week, and took part in new events such as Bell Let's Talk Day and Wellness Week. We also planned our own events such as PositiviTEA and a Valentine's Day booth to help raise awareness of our service. Even further, we had other campus partners reach out to us and request our service. As a result, we offered our services at St. Jerome's Relay for Life and the Women's Centre Poetry Slam. Our participation in these events has increased awareness of our service and helped to establish the different roles MATES can play on campus.

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- Community Partners
 - Another goal I had this term was to foster relationships with different services and groups on campus. Partnering with other services helps us reach a broader audience and allows us to leverage other well-known and established services to increase credibility and awareness. This term we partnered with UW Health Services to participate in their Wellness Week, where other campus partners involved in physical, mental, and emotional wellness were also represented. I also reached out to Women's Centre and GLOW to collaborate on the Human Library, a Wrap-Up week event. As previously mentioned, we were also contacted by the Relay for Life team and Women's Centre to request our services during emotionally sensitive events. Lastly, the Science Society reached out to us this semester to request our presence at their Bell Let's Talk day event. These groups are all open to further collaboration.
- Defining the Role
 - The Events Director was a new position this term, and as such, I had a goal of establishing duties and expectations of the role. Throughout the term, I was responsible for recruiting volunteers for events, tracking volunteer hours, setting up booths, and communicating with different campus partners to coordinate events and clarify the MATES role. Having a point of contact for events helped alleviate some of the Coordinators and Communication Director's duties.

Suggestions for Someone Taking on This Role

- The Events Director position requires a moderate time commitment. It is suggested that the person taking on this role have time to participate in events outside of class. Most times, it is the responsibility of the Events Director to set-up and take-down event materials. Showing volunteers where promotional materials can be found helps to ensure things run smoothly even when you are unable to make it to an event. It's a good idea to be familiar with the events that MATES has participated in previously, and be open to suggestions from other volunteers and Executives for new event ideas. It should be recognized that MATES participates in different types of events; those which we plan ourselves (i.e. Valentine's Day booth), those which we participate in on campus (i.e. Campus Life Fair), and those in which we provide our services (i.e. Women's Centre Poetry Slam). Most events that MATES participates in were from opportunities provided by other campus groups. I would suggest being open for collaboration and even reaching out proactively. Having good time management and organizational skills is essential. Using tools such as Google Spreadsheets and Doodle Poll helps to organize the volunteers and ensure someone is there to cover the event.

Suggestions to MATES on How to Improve this Executive Role

- As a new executive role, my only suggestion would be to continue to define the duties and expectations of the position. My experience with the position was extremely positive, and I felt that MATES benefited from having a person involved specifically in event coordination. Going forward, the Events Director role can probably expand to include

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more event planning, and working with volunteers to receive their input and ideas on MATES events, as many volunteers have connections to other campus partners we can benefit from.

Suggested Goals for Next Term

- Proactive Collaboration
 - A few campus partners reached out to us this term; proactively reaching out to collaborate with other groups may open even more opportunities in the future.
- Extending our role as supporters at campus events
 - MATES has been invited to several campus events where sensitive material is being presented. This is an interesting niche service that we can promote and expand. We could have a group of volunteers trained in Mental Health First Aid and/or SafeTalk to specifically attend these types of events.
- Recruiting more volunteers for events
 - There were a few times this term when it was difficult to get enough volunteers to attend events. Offering incentives or making event participation an expectation to our volunteers may help increase interest in volunteering outside of assigned office hours.
- Expanding Library Hours
 - The library hours were a new MATES initiative at the end of this term. I foresee this being a new role for MATES and suggest that we continue to devote time and resources developing this program.

Training & Education Director - Sarah Dolman**Job Description**

The Training & Education Director is involved in the organization, administration, and promotion of MATES volunteer training opportunities (both mandatory and optional). For the mandatory MATES Core training, I assisted in preparing and delivering parts of the training and participated in a debrief session to discuss changes for future offerings. For the optional training, I connected with UW/Counselling Services staff members who offer relevant training to organize sessions for MATES volunteers to attend. I promoted these training sessions to volunteers, answering any questions they had, and coordinated sign-up/registration. I also kept track of the training completed by volunteers.

Goals I Had for the Term and How I Achieved Those Goals

- My personal goal was to gain skills and experience related to working in a leadership role in a mental health student service. I achieved this goal by consistently putting effort into my role and reflecting on how my efforts could be improved (e.g., by introducing confirmation and reminder emails prior to training sessions).
- As this was a new role for the W17 term, I did not have a huge set of expectations when beginning the role, aside from knowing I would need to learn about what training was available and figure out how to best promote and coordinate the various offerings. It was

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kind of a learn-as-you-go process, but I enjoyed it and definitely became more comfortable as I went!

Suggestions for Someone Taking on This Role

- This role requires checking and responding to emails regularly, especially the weeks before a training session.
- Emails and posts to volunteers about training opportunities must be clear and easy to read, but still provide the necessary details. In addition, if you are unsure about something regarding the training, or if a volunteer has a question you can't answer, do not hesitate to contact the training facilitator!
- See my recommendations in the "Future Suggestions" section.

Suggestions to MATES on How to Improve this Executive Role

- Can't think of any!

Suggested Goals for Next Term

- More Feet On The Ground was definitely not as popular as the other training offerings - perhaps this could be better promoted to volunteers! (The one drawback is that volunteers have to complete online training prior to the workshop - so it's more of a time commitment, which might discourage sign-ups.)

"Pilot" Engineering Director - Sarah Martin

Job Description

The Engineering Director is the liaison between the engineering students and the service in order to ensure that engineers are adequately represented and served by MATES. In particular, the director oversees the recommendation and hiring of engineering students as MATES peer supporters. Further, the engineering director improves the visibility of MATES within the engineering community to ensure that students requiring support are able to find it.

Goals I Had for the Term and How I Achieved Those Goals

- Have 8 Engineering MATES volunteers be trained and hold regular office hours
 - There were a total of 6 trained engineering MATES peer supporters. These students were recommended by Hannah or I, and were invited to apply in an email from the Engineering Society President.
- Investigate the potential for MATES Office Space in Engineering
 - Due to the packed engineering schedules, it can be difficult for engineers to make their way across campus to meet with a peer supporter during regular hours. In particular, in first year it is not unusual to have class from 8:30 - 4:30 with only a one hour break for lunch. By moving office space to engineering in the Engineering Counselling office in CPH, first years and other students could use their hour long lunch break to speak to someone. In order to achieve this goal,

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we met with engineering counsellors, Cassie Smith and Kristine Meier to discuss the possibility of attaining space within engineering. In this discussion it was determined that the intern's office could be used for MATES space during some days of the week. This should be followed up on in the summer in order to guarantee space for the Fall 2017 term.

- Begin advertising within Engineering
 - The engineering advertising strategy was particularly first year focussed. In particular, MATES business cards were provided to the first year office. In addition, it was planned that the WEEF TAs be introduced to MATES and provided with business cards to distribute. Further, business cards were placed in the Office for students. In addition, a MATES in Engineering logo was commissioned and created. Finally, plans for inclusion on the website and the creation of posters were formed.

Suggestions for Someone Taking on This Role

- One useful connection to make is with Engineering Counselling in order to ensure that you're all on the same page for the term. I would suggest checking in early on, just to let them know the state of things (i.e. the service is running we'll be in the office during these hours on these days, feel free to refer students to us). In the future there will be two Engineering directors (A Society and B Society), ensure that the other MATES executive know who you are and when you will be the on-term director in order to prevent confusion.

Suggestions to MATES on How to Improve this Executive Role

- The main suggestion I have would be to figure out how best to take advantage of the Engineering director (and engineering volunteers) while they are away on co-op. The engineering director is hired for an eight month term by the Engineering Society such that there are always two at any given time, one hired by the A Society and one by the B Society. I suspect that the off-term director will still be able to contribute positively to MATES and to the MATES executive team, though there may need to be some thought put into figuring out how they can best contribute.

Suggested Goals for Next Term

- Have 8 Engineering MATES volunteers be trained and hold regular office hours
 - Due to the engineering co-op streams none of the volunteers trained for Winter 2017 are on campus for the Spring 2017 term. Thus, the Engineering Society A representative should work to build a similarly sized base of trained volunteers to that created this term by Engineering Society B.
- Continue MATES advertising within Engineering
 - Using the recently completed logo, the creating of posters and other engineering specific promotional materials should be completed. Some other possibilities include updated the website, including MATES on the LED screens, etc.
- Continue progress on getting space within Engineering

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- This will include many tasks including first discussions with engineering counselling, and later (hopefully) setting up the office and making preparations for it to be fully operational in the Fall 2017 term.
- Continue first year focussed advertising by working with the WEEF TAs
 - Determine who to talk to to have MATES integrated into the WEEF TA training in order that they are aware of what MATES is, who might benefit from seeing a MATE, and how they can suggest to first years that they seek out MATES. Many first years are very comfortable with their WEEF TAs and would be likely to seek them out of assistance.
- Find ways for the Engineering Society to appreciate the volunteers, rather than just MATES
 - Engineering Society directors, a time commitment similar to that of peer supporters, are appreciated by the society with a free dinner, patch, and a free drink. In the future, the same appreciation should be extended to engineering peer supporters to ensure they feel appreciated by the society. The engineering director should work with the EngSoc executive to appreciate the peer supporters.

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BUDGET

Expense	Yearly Total	Spring Term Budgeted (\$)	Item	Actual (\$)
Entertainment/ Promo/Meetings	\$150.00	\$200	Campus Pizza	\$ 118.70
			Subworx Sub Sandwiches	\$ 73.43
			Sobeys Chicken Salad	\$ 9.02
			Paper Plates	\$ 3.15
			Total:	\$204.30
Volunteer Appreciation	\$800.00	\$266.67	Appreciation Gift Cards - (6 x \$30, 39 x \$20)	\$920.00
			Total:	\$920.00
Events	\$1500.00	\$500.00	Chilly Dog Run Gift cards (Guest speakers & Dog handlers) Food (Chili - vegetarian, Hot Dogs - vegetarian & beef, Condiments, and Juice Boxes) Decorations T-shirts	\$120.00 \$782.66 \$20.62 \$666.70
			Total:	\$1589.98
			Total Expenses:	\$2714.28

Future Recommendations - Long and Short Term
Entertainment/Promo/Meetings

In the past, pizza has been served for lunch during core training days. This term, we provided Pizza for one day, and Sub sandwiches the other. This was met with positive feedback. It is suggested that this be continued in future terms. Further, if the budget allows, snacks such as cookies or crackers could be provided during breaks.

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For future recommendations, the Winter 2017 MATES Coordinators purchased individual lunches for volunteers with dietary restrictions. The cost of these lunches were more expensive than the average amount allotted per volunteer, and should be considered when purchasing meals in the future.

Mid-term and volunteer appreciation events were budgeted \$50.00 per term for the 2017-2018 fiscal year. However, it is suggested that the pot-luck approach or purchasing your own meals be continued.

Volunteer Appreciation

It was clear that MATES was going to be over the budget for volunteer appreciation as soon as the proposed budget was received. After consulting with Brendan, it was determined that the MATES program must spend \$20 per peer support volunteer, regardless of the budget. It is suggested that volunteers get their entire appreciation amount in the future. Coordinators should continue consulting with Brendan regarding appreciation, especially as the volunteer list grows.

Events

The Events budget only had around \$700 for the Chilly Dog Run, but required \$1589.98 for the Chilly Dog Run. Fortunately, Counselling Services paid the \$782.66 for the lunch, and the T-shirt price was taken from the Marketing budget. Janessa Good was very kind and allowed MATES to submit the Wrap-up Week expenses under the Wrap-Up Week budget. All other materials at the other events used materials that were already owned by MATES, like the poster board. If MATES could continue to collaborate with Janessa and Wrap-Up Week, that would assist with maintaining events expenses within the MATES budget.

Marketing

In the Winter 2017 term, the Marketing Budget was used to print MATES brochures, hand-outs for the Valentine's Day Event, agendas for the Chilly Dog Run, and Chilly Dog Run T-shirts. It is suggested that new MATES T-shirts be purchased for new volunteers. However, another idea that can be considered is purchasing MATES vests. The Events director would be responsible for bringing them to events and allowing volunteers to use them when participating at events. Afterwards, the volunteers will return them to the Events director. This will save money by not having to purchase new T-shirts each term for new volunteers.

OPERATIONS

Schedule

In the Winter 2017 term, it was mandatory for volunteers to fill out a contact summary sheet after meeting with any student (Appendix I). The contact summary sheet was a procedure put in place in 2014, but was not utilized consistently by all volunteers. The contact summary sheet was updated from the Spring term to include if students were simultaneously seeing a counsellor. This update allowed Janel to track the services students were utilizing on campus.

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By the end of the term, only seven hours of a possible 80 hours were not signed up for by volunteers. The coordinators hired extra volunteers for the Spring term in order to ensure that all hours would be filled for the next term. Also, in the case that some volunteers drop-out from the MATES during the term, the excess of volunteers will allow the office to be optimally staffed.

Short Term Suggestions

Fall 2016 Recommendations Update:

There were three recommendations from the Fall 2016 End of Term Report.

1. *"MATES has created an Executive position in Training and Education (Training and Education Director) to get volunteers more involved in additional training."*
2. *"The missed office hours email and interview email were very objective and therefore harsh in nature."*
3. *"Another common theme was to increase student body advertising for the MATES program."*

The Winter 2017 UW MATES Executive team is proud to report that we followed through on all three proposed recommendations. (1) The Training & Education Director had direct communications with our Peer Supporters and Counselling Services to organize more training variety and training time slots to increase accessibility of further education/training to our Peer Supporters. (2) We personalized our disciplinary email responses to students to relieve them of the anxiety that was provoked with the automated email responses when students were missing shifts due to valid reasons. (3) We developed two major strategies to increase advertising to students. (i) We asked Counselling Services to promote our service to students in more direct ways. They began to "decorate" the Counselling Services waiting room with UW MATES brochures and business cards. They also have added direct emphasis to having their Counsellors directly refer students to UW MATES, so long the Counsellors thought it was appropriate. Counsellors were also asked to inform students that UW MATES exists, while briefly explaining who we are and our credentials. (ii) We reached out to academic advisors from many different departments and from all faculties. Please see "Academic Advisors - Visibility to Student Body".

Spring 2017 Recommendations:

We are currently looking to implement a feedback system for the Spring 2017 term, wherein students complete a confidential paper feedback form after meeting with a MATES volunteer in order to view the program's impact, as well as improve the program.

It would be beneficial to have a room in the Student Life Centre that MATES can use for storage. This would reduce the time and work to transfer (often heavy) materials such as the A-frame, pull-up banner etc. back and forth from Needles Hall to the Student Life Centre.

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Beginning semi-regular meetings with involved individuals from both FEDS (e.g. Services Manager, VP Internal) and Counselling Services (e.g. Associate Director, supervisory staff) might help to decrease miscommunication, and align expectations of both parties.

It is suggested that the MATES coordinators and Cheri continue to attend staff meetings and/or hold a “meet and greet” or “question and answer” type session in which counsellors can learn more about the operations of MATES, services provided, when it is appropriate to refer to the MATES program etc.

Another short-term goal is to increase MATES presence on the university campus through hosting unique events. Currently have have the Winter Chilly Dog Run and Arts Therapy Event, as well as participation in FEDS events (e.g. FEDS Showcase, Campus Life Fair etc.), but hope to expand our events. This term we collaborated with many services, and hope to begin to develop our own unique events in the future.

A suggestion that was brought up this term with Cheri was the possibility of contacting students on Counselling Service the wait-list. Students must first give consent in order for UW MATES to contact them. Students will still have to wait for an appointment with a Counsellor, but by having MATES contact them, any pressing issues will be addressed. It is suggested that this idea be brought up with Cheri again. This will most likely increase UW MATES utilization, and decrease emergency cases.

A major outreach program is to be involved in on-campus dons training to increase visibility to first year students. UW MATES believes that if we partner with ResLife, on-campus dons will refer first-year students to UW MATES in the event a student would like to use a mental health resource that is confidential from ResLife. Further, increasing first year student visibility through participation in orientation week events or providing extra MATES promotional material during orientation week. Lastly, attending and being mentioned in Single and Sexy will further increase visibility (see Residence - ResLife Collaboration - Visibility to First Year Students).

We absolutely strongly encourage the Spring 2017 Coordinators and Executive team to update the UW MATES Brochure. Our reasoning for this is because the brochure contains information and services that we no longer provide. Lastly, we have provided Devon Hutchinson's email here, an Academic Advisor from Arts, because he expressed interest in both printing and supplying UW MATES brochures once they are updated: <devon.hutchinson@uwaterloo.ca>.

Long Term Suggestions

We hope to expand the MATES services into various departments, faculties and satellite campuses. There has been preliminary discussion with Residence and Pharmacy, and a pilot program for “MATES in Engineering” that launched in the Winter 2017 term. This will allow us to offer peer support services to more students. Offering the peer mentor program in UW’s satellite campuses is a long-term goal for MATES. It has been proposed that MATES are available a few

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days a week in each satellite campus, and specific volunteers who have their own transportation are hired through LEADS for this position.

We also hope to eventually provide evening hours throughout the week (rather than just two days). This may be possible by arranging for an office in the Student Life Centre in the evening. In order to pursue this, the vol and students' safety needs to be considered, along with adequate protocols in case of an emergency situation.

RECOMMENDATIONS & FEEDBACK

Feds

The partnership with Feds has been an incredible experience for MATES. Immediately more students became aware of MATES and we had a steady stream of students accessing the service this Winter term. Feds does a wonderful job of appreciating their volunteers, and we are grateful to have a budget which allows the coordinators, executives and volunteers to be appreciated. It has been helpful to have the support of Feds when making decisions for the MATES program and hosting events. It is also nice to be welcomed into a community of Feds services, which allows for collaboration and additional support.

We believe that LEADS should better define "undergraduate". There was some misunderstanding of the definition during the hiring process. Many UW MATES peer supporters, executives, and coordinators, were affected by defining what an "undergraduate student" means to themselves. When we asked our affected volunteers, we all agreed that the definition of an "undergraduate" was an individual who had not yet graduated, or who had an undergraduate degree with no further education. In the future, the definition should be clearly outlined as indicated by Feds policy to avoid confusion and to help Feds services' volunteer pool to be developed into larger leadership roles.

Services Manager

Brendan Lowther was a great help in sharing the expectations and resources for a new Feds service. The weekly meetings allowed the coordinators to voice any concerns or confusions about the procedures of Feds. He provided contact information of other individuals that he believed would be of aid. Brendan's response time was very quick, and he informed the coordinators well in advance of any vacation days in which he would be unavailable. Brendan was reliable and encouraging - his passion and confidence in the program often gave the coordinators motivation when problems arose. We also received similar encouragement from Dave McDougall, who was very welcoming to the MATES program and assisted greatly in smoothing the transition to the partnership and in preparations for the Chilly Dog Run.

We hope Brendan may be open to attending meetings in the future with those from Counselling Services who are also involved in the MATES program (e.g. Cheri Bilitz, Kelly Rueffer, Tom Rittan), as there can be a disconnect between Feds procedures and Counselling Services

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procedures. Coordinators must mediate both Feds and Counselling Services expectations, and it may be beneficial to have all parties on the same page and avoid filtered communication.

VP Internal

Deanna Pri, FEDS VP Internal was very involved in all of the services for Winter 2017. She was seen often, especially during Feds events, where she was very friendly and welcoming to the new Feds service coordinators and members. The only recommendation that MATES can provide is to know more about her role and duties as the VP Internal in order to appropriately utilize her as a resource (e.g. we did not know that typically Deanna is involved in the decision-making process when a volunteer is being considered for dismissal). The greater explanation about her will allow MATES to know when the coordinators should reach out to her instead of, or in addition to, Brendan.

Marketing

The increase in MATES Marketing Budget for the Winter 2017 term was extremely helpful. The majority was spent on t-shirts for the Chilly Dog Run. Other usages were for printing brochures and other MATES promotional material.

MATES met with Jen, the Feds Marketing Receptionist for Winter 2017, a few times over the course of the term. Overall Jen was very kind and helpful. However, since we had Cody Hutt (a previous Marketing Receptionist) as part of our Executive team, he handled the majority of the marketing responsibilities. There was some miscommunication between Jen and the MATES coordinators regarding printing materials, but was overall a positive experience.

Counselling Services

Counselling Services has been a strong supporter and promoter of the MATES program. The program would be nonexistent without the continued help of staff. The coordinators are so grateful that Counselling Services has welcomed MATES volunteers into their space, and they hope that a positive, reputable relationship can continue in the future.

Cheri Blitz, Associate Director, has done a wonderful job over the Winter 2017 term. Cheri has been a strong advocate for the MATES program and has spoken on behalf of the program at important shareholders meetings. She met with Brad and Ovina on a weekly basis to discuss concerns, program process and future improvements for the program. During these meetings, we appreciated the possible areas roles that MATES can be expanded to fill that Cheri brought up.

Kelly Rueffer, Counselling Services Psychological Associate, joined the MATES team near the end of the Spring term. This term she was insistent that debrief meetings be mandatory, and that any volunteer unable to make the meetings would be unable to volunteer. While we respected this decision, the coordinators did their best to accommodate all volunteers.

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Unfortunately, MATES was left without debrief meeting supervisors half-way through the term when Kelly left to pursue her own practice. We believe it would have been beneficial to know this earlier in order to find a new supervisor who would be able to provide supervision throughout the term.

Dr. Aziz Nashef, UW Psychologist, provided training to the new MATES volunteers. He previously attended a 5 day peer mentorship training seminar and integrates this knowledge and his own expertise in training. Aziz does a fantastic job of including the input of both the coordinators and the feedback provided by volunteers. We appreciate that he allowed the Coordinators and the Training & Education Director to be directly involved in the core training.

It is recommended that Counselling Services incorporates and utilizes MATES coordinators more often, especially in regards to meetings which discuss possible courses of action which may directly affect the MATES program.

Also, having MATES coordinators present in Counselling Services meetings will allow other staff to hear about MATES operations and impact, told through first-hand experiences. The coordinators are involved in the daily operations of MATES and it would be beneficial for all Counselling Services staff to actually be aware of what the program offers. We think referrals would increase if staff felt a greater connection to the program, and identified in the philosophy of MATES.

IMPORTANT CONTACTS

- Cheri Bilitz provided supervision to the MATES program. They facilitate the supervision meetings and are available to volunteers who are in the office and come across an emergency situation. Cheri must be informed related to any training, partnerships, volunteers' concerns, etc. Cheri and/or Debrief Supervisors must also sign the "Contact Summary Sheets" at the end of every month.
 - Cheri Bilitz: cbilitz@uwaterloo.ca
- Rebekah Di Maulo is the Health Services Receptionist for Counselling Services. If the conference room in Health services is wanted to be booked (i.e. for training), then she must be e-mailed. Also, in Health Services, the receptionist must be asked for a key to access the resource room to use the printer and check the mailbox.
 - Rebekah Di Maulo: rdimaulo@uwaterloo.ca
- Maris Weiss is the Client Customer Service Supervisor. Maris is in charge of Counselling Services finances, including covering students' costs for training. Maris is able to book the Health Services conference room on the weekends
 - Maris Weiss: m2weiss@uwaterloo.ca
- Sarah Martin is the Manager for Lending Services at the Davis Centre Library. She should be contacted to continue the ongoing collaboration between the Library and MATES to provide support.
 - Sarah Martin: s3martin@uwaterloo.ca

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- Shelby is the Co-President of the Aboriginal Student Association (ASA), and should be contacted regarding any possible collaborations or support directed to students of Indigenous descent.
 - ASA: asa.waterloo@gmail.com
- Charley is the Advocacy Director for the Glow Center for Sexual and Gender Diversity. She is the contact regarding the collaboration between MATES and Glow to provide mental health support to Glow service users through MATES volunteers identifying as part of the LGBT+ community.
 - Glow Advocacy Director: uwglowadvocacy@gmail.com
- Jill Knight is the Vice President Internal of the Feds Executive team.
 - Jill Knight: jlknight35@gmail.com
- Janessa Good is the Feds Special Events Coordinator. MATES works closely with Janessa to organize Feds Wrap-Up Week at the end of each term. She should be contacted by the Events coordinator at least two months prior to the end of the term to begin organizing Wrap-Up Week.
 - Janessa Good: janessa.good@uwaterloo.ca
- Training Resources
 - Aziz Nashef provides the two-day core training for MATES volunteers. It is recommended to consult with his availability very early on before training is to occur.
 - Kathy Winter provides the two-day Mental Health First Aid training and also provides SafeTALK.
 - Laura Maple (currently on maternity leave, currently replaced by Catherine Chan) arranges the University of Waterloo's six-hour Peer Mentorship Training. Volunteers are expected to sign-up through LEADS. Laura informs MATES of which volunteers completed the training.

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STATISTICS

Winter 2017, MATES volunteers contributed a little **over 820 office hours**.

For the Winter 2017 term, **MATES services were accessed a total of 112 times**, bringing the **yearly total to 513 sessions** (Fall 2015-Winter 2017). This is a **7x increase (from 24 to 112)** in number of students accessing MATES compared to the Spring 2015 term. Of these 112 sessions, 88 sessions were recurring students (i.e. students who accessed the program more than once), and 24 sessions were one-time sessions. Of these 112 sessions, 24 were drop-in based and 88 were appointment based.

Total Students:	112
HS	88
NH	24
Extra	0
One time	24
Recurring	88
Drop-in	24
Appointment	88

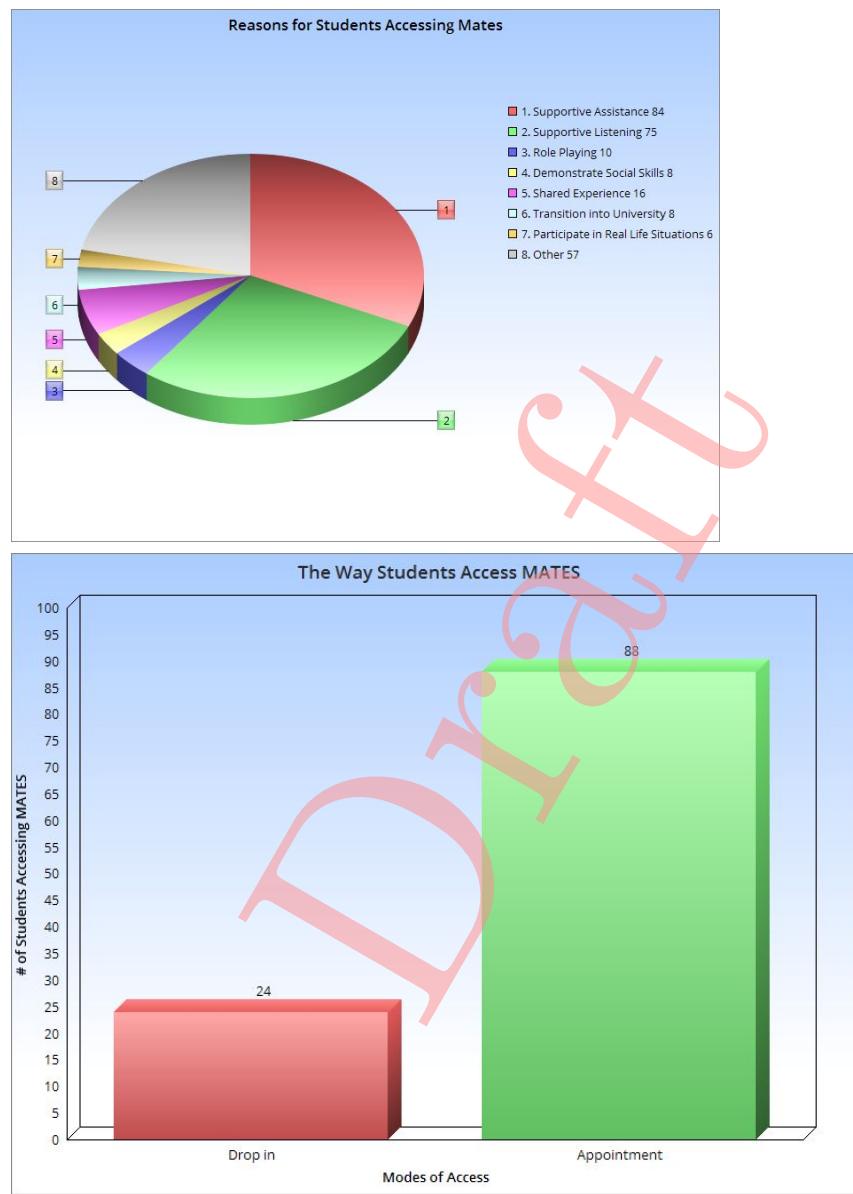
88 sessions were held in the Health Services location, and 24 sessions were held in the Needles Hall location. Volunteers have the opportunity to meet with students on the University of Waterloo campus. Situations ~~when this~~ is appropriate are discussed in MATES training and throughout the term at debrief meetings.

Total Number of Sessions per Term for the Spring 2015 - Fall 2016 2016*

Term	Total Number of Sessions
Spring 2015	24
Fall 2015	92
Winter 2016	55
Spring 2016	62
Fall 2016	168
Winter 2017	112

*Number of sessions are calculated based on the total number of contact summary sheets for that term.

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WINTER 2017 OVERALL STATISTICS VISUALLY REPRESENTED:

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APPENDICES

Appendix A: Contact Summary Statistics by Month

January 2017:

Date:	Volunteer:	Office:	One Time or Recurring?:	Drop in or Appointment ?	Seeing a counsellor (Y/N/unsure/non UW)
9-Jan-2017	Annabel Wiersma	HS	recurring	appointment	unsure
9-Jan-2017	Annabel Wiersma	HS	recurring	appointment	Y
9-Jan-2017	Thomas McVeigh	NH	one time	drop in	unsure
10-Jan-2017	Diane Kim	HS	recurring	appointment	N
11-Jan-2017	Lauren Manley	HS	recurring	appointment	unsure
12-Jan-2017	Christin Tabije	HS	recurring	appointment	N
13-Jan-2017	Nicole Pux	HS	recurring	appointment	unsure
13-Jan-2017	Ruofan Ma	HS	recurring	appointment	unsure
16-Jan-2017	Annabel Wiersma	HS	recurring	appointment	Y
16-Jan-2017	Annabel Wiersma	HS	recurring	appointment	N
18-Jan-2017	Lauren Manley	HS	recurring	appointment	unsure
18-Jan-2017	Kelsey Towers-Jones	HS	recurring	appointment	unsure
19-Jan-2017	Christin Tabije	HS	recurring	appointment	N
19-Jan-2017	Erij Elkamen	HS	recurring	appointment	unsure
19-Jan-2017	Varshini Skantharajah	NH	one time	drop in	Y
20-Jan-2017	Ruofan Ma	HS	recurring	appointment	unsure
23-Jan-2017	Annabel Wiersma	HS	recurring	appointment	Y
23-Jan-2017	Annabel Wiersma	HS	recurring	appointment	Y
23-Jan-2017	Kailey Dudek	HS	recurring	appointment	Y
24-Jan-2017	Erij Elkamen	HS	recurring	appointment	Y

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25-Jan-2017	Lauren Manley	HS	recurring	appointment	unsure
25-Jan-2017	Kelsey Towers-Jones	HS	recurring	appointment	unsure
23-Jan-2017	Taryn Siertsema	HS	recurring	appointment	unsure
26-Jan-2017	Christin Tabije	HS	recurring	appointment	N
26-Jan-2017	Jessica Buck	HS	recurring	appointment	N
28-Jan-2017	Ruofan Ma	HS	recurring	appointment	unsure
28-Jan-2017	Ruofan Ma	HS	recurring	appointment	unsure
30-Jan-2017	Janel Silva	HS	recurring	appointment	N
31-Jan-2017	Samantha Afonso	HS	one time	drop in	N

TOTAL:	29
HS	27
NH	2
Extra	0
One Time	3
Recurring	26
Drop-in	3
Appointment	26

February 2017:

Date:	Volunteer:	Office:	One Time or Recurring?:	Drop in or Appointment ?	Seeing a counsellor (Y/N/unsure/non UW)
1-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
2-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
2-Feb-2017	Lina Khoja	NH	one time	drop in	unsure
3-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
3-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
3-Feb-2017	Amira Nazarali	HS	recurring	appointment	N
8-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
9-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
10-Feb-2017	Amira Nazarali	HS	recurring	appointment	N

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10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	Y
13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
13-Feb-2017	Vaiva Dzemonion	NH	one time	drop in	Y
14-Feb-2017	Samantha Afonso	NH	one time	drop in	Y
16-Feb-2017	Varshini Skantharajah	NH	one time	drop in	Y
15-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
16-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
24-Feb-2017	Ruofan Ma	NH	recurring	appointment	unsure
27-Feb-2017	Annabel Wiersma	HS	recurring	appointment	Y
27-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
27-Feb-2017	Amanda Da Costa	NH	one time	drop in	Y
27-Feb-2017	Clarissa James	NH	recurring	drop in	unsure
27-Feb-2017	Janel Silva	HS	recurring	appointment	N
28-Feb-2017	Samantha Afonso	NH	one time	drop in	N
1-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
2-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
2-Feb-2017	Lina Khoja	NH	one time	drop in	unsure
3-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
3-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
3-Feb-2017	Amira Nazarali	HS	recurring	appointment	N
8-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
9-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
10-Feb-2017	Amira Nazarali	HS	recurring	appointment	N
10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	Y

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13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
13-Feb-2017	Vaiva Dzemion	NH	one time	drop in	Y
14-Feb-2017	Samantha Afonso	NH	one time	drop in	Y
16-Feb-2017	Varshini Skanharajah	NH	one time	drop in	Y
15-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
16-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
24-Feb-2017	Ruofan Ma	NH	recurring	appointment	unsure
27-Feb-2017	Annabel Wiersma	HS	recurring	appointment	Y
27-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
27-Feb-2017	Amanda Da Costa	NH	one time	drop in	Y
27-Feb-2017	Clarissa James	NH	recurring	drop in	unsure
27-Feb-2017	Janel Silva	HS	recurring	appointment	N
28-Feb-2017	Samantha Afonso	NH	one time	drop in	N

Total:	25
HS	17
NH	8
Extra	0
One Time	6
Recurring	19
Drop-in	7
Appointment	18

March 2017

Date:	Volunteer:	Office:	One Time or Recurring?:	Drop in or Appointment ?	Seeing a counsellor (Y/N/unsure/ non UW)
1-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
2-Mar-2017	Christin Tabije	HS	recurring	appointment	Y

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3-Mar-2017	Nicole Pux	HS	recurring	appointment	N
3-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure
6-Mar-2017	Annabel Wiersma	HS	recurring	appointment	Y
6-Mar-2017	Annabel Wiersma	HS	recurring	appointment	N
8-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
8-Mar-2017	Lauren Manley	HS	one time	drop in	Y
8-Mar-2017	Tyler Hartwig	NH	one time	drop in	unsure
9-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
10-Mar-2017	Amira Nazarali	HS	recurring	appointment	N
10-Mar-2017	Ruofan Ma	HS	recurring	appointment	Y
10-Mar-2017	Erij Elkamel	HS	recurring	appointment	Y
13-Mar-2017	Annabel Wiersma	HS	recurring	appointment	Y
13-Mar-2017	Janel Silva	HS	recurring	appointment	N
15-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
16-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
16-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
16-Mar-2017	Hannah Gautreau	HS	recurring	appointment	unsure
17-Mar-2017	Amira Nazarali	HS	recurring	appointment	N
17-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure
17-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure
21-Mar-2017	Tyler Hartwig	NH	one time	drop in	Y
21-Mar-2017	Samantha Afonso	NH	one time	drop in	Y
22-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
22-Mar-2017	Nithusa Nithiyanantham	HS	recurring	appointment	unsure
22-Mar-2017	Insun Park	NH	one time	drop in	unsure
23-Mar-2017	Jessica Buck	HS	recurring	appointment	unsure
23-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
23-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
23-Mar-2017	Ellyn Petrushko	NH	one time	drop in	unsure
23-Mar-2017	Clarissa James	NH	one time	drop in	Y

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24-Mar-2017	Ellyn Petrushko	HS	one time	drop in	unsure
24-Mar-2017	Ellyn Petrushko	HS	recurring	appointment	unsure
24-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure
24-Mar-2017	Amira Nazarali	NH	recurring	appointment	N
27-Mar-2017	Janel Silva	HS	recurring	appointment	N
27-Mar-2017	Ramya Saseenthiran	NH	one time	drop in	N
29-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
29-Mar-2017	Heather Bunnett-Jones	HS	one time	drop in	N
29-Mar-2017	Nithusa Nithiyanantham	NH	one time	drop in	unsure
29-Mar-2017	Lina Khoja	NH	one time	drop in	unsure
30-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
30-Mar-2017	Erij Elkamel	HS	recurring	appointment	N
31-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure

Total:	45
HS	35
NH	10
Extra	0
One Time	12
Recurring	33
Drop-in	12
Appointment	33

April 2017:

Date:	Volunteer:	Office:	One Time or Recurring?:	Drop in or Appointment ?	Seeing a counsellor (Y/N/unsure/non UW)
3-Apr-2017	Janel Silva	NH	one time	drop in	unsure
5-Apr-2017	Nithusa Nithiyanantha m	HS	recurring	appointment	unsure

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5-Apr-2017	Heather Bunnell-Jones	HS	recurring	appointment	N
6-Apr-2017	Erij Elkamel	HS	recurring	appointment	N
7-Apr-2017	Amira Nazarali	HS	recurring	appointment	N
11-Apr-2017	Nithusa Nithiyanantha m	HS	recurring	appointment	unsure
11-Apr-2017	Albert Cault	NH	recurring	appointment	unsure
11-Apr-2017	Jessica Lata	NH	recurring	appointment	unsure
12-Apr-2017	Jessica Buck	HS	one time	drop in	non UW
12-Apr-2017	Erij Elkamel	HS	recurring	appointment	N
12-Apr-2017	Albert Cault	NH	recurring	appointment	unsure
13-Apr-2017	Christin Tabije	HS	one time	appointment	Y
13-Apr-2017	Amira Nazarali	HS	recurring	appointment	N

Total:	13
HS	9
NH	4
Extra	0
One Time	3
Recurring	10
Drop-in	2
Appointment	11

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Appendix B: Volunteer Sign-in Statistics by Office

Total Volunteer Hours

Volunteer name	Hours in office	Hours missed
Albert Cault	44.5	0
Amanda da Costa	9	2
Amira Nazarali	25	0
Annabel Wiersma	22	1
Awn Duqoum	6	4
Brad Rietze	22	0
Chantal Pfaff	27	1
Christin Tabije	22	0
Clarissa James	33	2
Dave Siddiqi	3	0
Dennie (Insun) Park	24	2
Diane Kim	9	2
Ellyn Petrushko	30	2
Erij Elkamel	42	2
Gabrielle Klemt	8	1
Hannah Gautreau	6	3
Hank Park	18	4
Heather Bunnett-Jones	20	1
Janel Silva	37	1
Jessica Buck	12	1.5
Jessica Edwards	16	0
Jessica Lata	11	1
Josslyn Gabriel	9	1
Kailey Dudek	13	0
Kelsey Towers-Jones	10	0
Kirsten Pendlebury	24	0
Laura Obdeyn	11	0
Lauren Manley	22	0
Lina Khoja	22	1
Madeline Keltie	11	2
Megan Town	9	0
Melanie Emmerson	22	1
Mersedeh Abedi	10	0
Nicole Pux	20	1
Nithusa Nithiyanantham	23	2
Ovina Chow	10	0
Paulo Dos Santos	9	1
Ramya Saseenthiran	20	1
Ruofan Ma	23	0
Samantha Afonso	19	2
Sarah Dolman	24	1

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Sarah Martin	13	1
Thomas Mcveigh	8	4
Tyler Hartwig	6	1
Vaidehi Chavan	9	2
Vaiva Dzemionas	10	1
Varshini Skantharajah	18	1
Total	821.5	53.5

*Total attended hours are the cumulative hours of each volunteers' respective hours over the term. Total missed hours are the cumulative hours of each volunteers' respective hours not attended over the term. Total hours attended and missed are the sum of the cumulative hours the cohort of volunteers accumulated and missed.

Appendix C: Covered Office Hours Statistics

Estimated Number of Shifts and Hours Covered

Total number of Missed Shifts	Total Missed Hours	Total Shifts Covered	Total hours Covered
30	53.5	≈ 18	≈ 33
	Percentages	60%	61%

Total Shifts Covered and Total Hours Covered are estimations based on Facebook Group messages of volunteers indicating that they will cover a shift, and then, cross referenced with the Volunteer Log to ensure shift was covered.

Appendix D: Executive Positions for Winter 2017

Volunteer Director

The Volunteer Director's main responsibility is to manage the team of Peer Support Volunteers to assist in the delivery of UW MATES programs and services. This includes providing guidance, support, resources and tools to support the UW MATES volunteers. The Volunteer Director must establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization and ensuring the service is running smoothly and efficiently. This position will provide valuable experience to those interested in a career in mental health services, human resources or management.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Strong leadership skills; experience managing teams is an asset

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- Ability to foster teamwork, work cooperatively and effectively with others
- Must be reliable and dependable
- Personable and able to develop a positive rapport with individuals and volunteers
- Previous training in Mental Health First Aid, SafeTALK, UW Student Leadership Training, Peer Mentorship Training or other similar training is an asset
- Ability to accomplish projects and daily tasks with little supervision
- Experience being a peer mentor with MATES or other similar programs is an asset

Specific Duties

- Participate in volunteer core training
- Create volunteer schedules
- Attend weekly supervision debrief meetings to support volunteers
- Answer volunteer questions and assist them to fill shifts when they need coverage
- Ensure that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures.
- Keep track of volunteer training certifications (maintenance and upkeep of volunteer files)
- Assist in interviewing volunteer applicants
- Work with the Volunteer Coordinators to update Volunteer Handbook and establish volunteer standards and procedures
- Provide end of term feedback

Internal Director

The Internal Director is responsible for providing administrative support to ensure that daily operations are maintained in an effective, organized and accurate manner. The Internal Director works closely with and provides administrative support to the Service Coordinators and Executive team. The Internal Director is responsible for organising and storing paperwork and computer-based information, as well as maintaining and updating the UW MATES website and internal documents.

The Internal Director is responsible for organizing volunteer meetings and activities, which will enable team-building and encourage volunteer relationships. Additionally, the Internal Director coordinates recognition efforts and events to thank and recognize volunteer commitment. This position will provide valuable experience to those interested in a career in administration, human resources or event management.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Proficient knowledge of MS Office (Microsoft Word and Excel)
- Attention to detail and organizational skills are imperative
- Must be reliable and dependable
- Personable and able to develop a positive rapport with individuals and volunteers
- Strong interest in event planning

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- Ability to accomplish projects and daily tasks with little supervision

Specific Duties

- Weekly office checks to ensure office is supplied as needed - printing brochures, appointment cards, ordering supplies
- Check offices regularly for cleanliness
- Update website as needed (i.e. hours)
- Keep track of number of students accessing MATES services (through inputting monthly "Contact Summary Sheets" into excel file)
- Assist in managing and maintaining budgets
- Create, prepare, and distribute meeting minutes and supporting documents
- Plan volunteer appreciation at the end of the term
- Plan executive appreciation at the end of term
- Plan a volunteer social beginning-middle of term
- Help Volunteer Director with end of term feedback

Communications Director

The Communications Director is responsible for developing and implementing communications and social media strategies that successfully deliver information and key messages to the University of Waterloo student community on behalf of the MATES Program. The Communications Director is required to maintain the social media presence of MATES, as well as engage in dissemination activities in a variety of on-campus events.

The Communications Director enhances the service's visibility and raises public awareness of MATES and mental health in general. This position will provide valuable experience to those interested in a career in public relations, or communications.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Strong knowledge of diverse social media channels such as Facebook and Twitter
- The ability to take knowledge and transform it into exciting and useful messages, and disseminate it to the university student community
- Must demonstrate initiative and self-motivation
- Must be reliable, dependable and organized
- Interest in public relations and communications

Specific Duties

- Manage and expand MATES social media
- Post daily on Facebook or Twitter
- Promote UW MATES special events through social media outlets
- Reply to Facebook comments/messages when necessary
- Check social media multiple times a day for spam or attacks

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- Report directly to the Volunteer Coordinators (i.e. attend meetings, maintain e-mail contact etc.)

Events Director

The Events Director enhances the service's visibility and raises public awareness of MATES and mental health in general. The Events Director plays a strong role in developing, implementing and managing special events which are engaging, creative and cost-effective. The Events Director will gain experience in event planning and community organizing. Serving as the face of the UW MATES services to the campus community will enable the Events and Communications Director to network and meet student leaders on campus. This position will provide valuable experience to those interested in a career in public relations, communications or event management.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Strong interest in event planning
- Must demonstrate initiative and self-motivation
- Displays a creative and innovative approach when designing special events hosted by UW MATES
- Strong interpersonal skills required when interacting with the student community and general public at special events
- Must be reliable, dependable and organized
- Ability to manage and collaborate with a team of volunteers for special events
- Interest in public relations and communications

Specific Duties

- Promote the services provided by UW MATES through lead participation in regularly-occurring campus events (e.g. Campus Life Fair, Orientation Weeks, Feds Open House, Feds Wrap Up Week etc.)
- Research and attend additional events which allow for the promotion and awareness of UW MATES (e.g. Mental Health Awareness Week)
- Develop, plan and implement new and engaging promotional campaigns and events to be hosted by MATES; propose new ideas to improve the event planning and implementation process
- Report directly to the Volunteer Coordinators (i.e. attend meetings, maintain e-mail contact etc.)

Training and Educations Director

The Training and Educations Director is responsible for organizing and researching training opportunities for UW MATES volunteers. MATES volunteers are accountable to the students of the University to provide the best service possible, which can be attained through different

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mental health and peer leadership training. The Training and Educations Director is required to be part of the MATES core training to ensure volunteers are educated on the UW MATES' and Feds' policies.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Previous training in Mental Health First Aid, SafeTALK, UWaterloo Student Leadership Training, Peer Mentorship Training or other similar training is an asset
- Experience being a mentor with MATES or other similar programs is an asset
- Ability to foster teamwork, work cooperatively and effectively with others
- Must be reliable and dependable
- Strong organizational and research skills required

Specific Duties

- Organize MATES core training for the beginning of the term with coordinators and UW counsellings services
- Attend core training to help with group discussion, take attendance, and maintain core training administration
- Research community and campus training opportunities
- Communicate with community and campus training services, such as Mental Health First Aid, SafeTALK, UWaterloo Student Leadership Training, Peer Mentorship Training
- Keep track of MATES volunteers' training hours

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Appendix E: Peer Supporter Volunteer Application

Application

Are you a returning volunteer? If yes, please put N/A for questions 1 - 4.
Fill out the rest of the application.*

Yes - returning Spring 2017 - skip to question 5
 Yes - returning Fall 2017- skip to question 5
 No

(1) Why would you like to be a part of the MATES program? How does being a Peer Support Volunteer fit with your personal goals? (Characters Left: 2500):*

(2) List and briefly describe two experiences (work, volunteer, life) you have had that would help you as a Peer Support Volunteer. (Characters Left: 2500):*

(3) What is the greatest strength that you feel you could bring to the MATES program? What do you feel is your weakness that could be strengthened through being a Peer Support Volunteer? (Characters Left: 2500):*

(4) Describe any personal background, education, or training that you have that represents or adds to our diverse campus/community. (Characters Left: 2500):*

(5) Please list all languages in which you are proficient. (Characters Left: 2500):

(6) Have you taken any of the training listed below? (Select all that apply)

Mental Health First Aid (MHFA)
 SafeTALK
 Peer Mentorship Training
 Student Leadership Program

(7) There is an additional mandatory weekly meeting (time to be announced). By checking this box, I understand that if I cannot attend the weekly meeting, I will be unable to volunteer for MATES for the term.*

(8) I am able to attend MATES core training on April 29th & 30th:*

Yes
 No
 Unsure
N/A - for current volunteers

Please upload your resume*

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Appendix F: MATES Fall 2016 Training Agenda



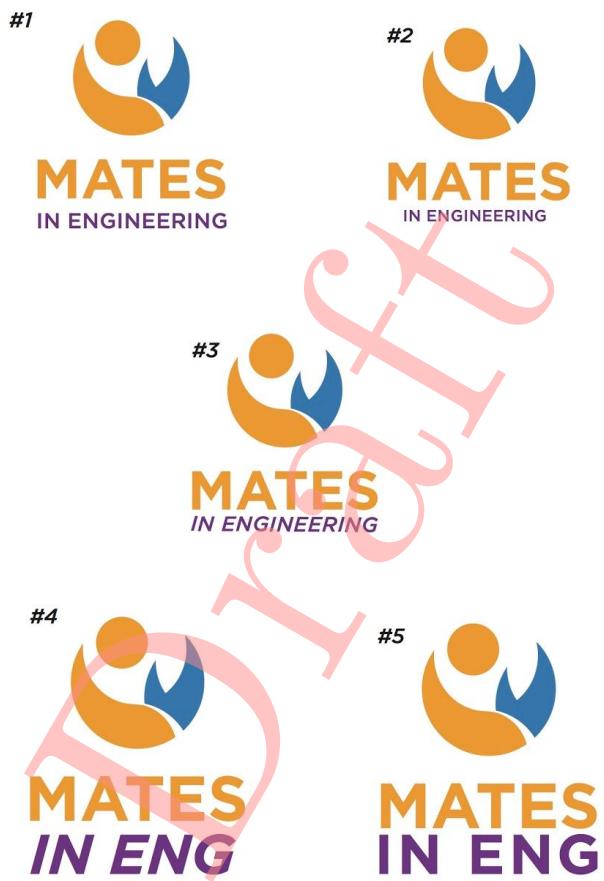
Volunteer Training Agenda	
Day One	Saturday April 29, 2017
Time	Agenda Item
9:00-9:30	<ul style="list-style-type: none">• Welcome and Logistics• What the Day Will Look Like• Introduction of Facilitators
9:30-10:00	<ul style="list-style-type: none">• Get to Know Each Other• What you would like out of this weekend• Training Goals and Intro to Peer Support
10:00-10:30	<ul style="list-style-type: none">• What Would It Take?
10:30-10:40	<ul style="list-style-type: none">• BREAK
10:40-12:00	<ul style="list-style-type: none">• Communication, Attending and F.E.L.O.R. Attitudes
12:00-1:00	<ul style="list-style-type: none">• LUNCH
1:00-2:30	<ul style="list-style-type: none">• Roadblocks to Communication
2:30-2:45	<ul style="list-style-type: none">• BREAK
2:45-4:40	<ul style="list-style-type: none">• Listening and Empathic Listening
4:45-5:00	<ul style="list-style-type: none">• First Day Wrap-Up

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Appendix G: MATES in Engineering Proposed Logos



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Appendix H: Academic Advisors Email Draft

Hi,

My name is Brad Rietze; I am a UW student coordinating a FEDS & Counselling Services program called MATES (Mentor Assistance Through Education and Support).

The purpose of this letter is to ask for your permission to circulate information about this service to the students of your department/program. MATES is a counselling-based, one-to-one peer support program offered by UW Counselling Services and FEDS. MATES provides services to students who are experiencing social difficulties, mental health challenges, and transitional problems into university/Canadian life.

MATES volunteers go through an intensive selection process and receive extensive training in mentorship with a heavy emphasis on mental health and social issues. The MATES program is under professional supervision by Clinical Psychologists and management staff from Counselling Services, assuring our clients and volunteers of their safety and confidentiality. Our services are available to students from all faculties. Students can access our services by referral from Health Services, Counselling Services, Academic Advisors, Student Success Office, etc.; by personally setting up an appointment by contacting MATES via email or by our website (<http://www.feds.ca/uw-mates/>); or by walking into Counselling Services and asking for MATES drop-in appointments for immediate access during our hours of operation, which are identical to the hours of operation for Counselling Services.

We believe that our service is underused because we are a relatively new development with FEDS and Counselling Services. We are therefore asking if you, as an Academic Advisor, would like to help us promote our service? If so, we are hoping to have you (1) send out a brief mass email to students with details of our services and (2) post a notification on LEARN to make students aware of our services, so that if a student is struggling, they can contact us for support.

Please let us know if you are interested. We have added the text to below this email with the details we would like sent out to students. Of course, do not hesitate to contact us if you have any questions.

Thank you very much for your time. We look forward to hearing back from you.

Sincerely,

Brad Rietze & Ovina Chow
MATES Coordinators

Email to be sent to students (please copy and paste).

Dear Students,

The purpose of this letter is to inform you of a **free** Campus Wellness and FEDS service available to all UW students.

MATES (<http://www.feds.ca/uw-mates/>) is a counselling-based, one-to-one peer support program that provides services to students who are experiencing challenges in the following areas:

- stress and anxiety

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- social and relationship difficulties
- mental health difficulties
- transitional challenges to university life
- challenges in adapting to Canadian culture

MATES volunteers go through an intensive selection process and receive extensive training in mentorship by Clinical Psychologists from UW Counselling Services. Additionally, the MATES program is under professional supervision by Clinical Psychologists and management staff from Counselling Services, assuring our clients and volunteers of their safety and confidentiality.

We offer both **appointment** and **drop-in** sessions. Students can set up an appointment with a peer by contacting us at our [email address](mailto:mates@uwaterloo.ca) (mates@uwaterloo.ca) or stop by our office during drop-in hours to receive immediate support.

Hours of operation and locations follow:

- **Drop-in Hours:** Monday – Friday: 8:30 am – 4:30pm
Located in Counselling Services at Needles Hall (New Expansion – 2nd Floor).
- **Appointments:** Monday, Tuesday, Friday: 8:30 am – 4:30 pm; Wednesday, Thursday: 8:30 am – 7:00 pm
Located in Mental Health at Health Services (2nd Floor).

If you are struggling or experiencing challenges that relate to your personal well-being, please contact us via email (mates@uwaterloo.ca) or drop-in to our MATES office in Counseling Services. No problem is too small – our service is free and here for you.

Sincerely,

UW MATES
Counselling Services & FEDS

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Appendix I: Fall 2016 Contact Summary Sheets



MATES CONTACT SUMMARY SHEET

Date:	Reason for Today's Meeting? (Circle number(s))				
Student's name:	<ul style="list-style-type: none"> <input type="checkbox"/> 1. Supportive assistance and communication to help problem solve an issue(s). <input type="checkbox"/> 2. Support listening – to be able to talk to someone and feel heard. <input type="checkbox"/> 3. To role play with someone to help develop and practice skills, i.e. assertiveness. <input type="checkbox"/> 4. To have someone demonstrate appropriate social skills and help me develop my own. <input type="checkbox"/> 5. To talk to someone who has had a similar/shared experience, i.e. breakup of a relationship. <input type="checkbox"/> 6. To help me with the transition to a university environment. <input type="checkbox"/> 7. To help me participate in a real life situation to reduce stress, help overcome fears or phobias. <input type="checkbox"/> 8. Other: _____ 				
Student Contact Information:					
Location (circle one):	<ul style="list-style-type: none"> <input type="checkbox"/> Health Services (HS) <input type="checkbox"/> Needles Hall (NH) <input type="checkbox"/> Residence <input type="checkbox"/> Other: _____ 				
Type of meeting (circle one):	<ul style="list-style-type: none"> <input type="checkbox"/> Drop-in <input type="checkbox"/> Recurring appointment 				
Specific topics discussed at today's session:					
Goal of today's session:					
Specific skills/behavior practiced:					
Specific peer helping skills employed:					
Referrals made (if applicable):					
<ul style="list-style-type: none"> * Is the student currently seeing a UW Counsellor? (circle one) Yes No Unsure Non-UW counsellor 					
Literature provided, if applicable, i.e. brochure, pamphlet, self-help, etc.: _____					

MATES Peer Helper Signature: _____ Print Name: _____

Supervisor's Signature: _____ Cheri Blitz/Kelly Rueffer, Associate
Director, Counselling Services

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Appendix J: Completed Event Summary Forms

Winter Core Training/MATES			
Winter 2017 Core training for new volunteers.			
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	UW MATES
Total Direct Event Costs	\$204.30 (only cost associated was lunch)	Date	Saturday August 20 th and Sunday August 21 st
		Times & Timing	9:00am-5:00pm
		Location	Health Services
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Facilitated by Dr. Aziz Nashef.	Total Participants	18 new volunteers, 3 executive members
		New Participants	
Partners in organizing		Declined Participants	
Number of students involved in planning and execution	Three – Brad Rietze and Ovina Chow (MATES coordinators) and Sarah Dolman (MATES Training & Education Director)	Demographics: UW MATES new volunteers (2 nd year or up)	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
No promotions for this event – private training course for MATES volunteers.			
Goals and Learning Outcomes of the Event			
<ul style="list-style-type: none"> a) Describe what peer support service is and is not and also state possible benefits of having a peer support service on campus. b) Have a beginning understanding of how questioning and roadblocks to communication can help 			

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or hinder the helping process

- c) Learn and practice empathetic listening, and understand when it may be best to use self-disclosure.
- d) Understand and be able to state the limits to confidentiality
- e) Be aware of on-campus resources in order to facilitate the most appropriate referral.
- f) Know when it is appropriate to refer to a mental health clinician on campus.

MATES who participate in the Core training event will have the skills needed to begin an interview with a student they are helping by introducing themselves, their role as a MATE and by discussing privacy, confidentiality, and boundaries. The MATE will learn how to listen empathetically, so the student leaves a session feeling heard, and supported with perhaps a plan of action that they have developed with the support of the MATE.

Success of the Event

Based on the above goals and learning outcomes.

From a facilitator standpoint the event was a success. MATES developed and role played how to start and end a session. They also practiced a number of possible scenarios so that they could learn to listen and work towards a plan without giving advice. MATES learned communication obstacles and by the end of the training felt prepared to meet their first student.

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Mid-term Valentines Day Social/MATES			
A mid-term event for MATES team bonding.			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	UW MATES
Total Direct Event Costs	\$0	Date	February 16th 2017
		Times & Timing	7:00-9:00pm
		Location	Student Life Centre
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Janel Silva (Internal Director)	Total Participants	13
Partners in organizing	None.	Comments:	Not great turnout
Number of students involved in planning and execution	One- Janel (internal director)	Demographics: MATES volunteers only.	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Private event. Advertised on the private UW MATES Winter 2017 volunteers' page.			
Goals and Learning Outcomes of the Event			
<ul style="list-style-type: none"> Offer an opportunity for MATES volunteers to meet one another and develop student relationships Ensure volunteers and coordinators feel appreciated for their dedicated and hard work to the program Plan an event which is low-cost Plan an activity that is fun for everyone 			
Learning Outcomes: <ul style="list-style-type: none"> The Fall 2016 MATES volunteers who attended the mid-term valentines day social event will now know their fellow volunteers more personally, as demonstrated by their strengthened relationships and willingness to cover one another's' shifts when needed, which leads to overall group cohesion and sense of identity and commitment to the program The volunteers were able to feel appreciated and honoured for their contributions to the MATES program, as demonstrated in their thankfulness and humbled demeanor, which assists with volunteer retention. The volunteers enjoyed the potluck style and painting cookie decorating activity, as demonstrated by their contributions to the potluck and engagement in the activity, which assists in volunteers feeling that they can communicate with the coordinators, executives, and other volunteers on a more personal level. 			

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Summary of Event
<ul style="list-style-type: none"> For the Winter 2017 Valentine's day Halloween social, we booked a room in the SLC, and had a potluck style gathering where each volunteer was asked to bring some kind of treat. A cookie decorating activity was planned, where volunteers were able to decorate sugar cookies (provided by internal director) at a large table together. Compared to spring 2016 social, the number of volunteers that came was substantially larger, which made for a great social gathering!
Recommendations for Future Events
<ul style="list-style-type: none"> People really seemed to like the idea of the potluck (people were able to bring unique things that they liked), may be a great idea for the future to save budget costs For every social, I find that volunteers have a low show up rate, it would be ideal to get a vote of what the volunteers would like to do since it is an appreciation event for them (possibility of an interactive game) and hopefully that would increase the amount of volunteers that show up

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Chilly Dog Run/MATES			
<p>The Chilly Dog Run is an event dedicated to raising mental health awareness through physical activity. Participants have the option to walk or run a 2.5 or 5 KM route around the University of Waterloo campus. Afterwards, a chilly dog lunch is served, containing both meat and vegetarian options. During lunch, guest speakers present either research related to mental health, or personal experiences. The event wraps up with the door prize raffle, and the option to pet therapy dogs!</p>			
Category <i>Educational, Social, Promotional, or Other</i>	Educational/Promotional	Service Name	UW MATES
Total Direct Event Costs	T-shirts: \$666.70 Food: \$782.66 Decorations: \$20.62 Gifts: \$120.00 Total: 1589.98	Date	Saturday March 11 th , 2017
		Times & Timing	Registration began at 9:30AM, Run began at 10:00AM, Lunch served at 11:00AM, Event finished at 1:00PM
		Location	SLC Great Hall and MPR
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Cody Hutt – Communications Director Ovina Chow - Coordinator	Total Participants	54 participants
Partners in organizing	Student groups, campus partners, etc.	Comments:	There were 115 participants who signed up to attend, only 54 participants showed up, not

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		including 8 volunteers. Demographics: Mostly university students, some MATES volunteers
Number of students involved in planning and execution	8	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>		
<p>We promoted the event using social media, the marketing poster run, as well as flyers and posters at the Feds marketing promo team booths. Posts were made from both the MATES and Feds main account to promote the event. This included posts about the date of the event and a description of the activities. We tried to leverage the fact that the event was free this year to increase turnout. The event was hosted on Facebook from the main Feds page for two reasons: to increase the number of students seeing it (nearly 10,000 Facebook followers for Feds compared to roughly 300 for MATES) and drive students to the MATES page and website. This proved effective as the event was viewed by 9200 people on Facebook, with 200+ interested in the event.</p> <p>The Feds marketing team also included the event in their monthly event calendar, on their poster board at their promotions booth, and the weekly poster run. This led to instances of students asking about the event and the service in general. As Cody was also a member of the promo team, he was able to answer these questions and ensure the rest of the promo team had a strong understanding of the event, its goals, and MATES as a service.</p>		
Goals and Learning Outcomes of the Event		
<ul style="list-style-type: none"> • Encouraging physical activity during winter months and general mental health awareness • Increase the visibility of the service 		
Summary of Event		
<ul style="list-style-type: none"> • 5k run/walk • The route for the run started at the SLC Courtyard and consisted of a 2 lap loop to hit the 5k distance. Students ran up alumni lane, to the right of BMH crossing in front of the building towards Columbia, turned right and proceeded down Columbia until Philip. At Philip, runners turned right and headed towards University. Running down University, runners returned to campus at Seagram and the route proceeded through the middle of campus between TC and SCH, eventually ending back at the SLC Courtyard. This route worked well as it allowed runners to complete 2 laps for the full distance, while those who wanted to walk could do so leisurely. • 2 guest speakers discussing mental health issues - hsiao.dally@uwaterloo.ca, luc.cousineau@uwaterloo.ca. These talks focused on mental health stats at the University of Waterloo, as well as a more personal journey from Luc. These complemented each other nicely as they provided two different focuses. Students seemed engaged during both talks and feedback was positive. • We offered 5 raffle prizes donated to us from sponsors. This included a gift basket from UW Food Services, a package from Good Life Fitness, a Warriors prize pack from Athletics, gift card to Marble Slab, and a gift card to White Rabbit. • Catering Services on campus catered the chili dog lunch for us. They took care of everything from setup, to serving the food, to cleaning up afterwards. This was a great experience and I would 		

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recommend having them cater the event again in the future, as their cost was lower than the community kitchen and they handled everything for us.

- Therapy dogs - emmalou13@rogers.com
- Goodlife Fitness ran a warm up for the runners at the start of the event as part of their sponsorship of the event. They also had two staff members present for the duration of the event in case participants had questions about joining their gym.
- Gift cards for therapy dog handlers and guest speakers
- Our volunteers had borrowed vests from the Bike Centre to identify themselves on the route. We presented this info to runners before the run started so they could identify us and make their way along the route. Volunteers were setup at different points along the route to keep runners on track.

Recommendations for Future Events

- Having 2 at registration desk - can get overwhelming when only one person is there
- Ask for internal volunteers earlier - we had 8 but could have used more
- Advertising the event earlier (internally and externally) - so volunteers are aware of the event/its purpose
- Having therapy dogs earlier - lets people see them right away, limits amount of people rushing
- Keep it free
- Have the event taking place in the afternoon instead of morning
- Possibly adjust the date? Don't want it too late to compete with midterms/final projects but might be nicer weather later in March
- Bandanna for runners so we can identify them on the route since it leaves campus
- Signage along the route - volunteers and explanation of route before hand helped
- Route went well - 2 laps was inclusive to walkers
- Communication plan with volunteers in advance
- Having outdoor coordinator for volunteers - main contact person
- Adjust t-shirt orders - needed more smalls and fewer XLs
- Communicating with those serving food on updated numbers - had one tray of leftover chili
- When inquiring about food from community kitchen, CC: Kumar and VP Ops/Finance
- CRT doesn't need to be there whole event - just during run. Run took approx. 45 mins
- Door prize - let people put ticket for which prize they want to win
- More promo with logos around the event
- MATES materials at the event so people know about the service

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Appendix K - Volunteer Dismissal Letter

DATE

Dear [student name],

This letter confirms your dismissal from the UW Mentors Assistance Through Education and Support (MATES) FEDS service, effective immediately.

The UW MATES' handbook policies indicate that volunteers have three (3) excused or three (3) unexcused shifts. After two (2) missed shifts, volunteers receive a reminder email of these policies, which you received on [DATE]. If volunteers miss three (3) shifts, their position within the UW MATES program is reconsidered through an interview with the coordinators/executive team. This interview was scheduled for [DATE] at [TIME] in [Room Number], which you failed to attend.

You are being dismissed from the UW MATES program based on your inconsistency in attending office hours. You have attended your office hours for four (4) hours (3 of 6 shifts) not attending a single full shift, and have missed a total of fourteen (14) hours out of eighteen (18). The dates that you have missed were recoded as the following: [DATES]

The UW MATES program is a service accountable to students on campus and requires volunteers to be reliable, and contact the coordinators or executives when shifts cannot be attended. Unfortunately, you have not met these policies, resulting in dismissal.

You may reapply to the UW MATES program in future terms after self-assessment of reliability and communication skills. If you have any questions, please contact mates@uwaterloo.ca or the FEDS VP internal, [NAME] at vpin@feds.ca. We wish you luck in your future endeavours.

Regards,

[Coordinator Names]

[TERM] UW MATES Volunteer Coordinators

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Appendix L: Exit Interview Survey Questions**Program Evaluation Questions**

- 1.How did you find two-day core volunteer training? Is there anything you would change or anything you particularly liked? Did you feel like it helped you when seeing a student (if applicable)?
- 2.Did you do some of the optional training? Did you find it helpful?
- 3.What goals did you have coming into this program? Did MATES meet those goals? If not, in which way could we improve to meet those goals?
- 4.How were your office hours over the term?
- 5.In what way was this program useful to you?
- 6.Did you attend the weekly debrief meetings? Were they helpful? How would you improve them?
- 7.Was Facebook a good method of communication? Do you have any suggestions to relate information in a better way?
- 8.Did you participate in the events? Is there anything you would recommend to change/add?
- 9.Do you have any feedback in general (positive or negative)?
- 10.What are some recommendations you have to improve MATES?
- 11.What has been your favourite part of your time with MATES?

Feds Off Campus Community
Winter 2017
End of Term Report



Prepared by:

Chris Salahub, Operations Coordinator
&
Veronyque Lemieux, Administrative Coordinator

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Introduction

Winter term was a great end to the academic year for the Off Campus Community. This term saw the involvement of a large number of first years in the service, many of whom were regular attendants of events and the office. Although volunteer retention was low, event planning was executed very well by the dons who remained committed. A number of recurring and new events were planned, which led to an overall delightful term for OCC.

Volunteer Management

Coordinator & Executive Recruitment and Hiring

The current Off Campus Community coordinators and executives are as followed:

- Operations Coordinator: Christopher Salahub
- Administrative Coordinator: Veronyque Lemieux
- Internal Director: Anas Al-Rawi
- Media & Marketing Director: Kristen Augurati
- Advocacy Director: David Harnock

Executives are hired internally on a termly basis, usually at the end of the previous term. This year, applications will open during the winter break and the executives will be hired during the first week of the winter term.

Volunteer Recruitment and Hiring

Volunteer recruitment and hiring this term was carried out by the incoming coordinators of OCC, Tori Garner and Michael Pinnau. They received 58 applications on the Leads application system, twelve more than were received during the application process last year. A team of 34 dons was selected after roughly one month of interviews. Academic checks, while still not perfect, were completed in a much more timely fashion than last year. Ideally these checks should occur early in the

interview process so that any concerns can be brought up to applicants during their interview. This application process may be addressed again in more detail by Michael and Tori in their spring term report.

Training Information

There was no training this term, as the traditional training weekend occurs at the end of April, and is scheduled to occur at this time again this year.

Meetings

This term, the don meeting was scheduled for Thursday 5:30 to 6:30pm every week. Meetings addressed the dons' concerns, office cleanliness, past and future events, and other involvements around campus. The following is an example of an agenda:

- 1. St. Patrick's Day BBQ + Board Game Lounge:** If you haven't signed up yet for the BBQ, please do! We would appreciate the help of a few more dons - it will run smoothly only with your help! Those who are helping with set-up, please meet us at the office at 10:30am; otherwise, come to the serving table in the Vendor's Alley.
- 2. Volunteer Gala:** Don't forget that the Volunteer Gala is on Monday! There's a few tickets left so if you haven't bought yours yet, do so ASAP. Also, dress to impress!
- 3. EOT:** Our last event of the term, our famous Games & Movies night, is happening on the 31st, as you should all know. If you have video or board games that you'd like to bring, please do so on Friday and feel free to leave them at the office until 6:30pm when set-up will happen. Don't forget to let your first years know and we hope to see you there!
- 4. Bowling:** Our don appreciation of the term is happening on Sunday April 2nd! If you have changed your mind or something came up, please let me know ASAP.
- 5. Questions & Concerns**

As addressed in the volunteer engagement section below, these meetings were rather poorly attended compared to last term. As a result, incentives such as pizza and prizes were offered more frequently during these meetings than they had been historically in an attempt to bolster attendance.

Volunteer Retention and Engagement

Volunteer retention was low this term, due in part to a high number of dons being away for co-op or busy with school work. Unfortunately, a number of the dons were also absent without any communication to the coordinators to explain their absence. In an attempt to improve meeting attendance, pre-paid credit cards were bought as attendance prizes and pizza was ordered. This encouraged a few more dons to come out, but participation remained lower than usual. It was also difficult to encourage the dons to sign up to help with events; many reminders had to be made in order to get a proper amount of help to ensure success of events. This lack of attendance did not seem to have any systematic cause. Instead it seems to have just been a result of bad coordination and perhaps a lack of proper forethought during the hiring process, where a large number of the hired dons were all away on co-op this term. Regardless, the dons that remained were very committed and as a result the planned programming was completed successfully.

Volunteer/Executive Recognition

As part of don appreciation for this term, we organized an event with Kingpin Bowlounge at Bingemans on Sunday April 2nd which consisted of one hour of bowling and a pizza dinner. Those who could not attend were offered a gift card for the store of their choice.

Disciplinary Actions

This term, some dons were having a difficult time keeping up with emails. In February, it was brought to our attention that some dons had sent very few, if any, emails to their first year students. The don pairs were given a written warning and told that there was no reason for them not to email their students, as a new section dedicated to emails was added to our website to make sending emails easier. A future

change suggested by the incoming coordinators to streamline and help with oversight in this process is to create one don email address, centralizing the currently fractured email system. This would not only provide less experienced dons with example emails already sent, but would also make ensuring emails are sent far easier and more convenient. One also imagines dons expanding their group of first years in the worst case that some group is unable to send emails for a period of time. Centralizing these emails would make a far more robust system for all parties involved.

Communication

Dons maintained communication with their first year students through emails, Facebook groups and their office hours. OCC events, campus events and other information were shared with the students. Due to feedback given in the previous years, emails were not required every week: biweekly emails were deemed acceptable by the coordinators. The general OCC Facebook group and page were maintained by the coordinators and executives. OCC events as well as events from other services were shared on a daily basis.

Communication with the dons were maintained using two platforms: our don team Facebook group and the Wix website. Daily reminders and updates were posted on Facebook; this was deemed the quickest way to reach the dons. The website was very well maintained by the internal director, who regularly updated it with “meeting minutes” and other useful information.

Events and Activities

General

This term was, in general, organized much better than previous terms due to the booking and planning of dates well in advance at the end of the Fall 2016 term. However, despite the planning was being on time, a few events had to be cancelled due to poor interest or weather. For example, the Paintballing event scheduled for the week before reading week was cancelled due to lack of interest, possibly due to

poor timing, and the Snow Day event scheduled for early March was cancelled due to inappropriate weather for this type of event. Aside from these two events, others were planned and executed very successfully.

Games & Movies Night and Speed Meeting

This event happened on Friday January 13, from 6:30 pm till midnight: it was our first official event of the term. The SLC Multipurpose Room and Great Hall were both booked. Various board and electronic games were brought by the dons. The final cost was higher than anticipated due to pizza cost, but attendance justified it: 50 students came for the speed meeting and 80 came for the games and movies portion. One of the best recurring OCC events, it was well enjoyed by both regular and new participants. For future events like this, it would be perhaps advisable to play a movie in the Great Hall as well, drawing more attention to the MPR.

OCC goes to the Ultimate Escape

This event was scheduled for Thursday January 26th from 6:30 till 9:30 pm at the Ultimate Escape in Waterloo. A total of 15 tickets were sold through Ticketfi and at the Feds main office. Transportation by bus went smoothly. Students who came enjoyed themselves.

Karaoke Night

One of our recurring events, Karaoke Night, happened on Thursday February 9th from 7 till 10 pm in QNC 1502. Bubble tea and pizza were ordered for the participants. It was a very successful event as always, but a higher attendance could be achieved by hosting the event in the SLC MPR, for example, where we would attract more people, or perhaps through advertising planned more in advance.

Paintballing

This event was planned due to high interest in the paintballing event last term. Unfortunately, due to a new rule as per Flag Raiders, reservations had to be made one week in advance which did not give us sufficient time to sell enough tickets, as

many students typically wait until only a day or two before an event to commit to going. Moreover, it was scheduled for the week after reading week, which is typically a busier week for most students; better scheduling should be encouraged next year.

Snow Day

This event, also unsuccessful, was scheduled for the beginning of March as a last chance for students to get out and enjoy winter. However, the weather had warmed up quite a bit and we were no longer able to execute it due to lack of snow. For the next winter term, an event of this type should be scheduled for late January/early February at the latest.

Coffee House

One of OCC's termly favourites, this event always generates significant interest from the dons, and typically has a good turn out. It happened on Tuesday March 14th, from 7 till 10pm in DC 1351. The attendance this year was satisfactory, in part due to inviting members of the Music Club to our event. Reaching out to this group in the future for this event is highly encouraged.

St. Patrick's Day BBQ & Board Game Lounge

This event was entirely new for OCC; the idea was proposed by the services manager at one of the coordinator meetings. The BBQ happened from 11 am till 2 pm and the lounge from 2 till 6 pm (on Friday March 17th). A total of approximately 180 burgers were sold. A booth in the Vendor's Alley was booked to serve the food while the BBQing occurred in the SLC courtyard. Although the set-up was done poorly, the rest of the event went smoothly. In the future, we recommend allocating more time to set-up, as it felt very rushed. This is also likely due to the fact this was the first barbecue of the term, which meant many key pieces of equipment were not prepared or inconvenient to access. The lounge happened in SLC 2143, but the lack of marketing and people on campus during the afternoon limited the number of participants. Regardless, it allowed students who didn't actively celebrate St. Patrick's Day to socialize and enjoy themselves.

EOT: Games & Movies

Very similar to the beginning of term event in terms of venue, attendance, and content, this event, which happened on Friday March 31st from 7pm till midnight, was quite successful. Unfortunately, the speed meeting event which had been a successful addition to this event in recent terms could not be completed, as the Great Hall was booked by a different group. In the future, it is recommended both the MPR and Great Hall be booked for this event to ensure that speed meeting can occur.

Casual “OCC goes to...”

A few casual OCC events were hosted this term, one of which was OCC watches Beauty and the Beast. These events were easy to organize and many first year students came out to socialize with the dons. They are a great way to promote OCC without much commitment of resources.

Partnerships/Collaborations

Engineering Society

We were involved in the Engineering Mental Health Matters event on Tuesday February 7th, hosting an evening of speed meeting and board games in POETS. This event saw a large turnout of engineers and non-engineers alike, and reached a group with which our service has typically had poor engagement.

Inventory

The items that are currently found in the office are as follows:

- Table and coffee maker for events and other services' use
- Sweeper hand vacuum and battery powered sweeper
- Miscellaneous arts and crafts items
- Various office supplies (3 hole punch, stapler, whiteboard markers)
- Miscellaneous utensils (napkins, spoons, plates, cups)
- Three guitars

Budget

We spent roughly \$2,500 this term, which is almost perfectly aligned with our target under this year's new budget. If we continue to spend at this rate we will use up our budget as specified by the end of spring term. It should be noted that the pizza and prizes offered at meetings in an attempt to entice dons lead to overspending within the meetings and entertainment line. However, the special projects line was underspent, and so the total spending by OCC was not increased by this spending.

Operations

Regular office operation occurred as before. The office was open most days between roughly 10 am and 8 pm. In this time there were usually 40 to 50 unique visitors to the office, many of them first year students. While in the past there has been a heavy emphasis on enforcing somewhat arbitrary rules and on the power of the dons, much less emphasis was placed in rules and don policing this term. This was done primarily to create a more welcoming environment for students, and the experienced dons and first years seemed very receptive to these changes.

One result of this more relaxed atmosphere was the creation of weekly polls on any number of topics by regulars to the office. These were a fun and interesting way to get individuals in the office engaged, and such interactive and inviting uses of the whiteboard in the office should be encouraged.

Recommendations

Feds

Feds has done an excellent job of supporting the service this term, and we have no recommendations to Feds beyond continuing their support and activity among students.

Services Manager

The services manager has been incredibly helpful and cooperative this term. His availability and advice has been very helpful in all aspects of running the service. His guidance led us to yet another successful term.

VP Internal

Deanna has been exceptional this term. Unparalleled in her willingness to cooperate, friendly demeanour, and helpful attitude throughout the entire term, and we have no recommendations for her besides continuing her positive work.

Marketing

Marketing was very responsive and timely this term, and produced some excellent materials even when given poor timelines. We have no recommendations for changes within marketing.

Important Contacts

- *Services Manager:* Brendan Lowther - services.manager@feds.ca
- *Feds VP Internal:* Deanna Priori - vpin@feds.ca
- *Marketing:* Jenushika Jeyakumaran - marketing.reception@feds.ca

Director Reports

Internal Director (Anas Al-Rawi)

The winter term, thankfully, did not see any internal issues that required the associated executive (i.e. myself) to step in. Instead, during this term, I focused my energies towards assisting other Dons in the planning and execution of events (eg helping Dons with booking AV equipment, giving suggestions for how to arrange pizza etc). I also performed the tasks of taking meeting minutes, updating the don website, and arranging for snacks/pizza when we wanted it for the meetings.

As for events, in my eyes, they went very smoothly this term with most of

them having a very good turnout. This term OCC has also taken a large step towards more efficient event planning by deciding on all the events before the start of the term and having all the necessary rooms booked by the beginning of the term. However, in my eyes, the other aspects of event planning, especially marketing, could still be done in a more timely fashion.

Furthermore, I have a recommendation for future internal execs and/or coordinators on the matter of ordering pizza for meetings; if you are sure you want pizza at the meeting then order it from bomber at least 48 hours in advance, that way the service can get a discount. The meetings happen at the same time every week so it would not be difficult to undertake this suggestion.

I also have another recommendation, this one regarding the don site and the OCC page on the FEDS website; they both need major updates. I have already spoken with the future coordinators (2017-2018) about the updates that I think need to be made to don site separately, and I will not be including the details here as it would make this document overly long. As for the OCC page on FEDS.ca, I feel that the page is not engaging enough, and it's important to change that because I believe that it is one of the ways incoming students discover some the services on campus. I have spoken to some first-year students about the matter and they attest that before beginning to attend the University of Waterloo they perused both the university website and the FEDS website to gain a better understanding of the university's community, and they (ie the ones I talked to) all said that the OCC page on the FEDS site is very non-representative of the Service and what it does. Now while this might just be the opinion of the few I have spoken with, I think it is very much an issue that should be looked into further.

In conclusion, I believe there are still things that OCC must do to improve as a service but this term was a significant step in the right direction. Other than that, the term went swimmingly thanks to all the work and effort of the coordinators, the execs and the participating dons all together.

Media & Marketing Director (Kristen Augurati)

My role as the Social Media and Marketing Executive was to promote events happening with OCC and focus on the marketing techniques used to do so. One of my main tasks this term was focusing on the promotion of hiring new dons. I worked with the coordinators and the don team to promote an inclusive environment and fun service to be a part of. I think this initiative worked out well, as there were about 60 applications. Overall, I think the term went well! For next term, I'd like for there to be more involvement with the rest of the don team in terms of promoting events, just so that the one executive isn't over-posting in the OCC groups, and the other dons gain some exposure as well. Thanks for a great term! I look forward to working with OCC in the future.

Advocacy Director (David Harnock)

The role of fall term was assisting first years or visitor to the office with a variety of questions of the university life which they have partaken/requested such as housing, academics, OCC's purpose and goals in which we stood for. I assisted in collaboration of resources to attain for the fall exam kits with contacts to all faculty rep and student ones applicable, alongside Federation of Students several services. Winter term 2017 provided assistance to fellow dons to internal or external resources that were available in close proximity such as transportation via bus routes to Adventure Rooms. I assisted in a couple of student on mental health strategies to cope or directives on whom to talk to. I communicated with the FED's student rep that works with the GRT of student issues during the process that took place this month/March.

Events were relatively successful depending on the goals and purpose which don teams had in mind. Some attained a greater interest and turnout such as games and movies for the mass goals of increased participation of first and upper year students. While other events, could have been better advertised such as coffee house/Karaoke. Ideas that have worked in the past is creating youtube videos to increase non don turnouts which instills grander marketing of our long history of OCC. One event which worked well for small group collaboration of don/non dons

was Adventure Room. While some fell apart due to lack of interest for round two such as Paintball 2.0. Working early with feds or other services for joint events will the press on don teams to attain/retain interest for events.

The organization was relatively straight forward this term for OCC Dons. Amount from fall to winter dropped in numbers of sign ins, coming to don meetings and such. In the past, coordinators did sit downs with fellow dons to give active/positive criticisms individually to give dons a guide for improvements from fall to winter term to keep them focused on their commitments to the service of OCC. This did help dons to be more active and not drift away. Don emailing from listening for this term, to some negated on such to email first years which spreads the gap and discourse to first years connectivity airwaves. Thus hinders progress of visitation of first years to our open service amenities. Could have a mini review or training sessions at the start of the term to retain and enhance dons advancement to after volunteering applications. Other services do this every term for their volunteers.

Overall, the term was productive to develop participation of non-traditional OCC regulars on the occasion such as Karaoke which gave light to some progress of the service which should do more. It was a blast to assist in the background and see new dons increase in the growth and development from fall term till now.

Impact Report

Office

- Attendance: ~45 students per day, 4 new students per week
- Timing: ~10 am to 7 pm, Monday to Friday

Events

- Average Attendance: 45 students
- Minimum: 15 students, maximum: 80 students

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Feds Student Food Bank

END OF TERM REPORT INTERNAL

Winter 2017

Prepared by:

Chelsea Hillier and Leila Dzinic

(Service Coordinators)

April 2017

Draft

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Draft

Introduction

The Winter 2017 term was run by returning coordinators Chelsea Hillier and Leila Dzinic. Chelsea Hillier spent her last 4 co-op terms in coordinator roles and Leila Dzinic had been a food bank volunteer and ICSN (International and Canadian Student Network) executive prior to becoming a coordinator. The main focus this term was to both bring awareness to the food bank and reduce the stigma associated with using one. This was done by running a few small promotional events on campus, using social media more often to relay information and taking part in Feds events and collaboration with other services. Our other goals for the term were to improve executive-volunteer-visitor communication and to improve the efficiency of our service.

Volunteer Management

Coordinator and Executive Recruitment and Selection

Interviews for executive positions were held by the current coordinators (Chelsea Hillier and Leila Dzinic) on Thursday November 24th 2016. The Winter 2017 executive team was well chosen and consisted of one previous coordinators, four returning executives, and four new executives that were previously general volunteers in the Food Bank.

The executive team for the Winter 2017 term was comprised of the following individuals:

- Chelsea Hillier (Service Coordinator)
- Leila Dzinic (Service Coordinator)
- Daniel Siu and Vanessa Wildeman (Office)
- Bonnie Lu (Attendance)
- Laavanya Dharma, Besjana Avdaj and Natisa Jeyakanthan (Donations and Research)
- Zohal Azizi (Promotions and Communications)
- Fredrick VanRooyen (Promotions and Communication)
- Steven Choi (Transition and Advocacy)

Daniel Siu was an office executive in Fall 2016 and an attendance executive in Spring 2016. Zohal Azizi was a promotional executive in Winter 2016 and again in Fall 2016. Freddy VanRooyen was a promotions executive in Fall 2014 and committed food bank volunteer. Steven Choi was a service coordinator in both Spring 2016 and Winter 2016 as well as a transition and advocacy executive in Fall 2016. Laavanya Dharma was our trick-or-eat project lead in Fall 2016. We decided to choose new executive members for the rest of the positions to give opportunity to students who were interested in getting more involved. Particularly, Vanessa Wildeman has some great ideas on how to ensure that students feel comfortable and not judged when seeking our services. From choosing executives with a mix of experience, we have formed a strong executive team.

Weekly executive meetings were held on Monday evenings in MC 4044 from 5:30 PM - 6:00 PM to keep the team updated and to plan for upcoming events. Traditionally, executive meetings

are booked for one hour however the coordinators decided to cut the time in half because of scheduling conflicts and because meetings rarely run this long. The coordinators delegated appropriate tasks to each team member at these meetings. These meetings also consisted of brainstorming for scheduled as well as proposed events. A main component of being a part of the executive team was being actively involved in all events that occurred throughout the term and thus, events were seen as mandatory for all executive members.

Volunteer Recruitment

The majority of Fall 2016 general volunteers were recruited in the Fall 2016 term. Recruitment for Winter 2017 volunteers also began in Fall 2016. The service coordinators identified an issue in the Fall 2016 term where volunteers would sign-up for shifts midterm (unavoidable due to drop-outs occurring throughout the term) and then complain that they did not receive the necessary information and/or training conducted at the beginning of the term. In order to circumvent this issue, Chelsea and Leila will be having the attendance executive send out a comprehensive email explaining everything from attendance rules to operational procedures to FAQ to instructions on how to stay in contact with the food bank in case he/she does NOT make it on the volunteer schedule at first to ALL volunteers upon signing up on leads. This email will be sent out to volunteers again once they sign-up for a shift on the volunteer schedule. These changes will serve to ensure that the food bank has enough volunteers to replace drop-outs and that all volunteers are educated appropriately. This email will be documented in the Winter 2017 google drive.

This term, we utilized the following resources to advertise all of our volunteer opportunities: the “Job Opportunities” page (leads.uwaterloo.ca); our Food Bank page (feds.ca); our Feds Food Bank Volunteers Facebook group (<https://www.facebook.com/groups/fedsfoodbankvolunteers/>); our mailing lists from Fall 2015, Winter 2016, Spring 2016 and Fall 2016; and our social media platforms (Twitter, Facebook and Reddit). Our executive members and coordinators “shared” Food Bank-related media and information on their personal social media platforms. When volunteers signed up on Leads, we emailed the volunteers with a link to our Volunteer Schedule on a Google document. When they wanted to choose a shift, they indicated their preference by commenting on the schedule provided, and shifts were then approved by the Administrative Executive. Please note that it is important NOT to post the volunteer schedule on the volunteer facebook page. This is because volunteers MUST sign-up through leads before signing up on the schedule in order to be added to the keylist. Not all members of the facebook page will have signed up through leads and therefore should not have access to the schedule.

Since Chelsea and Leila are both returning coordinators there was no need to hire new ones. There was a total of 25 executive applicants for the Winter 2017 term. Executive interviews took place in the food bank office on Thursday November 24th. There were a total of 4 applicants interviewed by phone and 3 applicants interviewed in person. Daniel Sui, Zohal Azizi, Laavanya Dharma, Steven Choi and Fredrick Vanrooyen decided to return as executives for the Winter 2017 term. This meant that an attendance, office and 2 research and donation executives

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needed to be hired. The service coordinators hired executives based on level of experience and commitment to improving the food bank.

Meetings

We only had one General Volunteer Meeting at the beginning of the term. This meeting was seen to be mandatory for both volunteers and executives as it was in place to cover general volunteer training which included the explanation of our policies and procedures. General volunteers who were unable to make the meeting were not penalized. Please see the "General Volunteer Meeting Event Form" for more details. The coordinators hosted weekly executive meetings on Monday evenings from 5:30-6:00pm to brainstorm ideas, plan events, provide updates and to ensure overall group cohesiveness. These weekly meetings included all executive volunteers and were mandatory.

Volunteer Retention and Engagement

To keep volunteer interest, the Food Bank regularly sends out email newsletters informing students of new events, volunteer opportunities, and updates from our service. Our volunteers are typically very receptive to the emails we send and we have seen various new individuals each time events were held. Another way we retain volunteers and promote engagement is through social media. This term we ensured that regular posts were made on our Twitter, Reddit and Facebook accounts. Twitter was managed by our promotion and communications executives. We also found that it was very important to thank volunteers for their commitment to the food bank in every email and post.

Volunteer Recognition and Appreciation

The EOT Volunteer Appreciation will be held on Monday, April 10th from 5:30pm-6:20pm. We expect that approximately 30 students will attend this event using last terms numbers as an indicator. It is important to note that many more volunteers are becoming interested in being appreciated so we recommend increasing the volunteer/appreciation budget in order to facilitate this increase (See budget section for more information). Further promotion was done through social media, primarily through Facebook. We will order Pizza Pizza and play music through stereo speakers.

Executive Recognition and Appreciation

For our end of term appreciation we purchased \$30 gift cards for each executive to conestoga mall. Here, they could choose to purchase a variety of luxuries and necessities including food, clothing, household items etc. All executives received their gift cards prior to leaving for the term.

Disciplinary Actions

This term we continued to utilize the new attendance policy that was created by the Fall 2014 coordinators. The system that was used this term continued to be effective to keep volunteers from abusing the system. The proposed attendance policy was as follows: volunteers are able

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to get 3 excused absences through emailing the attendance email 24 hours prior to their missed shift, or they are able to have 2 unexcused absences before being taken off the volunteer key list. Unexcused absences include any absences that were not brought to the attention of the attendance executive before the missed shift, or an absence that was announced after the mandatory 24 time period.

The schedule for Winter 2017 was filled from 9:30am-10:20pm 7 days a week with the exception of the exam period. In Fall 2016, we witnessed more volunteers drop-out midterm than in Winter 2017. We believe that this is the case because, this term, we trained and accepted a larger number of volunteers at the very beginning of the term than necessary so that, when inevitable drop-outs did happen, there were people trained and ready to fill the spaces... already a part of the volunteer facebook page and on the email list. We achieved this by including all training and policy information in a welcome email that was sent to everyone at the beginning of the term and again at midterm. This welcome email is archived in the Winter 2017 folder of the Google Drive. As a result, volunteer retention was not as big of an issue as it had been in previous terms. We achieved our goal of ensuring that there were adequate volunteers both registered and trained to take over shifts in an instant when spaces became available honouring the 2 unexcused absences allowed.

We did not take any disciplinary actions this semester with our executive team. We did note that it is essential to ensure volunteers understood the time commitment they were making to their role in the Food Bank as well as understood the level of commitment they were taking on outside of their role at the Food Bank. We HIGHLY recommend that this is discussed individually with executives in the first few weeks of the Winter semester to ensure that this does not become an issue in the future.

Communication

The vast majority of our communication to volunteers is done through facebook and emails are sent out for important items as to not annoy the recipients too much. Emails and facebook posts are always very thorough and can be sent out easily using the LEADS system. Our emails are mostly irregular and are sent out as we approach important event dates, if we are in need of shift replacements or as campus partners send us opportunities to forward to our mailing list. We strongly recommend leveraging the benefits of social media and creating a Facebook group that includes all volunteers for the term; we have had adequate success communicating with our volunteers through e-mail and Facebook. The other Feds services retweeted or shared our posts on a regular basis. We also posted our events on the events calendar on feds.ca whenever possible. For specific events such as CANpetition, the UW Official Free Food Page is a good place to advertise in addition to frosh pages.

Events and Activities

Executive Meetings (January 9 –April 3)

How did it go: Executive meetings started on Monday, January 9th, 2017, from 5:30 to 6:00pm and continued to occur weekly at this time, in MC 4044. Each meeting was a chance for all the executives and coordinators to go over what was accomplished the previous week and what needed to be done in the future. All event ideas and planning decisions were made during the meeting to make sure all the executives were informed. During these meetings, the coordinators brought up points that needed to be discussed, and took notes of the group's ideas and suggestions for events. At the end of these meetings, the executives were given specific tasks related to their executive roles.

Recommendations:

- It is a great idea to book a room in which to host the meetings weekly in one event form to not. Do so as soon as possible once the team is made
- Create a doodle poll and send it out to all executives via email. Use this to determine the ideal time for your team to meet
- Plan meeting notes/schedule ahead of time. Select a shift that both coordinators can attend to use this time to make meeting notes and to-do-lists
- Try to be as forward and stern as possible – sometimes people don't participate in discussions or task sign-ups.
- Ask about events that happened this term and any updates on their roles. Then go ahead to new tasks and new upcoming events
- It's important to keep reminding people to complete their tasks, as sometimes they will not be completed without a strict deadline.
- Designate someone to be a note taker, as well try to divvy up speaking duties between both coordinators.

Feds Open House (January 11th)

How did it go: The Feds Student Food Bank held a booth in the SLC great hall to raise awareness of our service. The theme of the Feds Open House was "bingo" in which each student received a card that was stamped for every service that he/she visited. If a student got a "bingo" he/she would receive both a food and dessert ticket which could be exchanged for a burger and piece of cake. In order to receive a stamp, students had to listen to a 2min speech regarding services location, purpose, offerings and hours of operation. Many students who showed up to the booth were interested in getting involved as a volunteer at the bank. Many did not realize that UW had a food bank on campus.

Recommendations: Have execs and interested volunteers run the booth, 2 at a time for 30min intervals from 11am-2pm. Send out a google doc schedule that all who are involved can access so that everyone knows who is relieving who.

General Meeting (January 23rd)

How did it go: The General Meeting was set in the third week of school, giving ample time for volunteers to sign up for the remaining shifts and for the promotion of our General Meeting. The event occurred on the evening of January 23rd, from 5:30-6:30pm in MC 4044. We felt the space in the room was very small but sufficient for the number of volunteers who showed up. Only approximately 25 people attended. We offered pizza (from Campus Pizza) to guests after explaining a bit about our Food Bank and the roles of each of the executives. We then explained the procedure for volunteering at the Food Bank, where the Food Bank was located, and discussed the upcoming events we had for the term. Campus Pizza was expensive compared to other choices such as Pizza Pizza. Campus Pizza was chosen out of convenience in a time crunch. In the future, please use Pizza Pizza or another discount shop. DO NOT use Twice the Deal Pizza, the university does not wish to do business with them.

Recommendations:

We highly suggest booking rooms that are the proper size for the demand of students. We typically have between 15 - 30 students attend our General Meetings. It is important to choose a room that is cozy rather than overly spacious, like this term's room in MC. A small, cozy space helps us to achieve a sense of community among the volunteers. In order to book such a room, the future coordinators should send in their event form as early as possible to ensure the desired room is available. DO NOT order from Twice the Deal pizza. The University of Waterloo no longer supports this business so we suggest ordering from Pizza Pizza or Bomber instead.

CANpetition (March 10th - March 24th)

How did it go: Typically, the UW FEDS Food Bank holds an annual Can-Build event in conjunction with community relations where teams on campus purchase and build structures out of food items in the winter term. These structures are then judged by spectators and the winners receive prizes. However, this year, community relations withdrew their involvement so we decided to do something new. We held our first annual CANpetition event. Instead of having teams sign-up to build structures, which is a lofty time commitment and may ultimately discourage teams from participating during midterm season, we decided to run a food drive event: CANpetition. We have had organizations around campus collect food for us without us even asking them to in the past, so we thought, why don't we turn these drives into a competition and promote it!

Running the event (Written by Chelsea Hillier):

CANpetition Action Plan:

- February 13th – 17th
- Make a signup form using Google Forms: have FEDS put the form on their website
 - This is the sign-up form for CANpetition. Once registered, you and your team will be competing against other teams across campus to collect as many cans as

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- possible before the deadline of March 17th in support of the UW food bank. You may start collecting as soon as your team has registered!!!
- o Organization/Team Name: (Input Field)
 - o Contact Name: (Input Field)
 - o Contact Email: (Input Field)
 - o Do you require us to deliver boxes to your location for CAN collection? (Yes/No)
 - o Where on campus are you located? (Input Field)
 - o How many boxes will you require? (1-2, 3-4, 5-6, 7+)
 - o Please select one of the following options
 - o I will deliver my donations on the week following March 17th to the food bank office in SLC 2104
 - o I require pick-up of my donations on the week following March 17th
 - o Amount of Cans Collected (please fill out at the end of CANpetition as this number will represent your final total) (Input Field)
 - o Don't forget to like us on Facebook! (add link to main page and event page)
 - Make an "items needed list"
 - Reach out to campus organizations/faculty via email and in-person:
 - o Dear xxx, the FEDS Student Foodbank is happy to announce that we will be holding our first annual CANpetition event in support of the UW food bank!!! The rules are simple... register your organization using our online form linked below Fill-in all required information... gather as many non-perishable food items as possible by March 17th. Teams who collect the most amount of product, have the highest diversity of product or who collect the most amount of product from our "needed items list" (also attached below) will receive awards. Please sign-up by February 24th to be entered into our CANpetition!!!
 - Book promotional booths for following weeks
 - Launch CANpetition facebook event and post progress updates/pictures.
 - February 19th – 24th
 - Hold promotional booths to entice students. If one is interested... have them leave their email address and send form to student once he/she has had the chance to formulate a team.
 - February 24th
 - Teams have been finalized. Check-in with them and monitor their progress.
 - March 17th
 - Send out CANpetition end email to all teams. Remind all teams to ensure that their final totals are accurate on the sign-up form and that winners will be announced on the facebook page event page. Arrange pick-up/drop-off times for donations. Thank them for competing and send out feedback forms for how the competition ran.

Success of the Event

In total there were 4 teams who signed up for canpetition. We received appx. 30 medium sized boxes of food from the event. Last year, CanBuild brought in appx. 6,300 non-perishable food items. CanBuild yielded almost 6 times as much food as canpetition did. However, the time commitment involved in running canpetiton is a lot less than CanBuild. With more teams, canpetition has the capacity to accrue more food items more efficiently than CanBuild in terms of quantity and diversity. However, with less than 10-15 teams signed-up for canpetition, CanBuild is the better event to run. It is up to next year's coordinators whether or not they will

choose to run CanBuild or Canpetition or both pending involvement from community relations. Building on this years framework, with an added emphasis on promotion, canpetition will be a big event that can and should be run any term.

Recommendations

- Ensure that marketing is ontop of creating the poster for this event. CANpetition was delayed by 1 week because of poster delays.
- Go to organizations/clubs/faculties on campus and physically deliver a copy of the canpetition promotional poster
- Assign a clear sign-up date so that the canpetition remains fair and that all teams have the same amount of time to collect product
- Have central stores collect the food from canpetition and give them appropriate notice. Thank them for their service, particularly if they travel all the way to pharmacy to pick-up food.
- Do not neglect the pharmacy school, they are very willing to participate and to donate to help our cause.

Canstruction (March 10th)

How did it go: Canstruction is an event that the FEDS Food Bank participated in in collaboration with community relations, the regional food bank and conestoga mall. We built a giant 60 out of canned food items in commemoration of the university's 60th year. As a result, we received exposure as a sponsor to the event and 1,327 food items which we collected from the regional food bank. Please note that our canpetition numbers were not as strong because many UW faculties, such as community relations, chose to participate in this event as opposed to our canpetition in order to gain community exposure in alignment with their mandate at conestoga mall. Community relations may be willing to work with us again next year as it will no longer be the university's 60th year anniversary. At which point, running an event like CanBuild may be more plausible and Canpetition team sign-up numbers will no doubt be stronger.

End of Term Cupboard Clean Out (March 31st - April 28th)

How did it go: End of Term Cupboard Clean Out allows students to donate nonperishable foods that they do not take home at the end of the term. This helps to supply the Food Bank for the beginning of next term. You need to contact each residence separately and ask how many boxes they'll need. Contacts can be found in the "Important Contacts" section of this report.

- REV - 10 boxes (ATTN: Drazenka)
- UWP - 30 boxes (ATTN: Debbie)
- CLV - 20 boxes (ATTN: Sheila)
- Village 1/Velocity - 20 boxes (to be dropped off at V1) (ATTN: Wendy)
- MKV - 0 boxes

Suggestions:

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- Organize the boxes into stacks and at the front put ATTN TO: the appropriate contact
- Ensure that there are executives, either from the current term or from the next term, available for the pick-up of boxes from the Loading Dock when donations arrive at SLC
- Ask Marketing to make posters; this year we did a split poster with Sustainable Campus Initiative so that both food and clothing could be donated in the same box.
- Emailing each residence contact 2-3 weeks before boxes are to be delivered to each residence.
- The Home Depot in Waterloo is willing to give us as many boxes as we need provided that we give a sponsorship letter with charity number attached. Follow-up with Brendan on this as a source of boxes for future terms. We purchased appx. 200 boxes from Home Depot that are in storage room 0115.

Partnerships/Collaborations

- **Athletics** – We partnered with Athletics at the start of the term (August 30th) for their first football game of the season. To ensure adequate promotion is done for this event, an email was sent to Jenny McKay in early June to include the Food Bank in the promotional posters. Individuals that came to the game were notified that Feds Food Bank is collecting had to donate either cash or canned goods on the day of the event.
- **UW Housing & Residence** – We partnered with housing to set up the end of term Cupboard Clean Out event for the end of the Winter 2017 term. This was done by setting up boxes in the residences 1-2 weeks before the start of exams. We gave out boxes to each of the residences, including Velocity, at the beginning of the exam session. The boxes were provided to us by Home Depot which we bought.
- **Food Not Bombs** – In the Winter 2017 term, we collaborated with Food Not Bombs by donating our perishable or expired food items which they use to provide the Kitchener-Waterloo community with free meals. We have had no issues communicating with food not bombs.
- **Community Relations** - We partnered with them during Canstruction

Budget & Finances**Overview****Expenses**

Total Income:
\$0

Total Donations:
\$613.15

Total Money Added to our Budget in Winter 2017:
\$613.15

Expense	Budgeted(\$)	Actual (\$)	

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Volunteer recognition	700	Volunteer EOT food..... Execs EOT event	\$100 \$270
Entertainment/ Promotions/ Meetings	400	East Side Mario's Giftcard CANpetition... Marketing Banners (x2).....	\$200 \$500
Special Projects	625	Fridge..... Cardboard Boxes.....	\$450 \$242
Auto	300	.Enterprise Van Rental.....	\$50
General Office/Computer Supply	150	Various Office Supplies.....	\$140
Membership	150	Membership Fee Region of Waterloo	\$150

Total Expenses for Winter 2017:

\$2,102

Total Reduction in our Budget:

\$2,102 was reduced from our budget

Future Recommendations

- Set up a budget at the start of the term and before big upcoming events. It helps with keeping track of expenses throughout the term and will help you organize/plan the budget for the next term.
- Request a print-out of the budget from Cheryl at the beginning of the term to help you plan your expenses.
- Always get a receipt when you want to get reimbursed.
- Increase budget for special projects. The budget for special projects is not enough for three terms, especially if we want to host at least one major event each term. \$625 is sufficient only for the Fall Terms
- Use CarShare to rent cars if executive members have a membership fee. Feds should consider getting a CarShare membership
- Increase volunteer recognition as more volunteers are becoming interested in being recognized

Operations**Schedule and Office Hour Adjustment**

Office hours in the Winter 2017 term were from 9:30 am to 10:30 pm. We decided to continue office hour shifts two hours long, with the exception of the shift from 9:30am-10:20am,

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10:30am-11:20am, 7:30-8:20pm, 8:30-9:20pm, and 9:30-10:20 pm as we anticipated, and rightly so, that not many people would be interested in a shift at this time, especially not for two hours. We also made morning shifts one hour long, consisting of shifts from 9:30-10:20am and 10:30-11:20am. This shift to two hour long shifts was also done to promote a closer feeling of community and allow the longer office hours to be a productive time for the volunteers to do work. Our exam schedule ran from 11am-2pm and was filled by our volunteers.

Nearly all of our shifts were filled by the end of the second week of the term. We had quite a successful turnout as far as volunteers are concerned, in total we had 104 at the terms end.

Hampers

We designated a Transition executive whose job was exclusively to handle our hampers and create smooth transitions between terms. Steven Choi, our transition executive, took on this role and began his tasks with checking the hampers throughout the exam period. He continued to do this throughout the term. We offered for him to make up to 20 extra Hampers and leave them inside the Food Bank Office. If he was unable to come to school to refill the Hampers, Turnkey staff could go to the Food Bank Office and restock for us.

Food Stock

Food donations at the beginning of the term were moderate and got us through until the end of April. A large influx of food from all of the Regional Food Bank, EOT Cupboard Cleanout and Canpetition replenished our stocks so that we'd be in good shape for Spring 2017.

Freezer Storage

From Spring 2015, there has been a freezer space in our food bank that we've used to store some frozen food for visitors we picked up from the Regional Food Bank. The freezer is semi-full with various meats and vegetables upon completion of the Winter 2017 term as a trip to the Regional Food Bank was just made on March 29th. We've also offered up to two shelves of space for services to store frozen foods that they need for their event. To regulate the use of the freezer, there is a "Freezer Use Form" that allows services to "rent" the freezer shelf for a limited time. To prevent items from being taken, we place signs on the shelves that say "Off Limits, Do Not Take from this Shelf". This form can be found in the Appendixes alongside with the filled in forms. There has been an issue this terms with services NOT placing "do not touch" signs on their food. In order to circumvent these issues we ask that the next coordinators print-out freezer forms that asks storers to sign next to a statement that reads, "I agree to put a "DO NOT TOUCH" sign on all food that is mine in the freezer otherwise I am liable if a visitor takes it". Services can use food bank stationary in order to make these signs.

Fridge Storage

This term, the UW FEDS Food Bank has purchased a fridge! Much like the freezer, the fridge will be used to store various food items that we pick up from the Regional Food Bank. A trip was made to the Region on March 29th, at which point various fridge items were picked up including

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but not limited to: eggs, mushrooms, cucumbers, salad, celery, drinkable yoghurt snacks, jello, collard greens, cheese, peppers etc. Visitors responded positively to the fresh food and most of it was gone within a week or so so having fermenting fruit and veggies in the fridge was not an issue. Furthermore, the eggs disappeared the quickest so it is recommended that eggs be picked up whenever possible.

Short-Term Suggestions, Plans and Goals

Steven Choi and Vanessa Wildeman will be the coordinators for Spring 2017.

- Continue to increase campus awareness of the Feds Student Food Bank
- Continue to decrease the stigma of using the Feds Student Food Bank
- Participate in Feds Open House
- Participate in Cupboard Cleanout and Feds Showcase
- Collaborate with the UW Cooking Club, OCC, IPS and other service partners
- Increase number of collaborations - contact more individuals
- Run events to engage the public - event inspiration from other services: "blow bubbles" stress relief, waste awareness, sponsored movie (highly suggested as Feds has started to show movies in SLC Great Hall)
- Try to run one large event per term and two or three smaller events
- Record attendance at Food Bank events
- Advise Promotions & Communications Executive to increase social media presence (Twitter, Facebook AND Reddit)
- Advise Attendance Executive on new volunteer recruitment/training process (send more frequent emails to all new mid term sign-ups) Also, advise to check the attendance email more frequently
- Advise Office Executives to keep the shelves looking fuller
- Replace shelving unit in the food bank office
- Obtain a tablet to digitize our surveys
- Make sure to keep careful track of the budget
- Get frozen vegetables from the Regional Food Bank more often
- Increase awareness of fridge in the office, make sure to keep it stocked
- Request new, larger office in SLC expansion
- Implement team of volunteers specifically for large events
- Expand to UW pharmacy campus

Suggestions

- Determine goals at the beginning of the term (review previous EOT)
- Count hampers
- Partner with the Woman's Center to expand the hygiene section (condoms and pads)
- Contact Sustainable Purchasing near the beginning of the term to determine where we can purchase environmentally friendly products for our events/office that are affordable
- Update the website often. Recognize that web@feds.ca requires several days' notice

- Schedule weekly budget meetings to keep up with the budget

Long-Term Objectives, Suggestions and Plans

Aside from the lack of campus awareness of the Food Bank's service, the Food Bank, and inherently students, have been struggling with a stigma that only certain individuals are poor enough to use our services. The Food Bank works to inform the student body that they do not need to meet a financial requirement, there are no costs and that they should not feel guilty about using our service. We also noticed that our general volunteers are disconnected from one another due to the lack of opportunities to work together or meet one another. In future terms, the Food Bank should work to improve the cohesiveness between general volunteers and try to create a sense of community and belonging in the Food Bank.

Suggestions

- Host events for general volunteers AND visitors (i.e. games night or socials) These events should focus on making visitors feel more comfortable around our volunteers and executives. This will create a sense of community with respect to the food bank making the food bank office feel like a safe place.
- Focus on what we want to teach the student body and what initiatives can achieve this goal
- Host more promotional events and educational events (e.g. soup kitchen)
- Collaborate more frequently with other Feds or campus services throughout the term.
- Find more locations where students, staff, and faculty can drop off food donations (reclaim drop-off location in South Campus Hall. on pharmacy campus)
- Create a more inclusive, community-centered atmosphere in the food bank
- Update the Feds Food Bank tri-fold to reflect the current information of the Food Bank that will be shared at promotional booths (tri-fold is outdated)
- Look to bring fresh and organic produce into the food bank as well as freezer foods.
- Construct a campaign centered around getting more hygiene products for the food bank

Recommendations

For Feds

- We have had issues with our keylist in the past where volunteers who were on the keylist on our end were denied access by turnkey even though an email was sent out and confirmed weeks later.
- We would like more flexibility in where our posters are put up around campus. We would like to place more of them in more noticeable locations.
- We liked the "plinko" theme of the Feds Open House and think that this should be implemented again as it is interactive and fun for students.
- Quicker turnaround on money reimbursement, or alternative options for paying for service related things because we, as students, often cannot afford to have emptied bank accounts for long amounts of time

For Services Manager

- Brendan has consistently provided us with support, advice and guidance throughout the term which was a large factor to the success of our several events. He has been essential to our service and events running smoothly.
- One of the best initiatives that Brendan has taken this term was in the creation of automated cheque request forms.

For VP Internal

- This term, the VP Internal, Deanna, was incredibly helpful offering support and guidance to my co-coordinator and I. She was especially helpful during Trick-or-Eat as she offered to leave her phone number with me incase of an emergency.
- It would be helpful if interactions with the VP Internal occurred more often, as some issues have been mentioned several times without resolution.

For Marketing

- Jenushika Jeyakumaran sat through most of our meetings with Brendan. This has proved to be an effective way of keeping everyone informed and updated. Having Marketing updated is important in promoting our events ahead of time as well as ensuring deadlines are met. We are very content with the level of assistance we have been provided within and outside of meetings. However, it would be appreciated if communication was more organized and concise.

Important Contacts

Name & Position	Contacted for	Email
Tanya Snyder Feds Marketing Coordinator	Poster design, poster runs, and promotional materials	marketing@feds.ca
Jacqueline Martinz Feds Communications Coordinator	Updating website, event calendar, and posting volunteer positions at the end of term	web@feds.ca
Katherine MacDuff Agency Orders from the Food Bank of Waterloo Region	Request for food from the regional food bank; Hungercount	agencyorders@thefoodbank.ca 519-743-5576
Dana Lahey Campus Programs Coordinator for the Meal Exchange	Questions about Trick or Eat and to request promotional materials related to Trick or Eat	dana@mealexchange.com
Jenny Mackay Marketing and Events Coordinator for UW Athletics	Setting up start-of-term sport game	jmmackay@uwaterloo.ca 519-888-4567 x37126
CLV –Sheila Goodwin	Setting up end-of-term cupboard cleanout event in each respective residence	sgoodwin@uwaterloo.ca x33391
REV –Drazenka Johnson		d5johnson@uwaterloo.ca x35651

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UWP – Debbie Holden		d2holden@uwaterloo.ca x37913
MKV – Wade MacAulay		wmacaulay@uwaterloo.ca x37506
Village 1 – Wendy Fritz	Service support	wtfritz@uwaterloo.ca x32898
Maaz Yasin	Budget allocation/questions	vpin@feds.ca
VP Internal		
Taryn Martin	Event collaboration with the	TarynM@thefoodbank.ca
Operations Volunteer	Food Bank	
Coordinator	Dig In	
The Food Bank of Waterloo Region		

Appendices

Appendix A: Attendance Summary Report

Appendix A: Attendance Summary Report

Prepared by: Administration Executive (Bonnie He)

My name is Bonnie He and I am currently in my 2B term of Optometry. I am the Winter 2017 Administrative Executive for the Feds Student Food Bank. This was my first time working with the Food Bank as an executive and a second time as a volunteer this year. My role as the Administrative Executive is to oversee all Food Bank Volunteers. I manage the Winter 2017 Volunteering Schedule, the Keylist and the Volunteers. This role entails that I add new members to the schedule, monitor volunteer attendance and enforce the attendance rules when they are not followed. The main task that required upkeep was tracking the volunteer attendance. The attendance rules are as follows: every volunteer is allowed up to 3 excused shifts or 2 unexcused shifts. Volunteers who were let go from the role were emailed and removed from the Keylist and the volunteer schedule. With the current food bank shift I hold of 4 hours, I find it is a sufficient amount of time to update the attendance spreadsheet, email those who have been let go and respond to emails.

Statistics

This term, there was a total of 90 active volunteers out of 140 students who signed up on LEADS. There were only a total of 3 volunteers who had emailed and resigned due to scheduling/class conflicts. Surprisingly, no volunteers were let go this term, although there were 2 individuals who had used up their maximum number of excused shifts by the end of March. The schedule consisted of 2-hour time slots from Monday –Sunday from 9:30 AM to 10:20 PM for 2 volunteers to fill. At the beginning of the term, the schedule was completely filled with the exception of a few openings on the weekends and weekday evenings. It was noted that later on into the term, the absences grew on evenings and weekends. Before reading week, the number of absences was approximately 10 per week but after reading week, the number of absences rose to approximately 15 a week. Leading up to exam time in early April, the absences increased even higher to around the 25 a week, although 30% of all absences were reported to the Food Bank attendance email (fbattendance@gmail.com).

Problems and Suggestions

One of the first problems I noticed was the attendance during the first two weeks of the term; there were a total of 24 absences in the first week. It was brought to our attention that many students could not make it to their shift due to lack of access to the Keylist. This resulted as a combination of publishing the schedule at the beginning of the term on January 9th, waiting for volunteers to sign up and finally waiting 3 business days for the Keylist to be updated.

Furthermore, we had one particular incident where a volunteer had no access to the Keylist until the first week of February as his legal name and common name were different from the LEADS system and what he used to sign up on the schedule. Recommendations to prevent this in the future is to close and review the applications on LEADS before the exam period, and to publish the schedule during exam season to allow for volunteers to sign up well in advance. This also provides time for the Administrative Executive to update the Keylist as the volunteers sign up to ensure they can acquire the Food Bank key when it comes time for their shift at the beginning of the term. Also we would also encourage volunteers to use the same first name/last name that they used on the LEADS system when signing up for volunteer shifts.

Another issue that arose this term was the lack of notice when volunteers could not make it to their shift. Out of all of the absences, only 21 out of 114 total absences (18.4%) were accounted for where they emailed fbattendance@gmail.com. Most of the absences came about when volunteers forgot to sign into the log book, but their volunteer partner was able to confirm their presence. In those cases, the honor system was implemented, and volunteers were reminded to always sign in to the log book each time for their shift. Fortunately, there were fewer repeat instances of forgetting to sign in afterwards. Also, there were on numerous occasions when absentees posted on the Facebook Food Bank Volunteering Group assuming it was monitored by the Administrative Executive. In discussing with volunteers who had been let go, they were unaware that they were responsible for letting us know they will be absent or providing us with a valid reason for their absence. In the future, I would suggest taking further action to let the volunteers know that they are to email fbattendance@gmail.com to notify us of their absence and that the Facebook page is not monitored for absences.

Continuing on with the absence issue, 10 instances were posted on the Facebook Page to find someone to cover their shift. I would recommend providing an incentive to encourage students to find others to fill their shift such as having that shift not count as an absence and then having the absent student email us to let us know not to penalize them. Not surprisingly, most of these absences occurred during the second half of the term when midterms and finals were approaching. A suggestion to prevent this in the future may be to shorten the duration of the shifts to 1 hour instead of 2. This suggestion is based off of the students that withdrew from volunteering at the end of the term because the time commitment was too much.

Appendix B/C: Office Summary Report, Use and Statistics

Appendix C: Office Summary Report

Prepared by: Office Executives (Daniel Siu and Vanessa Wildeman)

Job Description

As the Office Executives for the Winter 2017 term, it was our responsibility to ensure food was always stocked and available to all University of Waterloo students (undergraduate and graduate) as well as staff and alumni in need. Our regular duties included re-stocking shelves weekly, weighing and sorting new donations, and maintaining Food Bank office cleanliness. If certain foods were in high demand but low supply, we would work with the coordinators and transition/advocacy executive to order and transport food from the Regional Food Bank when necessary. Additionally, we were responsible for weighing the donations and re-organizing the basement storage space after major donation drives such as Canpetition.

A new task that has not been implemented yet is to keep in check the foods that are held for other services in the freezer with a bike lock. The office executive(s) will have the key for the bike lock and whenever there is a request to place foods in the freezer or take foods out from the freezer for the other Feds services, the office executive(s) is notified and will schedule for when they will meet and unlock the bike lock.

Goals and tasks for this term:

The main priorities were to:

- Stock food shelves with donations by food category (e.g. canned vegetables, beans in sauce, etc.)
- Organize stock so products that expire first were at the front of the shelves;
- Order new labels and fun facts for shelves with outdated or worn labels;
- Organize food donations in the storage space to make navigation more easy, reduce clutter and put as many products in plastic instead of cardboard boxes
- Go through the foods in the basement and separate them in their year of expiry;
- Food that will be expired in the current year are immediately placed on the shelves and take down the foods from the shelves that did not expire as soon;
- Collect and dispose of expired food and work in conjunction with Donations and Research to donate expired items (within a reasonable time of expiration) to "Food not Bombs" soup kitchen;
-

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- Discard unwanted office items to improve cleanliness

-

- Create task list for future office executives

Additional roles as an executive:

-

- Partake in boozing at Services Fair and Feds Open House for the promotion of volunteering opportunities and our service

-

- Helped introduce the role of the office executive to volunteers during the first general meeting and answer any questions related to the role

-

- Coordinated organization and storage of food items in the basement storage by labelling plastic bins in the storage

-

- Regularly tallied total weight of all donations by specific categories, recoded the statistics on a spreadsheet and reported stats to coordinators

-

- Took inventory of all foods – noted food items that are low in stock, reported this at meetings and placed orders for food from the Regional Food Bank if necessary

-

- Moved surplus food (such as new donations) to basement storage areas by group

-

- Cleared old supplies and moved seldom used decorations and stationery to the basement (separated one side for promotional items and one side for food storage)

-

- Weighed and stored foods from events (EOT, Canpetition, Canstruction)

Suggestions for the next executive:

-

- The role requires regular and active presence around the food bank office (2-3 times a week is recommended for continued and effective maintenance and will make the role easier if there are 2 office executives)

-

- This role requires significant physical strength for weighing and transporting goods to and from the office and the basement storage area in a timely fashion

Tips & tricks for the role

-

- Really be able to determine a system at the beginning of the term and have everything organized at the beginning

-

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- It would be helpful to have a shift with another executive for them to stay in the office as the Office exec goes to take food from the storage to stock and the other executive can help out when stocking
- - Otherwise, the best time to sort items and restock shelves is when the food bank closes
 -
- Possession of a car and driver's license is an asset as food may need to be picked up from the regional food bank when stocks are low
- Instant foods, stews/chilli, snacks, Kraft Dinners, beans in sauce, and sauces should be limited to 3-4 items per week on the shelf, as they are limited commodities.
- Put vegetables and fish on the shelf as much as possible; we have an abundance of these items in storage
- Use a stocking checklist to help out with making the decision of what to stock and how often
- To help ensure the general cleanliness and order of the food bank, the office executive should perform general cleaning duties. It is also expected for the general volunteers to help take out the recycling and keep the food bank in good condition
- Surplus food should be stored in the basement in clean plastic bins to avoid cluttering the office. Special event decorations should be stored in the basement. All expired food that is deemed reasonable for donation should be placed in cardboard boxes labeled "EXPIRED" in the basement and office. When Donations and Research executive(s) hears back from Food Not Bombs, all expired food from the boxes should be transferred to the food bank office for the agency representative to pick up.
- If you do not have sufficient physical stamina/ strength to carry the boxes, use the trolley located in the office to transport the food items to and from the basement.

Suggestions for the food bank and the facilitation/tasks designated to the individual under this role (does this role take on too much)?

This role is fairly time-intensive and requires moderate physical stamina to complete. It is a manageable job for one person, given that this individual is driven, hard-working, motivated and can manage their time well. However, having two executives is a definite advantage for organizing large events such as Canpetition when there is a lack of general

volunteers. Creative thinking is also helpful when looking for ways to improve the food bank layout or the organization of basement food stocks.

Thoughts on your role, the Food Bank and events we ran.

Given the academic load of the executives, the number of events run was appropriate. The promotion events were moderately successful and reached new members of the student population. Our major event, Canpetition, and our partnership with Community Relations and the Regional Food Bank in Canstruction allowed us to receive a wide variety of foods for this term and the upcoming terms.

Suggested goals for next term (for Spring - both role and Food Bank)

- The current office set-up is excellent in our opinion. However, if the next executive(s) wants to rearrange the office space, we encourage any creative and innovative ideas. The current basement storage organization should be maintained or improved to ensure efficient access to food for re-stocking.
- It would be nice to find stronger and more efficient bins for transportation and storage for canned foods. This can help the executives that may not be as strong.
- - Executives that are not as strong should limit how much food to carry at once, particularly if the elevator is out of service.
 -
- More labels for boxes and larger labels for the shelves would be helpful. Labels on plastic boxes will increase the efficiency of finding items to stock and for storing items.
- Velcro stickers are a useful investment and more can be used instead of tape on shelves and bins
- Perhaps keep stationary in a more hidden area of the office (from both volunteers and visitors), as these items are often subject to theft

Suggested goals for long term (both role and Food Bank)

- The production codes guide should be continuously updated (and hopefully mostly complete at some point in the future) as new food items without expiry dates are donated.
- A list of contact information for the companies that manufacture products without expiry dates could also be compiled. The expiry checklist template should be implemented for general volunteers to check the food

stocked on the shelves during their office shifts, and its effectiveness should be evaluated.

- -
 - Depending continued, on the success of the initiative, this practice can be stopped, or improved on as necessary.
 -
- To increase the efficiency for each term and its transition into the new term, it will be best for the office executive to make a system for him/herself at the beginning of the term so stocking and storing will not take a long time.
- To have a system for volunteers to collect cash donations in a secure manner
- -
 - For example, a stationary can simply put in the cash, and do not have information
 -
 - Only the coordinators will have the key to the lockbox
 -
 - The office to donors feeling theft from the coordinators will not always be available to come by the office to collect the cash donations, which may result in the uncomfortable in donating or potentially even volunteers
 -

Donations for Winter 2017 Term



Totals

Source	Weight

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	(lb)
Dry Pasta/Rice	204.1
Canned Meat/Fish	64.7
Soup	166.35
Sauces/Canned Pasta	168.85
Beans	192.4
Canned Vegetables & Fruit	

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	124.4
	143.6
Breakfast Foods	
Snacks	131.1
Hygiene	5.5
Instant Food	79.4
Other	5.85
Total	1286.25

--	--

Jan 3, 2017

Source	Weight (lb)
Dry Pasta/Rice	44.7
Canned Meat/Fish	28.7
Soup	51.35
Sauces/Canned Pasta	31.15

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Beans	48
Canned Vegetables & Fruit	35.25
Breakfast Foods	86.75
Snacks	45.3
Hygiene	0.5
Instant Food	

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End of Term Report, Fall 2016 29

Other	
Total	371.7

Jan 4, 2017

Source	Weight (lb)
Dry Pasta/Rice	94.25
Canned Meat/Fish	14.65

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Soup	23.35
Sauces/Canned Pasta	24.1
Beans	37.75
Canned Vegetables & Fruit	13.95
Breakfast Foods	40.9
Snacks	14.95

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Hygiene	
Instant Food	57.6
Other	5.85
Total	327.35

Jan 5, 2017

Source	Weight (lb)

Dry Pasta/Rice	23.4
Canned Meat/Fish	5.5
Soup	42.1
Sauces/Canned Pasta	46.8
Beans	27.4
Canned Vegetables & Fruit	26.05

Breakfast Foods	4.3
Snacks	19.85
Hygiene	
Instant Food	18.35
Other	

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End of Term Report, Fall 2016 34

Total	213.75
-------	--------

Jan 12, 2017

Source	Weight (lb)
Dry Pasta/Rice	
Canned Meat/Fish	6.25
Soup	8.55

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Sauces/Canned Pasta	24.7
Beans	19.55
Canned Vegetables & Fruit	8.45
Breakfast Foods	
Snacks	28.25
Hygiene	

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Instant Food	
Other	
Total	95.75

Jan 13, 2017

Source	Weight (lb)

Dry Pasta/Rice	4.15
Canned Meat/Fish	0.2
Soup	8.1
Sauces/Canned Pasta	11.15
Beans	15.3
Canned Vegetables & Fruit	8.65

Breakfast Foods	4.3
Snacks	1
Hygiene	5
Instant Food	
Other	

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End of Term Report, Fall 2016 39

Total	57.85
-------	-------

Jan 19, 2017

Source	Weight (lb)
Dry Pasta/Rice	
Canned Meat/Fish	
Soup	2.25

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Sauces/Canned Pasta	6.85
Beans	1.1
Canned Vegetables & Fruit	2.9
Breakfast Foods	
Snacks	

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End of Term Report, Fall 2016 41

Hygiene	
Instant Food	
Other	
Total	13.1

Feb 2, 2017

Source	
--------	--

End of Term Report, Fall 2016 42

	Weight (lb)
Dry Pasta/Rice	11
Canned Meat/Fish	0.5
Soup	
Sauces/Canned Pasta	1.2
Beans	17.3

Canned Vegetables & Fruit	4.4
Breakfast Foods	
Snacks	1.9
Hygiene	
Instant Food	

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End of Term Report, Fall 2016 44

Other	
Total	36.3

Feb 17, 2017

Source	Weight (lb)
Dry Pasta/Rice	6.35

Canned Meat/Fish	
Soup	3.4
Sauces/Canned Pasta	
Beans	9.5
Canned Vegetables & Fruit	7.95
Breakfast Foods	

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Snacks	0.9
Hygiene	
Instant Food	0.35
Other	
Total	

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End of Term Report, Fall 2016 47

	28.45
--	--------------

Mar 3, 2017

Source	Weight (lb)
Dry Pasta/Rice	
Canned Meat/Fish	
Soup	2.15

Draft

Sauces/Canned Pasta	
Beans	
Canned Vegetables & Fruit	4.6
Breakfast Foods	
Snacks	

Hygiene	
Instant Food	3.1
Other	
Total	9.85

Mar 9, 2017

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Source	Weight (lb)
Dry Pasta/Rice	
Canned Meat/Fish	3.25
Soup	2.9
Sauces/Canned Pasta	3.4
Beans	

	3
Canned Vegetables & Fruit	2.1
Breakfast Foods	
Snacks	
Hygiene	
Instant Food	

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Other	
Total	14.65

Mar 14, 2017

Source	Weight (lb)
Dry Pasta/Rice	20.25

End of Term Report, Fall 2016 53

Canned Meat/Fish	5.65
Soup	22.2
Sauces/Canned Pasta	19.5
Beans	13.5
Canned Vegetables & Fruit	10.1
Breakfast Foods	7.35

Snacks	18.95
Hygiene	
Instant Food	
Other	
Total	117.5

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Appendix D: Donations and Research Summary Report

Prepared by: Donations and Research Executives (Laura Song, Oluchi Atumonyogo, Yujin Lee)

One of the responsibilities of Donation and Research executives was collecting items from donation boxes that were located all over the campus. These locations include the libraries (DC and DP), in front of the Foods Bank office and the residences (MKV, V1, UWP, REV and CLV). At the beginning of our term, each executive chose a certain location to collect from. V1 and the libraries required one pickup per week, while the rest of the residences required one pickup every two weeks.

If the items were too heavy to be delivered to the office, a cart was provided by the Feds Food Bank in order to prevent any possible injuries. After the items were delivered to the office, they were organized on the shelves under each category, with the help from volunteers.

The schedule for pick-ups from these donation boxes was very well established, and the office was able to keep up with supplies due to committed executives and volunteers. From this responsibility, I, as an executive, learned how to manage my time wisely and pick up the items on time each week, so that the Feds Food Bank can continue to run smoothly.

Sponsorship

Another aspect of the Donation and Research Executives' role (that is especially important during the fall term) was liaising with local businesses to solicit donations for Food Bank events. This term, this involved requesting gift cards as prizes for Trick-Or-Eat volunteers, as well as collecting boxes from businesses for the End-of-Term Cupboard Cleanout.

When requesting gift cards from local businesses, bring copies of the Food Bank sponsorship letter that they can refer to when making their decision. Give a summary of the associated event, as well as the benefits of partnering with the Food Bank. For Trick-Or-Eat, one gift card was required for a driver who was not a UW student, and that gift card was supplied readily by Frat Burger. The success rate for sponsorships on this occasion was only around 15%, likely due in part to only asking for gift cards a few days before the event. In the future, giving at least a week's notice should result in more businesses being willing to participate.

Two general strategies were fairly successful in the collection of boxes for the End-of-Term Cupboard Cleanout. The first was to approach local businesses and request that they save all their cardboard boxes for a week, and we would come back at the end of the week to pick up the boxes. This is necessary because businesses usually recycle their boxes immediately and don't keep any on hand. When picking up the boxes, it is very helpful to have a car, since it may be difficult to transport all the boxes by public transport or walking. The second strategy was to visit LCBO's and Beer Stores in the region. They typically keep their boxes at the front of the store for customers to take, but will allow you to take some (up to 20) if you explain why you need them. The exception was the Uptown LCBO since they give all of their boxes to local restaurants.

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Another option that we learned of this term, but did not need to use, was receiving boxes from Home Depot. They offered to give as many boxes as necessary, if we provided them with a sponsorship letter that had the Food Bank's charity number on it.

Recommendations

Concluding the Fall 2016 term at the FEDS Food Bank, the Donations and Research Executives have a few recommendations for subsequent terms. The first recommendation is creating a spreadsheet that keeps track of sponsors acquired, the events sponsored, and the type of donation made (e.g. \$25 gift card, # of boxes collected for End of Term Cupboard Cleanout). Secondly, since the Office Executives keep track of the pickup sources of food donations, labels can be created (e.g. DP, REV, etc) to identify what donation box the food was collected from. The Donations Executives will simply place these labels in the crate of donations when they bring it into the office. Lastly, it may be ideal to take the donated food to storage in the basement, instead of the office, so that the Office Executives would not need to transport the food before weighing. There could be a box in the basement, designated specifically for these donations, which would also prevent confusion in the office regarding volunteers letting visitors take from the unweighted food crates in the office.

Appendix E: Freezer Use Form

Any club/service is welcome to use the freezer in the food bank office provided that they fill-out a freezer use form located on top of the freezer. The form asks for more details as to what is stored in the freezer, just in case food is told to be "missing", we will have a record of how much food they initially stored. The completed freezer use forms are put in a black folder located in the drawer of the desk in the food bank office.

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[https://docs.google.com/forms/d/1VN8ZU3e59bUkQimfu-YbJIEJta7QMUEoqr85rL0HbxS/edit.](https://docs.google.com/forms/d/1VN8ZU3e59bUkQimfu-YbJIEJta7QMUEoqr85rL0HbxS/edit)

Feds Student Food Bank
Freezer Use Form

Organization Name: Glow
Contact Name: Joel Le Forestier
Email: glow@glow.feds.ca
Phone Number: 289-383-0605
Purpose/Name of Event: BBQ
Drop-Off Date: /
Pickup Date: Tues, Nov. 3
Comments: ?

Please note that if the food is not picked up by the specified pickup date, it will become the property of the Feds Student Food Bank (who will be free to deal with the food however they see fit).

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Feds Student Food Bank
Freezer Use Form

Organization Name: Glow

Contact Name: Taylor Forestier

Email: glow@glow-feds.ca

Phone Number: 289-355-0605

Purpose/Name of Event: Ice cream social
Coming Out Week Party

Drop-Off Date: Mon, Oct 26 - 2pm

Pickup Date: Mon, Oct 26 - 6:45pm

Comments:

Please note that if the food is not picked up by the specified pickup date, it will become the property of the Feds Student Food Bank (who will be free to deal with the food however they see fit).

Feds Student Food Bank
Freezer Use Form

Organization Name: Glow

Contact Name: Joel le Forestier

Email: glow@glow.feds.ca

Phone Number: 249-355-0605

Purpose/Name of Event: Coming Out Week
BBQ

Drop-Off Date: Mon, Oct 26 - 2PM

Pickup Date: Wed, Oct 26 - 11AM

Comments:

Please note that if the food is not picked up by the specified pickup date, it will become the property of the Feds Student Food Bank (who will be free to deal with the food however they see fit).

Appendix F: Promotions and Communications Summary Report

Promotions and Communications Summary Report

Prepared by Promotions and Communications Executive: (Zohal Azizi)

For the Winter 2017 term, Freddy Van-Rooyen and I (Zohal Azizi) were the Promotions and Communications executive members. We were responsible for managing both social media accounts being Facebook and twitter. Through the social media accounts we promoted the various food bank events and various other information that we found would increase awareness about hunger issues in Canada.

Being the Promotions and Executive members, we were responsible for creating posts, tweeting, and re-tweeting any important Food bank related content. We ensured that posts were made at least once a day on Twitter and once a week on Facebook, to keep our followers up to date on our events, as well as to increase awareness of hunger issues.

Introduction

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My name is Zohal Azizi and I am completing my fourth year in life sciences with a minor psychology. Throughout the duration of the Fall 2015 term, I served as a general volunteer for the Feds Student Food Bank and then decided I wanted to play a bigger role and applied to be an executive for the Winter- Fall 2016 term and continued with this role this term (Winter 2017).

Tasks:

As Promotions and Communications Executives, our role was to promote the Feds Student Food Bank and its various activities through the Facebook and Twitter accounts. With regards to the Feds Student Food Bank Facebook page, this involved creating and advertising any upcoming events hosted by the Feds Student Food Bank, posting recipes for students, as well as sharing any articles related to hunger. In addition, the Feds Student Food Bank Twitter account was also used for promoting various events through tweets and the use of hashtags, as well as maintaining interactions with our followers by favouriting, retweeting, and replying to their tweets. On twitter, various content from other food-banks, salvation army and etc, were retweeted to keep people aware of the various issues and information surrounding food-banks and in general poverty and hunger issues not only in Canada but around the world as well.

We were also responsible for taking photographs during the various events that were held during the semester and the photos were then uploaded to both twitter and the Feds Student Food Bank page. Every Friday a hunger fact was posted on both the twitter and Facebook page and every other Sunday I was responsible for posting a recipe that would appeal to post-secondary students on a budget.

Events:**Volunteer Fair/ Feds Open House**

As part of a student-run Feds service, we promoted the Feds Student Food Bank by manning a booth inside of the SLC. In doing so, we were able to promote the Feds Student Food Bank to a very large group of students, including the purpose behind our service, the location of the Feds Student Food Bank office, where to donate food items, and how our service is able to provide food for students that are faced with financial struggles. Common questions that we received often included "What does your service do?", "Where can I donate food?", and "Where is your office located?". In addition, the bingo aspect of the event really helped get our message across, as they were required to listen to our spiel in order to receive a stamp for free food.

Promotion for CanStruction

In order to promote the Canstruction event we gave individuals free cookies and we also gave them a spiel of what the event is, how they could get involved and just in general what the food bank is. I would say that sadly, this event was not as much of a success but I believe it was due to the timing of the event as it was the day before reading week was to begin.

CanStruction

This event received some promotional time and we created promotional posts for the event starting at the end of February in order to increase participation. However, promotions through social media did help to a certain extent. As stated above we also promoted this event in-person at SLC Vendor's Alley and we were able to bring in a few more participants. Furthermore, a problem we found was that many individuals did not participate because they did not have a group. Faculties across campus were also involved in CanStruction.

Contributions and Achievements

Our Facebook page also reached 743 likes by the end of this semester. Generally, the types of posts that garnered the greatest amount of engagement from students involved posting recipes, pictures, or photo albums from our various events.

Recommendations

I believe that having two Promotions and Communications executive member is good because if one individual is not able to help out than the other can do so, but we also ran into problems when splitting tasks mostly because there were not too many things.

In terms, of the Feds Student Foodbank events, I believe that we should create more event pages because for a lot of the events we did not. I think it is vital to not only create the event pages but to actually promote these events not only on the Feds Student FoodBank Facebook page and twitter but also to other University Of Waterloo groups in order to increase participation. Aside from that when event pages were created, I invited all of my Waterloo Facebook friends, and encouraged the other executives to do so as well. This increased the number of people reached, and also created hype, since the event seemed a lot bigger.

I would also recommend retweeting any tweets related to Feds services, Waterloo Events, Meal Exchange, the Region of Waterloo FoodBank, as well as any other hunger or food bank-related posts and to follow pages in relation to these.

When posting recipes, I recommend using budgetbytes.com and gimmesomeoven.com as a reference, as most of the recipes on there are relatively inexpensive. Furthermore, it is better to share recipes that require a moderate amount of ingredients that are easily affordable for the average student, as well as recipes that can be made using some of the ingredients available at the Feds Student Food Bank (eg. peanut butter, pasta).

Appendix G: Survey for Visitors
FOOD BANK SURVEY

Please complete this survey. The information will be kept confidential and will only be used to track the demographics of the Food Bank users.

What gender are you? Male Female Other: _____

What academic year are you in? 1st 2nd 3rd 4th 5th

Are you registered in the co-op program? Yes No

Are you an international student or domestic student? International Domestic

Do you live on-campus or off-campus? On-campus Off-campus

Are you a mature student (started post-secondary education four or more years after high school graduation?) Yes No

Are you supporting a family? Yes No

How often do you use the Food Bank within a term:

Less than once a month Once a month Two or Three times a month

Once a week More than once a week

Do you share the food you receive from the Food Bank with others? (i.e. roommates, friends...)

Yes No

How many times do you eat out per month?

never once a month 2-3 times a month

weekly multiple times during a week

What's the average you spend per grocery shop visit?

I don't know less than 20\$ 20-30\$ 40-50\$ more than 50\$

Please check which of the following applies to you:

Undergraduate Student Graduate Student Staff

Appendix H: Transition and Advocacy Summary Report

Prepared by: Transition and Advocacy Executive (Steven Choi)

Introduction

Appendix F: Advocacy & Transitions Executive Summary Report

Prepared By: Steven Choi

Introduction

My name is Steven Choi, I am in my 4B term of the Biomedical Sciences Program and this is my second consecutive term as the Advocacy & Transitions Executive for The Feds Student Food Bank.

Executive Roles

- ❖ Facilitate the transition between coordinators and executives
- ❖ Manage Food Hampers at the Turnkey Desk
- ❖ Print/collect data on Visitor surveys
- ❖ Utilize statistics to compile in the End-of-Term Report
- ❖ Promote and advocate The Feds Student Food Bank
- ❖ Advance and facilitate goals/improvements for the term
- ❖ Create and maintain connections with other services/clubs on campus

Goals for the Winter 2017 Term

- ❖ To adjust the Visitor Survey to collect more elaborate information on returning visitors to The Feds Student Food Bank
- ❖ To increase awareness of The Feds Student Food Bank through promotions and collaborations
- ❖ To connect with The Food Bank of Waterloo Region

Outcome of Goals

- ❖ Visitor Survey:
 - Surveys were handed out to all visitors that came to The Feds Student Food Bank in order to gather increasingly detailed information on returning visitors
 - Questions were also added/removed in order to compile more relevant data
 - The information collected from the visitor surveys can be seen summarized in the subsequent figures and charts below
- ❖ Promotions:

- Overall, The Feds Student Food Bank continued to gain a greater amount of awareness among the student population by hosting various events and booths throughout the term
 - Newly implemented recipe cards were also available for pickup to all visitors that came by The Feds Student Food Bank
- ❖ Implementing a Fridge to Store Fresh Food:
- One of our major long-term goals here at The Feds Student Food Bank for a number of years now has been to purchase a fridge in order to store fresh produce
 - For the first time ever, we were able to offer students a selection of different produce items (eg. peppers, celery, mushrooms, rhubarb, etc), which was generously offered to us by The Food Bank of Waterloo Region.

Future Goals:

- ❖ One possibility that we've addressed in the past has been to have visitors complete the Visitor Survey electronically, as well as to have our volunteers sign in/out on a Google Form using the computer in the Food Bank Office
 - In the Spring 2016 term when I served as coordinator, we were able to create an electronic copy of the visitor survey, however, due to complications with obtaining a tablet, it has yet to be implemented
 - The online survey can be found here (**must be updated for future use**):
<http://survey.feds.ca/index.php?sid=54712>
- ❖ With our new fridge, we hope to continuously provide our visitors with a variety of healthy and fresh options. Instead of making consistent trips to The Regional Food Bank in order to collect fresh food, one solution would be to collaborate with St. Paul's Community Garden, especially during the Spring term.
- ❖ In order to raise further awareness for The Feds Student Food Bank, we could also put up an advertisement on the various televisions located across buildings on campus.
- ❖ Prepare a 'Campus Hunger Report' compiling food bank data over the past several semesters. This is a formal document that compares food bank trends over time, and demonstrates areas of need and the demographics of our visitors. This type of document would be instrumental in arguing for increased funding from Feds, and for engaging the University administration in conversations about student poverty on campus. Meal Exchange has extensive information on their website about how to go about writing a Campus Hunger Report. It would be much easier to compile once the visitor survey is completed electronically, as data@feds.ca would have easy access to all of the information collected over the terms.

- ❖ Establish connections with the University of Waterloo Food Advisory Board, and the University of Waterloo Food Issues Group (WatFIG). The advisory board is made up of stakeholders on campus (food services workers, students, admin, etc.), while WatFIG is comprised of researchers and grad students on campus. Networking with these groups would be helpful to learn more about food projects on campus.
- ❖ Lastly, a suggestion for future events would be to collaborate with Mission Nutrition or to host a cooking class for students in the Community Kitchen beside The Feds Student Food Bank Office

Suggestions for Advocacy/Transition Role:

- ❖ Check hampers at the Turnkey Desk every 1-2 days minimum
- ❖ Maintain a good relationship with the staff at the Turnkey Desk
- ❖ Check to make sure that there are enough visitor surveys inside the Food Bank Office at all times
- ❖ Try to collect surveys from the ballot box inside the office at least every 2 weeks
- ❖ Drive to The Food Bank of Waterloo Region whenever our office is running low on food - they're extremely friendly and love giving us all kinds of food!

Making the Figures/Graphs for EOT:

- Record survey data into 2 separate Google Spreadsheets
 - 1 for First-Time Visitors
 - 1 for Returning Visitors
- After compiling all of the survey data collected throughout the term, open up the Google Spreadsheets
- Click on the heading of a column (make sure the entire column is highlighted)
- Click Insert → Chart
- Modify the type of chart you want to display the information, edit axes titles, colours
- Copy the graph into the EOT

Organizing the Spreadsheet Data by Gender, Age, or Faculty

- Click on arrow next to the Gender Column Heading → Select Sort Sheet A to Z
- Click on arrow next to the Age Column Heading → Select Sort Sheet A to Z

Printer Information:

- ❖ Username: foodbank
- ❖ Password: foodbank2016
- ❖ Select "Westwing" as designated printer
- ❖ Printer User ID: 9305
- ❖ Account ID: 3200

Food Hamper Data:Table 1. Hamper Refill Data for the Winter 2017 Term

Date of Refill	Meat Hamper	Veggie Hamper
Saturday, January 7th	3	3
Tuesday, January 10th	1	2
Tuesday, February 14th	2	0
Monday, February 20th	2	0
Friday, February 24th	1	2
Tuesday, March 21st	1	2
Friday, March 31st	1	1

Note:

- ❖ Hampers were checked at the Turnkey Desk every 1-2 days
- ❖ No hampers were taken during the Christmas Break

Figure 1. Copy of the Newly Revised Visitor Survey for the Winter 2017 Term

FEDS STUDENT FOOD BANK VISITOR SURVEY

Please complete this survey. The information will be kept confidential and **will** only be used to track the demographics of the Feds Student Food Bank users.

1) *Is this your first time visiting The Feds Student Food Bank for the Winter 2017 term?*

Yes No

2) *What is your gender?* Male Female Other: _____

3) *What is your age?* 18 – 19 20 – 21 22-23 23-24 25 and over

4) *Which academic year are you in?* 1st 2nd 3rd 4th N/A

5) *Please check which of the following faculties/colleges you are enrolled in:*

Arts Math Science Engineering Environment AHS N/A
 Renison College St. Jerome's University St. Paul's College Conrad Grebel College

6) *Please check which of the following applies to you:*
 Undergraduate Student Graduate Student Staff Other

7) *Are you registered in the co-op program?* Yes No

8) *Which of the following applies to you?*

International Student Exchange Student N/A

9) *Do you live on-campus or off-campus?* On-campus Off-campus

10) *How frequently do you utilize The Feds Student Food Bank?*

Less than once a month Once a month Once a week 2-3 times a week
 This is my First Time Other: _____

11) *Will you share the food you receive from the Food Bank with others*

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(i.e. roommates, friends)? Yes No12) *What is the average amount of money you spend when you purchase groceries per week?* I don't know Less than \$20 \$20-30 \$30-40 \$40-50 \$50 or more13) *Are you currently supporting a family?* Yes No

If checked "Yes" in the previous question, how many people are in your household?

_____ Adults (independent or aged 18+) _____ Children (17 and under)

"New Visitor" Survey Data for the Winter 2017 Term:Link To Raw First-Time Visitor Survey Data (View-Only):

- ❖ https://docs.google.com/spreadsheets/d/18OtcB_zZvOxPMUiDb8cquJVq2KmiLwBbp4vKmwc0o-k/edit?usp=sharing

- ❖ **Note:** Blank cells indicate when the visitor did not fill out the information

Most Common Types of First-Time Visitors:

- ❖ **Most Common Type of First-Time Visitor (7 instances):**
 - 1st Year Male Domestic Undergraduate Student (aged 17-19) from the Faculty of Arts not enrolled in the Co-op program and living Off-Campus
- ❖ **2nd Most Common Type of First-Time Visitor (4 instances):**
 - 3rd-4th Year Male Domestic Undergraduate Student (aged 20-21) from the Faculty of Science enrolled in the Co-op program and living Off-campus

Figure 2. Gender Distribution of First-Time Visitors for Winter 2017 Term

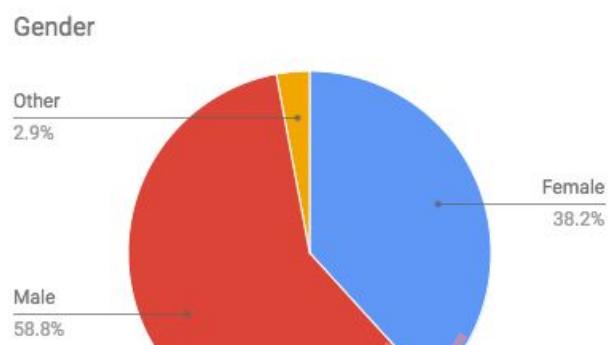
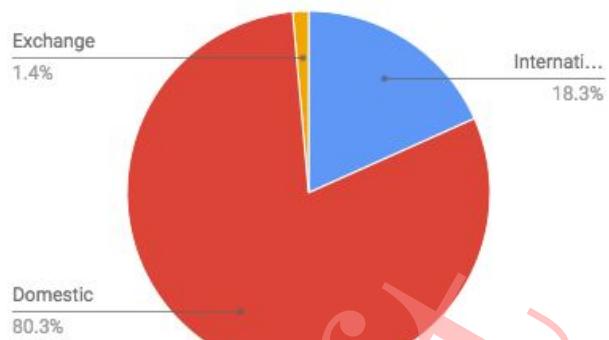
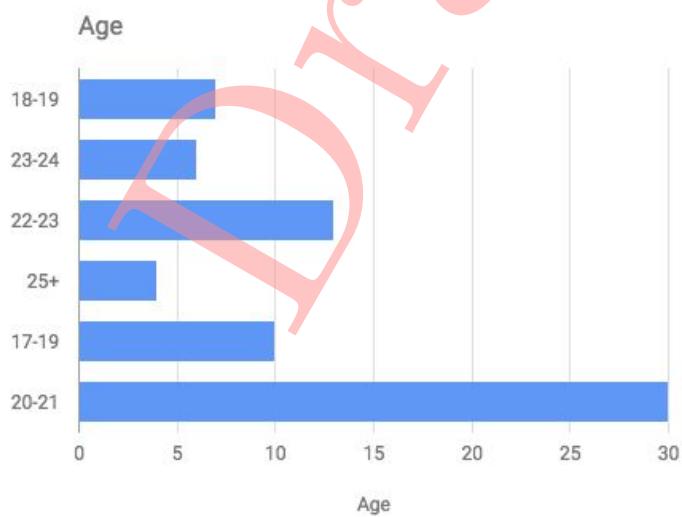


Figure 3. Percentage of First-Time Visitors for Winter 2017 Term that are Domestic, International or Exchange Students

Domestic vs. International vs. Exchange**Figure 4. Age of First-Time Visitors for Winter 2017 Term****Figure 5. Academic Status of First-Time Visitors for Winter 2017 Term**

Academic Status

● Undergraduate ● Graduate ● Other

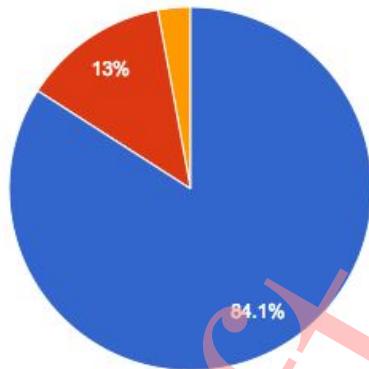
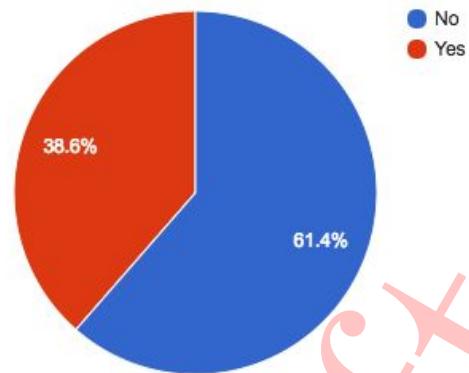
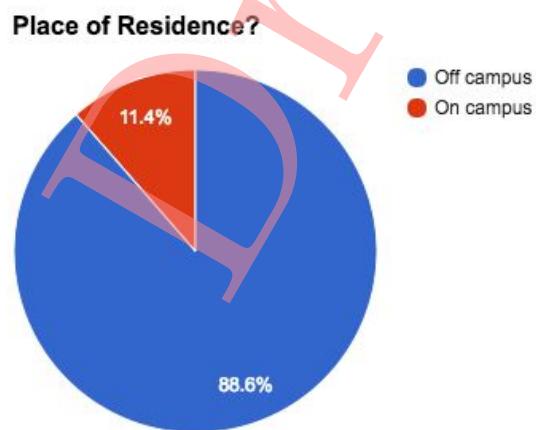


Figure 6. Designated Faculty of First-Time Visitors for Winter 2017 Term



Figure 7. Percentage of First-Time Visitors for Winter 2017 Term Registered in Co-op

Enrolled in Co-op Program?Figure 8. Percentage of First-Time Visitors for Winter 2017 Term Living On-Campus vs. Off-CampusFigure 9. Percentage of First-Time Visitors That Share Food With Roommates

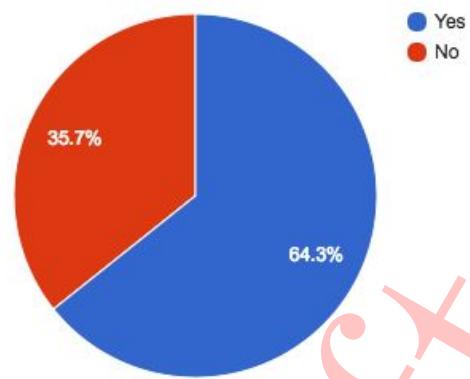
Share Food Bank Items With Roommates?

Figure 10. Weekly Budget Spent on Groceries Among First-Time Visitors for Winter 2017 Term

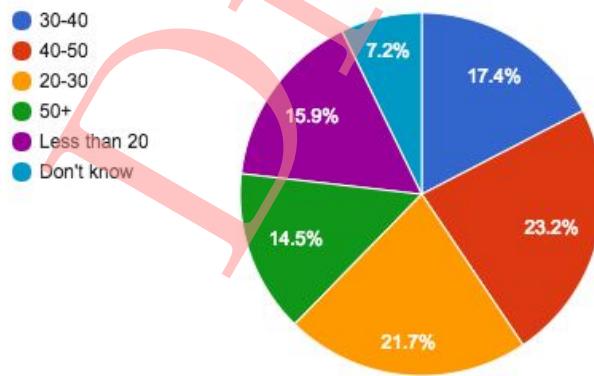
Weekly Budget on Groceries

Figure 11. Percentage of First-Time Visitors Currently Supporting a Family

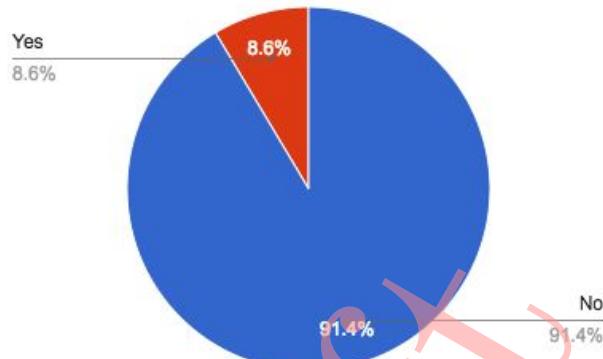
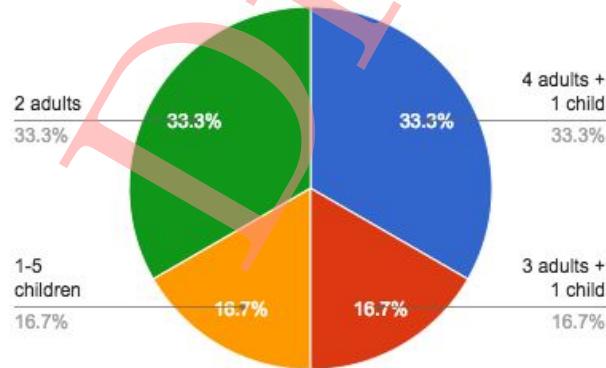
Supporting a Family?

Figure 12. Number of Adults/Children Supported by First-Time Visitors That Are Currently Supporting A Family

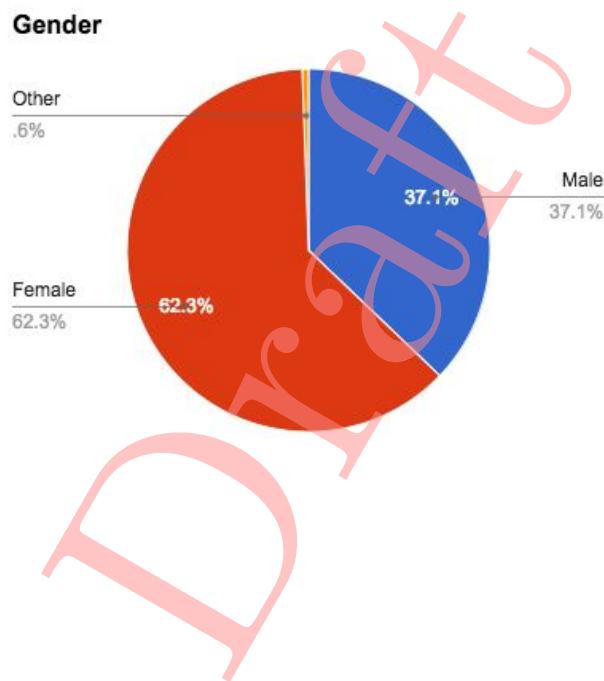
How Many Adults/Children Are You Currently Supporting?

"Returning Visitor" Survey Data for the Winter 2017 Term:

Link to Raw Returning Visitor Survey Data (View-Only):

❖ https://docs.google.com/spreadsheets/d/1_xtWXIZn2GJ1JKK4M-UvB43Mqoq9aFccb9txVpXjTIQ/edit?usp=sharing

❖ **Note:** Blank cells indicate when the visitor did not fill out the information

Figure 13. Gender of Returning VisitorsFigure 14. Age of Returning Visitors

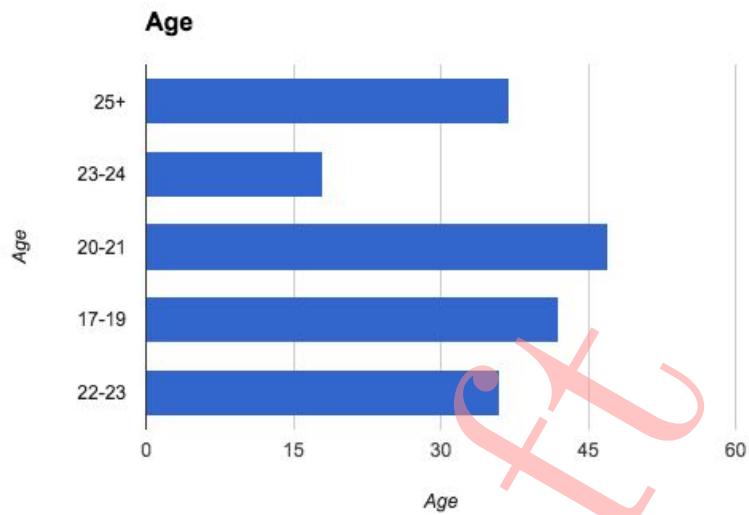


Figure 15. Academic Status of Returning Visitors

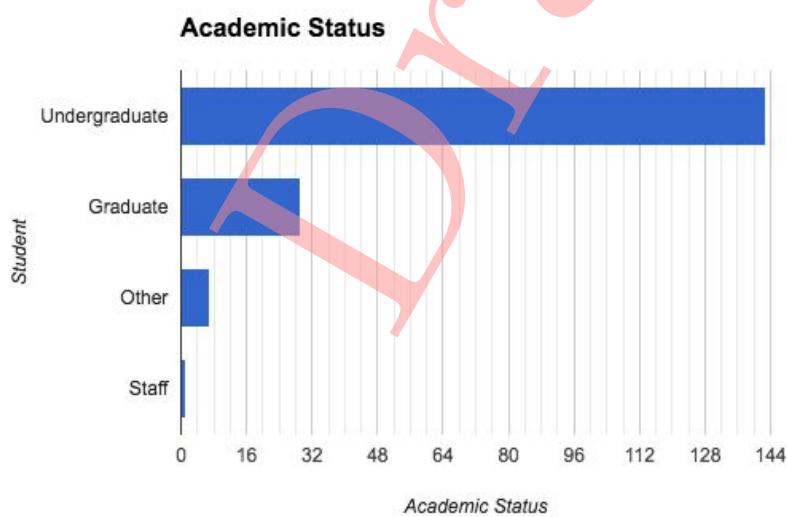
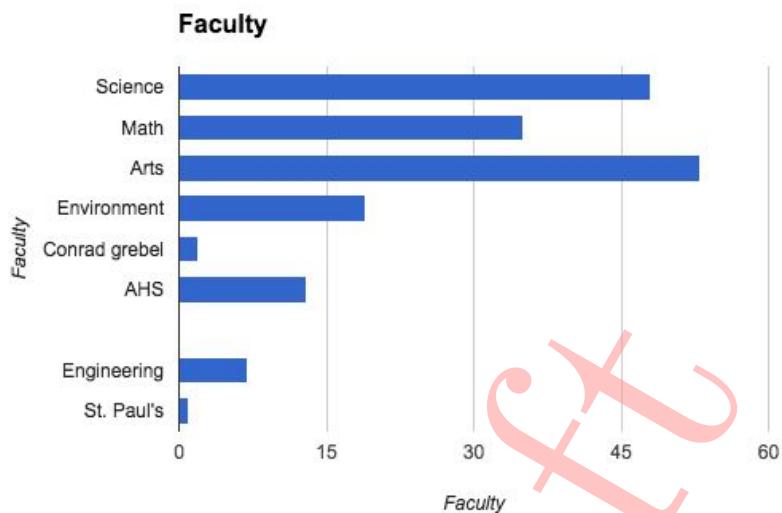
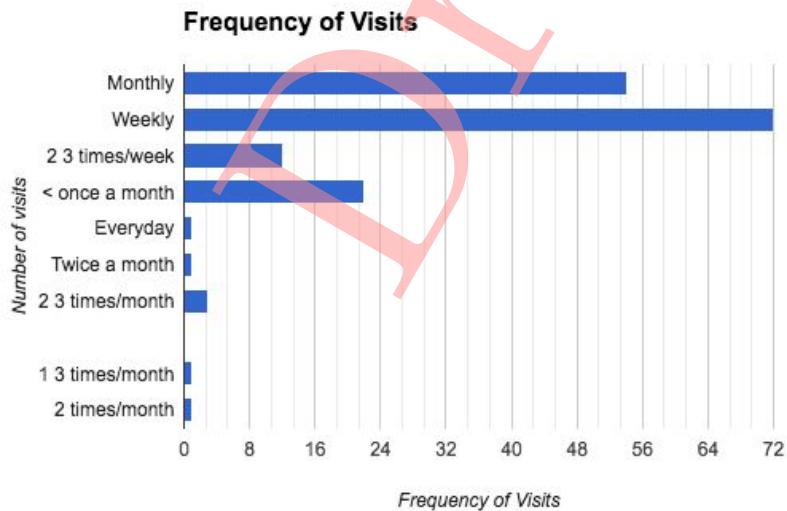


Figure 16. Designated Faculty of Returning Visitors

Figure 17. Frequency of Visits to The Feds Student Food BankFigure 18. Weekly Budget Spent on Groceries for Returning Visitors:

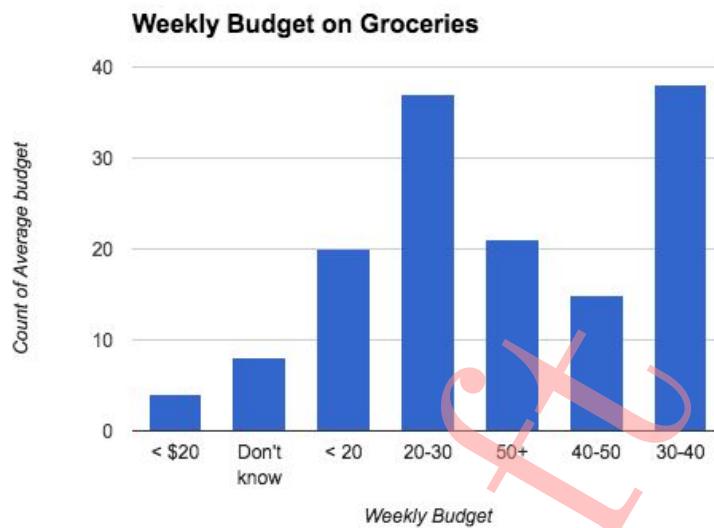


Figure 19. Percentage of Returning Visitors Currently Supporting a Family

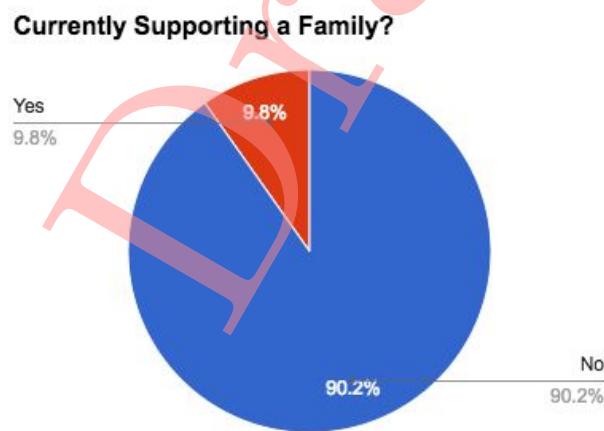
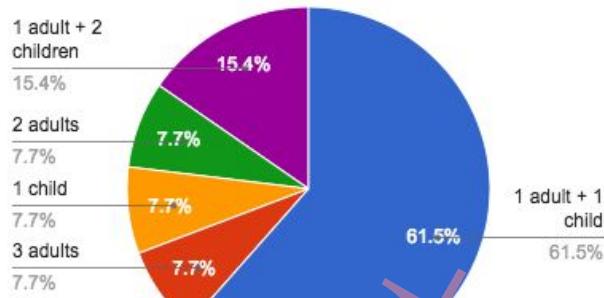


Figure 20. Number of Adults/Children Supported by Returning Visitors That Are Currently Supporting A Family

Number of Adults/Children Supported**Appendix I: Raw Logbook Data****Appendix J: Event Form Summaries****Executive Meetings**

Weekly meeting held for the coordinators and executives of Feds Food Bank to discuss matters, such as executive tasks and events, related to the Food Bank.

Category <i>Educational, Social, Promotional, or Other</i>	Meetings	Service Name	Feds Student Food Bank
Total Direct Event Costs	N/A	Date	
		Times & Timing	Mondays 5:00-5:30pm.

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		Location	MC 4043					
Participation (Organizers)		Participation (Attendance)						
Primary Organizer <i>Service Volunteer Name/Position</i>	Leila Dzinic and Chelsea Hillier	Total Participants	13					
		New Participants	n/a					
Partners in organizing	None	Declined Participants	0					
Number of students involved in planning and execution	2	Demographics: students						
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>								
Facebook Winter 2017 Exec Group								
Exit Survey Results – Number participants								
Top Marketing Tools for the Event	Facebook							
Top Reasons for Attending the Event	To discuss executive matters							
Average Quality of Experience	Very good							
Most Popular Aspect of the Event	n/a							
Repeat Attendance	yes							
Goals and Learning Outcomes of the Event								
Goals = To discuss executive matters related to the Food Bank in order to efficiently run the service as well as to promote and raise awareness of our cause.								
Learning Outcome = Learned to work as a team, discussed and divided responsibilities, gained leadership skills, brainstormed future ideas								
Success of the Event <i>Based on the above goals and learning outcomes.</i>								
The meetings were very successful.								

Campus Life Fair			
We set up an information booth in the SLC Great Hall to promote the Feds Food Bank and to attract new volunteers.			
Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	Feds Student Food Bank
Total Direct Event Costs	0.00	Date	September 21, 2016
		Times & Timing	n/a

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		Location	SLC Great Hall			
Participation (Organizers)		Participation (Attendance)				
Primary Organizer <i>Service Volunteer</i> Name/Position	Leila Dzinic and Chelsea Hillier	Total Participants	30			
		New Participants	Unknown			
Partners in organizing	None	Declined Participants	0			
		Demographics: students				
Number of students involved in planning and execution	6					
Summary of Promotions						
<i>Including Facebook, EventBrite, and website statistics where appropriate.</i>						
Facebook, SLC booth						
Exit Survey Results – Number participants						
Top Marketing Tools for the Event	SLC booth					
Top Reasons for Attending the Event	Promote the Food Bank					
Average Quality of Experience	Good					
Most Popular Aspect of the Event	Volunteer opportunity					
Repeat Attendance	n/a					
Goals and Learning Outcomes of the Event						
Goals = To raise awareness of the Food Bank and Trick-or-eat.						
Learning Outcome = Students learned more about the Food Bank, our location, and our events.						
Success of the Event						
<i>Based on the above goals and learning outcomes.</i>						
The event was very successful.						

General Volunteer Meeting			
We provided a General Meeting for all volunteers who signed up for the Feds Food Bank to inform them on what our service does, our mandate, role of a general volunteer, our events, and policies regarding confidentiality.			
Category <i>Educational, Social, Promotional, or Other</i>	Meeting	Service Name	Feds Student Food Bank
Total Direct Event Costs	\$46.74	Date	January 23, 2016
		Times & Timing	5:30-6:00pm

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		Location	MC 4044					
Participation (Organizers)		Participation (Attendance)						
Primary Organizer <i>Service Volunteer</i> Name/Position	Leila Dzinic and Chelsea Hillier	Total Participants	25					
		New Participants	Unknown					
Partners in organizing	none	Declined Participants	0					
Number of students involved in planning and execution	11	Demographics: students (volunteers)						
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>								
The Feds Student Food Bank Facebook Page, Winter 2017 Volunteer Facebook Group								
Exit Survey Results – Number participants								
Top Marketing Tools for the Event	Feds Student Food Bank Page, Fall 2016 Volunteer Facebook Group							
Top Reasons for Attending the Event	Information session							
Average Quality of Experience	Great							
Most Popular Aspect of the Event	Pizza							
Repeat Attendance	n/a							
Goals and Learning Outcomes of the Event								
Goals = To inform the new and old volunteers of what our service does, our mandate, role of a general volunteer, and policies regarding confidentiality. To answer questions about Food Bank logistics and educate volunteers about executive opportunities and roles at the Food Bank.								
Learning Outcome = The above goals were accomplished and the volunteers were clear on what their tasks were when they go in for their office shifts.								
Success of the Event <i>Based on the above goals and learning outcomes.</i>								
This was a successful event.								

EOT General Volunteer Appreciation			
To show our appreciation for all of our General Volunteers, we gave away free taco farm in SLC 4063.			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Feds Student Food Bank
Total Direct Event Costs	\$50.00	Date	April 10, 2017
		Times & Timing	6:00-8:00pm
		Location	MC 4063
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Service Volunteer Name/Position	Chelsea Hillier and Leila Dzinic (service coordinators)	Total Participants	9
		New Participants	Unknown
Partners in organizing	None	Declined Participants	0
Number of students involved in planning and execution	2	Demographics:	students (Food Bank volunteers)
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Volunteer Facebook Group			
Exit Survey Results – Number participants			
Top Marketing Tools for the Event			
Top Reasons for Attending the Event		Appreciation	
Average Quality of Experience			
Most Popular Aspect of the Event			
Repeat Attendance		n/a	
Goals and Learning Outcomes of the Event			
Goals = To provide a fun atmosphere with food to thank our volunteers for a term of working with us			
Learning Outcome = Integrate things such as a theme for the night (ex. Board games) to encourage more volunteers to attend			
Success of the Event <i>Based on the above goals and learning outcomes.</i>			
This was a successful event.			

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EOT Exec Appreciation								
To show our executives appreciation for their efforts throughout the term, we had a Taco Farm dinner. The lunches were paid for on behalf of the Food Bank.								
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Feds Student Food Bank					
Total Direct Event Costs	\$249.17	Date	November 29, 2016					
		Times & Timing	6:00pm					
		Location	SLC 2134					
Participation (Organizers)		Participation (Attendance)						
Primary Organizer <i>Service Volunteer Name/Position</i>	Chelsea Hillier and Leila Dzinic (service coordinators)	Total Participants	12					
		New Participants	Unknown					
Partners in organizing	None	Declined Participants	n/a					
Number of students involved in planning and execution		Demographics: students (execs)						
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>								
Told executives about it at the executive meeting the week before, posted in facebook group								
Exit Survey Results – Number participants								
Top Marketing Tools for the Event	Facebook							
Top Reasons for Attending the Event	Executive Appreciation							
Average Quality of Experience	Great							
Most Popular Aspect of the Event								
Repeat Attendance	Unknown							
Goals and Learning Outcomes of the Event								
Goals = To show our executives appreciation for their work throughout the term.								
Learning Outcome = Most of our executives attended the appreciation event, ate dinner, and socialized.								
Success of the Event <i>Based on the above goals and learning outcomes.</i>								
Very successful								

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Competition								
Category <i>Educational, Social, Promotional, or Other</i>	Food drive	Service Name	Feds Student Food Bank					
Total Direct Event Costs	0	Date	March 8 - April 8					
		Times & Timing						
		Location	Various offices on campus					
Participation (Organizers)		Participation (Attendance)						
Primary Organizer <i>Service Volunteer Name/Position</i>	Leila Dzinic and Chelsea Hillier (coordinators)	Total Participants	3 faculty teams					
		New Participants	Unknown					
Partners in organizing	none	Declined Participants	n/a					
Number of students involved in planning and execution	12	Demographics: students						
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>								
Emails to possible participants, in person delivery of posters, facebook event								
Exit Survey Results – Number participants								
Top Marketing Tools for the Event	Facebook, posters, email							
Top Reasons for Attending the Event	Chance to give back to the community							
Average Quality of Experience	Great							
Most Popular Aspect of the Event	Unknown							
Repeat Attendance	Unknown							
Goals and Learning Outcomes of the Event								
Goal: collect food items for the student food bank and for Waterloo Regional Food Bank and raise awareness on food insecurity in our community								
Learning outcome: Many food items were collected and the message about food insecurity was shared amongst volunteers and community members								
Success of the Event <i>Based on the above goals and learning outcomes.</i>								
Okay. Low enthusiasm by faculty, especially Feds.								

EOT cupboard cleanout
Boxes were distributed to the residence for students to drop off left over food from the term.

Category <i>Educational, Social, Promotional, or Other</i>	Food drive	Service Name	Feds Student Food Bank					
Total Direct Event Costs	\$0	Date	April 2017					
		Times & Timing						
		Location	residences					
Participation (Organizers)		Participation (Attendance)						
Primary Organizer <i>Service Volunteer Name/Position</i>	Chelsea Hillier and Leila Dzinic (service coordinators)	Total Participants	Unknown					
		New Participants	Unknown					
Partners in organizing	Sheila Goodwin	Declined Participants	n/a					
Number of students involved in planning and execution		Demographics: students						
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>								
Facebook event, Twitter posts, posters around campus								
Exit Survey Results – Number participants								
Top Marketing Tools for the Event	Facebook							
Top Reasons for Attending the Event	Get rid of left over food							
Average Quality of Experience	Great							
Most Popular Aspect of the Event								
Repeat Attendance	Unknown							
Goals and Learning Outcomes of the Event								
Goals = To collect left over food								
Learning Outcome = This event generates a lot of food								
Success of the Event <i>Based on the above goals and learning outcomes.</i>								
Very Successful								

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**Sustainable Campus Initiative
Winter 2017 End of Term Report**



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1.0 Introduction

This end of term report was created by the Winter 2017 service coordinators of Sustainable Campus Initiative (SCI), Shengdi (Sharon) Chen and Tristan Packwood-Greaves. The Winter term of 2017 for SCI focused on working towards a number of projects including making the University of Waterloo a Fairtrade designated campus, executing a second-hand clothing sale, running the Campus Compost initiative, maintaining the UW Campus Market Garden initiative, and continuing the cutlery rental service project. Additionally SCI planned and executed their main event of the term: Earth Hour Festival 2017, an annual event held in the V1 Great Hall. SCI hosted four SCI Talks throughout the Winter term, including bringing in speakers from both on and off campus. SCI also participated in the community cleanup after St. Patrick's day that was hosted by the Laurier Eco-Hawks. In this report, the coordinators summarize the events, projects, initiatives and provide recommendations for future terms. End of term reports from each SCI executive are attached in the appendix of this report.

2.0 Volunteer Management

2.1 Coordinator and Executive Recruitment and Selection

The Winter 2017 executive team was recruited in December 2016 by the Fall 2016 service coordinators: Catherine MacIsaac and Katee Ezra. Recruitment notices were posted on SCI's social media, www.feds.ca, Uwaterloo LEADS, and through FEDS marketing. The Fall 2016 service coordinators interviewed candidates, and conferred with the Winter 2017 coordinators in hiring the new executive team. Shengdi (Sharon) was a return coordinator to SCI.

2.2 Executive Team

Name	Position
Shengdi (Sharon) Chen	Operations Coordinator
Tristan Packwood-Greaves	Admin Coordinator
Catherine Anne MacIsaac	External (Communications) Director
Megan Greeley	Project Lead - Fair Trade
Danya Byrnes	Project Lead - Cutlery Rental Lead
Chuchu (Sharon) Zhang	Advocacy Director
Timour Petrov	Internal Director
Jacqueline Grace Chung	Events Lead - Earth Hour
Hilena Demelie	Project Lead - Sustainable Fashion
Wanning Luo	Project Lead - Campus Compost
Fang Ning (Clover) Mei	Project Lead - Campus Compost
Asha K. Virdee	Project Lead - UW Campus Market Garden

2.3 Volunteer Recruitment

General volunteers were recruited through the Winter 2016 Campus Life Fair and the Feds Open House. Volunteers were also recruited through emails sent to the SCI mailing list and posts made on social media promoting volunteer opportunities. All potential volunteers were invited to SCI's General Volunteer Meeting, where they could learn more about SCI's projects and events of the term and have the opportunity to sign up to join to help out in one of the projects.

2.4 Training Information and Review

To train the executive team, the two coordinators held one-on-two meetings with each member of the SCI team during the first two weeks of classes. Each executive was provided a document outlining their specific responsibilities, overall as an executive with SCI, and specifically to each of their positions. The executives were given access to their SCI emails and shown how to use and where to find important SCI-related documents. General volunteers received training by their specific project lead through their weekly meetings.

2.5 Meetings

Weekly executive meetings were held on Wednesdays from 5:30PM to 6:30PM (1 hr duration). It was mandatory for all members of the SCI executive team to attend. A typical meeting included general updates from the service coordinators, overall action items and a round table of updates from all executives. Each project and events lead held their own weekly meeting with their teams to complete tasks and brainstorm ideas.

2.6 Volunteer Retention and Engagement

The main strategy behind volunteer retention this term encompassed having consistent communication and an end of term appreciation. Having a weekly meeting between the project/events leads and their volunteers helped in keeping commitment strong throughout the term. Project leads were encouraged to provide a collaborative atmosphere at meetings with their general volunteer team. This would allow for the general volunteers to feel as if they are making valuable contributions to the team.

It is recommended that each project lead email their interested general volunteers with a couple days of the general volunteer meeting, preferably the next day. It is also recommended that all project/event leads hold a weekly meeting for their volunteers. It is also encouraged that project/event leads allow volunteers to still be involved and updated on projects through email communication if they are not able to meet in person. For example, the volunteers should be able to participate in research for a specific project through the use of google documents if they are not able to attend the weekly project group meetings. Project leads also created Facebook groups to engage their volunteers and to communicate quickly and efficiently. It was seen that Facebook posts were more effective than emails in communicating with volunteers. Facebook was used to schedule weekly meetings for volunteer teams, and those who were not able to attend the meetings were updated through this medium as well.

2.7 Volunteer Recognition and Appreciation

Each project and events lead recognized their volunteers. Volunteers were appreciated through a \$10 Feds gift card at the end of the term. Only volunteers who were consistently committed through the term were appreciated with these gift cards. All SCI fashion sale volunteers were appreciated with a \$10 FEDS gift card.

Additionally, all volunteers were encouraged to attend the FEDS Appreciation Gala and SCI Talks events, where they were given free tea and pastries throughout the term.

2.8 Executive Recognition and Appreciation

The executive team was recognized for their hard work this term through an end-of-term dinner at Jane Bond. Eight members of the team used their appreciation budget towards dinner at Jane Bond, which was \$30 per person. The other four who could not make the dinner were appreciated with \$30 FEDS gift cards. The Winter 2017 term was a term that was filled with events that required contributions from the entire executive team for all events, especially the SCI second hand clothing sale and Earth Hour Festival 2017. Volunteers are an extremely integral part of Sustainable Campus Initiative, and through their efforts as executive members or general volunteers, they are always thanked for their efforts. Both general volunteers and executives were also invited to the FEDS Appreciation Gala.

2.9 Disciplinary actions

There were some minimal issues regarding discipline this past term. In particular, a project lead was, for a portion of the term, not responding to communications from the coordinators and not executing her duties with regards to the washing and cleaning of the clothes on time. The coordinators gave a firm reminder to the lead and also brought on another executive to help with the project. The original lead took more ownership of her duties after the conversation.

Through proper training at the beginning of the term, the remaining SCI executives were very committed to their roles and understood their responsibilities for the term. Training executives at the beginning of the term, and most importantly outlining their roles and responsibilities in detail is extremely important to the success of an executive, and therefore much attention should be paid towards training executives.

3.0 Communication

3.1 Website and Social Networks: Feedback and Suggestions

SCI's web page under the Federation of Students (FEDS) was updated to reflect all current projects and their general contact information. The page has been changed so that most details do not need to be updated on a termly basis. Instead, the only information that must be updated is under the office hours section. Information regarding UW Campus Market Garden was added to the page.

SCI ensured constant updates on social media via Facebook and Twitter to advertise events and activities to students, as well as general facts and updates regarding sustainability around the world. Scheduled posts were created for Facebook, and TweetDeck was used for twitter to ensure posts were being created daily. Facebook events were also created to keep students updated and informed on upcoming events SCI was hosting. This included writing in details about where and who would be involved in the events. In addition, the external director reached out to other sustainability-based organization on campus, such as the UW Sustainability Office, St. Paul's Greenhouse, and Laurier EcoHawks to advertise events and postings.

Internally, a private Facebook group was created to communicate between SCI executive members. This was a very successful platform for the executives to share reminders, ideas, and simple questions. Executives were encouraged to email the coordinators with any questions or concerns for their role specifically, and not contact them through social media for those cases.

A private Facebook group was also established for the UW Sustainability Student Leaders. The coordinators of SCI and Campus Compost Leads were added to this group. This group was also used to advertise some of SCI's events and opportunities to other like-minded leaders around campus.

In the past, SCI created blog posts that were sent to FEDS communication and posted on the FEDS main page. A weekly schedule was created and used to help in creating topics and making sure they were submitted on a weekly basis. This should be continued into the future to help in increasing awareness around who SCI is and what events or projects are happening.

3.2 Other forms of communications

SCI communicated with general volunteers, as well as students in general through consistent SCI emails sent out through the mailing list. A weekly newsletter was also provided through the mailing list and on social media to inform students about current projects and upcoming events that may have been of interest to them. Weekly action item emails were sent from the coordinators to the executives with deadlines and links to ensure that tasks were completed on time.

4.0 Events and Activities

Note: see individual executive End of Term Reports and event summary forms in the appendix for more details.
This term, SCI held two large events, Earth Hour Festival 2017 and the SCI Second Hand Clothing Sale, and a series of smaller events throughout the term that included SCI Talks and project specific events as well including Campus Compost promotional booths and several fair trade-related events. SCI also participated in the community cleanup after St. Patrick's day that was hosted by the Laurier Eco-Hawks, Envigorate Festival 2017, and the Sustainable Development Goals workshop held by the General Equity Club.

4.1 SCI Talks

SCI held SCI Talks during the Winter term from 6:30pm – 7:30pm in EV3-4408 on four Wednesdays throughout the term (Feb. 1st, Feb. 15th, Mar. 1st, Mar. 15th, 2017). The purpose of these events was to educate and engage with students on sustainability related topics. Speakers were invited to talk for the first 20-30 minutes of the event in order to leave time for questions and discussion. Speakers consisted of both individuals on campus, as well as in the community. The topics discussed were sustainable finance, international experience on sustainability, a sustainable cooperative, and sustainability at UW. The speakers, as well as all those in attendance, were given free refreshments and coffee throughout the evening provided by the ESS Coffee Shop. Further, speakers were provided with small gifts to show SCI's appreciation. SCI provided Fairtrade tea as well. The events were open to the general UW population. This event will continue on in the Spring 2017 term.

4.2 Earth Hour Festival 2017

This term, SCI's main event was Earth Hour Festival 2017. This event was held in the V1 Great Hall from 6PM to 10PM on Mar. 25, 2017. Various campus and community organizations such as the Laurier EcoHawks, Divest-UW, the Blue Dot, Rare, UW Campus Compost, and UW Campus Market Garden were invited to hold booths. There were a number of stations set up for students to participate in different sustainable activities, such as bath bomb making, cupcake decorating, and a hazelnut spread making workshop. Free food and prizes given out throughout the night. From 8:30 to 9:30pm, the lights were turned off and a coffeehouse/talent show took place, followed by the prize draw. The event was a huge success. We suggest that it takes place in the same location of V1 Great Hall in the future and further promotion is done towards the residences on campus to encourage students to attend.

4.3 Fair Trade Events

The Fair Trade initiative held three events this term. All is Fair Trade in Love and War event in February allowed students to make chocolate covered strawberries. The midterm refresher and St. Patrick's Day Tea-covery events allowed students to try free fair trade tea and coffee. These event were all held in the SLC marketplace and provided students with the opportunity to learn more about the importance of fair trade. In addition, SCI also held a hazelnut spread making workshop during Earth Hour Festival 2017, using fair trade chocolate.

4.4 Second Hand Clothing Sale

SCI's second used clothing was held from March 28 to 29 from 10AM to 3PM in the SLC Great hall. The event sold the clothes that were collected from the end of Fall term. The washing and drying operations of the clothes collected from Fall 2017 was done during the Winter term, after reading week, by Athletics. SCI volunteers and executives transported the clothes back and forth between the storage room and PAC and sorted the clothes. The project lead and SCI coordinators organized the sale, which included the booking of racks, set up of tables in the SLC Great hall, folding and organization of the clothes, execution of the sale, and the arrangement for pickup of the unsold clothes by the textile recycling company. The sale accepted both cash as well as debit as forms of payment. A large number of dedicated volunteers and executives were vital in the operations of the sale.

4.5 Community and Campus Events

In addition to the events created by SCI, SCI also attended events held by other environmental organizations on and off campus. SCI held a booth at the 2017 Envigorate festival, attended the UW Sustainability Student Leaders meetings, and also participated in the St. Patrick's Day Cleanup hosted by the Laurier Eco-Hawks. SCI brought a number of UW volunteers to the community clean up and were mentioned in the CTV news story regarding the cleanup. SCI also held a booth at the Sustainable Development Goals workshop held by the General Equity Club.

4.6 Projects

4.6.1 Fair Trade Initiative

The Fair Trade initiative is a partnership between SCI and Engineers without Borders (UW Chapter) in an effort to make University of Waterloo a Fairtrade designated campus. This term, the initiative worked with society-run coffee shops to become fair-trade. The Mathematics Society became fairtrade at the end of the Spring 2016

term, and the Science Society, and Arts Student Union worked to following suit in the Fall 2016 term. In Winter 2017, SCI and EWB planned to work together to bring fair trade products to the Engineering Society's C&D. However, the EWB contact for Fair Trade was not accessible and thus the discussions with the Engineering C&D was put on hold for Winter 2017 only. In Spring 2017, SCI should make immediate contact with the EWB Fair Trade person to move this conversation forward. Moreover, the Fair Trade lead should contact the EngSoc Business Manager, who operates the C&D from the business side, to continue the discussion. The Fair Trade lead ran three successful fair trade events this term, which was mentioned in the events section of the report.

4.6.2 Sustainable Fashion

This term, the Sustainable Fashion project continued to operate a clothing drive and sale for students at UW. During the Winter term, the clothes collected from the end of Fall 2016 was washed and dried by Athletics and stored in SCI's storage room in MC 1027. Volunteers were recruited to transport the clothes back and forth from PAC to the SCI storage room and execute the sale. The collection for the next sale will be taking place throughout April 2017, while the third sale will take place in the beginning of Fall 2017. The goal of a future second-hand clothing store created in the past Apple II space in the near future to make this collection and sale a permanent FEDS operation is currently in progress. One of the coordinators had a meeting with the re-elected VP operations, who wanted a business proposal, taking into consideration costs of washing, drying, part-time hire for the store, with success metrics from the SCI sales as support. This deliverable should be one of the duties of the incoming project lead in Spring 2017.

It is highly suggested that a competent and responsive person be hired for this position. The washing and drying operations of the clothes as well as the volunteer recruitment for the operations and sales are highly time-sensitive.

4.6.3 Sustainable Purchasing

The Sustainable Purchasing initiative continued this term by supplying products to all SCI events. SCI maintained the stockpile of supplies for this initiative. The SCI internal director also took the initiative to expand the programs availability past FEDS service and into the clubs event page. This will hopefully grow the demand for sustainable purchasing in the future. This term, a business plan has been sent to the FEDS clubs manager to initiate the process of putting Sustainable purchasing option on the clubs event form.

4.5.4 Cutlery Rental Project

The Cutlery Rental program is an initiative in its early stages launched by SCI in the Spring 2016 term. The project aims to bring reusable cutlery, plates, and bowls to the Student Life Center for students to use at UW Food Services locations. This term, the project lead communicated with UW Food Services about the feasibility of the project and drafted a proposal for the sustainable foodware project. The project will be furthered in the Spring 2017 term.

4.6.5 Campus Compost

Campus Compost is a team of students collecting compostable materials on campus. They have collection stations set up in the Environment buildings, as well as in some of the surrounding Arts buildings, such as Modern Languages. They also have a collection bin set up in the SCI office in the SLC. The compostable items are

put into the composting drum located next to Modern Languages. Campus Compost focused on the improvement of marketing, human resources, and social media in Winter 2017 as compost operations do not occur during winter terms. Campus Compost also began negotiations for expanding their compost operations to areas such as Optometry, EC1, MC, and UWP and revamped their website. The project also acquired new resources, such as multiple step bins, green bins, compost bags, a display board, and a pullup banner. in the Winter 2017 term. They will be fully operational in the Spring 2016 term.

4.6.6 UW Campus Market Garden

UW Campus Market Garden (CMG) joined SCI in Spring 2016. They have plots of farmland at St. Paul's as well as one in Kitchener. They grow organic, local food. Like Campus Compost, Winter 2017 was a term of preparation for the sowing and harvesting in Spring 2017. This term, Campus Market Garden collaborated with a number of groups on campus. First, they hosted a soup lunch for the WAEC, located in St. Paul's, where 100 people were served two soups and bannock (fried bread). Market Garden also held a booth at EcoSTP, an event held by the GreenTeam at St. Paul's. Finally, Market Garden collaborated with the Jewish organizations: Shoresh and Hillel Waterloo, to hold a successful Pickling Workshop with a turnout of 35 people. SCI also provided new resources to this project, including a display board, pullup banner, a tiller, and irrigation kit.

SCI should provide support and coordination with UW Campus Market Garden in the future to ensure that their events are marketed through SCI's channels and receive planning support needed. It should be noted that Spring and Fall terms are particularly busy for the UW Campus Market Garden project lead, thus some SCI executive duties, such as the weekly meetings and office hours may need to be relaxed for the CMG project lead only. Biweekly meetings between the SCI coordinators and the UW CMG executive was held to keep them up to date on relevant SCI events and administrative information.

5.0 Partnerships/Collaborations

In order to facilitate the variety and range of Sustainable Campus Initiative programming and initiatives, a variety of partnerships and collaborations were developed and maintained.

5.1 On campus partnerships

One major collaboration that was formed during the Winter 2017 term is the UW Sustainability Leaders Network, which composes of the sustainability office and student leaders from other sustainability organizations on campus, including Climate Students, Engineers Without Borders. The network aims to facilitate discussion on campus engagement and sustainability between green student groups and provides a channel to both network and market projects and initiatives. It is highly recommended that SCI coordinators, advocacy director, Campus Compost leads, and the UW Campus Market Garden leads attend these monthly meetings.

Another significant partnership that was formed this term was one with the Laurier Eco-Hawks. SCI brought UW volunteers to the St. Patrick's Day Cleanup Event hosted by the Eco-Hawks. The Eco-Hawks also held a booth at the SCI Earth Hour Festival event. This collaboration should be continued and strengthened through planning of joint events and participation in each other's events. A potential joint event would be a community cleanup that involved students from both universities.

As during previous terms, the SCI coordinators met with Mat Thijssen and the Sustainability office co-op student on a biweekly basis to share insights and information regarding events and project that SCI and the sustainability office are holding or doing. SCI and the sustainability office continues to promote and share each other's events. Brainstorming began for the planning of the 2017 ECO-Summit, but the majority of the work will be done in Spring 2017.

List of SCI's contacts

- Mat Thijssen (Sustainability Coordinator)
- Sustainability Leaders Network
- ESS Coffee Shop
- Engineers Without Borders
- St. Paul's GreenHouse
- Waterloo Institute for Sustainable Energy (WISE)
- UW Athletics
- Central Stores

5.2 Community partnerships

- Laurier Eco-Hawks

6.0 Inventory

6.1 Items acquired this term

A lot of new items were acquired this term for SCI. For Sustainable Fashion, a large vinyl cart with wheels was purchased to facilitate the transport of clothes from different place. Three 12 gallon green bin carts, five 20-L stainless steel step bins, six boxes of 60 paper compost bags, and other compost bags were purchased for Campus Compost.

SCI purchased an irrigation kit and a tiller for UW Campus Market Garden.

New pull-up banners and display boards were acquired for Campus Compost and UW Campus Market Garden.

A reusable atrium banner was acquired for future Sustainable Fashion Sales.

7.0 Budget

7.1 Overview

Winter 2017 is the end of the fiscal year. The SCI coordinators worked with the SCI Internal Director to spend the remaining budget SCI had for the 2016 year. Overall, nearly the entire budget, including the revenue generated from the Fall 2016 Second Hand Clothing Sale, was spent on marketing resources and material resources for Sustainable Fashion, Campus Compost, and UW Market Garden. SCI also generated approximately \$800 in revenue from the second hand clothing sale.

7.2 Current status

SCI spent nearly the entire budget, including additional revenue that was generated. This was achieved by communicating with executives to ask for proposals for the use of the remaining budget and revenue.

8.0 Operations

8.1 Short Term Suggestions, Plans and Goals

SCI's first short-term suggestion is to continue to work closely with Mat Thijssen, the sustainability coordinator of the University of Waterloo. This includes attending as many meetings as possible with him and the UW Sustainability Student Leaders Network. It is suggested that the Advocacy Director work closely with Mat, including to brainstorm ideas to better engage the undergraduate student body, especially first years. The second suggestion is to continue the cutlery rental service project. It is recommended that the project lead for this project acquires a team of volunteers so that the development of the proposal can occur more quickly. It is also recommended that a highly organized and motivated individual be hired for the position of Sustainable Fashion as the project requires extensive management of volunteers, communications, and resources.

8.2 Long Term Suggestions, Plans and Goals

We suggest that SCI begins doing further recruitment amongst first years as many of the executives and coordinators are graduating. Some time should also be taken into creating and updating training documents and using these in depth when training volunteers and executives so no information is lost between terms. It is also suggested that SCI continues to participate in the Sustainability Leaders Network as well as collaborate with the Laurier-EcoHawks on more events. Moreover, SCI should do greater outreach, beyond the current social media channels, as many lower-year students are not aware of SCI and the work that SCI does.

9.0 Recommendations For:

9.1 Feds

In past terms, such as during the Fall 2015, Feds had a sustainability committee. This has not taken place since Winter 2015. It would be very beneficial for Feds to have a committee related to sustainability, showing Feds' overall support for sustainability on campus.

9.2 Services Manager

Brendan was a great support to SCI this term. He is very enthusiastic and always has awesome ideas which involve SCI and making campus more sustainable. He always seemed to have every answer and communicated with the coordinators in a timely fashion.

9.3 VP Internal

This term, SCI did not have too many interactions with the VP Internal, Deanna. We hope to see increased interaction with the future VP Internal other than the meeting regarding the Sustainable Fashion proposal. It is suggested that the VP internal and the FEDS executive team in general communicates promptly and effectively

with SCI when a proposal is submitted and has been reviewed. The feedback regarding the SCI proposal submitted in mid-2016 was only received when the SCI coordinator met with the VP Operations and Finance and Internal in March 2017.

9.4 Marketing

SCI had issues with FEDS marketing this term in terms of communication. FEDS marketing was initially disorganized and sent the marketing materials to the incorrect project lead. Moreover, it took longer than in past terms to get marketing requests processed. FEDS marketing should improve their organization in terms of what is needed from who within the service. It recommended that SCI executives outline clearly what it is that a SCI executive wants from Marketing and making sure there is a good amount of time to get it done to confirm that it will be done on time and up to standard.

10.0 Important Contacts

Mat Thissjen (mthijssen@uwaterloo.ca)

11.0 Attached Executive EOTS

11.1 Advocacy Director

Sustainable Campus Initiative Executive Report

(Chuchu Zhang – Advocacy Director – Winter 2017)

Describe your role in SCI

This position focuses on advocating SCI's sustainability activities to UW students, Feds, and UW administration. The main responsibility will be running a speaker series called SCI talks. SCI talks is a great opportunity to network with passionate individuals within and outside the University of Waterloo. In addition, there is the opportunity to develop future projects for SCI to work on, and develop advocacy campaigns for SCI to increase our interaction with students.

Structure of your group and # of volunteers (If applicable)

No volunteers, only encourage other members to market and attend the SCI Talks.

Main accomplishments of the term (include events, projects, meetings, etc.)

This semester, one of my main accomplishments was holding four successful SCI Talks. All of them had a really interesting topic, a great turnout and are speakers I would suggest the future Advocacy director to invite to speak again.

Lessons Learned from the term (What worked best for you? What didn't?)

Things worked well

1. Schedule: Wednesday evening around 6pm is a good choice.
2. Sending out catering order form once, prior to the first SCI Talk, and submitting all dates at once so that there isn't concern.
3. Preparing and sending out promo info for the upcoming sci talk on all facebook groups.

4. Sending out email invitation to potential speakers in the first few weeks of the term (Send more than necessary- this is important.)
5. Following up with confirmed speaker a week and few days prior to their sci talk to make sure they will still make it. This is a good contingency plan in case they can't make the sci talk, I still have time to find another speaker
6. Having catering from ESS coffee shop, it was close and convenient. Also, consider vegetarian and vegan preference. Promote SCI talk with free food; people will show up!

Things didn't work well

- Talks around midterm period will have a relatively bad turnout
- Forget to keep itemized receipt, might causing some trouble in reimbursement.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

- In the beginning of the term, set all the dates you wish the SCI talk to happen and send out invitation to as many people as possible, ask them to choose the available dates. Send out more emails to people than necessary, because there is a possibility of cancellations and dates/times not being convenient during this term. I made one general email that I catered to each potential speaker and sent many out.
- Try to ask all execs to attend the SCI talk and preferably bring at least one friend. It is important for the exec team to show up, as there is always a worst scenario that no one show up at the SCI talk, and this can look really bad on the speaker. Having team execs attend at least guarantee we have few people as audience.
- Always buy gifts for speakers to show appreciation. They like gifts, and this is the best way to get them to come back to speak again and get them to refer you to other great speakers.
- Always promote SCI talk with free food; we had great turnouts by posting fb groups, especially 'official UW free food', 'Events & Parties'. Some may only come for the food, but often time many came for the talk. If you're an environment student, chances are you only post on environment groups, and students from other faculties may not have know about SCI talk, so a group (that doesn't restrict faculty) is a good group to promote in.
- Send out catering order form at least one-week prior
- Prepare and send out promo info a week prior to the upcoming SCI talk to the 'external director' so the info will be sent out on SCI mailing list
- Follow up with speakers if not heard back from them within a week.
- Follow up with confirmed speaker a week and few days (prior to their sci talk)
- Try to engage other students groups, like "Climate Students", "Fossil Free UW", for related topics. Share information on UW sustainability leaders network to engage more groups.

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

2017 Green Guide has been finished. For the following term, electrical and hard copies are needed for distribution. See Google Drive for formal distribution locations and contacts.

The partnerships your group had with other organizations

We've establish a partnership with Lexi Salt at the St.Paul's Greenhouse. For any future SCI events, Lexi will help us promote, and in return we will also promote any Greenhouse events.

Mat Thijssen would like to host a talk (where he can talk with us about sustainability at Waterloo, so get in contact with him early.)

What you would have liked from the Service Coordinators? In other words, how can we, as service cords, be more involved in helping you to fulfill your position?

The coordinators have been very supportive in attending the SCI talk and getting execs to attend. It was important for the exec team to show up, as there is always a worst scenario that no one shows up at the SCI talk, and this can look really bad on the speaker. Having team execs attend at least guarantees we have few people as audience.

The coordinators were also very helpful with any questions about receiving key fobs, filling out paper work or anything else that comes to mind. Reach out to them.

11.2 Internal Director

**Sustainable Campus Initiative Executive Report
(Timour Petrov – Internal – Winter 2017)**

Describe your role in SCI

My responsibilities included tracking spending and submitting cheque request forms. I oversaw the SLC e-waste station and SUSPUR. I also helped other execs with their events.

Structure of your group and # of volunteers (If applicable)

N/A

Main accomplishments of the term (include events, projects, meetings, etc.)

Helped defer over 100 pounds of electronic waste from landfills. Created a proposal for adding a sustainable purchasing feature to the FEDS clubs event form.

Lessons Learned from the term (What worked best for you? What didn't?)

It was difficult to keep track of all funds. Coordinators should continue to forward internal transfers invoices to the Internal email account.

Managing multiple email accounts was tough at times. SUSPUR should either be a separate role or the email accounts should be merged.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

SUSPUR needs to be promoted more. The service needs to be streamlined to improve the customer experience. Consider offering products in packages to simplify the process. A delivery option would be helpful.

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

I think SUSPUR could be its own project if we manage to scale it up. See above for specific ideas.

The partnerships your group had with other organizations

N/A

What you would have liked from the Service Coordinators? In other words, how can we, as service cords, be more involved in helping you to fulfill your position?

Continue sending weekly action item emails. Consider having a period of time before or after the weekly meeting during which execs can discuss any pressing items with coordinators. (Basically office hours for execs).

Recommendations for SUSPUR

1. Rethink service and product offering. Consider:

- a. Creating packages for food related items. I.e. small package would be for 25 people, medium for 50, large for 100. Packages would contain a cutlery set, napkins (2x person), large plates, and an option for hot or cold cups. Other items could still be ordered separately.
 - b. Establish a delivery service. Could charge an additional fee for this. This could be integrated into the FEDS order form. If we only have a pick-up option from the SCI office, then our office hours would likely have to be expanded to accommodate this.
2. This service still needs to be promoted more. Some ideas are:
 - a. Create a video that shows a time-lapse of some of our products decomposing and being added to soil. (Could work with Campus Compost on this).
 3. Most of the SUSPUR material is not clearly labeled to show that it is compostable. I've seen students looking for recycling bins to throw out cups, etc. A possible solution is to look at other suppliers that provide better labelling of their products.

11.3 External Director

Sustainable Campus Initiative Executive Report
(Catherine – External Director – 2016)

Describe your role in SCI

As the external director, I handled the social media accounts, email and social events for our executive team. On social media, I created and promoted events for SCI and shared relevant content about the environment. I sent out emails either weekly or biweekly. Finally, I proposed social events for our executive team.

Structure of your group and # of volunteers (If applicable)

N/A

Main accomplishments of the term (include events, projects, meetings, etc.)

We promoted the events and had a good turnout at most of them!

Lessons Learned from the term (What worked best for you? What didn't?)

Emails often result in a lot of unsubscribing, people seem to like to follow us on Facebook more. Things that work are interesting environmental content and memes.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

Find interesting content to post! People like reading interesting articles, or seeing "life hacks" on how to be more environmentally friendly.

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

I was going to post a "Meet the execs" series, but I didn't get the opportunity. I would recommend this in the future!

The partnerships your group had with other organizations

We promoted content for a lot of groups on campus, and they promoted content for us. This includes (but is not limited to) St. Paul's Green House, the UW Sustainability Office, and the Laurier Ecohawks.

What you would have liked from the Service Coordinators? In other words, how can we, as service cords, be more involved in helping you to fulfill your position?

Coordinators were great this term.

11.4 Fair Trade Project Lead

Sustainable Campus Initiative Executive Report

(Megan Greeley – Fair Trade Project Lead – Winter 2017)

Describe your role in SCI

- Promote fair trade across campus by hosting events and workshops to engage student interest
- Collaborate with Engineering Without Borders (EWB) to make UW campus fair trade designated

Structure of your group and # of volunteers (If applicable)

- Approximately 10 people were interested (and joined the Facebook volunteer group) but only four people were really involved
- One of the volunteers was in charge of our social media

Main accomplishments of the term (include events, projects, meetings, etc.)

- Hosted three events and was involved with SCI's main event which was Earth Hour:
- 1. All is Fair Trade in Love and War
 - On Valentine's Day students got to make chocolate covered strawberries using fair trade chocolate and were able to gift them for that special someone
 - 2. Midterm Refresher
 - Gave out fair trade iced tea and talked to students on the status of fair trade designation on campus and what fair trade is
 - 3. St. Patrick's Day Tea-covery
 - Offered abundance of fair trade tea to students and engaged their interest on fair trade
 - 4. Earth Hour- Hazelnut Spread Workshop
 - Had a booth where students made fair trade "nutella" in tiny mason jars they got to keep

Lessons Learned from the term (What worked best for you? What didn't?)

- When melting chocolate in the fondue pot use A LOT of coconut oil. Burnt chocolate tastes terrible.
- Stay in communication with EWB on working towards fair trade designation and make sure to be in contact with the other coffee shops

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

- Ensure a steering committee is created (to do the research on how the coffee shops are doing with being fair trade. This term EWB had a steering committee so it can be either from EWB or SCI
- We only have the Faculty of Engineering coffeeshop left to get the fair trade designation. They were interested but we need to provide them with the information needed to be fair trade

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

- Get creative with the events. The more interactive the were (ie. All is Fair Trade in Love and War), the more students really enjoyed it

The partnerships your group had with other organizations

- Engineering Without Borders

What you would have liked from the Service Coordinators? In other words, how can we, as service cords, be more involved in helping you to fulfill your position?

- Nothing, everything was awesome :)

11.5 Cutlery Rental Project Lead

Sustainable Campus Initiative Executive Report

(Danya Byrnes – Cutlery Rental Exec – Winter 17)

Describe your role in SCI

My role was to put together the proposal for a new reusable cutlery and dishware service for Brubaker in the SLC.

Structure of your group and # of volunteers (If applicable)

Four volunteers conducting research on their own schedules. We have weekly meetings to discuss our developments for the week.

Main accomplishments of the term (include events, projects, meetings, etc.)

Proposal is being written and should be delivered to FEDS and Food Services by end of April.

Lessons Learned from the term (What worked best for you? What didn't?)

Working with established services (i.e. Food Services) on campus can be very difficult because they have their own mandate that they must adhere to. It can also take a lot of time for a project like this, with multiple stakeholders, to get established. There are many obstacles that must be considered and overcome. Patience and long term commitment has to be given to projects like this. The payoff is significant, but having many stakeholders does slow down the process.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

Consult people within FEDS, as they can provide significant guidance, especially when working with services like Food Services.

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

I think that SCI should reach out into the engineering faculty a lot more. There are a lot of technologies and projects that SCI can help establish, and can source help from engineers (i.e. technical skills). Perhaps launching competitions would be a good way to go about it.

Having capstone, you could set out a prize (500\$) for a group that designs the best solar charging station (for example). Having a symbiotic relationship would benefit both parties.

The partnerships your group had with other organizations

N/A

What you would have liked from the Service Coordinators? In other words, how can we, as service cords, be more involved in helping you to fulfill your position?

As an exec, I would rather spend my time doing my own project, instead of helping other execs with the execution of their own. I don't like that I was required to do small volunteering jobs.

11.6 Sustainable Fashion Project Lead

Sustainable Campus Initiative End of Term Report

(Hilena Demelie - Sustainable Fashion Lead - Winter 2017)

Your specific role in SCI

This term I was project lead of SCI's Sustainable Fashion. This term I successfully held a second hand clothes sale event in Mar 28, 19. For preparation of this event, I communicated and coordinated with textile company, athletics and residences for clothes collection, washing and storage.

Structure of your group (If applicable)

I was the lead, with 20 volunteers.

Events and projects you were involved with this term

- Second hand clothes sale
- Residence clothing collection

Lessons Learned/What worked best for you? What didn't?

Recruit enough volunteers for clothes sale.

Recommendations for future director of your Project/Position

As well as planning for future clothing ~~sale~~, the position lead will work closely with Brendan for assistance and Sadig for clothes washing. Additionally, you may need a lot of volunteers for clothes collection, washing and selling.

Future recommendations for projects

Future Lead will continue working on the second hand store and clothing collection. Also, the Project development lead will work on finding and starting new projects. For a new project to be successfully taken on for a second term, it must have secured funding and a preliminary project timeline/plan with some approvals in place. The Project Development lead will continue to pursue new projects as they are handed off to Project Leads.

The partnerships your group had with other organizations

Residences

- Sheila Goodwin, sgoodwin@uwaterloo.ca

Athletics

- Sadig Sadig, sadig.sadig@uwaterloo.ca

What you would have liked from the Service Coordinators? In other words, how can we, as service cords, be more involved in helping you to fulfill your position?

Cords were great! I got great help in this term's clothes sale event!

11.7 Campus Compost Project Leads

Sustainable Campus Initiative Executive Report

(Clover Mei & Wanning Luo – Campus Compost Leads – Winter 2017)

Describe your role in SCI

This position is responsible for leading the ongoing Campus Compost project, a student-run campus-based composting service that also includes marketing, education, and research initiatives. The leads will work with and promote effective collaboration amongst a team of Campus Compost executives (Marketing, Social Media, Operations, Human Resources) and volunteers (Marketing, Operations) to achieve these goals. In addition to SCI executive responsibilities, which include attending weekly SCI meetings and assisting at SCI events, the leads are expected to take ownership of Campus Compost and provide guidance and direction to the continual evolution of the composting initiative.

Structure of your group and # of volunteers (If applicable)

Campus Compost is composed of up to two project leads, executives for Marketing, Social Media, Operations, Human Resources, as well as volunteers for Marketing, and Operations. Marketing and Operations volunteers report to the Marketing and Operations executives, respectively, and the executives report to the project leads. In Winter 2017, there were 17 members on the Campus Compost team, including leads, executives, and volunteers.

Main accomplishments of the term (include events, projects, meetings, etc.)

In Winter 2017, Campus Compost accomplished good progress on many initiatives across Social Media, Human Resources, Operations, and Marketing. In addition to Fun Fact Fridays, Compost Meme Mondays was added to weekly Facebook postings to increase the group's social media presence. In terms of human resources, procedures and methods were developed to ameliorate recruitment, executive training, reference endorsement tracking, and term-to-term transition. On the operations side, experimentation was completed in support of year-round operations, and periodic blog posts were written and posted to social media and the Campus Compost website. In our marketing push, we revamped our website to include more critical information on the main page, updated our locations, and added content, such as our monthly reports, surveys, media mentions, etc. We also implemented a cross-campus poster campaign to increase awareness for Campus Compost and composting in general. We are also working on displaying Campus Compost ads on TV screens across campus and acquiring a trifold poster and banner for promotional purposes. On a larger scale, we have also been making negotiations to expand our operations to areas such as Optometry, EC1, MC, and UWP, at least on a pilot basis. Part of the goal is to test out whether such expansion is feasible, but we are also trying to acquire at least one designated student-facing location per faculty to help with promoting awareness for composting across campus.

Lessons Learned from the term (What worked best for you? What didn't?)

Communication is key for working with both executives and volunteers within the group as well as with other external stakeholders at the university, like FEDS Marketing, Ecology Lab, Mat Thijssen (Sustainability Coordinator), and Plant Operations. For formal communications, it is best to use email, and for casual interaction with volunteers, Facebook may be a better option. If you are requesting for something to be done, and the other party is not responsive, it may be advisable to schedule an in-person meeting instead to express

your urgency and sincerity. Specifically, we found that it was sometimes particularly difficult and frustrating to work with FEDS Marketing, so we would recommend either using alternate sources for marketing needs, or developing a more efficient communication system early on.

When communicating with executives and volunteers, it is important to be as specific and clear as possible to avoid misunderstandings. Communication between the Campus Compost leads is also important to ensure that tasks are completed efficiently and that no items are missed. The specific way of communication will depend on the individuals, but it may be helpful to share to-do lists and other such documents. Term-to-term transition is also extremely critical -- throughout the term, do everything you can to document work that was done so that they are not lost in translation. Specifically, we would recommend prioritizing the recruitment and training of volunteers and executives so that Spring 2017 operations can start running as soon as possible. This also holds true for the end of term; start preparing for Fall 2017 operations early on, preferably 1.5 months into the term so that the term-to-term transition happens smoothly.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

Any Winter 2017 initiatives that were in progress and incomplete from the ones mentioned above should be carried forward into Spring 2017. While maintaining smooth composting operations should be the priority next term, it is also important to make sure that work is continuing in all aspects, especially in terms of consistent marketing push. Other initiatives that were not realized this term can also be considered as priorities for next term -- these could potentially include a location-specific poster campaign, a large promotional event, consolidation of the data management system, and additional improvements to the management of our human resources. Specific projects can be prioritized in accordance to the executive team's interests as long as the Campus Compost team is committed to maintaining smooth operations and actively working on educating students and increasing awareness across campus. More helpful guidelines can be found in our master document, though it is currently a work in progress.

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

While we do not have completely new projects or initiatives to recommend, we do have some recommendations regarding the future of Campus Compost. As the university is making progress towards a campus-wide organics collection program, the role of Campus Compost may change in the near future. However, since there are no current commitments or set timeline for the change, Campus Compost should remain committed to its current goals of running a smooth composting operations in the meantime. Future leads should keep in mind that as campus-wide plans become more clear, Campus Compost's role may transition into one that is heavily, or even completely, focused on education and advocacy. It is important to maintain regular communication with Mat Thijssen (Sustainability Coordinator) to ensure that we are in the loop in terms of what is happening on the university level.

The partnerships your group had with other organizations

The most critical collaboration to take note of is the UW Student Sustainability Leaders Network, which aims to facilitate discussion on campus engagement and sustainability between like-minded student groups to increase our collective impact for on-campus sustainability. The network includes various on-campus sustainability groups and may be an important marketing and information channel in the future.

In Winter 2017, we also collaborated with the Game Development Club to create a composting video game, which can be used in our future promotions. Some discussions regarding potential marketing assistance from Enactus has also begun. We also considered a partnership with UW Marketing Club, but this plan did not come to fruition.

What you would have liked from the Service Coordinators? In other words, how can we, as service cords, be more involved in helping you to fulfill your position?

One thing that would be helpful as continuous supports from the coordinators is to help understand the dynamics and plans happening around campus.

Eg. We did not expect the SLC/PAC expansion to impact the location to which we wanted to move one of our compost Cows, and we were denied permission due to the considered location being utilized for construction storage. The conversation would have been more efficient if we had the information prior to our communication to eliminate back-and-forth emails.

Perhaps it would benefit all project leads and SCI's efficiency overall if we shared campus news at every meeting and speculated plans for the future? Just so that everyone could keep this information in mind and have alternate plans at hand as situations change moving forward.

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11.8 Campus Market Garden Project Lead

Sustainable Campus Initiative End of Term Report

(Asha Virdee – UW Campus Market Garden Managing Director – Winter 2017)

Winter 2017 marks third term where UW Campus Market Garden (UW CMG) has acted as a group partnered with the Sustainable Campus Initiative (SCI). As the Managing Director of UW CMG, and an executive of SCI, my role includes communication with stakeholders, hiring employees for the spring 2017 term, budgeting, running weekly meetings for volunteers, planning events, and taking the lead to ensure the success of long-term projects. My responsibilities for SCI include attending weekly office hours, meeting on a bi-weekly basis with the SCI Coordinators, recruiting volunteers for SCI events, and promoting SCI events through the UW CMG Facebook page and email list.

The structure of our group changes depending on the term; the winter term consists solely of the Managing Director and general volunteers. This term we had nine regular volunteers, and about five other volunteers who helped out sporadically. In the spring, we have a full-time Garden Coordinator, Managing Director, and general volunteers. It is a possibility that we will also be hiring a full time Student Farmer for the spring term as well. For the fall term we have a Managing Director, several part-time Student Farmers, and general volunteers.

Our main accomplishment this term consisted of bringing our greenhouse project to fruition. This project has been in the works for two years, and with generous funding by Chartwells, the food service providers for St. Paul's University College, we have been able to order an 8'x8' greenhouse to be installed in April beside our garden plot at St. Paul's. This greenhouse will allow us to grow a greater variety of leafy greens, provide a place for storage, and ensure we have a reliable space to start seedlings in the spring. The greenhouse will also allow us to extend our growing season by up to two months. Additionally, with the generous support of SCI, we have obtained permission to purchase a tiller and drip irrigation kit for the North Campus Garden – our largest plot at Westmount and Columbia. The SCI coordinators have been very helpful with aiding UW CMG in completing two marketing initiatives – to obtain a pull-up banner and a tri-fold display board. UW CMG has also participated in a number of events across campus this term, including Clubs & Societies Days, a Waterloo Aboriginal Education Centre (WAEC) Soup and Bannock Lunch, EcoSTP, a Pickling Workshop hosted by Shores & Hillel Waterloo, and the Earth Hour Festival.

The main lessons learned during this term included the importance of frequent communication between the SCI Coordinators and myself in order to execute projects more quickly. Meetings on a bi-weekly basis were helpful to keep up to date with upcoming events and information. I believe it also would have been helpful to designate a specific volunteer from our group to be in charge of social media production and workshop coordination. At times, trying to balance all of these aspects of UW CMG, along with ensuring the completion of long-term projects, became slightly overwhelming.

Due to the differing nature of our initiative over the various terms, it is very important that the SCI coordinators are aware of how much time our future Managing Directors will be able to invest into SCI-specific events. In spring and fall terms, growing, harvesting, and selling crops is our main priority, thus the Managing Director should not be expected to spend as much time aiding in SCI events. However, in the winter term, activities such as holding office hours and volunteering for events should be executed by the Managing Director to maintain relations with SCI and stay up to date with developments on campus. That being said, I recommend the continuation of bi-weekly meetings with the SCI coordinators during every term, in order for both groups to remain informed and collaborate successfully.

Concerning future projects, this season will focus primarily on getting our greenhouse into production, and amending the soil at our North Campus Garden. We are working on improving the productivity of this plot in order to increase our crop success over time. This goal begins with the soil, and we are investing in the improvement of our growing medium in order to generate healthy and tasty plants. Additionally, further collaboration with Food Services on campus is a must. This includes collaborating with the SLC Farmer's Market, possibly supplying herbs and greens to the Bomber, and generally expanding our influence on campus through marketing and social media. We usually host at least one large event per term – last spring we hosted a Herb Preserving Workshop and a Seed Bomb Workshop. Possible ideas for events this spring include a Pickling or Canning Workshop. Last spring, we struggled to maintain a solid volunteer base. Through our continued involvement at Clubs & Societies Days, and greater outreach on campus, we hope to gain a more solid base of volunteers in the upcoming term. I also encourage outreach to professors in the Faculty of Environment, to determine the viability of including the gardens in experiential learning activities that are associated with particular courses. Finally, an essential step to take in the near future is collaboration with WAEC, to ensure the presence of Indigenous knowledge in our project.

This term we collaborated with a number of groups on campus. First, we hosted a soup lunch for the WAEC, located in St. Paul's, where ~100 people were served two soups and bannock (fried bread). We also held a booth at EcoSTP, an event held by the GreenTeam at St. Paul's. Finally, we collaborated with the Jewish organizations: Shoresh and Hillel Waterloo, to hold a successful Pickling Workshop with a turnout of ~35 people.

Overall, the SCI coordinators were very helpful this term in helping us with marketing from FEDS, and understanding the processes of working as a part of SCI today and into the future. We are grateful to have been provided with many new resources to aid us in the successful execution of our initiative. As a suggestion, having a more comprehensive idea of what services are available to our group in advance would be very helpful (e.g. MC storage space, available finances, marketing procedures, purchasing procedures, volunteer appreciation). Overall, working with SCI this term has been very helpful for our initiative, as far as providing support and resources that we were not able to access before.

12.0 Appendix of Event Summary Forms

12.1 Advocacy Events

Winter 2017 SCI Talks				
Winter 2017 SCI Talks				
Category <i>Educational, Social, Promotional, or Other</i>		Educational Lectures	Service Name	SCI Talks
Total Costs	Direct Event Costs	\$200	Date	Feb 1, 15; Mar 1; 15: 6:30-7:30 PM (Wed)
			Times & Timing	Bi-weekly event
			Location	EV3-4408
Participation (Organizers)			Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>		Chuchu Zhang	Total Participants	15-30 per Talk
			New Participants	
Partners in organizing			Declined Participants	
Number of students involved in planning and execution			Demographics: Majority: Students from Environment Faculty Some are students from other faculty who are interested in sustainability/Environment	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>				
Facebook, Mailing, Twitter				
Exit Survey Results – Number participants				
Top Marketing Tools for the Event		Facebook groups		
Top Reasons for Attending the Event		Interested in the topics		
Average Quality of Experience		Good		
Most Popular Aspect of the Event		28 attendees		
Repeat Attendance		10 Yes, 8-10 No		
Goals and Learning Outcomes of the Event				
Goals : SCI Talks are a biweekly mini lecture series with topics related to environment/sustainability, targeted at students who are interested in and passionate about sustainability/ environment area. Our intent is to have speakers sharing their insightful ideas, experiences or practices, to inspire students to learn, take actions and get more involved in Sustainability area.				
Learning Outcome Our intent is to have speakers sharing their insightful ideas, experiences or practices, to inspire students to learn, take actions and get more involved in Sustainability area.				
Success of the Event <i>Based on the above goals and learning outcomes.</i>				
This term SCI talks have a good outcome, with an average of around 20 attendees for each lecture.				

With attractive and insightful topics, such as Sustainability at UW, Bring Sustainability Home, we've successfully engaged students from different department in both lecture and discussions, especially fresh students. We also provided sustainable food from ESS coffee shop, considering both vegetarian and vegan preference. In all, this event advocated more ideas and experience on sustainability to more UW members, which will add more efforts put into further activities.

Recommendations for Future Events

- | |
|---|
| <ul style="list-style-type: none">- Try to engage other students groups for related topics.- Distribute 2017 Green Guide |
|---|

Draft

12.2 Fair Trade Events

All is Fair Trade in Love and War			
Programming description and overview. Students had the opportunity to make chocolate covered strawberries, decorate their treats, and a chance to create a bag to give to that special someone. They also had an opportunity to engage in conversation on the topic of fair trade.			
Category <i>Educational, Social, Promotional, or Other</i>	Social/ Educational	Service Name	Sustainable Campus Initiative
Total Direct Event Costs	\$106.45	Date	Tues Feb 14, 2017
		Times & Timing	Stand alone
		Location	SLC Marketplace
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Megan Greeley - Fair Trade project lead - SCI	Total Participants	~70
Partners in organizing	Engineers without Borders	Comments:	
Number of students involved in planning and execution	6	Demographics:	Students
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Had Feds Marketing creating posters and had them posted around the school including a banner in the SLC atrium. Also created a Facebook event to gather followers.			
Goals and Learning Outcomes of the Event			
Goals: Have a fun event and give students a chance to create something yummy using fair trade ingredients. Also to create an event to have a conversation on the topic of fair trade and sustainability.			
Summary of Event			
Students had the opportunity to make chocolate covered strawberries, decorate their treats, and a chance to create a bag to give to that special someone. They also had an opportunity to engage in conversation on the topic of fair trade.			
Recommendations for Future Events			
Chocolate burns! Use lots of oil and do research before cooking (even testing the recipes beforehand).			

Midterm Refresher			
<p>Programming description and overview.</p> <p>Students were given the chance to taste some delicious fair trade tea and discuss fair trade and sustainability. It was set up in the SLC Marketplace and students were able to grab some iced ginger tea and talk about anything sustainable.</p>			
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	Sustainable Campus Initiative
Total Direct Event Costs	\$10.00	Date	Tues Feb 28, 2017
		Times & Timing	Stand alone
		Location	SLC Marketplace
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Megan Greeley - SCI Fair Trade project lead	Total Participants	~25
Partners in organizing		Comments:	
Number of students involved in planning and execution	4	Demographics: Students	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<p>Had Feds Marketing creating posters and had them posted around the school including a banner in the SLC atrium. Also created a Facebook event to gather followers.</p>			
Goals and Learning Outcomes of the Event			
<p>Give students an opportunity to taste fair trade iced tea and talk about fair trade and the status of fair trade designation on campus</p>			
Summary of Event			
<p>Students had the opportunity to make chocolate covered strawberries, decorate their treats, and a chance to create a bag to give to that special someone. They also had an opportunity to engage in conversation on the topic of fair trade.</p>			
Recommendations for Future Events			
<p>To get more students to come to booths like this, best to have a variety of tea/coffee flavors oppose to one</p>			

St. Patrick's Day Tea-covery					
Students were given the chance to taste some fair trade tea and coffee to curb Monday and St.Patrick's day hangover. Also had conversations regarding sustainability, fair trade, and SCI					
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	Sustainable Campus Initiative		
Total Direct Event Costs	\$0.00	Date	Tues Mar 28, 2017		
		Times & Timing	Stand alone		
		Location	SLC Marketplace		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Megan Greeley - Fair Trade project lead - SCI	Total Participants	~25		
Partners in organizing		Comments:			
Number of students involved in planning and execution	4	Demographics: Students			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Had Feds Marketing creating posters and had them posted around the school including a banner in the SLC atrium. Also created a Facebook event to gather followers.					
Goals and Learning Outcomes of the Event					
Give students an opportunity to taste fair trade coffee and tea and talk about fair trade and the status of fair trade designation on campus					
Summary of Event					
Students were given the chance to taste some fair trade tea and coffee to curb Monday and St.Patrick's day hangover. Also had conversations regarding sustainability, fair trade, and SCI					
Recommendations for Future Events					
Have the event be more interactive for students to entice them to come over					

12.3 Earth Hour Event

Earth Hour Festival 2017									
Programming description and overview. Earth Hour Event 2017 – world wide grassroots movement initiated by the World Wildlife Fund in 2007 aimed at bringing awareness to energy conservation and sustainability									
Category <i>Educational, Social, Promotional, or Other</i>	Social/educational	Service Name	Sustainable	Campus Initiative					
Total Direct Event Costs	\$1000	Date	March 25 th						
		Times & Timing	6:00 to 10:00 PM						
		Location	V1 Great Hall						
Participation (Organizers)		Participation (Attendance)							
Primary Organizer <i>Name/Position</i>	Jacqueline Chung/Earth Hour Event Lead – Sustainable Campus Initiative	Total Participants	Approximately 30 volunteers and 80 attendees						
Partners in organizing	Sustainable Campus Initiative	Comments:							
Number of students involved in planning and execution	1 executive (myself) and the rest of the executive team (6 members) and a team of 11 volunteers	Demographics: Mostly first year students as the event was held in on-campus residences, but it was open to the public.							
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>									
Promotion included posters facilitated by FEDs marketing and online marketing via social media									
Goals and Learning Outcomes of the Event									
Goals of the event were to raise awareness of energy conservation and sustainability on campus and at home. The event was successful in this regard and there were some learning outcomes such as partnerships with groups in the Waterloo region, fun activities for volunteer-run booths, and sponsorship for prizes.									
Summary of Event									
Overall, the event was a success with more attendees than expected and great feedback. The events, prizes, food and activities were well received.									
Recommendations for Future Events									
For next year it is recommended that marketing be started earlier and with a clearer message. It would be good to reach out to Kathy from WWF Waterloo for sponsorship and support. In future it might also be suggested to pursue more sponsorship for prizes (e.g. Sobey's, Starbucks, Camino, etc.) as this was a large part of the budget and it can help SCI gain community contacts.									

12.4 Sustainable Fashion Event

SCI Second Hand Clothing Sale			
Programming description and overview. Winter 2017 Second Hand Clothing Sale Hosted by Sustainable Campus Initiative. Sold washed clothes from the Fall 2016 residence clothing drives back to students at very affordable prices to reduce textile waste on campus. Any unsold clothing was donated to a textile recycling company. The sale accepted both cash and debit.			
Category <i>Educational, Social, Promotional, or Other</i>	Other - Promotional	Service Name	Sustainable Campus Initiative
Total Direct Event Costs	\$220 for volunteer gift cards	Date	March 28-29, 2017
		Times & Timing	Two-day, 10AM-3PM
		Location	SLC Great Hall
Participation (Organizers)	Participation (Attendance)		
Primary Organizer <i>Name/Position</i>	Shengdi Chen and Tristan Packwood-Greaves/SCI Coordinators Hilena Demelie and Chuchu Zhang/SCI Sustainable Fashion Leads	Total Participants	Estimated over 100 in attendance. 82 transactions occurred. \$883 of revenue was generated
Partners in organizing	None	Comments:	
Number of students involved in planning and execution	12 executives and 20 volunteers	Demographics:	The entire UW student population and community, anyone who benefitted from cheap clothes.
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook cover photo, a SLC atrium banner, and posters were created for the event. The poster was put on the FEDS poster run and the event was promoted through the SCI mailing list, facebook page, and the Facebook event page.			
Goals and Learning Outcomes of the Event			
The goal of the event was to reduce textile waste on campus by selling the donated clothes from residence clothing drives from Fall 2016. The goal was to also sell as much clothes as possible at very low prices to increase affordability of the clothes to the student population.			
Summary of Event			
The event was generally well received and slow during the mornings and would speed up slightly during the lunch hours. There were many leftover bags of clothing at the end of the sale, which was given to the textile recycling company the next day.			
Recommendations for Future Events			
It is recommended that the debit machine be obtained for the next sale. It is also recommended that clothing items of low quality be discarded and that high quality or stylish items be identified during the sorting process. This way, the items with high likelihood of selling would be displayed first.			

**Volunteer Centre
End of Term Service Coordinator Report**



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Introduction

This report outlines the workings of the FEDS Volunteer Centre over the last four months, encapsulating the Winter 2017 term.

Volunteer Management

The Coordinators were hired by the Coordinators from the Spring 2016 term and the Services Manager for this service. The Coordinators hired an Executive team for the Fall term.

* Coordinators: Fiza Tariq and Ruchit Patel

* Executives:

* Communications: Charmaine Pasadilla

* External Affairs: Shail Patel

* Internal Affairs: Marissa Cheah

* Information/Technology: Christina Liu

The hiring process for the Spring 2017 term has selected two new coordinators and four new executives.

* Coordinators: Christina Bei Shang and Archi Rahman

* Executives:

* Communications: TBD

* External Affairs: TBD

* Internal Affairs: TBD

* Information/Technology: TBD

Volunteer Recruitment

General service volunteers were advertised on Leads and the Volunteer Centre website. These volunteers were hired with the opportunity to manage office hours, assist in any events that may be planned and offer feedback on the database development. Shifts for the office were set at the beginning of term, and any reschedulings were handled by the internal Affairs Executive. Volunteers were asked to attend a training session that outlined their roles. Unlike previous terms, volunteers were assigned more responsibility for their roles as they had access to the admin end of the Volunteer Centre database and allowed to manipulate and make changes to the .

Training Information and Review

Training Information can be found in the training document attached in the **Appendix 1**.

Meetings

Meetings were held bi-weekly for Executives. Also, volunteers were provided training and then constantly contacted and checked upon virtually using Facebook. This was to encourage community building and teamwork within the Centre. All issues and problems were heard, addressed and acted upon. Mid-term check-ins also occurred with executives to discuss progress and establish support.

Volunteer Retention and Engagement

We utilized a Facebook group with all volunteers on it for regular communication. Time commitments and office hours were set in the first week of the term so students knew their commitment for the whole term, and changes were made on a case-by-case basis. This way they are able to be fully aware of their responsibilities outlined in their role. Many felt like they were failing to assist students in finding volunteer positions because there were not many visitors coming to office hours. As a primarily online service, this is to be expected as in-person traffic is limited. Volunteers were also assigned to update the Volunteer Centre database with new postings on Leads. The IT Executive would then check for postings; ensure all had been transferred from Leads to Volunteer Centre's database and let the volunteers know about postings that had not been updated.

Moreover, an Excel sign in sheet was located on the computer desktop of the Volunteer Centre. The purpose of this was to track which volunteers were actually attending the office hours, record the number of visitors they interacted with, and identify and record any commonly asked questions.

This term the volunteers were engaged by constant communication and contact with them, by the executives and coordinators. Volunteers were provided updates about happenings at the back end of the Volunteer Centre, as well as encouraged to contribute innovative ideas and thoughts about making the Centre run better on the front end.

Volunteer Recognition and Appreciation

Volunteer Recognition and Appreciation was carried out by distributing Feds gift cards at the end of the term. They were also thanked for their efforts and commitment to the Volunteer Centre through recognition on Facebook.

Executive Recognition and Appreciation

Executive Recognition and Appreciation was carried out by distributing Feds gift cards at the end of the term. They were also thanked for their efforts and commitment to the Volunteer Centre through recognition on Facebook, as well as thanked in-person at the last meeting.

Disciplinary actions

For this term, no executives or volunteers withdrew from their position or were let go. No disciplinary actions were explicitly taken due to their withdrawal before action could be taken.

Communication

The Volunteer Centre website is currently live. A meeting was held with Kyle this term to address identified issues about the website. One example of a recent change is that the ability to filter all options, under the 'Search All' button was added.

Social media platforms, especially Facebook, were constantly and consistently used this term to communicate with other students. The primary social media platform used to access volunteers and executives was Facebook, which worked without any problems. Facebook groups, as well as private messages, were a perfect method to interact with the Volunteer Centre team and all other students.

Volunteer Spotlights on our facebook page have continued this term, with some difficulties in getting organizations/clubs to send us volunteer information. The Volunteer Spotlight highlights volunteers from around campus that have been doing an exceptional job within their service. A sample letter, created by the current Communicators Director is present in the attached executive report.

Events and Activities

This term we set up promotional and informational booths throughout the semester. We interacted with many students at SLC, gained exposure and informed other students about our service. The booths were a success. Many students were wanting to get involved but did not know where to get started, thus the booths were the perfect method to reach out to these students. For more information, please see form in **Appendix 2**.

Partnerships/Collaborations*On campus partnerships*

The Volunteer Centre is willing to partner with every on-campus group, but it is not necessarily easy to organize and sustain. We have received an increasing amount of organization sign ups, due to the growing awareness of our service, as well as a recent video that outlines how to sign up. The links for the videos can be found below:

Students

<https://www.dropbox.com/s/73c0iw0t30c47fq/Feds%20Volunteer%20Video%20%28Students%29.mp4?dl=0>

Organization

<https://www.dropbox.com/s/j9nfpxxxnkc6s4h/Feds%20Volunteer%20Video%20%28Organization%29.mp4?dl=0>

Community partnerships

Our primary community partnership is held with the Kitchener Waterloo Volunteer Action Centre (KW VAC). When external organizations use KW VAC, they also have the opportunity to list their positions directly to the University of Waterloo students through the FEDS Volunteer Centre. Our system is directly linked to KW VAC's and we offer students external opportunities directly through our system.

Moreover, this term, our External Director has also been working on reaching out to organizations that can provide international volunteer opportunities to our students. We reached out to Waterloo International to learn about the vetting process for having international volunteer opportunities posted. Also, our partners are various other student-led organizations across campus, such as various student societies and first-year residences.

Inventory

We currently have:

- * 1 Roll Up
- * 1 A-Frame
- * 1 tri-fold
- * Whiteboard and markers
- * One full box of magnets
- * One full box of business cards
- * A box of Volunteer Centre branded buttons
- * A box of Volunteer Centre branded phone card-holders
- * A box of freezies
- * A box of Volunteer Centre T-shirts

All of the above mentioned items are held within our one and only office at SLC 3107.

Budget**Overview**

One of our major events during the semester were the Volunteer Centre booths. However, they did not have direct costs related to our budget. Also, new replacement tri-fold was ordered for the Volunteer Centre; thus, the remaining portion of marketing budget was spent there. The other costs were related to office supplies, volunteer and executive appreciation, and in-office meetings. For more information, please see **Appendix 3** for copy of the budget.

Current status

Due to end of the fiscal year, our budget was constrained with the remaining funds available for utilizing and spending. There was no money left in the events line, which constrained our ability to hold any events, other than the promotional booths this semester. Moreover, we required a replacement tri-fold, as many features have been updated since the Volunteer Centre started in Fall 2015. There was a large excess of volunteer training funds that were not directly used this term but were available to cover our deficit in the events line. Also, we are currently in the process of hoping to purchase a tablet, specifically for the Volunteer Centre, so that students can be reached out from booths with easy access to our website.

Future recommendations (long term and short term)

Short Term

The events budget should be used wisely every semester, to ensure that enough money is remaining for the later semesters in the fiscal year, to be able to utilize for more events. Moreover, interaction ways of connecting with the on-campus community should be discussed and implemented, such as utilizing a cool 'Why do like to Volunteer?' video series that asks students on-campus about reasons they like to volunteer. This would be a great way to interact with current students, while allowing them to reflect on their reasons to get involved on-campus.

Long Term

A larger budget, than 2016-2017, events' budget should be allocated for the Volunteer Centre. This would allow us to provide high quality events for our students while enabling us to hold the events in the first place. Moreover, the Volunteer Centre should expand itself and call itself the 'Get Involved' Centre, that allows students to get involved within the University of Waterloo community through more than just volunteer positions - events and part-time jobs on-campus can also be posted through the 'Volunteer Centre' database.

Operations

Office Maintenance

Volunteer Ambassadors committed two hours per week for their responsibilities. The Executives held office hours for two hours per month.

The Volunteer Ambassadors were responsible for checking Leads for new positions and export them to the Volunteer Centre website. The Executives and Coordinators would routinely check whether new positions from Leads were transferred to the Volunteer Centre website and if not, then they would instruct the Volunteer Ambassadors to do so at the earliest. This was the first time when Volunteer Ambassadors and Executives were given access to the admin side of the Volunteer Centre website. This was really helpful as the work was more or less evenly distributed and this streamlined that process. Furthermore, boozing stations were set up in the

SLC Marketplace instead of regular office hours on certain days in order to increase the awareness of the Volunteer Centre.

A suggestion for the future is that the booths need to be set up in different areas of the campus (DC, SCH, DP etc.) in order to reach a wider audience. Also, another suggestion is to spread out the boozing days evenly across the term. Also, a pre-set schedule should be prepared that allows coordinators, executives and volunteers to be equally involved with the promotional booths, rather than simply assigning booths during office hours.

Executive Meetings

Meetings with the executives were held bi-weekly. Since the office was being used by other services during our meeting time, we booked rooms in SLC for our meetings. In the meeting, each executive provided updates on the tasks he/she was responsible for and asked the coordinators for assistance if needed. Any new recommendations or ideas were also discussed by the executives. More details can be found in each executive's attached report. Furthermore, the Coordinators provided any updates they had on their end to the executives.

Volunteer Meetings

Meetings with the Volunteer Ambassadors were mainly held by the Internal Executive. The Coordinators had occasional meetings with the Volunteer Ambassadors. Most conversations and updates were facilitated through Facebook and this was more efficient.

Website Maintenance

Website was maintained by the Coordinators. A meeting was held with Kyle to implement minor new changes to the website and all suggestions were addressed regarding the website.

The changes made this term include

1. On the admin side, the inactive positions are no longer displayed on the Volunteer Positions page. They can be seen via selection "Inactive" for "Position Status".
2. Keyword search functionality was added.
3. SNS Share button was added on top to the volunteer position detail page to allow for easy sharing of opportunities via social media.
4. A 'Get Direction' button was added at the bottom of the volunteer positions detail page that connects directly to Google maps.

Short Term Suggestions, Plans and Goals

- Hold booths all across the campus.
- Integrate ways to make boozing more interactive and attractive for students.
- Advertise about the Volunteer Centre via Learn.
- Identify large first year lectures and present about the Volunteer Center for 2 minutes before/after the lecture in order to increase awareness.

- Hold consistent office hours and find incentive for volunteers to be excited/dedicated to attend volunteer hours.

Long Term Suggestions, Plans and Goals

- Have volunteer opportunities which are posted on LEADS to be listed primarily listed on the Volunteer Centre website.
- Integrate volunteer opportunities from main co-op areas, international experiences and satellite campuses.
- Organize volunteerism trips for students so that the Volunteer Centre can have a physical presence as well.

Recommendations

Feds

- Email an EOT updated budget to the Volunteer Centre, to ensure accuracy and consistency with our budget records.

Services Manager

- The Facebook group was an efficient way to provide any updates to the service coordinators and this method of communication should be continued.
- Also, key dates presented at coordinator training were helpful for next term planning for future coordinators.
- Possibly reduce meetings to bi-weekly with coordinators.

VP Internal

- Presence in at least one meeting a month would be helpful. This would help discussion of possible new initiatives and whether or not they would be implementable.

Marketing

- Great at being quickly responsive and replying back timely.
- Having the marketing co-op student attend our weekly meetings was helpful as we were able to directly convey our needs in person.
- Provide a receipt or confirmation of final order size and cost per order placed.

Important Contacts

Kitchener Waterloo Volunteer Action Centre:

Jane Hennig - jane@volunteerkw.ca

Dianne Boston-Nyp - dianne@volunteerkw.ca

CSG Website Developers:

Kyle Young kyoung@csg.uwaterloo.ca

Chris Lee cslee@csg.uwaterloo.ca

Executive EOT Reports

Each of the 4 executives were asked to submit an EOT report that reflected their work during the term, as well as future recommendations for executives. Please see Appendix 4 for details about each executive's' report.

Statistics (Impact) Reports on:

Visitors

There were approximately 45 visitors to the centre this term, an increase from the 30 last term. This was counted using an Excel check-in sheet that is completed by all Volunteer Ambassadors and Executives. Also, over 750 searches were done in Winter 2017 on the website. Faculty wise, the most searches were from the Faculty of Arts (24.3%) and the least were from the Faculty of Environment (9.4%).

Members

Organizations continued to sign-up for the Volunteer Centre. Many requests were received by the Volunteer Centre to enroll new organizations so they can post about their new positions. For future, the process of providing each organization with their username and password needs to streamlined.

Appendices

Appendix 1

Volunteer Training Session

Introductions of Coordinators, Executives and Volunteer Ambassadors

Goals for the Term (after discussion with each executive)

Communications

- Develop poster and slide for marketing via Learn and in lectures

- Maintain Thursday Volunteer Spotlight

External

- Focus was on featuring international volunteer opportunities on the Feds Volunteer Website
- Connect with residence dons

Internal

- Set up routine boozing
- Provide training to volunteers and maintain office hours
- Maintain constant communication with volunteers and provide them with updates

Office HoursGetting the Key

- If you are the first shift of the day, go to the Turnkey desk to sign out the key with your WatCard
- If you are not the first shift of the day, ensure that you swap WatCards with the person who held the shift previous to you (do this by going to Turnkey and let them know that you are swapping your watcard)

Briefing

- Have the previous person on shift brief you about any information you need to know for this shift
 - For example, if a student said they would return at a later time in the day
 - This may not be necessary every time, use your discretion.

Sigining on the Computer

- Use the computer on the right hand side of the room (when you enter into the office). This computer has been assigned to Volunteer Centre.
- The username is ---vc1 and the password is volunteer
- Please use the computer for appropriate uses.

Switching Shifts

- Email/FB message the Internal Executive to switch shifts
- Posting in the Facebook group is ok, but make sure that someone covers your shift

A-frame

- If you are the first person on shift for that day, please take the A-frame (standing sign) and place it outside the door

During Shift

About the Feds Volunteer Center

- This is general information about the Feds Volunteer Center in case a student asks
 - The Feds Volunteer Center is in SLC 3107 (the room they would be standing in if they were asking you this)
 - Office Hours are 10 AM – 2 PM Monday to Friday
 - Email is volunteer@feds.ca
 - Our phone number is (519) 888-4567 x30343
 - Twitter is @FEDS_VC
 - Facebook is <https://www.facebook.com/pages/Feds-Volunteer-Centre/>

What are we and what do we do

What we do for people within the university community:

We connect students/staff/faculty with volunteering positions **on** and **off** campus. We maintain a huge database that people can log on and look through volunteer positions with different parameters (interest, skills, organization, special events).

What we do for members/organization that advertise their positions through us:

This serves particular useful for members/organizations (ex: Arts Undergraduate Office) who look for student volunteers for different positions. This is a system that can a member/organization can post all of their opportunities on to have people within the Waterloo community to peruse.

Looking for Volunteer Opportunities

- If the student needs help to find a **volunteer opportunity**, go to volunteer.feds.ca to help them search
 - Search by **interests**
 - Search by **time available**
- If the student wants **assistance applying**, help them

Signing Up Organizations

This may be something you will be asked to do during your shift. You will be sent a message or you will have a note for your before your shift starts.

We want to have as many organizations as possible join our service. Therefore, sometimes we need to sign them up for it and then explain it to them. Sometimes in your shifts you will be given a list of organizations, or asked to investigate different organizations that can join our service and sign them up.

To sign them up, go to volunteer.feds.ca and on the right, click “click here to sign up your club/organization” and then fill in all the information you have on them. Go to the following link:

<https://docs.google.com/spreadsheets/d/1nB1PPXLwynd5QjztlawCatsJDVZSHaAll0NHxxDT34/edit?usp=sharing>

to fill in the information so that we are not duplicating any organizations. Remember this is for new organizations, not just different volunteer postings.

Cleanliness (Recycling and Garbage)

- Garbage is taken out on Wednesday
- Vacuuming is done on Wednesday
- If you find the recycling is full, YOU need to empty it as custodial services are not responsible for recycling
 - Empty it into one of the larger blue recycling bins

After Shift

Getting your WatCard

- Remember to get your WatCard back from the Turnkey desk
 - If you are NOT the last person of the day, remember to swap WatCards for the key

Briefing

- Remember to brief the person following your shift of anything important
 - For example, a student who said they would return later
 - Fill out a google sheet to log what happened

A-frame

- If you are the last person on shift for that day, please take the A-frame (standing sign) from outside the door and bring it inside

Closing Remarks

Our expectation is basically that you'll do your job. Ideally we'll be checking on your progress at least biweekly, but feel free to contact us earlier with feedback or questions. We want you to make this role what you want it to be and be creative with it!

We want this to be a welcoming and home-like environment. Feel free to call, text or email both of us anytime.

Appendix 2

Info Booths in SLC Marketplace

Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	Volunteer Centre		
Total Direct Event Costs	\$0	Dates	February 27, 2017 February 28, 2017 March 7, 2017 March 13, 2017 March 14, 2017 March 16, 2017		
		Times & Timing	10:00am - 2:00pm		
		Location	Student Life Centre		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Volunteer Coordinators and Internal Executive	Total Participants	Approximately 120		
Partners in organizing	N/A	Comments:	N/A		
Number of students involved in planning and execution	Planning: 3 Executing: 11	Demographics:			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
N/A					
Goals and Learning Outcomes of the Event					
<p>The goals of these info booths were to:</p> <ol style="list-style-type: none"> 1. Increase the awareness of the Volunteer Centre amongst students 2. Provide information about the Volunteer Centre to students who come up to the booth 3. Teach students how to navigate the Volunteer Centre website 					
Summary of Event					
The booths were successful. We handed out a significant amount of promotional					

material and interacted with approximately 120 students over the 6 booth sessions. Also, we were able to first-hand demonstrate how to use the Volunteer Centre website and this was well received by the students.

Recommendations for Future Events

1. Bring enough promotional material.
2. Get a tablet to show off the Volunteer Centre website to students.
3. SLC Marketplace is a busy place so try to provide a brief summary of Volunteer Centre as students are usually in a rush.
4. Have the spin wheel game at the booths. This would encourage students to come and interact.

Appendix 3

Volunteer Centre - Winter 2017

		Year		Term Actuals	Term Difference
		Budget	W17 Budget		
Revenue:					
	Sales	0.00	0.00	0.00	0.00
	Funding	4,050	1,350	1,265	85.00
	Total Revenues	4,050	1,350	1,265	85.00
Expenses:					
6000-6100	GENERAL OFFICE AND SUPPLIES	100.00	33.00	0.00	
6215-6100	VOLUNTEER RECOGNITION	1,050.00	350.00	190.00	160.00
6300-6100	TELEPHONE	275.00	92.00	0.00	92.00
6320-6100	PHOTOCOPYING	25.00	8.00	0.00	8.00
6400-6100	ENTERTAINMENT/PROMOTIONS	150.00	50.00	96.00	-(46.00)
6600-6100	ADVERTISING	0.00	0.00	0.00	0.00
6790-6100	AMORTIZATION	800.00	267.00	267.00	0.00
6800-6100	VOLUNTEER TRAINING	800.00	267.00	0.00	267.00
7165-6100	EVENTS	850.00	283.00	0.00	283.00
	TOTAL EXPENSES	4,050.00	1,350.00	492.05	857.95

Appendix 4**INTERNAL EXECUTIVE EOT REPORT****Job Duties/Expectations**

- Maintain constant communication with volunteers to keep them up-to-date on events, shifts, any other relevant information
 - Hold monthly/biweekly meetings
 - Facebook group
- Ensure volunteers are showing up to shift
- Hold regular office hours (requirement for all volunteers and executives)
- Work towards improvement of volunteer management for Volunteer Centre
- Attend regular executive meetings (biweekly) to provide updates

Accomplishments this Term

- Held info booths at the SLC marketplace to help promote service
 - Use this website to book them (max 3 dates per request)
 - <http://www.feds.ca/services-event-form/>
- All volunteers attended shifts
- Constant communication was maintained through Facebook group and messenger

Complications

- Volunteers improperly communicated their inability to show up to shifts (i.e. had to ask how to deal with it, or didn't actively look for someone to take over their shift)
- Not all volunteers were trained right away, and didn't actively add LEADS postings to the website
- No accountability for people showing up to shifts, going to training, promoting the service, etc.

Recommendations for Future Internal Executive(s)

- Hold an initial meeting before volunteers start their 1st office hours to help familiarize everyone with each other, as well as setting expectations for the term
- Find a way to improve accountability for shifts (e.g. give them admin access so that it can track each user's time on the website instead of giving everyone the same admin login)
 - Can alternatively use the volunteer appreciation as an incentive to show up to all shifts
- Excel file worked this term, but having a more official sign in method is recommended in case someone deletes the file or deletes entries

IT EXECUTIVE EOT REPORT

Daily Activities

- Adding a new organization
- Creating a new Login
- Responding to emails
- Checking Leads Positions

Adding a New Organization

There are two ways you will be notified when an organization needs to be added to the site:

1. Via Email, when an organization requests to post volunteer positions on the site via the user side of the site
2. As per a coordinator or president's request

Via Email

An email request will look like the sample below:

When you receive this email you are to follow the (1) Adding an Organization instructions followed by the (2) Creating a Login. If you are adding a organization or login via coordinator request, the same information will be provided through email.

Steps to Add an Organization

1. Navigate to the Admin tab
2. Under Member Admin click Membership
3. At the top of the page highlighted in blue click Add an Entry
4. Fill out the correct information provided by the Coordinator or the Email
5. Make sure that it is Published and Active

Creating a Login

1. Navigate to Admin tab
2. At the bottom of the page under User Administration Click Create A User
3. Fill in the appropriate info:

Typically, we set passwords as: organization name Volunteer. Ex: UnitedWayVolunteer. Users can change their passwords to something of their choosing after creation.

Typically, the username is: organization name Ex: UnitedWay

4. Click Add
5. Navigate back to the Admin tab
6. Select User Groups
7. Navigate to Members under Group Name and choose Add/Edit Users
8. At the top of the page click Add an Entry
9. Under Group Names click Members
10. Under User Names choose the username you just created
11. Click Add
12. Once this is complete, you need to add the information to the shared google spreadsheet [here](#). An email will automatically be created and sent to the user when the appropriate login information is added to the document.

Responding to Emails

Check the fedsvolunteer@gmail.com email regularly to respond to any website inquiries or position posting requests.

Checking Leads Positions

Check Leads to make sure all non-paid positions are being posted to the database regularly. Once a week, make a list of the positions that still need to be updated and post it to the volunteer group.

Projects**Projects**

- Online Community

As a continuation of last term's attempt to foster an online community, this term, we looked into Google Groups to create a forum. This group would be a Q & A forum, monitored by the Volunteer Centre to answer questions that students who are **not** able to make it to office hours pose. It has not been set up yet, but attaching it to the [Volunteer Centre](#) Gmail account would be ideal.

As per last term the objectives would be to:

- o Encourage volunteering
- o Create a community of volunteers
- o Create a dialogue about volunteering
- o Create an online interface to replace our physical presence on campus – instead of visiting in person to office hours, volunteers would login to this community

Things to look into are:

- o Using the [uwaterloo](#) email to sign up to pose questions
- o Have someone monitor the forum and respond to questions regularly

EXTERNAL EXECUTIVE EOT REPORT

- **This Term**

- For this term, the focus was on featuring international volunteer opportunities on the Feds Volunteer Website
- Waterloo International (currently feature volunteer/ work opportunities abroad)
- Contacted: Ibi Brown to communicate our interest in featuring international volunteer positions on the website.
 - o Asked about the vetting process of opportunities
 - o We still need to follow up with Ibi about this because I was unable to reach her through phone.
 - Emailed housing@uwaterloo.ca: to use residence dongs for communicating to first year students about Feds Volunteer Center
 - o Confirmed: Brief intro and FVC website information was forwarded to Dons but we do not know if the information was communicated to students

- **Future**

- We need to follow up with Waterloo International, they are tricky to deal with so we must send multiple emails/ phone calls to get in reach.
- o Need to confirm the vetting process and ways to feature their postings on our website (could be just a link, that redirects students to their website)
- Have to find a better way to connect to residence dons: dons' emails are not featured on the UW residence website. (Basically, just need to confirm whether they talked to their students about FVC)
- Volunteer Action Center in KW: haven't heard back from them but they can be source of many relevant volunteer opportunities for youth.
- o Some of the other places that need to be contacted: City of Waterloo, City of Kitchener, Region of Waterloo
- I did not focus on getting more on campus opportunities, however we should contact the faculties and put their volunteer opportunities on the website ~~as well~~.
- o Keep in mind to document future outreach communications
- Please feel free to contact me if you have questions.

COMMUNICATIONS EXECUTIVE EOT REPORT

Twitter

Username: FEDS_VC

Password: Volunteercentre1110

Hootsuite

Username: fedsvccommunications@gmail.com

Password: FEDSvc1110

Gmail

Username: fedsvccommunications@gmail.com

Password: Volunteercentre1110

Reddit

Username: FEDsVolunteerCentre

Password: FEDSvc1110

Term Happenings

- Updating Social Media

- posted on social media accounts to promote services and opportunities
- twitter is better for quick updates and short links
- facebook is better for event promotion and more informational posts

- connected Twitter and Facebook accounts to Hootsuite to streamline posts
 - allows scheduled posting across multiple social media platforms
- Volunteer Spotlights
 - emailed groups on campus with volunteers to be featured on our facebook page
 - sent mass email out with intention to schedule posts throughout the term
 - see Appendix 1 for email template

Future Recommendations

- ask friends in students groups for help in getting volunteers for the volunteer spotlights
- continue to find ways to make the social media pages fun
- use hashtag to promote events and service
- ask FEDS to feature the Volunteer Centre on social media accounts
- post on Reddit weekly on r/uwaterloo

Sample Email Template (for reaching out to student groups about Volunteer Spotlights)

Hello!

I am _____, the Communications Director for the FEDs Volunteer Centre. As a part of the Volunteer Centre's communication outreach, we run a weekly series on our Facebook page called "Volunteer Spotlights". Our "Volunteer Spotlights" showcases an individual who has done outstanding work for their group or organization.

Would you be interested in nominating an individual who you believe deserves to be highlighted for being an excellent volunteer? If so, I will require quotes from them on why they value volunteering and an important moment of volunteering they have experienced. I will also need a photo to attach to the post.

Please feel free to ask any questions or to talk to me further about "Volunteer Spotlights". I would appreciate your participation in this series!

Kindest regards,



Warrior Tribe

Planning: End of Term Report

Mandate

The Warrior Tribe will be a new Federation of Students service that is committed to enhancing student life and building positive school spirit and pride. The Warrior Tribe does so by identifying the entire student body as WARRIORS. We are united in Black and Gold! We aim to make sure that all students, no matter of age, faculty, or program know that they have a tribe of 30,000+ Warriors behind them. Warrior Tribe was started as a club in 2014 and has since become a leader in Warrior pride on campus.

Introduction

The winter term is the second term in which Warrior Tribe operated tangibly as a service. The term consisted of 2 keystone events, surrounded by various other minor collaborations and events. The key goals for the term were to increase student and school engagement with Warrior Tribe, to continue to promote Warrior pride on campus, and to expand our reach by expanding our offering. This report contains an overview of the structure of the service, a brief description and analysis of the events benchmarked against our term goals, and other key aspects of the services operations.

Volunteer Management

Coordinators

One coordinator for the upcoming term has been hired through LEADS. The hiring process consists of a detailed online application which was reviewed and a qualified applicants was selected.

Executives

Executives for the upcoming term have been hired through LEADS. The hiring processes consists of a detailed online application which was reviewed and qualified applicants were selected for an interview. Hiring decisions are left to the incoming executives and therefore executives will not be included on the list of incoming personnel attached in Appendix A.

Training for Spring 2017 term to be determined by April 15th.

Executives are required to attend weekly meetings throughout the term with coordinators to discuss upcoming events, the progression of the service in achieving its term goals, and delegation/assignment of tasks.

Executive recognition and appreciation is left to the executives and coordinators for that particular term. Appreciation budgets are between \$20 - \$30 per executive, receivable in a form of their choosing.

Director of Student Engagement

Tasks:

- Recruited volunteers and promoted Warrior Tribe at Clubs Fair Day
- Created Facebook group to keep in touch with volunteers for events recruitment
- Attended Warrior Tribe events (Clubs Fair Day, Krispy Kreme Fundraiser, Alumni Games Day, Free hot chocolate for WT ~~promo~~ in front of SCH)
- Inflatable event
- Held office hours
- Attended weekly meetings
- Created spreadsheets for volunteers to sign up for shifts
- Organized Volunteer Appreciation and Volunteer Training

Feedback:

- I think we did pretty well this term, especially because we are newer. I think the promotion we did outside of SCH should stop just because we were just giving away something and ~~people~~ weren't really sure what it was for, but we should continue our annual legacy events, they're a really good way to get the warrior tribe name out there.

Director of Promotions and Communication

Tasks:

- Tried to start the Warrior Tribe Nominations Initiative.
 - Feedback: Overall good responses but not enough incentive to have more people join and nominate
- Ran Social Media accounts interacting with students and other campus parties to help increase awareness for Warrior Tribe and Warrior Spirit
- Attended various events (sporting and otherwise) to promote Warrior Tribe and its initiatives

- Planned the Warrior Tribe Tent set up for March Break Open House getting volunteers for the event: set-up, running the tent and take down

Feedback:

- I think the biggest thing we can improve on is actually getting to do team meetings and having everyone there so that we can really plan things through

Volunteers

Volunteer recruitment is an ongoing process. Every time the Warrior Tribe is exposed to the student body is a potential chance at recruiting volunteers and engaging and therefore students are constantly aware of volunteer openings and opportunities to get involved. The application on LEADS is perpetually open, and most who apply are accepted. There is some ~~periodic~~ social media advertising to complement the physical presence.

The criteria for volunteers to earn an appreciation gift is that they must attend a minimum of three events throughout the term. ~~The~~ appreciation gift is a gift card in the amount of \$10.

Communication

Warrior Tribe's primary form of communication of events and activities were done through Facebook with Instagram and Twitter supporting the primary message. However, the platform that saw the most growth was Instagram with a significant increase in followers. Facebook also grew in likes increasing by over 80 likes as well as increased views and engagement with the Waterloo community. For future term, my suggestion would be to develop a way to actively interact and increase activity on Twitter and further develop a personality for Warrior Tribe through Instagram. Synchronization has definitely increased and improved from previous terms as the messages tend to be more consistent, however, there are cases that Twitter has been neglected in favour for other social media outlets. Interacting with Volunteers has been effective through Facebook but requests for volunteers needs to be more descriptive so that volunteers know what the event they are volunteering for and what is expected for them for the event.

Events and Activities

Keystone Event #1 – Get Wrecked with Warrior Tribe

The Warrior Tribe rented the Wrecking Ball inflatable and set it up in the SLC Great Hall as a midterm exam stress relief event. Students were invited to grab some friends or meet some new ones and hit each other with a giant wrecking ball. We

also handed out cotton candy. Many students lined up only for the cotton candy, which was a huge success! The event summary form can be found in Appendix B.

Keystone Event #2 - Fantastic Alumni Day

The Warrior Tribe attended Fantastic Alumni Day in February. Fantastic Alumni Day is the varsity basketball event that invites alumni, staff and faculty for a fun day with prizes, giveaways and activities for the whole family. Warrior Tribe attended with volunteers and their tent to face paint and help with promotional activities. The goal of this event was to have a presence at large events and encourage excitement through face paint and cheers. The event summary form can be found in Appendix B.

Ancillary Event #1 – Krispy Kreme Donut Sale

The Warrior Tribe sold Krispy Kreme Donuts in the SLC towards the beginning of the term in an effort to raise funds to better serve the UW community. This was the second such event undertaken by the Warrior Tribe. The event summary form can be found in Appendix B.

Ancillary Event #2 – Hot Chocolate Giveaway at SCH

In an effort to promote our upcoming Warrior Tribe event, we handed out hot chocolate in front of SCH one morning. Students were invited to get some free hot chocolate on their way to class. The event summary form can be found in Appendix B.

Ancillary Event #3 - Hockey Game

The Warrior Tribe attended a hockey game with their tent and face paint to support the varsity athletes. This event was not well attended, so unfortunately not many people we reached. The event summary form can be found in Appendix B.

Ancillary Event #4 - March Break Open House

The Warrior Tribe set up their tent at SCH during March Break Open House to welcome students to campus and be the first thing they see upon arrival. We handed out campus maps, promoted tours and encouraged excitement for the day. The event summary form can be found in Appendix B.

Partnerships

The Warrior Tribe works closely with and maintains close partnerships with:

- UW Community Relations
- UW Athletics
- UW Warriors Band

Moving forward, we recommend strengthening our existing partnerships but also putting an increased focus on building new relationships with partners that can provide value to the organization. Examples would include sponsors, venue partners, swag partners, etc. We are also working to ensure a long term partnership with Orientation committees and Dons (on and off campus). Warrior Tribe is also

looking forward to partnering with other FEDS services in the future to run events in tandem.

There also needs to be a reassessment done of the quality of the existing relationships. We believe that some of our existing relationships can be leveraged better to ensure the success of our events and plans, however this requires a conversation with those partners discussing expectations of each other moving forward.

Inventory

Items acquired in the fall term:

- Handheld megaphones
- Warrior Tribe tent topper
- UW Athletics Banner
- 4 UW Athletics Jerseys
- Zap Banner
- Tri-fold

Recommendations for future items:

- Additional clothing swag items designated for giveaway
- Revisit rally towel sponsorships to acquire additional giveaways
- Any items that could be used in a potential swag store

Recommendations

Overall, the coordinators of Warrior Tribe have very positive feedback for FEDS, the Services Manager, VP Internal, and the Marketing department. The Services Manager was an invaluable resource to such a young service and helped Warrior Tribe secure a foothold in the student body. The marketing department developed eye-catching and innovative posters, swag designs, and visuals for promotions. The only recommendation moving forward is that for a service with a hands-on mandate such as the Warrior Tribe, the ability to maintain a presence on campus is vital. In order to put forth a more consistent display of pride and spirit, additional funding is required. This funding would be essential to put towards events both on campus and in the community, that would increase the exposure of FEDS and Warrior Tribe to the UW community at large. We would also like to propose events/meetings for the service coordinators to meet during the term to plan events, have people to talk to about ideas and events, and ensure the foundation for FEDS services to work together.

Written By (Winter 2017 Coordinators):

Hannah Sesink

Rameesha Qazi

Appendix A: Personnel ListRemaining Personnel:

- Coordinator Hannah Sesink
- Executive Rio Maligaya

Outgoing Personnel:

- Coordinator Rameesha Qazi
- Executive Jamie Kwan
- Executive Sepehr Beman (resigned March 13, 2017)

Incoming Personnel:

- Executive Abbie Simpson
- Executive Alex Matthews
- Executive Carlie Kong

Passwords and Logins

- Gmail:
 - User: thewarriortribe57@gmail.com
- Office Computer:
 - User: warrior
- Instagram:
 - User: thewarriortribe57@gmail.com
- Facebook:
 - User: thewarriortribe57@gmail.com

Appendix B: Event Summary Forms

Get Wrecked with Warrior Tribe			
Rented the Wrecking Ball inflatable and a cotton candy machine to provide a stress relief event for students.			
Category <i>Educational, Social, Promotional, or Other</i>	Promotional/Other	Service Name	Warrior Tribe
Total Direct Event Costs	\$750	Date	Thursday February 16, 2017
		Times & Timing	9am - 3pm
		Location	Student Life Centre, Great Hall
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Hannah Sesink, Rameesha Qazi, Warrior Tribe co-coordinators	Total Participants	Approx. 250
Partners in organizing		Comments:	Students enjoyed the opportunity for stress relief but enjoyed the cotton candy more!
Number of students involved in planning and execution	10	Demographics: Undergraduate students	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook, Instagram, Twitter, Feds Marketing created online and physical posters to be hung around SLC			
Goals and Learning Outcomes of the Event			
<p>Goals:</p> <ul style="list-style-type: none"> - provide stress relief for students - have presence in a busy building on campus to draw attention to Warrior Tribe <p>Learning outcomes:</p> <ul style="list-style-type: none"> - Event success is dependent on the weather (weather wasn't great so the SLC was less busy than usual) - Even if people aren't participating, they're still hearing about Warrior Tribe. Many people took pictures and videos, so Warrior Tribe got lots of exposure 			
Summary of Event			
The Wrecking Ball inflatable attracted a lot of attention and participation and the cotton candy incentivized people who didn't want to participate to learn more about Warrior Tribe.			
Recommendations for Future Events			
<ul style="list-style-type: none"> - More cones for the cotton candy - More promotion ahead of time - Utilize Feds Marketing resources 			

Fantastic Alumni Day			
Attended a varsity basketball game against Windsor Lancer's hosted by UW Athletics and painted faces.			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Warrior Tribe
Total Direct Event Costs	\$0	Date	Saturday February 11, 2017
		Times & Timing	11:30am - 5pm
		Location	Physical Activities Complex
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Hannah Sesink, Warrior Tribe Coordinator; Jenny McKay, Athletics	Total Participants	750
Partners in organizing	UW Athletics UW Community Relations	Comments:	Awesome turn out, lots of people enjoyed the face painting
Number of students involved in planning and execution	12	Demographics:	<ul style="list-style-type: none"> - Alumni - Students - Staff and Faculty - Families
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Warrior Tribe Facebook, Instagram, Twitter; Athletics and Alumni webpages and social media, posters			
Goals and Learning Outcomes of the Event			
<p>Goals:</p> <ul style="list-style-type: none"> - Have a presence at a varsity game to show our support for Athletics - Promote school spirit through face paint <p>Learning outcomes:</p> <ul style="list-style-type: none"> - Little to no marketing required - just an attendee at the event 			
Summary of Event			
Attendees enjoyed a basketball game and other promotions put on by Athletics, Alumni and other areas of campus. Warrior Tribe's face painting was popular with students and children.			
Recommendations for Future Events			
<ul style="list-style-type: none"> - Earlier planning and work with Athletics - Better face paint 			

Hot Chocolate Giveaway					
Handed out free hot chocolate to students in front of South Campus Hall.					
Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	Warrior Tribe		
Total Direct Event Costs	\$50	Date	Monday February 13, 2017		
		Times & Timing	8am - 10am		
		Location	South Campus Hall		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Hannah Sesink, Rameesha Qazi, Warrior Tribe co-coordinators	Total Participants	175		
Partners in organizing	Feds Kitchen	Comments:	People enjoyed the free hot chocolate, although many people didn't know what we were there for		
Number of students involved in planning and execution	5	Demographics: Undergraduate students, staff			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook, Instagram, Twitter					
Goals and Learning Outcomes of the Event					
Goals: - promote upcoming Warrior Tribe event - have presence on campus					
Learning Outcomes: - Need better promotion of event - more than just us telling those who come over to us					
Summary of Event					
Warrior Tribe set up their tent and a table outside of SCH on an early Monday morning to hand out free hot chocolate and promote our upcoming events, as well as have a presence on campus..					
Recommendations for Future Events					
- More and earlier promotions					

Krispy Kreme Donut Sale			
Sell Krispy Kreme donuts in order to raise funds for spirit initiatives			
Category <i>Educational, Social, Promotional, or Other</i>	Fundraising	Service Name	Warrior Tribe
Total Direct Event Costs	\$0 (all costs were recouped through the sale and there was no cost to the service)	Date	Thursday January 5, 2017
	Times & Timing	1pm - 3pm	
	Location	SLC	
Participation (Organizers)	Participation (Attendance)		
Primary Organizer <i>Name/Position</i>	Hannah Sesink, Rameesha Qazi, Warrior Tribe coordinators	Total Participants	N/A
Partners in organizing	Warrior Tribe Exec team	Comments:	We had a hard time selling all the donuts. We had to go back a second day and still did not sell all the donuts. Made over \$200.
Number of students involved in planning and execution	5	Demographics:	Undergraduate students
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook and Instagram promotion to raise awareness of the sale and its details.			
Goals and Learning Outcomes of the Event			
<p>Goals:</p> <ul style="list-style-type: none"> - Raise funds 			
Summary of Event			
Purchase and resell Krispy Kreme Donuts in the SLC to raise funds for the Warrior Tribe. 1800 donuts purchased, many not sold.			
Recommendations for Future Events			
<ul style="list-style-type: none"> - Quantity depends on the time of year - Fall was successful, winter was not - Extend the timing of the sale and perhaps increase the cross-campus promotion of the sale 			

Women's Hockey Game			
Attended a varsity women's hockey game to support our varsity athletes.			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Warrior Tribe
Total Direct Event Costs	\$10 for facepaint	Date	Sunday January 29, 2017
		Times & Timing	2:30pm
		Location	Columbia Icefield Arena
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Hannah Sesink, Rameesha Qazi, Warrior Tribe coordinators	Total Participants	N/A
Partners in organizing	Warrior Tribe Exec team	Comments:	The event was not well attended, so not many students were reached.
Number of students involved in planning and execution	5	Demographics:	Undergraduate students
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
N/A			
Goals and Learning Outcomes of the Event			
Goals: - Interact with students and paint faces to promote school spirit			
Summary of Event			
Our tent was set up inside the arena on the way to the stands. Fans had to go through our tent to get to their seats so we were able to interact as much as possible with attendees.			
Recommendations for Future Events			
- Different tent location			

March Break Open House			
Set up the Warrior Tribe tent at South Campus Hall to greet visitors.			
Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	Warrior Tribe
Total Direct Event Costs	\$0	Date	Saturday March 18, 2017
		Times & Timing	9am - 4pm
		Location	South Campus Hall
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Rio Maligaya, Warrior Tribe Exec	Total Participants	
Partners in organizing	Warrior Tribe Exec team	Comments:	Our location made us the first point of contact for many prospective students!
Number of students involved in planning and execution	5	Demographics:	prospective students and their families
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
N/A			
Goals and Learning Outcomes of the Event			
Goals:			
- Connect with prospective students and their families to welcome them to Waterloo			
Summary of Event			
Handed out flyers and welcomed families to Waterloo!			
Recommendations for Future Events			
- Earlier planning to have Warrior Tribe volunteers at the tent			
- Perhaps we can do more than just hand out booklets			



The Women's Centre End of Term Report: Winter 2017

Internal Version

April 9th, 2017

Prepared by: Mallika Patil and Amanda Singh

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1.0 Introduction

For the Winter 2017 term, The Women's Centre was composed of 2 coordinators, 7 executives and 34 general volunteers. Winter was filled with several successful events that the Women's Centre is honoured to have hosted. Our executive team and volunteers were fantastic and diligent!

2.0 Volunteer Management

Volunteer management was carried out by our Internal Executive, Leanne Robertson, as well as both Coordinators via Facebook group and direct messages. We had a couple volunteer meetings that were moderated by our Internal and Social Directors. The meetings were well attended, often few stayed for the social aspect afterwards. We had executive meetings on Fridays at 9:00am.

2.1 Coordinator and Executive Selection

In Winter term, two new Coordinators were selected to take on the roles.

Executives were chosen by Coordinators via application and interview likewise.

2.2 Executive and Coordinator List

Service Coordinators: Mallika Patil, Amanda Singh

Literature Director: Nana Abu-Kufuor

Advocacy Director: Akshaya Raja

Internal Director: Leanne Robertson

Social Director: Midori Matthew

Publicity Director: Kazma Noor

Education Director: Monica Pierce

Office Administrator: Ally Vonk

2.3 Volunteer Recruitment

Volunteer recruitment for this term continued up until the week after Volunteer training. We advertised our applications via our Facebook and Twitter pages, and got a huge response with a total of 40 applications. Despite the large number of applications, we opted to hold two training sessions – one that provided peer support training and an alternate, smaller training that didn't involve peer support training.

2.4 Training and Review

We held training with Glow for Peer Support and lunch, but did centre specific training separately. The day began with a general meeting between each service's volunteer group meeting in the SLC MPR at 9:30am. After introduction volunteers were introduced to their respective centre's and then began training with Tracey Morgan from Counseling services. Afterwards, lunch was had, sandwiches we ordered from The Working Centre, as well as vegan brownies. All food was vegetarian, which complies with Women's Centre event protocol regarding food, and vegan and allergy free options were provided. After that, Glow and Women's Centre split into separate rooms to do our centre specific training, GLOW to their centre and WC remaining in STC. The day took a total of eight hours, during which some volunteers left half an hour early.

2.5 Meetings, Volunteer Retention and Engagement

This term, it was difficult to maintain definitive number of volunteer meetings, and we attempted to make a transition from monthly volunteer meetings to biweekly ones, as an effort to remain as engaged as possible with the volunteers.

Executives this term though were very engaged and put a lot of effort into planning event and day to day operations.

2.6 Volunteer and Executive Appreciation

Midori Matthew, the Social Director, purchased laptop stickers of various package sizes and styles that the volunteers chose, for the Volunteer Appreciation.

Executives were customized sweaters via a contact in the Marketing department.

2.7 Disciplinary Actions

Accountability among volunteers was incredible, only disciplinary action with one volunteer was necessary because she kept missing morning shifts due to work conflicts, but the situation was resolved. There were a few missed shifts but far fewer problems than usual.

3.0 Communication

This term we utilized social media as much as possible. We created a Facebook group for our executives as well as our volunteers. We utilized both for most of our internal communication. We promoted all events through Facebook and created events through our page.

There were also weekly executive meetings and monthly volunteer meetings.

3.1 Feedback Interviews

This term we tried a new approach to volunteer feedback interviews, by giving volunteers an opportunity to remain anonymous with any criticisms they may have had for the centre and our managing of it. This was done through a google form, and the feedback was fantastic.

4.0 Events and Activities

This semester The Women's Centre held a plethora of fantastic events. Early in the term we held a BDSM workshop, where we had a guest speaker inform attendees of what BDSM culture is, and the social stigmas surrounding it. We then followed up the night with a trivia game about all the information we had heard. It was highly attended, which was incredibly motivating. This term we hosted International Women's Week, which included the highest attended Poetry Slam event we have ever had. This week also included a discussion on Women in Politics, Women in Religion and Bust Casting.

4.1 Advocacy and Education

Over the term, we had the opportunity to do some advocacy work regarding stigmas surrounding marginalized groups. This extended from clarifying misconceptions about consent and the BDSM community to women's role in religion, both of which were events designed to be interactive and get students involved—a very successful method using active learning environments to our advantage. For other events, we had speakers and panelists come in and facilitate discussions designed to get students involved, as well.

4.2 Conferences and External Activities

We did not attend any conferences or external activities this term.

5.0 Partnerships/Collaborations

This term we had the pleasure of collaborating with a couple of services and organizations this term. For the Feminist Poetry Slam we worked with the Bombshelter Pub where we hosted the event and worked with the Grad House, where we hosted our Women in STEM Mixer.

6.0 Inventory

The Women's Centre did not require many new inventory items this term. We purchased menstrual products, as per normal, as well condoms and pregnancy tests. We utilized our community partners in obtaining sexual health resources throughout the term. We also updated our supply of pregnancy tests through a website supplier for women trying to conceive. We got a donation of condoms from the SMF department as well.

Incoming Workshop and Education Directors should make sure to update all our educational resources. It may also be useful to contact a variety of menstrual product companies (including reusable products) in order to create a partnership with them. This could allow Women's Centre to guarantee menstrual products are available within the centre at all times with an easy ability to obtain more.

Literature Director Nana did not purchase any books, but we did have some donated.

7.0 Budget

This term we did not end up going over budget.

We began creating the budget for 2017-2018 fiscal year, this is yet to be approved, but we did ask for an increase amount. These increases would account for the expenses of the Feminist Poetry Slam each term. Other increases

account for an increase in traffic through the centre and meeting the needs of all the students accessing the centre. This budget has yet to be approved.

8.0 Short Term Suggestions, Plans and Goals

8.1 Short Term Suggestions

We suggest that the incoming fall Coordinators focus strengthening relationships with external University groups. Internally, the Women's Centre has been on top of things; however, work needs to be done externally. This term, we worked a lot on trying to mend relationships because the external groups did not want to work with Centre due to a long-standing lack of communication and accountability. We believe we should not only continue to focus on intersectional events as much as possible to continue to build on our inclusivity, as well as strengthening external relationships in a proactive manner.

8.2 Short Term Plans

1. Volunteer training is in the process of being planned, intended for second week of term. Will involve SASC, SHORE, Peer Support, and GLOW.
2. The Women's Centre has begun to look at times for this term's Feminist Poetry Slam, most likely in late July.
3. We intend to have the executive Advocacy position to be more involved with other groups on campus and working towards building strong relationships with them.

8.3 Short Term Goals

The Women's Centre should focus in upcoming terms on raising awareness of our service through marketing and partnerships with campus and community groups.

9.0 Long Term Suggestions, Plans and Goals

Ultimately, The Women's Centre is aimed at consolidating its position within Feds and the University of Waterloo; this means increasing our presence in the community, building a larger network of volunteers, holding key events every term and consistent recurring events that are instinctively associated with The Women's Centre and best align with our objectives, and establishing stable relationships with as many services, clubs and societies on campus as possible in order to provide as an excellent resource and service to the University of Waterloo body.

The Women's Centre should make sure to focus on long-term advocacy throughout the coming terms and in the future. These offer us opportunities to make a tangible difference on campus which the Federation of Students should then promote. The Centre should also do as much as it can to remain engaged with other groups and services on the campus, to maintain strong relations.

The Women's Centre should focus on events and initiatives that have clear connections to intersectional and inclusive feminism. This would help broaden the scope of the centre, help us advocate for true equality and improve the public perception of the centre.

10.0 Recommendations (and feedback both positive and constructive) for:**10.1 Feds**

The Women's Centre is very happy with the continued support that we have received from Feds. We feel that Feds must be aware of the personal safety risk Women's Centre Coordinators and executives assume when taking on these leadership roles. This is due to the volatile political climate surrounding Feminism and Feminist Activism. We are happy to see Feds becoming more open to and supportive of feminist initiatives.

10.2 Services Manager

The Women's Centre is immensely grateful for the phenomenal assistance and advice received from the Services Manager this term. It is clear that the Services Manager supports our values while also working to actively educate himself further on feminist issues, an effort which we greatly appreciate. We found the Services Manager to be a knowledgeable and reliable resource at all times, especially with conflict resolution and suggesting ways to broaden the audience of our events.

10.3 VP Internal

The Women's Centre has greatly appreciated the support that we have received from the VP Internal this term, especially with conflict resolution with higher ups.

10.4 Marketing

The Women's Centre feels that the Marketing Representative's attendance at Service Manager meetings were incredibly helpful, and gave us a great opening for conversation, and dialogue as well as to reflect upon the direction we saw the service going, with regards to marketing and awareness.

11.0 Important Contacts

- Marketing@feds.ca (Marketing)
- lisa.umholtz@uwaterloo.ca (Publicity)
- help@feds.ca (IT, Mailing List Support)
- web@feds.ca (Website Management)
- vpin@feds.ca (VP Internal)
- services.Manager@feds.ca (Services Manager)
- mahejabeen.ebrahim@uwaterloo.ca (Director of the Equity Office)
- alex.piticco@uwaterloo.com (Alex Piticco from all main campus residences, Residence Life Coordinator)
- m6west@uwaterloo.ca (Grad House Booking contact, Matt West)
- tmorgan@uwaterloo.ca (Tracy Morgan, Counselling Services, Peer Support Training)
- joan@sascwr.org (Joan Tuchlinsky, Sexual Assault Support Centre WR Public Education Manager)

12.0 Executive EOT Reports**12.1 Advocacy Director: Akshaya Raja**

This term, Akshaya was responsible for advocating for the centre and forming relationships with outside groups. Sheila also helped plan the Poetry Slam event, which was very successful, and assisted with all events this term, as well.

12.2 Literature Director: Nana Abu-Kufuor

Nana was responsible for managing the centre library this term. She ensured that books were being returned, were organized, and returned to the shelves after being returned. Nana also helped organize the BDSM event, which was very successful.

12.3 Education and Workshop Director: Monica Pierce

Monica was responsible for planning any educational events and initiatives this term. She helped plan the BDSM event and the Women in Religion event. Both were successful.

12.4 Office Administrator: Ally Vonk

This term, Ally was responsible for keeping the centre stocked with tampons, pads, condoms, and pregnancy tests. She also tracked the minutes at our Executive meetings and helped keep the centre organized and tidy. Ally planned and facilitated the Women in Politics event, which was successful.

12.5 Social Director: Midori Matthew

This term, Midori completed both exec and volunteer appreciation, planned volunteer social events, and oversaw completing all end-of-term interviews with our volunteers with the Internal Director. She also facilitated volunteer meetings with our Internal Director. Jenny also helped plan the Poetry Slam.

12.6 Internal Director: Leanne Robertson

Leanne was responsible for creating volunteer schedules, and managing the volunteer team. She also planned volunteer meetings and lead the feedback interviews at the end of term. Leanne organized the and facilitated the Bust Casting event.

12.6 Publicity Director: Kazma Noor

This term, Kazma was responsible for managing our social media including Facebook, and Twitter. Kazma also helped plan the Women in Politics event, and provided contacts for the Women in Religion event.

13.0 Statistics (Impact):

AVG Daily Visitors: 25 (Not controlled for visitors returning multiple times or staying throughout several shifts)

Busiest Time of Day: 2:00pm - 6:00pm

Highest Number of Attendees at an Event: 240~ for Feminist Poetry Slam

Lastly, many log reports indicate visitors coming only for resources to walk away with (condoms, menstrual products, pregnancy tests).

15.0 Event Forms

Women in Politics			
Women in Politics- International Women's Week			
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Women's Centre
Total Direct Event Costs	\$165	Date	Wednesday March 8, 2017
		Times & Timing	6:30-8:30 pm
		Location	DC Fishbowl
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Kazma Noor-Social Director Ally Vonk-Office Administrator	Total Participants	35
Partners in organizing		Comments:	Good turnout and a great discussion. We went over on time and had a little food left over, but besides that it went very well.
Number of students involved in planning and execution	2 Executives, 4 Volunteers		
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook posts, Twitter posts, collective poster of all International Women's Week events			
Goals and Learning Outcomes of the Event			
The goals of this event were to have an interesting and frank discussion about current political events around the globe. We mostly focused our discussion questions on Canada			

and the U.S because of the recent political events in the United States. We hoped people would learn about the issues women and female identifying individuals face because of certain political choices and policies. We discussed issues of gender, race, class, and the environment.

Summary of Event

The event began at around 6:40, later than we planned because we were waiting for more people to show up. Pizza and some snacks and drinks were set up on a side table. Audience members grabbed food at the beginning and during the discussion. We had five panellists, Amy Smoke, Dr. Melissa Finn, Dr. Rashmee Singh, Dr. Veronica Kitchen, and Dr. Weizhen Dong, but Dr. Dong was sick on the day and could not make it out. The discussion began with an introduction by Kazma and Ally before questions were asked. Questions were organized based on topics, such as women's experiences in the current political climate, immigration and race relations, terrorism, and Indigenous issues in Canada. The discussion flowed really well with panellists speaking off of each other's points. We discussed some really important issues and audience members got involved by asking questions during the discussion and at the end during question period. After the event, we received compliments on the discussion and the diversity of our panel.

Recommendations for Future Events

This was a really great event and should definitely be run in the future. Make sure to do a land acknowledgement at the beginning of EVERY event! We did not do one and it was wrong of us. Make sure to contact panellists early and get their input on questions.

Poetry Slam

Feminist Poetry Slam – International Women's Week

Category	Social	Service Name	The Women's Centre
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Educational, Social, Promotional, or Other

Total Direct Event Costs	\$700	Date	Monday, March 6		
		Times & Timing	7:30pm – 9:30pm		
		Location	The Bombshelter		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Midori Matthew (Social Director) and Akshaya Raja (Advocacy Director)	Total Participants	200		
Partners in organizing		Comments:			
Number of students involved in planning and execution	2 Executives, 9 Volunteers	Excellent turnout. The crowd enjoyed both the student poets, and the headliner, Samantha Marie Estoesta Williams. The crowd were extremely involved throughout the event, and were introduced to some of the etiquette of poetry slams by the headliner poet. We were notified by many students and people in the audience that this was one of the best poetry slams conducted so far.			
Summary of Promotions					
<i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook posts, Facebook event pages, IWW posters, Poetry Slam posters					

Goals and Learning Outcomes of the Event
The goals of this event were to foster an encouraging environment for students to come together and share their stories and personal poetry in an understanding and non-judgemental environment. We wanted to introduce students to feminism and poetry. This year, much focus was placed on intersectionality, to ensure that the feminism promoted by the Women's Centre is inclusive and takes into consideration the different systems of oppression that affect women/non-binary individuals.
Summary of Event
The event began a little later than scheduled, due to the larger than expected number of attendees. A land acknowledgement was made by an ally of the Aboriginal Student's Association, and the event was MC'd by coordinators Mallika Patil and Amanda Singh. We had 12 poets, who were all present at the event. We had 3 intermissions, during which copies of Rupi Kaur's <i>Milk and Honey</i> were presented to audience member's whose tickets numbers were drawn out of a hat. Samantha Marie Estoesta Williams performed a selection of her poetry (her set lasted around 30 mins). She was a huge hit. We had asked for previous set up from the bomber, they were a little slow with their gathering of the event (only had workers that evening)
Recommendations for Future Events
Great event, should run it again in the future. Make sure the bomber knows what the set-up requires (and let them know the expected attendance so that they have adequate staff present)

Feminist Film Friday

Feminist Film Friday- International Women's Week					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Women's Centre		
Total Direct Event Costs	\$23.08	Date	Friday March 10, 2017		
		Times & Timing	6:30-8:00 pm		
		Location	The Women's Centre		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Amanda Singh – Coordinator	Total Participants	9		
Partners in organizing		Comments:	Excellent turn out for a snowy Friday Night!		
Number of students involved in planning and execution	4 Volunteers. 1 Coordinator				
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook posts, Twitter posts, collective poster of all International Women's Week events					
Goals and Learning Outcomes of the Event					
The goal of the event was to end International Woman's Week on a lighthearted, positive note after a week of heavy (but very insightful!) events.					
Summary of Event					
The event began at 6:45PM after some difficulties setting up the projector. Snacks were purchased (and reimbursed) by one of the volunteers helping. We watched Disney's <i>Mulan</i> , and had a running commentary while attendees relaxed and snacked on the couches set up					

around the screen. The movie ended shortly after 8:00PM. Attendees left and Amanda cleaned up and vacuumed the centre.

Recommendations for Future Events

This was a relaxed event and should definitely be run in the future if something needs to be planned for Fridays, or a day where not a lot of attendance is expected. In the future, MAKE SURE YOU HAVE SPEAKERS (the projector's speakers were adequate, but louder would have been better!)

50 Shades of Consensual Kink			
50 Shades of Consensual Kink Discussion			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Women's Centre
Total Direct Event Costs	?	Date	Wednesday, February 15, 2017
		Times & Timing	6:30pm – 8:30pm
		Location	P.O.E.T.S Lounge
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Nana Aba Kufuor Literature Director. Monica Pierce - __ Director	Total Participants	30
Partners in organizing		Comments:	

Number of students involved in planning and execution	2 Executives, 4 Volunteers	Excellent turnout. Attendees really enjoyed Vanessa Iafolla's discussion about consent and the law. The kahoot game was also a hit!
Summary of Promotions		
<i>Including Facebook, EventBrite, and website statistics where appropriate.</i>		
Facebook posts and posters around campus.		
Goals and Learning Outcomes of the Event		
The goals of this event were to explain the importance of consent when engaging in kink sexual activities and to educate beginners who were interested in participating in kink. We wanted people to have a true understanding of kink and bdsm, beyond popular media.		
Summary of Event		
The event began with a land acknowledgement from Monica. Then Nana and Bronwyn, one of the volunteers, went through some important definitions relevant to the Women's Centre. Following was a short ice-breaker to help people feel comfortable. Then Vanessa Iafolla, sociology and legal studies professor, spoke for 45minutes discussing the definition and the legal limits of consent in the world of kink. Afterwards there was a 30minute kahoot game, ran by Monica. We ended the event with a short slide show about resources, which we made available on the event page afterwards.		
Recommendations for Future Events		
Great event! Two attendees stated they would certainly appreciate it another one. Also, it would likely be best to have a confirmed drop off time for the lounge key so there isn't any confusion.		

Women in STEM

Women in STEM

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Women's Centre
Total Direct Event Costs	\$160	Date	Monday, March 28
		Times & Timing	7:30pm – 9:30pm
		Location	Grad House
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Mallika Patil & Amanda Singh – Coordinators	Total Participants	40
Partners in organizing	The Grad House	Comments:	Excellent turnout. The grad students present were very helpful in steering conversations about the hardships and opportunities that come with being a woman in STEM. Student participation was also excellent.
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook posts, Facebook event pages, IWW posters, Poetry Slam posters			
Goals and Learning Outcomes of the Event			
The goals of this event were to foster an encouraging environment for students to come together and share			

their stories regarding being women in STEM, in an understanding and non-judgemental environment. We wanted to introduce students to stigmas within the field, as well as opportunities for growth.. This year, much focus was placed on intersectionality, to ensure that the feminism promoted by the Women's Centre is inclusive and takes into consideration the different systems of oppression that affect women/non-binary individuals.

Summary of Event

The event started off on time, we had half an hour in the beginning where students mingled with one another and half an hour at the end to do the same. The hour in the middle was filled with stories and experiences shared in front of the group by grad students and undergrad students alike.

Recommendations for Future Events

Great event, should run it again in the future. Change up the focus for each time the event us run.

Bust Casting

Bust Casting – International Women's Week

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Women's Centre
Total Direct Event Costs	\$289.52	Date	Tuesday, March 7th
		Times & Timing	6:30pm – 9:30pm

		Location	The GLOW Centre			
Participation (Organizers)		Participation (Attendance)				
Primary Organizer <i>Name/Position</i>	Leanne Robertson – Internal Director	Total Participants	60			
Partners in organizing		Comments:				
Number of students involved in planning and execution	1 Executive, 4 Volunteers	Excellent turnout. The room was at capacity, and we received many comments afterward about how much fun the event was and how it helped to improve their body image.				
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>						
Facebook posts, Twitter posts, collective poster of all International Women's Week events						
Goals and Learning Outcomes of the Event						
The goals of this event were to bring to light the sexualization of breasts in Western culture, and analyze why that is and discuss why it's not okay. We wanted to provide an environment where women-identifying people and people with breasts could feel comfortable in their own skin and not ashamed by their bodies.						
Summary of Event						
We allowed people to enter and closed the doors promptly as the event began. We introduced ourselves and had a discussion about breasts and how they're viewed in society, then we proceeded to						

begin the actual bust casting. People were helping one another and enjoying themselves, then once finished we laid the casts out to dry. Two days later we invited people into the Women's Centre to paint their casts.

Recommendations for Future Events

Great event, should run it again in the future. Lay out painting drop-sheets on the floor, and urge everybody to remain on the sheets. Make sure you have baby wipes!!

Women in Religion			
Women in Religion – International Women's Week			
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Women's Centre
Total Direct Event Costs	71.67	Date	Thursday, March 9 th
		Times & Timing	7-9pm
		Location	POETS lounge
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Monica Pierce - Workshop and Education	Total Participants	17
Partners in organizing		Comments:	

Number of students involved in planning and execution	1 Executive, 4 Volunteers	Personally, I learned a lot and I think this was a great pairing for IWW. The food went over really well and the location was a great choice.
Summary of Promotions		
<i>Including Facebook, EventBrite, and website statistics where appropriate.</i>		
Facebook posts, Twitter posts, collective poster of all International Women's Week events		
Goals and Learning Outcomes of the Event		
Moderated discussion to highlight both the freedoms and the limits that women experience through their involvement within various faiths.		
Summary of Event		
Icebreaker: Defining Faith Broke the group into smaller sections and discussed questions about how we approach and define faith vs religion. Define: Feminist Terms Reviewed important terminology related to feminism and oppression to supplement later discussion. Discussion Questions: Women's Role in Religion As a large group discussion questions based on women's role in various religions were posed. "The aim here is not to push an agenda or an 'answer' but simply to hear a plethora of people's differing views."		
Recommendations for Future Events		
In the future, groups that are contacted should be held to their promise of attendance. It was disappointing how few groups committed and attended.		

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