

Agenda for FEDs Council Meeting

October 22, 2017

Present

- Altaf, Subham
- Ayre, Alexander
- Brieva, Antonio
- Clarke, Antonio
- Clubine, Andrew
- Easton, Benjamin
- George, Rebecca
- Goomer, Kanishk
- Jowhari, Nickta
- Mistry, Harsh
- Mohan, Andrew
- OSullivan, Elizabeth
- Potter, Tristan
- Shibli, Aisha
- Small, Jason
- Terzian, Hagop
- Velling, Seneca*
- Xu, Wenyu
- Ye-Mowe, Stephanie

* remote

Excused

- Knight, Jill
- Mills, Cameron
- Schwan, Brian
- Simpson, Abigail
- Tran, Tomson

Preliminaries

1. **Motion:** Be it resolved Council elects _____ as temporary Assistant Secretary of Students' Council.

Approval of the Agenda

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

2. **Motion:** Be it resolved Council approves the agenda for this meeting.

Reading and Approval of the Minutes

No motion or vote is required to adopt the minutes, once corrections are made. If there are significant reservations about the minutes, the approval may be dispensed with, and the minutes will be returned at the subsequent meeting for approval.

3. **Minutes:** Minutes of September 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.

4. **Councillor Reports**

5. **Committee Reports**

Regular Agenda

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.

6. Executive Reports

- President
- Vice-President, Internal
- Vice-President, Operations and Finance
- Vice-President, Education

7. Executive QA Period

8. Councillor Oral Reports

9. Councillor Oral Report (Councillors who submitted a report will be called to deliver an oral summary lasting no longer than 30 seconds)

10. Speaker Update

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 two-thirds 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.

11. Motion: Be it resolved that Council approves the **EAC/GAAC Proposal** - Andrew Clubine

12. Motion: Be it resolved that Council adopts the **Freedom of Speech on Campus Policy** as presented - Alexander Eyre

13. **Motion:** Be it resolved that Council task the President to work with the University to ensure the University endorses the Chicago Principles by the end of April 2018 - Alexander Eyre
14. **Motion:** Be it resolved that Council task the Executive to work with the University to ensure the University does not obligate clubs to hire security for their event - Alexander Eyre
15. **Motion:** Be it resolved that Council tasks the Internal Administration Committee to amend Club Procedure to ensure that clubs themselves are not liable for costs of event security until such time as the University drafts policy on this matter - Alexander Eyre
16. **For Comment: Indigenous student policy** - Andrew Clubine
17. **For Comment: Voting at FEDS GMs** - Seneca Velling
18. **For Comment: Fall Break Feedback** - Seneca Velling

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 or another experienced Councillor.

Adjournment by 4:00 PM

Vice President Internal – October Report

Get Involved Week

This week presented 5 different days for students to get involved in many ways. We had the Feds Open House, Volunteer Fair (hosted by our Volunteer Centre), Campus Life Fair (hosted with the Student Success Office) and Clubs and Societies days.

Services

Starting in the third week of courses, I have been going to meet with service coordinators. I have been going to their formal meetings with the Service Manager or popping into their events that they have been running.

I have been meeting with some of the Services “Director of Advocacy” roles to help guide these students in the right direction.

Societies

We have been having a high turnout for our Committee of President’s meeting. We have over 80% of presidents attending the meetings. We have scheduled a term full of meetings so we can meet routinely. Societies planned their first collaborative event that was supposed to take place on Friday, October 13th. Each society was responsible for contributing one little activity to the overall event. Some examples of the activities are a photo booth, pumpkin painting, corn roast, cookie giveaway, etc. Unfortunately, due to the weather, it was cancelled. The President’s are meeting at the end of October and the end of November.

The Societies Relations Commission is continuing to act as a service for the societies. This role has been working on event forms and scheduling time for the VPIN, President of the society and SRC to meet. As well, attendance for societies regular meetings with their executives is starting. This role has updated a manual for the societies to help with succession planning.

Lastly, I have started to reach out to faculty members of the on campus societies to meet. This goal of these meetings to strengthen communication with all parties that support societies. The meetings will be starting within the next few weeks... A better follow-up from this will come next council meeting.

International Education Week

Feds has been asked to participate within this week that is spearheaded by the Student Success Office. The Campus Life Department will be participating through the various clubs that are interested and services.

Sexual and Gender Diversity Sub Committee

This sub group comes from the President’s Advisory Committee for Equity. From this sub group, I will be participating in the 16 Days Campaign. We are scheduled to meet the last week of October. The idea of this group is to have 16 full days of activism against gendered based violence. Keep an eye on this for more updates as things are planned: <https://uwaterloo.ca/16-days-of-activism-against-gender-based-violence/>

Wrap Up Week

The planning for Wrap Up Week has started. We have been working on building better partnerships with Campus Wellness to have a more strategic focus for our events and we have been working with Athletics and Recreation to serve more students.

Housing and Residence

I will be meeting with a Residence Life Coordinator that oversees Residence Councils to allow them for better access to Feds Services. A prime partnership would be with the clubs that we have to help offer better programming to students living in residences. As well, for the second month now, we are sending dons (who willingly signed up) a Feds newsletter. Within this newsletter are all the events that are submitted in advance, in a calendar form for dons to use and distribute to their students.

Canadian Student Leadership Conference

Uwaterloo, Wilfrid Laurier and Conestoga all co-hosted the Canadian Student Leadership Conference and I was invited to be a presenter at this. There over 1000 high school students from across Canada present. I delivered a speech on Feds and the importance of extra circulars at the University of Waterloo.



Brian Schwan

VP Operations & Finance

October 2017

Federation of Students
University of Waterloo

Executive Report

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

Month Summary

The Bombshester:

Bomber hosted Beer fest on Friday: will update verbally
Bomber Wednesdays have seen an increase in attendance which is great to see, we hope to continue to build a fun and great community for students!
New menu has seen great uptake and student have provided positive feedback. We have revamped our comment cards to improve a more efficient way for students to give feedback and also they can email feedback@feds.ca

International News:

We are working on introducing boxed water on a larger scale to replace bottled water. In addition we will be bringing in reusable water bottles to purchase.

Campus Bubble/Bento:

New sushi rolls are continuing to be created for the non-fish eaters.

Feds Used Books:

Students are still visiting the store and buying books for midterms! Within the next month we plan to see an increase in book consignment.

Current Projects/Initiatives

2.A Budget Reform

I have been working on creating a draft budget procedure for council to consider, it should be coming to budget committee within the next month and shortly after to council for feedback. Stay tuned!

2.B Website

Thanks to an awesome team the new website has launched. It should have improved functioning on many levels. The initial response from students has been positive however we are still working on creating more beneficial functions for students. We will continue to see updates and improvements over the next little while!

2.C Clubs online reimbursement system

Last council meeting we spoke about the online reimbursement system. Our team will be working diligently on this in hopes to have a system in place in the spring term. I am looking forward to working on this to improve the ease of access and reduce the barriers surrounding student cheque requests.

2.D Legal Survey

Due to some technical edits, we will be looking to have this out in November for students to provide feedback. The report then should come back to council in the new year and council can decide on how to proceed forward.



Antonio Brieva

President Report

October 2017

Federation of Students
University of Waterloo

President's Advisory Committee on Student Mental Health

-I have been designated as the lead of the Research working Group reporting to the student experience panel. Our work will complement the other two working groups that are focused on collecting student survey and qualitative data. The Chair of the Student Experience panel will be reporting our progress at the Symposium that will take place in the morning of October 24th.

-At the Symposium, all the panels and their Chairs will get the chance to present their progress, early findings and, recommendations. These progress reports will help those representing their panels on the Q&A Panel happening immediately after the AGM.

Annual General Meeting

-We've been busy preparing for the Annual General Meeting. Since our last Council meeting members had the opportunity to submit member proposals, the Board of Directors approved the order of the agenda, and the agenda was widely distributed to students via an email to all undergraduate Students.

-Since our AGM falls on campus wellness day, we have planned and promoted with a mental health theme in mind. There will be a Q&A panel on student mental health to allow students to ask questions about the work of the President's Advisory Committee on Student Mental Health (PAC-SMH). The President of UW will be there to deliver opening remarks. Students can also ask questions online using the hashtag #FedsAGM2017 #uwmentalhealth.

Federal Advocacy: Undergraduates of the Canadian Research-Intensive Universities (UCRU)

-Our Briefs on our four priorities (e.g. Canadian Student Loans Program, Indigenous Students, Undergraduate Research Funding, and International Students) are complete and designed. These briefs will inform our Federal Advocacy efforts in Ottawa. Our Advocacy week is set to occur from November 6-10.

-In addition to our briefs, we're collaboratively developing a new logo and creating a brand guideline for the organization. The goal is to set ourselves apart from other federal student advocacy groups;

-And finally, we're still close to adding two new observer members to our Coalition.

Policies & Procedures Committee

-PPC met twice since our last council meeting. Those two meetings were dedicated to working with Councilor Alexander Eyre on a Freedom of Expression Policy he

introduced to Council at our September meeting. PPC is satisfied with how the policy is written, as presented to council.

-We hope to introduce a comprehensive equity policy at our November meeting. It will be a focus of the committee between now and our next meeting, along with other work we're undertaking below:

-We're also looking at our council procedures to identify any potential changes that can be made to facilitate and enhance Council's evidence-based policy development process. Any of these changes will be recommended to council. In addition, we're looking at ways we can classify and distinguish our policies and belief statements.

EAC/GAAC Proposal

1. That Council dissolve the Government Affairs Advisory Committee
2. That Council dissolve the Education Advisory Committee
3. That Council dissolve the Entrepreneurship Advisory Committee
4. That Council create the Education Advisory Committee, according to the following terms of reference:

Education Advisory Council

- a) The purpose of the Committee shall be
 - i) To advise the Vice-President, Education on matters relating to academic policy issues at the University of Waterloo, especially those being considered by the Senate and its related bodies.
 - ii) To advise the Vice-President, Education on matters relating to the Federation's municipal, provincial and federal advocacy;
 - iii) To advise and assist the Vice-President, Education in engaging with the membership on current issues, through means such as, but not limited to educational campaigns, membership surveys and external partnerships;
- b) The Committee shall also reserve the right to
 - i) To review and recommend updates of Students' Council's standing policies relating to the Education portfolio to the Policy and Procedures Committee and Students' Council;
 - ii) To propose policy stances, from time to time, to the Policy and Procedures Committee and Students' Council on issues of major and ongoing concern to students;
 - iii) To make decisions, from time to time, as deemed appropriate by the Committee, on the Federation's stance on urgent matters of concern to students;
 - iv) To serve as the primary forum and focus groups for the Vice-President, Education and for campus partners who wish to gather student feedback on academic issues, and for the review of draft research papers presented by affiliate organizations including, but not limited to the Ontario Undergraduate Student Alliance.

- c) The voting membership of the Committee shall be
 - i) The Vice-President, Education, who shall normally serve as Chair;
 - ii) The President;
 - iii) All Commissioners from the Vice-President, Education Portfolio;
 - iv) Up to three (3) members of Students Council;
 - v) Up to three (3) at-large members appointed by the Committee, to be ratified by Students Council;
 - vi) The Vice-President Academic or Vice-President Education of:
 - i. Applied Health Studies Undergraduate Members
 - ii. Arts Student Union
 - iii. Engineering Society A or B, whichever is "on" term;
 - iv. Environment Students Society
 - v. Mathematics Society
 - vi. Science Society
- d) The ex-officio, non-voting membership of the Council shall be
 - i) The Research and Policy Officer, who shall normally serve as the Secretary;
 - ii) The Stakeholder Relations Manager, who shall serve as a resource member;
 - iii) The Speaker of Students' Council;
 - iv) All student Senators;
 - v) The Vice-President Academic of Engineering Society A or B, whichever is "off" term;
 - vi) The Presidents of:
 - i) Applied Health Studies Undergraduate Members
 - ii) Arts Student Union
 - iii) Engineering Society A or B (whichever is "on" term)
 - iv) Environment Students Society
 - v) Mathematics Society
 - vi) Science Society
 - vii) A representative from each student
 - viii) society operating at satellite and AFIW campuses:

- i. Conrad Grebel Students' Council
- ii. Global Business and Digital Arts Society
- iii. Renison Academic Student Council
- iv. St. Jerome's Union Society of Pharmacy Students
- v. Waterloo Architecture Student Association

e) The terms of membership and constitution of meeting for the Committee shall be as follows:

- i) The Committee shall meet at least three (3) times per academic term.
- ii) Quorum shall be a majority of voting members.
- iii) Meetings of the Committee shall normally be open. Notwithstanding, the Chair may, from time to time, when topics discussed are of a sensitive nature, determine that a meeting or part thereof be conducted in confidence.
- iv) Speaking rights shall normally be reserved to voting and ex-officio members of the Committee. Notwithstanding, the Chair may, from time to time, grant limited speaking privileges to guests.
- v) The term of office for at-large and Councillor membership shall be one (1) academic year, ending April 30 of the year of service. All other members' membership is contingent on retaining their position.
- vi) When the Vice-President, Education is unable to Chair, they will appoint one of the member Commissioners to serve as Chair.

f) Other notes

- i) In general, issues related to Cooperative and Experiential Education will not be under the purview of this committee. These will be discussed at Co-op Students' Council. When appropriate, updates will be provided by the Vice-President, Education to the Committee.
- ii) In general, issues related specifically to academic and operation concerns at the Kitchener, Cambridge and Stratford campuses will not be under the purview of this committee. These will be discussed at the Executive Committee. When appropriate, updates on these issues will be provided by the Vice-President, Education to the Committee.

Draft Policy: Freedom of Speech and Expression on Campus

WHEREAS the Feds Statement on Campus Free Speech and the Chicago Principles on Freedom of Expression guides Feds free speech policy,

WHEREAS the Canadian Charter of Rights and Freedoms & United Nations Universal Declaration of Human Rights recognizes the “freedom of thought, belief, opinion and expression” as well as “freedom of peaceful assembly; and freedom of association”,

WHEREAS the students of the University of Waterloo hold diverse and sometimes opposing moralistic, religious, and political beliefs, and free inquiry is indispensable to the nature of places of higher education

WHEREAS many Canadian and American universities have discriminated against politically-orientated clubs and banned guest speakers on the basis of their political beliefs,

WHEREAS the Federation is committed to the free, robust, and uninhibited debate and deliberation among all members of the university community,

WHEREAS all members of the university community should have the right to freedom of peaceful assembly and association; and no members may be compelled to belong to an association,

WHEREAS Feds strives to improve diversity of thought in accordance with the Feds Statement on Campus Free Speech,

WHEREAS the Federation of Students encourages civility in freedom of expression and thought, as well as environments free from hatred, but shall not allow concerns about civility and mutual respect to justify the prevention of discussion of ideas;

BIRFT the Federation of Students endorses the Chicago Principles; and

BIFRT Feds encourages the University of Waterloo Senate endorse the “Chicago Principles” as official university policy; and

BIFRT the Federation of Students shall respond, report, and act accordingly when individuals and or groups express:

1. Threats of violence,
2. Direct harassment of an individual or individuals,
3. Threatens the physical security of an individual, community, or campus security,
4. Violation of privacy consistent with the *Freedom of Information and Protection of Privacy Act (R.S.O. 1990, c. F.31)*,
5. False defamation of an individual consistent with *Libel and Slander Act (R.S.O. 1990, c. L.12)*,

and shall not recognize the above as free expression; and

BIRFT Feds must not censor or impede any of its affiliates, subsidiaries, and/or clubs from holding events or hosting speakers unless it violates Feds’ bylaws, provincial, or federal law.

Feds must also not censor the promotion of clubs or club events on the basis of their political and/or religious beliefs; and

BIFRT Feds believes that clubs and student societies must not be obliged with hiring security for their events; and

BIFRT Feds must not disinvite or ban guest speakers and will advocate to the university to abandon the practice of disinviting or banning guest speakers invited by clubs or student societies;

BIFRT Feds will work with campus police to uphold peace and civil discourse and to intervene if any disruption at any event causes violence; and

BIFRT Feds will not prevent ratification of any club based on a club's political or religious affiliations, and/or opinions; and

BIFRT Feds shall not discriminate, penalize, or favour any clubs particularly in the services Feds provides, on the basis of a club's political or religious affiliations and/or opinions as per *Federation of Students Policy 41: Political Non Partisanship*;

BIFRT the Council recognizes the Federation and University's right to prevent the disruption of Federation business, University affairs, and higher education, as the non-obstructionist policy dictates in Feds Statement on Campus Free Speech¹.

Motion for Council

BIRT Council adopt the policy on Freedom of Speech and Expression on Campus as presented, and

BIFRT Council task the President to work with the University to ensure the University endorses the Chicago Principles by the end of April 2018; and

BIFRT Council task the Executive to work with the University to ensure the University does not obligate clubs to hire security for their events; and

BIFRT that Council tasks the Internal Administration Committee to amend Club Procedure to ensure that clubs themselves are not liable for costs of event security until such time as the University drafts policy on this matter.

¹ Feds Council April 2, 2017 Meeting Minutes,

<http://www.feds.ca/wp-content/blogs.dir/57/files//2017/04/Minutes-Council-2-April-2017.pdf>

Indigenous Engagement and Inclusivity

Definitions

In this policy:

1. *Indigenous peoples* means peoples and nations which, having a historical continuity with pre-invasion and pre-colonial societies that developed on their territories, consider themselves distinct from other sectors of the societies now prevailing on those territories, or parts of them. They form, at present, non-dominant sectors of society and are determined to preserve, develop and transmit to future generations their ancestral territories, and their ethnic identity, as the basis of their continued existence as peoples, in accordance with their own cultural patterns, social institutions and legal system (United Nations, 2004).

The Policy

WHEREAS all students in Ontario must be able to access and excel within Ontario's post-secondary education systems;

WHEREAS the University of Waterloo is situated on and operates on the traditional territory of the Six Nations;

WHEREAS Indigenous students continue to face ongoing significant historic and cultural barriers, disproportionate challenges, and disadvantages to participation in post-secondary education;

WHEREAS the University of Waterloo has a commitment to addressing education gaps and to maintaining a positive and welcoming environment and successful student experience for the undergraduate Indigenous students, as the University of Waterloo has the responsibility to promote inclusivity by adjusting procedures, activities and physical environments¹;

WHEREAS the University of Waterloo has the obligation and responsibility to have policies and procedures in place to support Indigenous students in all educational capacities on the University of Waterloo campuses;

WHEREAS the University of Waterloo must ensure its commitment to develop opportunities for Indigenous students and to contribute to the national process of reconciliation between Indigenous and non-Indigenous students, staff, and faculty as an

¹ Further information regarding the University of Waterloo's campus community and diversity can be found here: <https://uwaterloo.ca/about/what-we-stand/campus-community>

exemplary practice in Indigenous education, as set out in the Truth and Reconciliation Commission;

WHEREAS the University of Waterloo and the Federation of Students recognize the importance of promoting diversity and unity in all aspects of campus life and providing equal opportunity for all undergraduate students;

WHEREAS Indigenous knowledge, perspectives, cultures, and history have not been adequately integrated in post-secondary education;

WHEREAS the Federation of Students shall acknowledge the necessity of inclusionary practices for undergraduate Indigenous students and recognize the importance of providing knowledge for non-Indigenous students on the histories, cultures, beliefs, and traditions of Indigenous peoples in Canada;

BIRT as a part of continuing the commitment in decolonizing the institution and creating a welcoming environment, the term ‘Indigenous’ will be used when referring to the First Nations, Metis, and Inuit peoples at the University of Waterloo, as it is a form of acknowledgment of their international legal rights;

BIFRT the Federation of Students shall strive to state traditional territorial acknowledgement of the Six Nations land on the Haldimand tract at events, including but not limited to the Board of Governors and Student Council meetings, the Annual General Meetings, and all other meetings and events hosted by the Federation of Students;

BIFRT It is recommended that the following statement for the official territorial acknowledgement should read:

The University of Waterloo would like to acknowledge that we are on the traditional territory of the Neutral, Anishnaabeg, and Haudenosaunee peoples. The University of Waterloo is situated on the Haldimand Tract, land promised to the Six Nations, which includes six miles on each side of the Grand River

BIFRT the Federation of Students shall actively engage and consult with Indigenous peoples and communities on matters concerning Indigenous education at the University of Waterloo and do so by establishing an ad-hoc Truth and Reconciliation sub-committee in accordance with Student Council procedures;

BIFRT the Federation of Students shall advocate for the “Indigenization” of University curricula in the form of Indigenous-based courses in various faculties focused on Indigenous pedagogies and academic programming, as well as Indigenous language courses;

BIFRT the Federation of Students shall advocate for the creation of an Indigenous major and minor to be made available to all undergraduate students,

BIFRT the Federation of Students shall advocate for the hiring of tenure-track Indigenous faculty members and professional and administrative staff across various disciplines;

BIFRT the Federation of Students shall advocate for, and monitor the collection of, data on retention, graduation, dropout or withdrawal, and enrolment rates of undergraduate Indigenous students in order to evaluate Indigenous student-specific services on campus;

BIFRT the Federation of Students shall continually advocate that the University of Waterloo increase financial assistance, in the form of scholarships and non-repayable emergency bursaries, for Indigenous students;

BIFRT the Federation of Students shall advocate for the incorporation of Indigenous cultures by supporting the construction of larger spaces for Indigenous students.²

² OUSA states that increased Indigenous spaces on university campuses can reduce the feelings of isolation while also promoting awareness of Indigenous programs amongst non-Indigenous staff, faculty, and students (Policy Paper: Aboriginal Students (Toronto: Ontario Undergraduate Student Alliance, 2014)).

Federation of Students' Student's Council Minutes

SLC MPR, UNIVERSITY OF WATERLOO

Speaker: COUNCILLOR O'SULLIVAN Secretary: COUNCILLOR POTTER

ATTENDANCE

The following members were present:

- Altaf, Subhan
 - Brieva, Antonio
 - Eyre, Alexander
 - Easton, Benjamin
 - George, Rebecca
 - Jowhari, Nickta
 - Knight, Jill
 - Mohan, Andrew
 - O'Sullivan, Elizabeth
- * remote
- Potter, Tristan
 - Schwan, Brian
 - Shibli, Aisha
 - Simpson, Abigail
 - Small, Jason
 - Terzian, Hagop
 - Velling, Seneca*
 - Ye-Mowe, Stephanie

The following members were absent:

- Clarke, Antonio
 - Clubine, Andrew*
 - Goomer, Kanishk
 - Mills, Cameron*
- * excused
- Mistry, Harsh
 - Tran, Tomson*
 - Xu, Wenyu

PRELIMINARIES

CALL TO ORDER

Councillor O'Sullivan called the meeting to order at 12:36 PM.

APPROVAL OF THE AGENDA

Be it resolved that Student's Council approves the agenda for the September 17, 2017 meeting as presented.

Vice President Schwan and Vice President Knight.

Motion carries unanimously.

CONSENT

APPROVAL OF THE MINUTES

Be it resolved that Council approve the minutes from July 16, 2017.

Councillor Potter and Councillor O'Sullivan.

Councillor Velling noted that he was recorded as absent, but was present.

Motion carries unanimously.

OUNCILLOR REPORTS

No reports were given.

EXECUTIVE REPORTS

Action plans are still being developed, and will be presented at the next meeting.

REPORT OF THE PRESIDENT

The President reported on the completion of a successful Orientation Week; they spoke at several events, and were requested to be present at many faculty events.

The Mental Health Committee has posted the panelists who will be consulted for the 5 main panels. The President attended a launch event that introduced everyone; the panels will begin investigating mental health on campus in the near future. A Q&A panel will be available to take student questions after the General Meeting.

Working with Andrew and the other U15 student associations to develop briefs on the student loan program, and aid for indigenous students. They also will be advocating for increased access to undergraduate research funding and for undergraduate work placements

to count towards international student residency. These priorities will be advocated between November 6th to the 10th in Ottawa. The Vice President, Education is also working on a brief to better define the coalition and explain why the coalition is unique to decision makers.

The Policy and Procedure Committee has been meeting bi-weekly. Overall looking at expired and soon-to-be expired policies and determining how to consolidate and reduce the number of policies.

A councillor asked if the Fall General Meeting had been scheduled. The meeting will be held on October 25, 2017 at noon, first notice will be sent to students on September 25th, 2017.

REPORT OF THE VICE PRESIDENT, INTERNAL

The Vice President, Internal organized three major events.

- They spoke at events during Orientation Week, working with various stakeholders and Orientation leaders to ensure the success of the week.
- Shortly after, Welcome Week greeted students back to campus. It was very successful, with high attendance.
- Finally, preparations are underway to ensure Wrap-up Week is as successful as the beginning-of-term events.

In their work towards increasing campus wellness, the Vice President, Internal is working actively with Campus Wellness and uWaterloo Athletics to create a coalition and unified front surrounding the wellness initiatives on campus. Wrap up week will likely change to be focussed as a wellness week, and Feds and the other campus partners are aiming to be more preventative in their approaches to campus wellness.

The societies commissioner is still being hired, but the Vice President, Internal will be scheduling the first Committee of President's meeting soon. Will be discussing the events and issues that each society is focussed on and how they can collaboratively run events and support students.

Volunteer appreciation is also being redone, and the Vice President, Internal is beginning by investigating how other unions appreciate volunteers and how we can do better, there will be a presentation to the Campus Life Advisory Committee with some preliminary ideas.

The Gender and Sexual Diversity Workgroup has been meeting, beginning with education; later there will be 16 days of activism against gender violence, and more efforts to increase the visibility of this initiative and the issues faced on this campus.

The Clubs Assistant that was hired at the beginning of the fall is now actively supporting clubs and working diligently.

REPORT OF THE VICE PRESIDENT, OPERATIONS AND FINANCE

The Vice President, Operations and Finance submitted a detailed report, and encourages those interested to read it and reach out with any questions. Some highlights include:

- A new Bomber menu has launched, with more food options and more options for restrictive diets;
- An update to International News' express menu is set to launch in the winter, to allow students to get in and out quickly;
- Fazing our straws at Bomber to eliminate plastic use;
- More grab and go items (including possibly fried chicken and potatoe wedges) will be available at International News, as the existing options are very successful;
- Feds Used Books is very busy, there is a strong push for affordble textbooks on campus;
- Revisting efficiencies on entry and exit to the Student Life Centre to address the traffic around campus bubble from construction;
- Executive action plans have been posted online;
- The new website will launch soon, it will be much better organized and accessible on multiple devices;
- The budget was emailed to councillors and all concerns were resolved prior to Board approval, it will be posted when the new website is released;
- The opt-out period for the health and dental plans, is September 5, 2017 till October 7, 2017; and,
- A legal insurance survey will be launched in October to re-visit whether students want legal coverage.

The Vice President, Operations and Finance also shared some updates on Pharam-Plus:

- PharmaPlus has released a list of prescription drugs that will be covered and is set to launch in January;
- the Vice President, Education and Vice President, Operations and Finance went to an OHIP meeting to determine more informaiton on the PharmaPlus initiative;
- Feds is creating documentation to inform students on the changes;
- They are monitoring the current health and dental plan and investigating potential changes for the future, however there will be no changes in the short term since PharmaPlus will launch in the middle of a term year.

A councillor inquired why Council was not asked to approve the budget, and was informed of the motion at the last meeting when Council delegated approval to the Budget Committee, provided that the budget was emailed to Council for comments.

The Vice President, Operations and Finance is also re-working how the budget is constructed and presented to make it more accessible to students and make the budget process more streamlined.

A councillor also asked about executive salaries, and why they were so high compared to other student unions. Salaries are set by board, so the executive are not privy to those discussions due to conflict of interest. Councillors are encouraged to reach out to the chair of the Board of Directors to find out more on this process.

A councillor asked what prompted the menu changes in commercial services, the Vice President, Operations and Finance responded that they are always looking to improve. A major concern was that students couldn't get the food they wanted in the Bombershelter Pub, and Feds wants to serve a variety of students. It is important to ensure that people have food to eat, so making sure that there are adequate vegetarian and vegan options is important to Feds. The changes were also meant to address continual changes in the restaurant industry, and optimizing the menu based on which items were unpopular.

The councillor was concerned due to the food selection at the Cambridge campus. The Vice President, Operations and Finance will touch base with the Cambridge councillor and University administrators to find out more about how this problem can be resolved.

A councillor inquired about what happens if Council doesn't approve the budget, and if it would be similar to a government shut-down. An unapproved Council budget would result in no funding for clubs and services, but salaries and commercial departments would still have funding since those are corporate areas with legal requirements.

A councillor asked about halal options at Feds commercial services. The Vice President, Operations and Finance responded that Grab-and-Go chicken was halal, and they were adding more halal options to the Bomber menu.

REPORT OF THE VICE PRESIDENT, EDUCATION

The Vice President, Education was not present.

GENERAL ORDERS

HOURS OF TEACHING BUILDINGS

Be it resolved that Council renews Policy 2. Hours of Teaching Buildings.
Vice President Schwan and Councillor Velling.

Councillor Pottergave a brief overview of the policy.

Motion carries unanimously.

APPROVAL OF SERVICE COORDINATORS

Be it resolved that Council approves the service coordinators for Fall 2017 as presented.

Vice President Schwan and .

These are for one term.

Motion carries unanimously.

LIBRARY RENOVATIONS

The Library gave a brief update on the ongoing renovations, see the attached slide-show. There were no comments.

FALL READING BREAK

Councillor Velling gave a brief feedback on the independent survey he held.

Science constituents, the Science Society, Environment, Engineering, and Arts also participated.

When asked what uWaterloo should do to compensate for adding days to the Fall reading break,

- 43% said class and orientation should start early,
- 38% said that exams should be allowed on sundays,
- some student did not want to extend reading week, and some wanted to get rid of it, and
- the least popular option was to shorten the time between the end of classes and the start of exams, with weekend classes also being very unpopular.

In terms of what students thought they should be expected to do,

- most students wanted to study and prepare for midterms,
- many students wanted reading week to be for mental health or relaxation,
- a limited amount of students said that they should be able to do interviews during reading week,
- a little under half responded that students should check email daily,
- very few students thought that exams or quizzes should happen during a reading break,

The vast majority of students supported the Fall reading break in its current form, or as an extended break. Many international students wanted a full week to go home, but an important consideration for these students is that sacrificing days at the start of the term results in no gain for them.

Almost 550 student made comments, which will be sent to the council mailing list.

A councillor voiced support for the data and work, and the policy that was created (see attached).

A councillor agreed with the plight of international students, and added that it was impossible to move orientation sooner, as students arrive to Waterloo and immediately move into orientation week as is. The councillor also inquired if demographic data was recorded in the survey.

Councillor Velling responded that there was no demographic data gathered with the survey. This was intended as an preliminary poll to get some data on the issue, and the amount of data gathered ended up being slightly overwhelming as-is.

The Vice President, Operations and Finance reassured councillors that the executive had discussed some of the points of the working group and had come to the same conclusions as the data that was presented. The Vice President, Operations and Finance expressed gratitude for the data the was collected, as it will be useful, and encouraged councillors to reach out to the Vice President, Education with any questions.

An environment councillor expressed that they had also collected data, and would like to add it to the data pool.

A councillor asked about the timeline for this policy and how much time there was to gather data and propose policies; since University calendars are set pretty far in advance there is not much time.

A councillor expressed that Feds should make another poll to gather more official data. Another councillor countered that this was a representative body that could make decisions in the best interest of students with student input. Another councillor asked that councillors talk to their student societies and gather feedback from them, and potentially send out emails about it.

RESOLUTION ON THE EXTENSION OF FALL READING BREAK

Be it resolved that Council perform a first reading of the presented Resolution on the Extension of the Fall Reading Week, and

Be it further resolved that Councillors will communicate with constituents and societies to gather more feedback on the proposed resolution, and

Be it further resolved that the Vice President, Education will draft a survey to distribute to constituents, and

Be it further resolved that the Policy and Procedures Committee will work with stakeholders to create a more formal standing policy on mid term breaks.

Councillor Velling and Councillor George.

Motion carries unanimously.

RENEWAL OF POLICIES

Be it resolved that Council renews policies 1, 3, 16, and 31 as presented by the Policy and Procedures Committee.

Councillor Velling and Vice President Schwan.

Councillor Velling gave a brief overview of the policies in question. They are fairly unmodified, with the exception of the policy on student study space where it is recommended that the percent of space allocated as study space be increased to the standard determined by post-secondary research into study space on university campuses.

Motion carries unanimously

PLASTIC WATER BOTTLE POLICY

Based on a policy that was made at a recent Engineering Society Council meeting, a councillor would like to create a more general policy at the Feds level on how commercial services distribute bottled water, in the effort to make Feds and the uWaterloo campus more environmentally sustainable.

A councillor voiced opposition to the policy due to the lack of water fountains in older buildings, a consideration for students ingesting excessive amount of alcohol, and a view

that the Federation shouldn't dictate the drinking choices of students. The councillor instead would ask that Feds advertise reusable options to students, but not stop the sale of bottled water.

The Vice President, Operations and Finance expressed support for the removal of plastic water bottles from campus, citing the successes had on McMaster's campus with this initiative. However, the Vice President, Operations and Finance expressed concern that there were very few reusable bottle filling stations on campus, and that maybe Feds should take a leading stance on this but it was a concern that it would be difficult for students to refill the bottles. The Vice President, Operations and Finance would like to investigate this further as a campus wide stance on bottled water. The Vice President, Operations and Finance also brought forward a potential middle ground of boxed water, which is much more efficient. Finally, he expressed that there should be a phase out period, as otherwise bottles will still end up in landfills.

A councillor brought up that other liquids in bottles would likely see increased sales, and so proposes that perhaps we should take a stance on all bottled liquids.

Councillor Small expressed interest in meeting with the Vice President, Operations and Finance about this policy, as well adding additional clauses to the policy regarding water-filling stations on campus. He also expressed disagreement that Feds removing water bottles does not infringe on student choice rights.

The President added that this policy is very internal focussed, so may not pass the Council procedure definition of policy, so this should be kept in mind throughout policy development.

A councillor suggested keeping bottled water sales in buildings that did not have water-filling stations. Another suggestion was that Feds re-usable water bottles present a great branding opportunity.

The councillor that was earlier opposed suggested that this was the wrong solution to the right problem, re-iterating that students would likely be upset at Feds for discontinuing the sale of water bottles and re-iterating that advertising is a more individualized solution.

A councillor inquired about precedent for this kind of policy. The Vice President, Operations and Finance responded that some items had been banned by the provincial government, but that it was rare for Council to bring forward explicit bans against certain items. They also mentioned the existing policy on environmental sustainability that Councillors should read for context.

A councillor brought up that it may be better to modify the environmental sustainability policy, and that the Policy and Procedures Committee could work to create a more comprehensive policy proposal.

Another councillor expressed that a large number of students would be happy with this policy, however expressed that they were representing environment students. They also mentioned there was likely only a small number of students that would be unhappy with Feds for discontinuing bottled water.

A councillor added that if we are modifying the environmental sustainability policy we should add clauses for recycling, as there are many buildings that have no recycling facilities.

The Vice President, Operations and Finance will move water bottles out of the fore-

front and will bring in boxed water instead. He will also investigate bringing in cheap but quality reusable water bottles.

Councillor Small and Vice President Schwan will connect to discuss this, and bring a more formal policy to the Policy and Procedures Committee.

REVOKE POWERS OF POLICY AND PROCEDURES COMMITTEE

Be it resolved that revokes the authority of the Policy and Procedure Committee to ratify policy or procedures without the approval of Council.

Councillor Velling and Vice President Schwan.

Councillor Potter proposed an amendment to make this motion specific to the policies that were previously delegated to the committee, as the committee never had approval authority over all policy and procedure. This was done to clarify the exact effect of the motion.

This was friendly with the mover and seconder. The policy now reads:

Be it resolved that Council revokes the authority of the Policy and Procedures Committee to ratify amendments to the

- Ancillary Fees,
- Preventing Discrimination, and
- Strong Representation

policies without the approval of Council.

Motion carries unanimously.

FREEDOM OF SPEECH AND EXPRESSION ON CAMPUS

Be it resolved that Feds adopt the distributed policy on Freedom of Speech as presented.

Councillor Ayre and Vice President Schwan.

The mover expressed that this policy is meant to treat all clubs the same regardless of their political belief, to allow campus police to intervene if protests happen, and to prevent protests from happening that would shut down events.

Councillors expressed that polls show students are interested in seeing this policy be explicit on what speech is allowed, and there was concern optics of passing the policy in its current form. There was general support for a policy around free speech, and an interest in seeing a revised policy.

The President expressed that the Policy and Procedures Committee was currently working on a policy on free speech based on one that had just expired, and invited Councillor Ayre to come to a future meeting to discuss his thoughts further.

There was further concern for protections to the rights for campus community members to be on campus, particularly those who belong to marginalized communities.

The mover made the argument that freedom of speech allows our community to address and confront those who believe hateful things about other people. He is also open to working with the Policy and Procedures Committee in the future.

The President expressed support for the idea of this, but that the policy should be rolled into our current policy on freedom of expression.

Another councillor expressed support for this policy to exist, but that what constitutes as free speech does needs to be defined.

The mover responded asking who decides what constitutes as hate speech, and that students should stand up and address when they are uncomfortable.

A councillor expressed that there were enforced reasonable limits on freedom of expression, and that the law had precedent to any policies developed by Council.

A councillor would like to see an investigation into the safeguards that will be put into place for marginalized groups on campus.

Councillor Potter proposed an amendment to make this a first reading of the motion. The amendment is seen as friendly, and the motion now reads:

Be it resolved that Council conduct a first reading of the Freedom of Speech policy as presented, and will receive a revised version at the next meeting.

Councillor Velling proposed referring the motion to the Policy and Procedures Committee for further development.

Be it resolved that Council refer this to the Policy and Procedures Committee to develop in concert with the current Freedom of Expression policy and the mover.

Councillor Velling and Vice President Schwan.

Motion carries unanimously.

COUNCIL MEETING DATES

Be it resolved that Council set the dates for the Fall Council meetings
President Brieva and Vice President Schwan.

Motion carries unanimously

NEW BUSINESS

ENVIRONMENT COUNCILLOR REPORT

The councillors representing the faculty of environment submitted a report during the meeting. See attached.

There is concern that students making expenses for student societies are not being repaid on time, and the possibility of societies having other bank accounts.

It was noted that some societies do have external bank accounts, but most expenses are still processed through the societies accountant.

The Vice President, Operations and Finance expressed that the societies accountant now had a credit card to make society purchases easier.

A councillor also inquired if there was any investigations into online reimbursement forms.

The Vice President, Operations and Finance responded that it was a project going on at the moment, and that he could bring an update at the next meeting.

Councillors also expressed a desire to see more outreach from the Student Life Endowment Fund, as the fund seems under-utilized by societies.

OPEN SEATS ON THE INTERNAL ADMINISTRATION COMMITTEE

A councillor inquired about open seats on IAC, the Vice President, Internal responded that there were none.

OPEN SEATS ON COMMITTEES OF COUNCIL

A councillor inquired about open seats due to the term changing. They were informed that Councillors and at large students will continue in their seats unless replaced.

The architecture representative on Council raised the issue that students on their campus feel neglected by Feds, and see a lot of attention during the election but would like to see more attention during the year.

The councillor would like to see executive office hours on their campus for a day at least once a month, ideally more frequently.

They would also like more support from the Feds and the University, as students are feeling a lot of pressure and many are working till 3am every night.

The executives responded that they would be looking into that, and to reach out with any other concerns or suggestions.

OTHER BUSINESS

ADJOURNMENT

Be it resolved that Council adjourn until the next meeting.

elizabeth and brian.

With the agenda exhausted and no other business, the Speaker adjourned the meeting at 3:07PM

Motion carries unanimously.

Agenda for FEDs Council Meeting

September 17, 2017

Present

- Altaf, Subham
- Ayre, Alexander
- Brieva, Antonio
- Clarke, Antonio
- Clubine, Andrew
- Easton, Benjamin
- George, Rebecca
- Goomer, Kanishk
- Jowhari, Nickta*
- Knight, Jill
- Mistry, Harsh
- Mohan, Andrew*
- O'Sullivan, Elizabeth
- Potter, Tristan
- Schwan, Brian
- Shibli, Aisha
- Simpson, Abigail
- Small, Jason
- Terzian, Hagop
- Tran, Tomson
- Velling, Seneca*
- Ye-Mowe, Stephanie*
- Xu, Wenyu

* remote

Excused

- Mills, Cameron

Preliminaries

1. **Motion:** Be it resolved Council elects _____ as temporary Assistant Secretary of Students' Council.

Approval of the Agenda

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

2. **Motion:** Be it resolved Council approves the agenda for this meeting.

Reading and Approval of the Minutes

No motion or vote is required to adopt the minutes, once corrections are made. If there are significant reservations about the minutes, the approval may be dispensed with, and the minutes will be returned at the subsequent meeting for approval.

3. **Minutes:** Minutes of May 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.

4. **Councillor Reports**

5. **Committee Reports**

Regular Agenda

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.

6. Executive Reports

- President
- Vice-President, Internal
- Vice-President, Operations and Finance
- Vice-President, Education

7. Executive QA Period

8. Councillor Oral Reports

9. **Councillor Oral Report** (Councillors who submitted a report will be called to deliver an oral summary lasting no longer than 30 seconds)

10. Speaker Update

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 two-thirds 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.

11. **Motion:** Be it resolved that Council renews of Policy 2. Hours of Teaching Buildings. - Tristan Potter

12. **Motion:** Be it resolved that Council approves the Service Coordinators - Jill Knight

13. **Update:** The library has given us an update on the renovations (in the form of a power point that is attached to this agenda) that they would like to share with the students. **Service Coordinators** - Jill Knight
14. **QandA:** A brief summary on the feedback for extending Fall Reading Week. - Seneca Velling
15. **Motion:** Be it resolved that Council approves the policies (**Policy 1,3,16,31**) from the PPC's recommended renewals currently in the works/being renewed. - Seneca Velling
16. **For Discussion:** plastic water bottle policy - Jason Small
17. **Motion:** Be it resolved that Council revokes the authority of the Policy and Procedure Committee to ratify policy or procedures without the approval of Council. - Seneca Velling
18. **Discussion:** A discussion of the (**Freedom of Speech and Expression on Campus**) - Alexander Eyre
19. **Motion:** Be it resolved that Council approves the future council meeting days to be Oct 22, Nov 19, Dec 3. - Antonio Brieva

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 or another experienced Councillor.

Adjournment by 4:00 PM

President' Report

Antonio Brieva, President's; September Report

Orientation Week

- Spoke at several events including leader appreciation, Warrior Welcome, Transfer and Exchange orientation, and an SSO event called Dear First Year Me.
- Besides these speaking requests, I was also embedded as part of Faculty programming for various faculties (i.e. Arts Academic Sessions and Engineering Showcase). The week overall was a great success.

Presidents Advisory Committee on Student Mental Health

- At the end of July the Committee hosted all the panels that will be reporting their findings to the main committee. These Panels have begun meeting on a biweekly basis and will have mid-term reports completed by October 24th.
- These reports will be presented at a Symposium, where all the panels and their Chairs will get the chance to present their early findings and recommendations. As a Committee member, Ill be liaising the Student Experience Panel.

Federal Advocacy: Undergraduates of the Canadian Research-Intensive Universities (UCRU)

- Our Briefs on our four priorities (e.g. Canadian Student Loans Program, Indigenous Students, Undergraduate Research Funding, and International Students) this year are on track to be completed by this month. These briefs will inform our Federal Advocacy efforts in Ottawa. Our Advocacy week is set to occur from November 6-10.
- In addition to our briefs, were collaboratively developing a new logo and creating a brand guideline for the organization. The goal is to set ourselves apart from other federal student advocacy groups;

- And finally, were close to adding two new members to our Coalition.

Policies and Procedures Committee

- The Committee is committing itself to a thorough policy clean-up. Were looking to review all the policies on the books that are set to expire within the next 12 months or already are expired. Some of the policies presented to Council for renewal at this meeting are a result of some of that work. Well look for opportunities to merge existing policies that fall under broader policy categories (i.e. mental Health and student financial aid) to reduce the sheer number of policies on the books.
- Were also looking at our council procedures to identify any potential changes that can be made to facilitate and enhance Councils evidence-based policy development process. Any of these changes will be recommended to council. In addition, were looking at ways we can classify and distinguish our policies and belief statements.

Vice-President Internal Report

Jill Knight, Vice President Internal; September Report

Events

Orientation was a great time and I had the opportunity to give 4 speeches during the week. I had a thank you and difficult conversation speech with all the dons on our campus before Single and Sexy. I had the honour to do a welcome speech for Arts, Applied Health Sciences and Environment faculties for their International students. I spoke at the Faculty of Science welcome and did a presentation for the Student Success event Dear Future Me. On top of the speeches, we attended several other events.

Welcome Week just happened. The week was filled with events and activities. I attended an event per day and engaged with students there. Highlights of this week were the two-day carnival plus the bonfire that happened on the Tuesday evening.

Get Involved Week is upcoming. During this week we host the Feds Open House and our Clubs and Society days. These events are to inform the student population about the different ways to get involved with Feds.

Wellness

The Campus Life Department has started to redefine their purpose of wrap up week. We have started working with Campus Wellness and Athletics and Recreation to organize wellness events for Winter 2018 as a united front. As for this upcoming Fall Wrap Up Week, we will remain consistent with what has traditionally happened.

Feds on Tour

These dates for our satellite campuses have been booked with the help of the respective societies.

Societies

The Committee of Presidents meeting has been booked. Societies are getting back into a routine from the change over during the Spring term. Moving

forward, visiting student societies will be booked for the last week of September.

The Societies Relations Commissioner role has been taking a lead at planning our Fall event with the societies.

OUSA Best Practices

The Executives attended a best practice sharing day with 7 other universities. I had the opportunity to share information about Orientation, volunteer appreciation, and volunteer training.

Presidents Advisory Committee on Equity

This meeting resumed this summer. I will be apart of the subcommittee Gender and Sexual Diversity Work Group. The sub meetings start shortly in September. More updates to come as the meetings take place.

Clubs

The part time Clubs Assistant role was posted, interviewed, hired and trained over the end of the Spring term. The role is now working at better supporting the clubs that we have on our campus.

Vice-President of Operations and Finance

Brian Schwan, VP Operations and Finance; September Report

Executive Report

- Month Summary
- Current Projects/ Initiatives

Month Summary

The Bombshelter:

New Menu has launched at Bomber, more food options with a greater menu diversity. We have created more menu options for vegans and vegetarians but are still looking at increasing options in the future. We are working on creating an express menu at bomber to increase speed of service. Bomber is in the process of phasing out straws and becoming a straw free restaurant to reduce the amount of waste that is caused through the restaurant industry.

International News:

We are currently working on creating a fried chicken option for the hot grab and go section. Have seen more traffic than usual and are in the process of opening up a third till to reduce the amount of time customers have to wait.

Campus Bubble/Bento:

Nothing new to report.

Feds Used Books:

Feds Used Books has seen incredible traffic this term and we are giving away free calendars with every purchase to aide in students planning while keeping a cost effective solution in mind.

Current Projects/Initiatives

A. Action Planning

Our Action Plan is now available on line.. check it out and reach out to us if you have any comments or concerns!

B. Pharmacare

Slowly but surely we have received more information from the government. Looking at a Jan 1 st launch date and will benefit Ontario students aged 24 and younger. Will be able to claim prescriptions under the OBD formulary by using their health card. We still need to confirm a couple other details but will communicate these to council when we get them. Additionally, we will be working on a communications plan to launch in the fall term to inform students.

C. Budget Committee

You all received an email regarding the budget and I received a handful of questions but nothing major and I appeared that all those were satisfied due to the lack of follow up questions. The budget will be posted online in conjunction with the new website.

D. Website

We are very close to finally launching a new website. Hopefully less than a month away and are very excited for the improved asthetics, increased functionality, and more efficient layout that will ultimately improve students experience and decrease the time they spend looking for information.

E. OPT OUTs

Please communicate to your fellow students that the Opt Out period for the health and dental plan for the 2017-2018 year is from September 5 th October 7 th and can be done online at www.studentcare.ca

F. Legal Survey

We are in the process of setting a date to send out a survey to students to see if there is a demand for legal insurance. Ultimately the results will be brought back to council to have a critical and fruitful discussion to see if we would like to continue pursuing it or not. We are looking to have this completed in October.

Vice President, Education

Andrew Clubine, VP Education September Report

Co-op Fee Review

The co-op fee review team met throughout the summer. Hannah Beckett (Coop Affairs Commissioner) and I are representing Feds on this group. A draft work plan was agreed to. The current state analysis was delayed because of an unexpected staffing issue in the Co-op Department. However, a terms of reference for a Student Advisory Panel were approved. Applications for the panel will be available next week and will be due at the end of the month.

OUSA

OUSA has set lobby priorities for this year. These include experiential learning, open educational resources, data collection for universities, sexual violence prevention, tuition and mental health. In October, WLU will be hosting the Fall General Assembly. Applications to become a Feds delegate will be available at the end of September. The policy papers to be discussed are indigenous students, system vision, accountability and open educational resources.

Academic Advising

Feds has been offering academic guidance for a few years, but has only recently begun to formalize the service. Maya Venters (Academic Affairs Commissioner) has developed a suite of resources for students who are filing petitions, grievance or appeals. These are now being used and have received positive responses from students.

Campus Design

Campus design and development have been issues of interest at Feds for a few years, but have not been addressed in policy to date. Jennifer Chen (Municipal Affairs Commissioner) has begun compiling a draft report on this topic, with support from staff and students. This draft should be completed by the end of September.

Government Relations

Throughout the summer, I have met with elected officials at all levels of government. Our municipal, provincial and federal partners have been briefed on our priorities for their respective jurisdictions already. We have received overwhelmingly positive responses about Feds OUSAs and U-CRUs priorities.

Outreach

Following the Feds Exec Welcome Video, we will be releasing the first a series of videos about the Feds Education portfolio.

Student Housing

For the fourth year in a row, we have seen a major housing development in Waterloo go unfinished. Shortly after move in, I had the opportunity to attend a roundtable with the Minister of Housing at Queens Park. The minister acknowledged Waterloo students concerns and committed to following up.

Course Evaluations

The Provosts Course Evaluations Project Team has completed a 3-year report with recommendations for how to improve the course evaluation tool on campus. This group was initiated a result of former Feds VPED, Adam Garcias advocacy. The report will be presented to Senate at the September meeting for approval.

EAC and GAAC

In Fall term, I intend to revitalize the existing VPED Council Committees by consolidating them into a single committee for the portfolio. The committees will meet together until an updated terms of reference is presented to Council.

Service Coordinators

Name	Service
Declan Smeaton	Food Bank
Vanessa Wilderman	Food Bank
Tori Garner	OCC
Michael Pinna	OCC
Alana Carr-Matthews	Volunteer Centre
Jevera Knelsen	Volunteer Centre
Shashwat Pratap	ICSN
Shuyan Hong (Nancy)	ICSN
Hannah Sesink	Warrior Tribe
Awn Duqoum	MATES
Vaiva Dzemonas	MATES
Jesse Jakobsh	Bike Centre
Lucas Krist	Bike Centre
Alex McEwin	Glow
Judy Liu	Glow
Midori Matthew	Women's Centre
Amanda Singh	Women's Centre
Zayd Schafer	CRT
Tatiana Portelli-Graham	CRT
Meghan Metke	SCI
Shengdi (Sharon) Chen	SCI
Jade Alexander	Co-op Connection

PPC Recommend Renewals

Policy 1: Secrecy in University Governance

WHEREAS the essence of higher education is open and free discussion; and

WHEREAS this ideal is not realized when the governance of institutions dedicated to higher learning is conducted in secrecy; and

WHEREAS in such situations students, staff, and faculty are unable to exercise their rights and responsibilities as members of the institutions; and

WHEREAS a restricted flow of information produces unnecessary and harmful tensions within the institution; and

WHEREAS an atmosphere of openness, integrity, accountability and transparency is essential to the effective operation of the University,

BIRT All decisions in the government of an institution of post-secondary education should be made in a democratically open, transparent, and accountable manner; and

BIFRT Every exception to the principles of open decision-making must be justified by the person or persons making it; and

BIFRT Non-confidential documents should be available upon request by a member of the student body in a timely fashion.

Policy 3: Statement of Autonomy

WHEREAS the Charter of Incorporation of the Federation of Students approved by the Board of Governors of the University of Waterloo charges the Federation of Students with the responsibility for administering its own affairs; and

WHEREAS the Federation of Students cannot tolerate any arbitrary interference in its internal operations that opposes the spirit of the Charter of Incorporation;

BIRT the faculty student societies shall have the ~~exclusive~~ right to exercise control over and influence in the Federation of Students through methods determined by the Students Council and approved by General Meeting of the Federation; and

BIFRT while the Federation of Students welcomes the opportunity to hear advice and discuss policies, no external entity not herein discussed will be permitted to exercise any control over the activities of the Federation of Students.

Policy 16: Academic Autonomy

WHEREAS the Provincial Government is responsible for the financing, and overall health and sustainability of the post-secondary sector; and

WHEREAS Universities in Ontario are semi-autonomous, self-governing entities; and

WHEREAS final decisions involving the curricula at the university should only be made at the university level, following all proper and relevant decision-making processes; and

WHEREAS the University of Waterloo should endeavor to maintain its autonomy regarding the academic programs and courses it provides, when it doesn't impede the needs of students, the marketplace and society; and

WHEREAS there may be opportunities for partnerships with third parties from the government or private sector to improve the courses the University of Waterloo provides. BIFRT the Federation of Students Council believes that the university, through its faculty, administration and students, should strive to be the final arbiter of the content of courses and curricula offered at the institution;

BIFRT the Federation of Students believes that where it is not overly restrictive to academic autonomy, the University, through its administration, faculty and students, should work with the provincial government to achieve a broader system-wide vision for post-secondary education;

BIFRT the Federation of Students Council believes that where it is not overly restrictive to academic autonomy, the university, through its faculty, administration and students, should pursue opportunities to connect with private and public sector for the purposes of experiential learning and other community partnerships that improve the quality of the broader learning environment, so long as this private partnership does not erode the independence and quality of the learning process;

BIFRT the Federation of Students Council believes that all private sources of funding should in no way infringe upon the academic autonomy of the University and its administration, faculty and students;

BIFRT the Federation of Students Council believes that private funding should not be viewed as the alternative source for operational funding shortfalls, and that the provincial government has the primary responsibility for providing operational funding.

Draft

Policy 31: Student Space

WHEREAS student space is defined as space in which most students can comfortably: study, either independently or collaboratively; socialize; run and attend events unrelated to academics; play games; engage in physical activity; or enjoy a coffee or other snack; and

WHEREAS students have expressed continuous need for increased social and study space that scales with increased enrollment; and

WHEREAS student space on our campus has been in a continued decline since 1977; and

WHEREAS the University of Waterloo has less athletics, recreation, and study space than most other similarly sized Ontario Universities, far beneath the Council of Ontario Universities Space Guidelines;

BIRT the University of Waterloo should increase the total square metres of study space to the minimum recommended benchmarks of the Council of Ontario Universities; and

BIFRT students should only be charged for the cost of building student space once it is completed to ensure that students are only paying for space they deem useable; and

BIFRT students should not pay for space that is primarily academic, service oriented, administrative, or not directly usable by students; and

BIFRT at minimum, the University should fund half of all study space; and

BIFRT the University should fund any space allocated for use by the University in its administrative activities, academic activities, or service activities through its operating budget; and

BIFRT the Federation of Students should seek to offset the cost of managing student space through external means, external sponsorship, and commercial operations; and

BIFRT students and student representatives from the relevant faculty stu-

dent societies and the Federation of Students should be consistently involved with the development of the plans for all student space; and

BIFRT students should have full management control of student space; and

BIFRT the consultation and negotiation process regarding all student space should strive to achieve the highest level of transparency and accountability, through constant communication with the student body; and

BIFRT student space should strive to accommodate students technology needs; and

BIFRT the university should enhance existing spaces on campus to improve its student friendliness and use, by adding better seating, lighting, power sources, and work space; and

BIFRT any fee charged to students for student space must pass through referendum; and

BIFRT the Federation of Students believes that non-academic ancillary buildings should be eligible for funding from the provincial government; and

BIFRT students should either comprise the majority of any decision-making body, or hold a percentage proportional to their financial contribution to the project budget, whichever is higher, in student buildings; and

BIFRT the University in its allocation of student space and the Federation of Students in its administration of student space should prioritize utilization of space consistent with student wishes (be it recreational, academic, or social in nature).

Proposed Policy: Vending of Bottled Water

WHEREAS the Federation of Students strives for ethical and environmental responsibility in the conduct of its operations and practices (FEDS Policy 25, Sustainability); and

WHEREAS the University of Waterloo supports practices and processes to reduce consumption of resources, minimize output of water, and mitigate upstream and downstream environmental impacts from campus operations (UW Policy 53, Environmental Sustainability); and

WHEREAS bottled water is the cause of large volumes of plastic waste and the ongoing privatization of an essential human need; and

WHEREAS the use of cheap reusable bottles filled with tap water is a low-cost, safe, and sustainable alternative;

BIRT the commercial services run by the Federation not sell bottled water; and

BIFRT the International News store in the SLC instead sell reusable water bottles; and

BIFRT the Federation advocate to the university that UW Food Services cease to sell bottled water at food service locations and vending machines.

Note: I have chosen to write a full policy as a way of expressing my full ideas on the matter. I am very open to both amendments to this suggested policy and suggestions to pursue this in a completely different way. I also understand if time for consideration/discussion is desired before voting on something of this subject matter at some future meeting. I have primarily written this as a way of initiating discussion on this subject.

*Federation of Students' Council
University of Waterloo
17 September, 2017*

A Resolution on the Extension of the Fall Reading Week:

WHEREAS the Federation of Students' (FEDS) Council acknowledges the approaching end to the three year trial period for the two-day Fall Reading Week as supported by a referendum of Waterloo undergraduate students casting ballots in the affirmative¹,

WHEREAS the initial 2014 referendum followed the culmination of years of student polling and summary reports by the Fall Reading Week committee (Consideration of a Fall Break at the University of Waterloo, Report to the Vice President and Provost; September 8, 2014.

https://uwaterloo.ca/associate-vice-president-academic/sites/ca.associate-vice-president-academic/files/uploads/files/fallbreak_-_sept_8_2014_final_report-accessible.pdf),

WHEREAS the FEDS Council reminds the student body that prior to this referendum Math and Engineering surveys indicated considerable student interest² in the implementation of a Fall Reading Week,

WHEREAS fourteen of the twenty Ontario University maintain a full week break in the fall for students, particularly out of province and international students, to study for midterms, visit family, and enjoy their long weekend for Thanksgiving,

WHERE such rest and recuperation in the difficult study environment of the University of Waterloo is essential to the mental health, stress-management and accommodation of extensive academic workload for student³,

WHEREAS the Federation acknowledges the significant concerns regarding Co-operative Education during this period and the accessibility of students in the employment process,

WHEREAS the Federation acknowledges the challenge of finding sufficient space to schedule a full Fall Reading Week break: 60 teaching days, a minimum of 2 pre-exam study days, and a minimum of 12 exam days while finishing by December 22,

¹ Federation records indicate that 73.8 per cent voted in favour of building a break into the school calendar.

² March 10th, 2014 Federation General Meeting Agenda
www.feds.ca/home/feds-general-meeting-agenda/

³ Based on the Report to the Vice President and Provost, "Promotion of sound mental health is widely claimed as the rationale for installing a Fall Break, although hard data to support this assertion is lacking. Students, counselors, instructors and academic advisors will, however, readily attest that the Fall term is widely seen as a "pressure cooker", especially in regards to transitioning issues and looming midterm exams for new incoming students. The University of Waterloo, among numerous other Ontario institutions, is keenly aware of the need to provide conditions that promote the physical and mental well-being of our students. An institution whose actions promote mental health well-being will be well regarded by undergraduate and graduate students, prospective students and their parents."

*Federation of Students' Council
University of Waterloo
17 September, 2017*

WHEREAS a majority of students support the extension of the Fall break into a full week period,

BIFRT Students calls for a referendum on the implementation of a full, week-long Fall Reading Break at the University of Waterloo, after the implementation of a two (2) year pilot period to assess impact on student mental health, scheduling, and exams,

BIFRT the Federation believes Mid-term breaks, regardless of the term in which they occur, should have the same terms of reference:

1. A mid-term break (e.g., Winter Reading Week) is intended to act as a pause for on-campus students to reflect upon and catch up on their term's work to date and, as necessary, prepare for any upcoming mid-term assignments and assessments,
2. During this pause, there are to be no scheduled meetings for students (e.g., classes, labs, tutorials, seminars, exams),
3. Deadlines for graded assessments should neither be scheduled during the break nor within the first two (2) days following the extended break, so as to defeat the purpose of this hiatus,
4. Student services, such as Health Services, Counselling Services, the library, residences, etc. are expected to continue working at full capacity,

BIFRT the Students enrolled in online courses should realize the same benefits accrued for on-campus students during the Fall Break,

BIFRT that while the Federation did support, albeit with student consent and positive approval at the time⁴, a re-adjustment of the duration of Orientation, any further shortening the Orientation timeline to accommodate Fall Reading Week extension would be far too deleterious to the 1st Year Students and would reduce the capacity of the University, faculty-student societies, and the Federation to potentially introduce, transition, and equip these students in a manner to best provide them the opportunities for success at Waterloo,

BIFRT there ought to be an extension of "Orientation"-type activities judiciously into the first few weeks following the start of classes to continue to provide students opportunities lost to them by the prior reduction in Orientation length,

⁴ The duration of Orientation Week was particularly flexible in the implementation of Fall Reading Week in the past due to the removal of required ELPE writing during this period and the University's engagement with undergraduate students prior to their arrival on campus.

*Federation of Students' Council**University of Waterloo**17 September, 2017*

BIFRT believes it best to accommodate the extension of Fall Reading Week by allowing all days of the week, including Sundays when required⁵, for the writing of examinations, provided religious exemptions, verified illness or familial exemptions, and exam conflict (all as currently supported) for students to whom these concerns apply,

BIFRT that to accommodate Fall Reading week, the University should consider starting the term earlier, without impinging the Orientation of 1st Year Students or the one-day Out-of-Province/American Students Orientation⁶, by adequately moving both Orientation and the first day of classes earlier into the fall,

BIFRT this option should not be acted on if it negatively impacts the sizeable portion of international students⁷ and out of province students that attend the University who already have limited time to visit family further away, particularly with Co-op.

BIFRT the Students call for the implementation of a full Fall Reading Week at the University of Waterloo, Students tasks the executive of the Federation of Students to work with the University to implement a full Fall Reading Week complimentary to its Winter counterpart, with the inclusion of the Federation Orientation Committee (FOC) in any decision making panel to ensure protection of the Orientation week from further cuts.

⁵ Including one Sunday exam day in the regular Fall exam period will allow the minimum 12 days for the exam period and the normal conclusion to the exam period (December 22). An alternative is using a Saturday later in the term as a teaching day.

⁶ Out-of-Province and American International students have a specialized one-day extension of orientation to acclimate and prepare them for life in Ontario
<https://uwaterloo.ca/orientation/first-year-out-province-american-students>

⁷ International Students account for ~25% rounded to the nearest full percentage of students at the University of Waterloo over the last 5 years. Information based on student headcount data:
<https://uwaterloo.ca/institutional-analysis-planning/university-data-and-statistics/student-data/student-headcounts>

Draft Policy: Freedom of Speech and Expression on Campus

WHEREAS the Statement on Campus Free Speech and the Chicago Principles on Freedom of Expression guides Feds free speech policy;

WHEREAS the Canadian Charter of Rights and Freedoms recognizes the freedom of thought, belief, opinion and expression as well as freedom of peaceful assembly; and freedom of association;

WHEREAS the students of the University of Waterloo hold diverse and sometimes opposing moralistic, religious, and political beliefs;

WHEREAS recently many Canadian and American universities have discriminated against politically-orientated clubs and banned guest speakers on the basis of their political beliefs.

BIFRT Feds must not censor or impede any of its affiliates and/or clubs from holding events or hosting speakers. Feds must also not censor the promotion of clubs or club events on the basis of their political beliefs. Clubs must not be tasked with hiring security for their events.

BIFRT Feds must not forcibly disinvite or ban guest speakers and will advocate to the university to abandon the practice of disinviting or banning guest speakers invited by clubs.

BIFRT we request that the University of Waterloo Senate endorse the Chicago Principles as official university policy.

BIFRT Campus police must intervene if any protestors at any event become violent.

BIFRT Feds will not prevent ratification of any club based on a club's political affiliations and/or opinions.

BIFRT Feds will enforce its non-obstructionist policy for protests as laid on in the Statement on Campus Free Speech and advocate to the Campus Police to intervene if any protestors at or in the vicinity of an event turn violent

BIFRT Feds will enforce its resolution to improve viewpoint diversity as outlined in the Statement on Campus Free Speech.

BIRFT Feds must not discriminate in favour or against clubs in terms of the services FEDS provides on the basis of a club's political affiliations and/or opinions.

BIRFT A club may not be placed in probationary status by Feds on the basis of its political affiliations and/or opinions.

Draft



Bike Centre End of Term Report

Submitted by: Simran Parmar and Anne Clubb

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Introduction

The Bike Centre End of Term Report (EOT) for Spring 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. Consequently, 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 produce 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.

Volunteer Management

1.2 Coordinator and Executive Recruitment and Selection

1.2.1 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 two candidates applying, both of which were hired.

1.2.2 Bike Rental Manager Recruitment:

There were no applicants for rental manager so Anne Clubb took the role.

1.2.3 Selection:

Leads applications for the coordinators were read through by previous coordinators. Applicants were contacted by previous coordinators to attend coordinator training. The rental manager

1.3 Executive and Coordinator List

- *Coordinators:* Simran Parmar and Anne Clubb
- *Bike Rental Manager:* Anne Clubb
- *Maintenance & Repair Managers:* Jackson Barr
- *Office & Volunteer Administrator:* Jesse Jakobsh

1.4 Volunteer Recruitment

Volunteers applications were posted on Leads and the applications were also posted on Facebook. Several new volunteers were also recruited from various booths throughout the first few weeks of the semester.

1.5 Training Information and Review

Volunteers attended a training session where they 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, set bikes on the stands, and sign the visitors out. Volunteers received an information sheet with instructions on clocking in, maintaining the cash box, and recording visits.

1.6 Meetings

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

1.7 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 in the Facebook group to seek coverage for their shift if they were unable to attend.

1.8 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 (pizza) was provided at both events and volunteers provided feedback after the event took place to help mechanics improve engagement within the Bike Centre.

1.9 Suggestions for the Future

Volunteer Reinforcement

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. This was achieved by creating a Facebook group so that ideas, concerns or suggestions were consolidated in one area.

Additionally, it would be beneficial if all volunteers had a partner. Shifts can become busy so having another person will make the workload more bearable. If one volunteer cannot make it, the second volunteer can still keep the Bike Centre open.

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.

Office Organization

Volunteers were trained to count the cash in the register at the beginning of their shifts and the end of their shifts. However, there was discrepancy considering the method of recording this information. Volunteers were advised to use an electronic form, but inconsistent internet connections prevented them from doing so. It is recommended that a paper booklet be kept on the desk so that volunteers can record the amount in the cash register in a consistent location and not rely on technology. Furthermore, the cash register needs to be checked by a Coordinator or Office Administrator regularly, as it was often low on certain bills/coins.

Bike Rental Program

Since there was no Bike Rental Manager, one of the Coordinators had to fulfil this role. A few issues have been identified. Firstly, rental bikes are usually identified by their serial code located at the bottom of each bike. Prior to completing the rental process, each bike has to be turned over to record the serial code. To allow for greater efficiency, it is recommended that the codes be printed on stickers and labelled on the bikes in an easier to read spot. This will also speed up the inventory process when recording the conditions of the bikes. Secondly, scan completed bike contracts into the google drive and email them to the appropriate renter. This will ensure that all documentation is readily available in case paper copies are misplaced.

Communication

1.10 Facebook

Social media outreach this term has increased significantly, with our highest Facebook post reaching 2,457 people in the Waterloo network. 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. Facebook 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.

1.11 Webpage

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

1.12 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 within one business day. Access to this email address should remain Coordinator only.

1.13 Slack

The executive team did not use Slack this term. Many students do not like the app because it can be confusing to use. Facebook groups are a lot easier for most volunteers.

1.14 Twitter

Twitter was not used this term.

Events and Activities

1.15 Campus Life Fair

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

1.16 Feds Open House (Welcome Week)

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

1.17 Bike Auction Preparation

The Bike Auction preparation was done by the repair manager. It is recommended preperation be done a semester prior to the auction. It is also recommended to contact Campus Tech, as they sell bike locks. Since most people who buy bikes at the auction do not bring a lock, it would be useful if they did not have to leave the event and their bike to purchase one.

Project Bikes

1.18 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 to remove them. Dinner was provided at each event. Due to low volunteer turnout, we were unable to hold more events.

1.19 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. Waste that was not metal was

taken to the Waterloo dump on the same day. Money earned from the metal scrap yard was used to pay for dumping the other refuse.

1.20 Strip-o-Rama

The Strip-o-Rama for the term had a high turn out with a handful of 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.

1.21 Parts for Sale

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

Bike rental Program

1.22 Rental Program Operations

The Bike Rental program ran from May 1, 2017 to August 11, 2017. Inventory began at the beginning of the term and was taken again at the end. This inventory is available on the Google Drive and should be kept up to date on the Ticketfi page. While nearly all bikes are in working conditions, several locks remain missing or need key replacements.

Heavy marketing took place within the first few weeks of the Spring term via our Facebook page. Posts were boosted and most renters stated that they learned about the rental program on Facebook; it is recommended to do this again to get more views and increase awareness of the program. Renters reserved bikes by paying a \$40 deposit fee on our Ticketfi page. They were then contacted by the Bike Rental Manager through email to arrange a pick up date. It was our goal to contact customers within 2-3 days. The Ticketfi page needs to be checked regularly to ensure this happens. Customers were good at messaging us over Facebook or through email if they had not been contacted yet. The \$40 deposit fee was deducted from the overall term fee, which ranged between \$100-\$125 depending on the type of bike. The term fee was later reduced to between \$45-60 for one month or two month rentals. There was a fairly even split between term and monthly rentals.

During the pickup process, renters read and signed the contract, paid their fees, and learned how to lock up the bike. It is important that volunteers also have a general understanding of the rental process or where to look for more information in case customers have questions.

Just over halfway through the term, renters were notified of their mandatory bike inspection. This was held as a drop-in session on July 21 on the University of Waterloo's Bike Day. It is recommended that inspections be held as an all day drop-in again, as this reduced the Bike Manager's workload and allowed for greater customer flexibility. No major issues arose during the bike inspections.

Operations

1.23 General Information

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

1.24 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.

1.25 Improved Operations

The physical layout of the Bike Centre was rearranged for safety issues and to achieve greater functionality. For instance, the desk and cash register were relocated so that they were in view of the security camera and out of view of the glass door. Binders and additional self-help books were moved to a shelf besides the desk to allow for better storage and easier access. A plan depicting the improved layout and tasks is located in Appendix F.

Changes were also made to how bikes are stored in the cage. Rental bikes were originally hanging up on the hooks; however, it was found that the space could be utilized better by keeping everything on the ground.

Administrative items were bought by the Coordinator to improve the organization of the desk. For instance, a pencil holder, stapler, scissors, and filling holder were purchased. The filing holder was particularly useful for storing bike rental contracts in a secure location. A clear sign holder was also purchased to hold the pricing list. On the front is the list of prices for the customer and on the back is the codes for each item for the volunteer to enter into the register. A laminated sign was also placed on the outside glass door to indicate our hours to customers. This would allow them to know when to come back.

Partnerships

1.26 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)

Budget

1.27 Overview

Thanks to earnings from the Bike Auction, the Spring term budget was not strained.

1.28 Spring Revenue

The revenue from the Bike Auction totaled \$2320. It is estimated that over \$1000 was also made in bike rental revenue.

1.29 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 came to over \$2000; additional revenue was generated from the rental program and regular visitors. It is recommended that very little investment be made in the inventory, as few things are needed and heavy investment has already taken place (about \$800 this term).

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 became available May 1 for use. Additional details regarding the proposal can be found within the email account. This money needs to be spent as soon as possible; the deadline is December 2017. Further areas of spending are found in Appendix F.

Volunteers need to be recruited on an ongoing basis and the schedule needs to be updated regularly. This information also needs to be communicated to customers through our Facebook page. Inconsistency will only frustrate everyone.

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:

- Simran Parmar: simransinghparmar@gmail.com
- Anne Clubb: amclubb@edu.uwaterloo.ca

Appendix A Bike Rental Program

General

- The rental program, secured twenty-one renters this term; some signed up for the term rental while others did monthly or two month rentals
- 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 fees were determined with the Feds Service Coordinator; due to low renter turnout, they were reduced halfway through the term for one month and two month rentals
- Lottery draws was discouraged since there was low renter turnout.
- Rental program is expanding and will therefore need additional space.

Inspections

- Doodle poll used to schedule inspections. Renters were encouraged to maintain contact over email when they needed to change the inspection date.
- If using a doodle poll, ensure that renters can only select one time slot. It was overwhelming for the Rental Manager to wait for people to show up if they had selected multiple times
- 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. No penalties were enforced to date
- The Bike Centre Coordinator who doubled as the Rental Manager remained in touch with all renters and dealt with any issues

Bikes

- No bikes were stolen this term; all bikes to date have been returned in good conditions
- 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.
- All bike lights were returned; renters took heed to the rental manager's advice to store them in a safe place unless riding at night on a regular basis

Contract

- Rental contract need to be updated for next semester to reflect on non-discounted prices and incentives for certain practices.

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 Information for new volunteers

Volunteer's Guide to the Bike Centre

This is a quick guide to being a volunteer at the UW Bike Centre. The intention of this guide is to give you an overview of daily operations and your role within the Bike Centre.

Opening the Bike Centre

1. Pick up the key from the TurnKey desk in the Great Hall. You will be asked to leave your Watcard to take out the key. Your name has been added to the key list for the Bike Centre for this term. If you encounter any difficulties, please contact the Service Coordinators.
2. Unlock both doors (grey, interior door and glass, exterior door). If the weather is nice, feel free to prop open the outside door.
3. Turn on all lights. There are four light switches in total. Two can be found just inside the interior door, and another two down the ramp and to the left.
4. Switch the Open/Closed sign hanging above the exterior door.
5. Store the key with the cash register behind the desk.
6. Log on to the computer. The username is "Bike.centre" and the password is "bike.centre".
7. Cash in.
 1. For this purpose, ensure the **BLACK** key is inserted. Turn key to X. Press "open", then "CA/AMT TEND". You will then count the cash and record the figure in the [Google Form](#) provided.
 2. After you have completed this task, close the register and switch the key to the **GREY** key. You will then turn the key to REG for regular operations.
2. Listen to and address any voicemails left on the telephone.
 1. The instructions for accessing the voicemail are posted near the phone.
2. Turn on stereo (optional).
 1. The stereo has radio, CD, and the old iPhone connector capabilities (30 pin, not lightning). Feel free to play your music at a reasonable volume.
2. Open the cage (optional).
 1. The code to the lock on the cage is 2659.
 2. The cage contains our extra stock of new parts, as well as a number of other items.
 3. Please only go into the cage to get new stock, or used bike wheels/tires. No other items should be removed from the back.

Note: Please try to be at least **10 minutes early** to your opening shift, as all of these items should be completed before the Bike Centre is scheduled to open.

Shift Changing

1. Lock both doors (interior and exterior), take key and return to TurnKey desk.
 1. No one should be left in the Bike Centre at this time.
2. The incoming volunteer will exchange their WatCard with the outgoing volunteer's at TurnKey and then take the key.
3. Cash in.
 1. For this purpose, ensure the **BLACK** key is inserted. Turn key to X. Press "open", then "CA/AMT TEND". You will then count the cash and record the figure in the [Google Form](#).

[Form](#) provided.

2. After you have completed this task, close the register and switch the key to the **GREY** key. You will then turn the key to REG for regular operations.

During Open Hours

When customers enter:

- a. Greet the and ask if they have been to the Bike Centre before.
 1. If "no", explain how the Bike Centre works:
 1. Do-it-yourself bike maintenance shop.
 2. Tools available at a rate of \$1/hour, \$1 flat rate for fluids.
 3. Both new and used are parts available for sale.
- b. Sign them in.
 1. You will log their details in the [Google Form](#).
 1. Please ensure you do this before they start working with any tools.
- b. Assess the customer's interest and ability.
 1. If they are unsure as to how to go about fixing their bike, refer to the booklets on the desk. They contain information on how to fix almost any problem.
 2. If the booklets do not contain enough information or you are unsure, a quick google will bring up how to fix almost any problem. You may also reach out to the Service Coordinators or Repair Manager.
 3. Let the customer explain the problem in their own words. There may be language issues, so be patient.
 4. If you are still unable to provide them with a concrete answer, do not guess. It's okay to say you don't know.
- b. When the customer is done,
 1. Tell them where the sink and hand cleaner is.
 2. After they have washed up, you will ring through their purchases in the cash register.

Note: Do your best & convey possible scenarios if you have an idea of what the issue could be (i.e. it could be this, it could be that). If not, we have no problem referring people to other bike shops (map on bulletin board).

Prices

New parts prices are posted and not negotiable. Prices are posted on the wall and programmed into the cash register. This includes:

1. Inner tubes
2. Handlebar Grips
3. Patch Kits
4. Brake/Shift Cables
5. Cable Ends
6. Brake/Shift Housing
7. Housing Ends
8. Ankle Straps
9. Helmets
10. Lights
11. Bells
12. Helmets
13. Locks

Used parts are buyer-beware and price negotiable. No individual used part will retail for more than \$5.00. These parts are salvaged from abandoned bikes and we assume no liability for them.

Use of the hand pumps and compressor are free. If someone comes to the Bike Centre requiring a small fix (i.e. tightening a loose bolt, clipping a long wire, etc.) we do not charge for the tool use. This is at your discretion as the volunteer on duty.

Cash Register

To ring in a sale:

1. Ensure the **GREY** key is turned to REG and the cash register is on.
2. Select the appropriate PLU code for the object or service you are ringing in.
Ex. Tool Rental = 600
3. Enter the PLU code using the keypad on the cash register and select "PLU". If there are additional items to be rung up, key the appropriate codes and select "PLU" after each one.
4. After all relevant items have been charged, select "SUBTOTAL" and then CA/AMT TEND. This will open the cash register and print a receipt.

Rules of The Bike Centre

1. Do not allow people to leave bikes or any other personal possessions behind in the Bike Centre. This includes volunteers, as we are liable for these objects.
2. Feel free to bring in reading, homework or work on your own bike during your shift, but please be aware that your responsibilities relating to the Bike Centre come first.
3. Know the "Rules of the Tools".
 1. If a tool is broken, please inform the Repair Manager and Service Coordinators immediately.
 2. Whoever broke the tool may be asked to pay for it. This will be at the discretion of Bike Centre leadership. A pricing reference sheet can be found at the desk.
 3. Tools do not leave the Bike Centre.
 4. Remind customers to ask if they do not know how to use a tool. It's better to be proactive in preventing damage to tools or their bike. Intervene if necessary.
 5. Know what tools are stored in the desk. These are smaller tools that are stolen or lost easily. A list is found on the wall next to the hanging tool board.
2. We do not accept \$50 or \$100 bills. Refer customers to the bank to get change.
3. Keep the Bike Centre tidy.
 1. Spend time before, during and at the end of your shift putting away tools and throwing out garbage.

Closing The Bike Centre

1. Volunteer on shift announces closing at regular intervals before closing & tells people as they come in.
 1. During this time you should begin to clean up and ensure all tools are properly stored.
2. At closing time, ensure both interior and exterior doors are locked and the sign is changed from OPEN to CLOSED.
3. Cash out.
 1. Using the BLACK key, turn the register to "Z".
 2. Select "RC" and then "CA/AMT TEND". This will print a receipt record of all sales from the day.
 3. Turn the register to "X". Select "open" and then "CA/AMT TEND" and this will open the cash register. Count the money in the register and record it in the [Google Form](#).
2. Turn off the lights, take key and all lost & found items to the TurnKey desk.

Project Bikes

All volunteers are responsible for completing a project bike during their term. Working on it during your shift is advised and bikes will be assigned by the Repair Manager by the end of the first month.

There will be a Bike-o-Rama event where mechanics and coordinators are present to answer questions and assemble a list of parts to order as necessary.

Volunteer Privileges & Duties

You are welcome to use the Bike Centre outside of regular hours. This includes free use of tools and fluids. There will be social events throughout the term as well.

Volunteers are still required to pay for parts. If you intend to buy parts outside of regular hours, you must cash-in and cash-out.

Any other questions?

Please contact either your Service Coordinator or your Office & Volunteer Administrator for answers. They will always be happy to answer any question that may come up.

Thank you for volunteering your time with the UW Bike Centre!

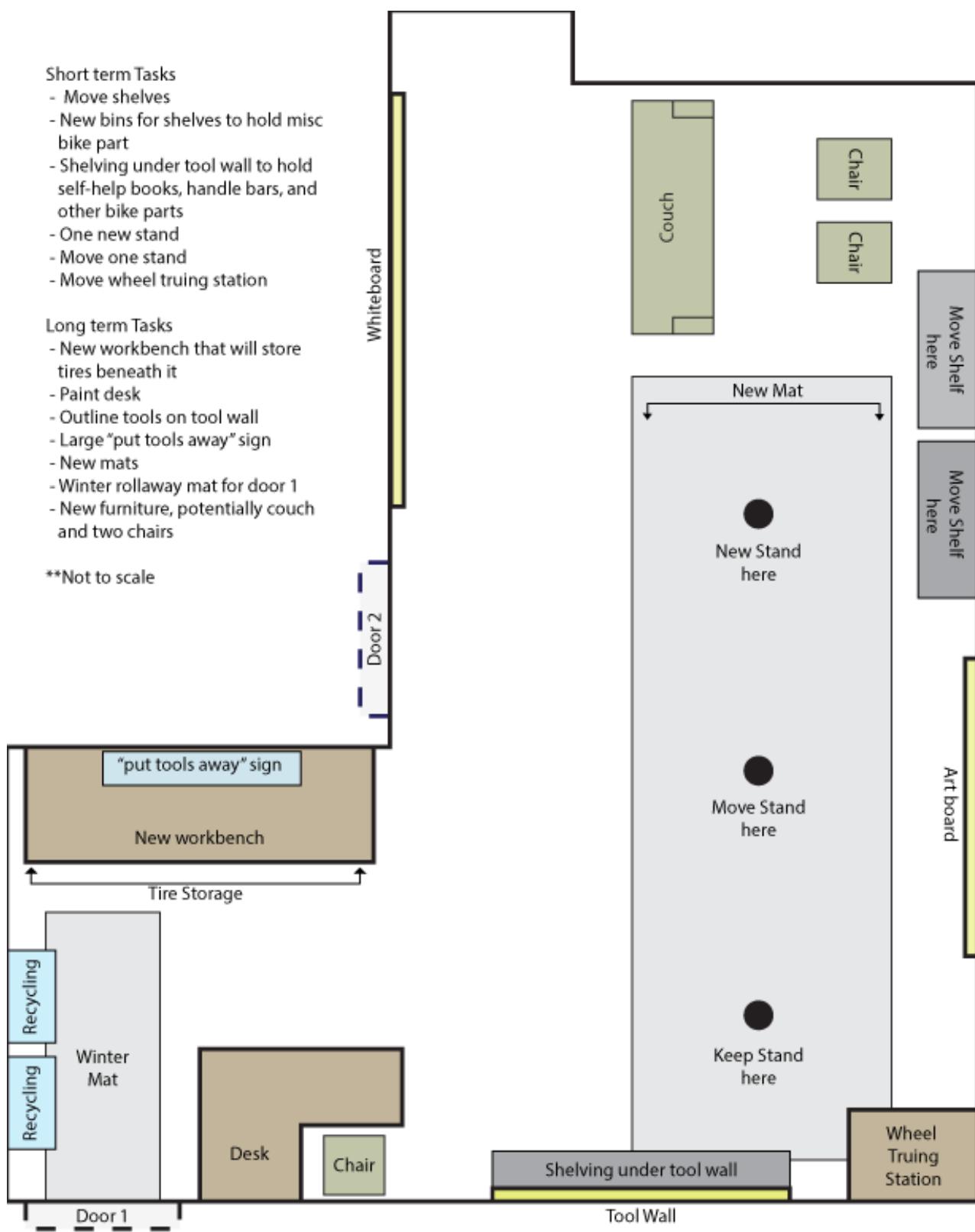
Appendix C Volunteer Administrator Report

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

Appendix D Bike Repair and Maintenance Manager Report

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

Appendix E Bike Centre Layout



Appendix F 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.



Date:

NAME:
STUDENT ID:
ADDRESS:
PHONE:
EMAIL:

Description	Cost(Ter m)	Cost (Month)	Month/Term Based
2 SPEED RENTAL *includes light, lock, and bell	\$100.00	\$45.00	
3 SPEED RENTAL *includes light, lock, and bell	\$100.00	\$45.00	
8 SPEED RENTAL *includes light, lock, and bell	\$125.00	\$60.00	

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.

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 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.

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 Renter

Date

Date

Signature of UW Bike

Centre Staff

Appendix A

DATE: _____

Feds Student Food Bank

END OF TERM REPORT EXTERNAL

Spring 2017

Prepared by:
Vanessa Wildeman and Steven Choi
(Service Coordinators)
August 2017

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Introduction

The Spring 2017 term was run by Vanessa Wildeman and returning coordinator Steven Choi. Vanessa Wildeman was a general volunteer for 2 terms, and in the Winter 2017 term, an Office Executive. Steven Choi was a Transition and Advocacy Executive for the Winter 2017 term, and was the Food Bank's coordinator for two previous terms. 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 were not held for executive positions since there was not a lot of response to interview offers. The executives chosen had all previously been general volunteers with the Food Bank. The Spring 2017 executive team was well chosen and consisted of six 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:

- Vanessa Wildeman (Service Coordinator)
- Steven Choi (Service Coordinator)
- Declan Smeaton, Arthur Lung and Darwin Pok (Office)
- Laura Song (Attendance)
- Jacqueline Shee, Besjana Avdiaj and Natisa Jeyakanthan (Donations and Research)
- Zohal Azizi (Promotions and Communications)
- Priya Patel and Neethu Saji (Transition and Advocacy)

Arthur Lung, Laura Song, Besjana Avdiaj, Natisa Jeyakanthan, Zohal Azizi and Neethu Saji had all previously been executives. 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. From choosing executives with a mix of experience, we have formed a strong executive team.

Weekly executive meetings were held on Wednesday evenings in SLC 2143 from 6:00 PM - 6:30 PM to keep the team updated and to plan for upcoming events. On June 12th, meetings were moved to SLC 0106 due to the SLC/PAC construction. 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

Recruitment for Spring 2017 volunteers began in Winter 2017. Volunteer sign up continued until the middle of May since the schedule still had room for volunteers.

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/>); and our social media platforms (Twitter, Facebook). 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.

The coordinators hired were: Steven Choi was a returning mentor, and Vanessa Wildeman was a previous executive. Vanessa is returning as coordinator for the Fall 2017 term, and Declan Smeaton was hired, since he has been a previous office executive, and a strong applicant. There was a total of 17 executive applicants for the Spring 2017 term. Executive interviews were not held, since few applicants returned emails about interview times and it was late in the Winter term after exams. 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 Wednesday evenings from 6:00-6:30pm 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 was held on Wednesday, July 19th from 6:00pm-7:00pm. We expected that approximately 15 students will attend this event using last terms numbers as an indicator. Further promotion was done through social media, primarily through Facebook. We will posted a survey in the Facebook group to see how the volunteers wanted to be appreciated, and they chose Taco Farm.

Executive Recognition and Appreciation

For our end of term appreciation we purchased \$30 gift cards for each executive to Walmart. 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 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 Spring 2017 was filled from 9:30am-10:20pm Monday to Friday, 11:30-5:30 and 8:30-10:30 Saturday, and 1:30-3:30 Sunday, with the exception of the exam period. All volunteers were sent training and policy information in a welcome email. It was sent to everyone at the beginning of the term and again at midterm. We did not have enough volunteers sign up to replace any drop out volunteers when necessary, so throughout the term, some shifts were no longer filled. To improve this for the next term, more advertising should be done to promote volunteer recruitment.

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 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.

Events and Activities

Executive Meetings (May 10 –July 12)

How did it go: Executive meetings started on Wednesday, May 10th, 2017, from 6:00 to 6:30pm and continued to occur weekly at this time, in SLC 2143. 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.

Campus Life Fair (May 10th)

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 Campus Life Fair 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.

Feds Open House (May 15th)

How did it go: Held a booth in the SLC court yard again to raise awareness of our services. Were able to recruit some more volunteers for the Spring term.

General Meeting (May 24th)

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 from 6-7pm in QNC 1507. We felt the space in the room sufficient for the number of volunteers who showed up. Only approximately 25 people attended. We offered ice cream sandwiches 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.

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 QNC. 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.

Feds Student-Run Services BBQ (June 2nd)

How did it go: To raise some money for the Food Bank and to provide a BBQ for students while the staff had their own BBQ. It took place at the Egg Fountain by the Rock Garden near MC and Chemistry. Each service signed up for a separate task in preparation for the BBQ. \$69.15 was raised, and it was given to the Food Bank.

Information booths (June 27th and July 13th)

How did it go: Held a booth in the SLC marketplace to raise awareness of our services from 10:00am-2:00pm. Treat bags were made to hand out to people that came to find out more about our services. Leftover treat bags were used during the second booth event which ran from 11:00am - 2:00pm. When hosting a booth in the SLC, it is recommended that visitors are given the chance to collect a prize or engage in a fun activity in order to maximize participation

End of Term Cupboard Clean Out (August)

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.

Suggestions:

- 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. Last Winter, 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 to talk about 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. We will be at the Football game on September 23rd
- **Laurier Food Bank**- We reached out to them about partnering for the football game on September 23rd, but have not heard back yet. We will try again in the beginning of September.
- **UW Housing & Residence** – We partnered with housing to set up the end of term Cupboard Clean Out event for the end of the Spring 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 Spring 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.
- **Campus Market Garden** - At the end of the Spring term, The Feds Student Food Bank was finally able to establish a collaboration with The Campus Market Garden. Thanks to their generosity, The Feds Student Food Bank was given the option to order whichever produce items that The Campus Market Garden had leftover at the end of each week. This has proved to be a vital step in ensuring that visitors are given fresh and healthy alternatives to non-perishable food items.

Budget & Finances

Overview

Expenses

Total Income:
\$69.15

Total Donations:
\$0

Total Money Added to our Budget in Spring 2017:
\$69.15

Expense	Budgeted(\$)	Actual (\$)	
Volunteer Appreciation	\$900	Volunteer EOT Appreciation..... Execs EOT Appreciation	\$101.70 \$270
General Office/Supplies	\$150	Plastic Bags.....	\$38.42

Total Expenses for Spring 2017:
\$410.12

Total Reduction in our Budget:
\$410.12 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.

- 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 for The Feds Student Food Bank typically ranged from 9:30am - 10:20pm on Monday - Friday and 11:30am - 10:20pm on Saturdays and 1:30pm - 3:20pm on Sundays. Given that the number of volunteers is reduced substantially during the Spring term, volunteers were able to sign up for as many shifts as they'd like.

One highly recommended suggestion for the Fall 2017 term would be to have the food bank shifts set up such that they run continuously (eg. 9:30am - 10:30am and 10:30am - 11:30am) rather than having a 10-minute period in between each shift where the food bank office is closed (eg. 9:30am - 10:20am and 10:30am - 11:20am), as it would be highly inconvenient if a visitor wanted to come to the office during this 10-minute period between shifts when the food bank was closed.

During the exam period, office hours were constantly updated on The Feds Student Food Bank Facebook Page where we tried to keep our office open for at least a couple of hours each day.

Hampers

Two Transition/Advocacy Executives (Neethu and Priya) were put in charge of both making and refilling Meat/Vegetarian hampers at The Turnkey Desk. In order to promote the fact that visitors could pick up a Meat or Vegetarian hamper from The Turnkey Desk at any time and on any day of the week, posters placed above donation bins were updated to advertise that hampers were available for pickup 24/7. Additionally, online advertisements on televisions were also used to promote hamper availability.

Food Stock

From the events hosted during the previous Winter term, such as CANpetition and End of Term Cupboard Cleanout, The Feds Student Food Bank was well stocked for the duration of the Spring term. Additionally, at the end of July, The Feds Student Food Bank was able to collaborate with The Campus Market Garden as they generously offered to donate leftover produce at the end of each week.

Freezer Storage

Since Spring 2015, a freezer has been implemented to store some frozen food for visitors we picked up from the Regional Food Bank. 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 Appendices alongside with the filled in forms. There has been an issue with 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

With our recent collaboration with The Campus Market Garden, our fridge has been fully stocked with fresh vegetables since the last few weeks of the Spring term. We hope to sustain this collaboration in the future in order to provide our visitors with healthier alternatives to non-perishable food items. Once the crop season is over and The Campus Market Garden no longer has produce available, it is highly recommended that coordinators at the time order fresh vegetables and fruit from the Regional Food Bank.

Short-Term Suggestions, Plans and Goals

Vanessa Wildeman and Declan Smeaton will be the incoming coordinators for Fall 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 well stocked at all times
- Replace shelving units 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
- Continue on with plan to move into Women's Centre space during SLC/PAC 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 Women'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 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.
- Hopefully with the SLC/PAC expansion, The Feds Student Food Bank will not only be able to acquire a larger office space, but also a larger storage space, as it is very difficult to transport and maneuver heavy boxes within our current basement storage room (0115)

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

- It would be helpful if interactions with the VP Internal occurred on a more regular basis

For Marketing

- Rio Maligaya 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 pleased with the level of assistance that Rio has provided us.

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	Setting up start-of-term sport	jmmackay@uwaterloo.ca

Marketing and Events Coordinator for UW Athletics	game	519-888-4567 x37126
CLV –Sheila Goodwin		sgoodwin@uwaterloo.ca x33391
REV –Drazenka Johnson	Setting up end-of-term cupboard cleanout event in each respective residence	d5johnson@uwaterloo.ca x35651
UWP – Debbie Holden		d2holden@uwaterloo.ca x37913
MKV – Wade MacAulay		wmacaulay@uwaterloo.ca x37506
Village 1 – Wendy Fritz		wtfritz@uwaterloo.ca x32898
Jill Knight VP Internal	Service support Budget allocation/questions	vpin@feds.ca
Food Not Bombs Kitchener Coordinator	Contact for pickup of expired food	fnb.kitchener@gmail.com
Joseph Ferr Campus Market Garden	Contact for ordering fresh produce from Campus Market Garden	josephalanferr@gmail.com

Appendices

Appendix A: Attendance Summary Report

Appendix A: Attendance Summary Report

Prepared by: Administration Executive (Laura Song)

My name is Laura Song and I am in my 3B term of Math/Financial Analysis and Risk Management. I am the Spring 2017 Administrative Executive for the Feds Student Food Bank. This is my fourth term as an executive for the Food Bank, and my first term as the Administrative Executive. My role as the Administrative Executive is to oversee all Food Bank Volunteers. I manage the Spring 2017 Volunteering Schedule, the keylist and the volunteers. This role requires that I add new members to the schedule, monitor volunteer attendance, update a digital copy of the visitor log, 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 and 2 unexcused shifts. Volunteers who were let go from the role were emailed and removed from the keylist and the volunteer schedule. During my food bank shift of 1 hour, I was able to update the attendance spreadsheet and email those who have been let go. Emails about attendance were monitored continuously every day of the week.

Statistics

This term, there was a total of 76 active volunteers out of 96 students who signed up on LEADS. There was only 1 volunteer who had emailed and resigned due to scheduling/class conflicts. 1 other volunteer thought they had to receive a “confirmation of volunteering” email before they could start volunteering; after a few weeks of missed shifts, the misunderstanding was resolved and the volunteer expressed interest in still volunteering, but then ceased communication and didn’t end up attending any shifts.

Over the course of the term, 9 volunteers had to be let go (4 in June, and 5 in July). The schedule consisted of 1 or 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 almost filled on weekdays, while only 5 weekend shifts were staffed. Due to the inevitable key list and signup confusion and lag at the beginning of every term, attendance was only marked starting in the third week of the term.

Below is a chart detailing the number of absences (unexcused and excused) per week, starting when attendance started being marked:

Notably, unexcused absences peaked during both midterm season and the last weeks of classes.

Throughout the term, 29% of all absences were reported to the Food Bank attendance email (fbattendance@gmail.com). 14 volunteers ended the term with 2 unexcused absences, while only 1 reached 3 excused absences. Actual absenteeism figures may be lower, since volunteers may have attended their shifts but forgotten to sign the attendance log.

Problems and Suggestions

Volunteer engagement and retention could be promoted with some proactive communication. For instance, sending volunteers reminders at the start of the term if they miss their first two shifts could resolve whatever problems they are experiencing. It is possible that these volunteers are choosing to skip, but new volunteers may not know that they are supposed to start their shifts, or completely forgot they signed up for a shift, or forgot to sign the attendance book. Reaching out to them before they rack up the maximum number of absences could get them back on track and keep our schedule as full as possible. Another issue is of course volunteer absences. At the start of the term, we ask volunteers to post in the Facebook group if they will be missing a shift, so that another volunteer can step in. We should also tell them that if they find a replacement **and** notify the Administrative Executive, they will not be marked absent for the shift. Further, volunteers who email fbattendance@gmail.com to notify us of planned (excused) absences should be reminded to post in the Facebook group. Making this an official and advertised policy should increase overall attendance and make the overall commitment more flexible, which could open it up to more potential volunteers.

Miscellaneous

In previous terms, updates to the Food Bank key list were sent to the Turnkey desk email so that their key list could be updated. Starting this term, changes should be sent to the SLC Assistant Operations Manager, Faduma Abdi (fabdi@uwaterloo.ca), instead.

Appendix B/C: Office Summary Report, Use and Statistics

Prepared by: Office Executives (Arthur Lung, Darwin Pok and Declan Smeaton)

Job Description

As the Office Executives for the Summer 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 donations and re-organizing the basement space after major donation drives such as the End of Term clear out.

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;
- 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
- Found and separated all expired foods/ opened foods from new donations – disposed of these appropriately (usable items were donated to other agencies, namely Food not Bombs)
- 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)

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 multiple office executives. This term there were 3 executives and we found this to have a net positive effect on the foodbank)
- 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

- Determine a system at the beginning of the term and have everything organized at the beginning
- Stocking during each office executive shifts helps ensure there is constantly food on the foodbank
 - Otherwise, the best time to sort items and restock shelves at good pace 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. Snacks as well go extremely quickly
- Use the 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 garbage 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 suitable job for one person, given that this individual is driven, hard-working, motivated and can manage their time well. However, having multiple executives is a definite advantage for organizing large events such as the End of Term Pantry Clearout where hundreds of pounds of food needed to be transported or when there is a lack of general volunteers. This term we found having a three person team worked extremely well. 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.

Suggested goals for next term (for Fall - both role and Food Bank)

- The current office set-up is excellent in our opinion. However, it has become apparent that its size is becoming a constraint with 2-3 restocks a week required in order to maintain stock levels.

- 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.

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 on the success of the initiative, this practice can be continued, 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 lockbox in which anyone can simply put in the cash, and do not have to leave their information
 - Only the coordinators will have the key to the lockbox
 - The coordinators will not always be available to come by the office to collect the cash donations, which may result in the donors feeling uncomfortable in donating or potentially even theft from the volunteers

End of Term Clearout

Items were held in storage and weighed periodically throughout the school term in order to stock shelves. Weight is net of expired items

May 11	137.8	64		5.45	19.10	5	1	10.9	15.25			17.1
May 23rd	83.4		1.2	20.15	18.5	15.9	13.55		5.5		0.4	8.2
May 25	33.7		1.3	2.3	12.45	1.5	10.8				4.1	1.25
May 29th	94.5	11.55	2.1	17.4	9.4	20.5	9.65	6.05	5.2		12.65	
June 1	25.75	2.8	2.15	10	3.05		2.85	4.6	0.3			
June 8	78.85	9.55	4.9	15.75	8.6	12.4	10.95		12.15		3.65	0.9
June 15	81.75	14.15	1.2	20.15	15.3	12.2	4.2		3	7.3		4.25
June 19	66.65	12	2	7.9	15.75	15.1	10.8		3.1			
June 22	50.9	12.4	1.3	8.1	9.5	5.45	2.9	1.9	5.25			4.1
June 26	41.95			15.1	6.3	13.95			6.6			
June 29	55.2	4.25	0.95	8.15	15.15	9.5	4.55		8.65		4	
July 10	24.7			4.5	10.1	4.5			2.4		3.2	
July 13	49.4	13.9	0.2	6.3	10.25		4.95	1.35	8.5		3.6	0.35
July 14	30.6	5		1.55	9.25	4.45	1.8	2.05	3		3.5	
July 24	462.1	24.5	29.95	134.3	98.75	49.5	79.45	7.9	3.35		4.65	29.75
Total (lbs)	1317.25	174.1	47.25	277.1	162.70	169.95	157.45	37.75	86.55	0	48.1	57.55

Donations

May 10th	33.1									5.95		27.15
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May 15th	36.25	15.8	0.45	10.25		7	2.75					
May 18th	4.85							2.6			2.25	
June 7th	27		2.4		1.1	1.15	1.1		15.65	1	3.75	0.85
June 15	15.6	5.25	0.35	0.75	6.05	1.9	1.1					0.2
Jul 5, 2017	62.95	4.5	1.25	6.75	6.95	16.2	7.7	2.35	15.95		1.3	
Totals	179.75	25.55	4.45	17.75	14.1	26.25	12.65	4.95	31.6	6.95	7.3	28.2

See the following link for the spreadsheet file

<http://bit.ly/2tBJ4r7>

Appendix D: Donations and Research Summary Report

Prepared by: Donations and Research Executives (Natisa Jeyakanthan, Jacqueline Shee)

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, in SCH near the bookstore, and the residences (MKV, V1, UWP, REV and CLV). At the beginning of our term, each executive chose a certain location to collect from. The libraries and residences required one pickup every two weeks since it was the Spring term.

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 was liaising with local businesses to solicit donations for Food Bank events. This term, this involved requesting gift cards as prizes for people who donate food items when attending the Waterloo vs. Laurier football game, hosted by the University of Waterloo Athletics Department. 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.

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.

Recommendations

As a conclusion of the report from the Spring 2017 Donation and Research Executives, a few recommendations for subsequent terms can be mentioned. The first recommendation is creating a spreadsheet that keeps track of sponsors acquired, the events sponsored, and the type of donation made (e.g., the donation variety, # of boxes collected). Secondly, since the Office Executives keep track of the pickup sources of food donations, labels can be created (e.g., DP, V1, 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.

[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 LeFouster

Email: glow@glow.feds.ca

Phone Number: 289-385-0605

Purpose/Name of Event: BBC

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).

Feds Student Food Bank
Freezer Use Form

Feds
STUDENT
FOOD
BANK

Organization Name: Glow

Contact Name: Taylor Forestier

Email: glow@glow-feds.ca

Phone Number: 289-355-0605

Purpose/Name of Event: Ice cream sundae
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).

Prepared by Promotions and Communications Executive: (Zohal Azizi)

For the Spring 2017 term, I (Zohal Azizi) was the Promotions and Communications executive member. I was responsible for managing both social media accounts being Facebook and twitter. Through the social media accounts, I promoted the various food bank events and other information that I found would increase awareness about hunger issues in Canada.

Being the Promotions and Executive member, I was responsible for creating posts, tweeting, and re-tweeting any important food bank related content. I ensured that posts were made at least once a day on Twitter and once a week on Facebook in order to keep our followers up to date on our events, as well as to increase awareness of hunger issues.

Introduction

My name is Zohal Azizi and I am completing my fourth year in life sciences with a minor in psychology. Throughout the duration of the Fall 2015 term, I served as a general volunteer for Feds Student Food Bank and then decided I wanted to play a bigger role and applied to be an executive for the Winter 2016 term and continued with this role this as being executive for the Fall 2016, Winter 2017 term and this term (Spring 2017).

Tasks:

As the Promotions and Communications Executive, my role was to promote 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 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 issues and information surrounding food-banks and in general poverty and hunger issues not only in Canada but around the world as well.

I was 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 Sunday I was responsible for posting a recipe that would appeal to post-secondary students on a budget.

Campus Life Fair Booth/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.

Information Booth (1& 2)

For preparation for this event, I wanted to determine a way where we could get more individuals attention so I decided to make loot bags with healthy snacks in them. I travelled to Costco and bought the majority of the snacks from there. I got loot bags from Party City in Toronto. Having the loot bags actually made the event a huge success, we were able to get many individuals who participated and who wanted to know more about Feds Student Foodbank. Many individuals also wanted to know how they could apply to become a volunteer in which we directed them to LEADS and to keep a watch for when applications open. As with all of our events, we raised awareness through the Feds Student Food Bank Facebook and Twitter account.

Contributions and Achievements

I was able to put my creativity skills to test this semester as I had the opportunity to create the loot bags for the information booth event, where the loot bags included healthy snacks. Our Facebook page also reached 756 likes by the end of the 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 one Promotions and Communications executive member is good because it is something that one person can handle but in certain instances it would also be great to have the help of another individual.

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 Food Bank Facebook page and twitter but also to other University of Waterloo groups in order to increase participation.

I would also recommend retweeting any tweets related to Feds services, Waterloo Events, Meal Exchange, the Region of Waterloo Food Bank, 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 Feds Student Food Bank (eg. peanut butter, pasta).

Appendix G: Survey for Visitors

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 Spring 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

(i.e. roommates, friends)?

Yes No

12) 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 more

13) 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)

Appendix H: Transition and Advocacy Summary Report

Prepared By: Neethu Shaji Saji and Priya Patel

Introduction

My name is Neethu, I am in my 4B term of the Biomedical Sciences Program and this is my first term as the Advocacy & Transitions Executive for The Feds Student Food Bank.

My name is Priya, I am in my 2A term of the Health Studies Program and this is my first term as the Advocacy & Transitions Executive for The Feds Student Food Bank as well.

Executive Roles

- ❖ Facilitate the transition between coordinators and executives
- ❖ Manage Food Hampers at the Turnkey Desk
- ❖ Print Visitor surveys and record data
- ❖ 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 Fall 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 forge partnerships with campus organizations like Waterloo Aboriginal Education Centre.

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

❖ Partnerships

- Began partnership with Waterloo Aboriginal Education Centre
- Donated food to their space

Future Goals:

- ❖ 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.
- ❖ 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.
- ❖ Continue donating food to Waterloo Aboriginal Education Centre. Promote their Soup/Bannock days in the food bank to clients. Set up a donation box for the food bank in their space.
- ❖ 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 week
- ❖ 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

Figure 1. Hamper Refill Data for the Spring 2017 Term

Date of Refill	Meat Hamper	Veggie Hamper
May 12	0	2
May 23	1	0
June 5	0	1
July 13	1	0
July 22	1	0

Note:

- Hampers were checked at the Turnkey Desk every 1-2 days
- One executive did not record which dates they refilled hampers

“New Visitor” Survey Data for the Spring Term:Link To Raw First-Time Visitor Survey Data (View-Only):

- ❖ <https://docs.google.com/spreadsheets/d/17xbP-yq6k7AOu6sc-k9PFMxGYwKPdG1VcVRYGiEaxv0/edit?ts=59737fea#gid=0>
- ❖ **Note:** Blank cells indicate when the visitor did not fill out the information.

Total Number of New Visitors in Spring 2017: 36 visitors

Figure 2. Gender Distribution of First-Time Visitors for Spring 2017 Term

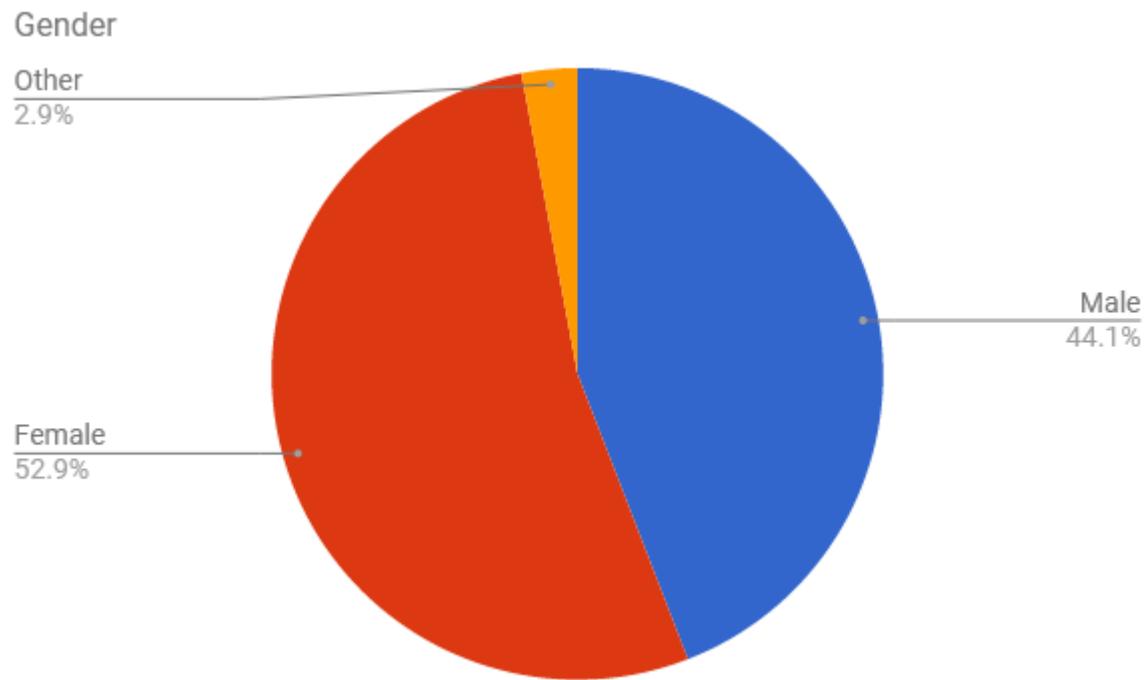
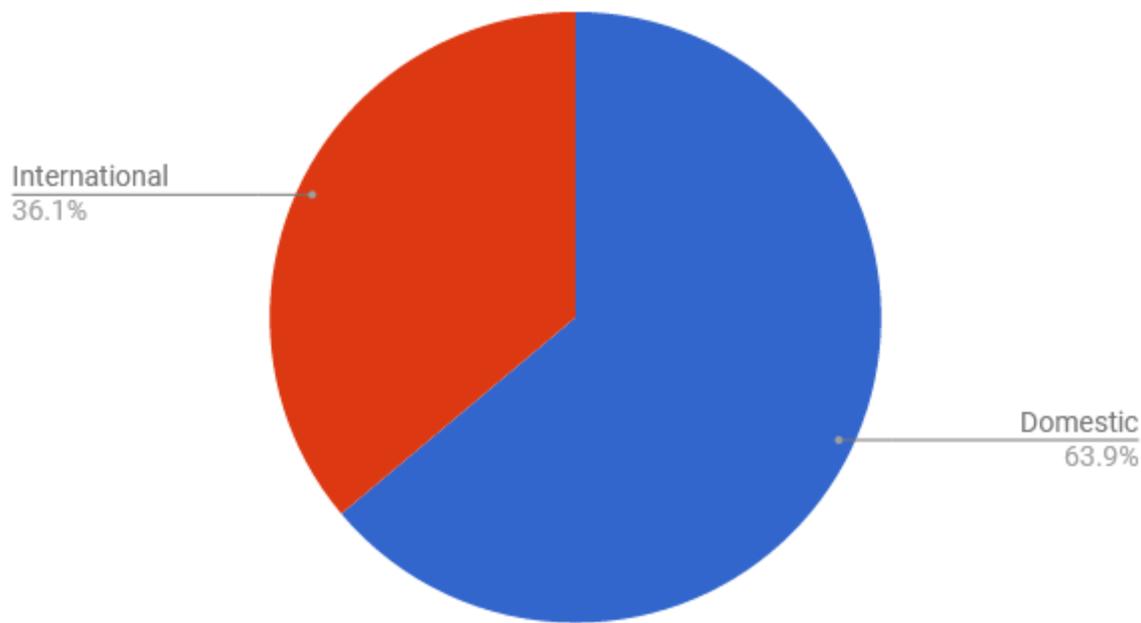
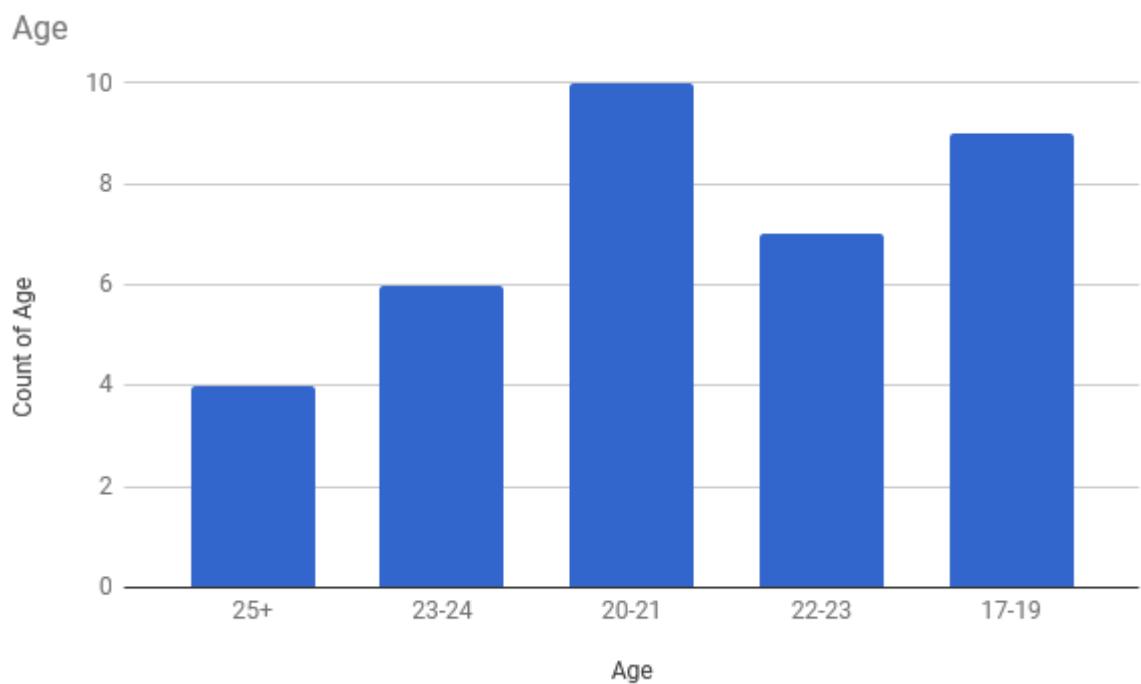


Figure 3. Percentage of First-Time Visitors for Spring 2017 Term that are Domestic, International or Exchange Students

Domestic vs International vs Exchange

Figure 4. Age of Returning Visitors for Spring 2017 TermFigure 5. Academic Status of First-Time Visitors for Spring 2017 Term

Academic Status

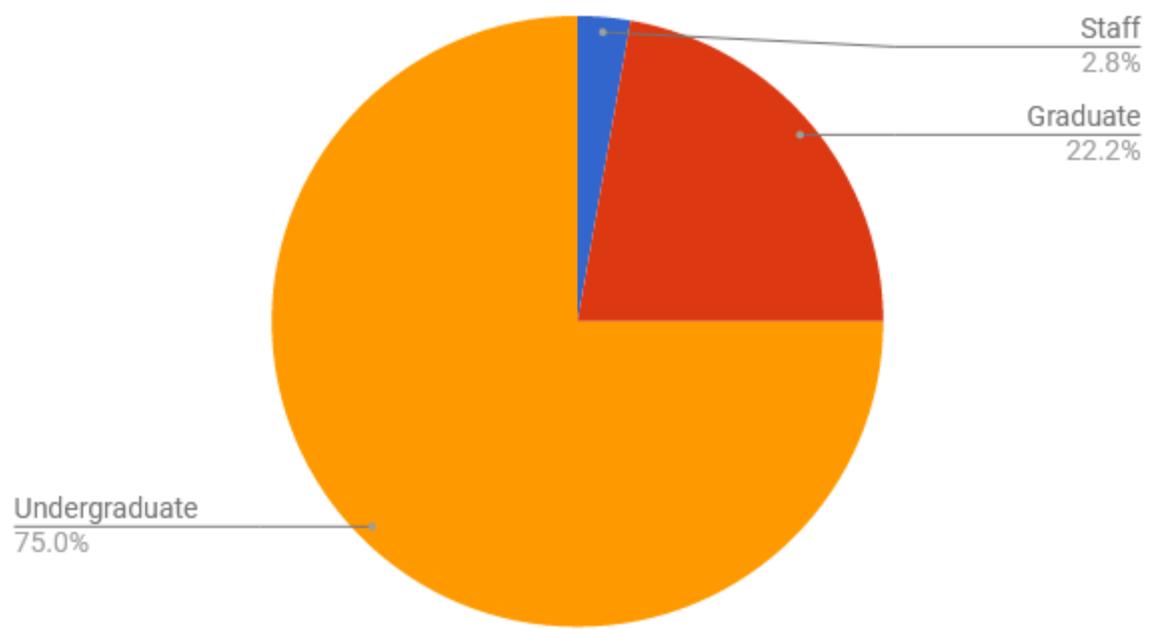


Figure 6. Designated Faculty of First-Time Visitors for Spring 2017 Term

Faculty

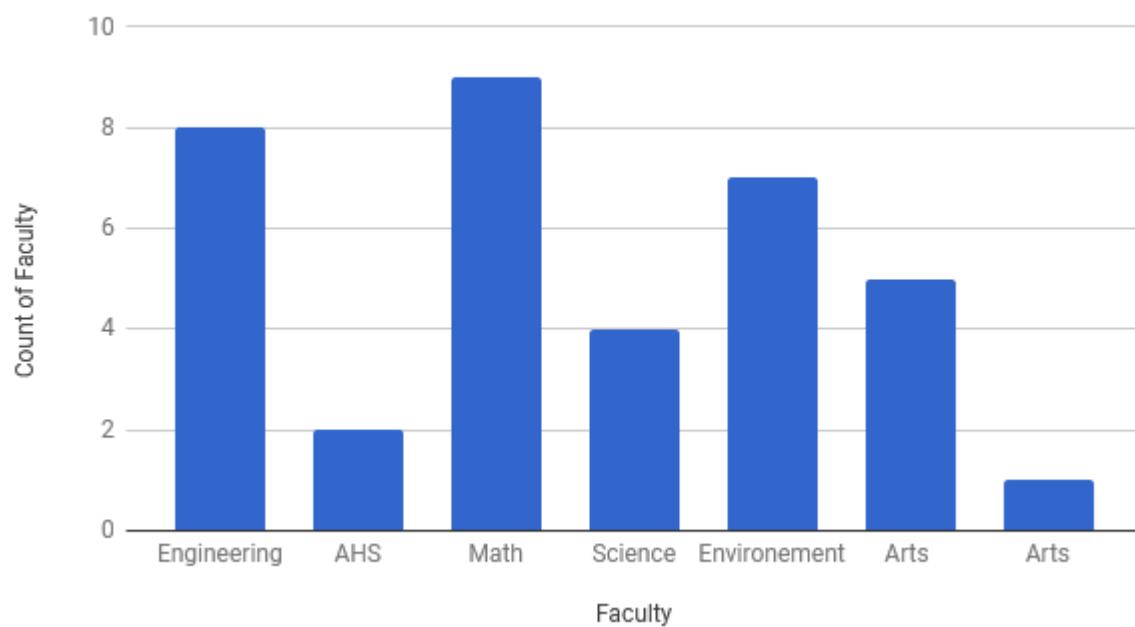


Figure 7. Percentage of First-Time Visitors for Spring 2017 Term Registered in Co-op

Co-op

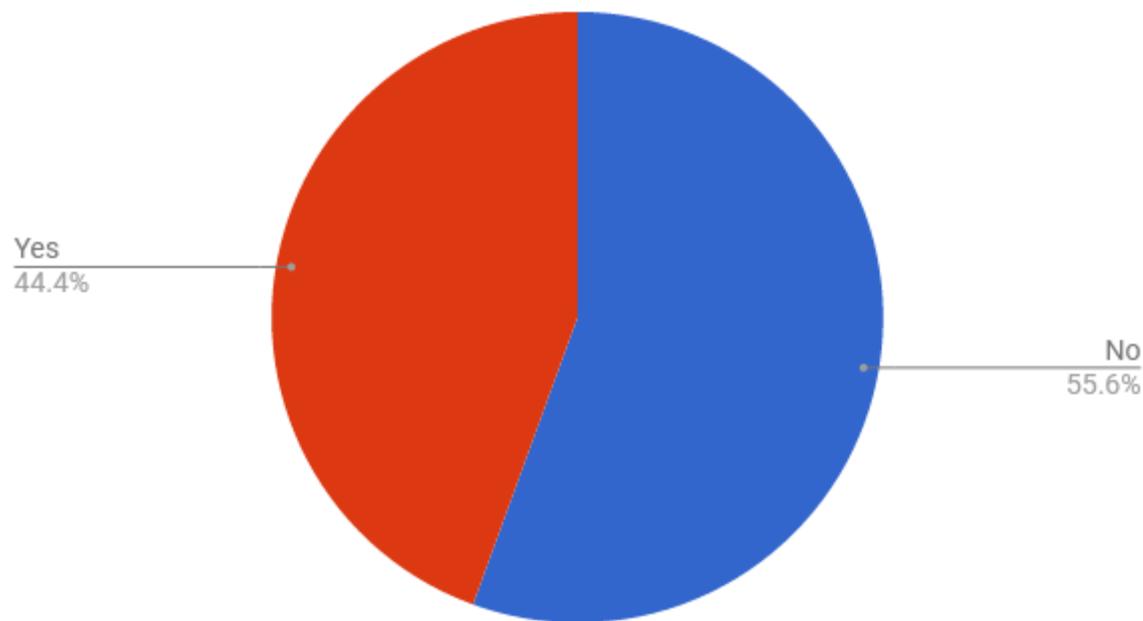


Figure 8. Percentage of First-Time Visitors That Share Food With Roommates

Sharing Food Bank Items With Roommates

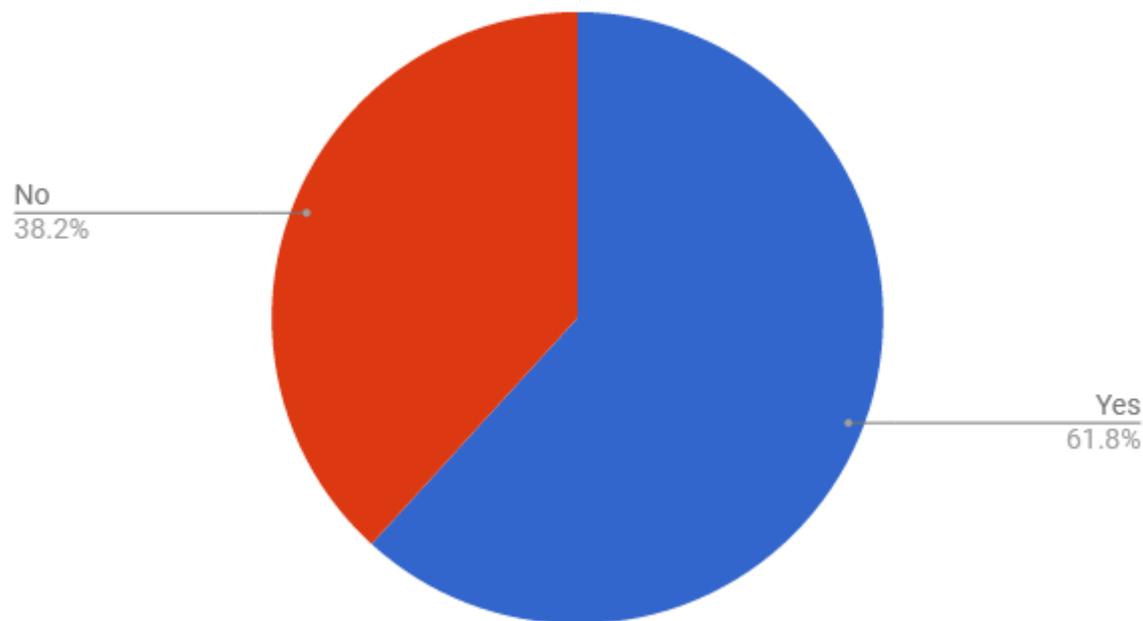


Figure 9. Weekly Budget Spent on Groceries Among First-Time Visitors for Spring 2017 Term

Weekly Grocery Budget

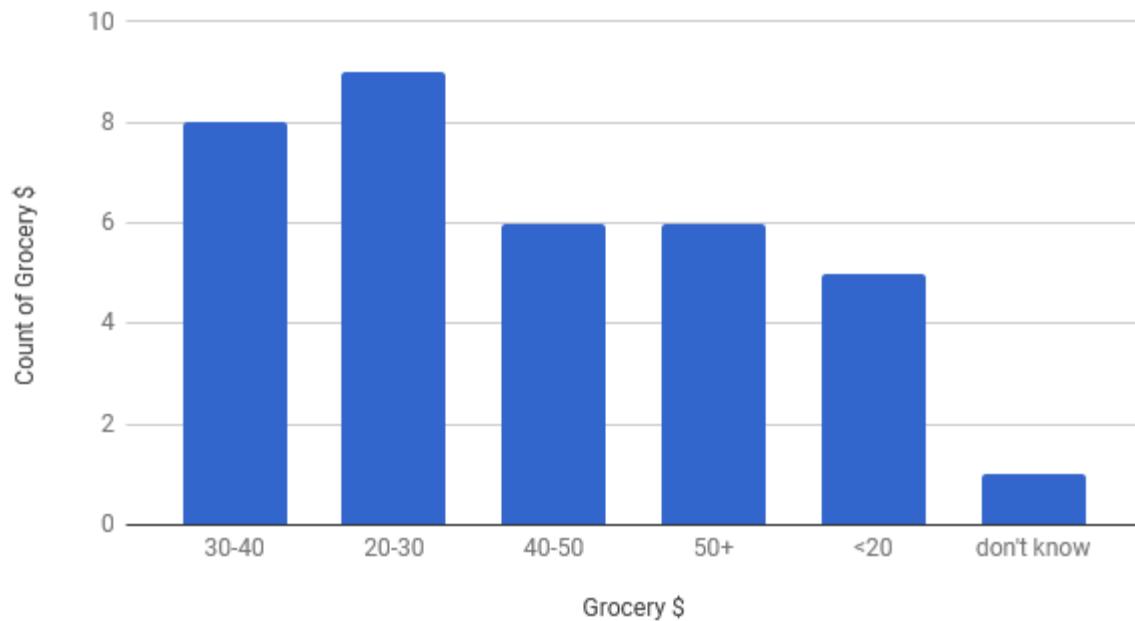


Figure 10. Percentage of First-Time Visitors Currently Supporting a Family

Supporting Adults and Children

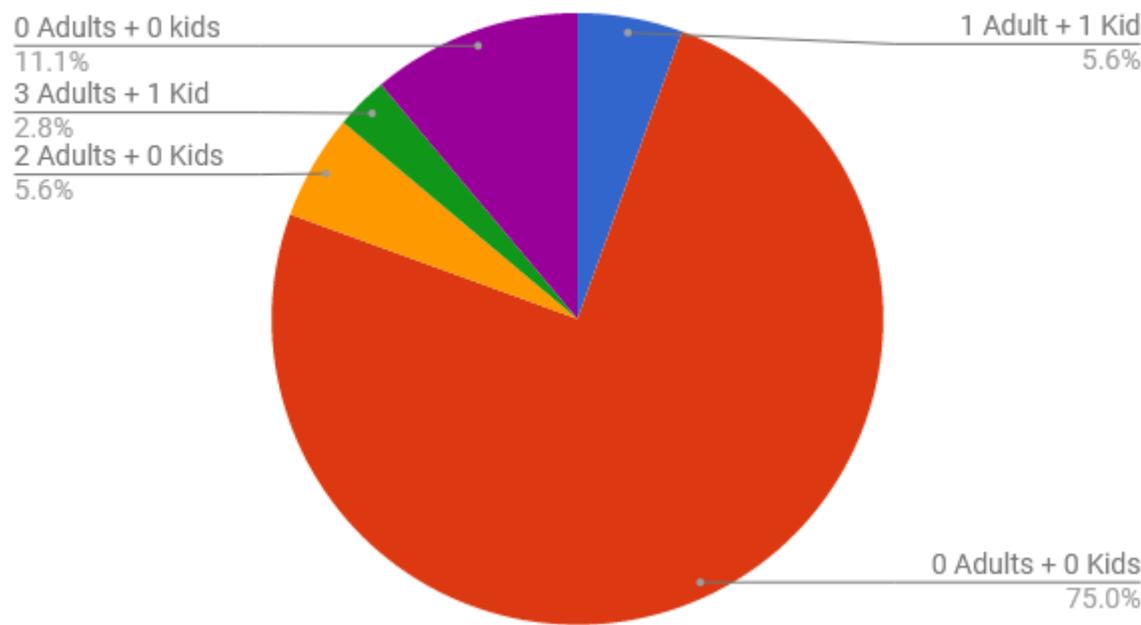
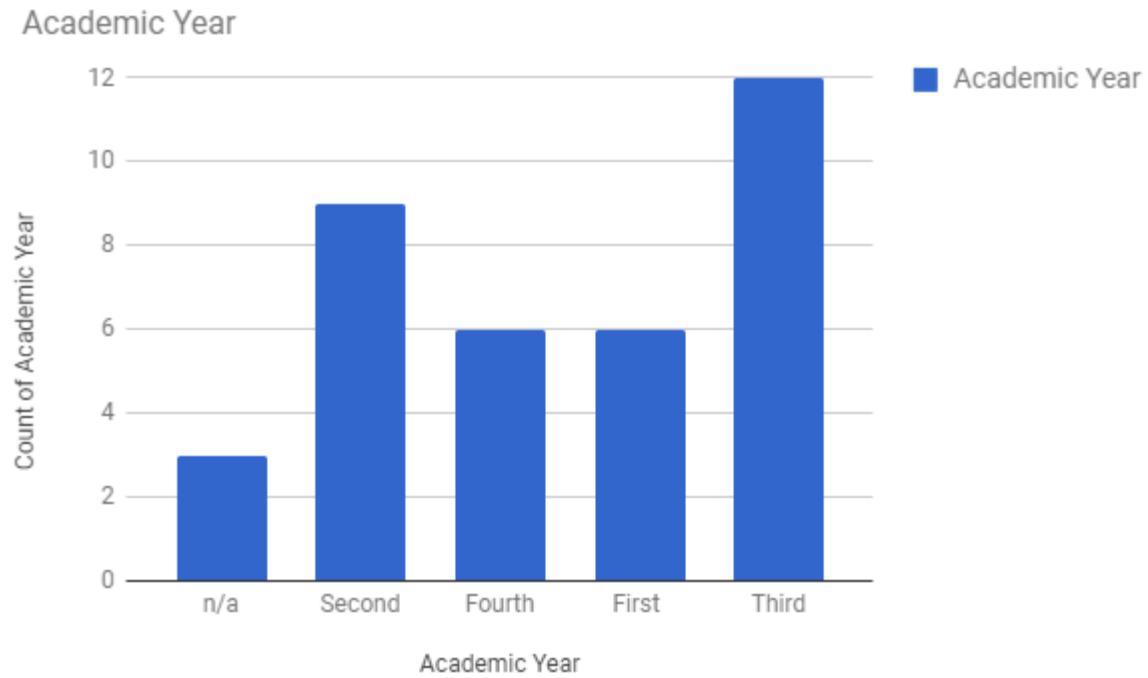


Figure 11. Academic Year of First-Time Visitors



Returning Visitor" Survey Data for the Spring 2017 Term:

Link to Raw Returning Visitor Survey Data (View-Only):

[https://docs.google.com/spreadsheets/d/1Q3RmXKb3g7TsXW4BhNa9rwGasSYXsDISIlsEutbl1
xl/edit?ts=59737ff1#gid=0](https://docs.google.com/spreadsheets/d/1Q3RmXKb3g7TsXW4BhNa9rwGasSYXsDISIlsEutbl1xl/edit?ts=59737ff1#gid=0)

Total Number of Returning Visitors in Spring 2017: 165 visitors

Figure 12. Gender of Returning Visitors

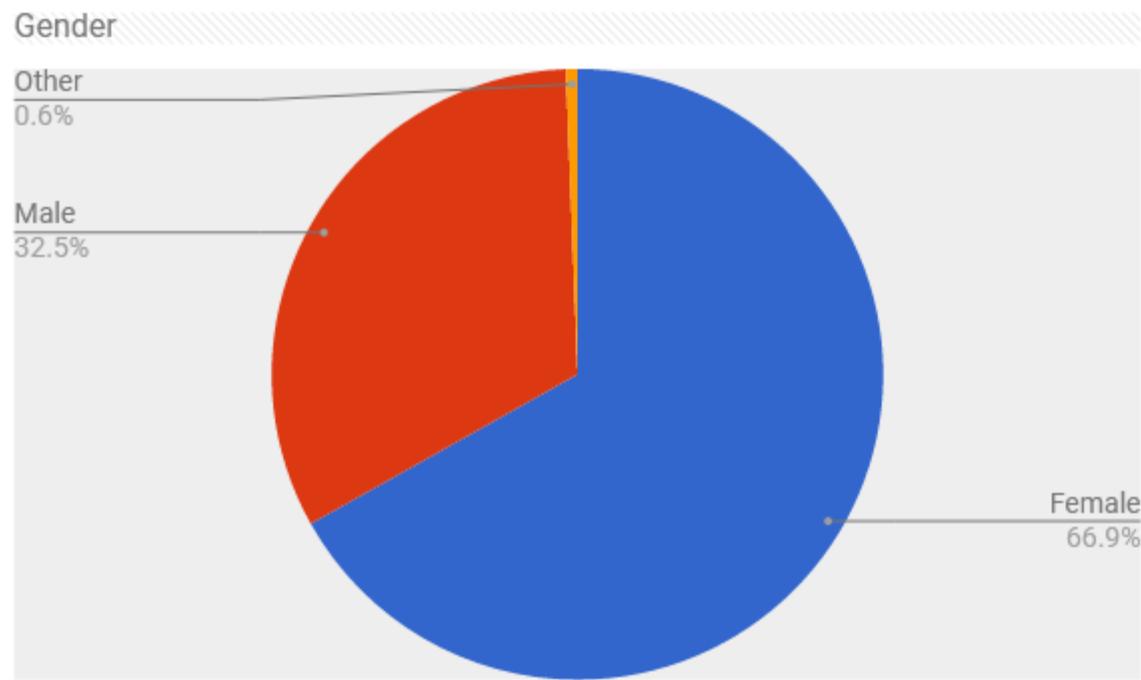


Figure 13. Age of Returning Visitors

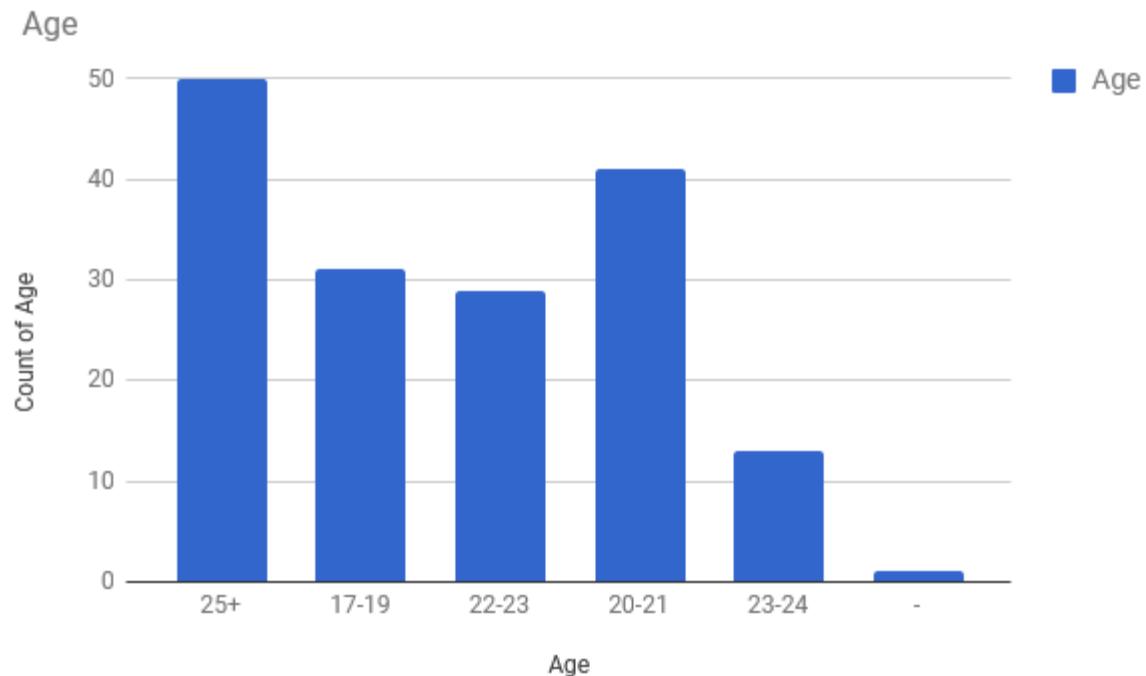


Figure 14. Academic Status of Returning Visitors

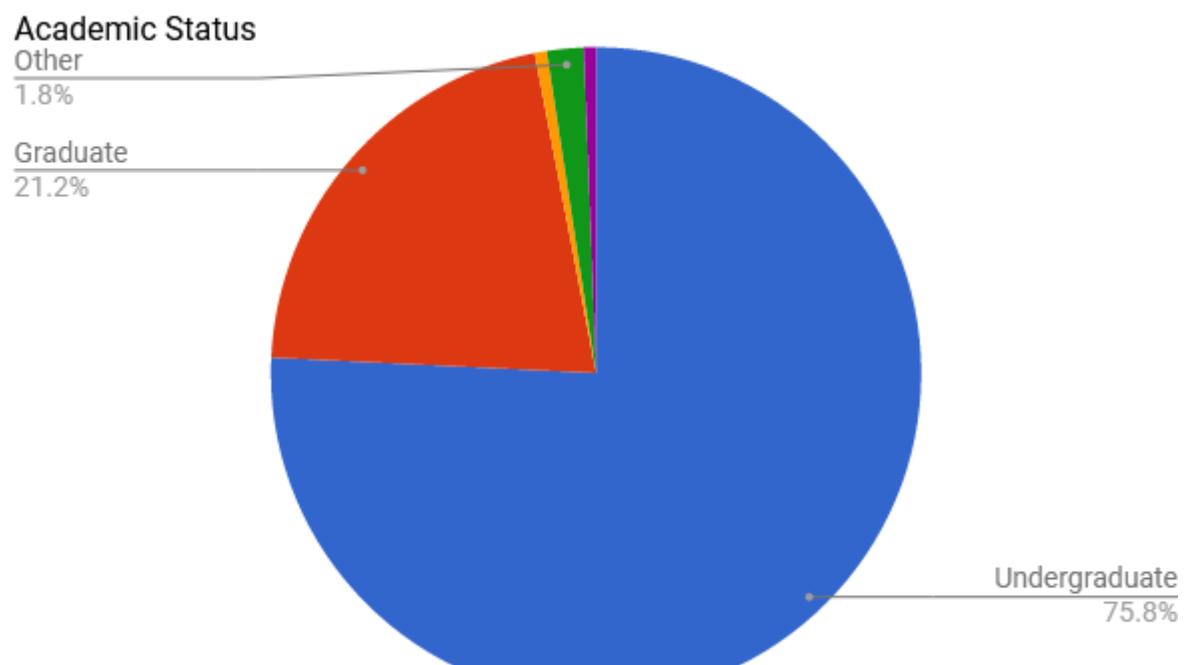


Figure 15. Designated Faculty of Returning Visitors

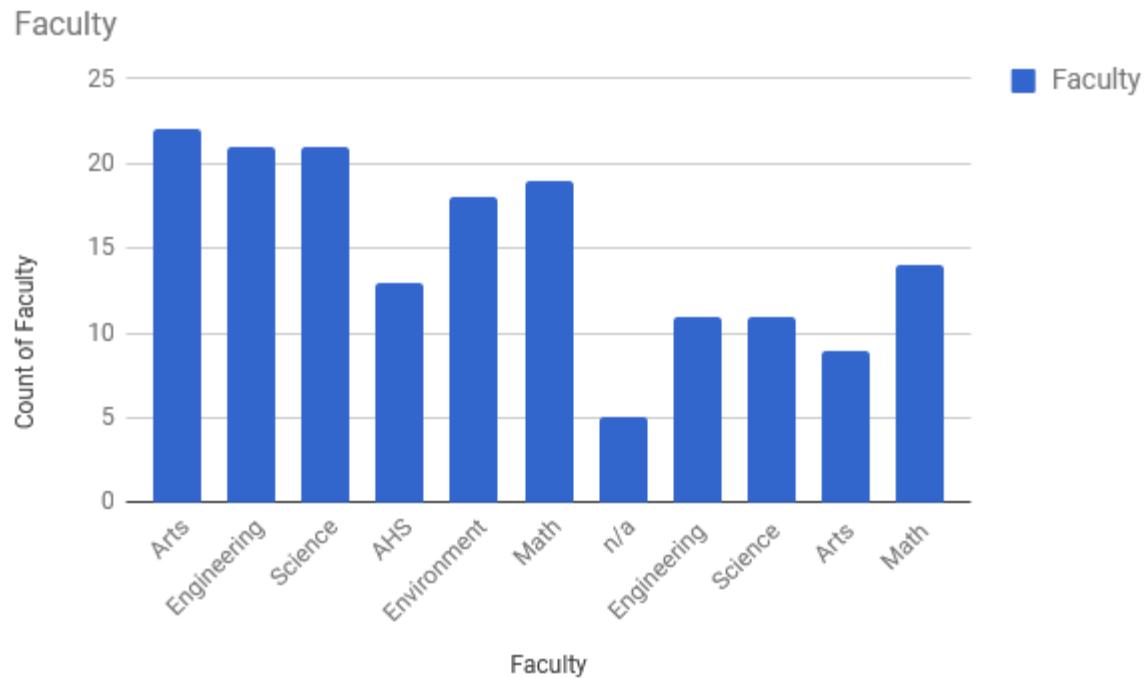


Figure 16. Frequency of Visits to The Feds Student Food Bank

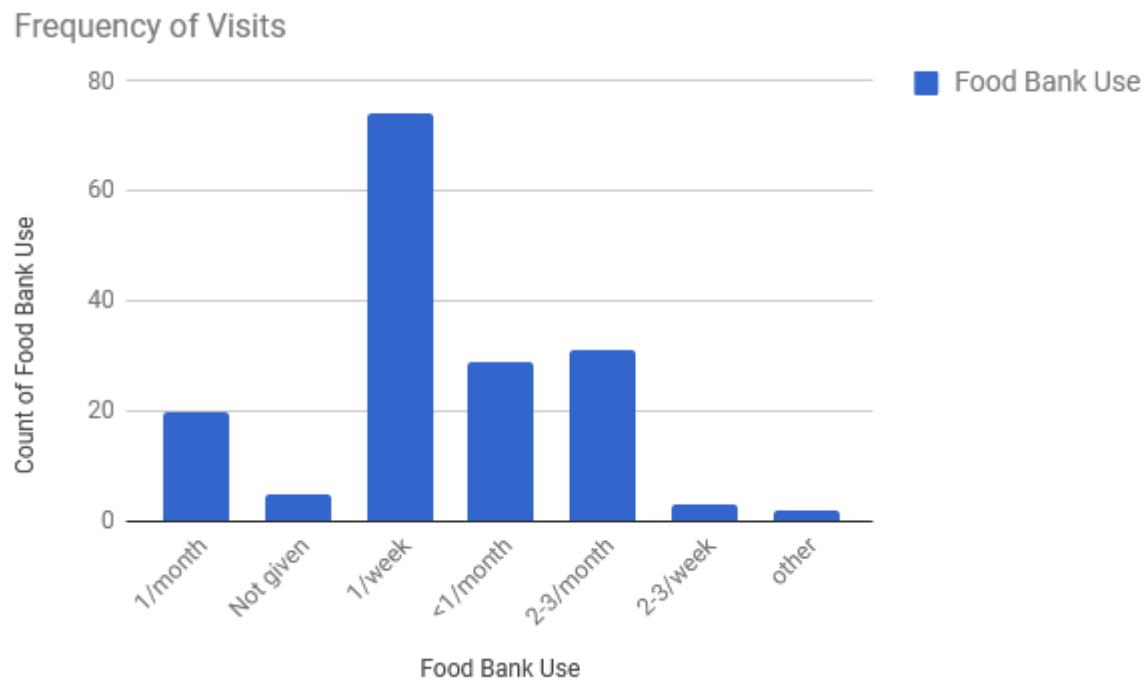


Figure 17. Weekly Budget Spent on Groceries for Returning Visitors:

Weekly Grocery Budget

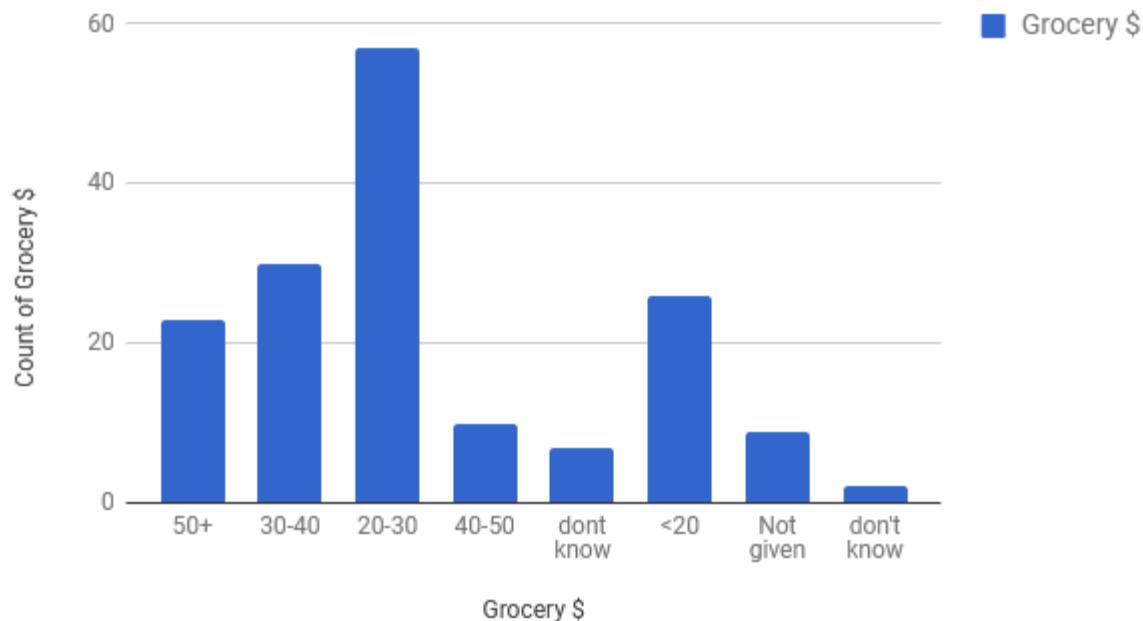


Figure 18 Percentage of Returning Visitors Currently Supporting a Family

Supporting Adults and kids

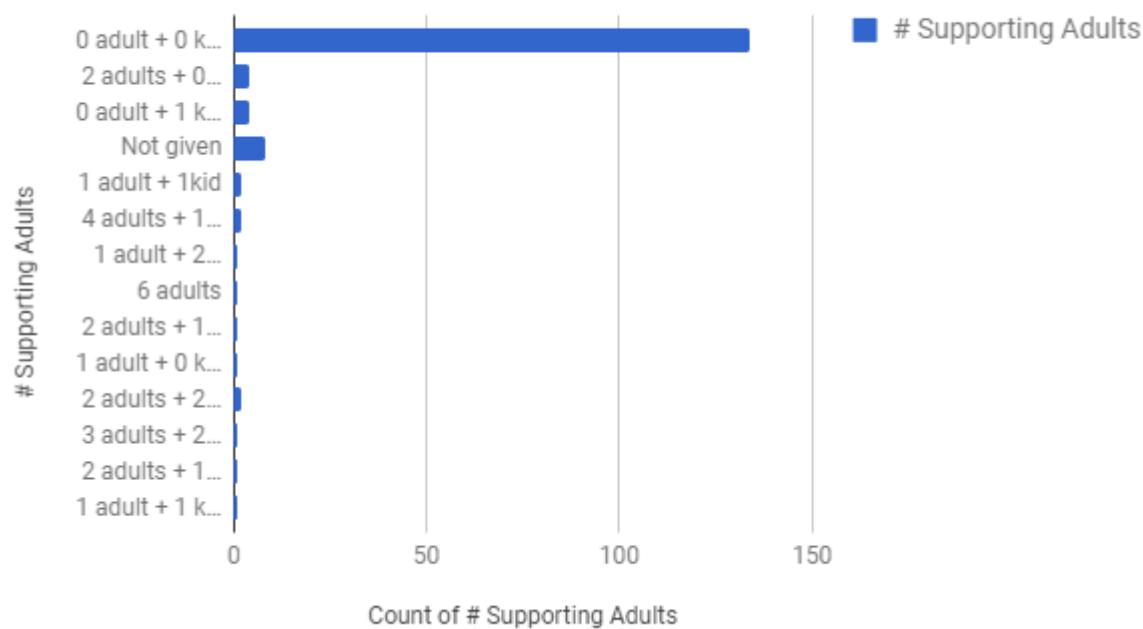


Figure 19. Percentage of Returning Visitors Registered in Co-op

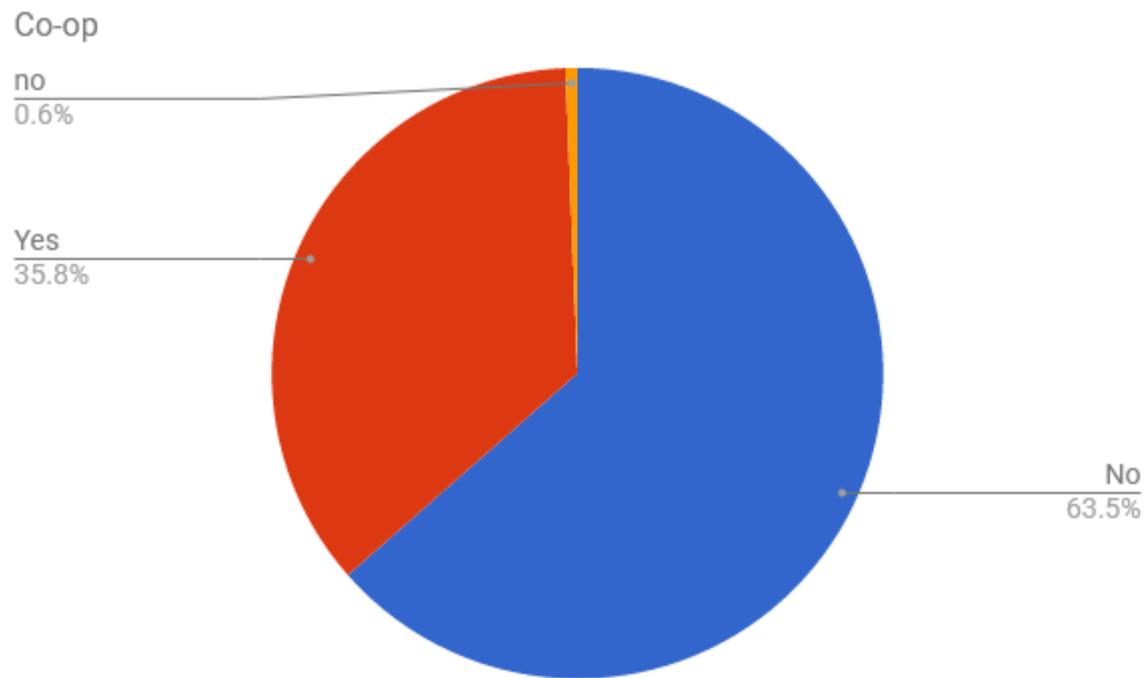


Figure 20. Percentage of Returning Visitors That Share Food With Roommates

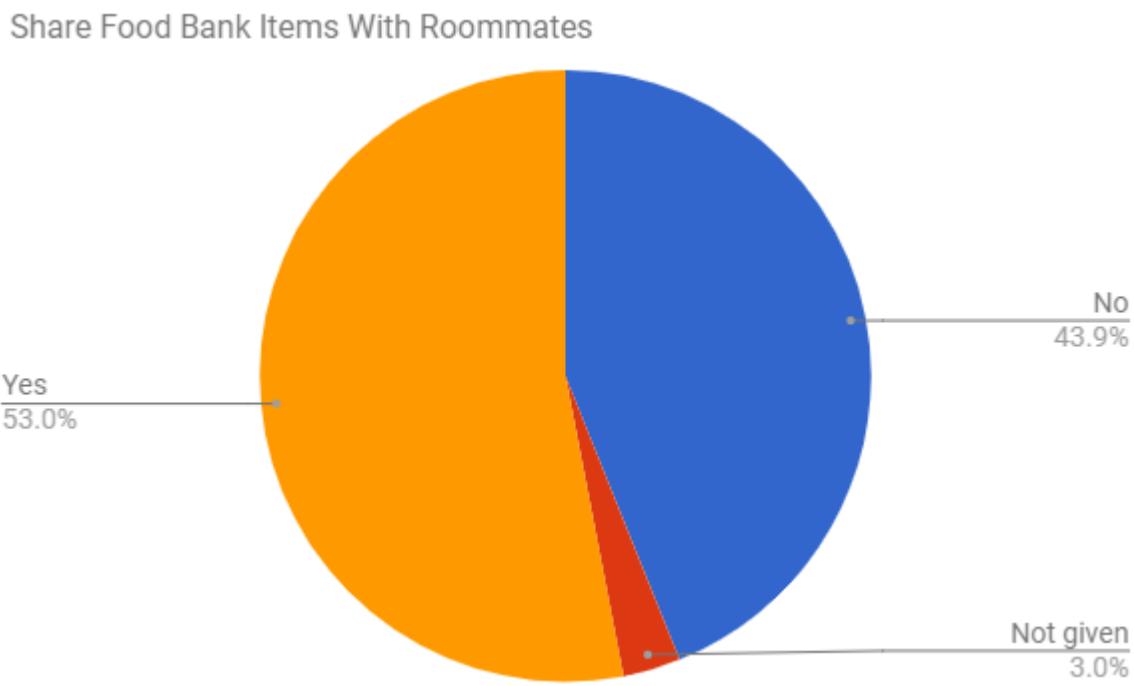
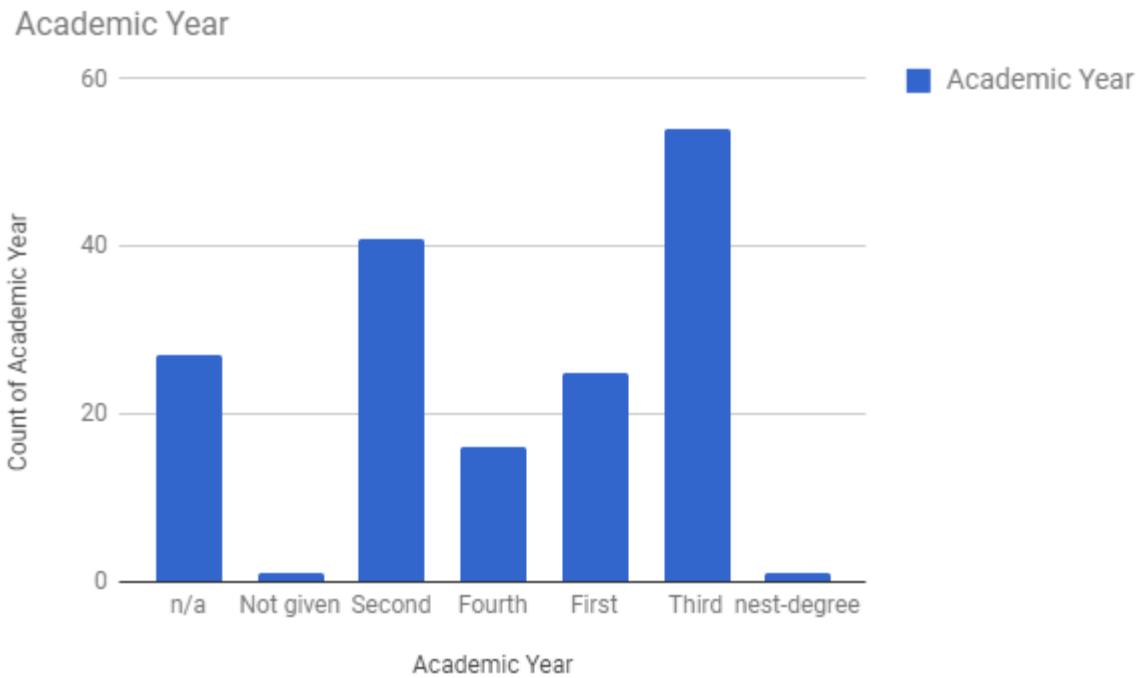


Figure 21. Percentage of Returning Visitors.



Appendix I: Raw Logbook Data

Date	Male/female	First visit	Weight	Time	Volunteer(s)
01-May	F	N	8.61	6:40 PM	Neethu, Arana
02-May	M	N	8.53	9:27 AM	Ellie
02-May	F	N	5.99	1:55 PM	Kimberly
02-May	M	N	4.01	2:15 PM	Kimberly
02-May	M	Y	4.01	4:00 PM	Vanessa, Melody
02-May	M	N	4.54	5:43 PM	Courtney, Felicia
02-May	F	Y	0.1	5:57 PM	Courtney, Felicia
03-May	F	N	4.84	9:40 AM	Bolor

03-May	F	N	10	1:36 PM	Steven
03-May	M	N	2.27	1:50 PM	Zohal
03-May	F	N	8.33	3:08 PM	Zohal
03-May	F	N	9.13	3:20 PM	Zohal
03-May	M	N	9.85	3:51 PM	Khusro
03-May	M	N	8	5:25 PM	Khusro
					Sophia, Gabriella
04-May	M	N	3.22	3:11 PM	
05-May	F	N	2.41	11:48 AM	Andrei
05-May	F	N	4	1:54 PM	Sara
05-May	F	N	4	4:04 PM	Steven
05-May	M	N	5.71	4:56 PM	Steven
06-May	M	Y	8.25	1:30 PM	Jaspreet
08-May	F	Y	7.08	11:57 AM	Darwin
08-May	M	N	9.89	12:27 PM	Darwin
08-May	F	N	2.18	1:59 PM	Annie
08-May	M	N	4.67	9:52 PM	Muhammad
09-May	F	N	8.78	9:42 AM	Ellie, Priya
09-May	M	N	5.31	10:02 AM	Ellie, Priya
09-May	M	N	9.78	2:27 PM	Kimberly
09-May	F	Y	4.25	2:45 PM	Kimberly
09-May	M	N	0.1	6:09 PM	Courtney, Felicia
09-May	F	N	0.18	8:38 PM	Jeanine, Tammy
09-May	F	N	1.55	8:41 PM	Jeanine, Tammy
10-May	F	N	8.33	11:38 AM	Jasmin
10-May	F	N	7.95	2:25 PM	Zohal
10-May	M	N	10.02	3:27 PM	Zohal
10-May	M	N	9.72	4:15 PM	Khusro
10-May	M	N	10	4:15 PM	Khusro

10-May	M	N	8.65	4:37 PM	Khusro
10-May	M	N	7.67	4:55 PM	Joel
10-May	M	Y	5.41	5:02 PM	Joel
10-May	M	N	8.47	5:22 PM	Joel
					Vanessa, Declan
10-May	F	N	10	7:40 PM	Vanessa, Declan
10-May	F	N	7	7:40 PM	Arthur
11-May	F	N	6.78	12:12 PM	Arthur
11-May	F	N	7.7	12:30 PM	Arthur
11-May	M	N	9.25	1:01 PM	Arthur
11-May	M	N	9.85	1:03 PM	Arthur
11-May	M	N	9.25	1:03 PM	Arthur
11-May	F	N	9.9	2:20 PM	Gabriella
11-May	M	N	5.57	2:26 PM	Gabriella
11-May	M	N	4.14	2:40 PM	Gabriella
11-May	F	N	10	3:21 PM	Gabriella
11-May	F	N	3.93	4:18 PM	David
11-May	F	N	9.47	4:19 PM	David
11-May	M	N	8.97	4:23 PM	David
11-May	F	N	1.5	6:30 PM	Besjana
11-May	F	N	6.55	7:53 AM	Steven
11-May	M	Y	0.4	8:25 PM	Daisy, Steven
12-May	M	N	7.77	11:43 AM	Monica
12-May	F	N	8.49	12:25 PM	Monica, Andrei
12-May	M	N	8.54	12:55 PM	Monica, Andrei
12-May	F	N	9.45	1:00 PM	Monica, Andrei
12-May	M	N	9.51	2:30 PM	Sara
12-May	F	Y	4.98	2:30 PM	Sara
13-May	F	N	8.63	2:35 PM	Jaspreet
13-May	F	N	3.09	3:59 PM	Brandon

14-May	F	N	9.96	3:26 PM	Jimmy
15-May	F	N	9.98	10:30 AM	Lilian
15-May	F	N	4.16	10:57 AM	Lilian
15-May	F	N	7.69	11:07 AM	Lilian
15-May	M	Y	6.39	12:56 PM	Darwin
15-May	M	Y	2.51	1:32 PM	Annie
15-May	F	N	6.12	1:34 PM	Annie
15-May	M	N	1.31	1:56 PM	Annie
15-May	M	N	6.64	2:20 PM	Annie
15-May	F	N	5.05	2:49 PM	Annie
15-May	F	N	4.78	3:20 PM	Annie
15-May	F	N	8.04	4:26 PM	Yubo
					Gurleen, Anandita
15-May	F	Y	4.62	7:37 PM	Muhammad
15-May	M	N	8.02	10:20 PM	
16-May	F	N	6.22	1:34 PM	Kimberly
16-May	F	Y	9.4	1:42 PM	Kimberly
16-May	F	N	8.97	3:00 PM	Kimberly
16-May	M	N	7.16	3:11 PM	Kimberly
					Vanessa, Melody
16-May	F	N	5.25	3:54 PM	
16-May	F	N	4.04	4:43 PM	Vanessa, Melody
					Courtney, Felicia
16-May	F	N	5.57	7:14 PM	
16-May	F	N	2.93	9:06 PM	Jasmine, Tammy
					Jasmin, Gurleen
17-May	M	N	8.99	12:46 PM	
17-May	F	N	3.75	3:53 PM	Khusro, Joel
17-May	M	N	9.77	4:01 PM	Khusro, Joel
17-May	M	N	9.82	4:10 PM	Khusro, Joel
17-May	F	N	7.15	4:18 PM	Khusro, Joel

17-May	F	N	9.05	4:25 PM	Khusro, Joel
17-May	F	N	7.63	12:24 PM	Arthur, Christine
18-May	F	N	1.22	12:41 PM	Arthur, Christine
18-May	M	N	0.44	1:46 PM	Sophia, Gabriella
19-May	M	Y	3.8	11:50 AM	Monica, Andrei
19-May	F	N	5.17	1:25 PM	Anhad
19-May	F	N	5.98	4:25 PM	Cindy, Zainab
19-May	F	N	7.23	4:36 PM	Cindy, Zainab
19-May	F	Y	1.1	6:43 PM	Cindy, Zainab
20-May	M	N	1.9	1:40 PM	Jaspreet
20-May	F	Y	5.57	11:43 AM	Jaspreet
23-May	F	Y	5.57	11:43 AM	Darwin
23-May	F	N	1.05	12:57 PM	Christine
23-May	F	N	3.61	1:21 PM	Christine
23-May	M	N	1.94	1:26 PM	Christine
23-May	M	N	1.5	1:38 PM	Daniel
23-May	F	Y	8.61	1:40 PM	Daniel
23-May	F	N	3.1	1:40 PM	Daniel
23-May	M	N	7	6:30 PM	Neethu, Ayana
23-May	F	Y	4.44	6:32 PM	Neethu, Ayana
23-May	F	N	5.74	7:05 PM	Neethu, Ayana
24-May	F	Y	9.01	2:36 PM	Zohal
24-May	F	Y	4.98	2:40 PM	Zohal
24-May	F	N	7.28	5:58 PM	Nena, Sandra
24-May	F	N	3.78	7:53 PM	Declan, Vanessa
25-May	M	N	8.7	12:15 PM	Christine, Arthur
25-May	M	N	9.1	12:54 PM	Christine, Arthur

25-May	F	N	1.36	4:06 PM	David
26-May	F	N	0.25		
26-May	F	Y	3.3	1:25 PM	Anhad
26-May	F	N	9.69	1:27 PM	Anhad
26-May	M	Y	7.08	1:55 PM	Anhad
26-May	M	N	7.08	1:58 PM	Sara
26-May	M	Y	8.4	1:58 PM	Sara
26-May	M	N	8.4	2:00 PM	Sara
26-May	F	N	1.93	2:59 PM	Anhad
26-May	M	Y	1.48	3:03 PM	Anhad
26-May	F	N	3.11	5:13 PM	Cindy, Zainab
26-May	F	Y	0.43	6:00 PM	Cindy, Zainab
29-May	M	N	6.8	2:20 PM	Annie, Daniel
29-May	F	N	9.86	2:29 PM	Annie, Daniel
29-May	M	N	6.8	2:33 PM	Annie, Daniel
29-May	F	N	9.94	2:50 PM	Annie, Daniel
29-May	M	N	5.07	2:51 PM	Annie, Daniel
29-May	M	N	8.84	3:23 PM	Annie, Daniel
29-May	M	N	8.4	6:00 PM	Ayana
29-May	F	N	4.58	7:15 PM	Ayana
29-May	F	N	6.44	7:25 PM	Anandita
29-May	F	Y	9.21	8:44 PM	Janet
29-May	M	N	9.91	8:52 PM	Janet
29-May	M	N	4.94	8:55 PM	Janet
30-May	F	N	1.05	9:44 AM	Ellie, Priya
30-May	F	N	5.88	10:40 AM	Ellie, Nila
30-May	F	N	0.15	6:30 PM	Felicia
30-May	M	N	0.61	6:30 PM	Felicia
30-May	F	N	0.72	8:30 PM	Jeanine, Tammy
31-May	M	Y	6.7	4:05 PM	Joel

31-May	F	N	0.23	5:50 PM	Nena, Sandra
31-May	F	N	4.23	6:03 PM	Nena, Sandra
01-Jun	F	N	5.84	10:09 AM	Natalie, Katherine
01-Jun	M	N	8.06	4:47 PM	David, Steven
02-Jun	F	N	5.73	3:08 PM	Anhad
02-Jun	F	N	8.69	4:30 PM	Zainab, Cindy
02-Jun	F	N	10	4:33 PM	Zainab, Cindy
02-Jun	F	N	5.03	5:52 PM	Zainab, Cindy
02-Jun	F	N	10	6:57 PM	Zainab, Cindy
03-Jun	M	N	6.63	10:20 PM	Denzil
05-Jun	M	N	4.6	2:38 PM	Daniel
05-Jun	F	N	1.2	3:36 PM	Daniel
05-Jun	F	N	9.41	3:36 PM	Daniel
05-Jun	M	Y	7.15	8:16 PM	Gurleen
06-Jun	M	N	8.26	9:28 AM	Ellie
06-Jun	F	Y	1.94	2:52 PM	Kimberly
06-Jun	M	N	1.54	3:04 PM	Kimberly
06-Jun	F	N	3.55	3:10 PM	Kimberly
06-Jun	F	N	7.55	3:30 PM	Melody
06-Jun	M	N	9.57	4:00 PM	Melody
06-Jun	M	Y	7.21	4:15 PM	Melody
06-Jun	F	N	0.23	8:40 PM	Jeanine, Tammy
07-Jun	F	N	0.02	9:44 AM	Sara, Bolor
07-Jun	F	N	0.02	4:06 PM	Khusro, Joel
07-Jun	F	N	7.73	6:36 PM	Sandra, Nena
08-Jun	F	Y	3.57	2:32 PM	Gabriella
08-Jun	M	N	9.68	2:52 PM	Gabriella
09-Jun	M	N	3.37	12:05 PM	Monica, Andrei
09-Jun	M	N	8.77	2:47 PM	Sara, Anhad

09-Jun	F	N	8.65	3:11 PM	Sara, Anhad
09-Jun	F	Y	0.34	3:20 PM	Sara
09-Jun	F	N	4.21	3:50 PM	Zainab, Cindy
09-Jun	M	N	1.09	4:36 PM	Zainab, Cindy
09-Jun	M	N	10	5:28 PM	Zainab, Cindy
12-Jun	M	N	7.48	11:42 AM	Darwin
12-Jun	F	N	9.91	2:39 PM	Annie, Daniel
12-Jun	F	N	8.96	4:54 PM	Vincent
12-Jun	M	N	9.81	6:13 PM	Ayana
12-Jun	M	N	2.41	6:36 PM	Ayana
13-Jun	M	N	7.52	3:46 PM	Vanessa, Melody
13-Jun	M	N	9.15	4:17 PM	Vanessa, Melody
13-Jun	F	N	6.16	5:16 PM	Vanessa, Melody
13-Jun	F	N	0.59	8:45 PM	Jeanine, Tammy
13-Jun	F	N	0.51	8:45 PM	Tammy, Jeanine
14-Jun	M	Y	6.27	11:36 AM	Jasmin
14-Jun	M	N	5.26	12:35 PM	Jasmin, Gurleen
14-Jun	F	N	5.1	1:30 PM	Zohal
14-Jun	M	N	7.53	4:00 PM	
14-Jun	M	N	4.23	9:46 PM	Muhammad
15-Jun	F	N	9.45	5:13 PM	David
16-Jun	F	N	5.4	2:42 PM	Sara
16-Jun	F	N	10	4:19 PM	Zainab
16-Jun	F	N	8.24	4:56 PM	Zainab
16-Jun	F	N	1.54	7:11 PM	Zainab
19-Jun	M	Y	0.02	10:01 AM	Lilian
19-Jun	F	N	3.58	7:02 PM	Ayana

19-Jun	M	N	5.32	7:48 PM	Ayana
20-Jun	F	N	6.62	2:29 PM	Kimberly
20-Jun	M	N	2	5:47 PM	Courtney, Felicia
20-Jun	F	N	9.02	5:51 PM	Courtney, Felicia
20-Jun	F	N	7.61	6:44 PM	Courtney, Felicia
20-Jun	F	N	9.78	6:57 PM	Courtney, Felicia
20-Jun	M	N	3.71	7:32 PM	Natisa
20-Jun	F	N	0.72	8:32 PM	Jeanine, Tammy
21-Jun	M	N	1.76	12:49 PM	Jasmin, Gurleen
21-Jun	M	Y	7.7	1:10 PM	Zohal
21-Jun	M	N	6.63	1:10 PM	Zohal
21-Jun	M	N	2.15	7:40 PM	Declan, Vanessa
22-Jun	M	N	4.58	9:53 AM	Natalie, Katherine
22-Jun	F	N	6.25	4:00 PM	David, Steven
23-Jun	F	Y	3.44	11:41 AM	Monica, Andrei
23-Jun	M	N	0	11:48 AM	Monica, Andrei
23-Jun	M	N	9.56	12:53 PM	Monica, Andrei
23-Jun	M	N	9.78	12:56 PM	Monica, Andrei
23-Jun	F	N	10	3:31 PM	Zainab, Cindy
23-Jun	M	N	1.54	4:12 PM	Zainab, Cindy
23-Jun	F	N	4.64	4:33 PM	Zainab, Cindy
23-Jun	F	N	2.49	5:56 PM	Zainab, Cindy
24-Jun	F	N	1.83	3:52 PM	Brandon
25-Jun	F	N	8.38	1:37 PM	Jimmy
26-Jun	F	Y	8.82	1:35 PM	Annie

26-Jun	F	N	6.35	6:48 PM	Ayana
26-Jun	F	N	7.44	6:55 PM	Ayana
27-Jun	F	N	4.19	1:50 PM	Kimberly
27-Jun	M	N	2.8	1:50 PM	Kimberly
27-Jun	F	N	8.03	3:10 PM	Kimberly
27-Jun	M	N	0.67	3:56 PM	Vanessa
27-Jun	M	N	0.87	8:17 PM	Ayana
27-Jun	F	N	0.31	8:30 PM	Tammy, Jeanine
28-Jun	M	N	6.38	11:15 AM	Amanda, Ellie
28-Jun	M	N	1.06	12:46 PM	Jasmin, Gurleen
28-Jun	F	N	6.39	6:52 PM	Nena
28-Jun	M	N	3.03	7:05 PM	Nena
28-Jun	F	Y	3.81	7:49 PM	Declan
30-Jun		N	6.5	1:30 PM	Andrei
30-Jun	F	N	9.21	1:43 PM	Sara
30-Jun	F	Y	9.96	3:24 PM	Sara
30-Jun	M	N	5.6	3:56 PM	Zainab
30-Jun	F	N	1.02	7:00 PM	Zainab
04-Jul	F	N	3.24	10:50 AM	Ellie, Nila
04-Jul	M	N	8.81	11:53 AM	Alex, John
04-Jul	M	Y	3.65	2:28 PM	Kimberly
04-Jul	F	N	0.49	8:26 PM	Tammy, Jeanine
05-Jul	M	N	9.34	1:42 PM	Zohal
05-Jul	M	N	6.58	2:47 PM	Zohal
05-Jul	M	N	7.43	5:04 PM	Joel
05-Jul	F	N	4.77	5:58 PM	Nena, Sandra
06-Jul	F	N	8.8		Arthur
06-Jul	F	N	9.39	1:47 PM	Gabriella
06-Jul	M	N	8.29	2:46 PM	Gabriella

06-Jul	F	N	9.17	3:05 PM	Gabriella
06-Jul	F	N	9.04	4:38 PM	Steven
06-Jul	F	N	4.6	4:40 PM	Steven
07-Jul	M	N	9.86	1:33 PM	Anhad
07-Jul	F	N	6.16	2:58 PM	Anhad
07-Jul	F	N	1.12	5:41 PM	Zainab
07-Jul	F	Y	4.41	7:01 PM	Zainab
08-Jul	F	N	7.06	4:09 PM	Brandon
10-Jul	F	N	2.17	1:35 PM	Annie, Daniel
10-Jul	M	Y	3.34	2:39 PM	Annie, Daniel
10-Jul	M	N	8.84	2:54 PM	Annie, Daniel
10-Jul	M	N	3.78	3:07 PM	Annie, Daniel
10-Jul	F	N	9.81	4:35 PM	Vincent
10-Jul	F	N	8	5:12 PM	Vincent
10-Jul	M	N	3.8	5:24 PM	Vincent
11-Jul	M	N	5.44	2:52 PM	Kimberly
11-Jul	F	N	7.51	2:57 PM	Kimberly
11-Jul	M	N	1.62	3:23 PM	Kimberly
11-Jul	F	N	1.39	8:28 PM	Tammy, Jeanine
11-Jul		N	0.28	8:57 PM	Tammy, Jeanine
12-Jul	F	N	0.69	9:45 AM	Bolor, Sara
12-Jul	F	N	5	12:11 PM	Gurleen, Jasmin
12-Jul	F	N	4.41	12:38 PM	Gurleen, Jasmin
13-Jul	F	Y	3.89	2:52 PM	Gabriella
13-Jul	M	N	7.7	3:16 PM	Gabriella
13-Jul	M	N	5.27	8:45 PM	Daisy, Steven
14-Jul	M	N	9.55	2:25 PM	Anhad
14-Jul	F	N	9.18	2:59 PM	Anhad

14-Jul	F	N	9.68	3:39 PM	Zainab
14-Jul	F	N	3.01	4:18 PM	Zainab
14-Jul	M	N	1.14	5:53 PM	Zainab
14-Jul	M	N	1.14	5:53 PM	Zainab
14-Jul	M	N	2.49	6:11 PM	Zainab
17-Jul	F	N	9.5	11:55 AM	Darwin
17-Jul	M	N	6.68	12:01 PM	Darwin
17-Jul	M	N	8.11	1:48 PM	Daniel
17-Jul	M	N	8.34	2:53 PM	Daniel
17-Jul	F	N	8.8	5:11 PM	Vincent
17-Jul	F	N	2.22	6:43 PM	Ayana
18-Jul	M	Y	0.76	12:01 PM	Alex, John
18-Jul	M	N		3:00 PM	Melody
18-Jul	F	N	0.26		Tammy, Jeanine
19-Jul	F	N	1.95	3:15 PM	Zohal
19-Jul	F	N	0.74	8:45 PM	Anthony, Huming
20-Jul	F	N	1.47	9:43 PM	Natalie, Katherine
20-Jul	M	N	2.96	12:42 PM	Christine
20-Jul	F	Y	8.88	12:46 PM	Christine
20-Jul	M	N	0	2:01 PM	Gabriella

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	N/A	Date	May 10 – July 12

Costs		Times & Timing	Wednesdays @ 6:00pm - 7:00pm			
		Location	SLC Room 2143			
Participation (Organizers)		Participation (Attendance)				
Primary Organizer <i>Service Volunteer</i> Name/Position	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	12			
Partners in organizing	None	New Participants	n/a			
Number of students involved in planning and execution	2	Declined Participants	0			
Demographics: students						
Summary of Promotions						
<i>Including Facebook, EventBrite, and website statistics where appropriate.</i>						
Facebook Spring 2017 Food Bank 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	Fantastic					
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 = Gained leadership and teamwork skills by working as a team to run the Food Bank in its various aspects.						
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. All students that came to our booth and listened to our talk received a ticket, with which they could redeem for a dessert square.

Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	Feds Student Food Bank
Total Direct Event Costs	0.00	Date	May 10th, 2017
		Times & Timing	11:00am - 2:00pm
		Location	SLC Great Hall
Participation (Organizers)		Participation (Attendance)	

Primary Organizer <i>Service Volunteer Name/Position</i>	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	30					
		New Participants	Unknown					
Partners in organizing	None	Declined Participants	0					
		Demographics: students						
Number of students involved in planning and execution	2							
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>								
Facebook, Twitter, 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 our mandate. In addition to gaining new volunteers to take on shifts at the office.								
Learning Outcome = Residents and individuals who saw our booth learned more about the Feds Food Bank and what we do as a service. Other individuals who signed up for shifts were able to contribute to their school community.								
Success of the Event <i>Based on the above goals and learning outcomes.</i>								
The event was very successful.								

Feds Open House

The Feds Student Food Bank held a booth in the SLC Courtyard to raise awareness of our service and to attract new potential volunteers. The theme of the Feds Open House was Connect Four, in which students would visit different booths in order to have their card stamped, with which they could redeem for a burger.

Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	Feds Student Food Bank
Total Direct Event Costs	0.00	Date	May 15th, 2017
		Times & Timing	11:00am - 2:00pm
		Location	SLC Courtyard
Participation (Organizers)		Participation (Attendance)	
Primary Organizer	Steven Choi and	Total Participants	30

<i>Service Volunteer Name/Position</i>	Vanessa Wildeman (coordinators)	New Participants	Unknown	
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, Twitter, SLC Courtyard Booth				
Exit Survey Results – Number participants				
Top Marketing Tools for the Event	Facebook Event			
Top Reasons for Attending the Event	Promote the Food Bank			
Average Quality of Experience	Good			
Most Popular Aspect of the Event	Volunteer opportunity and awareness			
Repeat Attendance	n/a			
Goals and Learning Outcomes of the Event				
Goals = To raise awareness of the Food Bank and our mandate. In addition to gaining new volunteers to take on shifts at the office.				
Learning Outcome = Residents and individuals who visited our office learned more about the Feds Food Bank and what we do as a service.				
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, and policies regarding confidentiality.			
<i>Category</i> <i>Educational, Social, Promotional, or Other</i>	Meeting	Service Name	Feds Student Food Bank
Total Direct Event Costs	N/A	Date	May 24th, 2017
		Times & Timing	6:00pm - 7:00pm
		Location	QNC 1507
Participation (Organizers)		Participation (Attendance)	
<i>Primary Organizer</i> <i>Service Volunteer Name/Position</i>	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	20
		New Participants	Unknown

Partners in organizing	none	Declined Participants	0			
Demographics: students (volunteers)						
Number of students involved in planning and execution	12					
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>						
The Feds Student Food Bank Facebook Page, Volunteer Facebook Group						
Exit Survey Results – Number participants						
Top Marketing Tools for the Event	Feds Student Food Bank Page, Volunteer Facebook Group					
Top Reasons for Attending the Event	Information session					
Average Quality of Experience	Satisfactory					
Most Popular Aspect of the Event	Ice Cream Sandwich Bars					
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.						
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 moderately successful event.						

Feds Services BBQ			
In collaboration with our fellow Feds Service members, The Feds Student Food Bank hosted a BBQ on BMH Green for UW students.			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Feds Student Food Bank
Total Direct Event Costs	\$452	Date	June 2nd, 2017
		Times & Timing	11:00am - 2:00pm
		Location	MC Fountain
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	100
		New Participants	Unknown

Partners in organizing	none	Declined Participants	0		
Demographics: students					
Number of students involved in planning and execution	15				
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
The Feds Student Food Bank Facebook Page, Feds Coordinator Spring 2017 Group					
Exit Survey Results – Number participants					
Top Marketing Tools for the Event		Feds Student Food Bank Page, Other Services promoting the BBQ			
Top Reasons for Attending the Event		BBQ Food Items			
Average Quality of Experience		Fantastic			
Most Popular Aspect of the Event		BBQ (Burgers, Hot Dogs, Pop)			
Repeat Attendance		n/a			
Goals and Learning Outcomes of the Event					
Goals = To collaborate with the other Feds Services to host a BBQ for UW students.					
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 an extremely successful event.					

Food Insecurity Awareness Booth 1

We hosted a booth in SLC Vendor's Alley to raise awareness on student poverty and food insecurity across campus. Participating students wrote down their responses to food bank usage-facts on whiteboards, and were published on social media.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	Feds Student Food Bank			
Total Direct Event Costs	N/A	Date	June 27th, 2017			
		Times & Timing	10:00am - 2:00pm			
		Location	SLC Marketplace			
Participation (Organizers)		Participation (Attendance)				
Primary Organizer <i>Service Volunteer Name/Position</i>	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	10			
Partners in organizing	None	New Participants	Unknown			
Number of students involved in planning and execution	12	Declined Participants	n/a			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>						
Feds Student Food Bank Facebook Page, Volunteer Facebook Group						
Exit Survey Results – Number participants						
Top Marketing Tools for the Event	Facebook					
Top Reasons for Attending the Event	Educate individuals on food insecurity					
Average Quality of Experience	Great					
Most Popular Aspect of the Event	Goodie Bags					
Repeat Attendance	N/A					
Goals and Learning Outcomes of the Event						
Goals = To raise awareness for student poverty and food insecurity to members of the Waterloo community.						
Learning Outcome = A moderate amount of students came by our booth and learned a lot about The Feds Student Food Bank, including our mission, who we help, how they can donate, etc.						
Success of the Event <i>Based on the above goals and learning outcomes.</i>						
The event was somewhat successful.						

Food Insecurity Awareness Booth 2

We hosted a booth in SLC Vendor's Alley to raise awareness on student poverty and food insecurity across campus. Participating students wrote down their responses to food bank usage-facts on whiteboards, and were published on social media.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	Feds Student Food Bank
Total Direct Event Costs	N/A	Date	July 13th, 2017
		Times & Timing	11:00am - 2:00pm
		Location	SLC Marketplace
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	25
		New Participants	Unknown
Partners in organizing	None	Declined Participants	n/a
		Demographics: students	
Number of students involved in planning and execution	12		

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Feds Student Food Bank Facebook Page, Volunteer Facebook Group

Exit Survey Results – Number participants

Top Marketing Tools for the Event	Facebook
Top Reasons for Attending the Event	Educate individuals on food insecurity
Average Quality of Experience	Great
Most Popular Aspect of the Event	Goodie Bags
Repeat Attendance	N/A

Goals and Learning Outcomes of the Event

Goals = To raise awareness for student poverty and food insecurity to members of the Waterloo community.

Learning Outcome = A larger amount of students came by our booth and learned a lot about The Feds Student Food Bank, including our mission, who we help, how they can donate, etc.

Success of the Event

Based on the above goals and learning outcomes.

The event was somewhat successful.

EOT General Volunteer Appreciation						
To show our appreciation for all of our General Volunteers, we gave away free ice cream sandwiches and played board games in SLC 2143.						
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Feds Student Food Bank			
Total Direct Event Costs	\$101.70	Date	July 19th, 2017			
		Times & Timing	6:00pm-7:00pm			
		Location	QNC 1507			
Participation (Organizers)		Participation (Attendance)				
Primary Organizer <i>Service Volunteer Name/Position</i>	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	11			
Partners in organizing	None	New Participants	Unknown			
Number of students involved in planning and execution	2	Declined Participants	0			
Demographics: students (Food Bank volunteers)						
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>						
Volunteer Facebook Group, Spring 2016 email list						
Exit Survey Results – Number participants						
Top Marketing Tools for the Event	Spring 2016 email list, Facebook Group					
Top Reasons for Attending the Event	Appreciation					
Average Quality of Experience	Satisfactory					
Most Popular Aspect of the Event	Taco Farm					
Repeat Attendance	n/a					
Goals and Learning Outcomes of the Event						
Goals = To thank the Food Bank volunteers for their hard work and dedication to the service.						
Learning Outcome = Interacting with fellow volunteers.						
Success of the Event <i>Based on the above goals and learning outcomes.</i>						
The event was somewhat successful as there were approximately 15 people in attendance.						

EOT Exec Appreciation						
To show our executives appreciation for their efforts throughout the term, we had lunch at Cora's. The lunches were paid for on behalf of the Food Bank and each executive received a Cineplex gift card.						
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Feds Student Food Bank			
Total Direct Event Costs	\$270	Date	July 25th, 2017			
		Times & Timing	N/A			
		Location	N/A			
Participation (Organizers)		Participation (Attendance)				
Primary Organizer <i>Service Volunteer Name/Position</i>	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	10			
Partners in organizing	None	New Participants	Unknown			
Number of students involved in planning and execution	2	Declined Participants	N/A			
Demographics: students (execs)						
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>						
Spring 2016 Exec 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	Fantastic					
Most Popular Aspect of the Event	WalMart Gift Card					
Repeat Attendance	Unknown					
Goals and Learning Outcomes of the Event						
Goals = To show our executives appreciation for their work throughout the term.						
Learning Outcome = Rewarded our executive members for all of their hard work this Spring term.						
Success of the Event <i>Based on the above goals and learning outcomes.</i>						
The event was successful.						

EOT Cupboard Cleanout

To encourage students to donate food leftover in their cupboards to The Feds Student Food Bank

Category <i>Educational, Social, Promotional, or Other</i>	Food drive	Service Name	Feds Student Food Bank
Total Direct Event Costs	N/A	Date	August 2017
		Times & Timing	N/A
		Location	Residences (CLV,V1,MKV,REV, UWP)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Steven Choi and Vanessa Wildeman (coordinators)	Total Participants	Unknown
		New Participants	Unknown
Partners in organizing	Sheila Goodwin	Declined Participants	N/A
		Demographics: students	
Number of students involved in planning and execution			

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event, Twitter posts, posters around campus

Exit Survey Results – Number participants

Top Marketing Tools for the Event	Posters
Top Reasons for Attending the Event	
Average Quality of Experience	Great
Most Popular Aspect of the Event	
Repeat Attendance	Unknown

Goals and Learning Outcomes of the Event

Goals = To collect leftover food from students in residences

Learning Outcome = This event generates a lot of food

Success of the Event

Based on the above goals and learning outcomes.

In progress

Appendix K: Spring 2017 Key List

	Student #	First Name	Last Name	Phone #	Email
Coordinator	20561753	Vanessa	Wildeman	5193238110	vlwildem@uwaterloo.ca
Coordinator	20521657	Steven	Choi	226 808 4145	ss4choi@uwaterloo.ca
Donations/Research Executive	20562204	Natasa	Jeyakanthan	(647) 927-4163	njeyakanthan@uwaterloo.ca
Administrative Exec	20570953	Laura Huiyue	Song	613-400-6970	lhsong@uwaterloo.ca
Promotions Exec	20475106	Zohal	Azizi	647-529-6202	zazizi@uwaterloo.ca
Office Exec	20614428	Arthur	Lung	647 890 3261	ahhlung@uwaterloo.ca
Office Exec	20533332	Declan	Smeaton	a	dstsmeaton@uwaterloo.ca
Office Exec	20615817	Jun Jie (Darwin)	Pok	6476768920	jjpok@uwaterloo.ca
Donations/Research Executive	20611684	Jacqueline	Shee	647-973-3608	jhtshee@uwaterloo.ca
Transition/Advocacy Exec	20596726	Neethu	Shaji Saji	2265004340	nshajisaji@uwaterloo.ca
Transition/Advocacy Exec	20660113	Priya	Patel	6477403571	PS7PATEL@uwaterloo.ca
Volunteer	20507067	David	Zhou	226-220-5717	d33zhou@uwaterloo.ca
Volunteer	20605613	Yu-Fen (Ellie)	Wang	6473824735	y2328wan@uwaterloo.ca
Volunteer	20617448	Katherine	Sebben	289-684-1145	ksebben@uwaterloo.ca
Volunteer	20575683	Vanessa Jayne Emily	Witt	226-747-4580	vanessa.witt@uwaterloo.ca
Volunteer	20661314	Alex Andres	McEwin	5192754625	aamcewin@uwaterloo.ca

Volunteer	20558674	Amanda	Jarvis	905 869 1017	ajarvis@uwaterloo.ca
Volunteer	20656025	Ayana Ahmed	Kawe	5198971747	AAKAWE@uwaterloo.ca
Volunteer	20632376	Eartha J	Phorson	5193865434	ejphorso@uwaterloo.ca
Volunteer	20608612	Natalie Hannah	Lim	905-977-0369	nhlim@uwaterloo.ca
Volunteer	20569419	Yin Shuang (Annie)	Xiang	4167290186	ysxiang@uwaterloo.ca
Volunteer	20565377	Nila	Viyasson	6479736142	nviyasson@uwaterloo.ca
Volunteer	20686441	Ting (Christine)	Tao	6476877523	TCTAO@uwaterloo.ca
Volunteer	20564569	Vanessa	Bulfon	7052077477	vbulfon@uwaterloo.ca
Volunteer	20528499	Jasmin	Jackson	6478298509	j7jackson@uwaterloo.ca
Volunteer	20618993	Felicia	Wong	6475342693	f9wong@uwaterloo.ca
Volunteer	20575322	Bolor	Tuvshinjargal	16478676226	btuvshinjargal@uwaterloo.ca
Volunteer	20573239	Huming	Guo	5195729788	hmguo@uwaterloo.ca
Volunteer	20555916	Andrei Ovidiu	Ostache	226-751-3156	aoostache@uwaterloo.ca
Volunteer	20533912	Yubo (Vincent)	Shan	5195026819	y7shan@uwaterloo.ca
Volunteer	20614790	Courtney Elizabeth	Hepburn	5193733821	cehepbur@uwaterloo.ca
Volunteer	20561632	Kimberly Alison	Mason	519-901-4777	kamason@uwaterloo.ca
Volunteer	20518019	Melody	Tam	416-826-2682	m23tam@uwaterloo.ca
Volunteer	20665849	Zhi Ying (Daniel)	Yu	6479369108	ZY3YU@uwaterloo.ca
Volunteer	20569304	Anthony Tin Yan	Lee	4162588501	anthony.lee@uwaterloo.ca
Volunteer	20492419	Brandon Carl Leigh	Doherty	519-501-0036	bcldoherty@uwaterloo.ca

Volunteer	20610019	Daisy Thanh Loan	Do	6479751332	dtdo@uwaterloo.ca
Volunteer	20606783	Monica Cathryn	Bustos	6472199092	mcbustos@uwaterloo.ca
Volunteer	20526502	Sara	Abubeker	6477847511	sabubeker@uwaterloo.ca
Volunteer	20630423	Lilian	Toma	5197417532	Ltoma@uwaterloo.ca
Volunteer	20620998	Joyce	Lau	6474013133	jslau@edu.uwaterloo.ca
Volunteer	20490699	Kristen	Chou	5195755590	k2chou@edu.uwaterloo.ca
Volunteer	20663492	Jian Ming (Jimmy)	Wang	6134138190	jimmymw88@gmail.com
Volunteer	20530936	Sara	Flamenco	519-729-0644	spflamen@uwaterloo.ca
Volunteer	20611889	Steven	Lien	647-330-3540	s4lien@edu.uwaterloo.ca
Volunteer	20520103	Jaspreet (Jaas)	Sidhu	5199985086	j7sidhu@uwaterloo.ca
Volunteer	20606113	Tammy- Marie	De La Pena	9059031099	tdelapen@uwaterloo.ca
Volunteer	20607857	Gabriella	Verdone	6478087596	gverdone@edu.uwaterloo.ca
Volunteer	20601799	Maria (Jeanine)	Cantero	6479364900	mjcanter@edu.uwaterloo.ca
Volunteer	20529518	John	Dauz	6478918263	jddvdauz@uwaterloo.ca
Volunteer	20620784	Anandita	Lamba	5197296340	a2lamba@edu.uwaterloo.ca
Volunteer	20561644	Jonathan	Tsang	3213511427	j26tsang@uwaterloo.ca
Volunteer	20666591	Elaine	Cao	6477126838	e4cao@edu.uwaterloo.ca
Volunteer	20675515	Zainab	Al-Sudani	6474476336	nov8991@gmail.com
Volunteer	20615362	Gurleen	Sidhu	6479893227	g8sidhu@uwaterloo.ca
Volunteer	20593203	Bo Yang	Li	315-326-0292	by6li@uwaterloo.ca
Volunteer	20589068	Anhad	Binepal	5199474920	a2binepa@uwaterloo.ca
Volunteer	20617143	Chantelle	Van Dalen	9058021753	cjvandalen@outlook.com
Volunteer	20523541	Nena	Te	2898799978	nte@edu.uwaterloo.ca

Volunteer	20564729	Christine (Tsz Ching)	To	6478259943	tcto@edu.uwaterloo.ca
Volunteer	20511409	Denzil	Robinson	6479909600	dj3robin@gmail.com
Volunteer	20624014	Sandra	Ochwat	9058094069	skochwat@edu.uwaterloo.ca
Volunteer	20671720	Cindy	Dziuba	6474706001	cdziuba@edu.uwaterloo.ca
Volunteer	20623757	Janet	Tan	6477701693	j49tan@edu.uwaterloo.ca
Volunteer	20693597	John	Adenuga	6473321504	jadenuga@uwaterloo.ca

Mentor Assistance Through Education and Support (MATES)

END OF TERM REPORT

Spring 2017

Prepared by:
Volunteer Coordinators
Executive Team Members

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INTRODUCTION (coord)

The Spring 2017 term was led by Coordinators Alina Bielak and Vaiva Dzemionas. This is the fourth 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 (coord)

Spring 2017

Coordinator and Executive Recruitment and Selection

Alina and Vaiva were Coordinators for the Spring 2017 term.

The following Feds Executive Director positions were held: Communications Director, Events Director, Training and Education Director, Volunteer/Internal Director (2 positions), and [Pilot] Engineering Director. Executive applications closed on April 17, 2017. There were ten applications for five executive positions. The number of interviews granted is not known. Nine applicants were existing MATES volunteers and one was not. Five applicants who were existing MATES volunteers were selected for executive positions.

Madeline Keltie was hired for the Internal Director. Erij Elkamel was hired for the Communications Director. Albert Cault was hired for the Volunteer Director position. 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). Dennie Park was hired for the Events Director. Vaidehi Chavon was hired for the Training and Education Director. Awn Duqoum was hired for the [Pilot] Engineering Executive Position due to his interest in the collaboration project between MATES and the 'A' Engineering Society.

Volunteer Recruitment*

Forty-three Peer Support Volunteers were selected from seventy-five applicants who applied through LEADS. Approximately 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 throughout the term. Overall, 24 new volunteers for the Spring 2017 term were hired.

Spring 2017

Recruitment for Spring 2017*

Recruitment for Spring 2017 coordinators, executives, and peer support volunteers began July 1st, 2017.

Coordinator applications closed June 16th, 2017. Three applications were received. Two were selected as Coordinators for Fall 2017: Awn Duquom and Vaiva Dzemonas due to their dedication towards furthering the MATES program and their past leaderships experiences.

Our Executive Team was expanded for the Fall 2017 term. Executive applications closed July 21, 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 preference 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 originally closed mid-March 2017. The application deadline was April 7th, 2017 because the Engineering stream was late on promoting Engineering students to apply. There was a total of 75 applicants. 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.

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 interviewees 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 (Vaidehi)

19 new volunteers attended the Spring 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 Cheri Bilitz from Counselling Services who also provided supervision for the MATES program in the Spring 2017 term. Cheri was assisted by the two Coordinators of UW MATES, Vaiva Dzemionas and Alina Bielak.

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.

Vaidehi Chavan headed all training activities for UW MATES during the Spring 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 Spring 2017 offering of PMT.
- 3 MATES volunteers were signed up for PMT but failed to attend/complete the training.
- 22% of Spring 2017 MATES volunteers completed PMT either this term or in a previous term.

More Feet On The Ground (Workshop - January 27, 2017)

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 Spring. 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 Spring. 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 Spring 2017 MATES volunteers completed SafeTALK either this term or in a previous term.

[Meetings \(Everyone!\)](#)

Debrief meetings were made mandatory since Fall 2016. Gursharan Kahlon offered two times for the Spring 2017 term: Tuesdays from 2:30-3:30pm (in HS 1101) or Wednesdays from 6:00-7:00pm (QNC 1506). A third debrief meeting was supervised by Kristine Meier on Mondays from 10:30-11:30am (in HS 1101). The meeting time was decided upon by first asking Gursharan 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.

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.

The various executive team members and the two coordinators shared responsibility for facilitating the meetings and taking attendance. Debriefs were generally well attended. Wednesday evening debriefs were the most well attended, followed by Tuesday afternoons, and then Monday mornings. This was not a surprise as evening debriefs seem to be at a more manageable time for most students. Afternoon and evening slots should be continued as those students who could not attend evenings due to classes etc. still made use of the afternoon slot. It is important to continue reiterating the importance of attending debrief meetings on a weekly basis with the volunteers. This can be done through email and Facebook communication, as well as thanking volunteers in attendance. Throughout the Spring 2017 term, the coordinators and executive team implemented a new idea at debriefs. We set aside the first five minutes of each meeting and asked volunteers to have a conversation with one other volunteer. These conversations fostered a team atmosphere and helped volunteers to get to know one another.

[Volunteer Retention and Engagement \(Albert & Madeline\)](#)

The coordinators understand the value of MATES volunteers and work hard to keep the volunteers engaged and interested in the program. During Spring 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 \(Alina & Vaiva\)](#)

At the end of the Spring 2017 term, volunteers were presented with a \$20 electronic Chapter's gift-card.

[Executive Recognition and Appreciation](#)

Executives received a sweater valuing \$30 each.

[Disciplinary Action \(Albert & Madeline\)](#)

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 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.

The coordinators needed to remove one member of the MATES team.

Future Suggestions

[Spring 2017 Volunteer Recruitment Suggestions Update \(Alina & Vaiva\)](#)

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."

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 Spring 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 second 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, Awn Duqoum. Awn Duqoum 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 \(Alina & Vaiva\)](#)

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. We recognize that this may not always be viable or possible, so we stress the importance of having a diverse team with regard to faculty, previous experiences, year of study, etc.

[Training](#)

After training was completed on May 7th, new volunteers were asked to complete a MATES Core Training Feedback Form. On May 7th, Aline, Vaiva, and Cheri went over feedback forms and discussed the strengths and weaknesses of the recently completed training. At this meeting, suggestions were made for improving future offerings of Core Training. Please note that Feedback forms will be stored in the Needles Hall office for future review.

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."

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

Many students informed the volunteer/internal directors and 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 Coordinators and Executive team 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.

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 (erij)

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 Spring 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.

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 \(Dennie\)](#)

[Campus Life Fair \(January 11th\) – SLC Great Hall](#)

How did it go?: Our table 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.

[Women's Centre Poetry Slam \(March 6th\) – The Bomber](#)

How did it go?: For this event, MATES had one volunteer attend the poetry slam to act as peer support. No student required our assistance at this event. We were able to strengthen 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. Hopefully we can continue to grow our ties with future events. 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.

[Sexual Violence Workshop \(July 8\) –](#)

How did it go?: It had gone well, very low key. We were simply asked to come as support in case anyone was triggered or upset by the content of the workshop.

Recommendations: continue working with groups like the women's centre and provide support for such events.

[Wrap-Up Week \(July 10 - 14\)](#)

Therapy Dogs, Free Massages, Dear Future Me, TEDTalks and Chill

Free Massages - July 10 9:00pm-12:30pm, SLC Multipurpose Room

How did it go? The event was a success. 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 as well, which helped accommodate students and fill spots for people who missed their appointments.

Recommendations: We only could have one day for massages, and unfortunately could not meet the demand. Many students were also unaware of signing up beforehand. It is recommended we use 3+ days for future terms again. There were few no-shows this term.

Paws to Destress - July 10 and 12, 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.

Dear Future Me - July 13 Student Life Centre Great Hall

How did it go? Students were asked to write postcards to themselves (or friends) with positive messages that would be mailed to them after exams, as well as write positive messages for others on tables covered in paper. Unfortunately had low participation on the day of.

Recommendations: See below.

TEDTalks and Chill, July 14, 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. We

also had a continuation of the Dear Future Me event, which went much better than the previous day.

Recommendations: The event went very well, and I would recommend combining something positive and low key like the Dear Future Me event with it to encourage participation. It was low-key, and probably only requires 2 volunteers.

[Lift Up Your Thoughts UW \(July 25\) - SLC Great Hall](#)

How did it go?: This event was a collaboration between the Campus Response Team (CRT) and MATES. The idea was to help promote campus positivity on the last day of classes before final exams started. Students were encouraged to write positive messages on cards for each other and on balloons that would be strung up in the upper floor of the SLC. CRT provided their own members to man the booth and help set up. MATES also had several volunteers who were able to help out as well, including one who arrived with her therapy dog. It was a great way to strengthen our ties with UW CRT and we hope to collaborate with them more to promote mental health wellness on campus.

Recommendations: It is recommended that MATES continue to participate and collaborate in events with other services on campus. We feel that both groups can do a lot to support each other and grow as we work to promote mental health wellness on campus.

[Puppies and Poets \(canceled\)](#)

How did it go? Had to be cancelled as one of the dogs coming needed emergency surgery, making it impossible for the volunteer providing the dogs for the event to make it.

Recommendations: contact more groups that can provide their time and therapy dogs. Though our volunteer was very enthusiastic and generous with her time and was happy to lend us dogs for events, this is definitely a better course of action.

[Library Hours \(July 24 - Aug 10\) - Davis Centre Library & Dana Porter](#)

How did it go?: Sarah Martin had 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: We were overjoyed to have been asked to return by Sarah Martin to provide peer support at both libraries during finals. Library hours are an amazing opportunity for MATES volunteers to provide support for students who may be struggling during their exams. The late hours and being located directly in the library make it very convenient for students to approach us if they are seeking our support. Unfortunately due to some miscommunication between library departments, signage regarding the Library Hours were not posted right away. Sarah Martin was away for some time and some back and forth was necessary with others before getting everything in order. Circulation staff were also unaware of the event and there was some trouble ensuring that the booked rooms were open and unlocked for volunteers. I would request more communication between library circulation staff and MATES in the future to minimize such hiccups in the future. The first two weeks went very well. Despite many of them having exams themselves, several volunteers were very enthusiastic and often dedicated the full two hours at their chosen location for the day and saw quite a few students! However,

attendance had dwindled over time and there were almost no shifts taken by the third week due to unavailability. I would try to maintain volunteer interest for the final week of exams (or perhaps they should be reduced to two weeks, and offer our regular peer support services in the final one?)

[Tuesday and Thursday Supervision Meetings \(Spring 2017\)](#)

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 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.
- 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 (Alina and Vaiva)

Campus Partnerships

[Residence - ResLife - Visibility to First Year Students](#)

At the end of the Spring 2017 term, the coordinators participated in an event called “*Super Services*”, at which we connected with groups on campus and student leaders, such as dongs. We were able to provide them with information about MATES and to encourage them to promote MATES to their students.

[Off-Campus Community Dons - Visibility to First Year Students*](#)

Off-Campus Community dongs reached out to the MATES Coordinators on February 6th 2017. They requested to have a UW MATES representative attend their training to educate their dongs 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 dongs about UW MATES, we provide these dongs 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 or 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. The Fall 20017 coordinators facilitated MATES presence at single and sexy for fall 2017.

[Collaboration with CRT](#)

In July 2017, CRT reached out to the coordinators with an interest in collaborating. We ran a joint event called “*Lift up Your Thoughts*”, in which students wrote uplifting messages on cards that they could decorate. Students had the option of placing their cards on helium balloons that were up in the air.

[Engineering Society \(Awn\)](#)

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 Spring 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 Spring 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 Spring 2017 term (Appendix G).

[Wrap-Up Week](#)

Janessa Good contacted the MATES Coordinators to collaborate for the Spring 2017 term Wrap-Up Week. MATES included Dennie Park, 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](#)

Alina and Vaiva received a list of academic advisors and an email template from Brad and Ovina. We sent out an email to the academic advisors at the beginning of the Spring 2017 term asking them to share information about MATES with their students and posting a message on LEARN. 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/Volunteer Directors - Albert Cault and Madeline Keltie](#)

Job Description (Albert & Mad)

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 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 Spring 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/Internal Directors - Albert Cault & Madeline Keltie \(Albert and Madeline\)](#)

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 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

- 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.

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 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

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 - Dennie Park

(Dennie)

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.

- 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 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 - Vaidehi Chavon

(Vaidehi)

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 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 - Awn Duqoum](#)

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 7 Engineering MATES volunteers be trained and hold regular office hours
 - There were a total of 7 trained engineering MATES peer supporters. These students were recommended by Awn, 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.
 - This was achieved in my term and we will have 12 hours for the Fall 2017 term, 11:30 - 1:30 everyday and 4-6 on thursdays
- 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.
- I would also start to draft a list of suggestions for who to invite as soon as possible and attend council meetings to promote the idea of MATES
- I would also work on advertising the service as much as possible!

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 Spring 2017 are on campus for the Spring 2017 term. Thus, the Engineering Society B representative should work to build a similarly sized base of trained volunteers to that created this term by Engineering Society A.
- 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 updating the website, including MATES on the LED screens, etc.
- 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.

BUDGET (Alina and Vaiva)

Expense	Yearly Total	Spring Term Budgeted (\$)	Item	Actual (\$)
*Entertainment/ Promo/Meetings	\$150.00	\$200	Lunch for Volunteer Training	\$96.49

			Total:	\$96.49
Volunteer Appreciation*	\$800.00	\$266.67	5 Sweaters \$30 each 33 Given Out \$20 dollars each	\$810.00
			Total:	\$810.00
Events	\$1500.00	\$0		\$0
			Total:	\$0
			*Total Expenses:	\$2714.28

Numbers are approximate

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 Wraps 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. Students mentioned that they would have liked more food available. We did take into account dietary restrictions which was appreciated by the volunteers.

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

There was no amount of money budgeted for Spring 2017. All materials at events 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 Spring 2017 term, the Marketing Budget was used to print MATES brochures, posters, and business cards. 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. In the interim we purchased MATES lanyards for our students to wear at events.

OPERATIONS (Albert & Mads)

Schedule

In the Spring 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.

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 (Vaiva)

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 Spring 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 as 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. We are currently working on having the means to reach out to students who are put on the counselling services wait-list. (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.

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 Tanya, the new supervisor of MATES and Counselling Services, 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 we have the Spring 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 and Tanya, was the possibility of contacting students on the Counselling Service 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 and Tanya 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. This term, we were able to connect with the orientation FOC via a Facebook

live event, in which we shared information about MATES. 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 Fall 2017 Coordinators and Executive team to continue updating the UW MATES Brochure. Our recommendation of this is because our services are continually evolving. 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 Spring 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 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 Spring 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 also supported us in strengthening the partnership between Feds and Counselling Services in working with MATES. On one occasion in July 2017, we had a team meeting involving the coordinators, Brendan, Tanya from Counselling Services, and Jill (VP Internal) to discuss matters related to MATES including office hours for the Fall, and to come to a shared understanding of everyone's roles. 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, Tanya Andrews), as there can be a disconnect between Feds procedures and Counselling Services 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

Jill Knight, FEDS VP Internal was very involved in all of the services for Spring 2017. She was seen often, especially during Feds events, where she was very friendly and welcoming to the new Feds service coordinators and members. Jill was a fantastic source of support in attending the team meeting with Feds and Counselling Services in order to advocate for the needs of undergraduate students at the University of Waterloo. 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 Jill 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 marketing budget for Spring 2017 was used for printing brochures and other MATES promotional materials. Rio, the Feds marketing receptionist, was extremely responsive to our requests to print materials.

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 Bilitz, Associate Director, and Tanya Andrews have done a wonderful job over the Spring 2017 term. Cheri and Tanya have been strong advocates for the MATES program and have spoken on behalf of the program at important shareholders meetings. Cheri transitioned out of the role to supervise MATES, a role which was given to Tanya. Cheri and/or Tanya met with Alina and Vaiva 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 and Tanya brought up. During the Spring 2017 term, the name change from “Peer Support Volunteer” to “Peer Counsellor” was approved by Counselling Services.

Gursharan Kahlon and Kristine Meier from Counselling Services joined the MATES team. They supervised debrief meetings and were great assets the MATES program.

Cheri Bilitz provided training to the new MATES volunteers. The dates of training were changed by Counselling Services. A number of volunteers were upset, as they did not receive much notice about the switch and some could not attend the new training. Cheri did a fantastic job of including the input of both the coordinators and the feedback provided by volunteers. We appreciate that she allowed the Coordinators 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 for the first half of the Spring 2017 term. 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
- Tanya Andrews provided supervision to the MATES program for the second half of the Spring 2017 term. Tanya must be informed related to any training, partnerships, volunteers' concerns, etc. Tanya and/or Debrief Supervisors must also sign the “Contact Summary Sheets” at the end of every month.

- Tanya Andrews: tanya.andrews@uwaterloo.ca
- Tom Ruttan is the director of Counselling Services and is supportive when any concerns emerge.
 - truttan@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
- 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
- Jenna Hampshire is the coordinator of orientation. She facilitated MATES involvement with Orientation FOC. Jenna should be contacted in the future to continue MATES involvement and orientation.
 - Jenna Hampshire: jhampshire@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. Aziz was not able to facilitate the Spring training and was not around for the Spring term for personal reasons.
 - Kathy Spring 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.

STATISTICS (Mads & Albert)

Spring 2017, MATES volunteers contributed a little **over 820 office hours**.

For the Spring 2017 term, **MATES services were accessed a total of 112 times**, bringing the **yearly total to 513 sessions** (Fall 2015-Spring 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

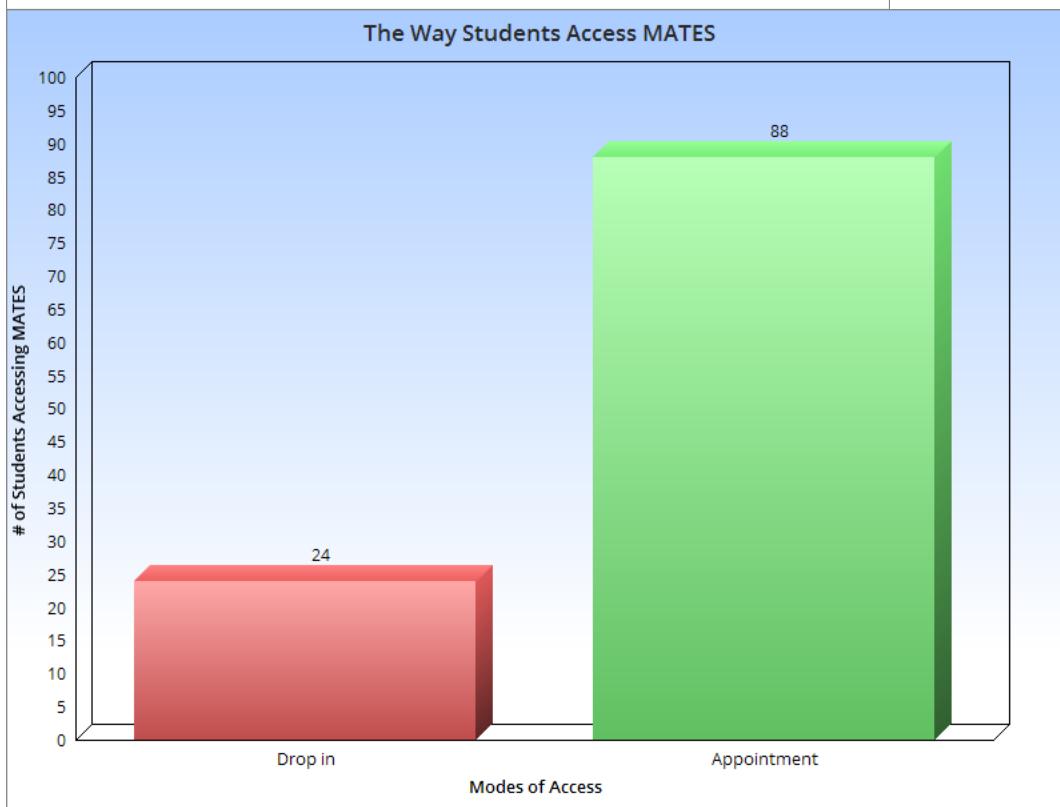
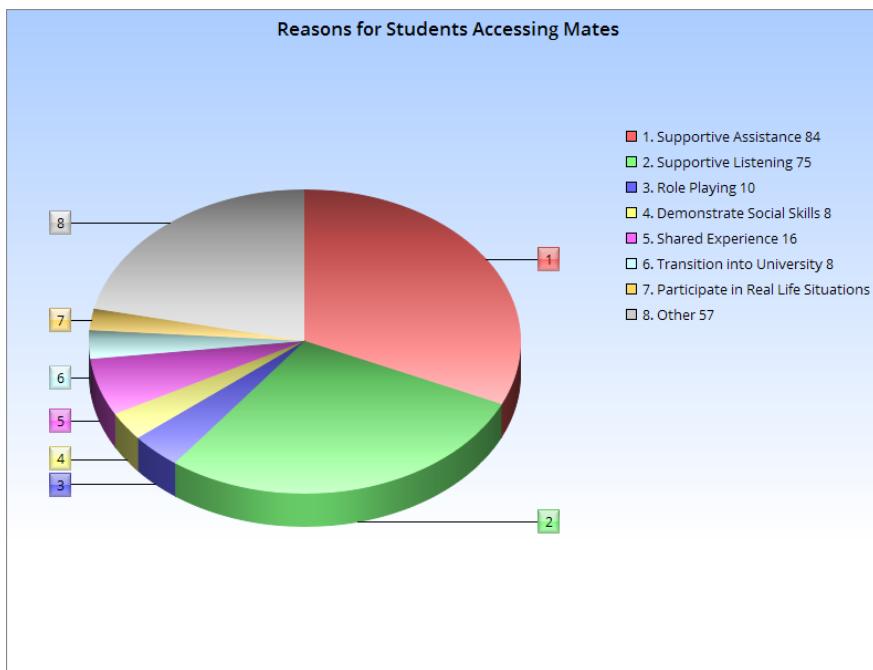
of Waterloo campus. Situations when this is appropriate are discussed in MATES training and throughout the term at debrief meetings.

Total Number of Sessions per Term for the Spring 2015 - Fall 2016

Term	Total Number of Sessions
Spring 2015	24
Fall 2015	92
Spring 2016	55
Spring 2016	62
Fall 2016	168
Spring 2017	112

*Number of sessions are calculated based on the total number of contact summary sheets for that term.

Spring 2017 OVERALL STATISTICS VISUALLY REPRESENTED:



APPENDICES (Madeline & Albert)

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
25-Jan-2017	Lauren Manley	HS	recurring	appointment	unsure
25-Jan-2017	Kelsey Towers-	HS	recurring	appointment	unsure

	Jones				
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
10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
13-Feb-2017	Annabel	HS	recurring	appointment	Y

	Wiersma				
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 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
13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
13-Feb-2017	Vaiva Dzemion	NH	one time	drop in	Y
14-Feb-2017	Samantha	NH	one time	drop in	Y

	Afonso				
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

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
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
	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
	Hannah Gautreau	HS	recurring	appointment	unsure
16-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
	Samantha Afonso	NH	one time	drop in	Y
22-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
	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
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
	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 Nithiyantham	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 Nithiyantham	HS	recurring	appointment	unsure
5-Apr-2017	Heather Bunnett-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 Nithiyantham	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

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 Nithiyantham	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
Sarah Martin	13	1
Thomas Mcveigh	8	4
Tyler Hartwig	6	1
Vaidehi Chavan	9	2
Vaiva Dzemonias	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	Total Missed	Total	Total hours
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Missed Shifts	Hours	Shifts Covered	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 Spring 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
- 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, UWWaterloo 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
- 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
- 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 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, Waterloo 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 counselling 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, Waterloo Student Leadership Training, Peer Mentorship Training
- Keep track of MATES volunteers' training hours

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 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*

Appendix F: MATES Spring 2017 Training Agenda



Volunteer Training Agenda

- **Date:** Saturday April 29, 2017
- **Time:** 9:00 am - 5:00 pm
- **Location:** Health Services Building, Conference Room 2302

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



UNIVERSITY OF WATERLOO

MENTOR ASSISTANCE THROUGH EDUCATION AND SUPPORT (MATES)

Volunteer Training Agenda

- **Date:** Sunday April 30, 2017
 - **Time:** 9:00 am - 5:00 pm
 - **Location:** Health Services Building, Conference Room 2302

Day Two

Sunday April 30, 2017

Time	Agenda Item	
9:00-10:00	<ul style="list-style-type: none"> • Questions, Comments, Concerns from last week? • Finish Empathic Listening 	
10:00-11:00	<ul style="list-style-type: none"> • Self-Disclosure, Questioning, Referral • Stages of Change and Problem Solving • Confidentiality: Remaining Questions? 	
11:00-11:15	<ul style="list-style-type: none"> • BREAK 	
11:15-12:15	<ul style="list-style-type: none"> • Role-Plays 	
12:15-1:00	<ul style="list-style-type: none"> • LUNCH 	
1:00-2:30	<ul style="list-style-type: none"> • Debrief Role Plays 	
2:30-2:45	<ul style="list-style-type: none"> • BREAK 	
2:45-4:30	<ul style="list-style-type: none"> • Self-Care, Feedback Form • Remaining Questions 	
4:30-5:00	<ul style="list-style-type: none"> • Questions, Comments?; Second Day Wrap-Up 	

Appendix G: MATES in Engineering Proposed Logos

#1



MATES
IN ENGINEERING

#2



MATES
IN ENGINEERING

#3



MATES
IN ENGINEERING

#4



MATES
IN ENG

#5



MATES
IN ENG

Appendix H: Academic Advisors Email Draft

Hi,

My name is Vaiva Dzemonas; I, along with Alina Bielak, 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
 - 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

Appendix I: Fall 2016 Contact Summary Sheets



MATES CONTACT SUMMARY SHEET

Date:	Reason for Today's Meeting? (Circle number(s)) <ol style="list-style-type: none">1. Supportive assistance and communication to help problem solve an issue(s).2. Support listening – to be able to talk to someone and feel heard.3. To role play with someone to help develop and practice skills, i.e. assertiveness.4. To have someone demonstrate appropriate social skills and help me develop my own.5. To talk to someone who has had a similar/shared experience, i.e. breakup of a relationship.6. To help me with the transition to a university environment.7. To help me participate in a real life situation to reduce stress, help overcome fears or phobias.8. Other: _____
Student's name:	Specific topics discussed at today's session:
Student Contact Information:	Goal of today's session:
Location (circle one): <ul style="list-style-type: none">• Health Services (HS)• Needles Hall (NH)• Residence• Other:	Specific skills/behavior practiced:
Type of meeting (circle one): <ul style="list-style-type: none">• Drop-in• Recurring appointment	Specific peer helping skills employed:
Referrals made (if applicable):	
<p>* Is the student currently seeing a UW Counsellor? (circle one) Yes No Unsure Non-UW counsellor</p> 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

Appendix J: Completed Event Summary Forms (alina)

Spring Core Training/MATES

Spring 2017 Core training for new volunteers.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	UW MATES
Total Direct Event Costs	\$179.30(only cost associated was lunch)	Date	Saturday May 6th and Sunday May 7th
		Times & Timing	9:00am-5:00pm
		Location	Health Services

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Facilitated by Cheri Bilitz	Total Participants	18 new volunteers, 3 executive members
		New Participants	
Partners in organizing		Declined Participants	
Number of students involved in planning and execution	Three – Vaiva Dzemionas and Alina Bielak (MATES coordinators)	Demographics: UW MATES new volunteers (2 nd year or up)	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

No promotions for this event – private training course for MATES volunteers.

Goals and Learning Outcomes of the Event

- 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 or hinder the helping process
- c) Learn and practice empathic 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.

<p style="text-align: center;">Goals and Learning Outcomes of the Event</p> <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 <p>Learning Outcomes:</p> <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. <p style="text-align: center;">Summary of Event</p> <ul style="list-style-type: none"> • For the Spring 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! <p style="text-align: center;">Recommendations for Future Events</p> <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 			

Chilly Dog Run/MATES

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!

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 including 8 volunteers.
Number of students involved in planning and execution	8	Demographics: Mostly university students, some MATES volunteers	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			

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.

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.

Goals and Learning Outcomes of the Event

- Encouraging physical activity during Spring months and general mental health awareness
- Increase the visibility of the service

Summary of Event

- 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.dailly@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 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

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

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?



For Sexual and Gender Diversity



END OF TERM REPORT
WINTER 2017

Prepared By:

Judy Liu & Charles Peitzmeier

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INTRODUCTION

This report highlights all the actions carried out by the Glow Centre for Sexual and Gender Diversity within the Spring 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. The position of Social Director is shared between Internal and External Directors for the duration of the term.

For the months of May and June, our primary focus is representing University of Waterloo in the annual Toronto Pride Parade. This year has been particularly important as it is marked as the first year in which the President of the University has marched alongside with Glow and its student marchers. In addition to Pride, Glow was involved several other events including Orlando Vigil and Flag Raising, Menstrual Hygiene Day, and hosting a booth at the Canadian Blood Services visit. We have continued our participation in The Rainbow Council meetings, Consent Culture meetings, Making Spaces program, and HeforShe.

VOLUNTEER MANAGEMENT

SPRING 2017 COORDINATOR AND EXECUTIVE LIST

Service Coordinators	Charles Peitzmeier & Judy Liu
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 Mallozzi
Social Director	Kit Cui Mohammed Fahim

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 responsivity from the advertisements, the current Exec Team members were assigned to contact past and current exemplary volunteers. This was of moderate success. We could fill most applications for Executive positions and 5 out of 6 offers were accepted. We were less successful in our search for new Coordinators. As a result, we recruited one new Coordinator, and Judy Liu, one of the current Spring Coordinators, will carry on into the Fall term.

All incoming Coordinators and Executives for Spring 2017 were considered and elected by the current Executives.

In the past three terms, 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 Fall 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.

However, we have not been able to recruit for the External Director position as of the time of this report. We have reached out to the Fall Executive team for recommendations and will fill this position in late August or early September. As a contingency plan in case we are unsuccessful in recruiting a competent individual for this position, the role of the External Director will be either taken by the Coordinators or shared amongst the rest of the Exec Team. The first exec meeting of Fall 2017 will determine this.

FALL 2017 COORDINATOR AND EXECUTIVE LIST

Service Coordinators	Alex McEwin & Judy Liu
Internal Director	Gabriella Verdone
External Director	TBD
Social Media & Marketing Director	Dimitri Walters
Advocacy Director	Brie Treviranus

Education Director	Jameson Ngo
Transition Director	Ayaan Mansoor Pal
Social Director	TBD

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.

Previously, changes were made to the volunteer application form to provide 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. However, exported data from LEADS was difficult to manage. Thus, from this term and onwards, General Volunteers will indicate all shift preferences, and additional interests through a Google Form managed by the Internal Director during the volunteer training.

TRAINING INFORMATION

This term we offered two training dates on May 6th and 13th, 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 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 Walmart, 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 sufficient for the relatively lower number of volunteers for the Spring term. 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 first volunteer training saw a room conflict with HeforShe's hackathon event "Equithon". One of our executives arrived early and was unfortunately dragged into a stressful and confusing situation that the Coordinators should have dealt with instead. It should be noted that it is not the fault of the previous Coordinators (Winter 2017) as they have in fact received room booking confirmation for the training. While the exact reason for the room conflict is unknown, we recommend future Coordinators to check and verify the room booking two days before the training, and the Coordinators should always arrive at least 1 hour ahead of training time to handle in case of emergencies.

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.

We recommend the continuation of the having two training dates and offer only a third alternative if:

1. The volunteers that require it are experienced volunteers
2. The Executive Team has voted and approved of having these volunteers attend a third training
3. The third training is held on the same day as the second training, but during different time slot

MIDTERM POLICY REVIEW

Although the Winter 2017 term had midterm reviews, this term did not find sufficient time for them as the term is shortened and most of the Executive Team's focus was on organizing the trip to Pride.

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 Tuesday, from 5:00-7:00PM. 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 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. It is recommended that the Transition Director to be designated note taker of the meeting.

It is also recommended for the Fall 2017 Coordinator to setup a meeting notes template and shared Executive folder (for any documents through the term) for organization purposes.

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

This term saw low volunteer engagement except for a handful of volunteers who contributed to the various Glow booth events. This is likely due to a combination of event hours (often during class times), and the lower number of volunteers overall.

The Coordinators also received negative feedback on the general atmosphere of the centre as being too politically correct and sex negative. This is a problem that needs to be prioritized as it contradicts Glow's initial purpose of being a sex positive space. As a potential solution, we are revising volunteer training to address these two feedbacks particularly in effort to make the centre welcoming to all and not just a few.

VOLUNTEER RECOGNITION AND APPRECIATION

The Volunteer Appreciation budget allows for \$10.00 per general volunteer, and \$20.00 for active peer supporter volunteers.

We had a middle-of-term volunteer appreciation karaoke event at POETS where chips and drinks were provided. We held an end-of-term volunteer appreciation event to recognize the hard work of our volunteers during the term. Snacks provided include marshmallows, chocolate, cookies, and drinks bought from Walmart and International News.

The volunteer appreciation gift is set to be metal pins with the Glow logo on it. The top volunteer is awarded a free meal at the Bombshelter Pub. 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 snapbacks with the Glow Centre logo on it.

It should be noted that both the Executive and Volunteer gifts will be ordered by Feds Marketing.

COMMUNICATION

WEBSITE

No major updates were made to the website this term.

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.

GLOW GOES TO PRIDE T.O. 2017

SUMMARY

Pride this term was successful despite many hiccups experienced throughout the day and planning processes. Busses, truck and sound system was booked and registration for the parade was taken care of by the service manager beforehand. The main responsibilities the coordinators and executives had was to do was decide on the theme, organize volunteers, obtain food and manage ticket sales and marketing.

One important note is Feridun Hamdullahpur, the President of the University of Waterloo, will be marching in Pride with Glow, along with Dr. Diana Parry. This is the first year in which the University's President has marched alongside in with students in such an event.

CHALLENGES

This year we faced many challenges prior to and during Pride. While some cannot be controlled (such as physical illness of exec team members), many could have been addressed.

Playlist Issue:

- The playlist could not be properly exported onto an iPad/iPod. Many songs were missing.
- The playlist on the main music player was not tested and had the songs in the wrong order. This problem was fortunately avoided by the efforts of a Coordinator and a General Volunteer: the playlist on the backup music player was tested, reordered, and new songs were added to make up for the missing ones. This backup music player was made the main music player after the previous main music player was late and the truck had already left.
- It is recommended, strongly, that a Coordinator personally responsible for the backup music player.
- It is recommended that all music should be done on one machine, locally, by a Volunteer or Exec who already also owns the music player.

Truck Issue:

- The generator and sound system was not set up correctly the first time: this should be tested one day before
- The wrong sound system was provided by Long & McQuade: this needs to be checked at pick up next year.
- Truck volunteers should have one person who has experience. Otherwise the Coordinators are responsible for briefing everyone on the truck on what to expect.

During the Parade:

- Volunteers who were supposed to be ensuring that people were not jumping on and off the truck were not there even though roles were assigned. The Coordinator situated at the front of the parade needs to check and make sure next year that volunteers and Execs are fulfilling the roles they have signed up for.

TRANS MARCH

Unfortunately, this year, even though we did plan to go to Trans March, we had to cancel on the day of due to the sole driver's physical illness. It is recommended for Glow to find a second driver next year.

PRIDE BOMBER (OPEN MIC AND KARAOKE NIGHT)

Like Pride Bomber Wednesday last Spring term, we hosted another pre-Pride event at the Bombshelter Pub. Due to the Wednesday being booked already, we hosted our event on the Tuesday as a Karaoke and open mic nights. We had previously planned to invite Women's Centre and several other clubs and groups to perform or co-host a poetry slam. However, these plans fell through.

The lack of communication amongst the Executive team and with the Bomber left most people involved in organizing this event confused and unsure on how the event was supposed to unfold. In the end, the event at a very low turnout.

The Executive team conducted a review the week following. An email is sent to the Bomber to both acknowledge the Pride Bomber turnout and cancel the previously planned Spring term drag show due to time constraints.

ORLANDO ONE-YEAR VIGIL AND FLAG RAISING

The event started off with all participants coming together in front of the flag pole located in front of the SCH building at the entrance to campus, following that the President of the Federation of Students as well as one of the Glow Coordinators gave a short speech commemorating the significance of this event due it being the first time in UW history that the pride flag (rainbow flag) was to be raised alongside the Federal flag and kept up for the remainder of the month of June.

Following the raising of the Flag, all willing participants were given either a lit candle or an electronic candle and invited to partake in a walk of silence with the organizing team to the MC Rock Garden where a tree was made that had 49 branches that stood for the 49 victims of the Orlando Nightclub shooting that had occurred almost a year prior to that day.

Once at the Rock Garden one of the Glow coordinators gave a remembrance speech regarding the victims and then the space was open for anyone at the event to give a say a word if they wanted to. Following 3 participants' speeches the organizing team then handed out 49 petals, each petal holding a name of one of the victims of the

shooting and all participating individuals were invited to place a petal on a branch until all 49 petals were placed on the tree giving respect to all the victims of the shooting and all victims of hate crimes everywhere. A closing speech by a Glow coordinator followed and then the event ended. In accordance with the above stated goals of this event, this event was indeed a success in both celebrating the spirit of pride and remembering all those who gave their life in the everlasting struggle against hate that the Pride Parade was initially built on.

PARTNERSHIPS AND COLLABORATIONS

We hosted booths at and/or attended the following events:

- Menstrual Hygiene Day (HeforShe)
- Sexual Assault Awareness (Women's Centre)
- Consent Culture Meetings
- HeforShe Meetings
- Rainbow Community Meetings

In the events and meetings that were attended, Glow continues to push of inclusivity in all areas. Particularly for Menstrual Hygiene Day, Glow advocated for more inclusive language and examples.

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:

- Additional Pride water bottles
- Additional Pride t-shirts
- 100 Straight as Ring Road buttons (1")
- 100 Blood Ban buttons
- 200 Blood Ban Stickers

BUDGET

This term, the most budget was spent on Pride Festival. Since Spring is the smaller of the 3 terms in a year, budget was spent conservatively.

Account #	Name	Budget	Amount Used	Notes
70010	PRIDE FESTIVAL	3,600	2,730.42	\$600 required for Winter 2018 as Pride sign-up fee.
64080	VOLUNTEER RECOGNITION	2700	280	74.52 for Appreciation events. Remaining for the gift yet-to-arrive as of time of this report.
65090	GENERAL OFFICE/ COMPUTER SUPPLIES	300	49.62	Tissues and other general supplies were bought throughout the term.
66010	ENTERTAINMENT/PRO MO/MEETING	100	5	Booth snack.
64090	VOLUNTEER TRAINING	805	APPROX. 163.4	Food for training split with Women's Centre.
7165- 70010: SPEC03	SPECIAL EVENTS	4000	APPROX. 540	Weekly events, Orlando Vigil supplies.

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 Executives.

The addition of a recycling bin status column in the Centre logs has been effective in keeping the recycling bin levels low. A drop-down list was created to eliminate nonsense-inputs and standardize the way the waste bin column was utilized. A compost bin is 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 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. Particularly, Executive members should frequently spent time in Glow.

VOLUNTEER TRAINING

Locations have been booked for the first two weekends in September, 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. Glow will be responsible for food for the Fall term first training.

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

Because 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 Internal Director 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

While the idea was pitched and approved, ultimately, we did not have enough time post-Pride to organize this event for the Spring term. This event was originally scheduled on July 14 but was cancelled two weeks in advance after the low turnout of the Pride Bomber event.

MARKETING AND PROMOTION

Feds Marketing has been very helpful this term. 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 if 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.
 - Include information on our past and future festivities (i.e. photos, press, a history of our involvement, etc.).
-

SPEAKER'S BUREAU

Due to time constraints this term, work on Speaker's Bureau was put on hold. It is suggested that the Fall Term Advocacy Director to review existing resources on Google Drive and continue where Winter 2017 left off at.

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 to build a more inclusive campus as both are pro-feminist, -queer, and -trans student services.

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.

PRIDE EVENTS (INCLUDING PRIDE BOMBER)

RECOMMENDATIONS/NOTES FOR PRIDE

- Feed float decorators
- Get enough T-Shirts, we will likely sell out (aim for 120 T shirts at least)
- Need to figure out logistically, how to get all the food and extra swag from everything back onto the busses before people head towards the staging area.
- Ensure truck is picked up before everything closes (who picking up what, when, etc.)
- Ensure vegan and gluten free food is accounted for and marked clearly to avoid searching during the event
- Logistics for picking up decorators who are meeting in Toronto should be well thought out. Speaking to Brendan about specifics
- Bring hand sanitizer
- Think of a way to provide shade for decorators who are on the truck or make sure they come off and walk with everyone else
- Find a way to cover the speakers, generator and other electronics on the truck
- Cambro units on the truck should be near the back so people have access to it.
- Security guards should know that there is a buffer between people and the truck

- Carry a giant sign to let people know where we are in the crowd
- Ensure every 3 songs is the theme song
- Find a better spot after the parade to take photos
- Keep check-in papers with you always
- Consider more face paint for people

TIMELINE FOR TASK COMPLETION

4 weeks +

- ✓ Theme ideas
- ✓ Theme songs
- ✓ Marketing plan
- ✓ Trans march logistics
- ✓ Start on getting swag ready
- ✓ Flags - should have some left over
- ✓ Water bottle
- ✓ T shirts
- ✓ Waterloo swag
- ✓ Great hall booked

4 weeks

- ✓ Tickets go on sale
- ✓ Marketing ready to go
- ✓ Facebook event
- ✓ Posters
- ✓ Contacting societies
- ✓ Logo's
- ✓ Assign someone the job of creating a video and dance
- ✓ Figure out food
- ✓ UW Community Kitchen is used this year, which includes a 20% internal discount
- ✓ Meat, vegetarian, vegan, and gluten-free options are all available
- ✓ Get ball rolling for pride bomber
- ✓ Decorations
- ✓ Marketing and Facebook events
- ✓ Bomber booked

3 weeks

- ✓ Buy decorations
- ✓ Buy snacks and food
- ✓ Have volunteer roles figured out
- ✓ Start looking for volunteers
- ✓ Begin heavy online Facebook promotion for Pride
- ✓ Post anything related to Pride on Facebook
- ✓ Post at least once a day
- ✓ Find photographers

2 weeks

- ✓ Ensure the playlist is ready
- ✓ Ensure video is posted on Facebook event
- ✓ Make sure swag and T shirts are ready
- ✓ Book Cambro units for the back of the truck

1 week

- ✓ Ensure everything on the checklist is ready
- ✓ Send email informing all participants with details for the day of
- ✓ Check the Google Drive folder for previous term for the Pride handout

On the day of

Truck:

- ✓ Cambro units
- ✓ Food for decorators
- ✓ Decorations
- ✓ Fire extinguisher
- ✓ Ratchet straps
- ✓ Main banner
- ✓ Truck banners (with Waterloo on it)
- ✓ Speakers and generator and related materials
- ✓ Map and staging number
- ✓ Song playing device for playlist

Busses:

- ✓ Food
- ✓ Swag
- ✓ Check in list
- ✓ Scissors
- ✓ T shirt decorating supplies
- ✓ Staging number
- ✓ Maps for all students with itinerary
- ✓ Garbage bags (for puking and garbage)
- ✓ Snacks
- ✓ Water
- ✓ Water jugs to fill up water bottle
- ✓ Hand sanitizer
- ✓ Sunscreen
- ✓ Consent forms for Feds
- ✓ Pens
- ✓ Speakers for playing song for dance
- ✓ Photographers

RECOMMENDED VOLUNTEER ROLES

General volunteer

o Helping with the check in and manning the activities while students are checking in

- Handing out swag
- Help with T shirt decorating
- Checking people in

o Being the bus captains

- Ensure people are getting on the buses
- Keep track of # of people

o at the parade waiting area,

- Hand out food
- Keep people in the area
- Answer questions
- Collect garbage from food

o Party it up at the parade

o Herd people for photo

o Herd people back to bus

o Bus captains back

o Must meet in Waterloo

Security Guards

o Keep people off the back of the truck

o Potentially help herd people

o Make sure people don't go in front of the truck

o Can meet in either Waterloo or Toronto

Float Decorators

o Design the float

o Purchase float decorations

o Ride in the truck up to Toronto to decorate the float

- Won't meet up with the rest until the actual parade

Dance Teachers

- o Teach people and lead the dance
- o Can meet in Toronto or Waterloo

Stay in Waterloo Volunteers

- o People who help take down in Waterloo who may not be able to get on the bus as they are doing the taking down
- o Either people who are not going to Pride or can drive to Pride

Banner Holders

- o Make sure to have more than two people as they should rotate

RECOMMENDATION FOR PRIDE BOMBER

- Planning and booking of the Bomber should be done in mid-May
- Social media promotion needs to be an effort of all members of the exec team and volunteers, not just the Social Media & Marketing Director. This includes liking and sharing on Facebook
- Contact Feds Marketing early for promotional support

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

Feds should continue 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 current VP Internal Jill Knight.

MARKETING

This term, Feds Marketing has been on top of any Glow orders and has been very accommodating when it comes to the Glow Pride logo design. We hope to continue this positive relationship well into future terms.

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.

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 focuses 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, 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 (i.e. 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. (i.e. 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: jimparratt@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, framps@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://femmegirls.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 KW

Email: planbcoopkw@gmail.com

Website: <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.
- 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 them in the prior for past 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 host 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

I worked as the Transition Director for Glow during the Spring 2017 term. This job mostly included holding midterm meetings with the coordinators, executives and general volunteers. I started scheduling these meetings about half way through the term so that everyone had been volunteering long enough to have plenty of feedback, but also there was enough time to implement some suggested changes. Moreover, this allowed enough time to meet with everyone before it became too close to exams and it would be difficult to work around everyone's schedules.

The transition director's email is transition@glow.feds.ca. Under the starred emails, there is a template for transition meetings that can be used by the next term's transition director.

Thanks to the transition meetings, we now have a row in the volunteer logs to ensure that the recycling in the centre gets emptied just like the garbage. However, many of the ideas from the volunteers have not been implemented yet. Here are some changes would be good to keep in mind for future terms:

Volunteer Training

- Fix library training by at least emphasizing that there is a binder and having it on a shared Google drive for volunteers
- More in-depth peer support training like MATES by making it optional for those who would like to feel more confident doing peer support
- Volunteer manual should be online, again in a shared Google drive
- Training should be done inside of Glow if space allows

Weekly Events

- Need to increase the attendance of weekly events (especially for Talking About Things and Tea Time Talks)
- Add more movies and using TV shows instead of movies, if possible
- Make sure all content warnings are up for movies
- Facilitators need to take this role more seriously, which can be done by having random check-ins done by various execs throughout the term

Pride

- When buying Pride tickets, there should be some sort of note when buying tickets about how long the parade is and how long people will be expected to walk
- Since non-Glow people come to pride, talk about confidentiality, inclusion and safe space policies on the bus (or at public events in general)

Social Media

- Advertise peer support and the incident report form more often
- Better promotion of events with clear outlines of when to start promoting
- Bring back the facts about Glow on social media

Events

- Make events more accessible for first years and beginning of Fall term
- Continue to do the blood ban booths
- More volunteer social events
- Event ideas: arts and crafts night, scavenger hunt, queer inclusive fashion show (possibly with the Drag Club), and spring drag show

Executive Team

- More communication from exec team to volunteers
- After every weekly meeting, the transition director can condense the notes and post them to the volunteer group to enable more communication between the exec team and volunteers
- There should be even more flow between the exec team from term to term

Other

- Keep looking for more trans resources
- People like that we now have compost, and it would be good to ensure that we keep it

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 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.

No new books or movies were purchased this term.

EXTERNAL DIRECTOR REPORT

Educational Resources

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 are often several problems when contacting organizations to request resources. The main problem is not getting a response. Several steps could be taken from there. Other means of contact can be tried, such as through phone instead of email. Follow-up emails should also be sent.

Other resources could be found to no longer be printed. Some of these resources have been published a long time ago, thus some of the information on it may no longer be accurate and up-to-date. In these scenarios, alternative resources about the same topic could be found instead.

And regarding the Red Scarf Project, due to the nature of the executive team and how we are usually a termly (per 4 months) volunteer based group, this term's team was not able to be involved in the project. Nevertheless, all information regarding the Red Scarf Project will be passed down to the incoming executive team (in an email sent to the External Director on the 28th of April for Colin). I would also like to pass down a note to the incoming External director informing them of the project and of Glow's interest in partaking in it.

Regarding our desire to be involved in the project, we wanted to know if there were any means we could participate without knitting, as in we could provide knitting supplies or any other task. We can provide knitted product but we are not sure if any of our volunteers would a) have the time outside their classes and volunteering to be there in person and b) whether our incoming volunteers this September would be able to knit.

An email was sent to Colin with the above information/request, no reply was received by the time this report was written.

Safer Sex Supplies

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
- Ultra-Lubed Condoms
- Lubricants
- Dental Dams

Colin also acquired ultra-thin condoms as a one-time thing. One box remains of these condoms and is placed on the shelf with the rest of safer-sex supplies. More has been ordered before the term ended, awaiting delivery.

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 box of expired non-lubed condoms was kept in the supplies drawer to be used as decorations for Drag-me to the Bomber events.

Recommendations

In the hopes of being used in future terms, a spreadsheet was created by the Winter '17 External Director 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!

Social Director

For the Spring 2017 term the responsibilities of the Social director were split on the External and Internal directors.

The Social Directors during the Spring '17 term were in charge of planning, setting up and executing volunteer socials throughout the term. In addition to filling out event reports following each event.

This Spring term, two volunteer socials planned. A karaoke Social and a Bonfire Social. The karaoke social went as planned and was a success with the volunteers. The bonfire social on the other hand had to be replanned due to weather conditions on the day of, instead Ice cream, along with toppings such as syrups, sprinkles, etc. were served and several people played board and card games.

Recommendations for future terms without an official social director would be to a lot the responsibilities of the position to two (or more) directors (preferably not Education, Advocacy or Internal due to their pre-existing heavy workload).

In the case of an official Social director being appointed, I cannot think of any recommendations other than what is normally expected of them; i.e., book rooms, sites, etc. in advance and visit bookings with extra requirements such as sound system or lighting system to be able to go over specifics beforehand and avoid technical delays during the actual event.

There was no Social Director email handed to either Social directors.

INTERNAL DIRECTOR REPORT

General Responsibilities

Internal Director is responsible for events, issues, anything that relates to the volunteers of the Centre and what happens in the Centre.

Specific responsibilities

- Scheduling volunteers (for regular office hours, exam office hours, weekly events, and any Glow events that will come up)
- Doodle is good for creating things like office hour schedules (TIP: You can download the Doodle as a spreadsheet, which can help you plan schedules. Ask Kit for an example.)
- Google Forms is good for things like one-time event sign ups (Remember to include a section for name, so you know who's signing up)
- Dealing with conflicts and issues with volunteers
- Including reaching out to them when they've been consistently late/absent from their shifts/events
- Reading the volunteer logs to make sure people are showing up to their shifts
- Being the main line of communication between volunteers and the rest of the exec team + coordinators
- The Facebook volunteer group will be mostly where you communicate with volunteers
- If you're comfortable with it, it helps to add the volunteers as friends so it's easier to reach out to them
- E-mails are also a good way to reach out to volunteers for urgent/serious messages as some volunteers may have muted the group or are not on Facebook often
- Keeping track of volunteers
- Events and shifts included but also managing the strike/points system
- Stocking the Centre with supplies
- Attend weekly executive meetings

Compost

Glow will get a compost bin from Campus Compost at the beginning of the term. Campus Compost will collect the compost, but some places near a collection centre may require volunteers to take the compost to the collection centre. Possibly, this could mean those inside the SLC; for more information, you can contact uwcampuscompost@gmail.com. You can also rent (for free) a compost bin for events from Campus Compost.

Remember to go over this in volunteer training. There should be a slide for compost in the training slides.

Beginning of Term

Beginning of term takes a lot of time and effort to schedule volunteers

The schedule will change multiple times as more volunteers join after alternate training, and as volunteers figure out their schedules

Before the first training

- Prepare a Google form to track availability and preferences of volunteers
- There are examples in Internal's Google Drive
- Doodle has marginally improved since we first started using it, so creating a Doodle for office hour scheduling is probably a better idea than making a Google form with all the options
- Before a volunteer leaves the Centre after training, make sure they filled out the Google Form and Doodle
- It can be hard chasing down people in the future to get them to fill it out
- Before training, make a Facebook group for the volunteers

During training, have the volunteers add you on Facebook, and then add them to the group

Keep track of which volunteers are peer support trained and which ones aren't

Office Hours Scheduling

- Incorporate the weekly schedule as a tab in the Volunteer Logs
- Volunteers can see the updates themselves, but make sure to notify people if you update it
- Volunteers generally expected to commit to 2 hours a week
- Try to accommodate volunteer preferences, but likely the schedule will not work out perfectly
- If there is a spot that is not filled, you can ask the Volunteer group if anyone is willing to take it, or if an exec is willing to take it
- Fall is expected to have many volunteers, so consider having two volunteers on shift per office hour
- Depending on interest in peer support, you may want to have an alternating schedule for peer support

One-Time Events Scheduling

- Google Forms, with time date and a short description can be posted to the volunteer group
- Once the schedule is decided upon (usually about two days before the event, but could probably be earlier, depending on how many people are interested in signing up and how often you promote the event), you can make the schedule in a Google Sheet
- I used one Google Sheet and created different tabs
- I think the first tab is the one that opens when you click on the shared link? It's either that or the tab you're on when you create the shared link
- Remember to post the schedule, usually one or two days before the event (I also tag volunteers to notify them)
- If Events Committee gets formed, you can contact them directly
- Can also ask volunteers in the Centre during peak hours, or post on Facebook
- You may need to make posts multiple times
- In Fall/Winter terms, it is recommended 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.

Weekly Events

- Once weekly event facilitators are chosen, it helps to add them to a Facebook message group so it's easier to communicate with them
- You might want to add the Media/Marketing Director to the chat too, at least initially so they can communicate with the facilitators about when to promote events
- Hold meetings with the facilitators to brief them on their roles (we couldn't arrange for a time to meet up in person in Spring term, so I sent them the briefing over Facebook message)
- Remind them to introduce themselves (names, pronouns) and the Glow policies before every weekly event
- TAT and TTT facilitators should prepare a list of all the topics they plan on using for the term; Movie Night facilitators should prepare a list of all movies they plan to use for the term
- You should save the list somewhere to use, just in case they forget which topic they're on
- Let Marketing Director know so they can queue the posts
- Remind TAT and TTT facilitators they need to prepare insightful questions to guide the topics
- Check in around midterm season to see how facilitators are doing
- Remind them to tell event goers about the Glow policies at the beginning of every event
- Consider implementing a monitoring program for weekly events
- EG. Execs choose a random weekly event to drop in on to make sure facilitators are being appropriate, arriving on time, buying snacks, etc.

Exam period scheduling

- It's okay if not all hours are filled
- Spring 2017 exam hour schedule has the last two days filled up by one or two people because they wanted to, not because they had to
- Hours are on a "do what you can" basis
- Try to ensure that there is at least one peer support hour a week
- Make sure the volunteers are comfortable with the number of hours assigned to them.

Strikes and Points

- It's your responsibility to keep track of strikes and points
- Use your discretion
- Consistent lateness can also count as a strike
- 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 one-hour shift = 1 point

General helpfulness = 2 points

Volunteering at an event = 3 points

Midterm Policy Review (Mandatory)

- 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.
- Was not implemented in Spring 2017 due to time constraints
- The initial midterm policy review session just occurs 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.

Midterm Policy Review 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 A 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

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

Advocacy received one Incident Report Form this term that was primarily addressed by the Coordinators.

Advocacy also organized booths at two events this term that may be ongoing:

Menstrual Hygiene Day

- First time held at UW with HeforShe on May 26th (international day is May 28th)
- The event was divided into two parts: Booths and a speaker panel. Glow had a booth with the interactive game Glowpardy that included new terms related to menstrual hygiene. Three of us also attended the speaker panel to ask questions about trans* issues.
- Glow participated because the language and focus of the event was extremely cis-centred, especially the speakers that were chosen. After working with the main organizer of the event and sending her a few emails to correct specific language, she was very cooperative and understanding. However, Glow became involved too late in the event, so the speakers that were chosen used very cismormative language, even after being corrected at the panel.
- The organizers plan to hold the same event next May, and have at least one speaker that can talk about trans* issues and menstruation. They have shown interest in working with Glow to find a potential speaker and to be more inclusive in the future.
- There is a folder in the Advocacy google drive with materials and Glowpardy terms that were used and could be used in the future. The cards for the Glowpardy terms are still in the centre.

Sexual Assault/Violence Awareness Workshop Part 1

- The Women's Centre held a workshop to raise awareness about sexual assault and to teach staff and students how to respond to victims of sexual assault. It was the first time they had put together this event and likely plan to in the future as well.
- The Glow Centre and the Shore Centre held booths for Part 1 – with help from a few volunteers we put together a new booth with facts and support for LGBTQ+ survivors of sexual assault. The booth is still in the centre for future events. We also made new Glowpardy cards with terms relevant to sexual violence which are also still in the centre. The materials and definitions we used are in a folder in the Advocacy google drive.
- The speaker that was chosen to run the workshop used inclusive language for the most part, and dedicated a portion of the session to talk about sexual violence and the LGBTQ+ community.

Advocacy now oversees the Speaker's Bureau (a database of LGBTQ+ identifying folk who are willing to speak at events about their lived experiences). The Speaker's Bureau has primarily been used to book student speakers for the Making Spaces workshops that teach staff, faculty, and students to be good LGBTQ+ allies. So far, the Speaker's Bureau list is generated from the google application form that is sent out to interested students and alumni. It has the potential to grow to include staff, faculty and community members with LGBTQ+ lived experience and to participate in other speaking events (such as the next Menstrual Hygiene Day) but it needs to be more organized for that to happen. This term, we have discussed the possibility of including the Speaker's Bureau google application form in the volunteer sign-up to grow the list of participants.

Making Spaces workshops are usually booked by sending a google form to all contacts in the Speaker's Bureau list to indicate availability. Three or four speakers have been booked in the past to reflect a variety of lived experiences. It is important to brief speakers about the nature of the workshop, the types of questions that will be

asked, and what is expected of them before each workshop. The briefing should NOT be within earshot of those attending the workshop (i.e. not outside the workshop room). Making Spaces is expected to send the Glow or Advocacy e-mail a list of general questions that will be asked so that speakers have time to prepare in advance.

Lastly, as Advocacy I have edited the Volunteer Training Slides to include basic terminology about ethical non-monogamy (including polyamory and open relationships) and about kink (including fetishes and BDSM). Because the slides only include basic terms, they can be the first step to include more nuanced information and terminology in the future. For example, slides could be added to include other terms related to non-monogamy, such as 'polyfidelity' and 'swinging'. These terms could be presented in a similar fashion to the current slides about sexual and gender identities.

SOCIAL MEDIA & MARKETING DIRECTOR REPORT

My position as the Social Media and Marketing Director involved advertising Glow events as well as events from other LGBT+ organizations that emailed or Facebook messaged Glow. A couple of work and volunteer opportunities were also advertised this term on Facebook. Events and opportunities were also marketed over our Facebook and Twitter page. I also designed posters for events that didn't have one using Canva which is a free graphic design software. Also, on a day to day basis, I checked the Glow Facebook page to see if anybody messaged us.

Another job of the Social Media and Marketing Director was making posts about LGBT+ visibility and awareness days on both Facebook and Twitter. A list of these can be found on Wikipedia and I created the posters for them using Canva.

An idea suggested by the Advocacy Director was further advertising events by posting info blurbs each day about the topic of the event a few days before the event. This was done for Menstrual Hygiene day where a menstrual hygiene fact was posted daily to remind people about it as well as increase interest in it.

Every week I would also advertise Glow's weekly events on Facebook and Twitter. I received the topics for the events over the weekly event Facebook group chats. Event facilitators had a list of topics completed by the first week of the term so that they could be scheduled months in advance. Getting this list as soon as possible minimized the need to badger the event facilitators for topics. Event facilitators should also provide a list of trigger warnings for Movie Mayhem. Facebook weekly events were also advertised 6 days in advance at 12 pm. Twitter weekly events were advertised the day of the event and they were posted at 12 pm for the event except for Tea Time Talks which is advertised at 10 am. A suggestion for future terms would be figuring out holidays that Glow won't be open on in advance to prevent accidentally scheduling weekly events for those days and to notify the facilitators.

In addition, we got a suggestion to raise the Pride flag for Pride month over Facebook and hope to continue this in future spring terms.

During this the exam period, I post the office hours on a weekly basis over Facebook since exam office hours can differ from regular hours.

One thing that I got started but didn't take-off was the Glow Discord group, Good Goose (GG). This group was dedicated to creating an open chatroom to discuss LGBT+ topics as well as help connect Glow gamers. It might have more success in the Fall term when there are more volunteers.

A task I wished I carried on from the last term was posting the “Did You Know” blurbs every Monday on Facebook and Twitter. I was also unable to implement the emailing system this term but I have gone through it and deleted old emails from it so that it is ready to be implemented at any time.

APPENDIX 2: IMPACT REPORTS

- There were approximately 4687 centre users this term, not accounting for the likelihood of repeat visitors. As this is first term of the fiscal year, the year total is 4687. This number is expected to increase in the incoming Fall term with more students on campus.
- 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 1,210 likes, with a gain of about 40 from May. It shows an average of 550 people reached per post between May and August (up from 470 in the previous 4 months). The highest reach within a day was 1,466, on May 14.
- Since Facebook limits the amount of organic reach, it may be difficult to expand our network without paying for further engagement. It is recommended that major Glow events to be using paid promotion via Facebook.

APPENDIX 3: EVENT REPORTS

The following is a list of all the events that we have run in the S2017 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. Campus Life Fair Booth
6. Menstrual Hygiene Booth
7. Volunteer Karaoke Social
8. Orlando One-Year Vigil and Flag Raising
9. U@Waterloo Day Booth
10. Pride Bomber
11. Glow Goes to Pride T.O. 2017
12. Canadian Blood Ban Booth
13. Volunteer EOT Social

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	\$130	Date	May 6th, 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

Including Facebook, EventBrite, and website statistics where appropriate.

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

Provided information on the Glow Centre's services and events in exchange for a stamp on a Bingo Card.

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	May 15, 2017
		Times & Timing	11:00AM-2:00PM
		Location	SLC Courtyard
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	8
Partners in organizing	Federation of Students	Comments:	N/A
Number of students involved in planning and execution	6	Demographics: Students at the University of Waterloo.	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

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

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.

Learning Outcomes: The guests learned about the Glow Centre (what we do, where it is, upcoming future events) and about volunteer opportunities.

Summary of Event

The event went well as it informed many students about the Glow Centre as a service (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	\$31.71	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

Including Facebook, EventBrite, and website statistics where appropriate.

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>	Internal Director Social Media & Marketing Director TAT event facilitators	Total Participants	70~ throughout the term
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	3	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

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.

Topics include those closely related to the queer community, such as coming out, intersectional feminism, marriage equality, and asexual exclusion within the community.

Recommendations for Future Events

In the future, we will have the event shared on the Feds calendar 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>	Internal Director 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	3	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

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, like previous terms.

Recommendations for Future Events

In the future, we will have the event shared on the Feds calendar 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>	Internal Director 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	3	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

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 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>	Internal Director Social Media & Marketing Director TTT event facilitators	Total Participants	60~ throughout the term
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	3	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

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, Kinky Boots, and Boys Don't Cry.

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 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.

Campus Life Fair Booth

Information booth for interested University Students to learn about the services and events offered by the Glow Centre.

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	May 10, 2017
		Times & Timing	11:00AM - 2:00PM
		Location	SLC Great Hall/MPR
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Feds Glow	Total Participants	8
Partners in organizing	N/A	Comments:	
Number of students involved in planning and execution	5	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook across the pages of multiple organizing partners

Goals and Learning Outcomes of the Event

Promote awareness for the service.

Summary of Event

This was a beginning of term promotional booth to attract volunteers and increase awareness.

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.

Menstrual Hygiene Day Booth

The purpose of the event was to raise awareness about period stigma and to help others recognize the importance of menstruation in the health of people that menstruate. This year, the theme of International Menstrual Hygiene Day was "Education". The Glow Centre had an interactive booth at the fair and participated in the speaker panel discussion to promote trans inclusivity in the event.

Category <i>Educational, Social, Promotional, or Other</i>	Educational/Awareness	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	0	Date	Friday May 26th		
		Times & Timing	11:30 AM - 3:30 PM		
		Location	STC		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow exec team	Total Participants	30 - 40 including the fair and speaker panel.		
Partners in organizing	N/A	Comments:	^ From Glow		
Number of students involved in planning and execution	6	Demographics: Waterloo Students and other members of the Waterloo Region community.			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Internet					
Goals and Learning Outcomes of the Event					
Non-users of Glow who attend the interactive booth for the Glow Centre will be able to learn about how trans* people are affected by menstruation stigma and learn about the Glow Centre as evidenced by the interactive game they play, the information provided by booth volunteers, and any pamphlets they take. They will be able to consider trans* people when thinking and talking about menstruation and remember the Centre's services when needed.					
Summary of Event					
To promote menstrual hygiene awareness.					
Recommendations for Future Events					
The Glow Centre plans to be more involved in future events about Menstrual Hygiene Awareness to continue to promote trans* inclusivity.					

Volunteer Karaoke Social

A social opportunity for Glow volunteers to meet each other in a friendly, open environment over snacks and singing. This took place in POETS Cafe in CPH.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$25	Date	May 21, 2017
		Times & Timing	6:00 – 9:00
		Location	POETS
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: Glow volunteers	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

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 POETs in the CPH building. We brought a microphone and a list of songs, and had a karaoke style sing-off. We also had a bunch of snacks. based on the goals and learning outcomes stated above the event was a success, bringing glow volunteers closer and showcasing some cool singing abilities.

Recommendations for Future Events

It should be noted that setting up was a bit bumpy due to the executive team's inexperience with the sound system in POETS, having an executive go to POETS a day or so beforehand to go over the sound system would make this issue avoidable.

Orlando One-Year Vigil and Flag Raising

The first-ever Pride flag raising ceremony at the University of Waterloo! The flag was raised next to the Federal flag and stay raised for the month of June! The event was at SCH.

Immediately after the Pride flag ceremony, A candlelight vigil in remembrance of the victims of the Pulse Orlando massacre was held in the MC Rock Garden.

Category <i>Educational, Social, Promotional, or Other</i>	Educational, Social, and Promotional	Service Name	The Glow Centre for Sexual and Gender Diversity		
Total Direct Event Costs	20	Date	June 12, 2017		
		Times & Timing	8:50 PM		
		Location	SCH and MC Rock Garden		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	20		
Partners in organizing	Federation of Students President.	Comments:	N/A		
Number of students involved in planning and execution	8	Demographics: UW Students, Staff, Faculty and Waterloo Community			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
Facebook event page and Feds Events Calendar					
Goals and Learning Outcomes of the Event					
The student body, staff and faculty - particularly LGBTQ+ individuals and community members witnessed the pride flag being raised on the UW main campus for the first time in UW history in celebration of Pride month, due to the nature of the incidents occurring over the past years this was a show of support and acceptance towards all members of the community. The Orlando Vigil that followed was a remembrance event meant to remind the community of the atrocities of hate crimes and that even a year after the shootings the community still remembers each victim of the shooting and stands in solidarity against any hate that anyone has ever experienced due to their gender or sexual orientation.					
Summary of Event					
Please refer to body of the report.					
Recommendations for Future Events					
N/A					

U@Waterloo Day Booth

Glow promotional booth hosted at U@Waterloo Day of Visit to promote to incoming students.

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	May 27, 2017
		Times & Timing	10:00AM-1:00PM
		Location	Feds Hall
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow exec team	Total Participants	~200
Partners in organizing	Feds	Comments:	
Number of students involved in planning and execution	6	Demographics: Parents, incoming students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

N/A

Goals and Learning Outcomes of the Event

Students become aware of Glow as a service before they come to the University in the fall.

Summary of Event

Glow volunteers hosted the booth.

Recommendations for Future Events

It is recommended to have more than 2 people for the setup since the tent top is very heavy.

Pride Bomber

Open mic and dancing, as well as LGBTQ+ identity bingo cards, at the Bombshelter Pub to promote the Glow Centre's participation in the Toronto Pride Parade.

Category <i>Educational, Social, Promotional, or Other</i>	Promotional, Social	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	Included in Pride Cost	Date	June 20th, 2017
		Times & Timing	8:00 PM - 12:00 AM
		Location	Bombshelter Pub
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Kit Cui (Internal Director) Charles Peitzmeier (Coordinator) Judy Liu (Coordinator)	Total Participants	15
Partners in organizing	Student groups, campus partners, etc.	Comments:	N/A
Number of students involved in planning and execution	7	Demographics: Waterloo students, mainly users of the Glow Centre	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Promoted as Facebook event, and in volunteer pages.

Goals and Learning Outcomes of the Event

Waterloo students who attend Pride themed Open Mic Night and Identity Bingo will be able to learn more about Glow's involvement with the Pride Parade and learn more about the experiences of different LGBTQ+ identities as demonstrated by Glow's Pride Promotional booth and the Identity Bingo cards which will help them understand different identities and orientations, as well as give them information about Glow.

Summary of Event

Social event.

Recommendations for Future Events

Start planning and promotion in May to maximize attendance. Focus on promoting this event as an event that also welcomes LGBTQ+ allies.

Glow Goes to Pride T.O. 2017

Glow takes 100 people, including students, guests, and staff members to march as part of the Toronto Pride Parade.

It is important to note that this year the President of the University of Waterloo also joined.

Category <i>Educational, Social, Promotional, or Other</i>	Promotional, Social	Service Name	Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$2700~	Date	June 25, 2017
		Times & Timing	10:00 AM to 7:00 PM
		Location	Toronto
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Judy Liu & Charles Peitzmeier (Coordinators)	Total Participants	100
Partners in organizing	Equity Office Federation of Students (VP Internal as float driver)	Comments:	Demographics: University of Waterloo students, guests, and staff members; Toronto public
Number of students involved in planning and execution	8		

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event, poster distributed across campus, word of mouth, in person promotion, emails

Goals and Learning Outcomes of the Event

Glow marchers gained a sense of community and learned about inclusivity, which is the theme of Toronto Pride this year. By participating in the march with University staff members, especially the President, the event strengthened the bond between students and staff. The Toronto Pride Parade is an annual event aimed to increase LGBTQ awareness, celebrate individuality, and promote inclusivity of the marginalized.

Summary of Event

Please refer to body of report.

Recommendations for Future Events

Please refer to body of report.

Canadian Blood Ban Booth

The Glow Centre held an information booth to inform interested parties about Canadian Blood Services' ban on men who have sex with men from donating blood. Pins and stickers were handed out to bring visibility to the event. People affected by the blood ban could place stickers on our poster board, to represent how many people are affected by CBS' blood ban.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre of Sexual and Gender Diversity
Total Direct Event Costs	Costs of stickers + Pins	Date	July 05, July 06, 2017
		Times & Timing	12:00 PM - 2:00 PM
		Location	SLC Marketplace
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Kit Cui (Internal Director) Charles Peitzmeier (Coordinator) Judy Liu (Coordinator)	Total Participants	50~
Partners in organizing		Comments:	N/A
Number of students involved in planning and execution	4	Demographics: University of Waterloo student community	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook

Goals and Learning Outcomes of the Event

People passing through the Student Life Centre who listen to Glow's educational talk on CBS' blood ban will be able to understand the effects of the blood ban on LGBTQ+ community and how it is detrimental to Canada's blood shortage as demonstrated by them taking a pin to show solidarity or to placing a sticker which will help raise awareness to the effects of the blood ban.

Summary of Event

See above.

Recommendations for Future Events

Edit the poster board so it is more eye-catching, gives more information.

Volunteer Appreciation (“Bonfire”)

The event was originally scheduled to be a bonfire, unfortunately it was raining so the event was moved into the centre. Ice cream, along with toppings such as syrups, sprinkles, etc. were served. Several people played board and card games.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Gender and Sexual Diversity		
Total Direct Event Costs	\$0.00	Date	July 12, 2017		
		Times & Timing	6:00 PM to 9:00 PM		
		Location	The Glow Centre		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Glow Exec team	Total Participants	12		
Partners in organizing		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 private to Glow Volunteers.					
Goals and Learning Outcomes of the Event					
To foster a sense of community and get volunteers to socialize with each other outside of regular Glow office hours.					
Summary of Event					
See above.					
Recommendations for Future Events					
Book a backup room one week ahead of time.					

End of the Term Report Spring 2017



Prepared by: Carlie Kong

1.0 INTRODUCTION

This report analyzes the occurrences and outcomes that have taken place within Co-op Connection during the Spring 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 I 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, I received great graphics to post and share on social media to promote these opportunities as well. In regards of hiring, I received a good number of applicants for all positions. There were two applicants for coordinators and twenty-one for Executive positions. I successfully hired one coordinator and three executives. Since the service has reduced the Coordinator positions to one position, I decided to hire a finance executive to assist the coordinator. I believe that Jade Alexander, Coordinator for Winter 2017, will be able to lead the service with her expertise and past knowledge. For executive positions, I hired Jeannie Au as our Sponsorship Director, Rhea Jacob as our Finance Director, and Ritika Rao as our Marketing Director.

As for City Ambassadors, I am very excited to have chapters in San Francisco, Calgary, New York, Toronto, Waterloo/ Kitchener/ Cambridge, Montreal, Ottawa, and Seattle. Interviews for all positions were conducted in person or via Skype.

Table 1. Fall 2017 Team

Coordinators	
Coordinator	Jade Alexander
Executive	
Admin and Marketing	Ritika Rao
Finance	Rhea Jacob
Sponsorship	Jeannie Au
City Ambassadors	
Toronto	Delina Coates, Rishabh Bahri
Ottawa	Malvika Balaraj, Luna Liu
KW/Cambridge	Apery Kirakalapratapan, Felicia Wong
San Francisco	Oluwaseun Makinde, Eniko Zsoldos
Montreal	Calvin Chan
New York	Borianka Kuteva
Calgary	Kelvin Lau, Maggie Liu
Seattle	Guozhen La, Eddie Zhang

2.2 TRAINING INFORMATION AND REVIEW

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

2.3 MEETINGS

The coordinator 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 coordinator also met with the executives Priyanka Loganathan, Rhea Jacob, and Theresa Lee weekly to discuss progress and to 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 using:

Article Interview - Success Story: The previous Co-op Connection Coordinators suggested this idea and I 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. This term, Co-op Connection was featured on the Feds website, as an article about the service was written and posted on www.feds.ca, and this was great PR for the service and our job postings.

I 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. To make up for this, I ordered laptop stickers for Co-op Connection (leftovers can be found in the office in SLC 3107 for next term), which were a huge hit.

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.

This term, I piloted a new event for Co-op Connection – Meet Your City Trivia Night at the Bomber. This event was SUPER successful – we provided free pizza, fountain drinks, and appetizers for students on co-op next term, and hired a host (all with the special projects budget) to host Trivia Night. I made up a list of questions, and Mike Cimetta, the Feds Office Receptionist, hosted the event, which attracted more than 80 students. The purpose of this event was to give students an opportunity to meet others living and working in their city next term before actually moving there

(to meet potential roommates and friends to go explore the city with), and I hope that this event becomes a tradition for future terms. This was advertised through both The Bombshelter Pub and Co-op Connection's Facebook Pages, as well as through posters and the Did You Get Matched booths.

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. Some City Ambassadors have also reached out to send e-mails about their events directly to students in their city linking them to the Facebook event and pages, which was also showed positive results.

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. The coordinator 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 swag. In the future, other giveaways should be considered. This term, we ordered laptop stickers to include in the giveaways, and that was a huge success. We didn't have a great turnout when it comes to hosting different booths this term because there were 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, Seattle, Markham/Richmond Hill/ Vaughan, Calgary, and Hong Kong this term.

4.1 CO-OP CONNECTION CHAPTER EVENTS

Toronto

Beginning of Term

The Beginning of Term Event was held on May 21 Toronto Music Garden, with a total direct cost of \$628.92. The event yielded lower numbers than expected. Although we expected around 80 based on previous BOT events in that location, we ended up with about 65. Many people came in groups with people they know previously. We had catering from the convenience store and Subway. Execution of the event was done well, and clean up was done together, and the venue was amazing on a sunny day.

Middle of Term

The Middle of Term event was hosted at the Lone Star Texas Grill in downtown Toronto on June 10, 2017. Students shared appetizers and met new students living nearby, and got the opportunity to interact with connections they've already made during the BOT event. The total cost of the event was

\$385.05. The venue was amazing, service was good – recommendations for next time include booking in advance. A total of around 40 students attended the MOT.

End of Term

The event was hosted at High Park in downtown Toronto on July 29. Co-ops began arriving at the event at around 5 pm. The latest that people stayed was until 8 pm. The cost of this event was \$296.65, and around 30 students attended. Students played board games, soccer, frisbee, and enjoyed snacks provided from a local supermarket. It was a great location for outdoor activity in the spring, but a bit far away from other students working downtown.

Vancouver

Beginning of Term

The beginning of term event for this chapter was held at Steamworks Brew Pub, with the total number of attendees being 30 and a budget of \$330.33. The event happened on May 8, 2017, and the main method of promotion was Facebook. Students met each other through mingling, and the budget was used to purchase appetizers and other food.

Middle of Term

The middle of term event for this chapter was held at the National Lampoons Vacation, with the total number of attendees being 6, and the budget was untouched, as this was a free event. The event happened on July 25, 2017, and the main method of promotion was Facebook. Students got to interact with students they've met from the BOT event, and they wandered around Stanley Park before enjoying the outdoor movie screening.

End of Term

For the End of Term event, the City Ambassador hosted a hiking event at St. Mark's Summit on Cypress Mountain on August 25 at 9:00 AM. This event had a small turnout of only 7 people, and the event cost \$0. The City Ambassador drove a couple students up to the mountain, and students hiked and met up at the top of the mountain to enjoy the nice view and munch on snacks.

Kitchener-Waterloo-Cambridge

Beginning of Term

On May 11, 2017, the beginning of term event was held at the Pub on King at 7 PM. The event had a good turnout of around 70 co-op students. The total cost of this event was \$304.64. The students had a great time and the budget was used to purchase appetizers and other food for students to share.

Middle of Term

For the middle of term, the City Ambassadors hosted the event at The Clever Archer. The event happened in July 12th, 2017 from 7 PM to 9 PM, with 16 students attending. The cost of this event was

\$378, with \$169.75 reimbursed through Co-op Connection, and \$208.25 collected from individual students. The room was restricted to 18 students, so the booking was based on a first-come-first-serve basis. The venue is definitely recommended because students has a fun time enjoying archery (as opposed to just sitting around and eating dinner like other events), but the one big thing to keep in mind is that only 20 people can play at a time, so it cannot accommodate a large amount of students.

End of Term

For the end of term event, the City Ambassadors hosted it at Games on Tap on August 23, 2017. The total number of students was 19 and the total cost was approximately \$249.60. The event was generally very successful, but one negative about it was that the snacks were fairly expensive, and we were required to order because of a large reservation.

San Francisco: Bay Area, Silicon Valley, Palo Alto

Beginning of Term

The beginning of term event was hosted at Dolores Park on May 13, 2017, with over 100 attendees and a total cost of \$281.22. The budget was used to purchase snacks, donuts and drinks, and the students enjoyed a great sunny day at the park along with activities such as volleyball and other games.

Middle of Term

The Middle of Term event was hosted at Six Flags in June, with around 20 co-op students from UW attending. The total cost for the event from the Co-op Connection budget was \$152.98, and the budget was used to purchase dinner at the end of the day at Olive Garden.

End of Term

The end of term event was held at 555 Market Street on August 19th, 2017. The city ambassador organized a career fair for UW students, with over ten employers attending (including Google, Twitter, and Uber). The number of attendees was over 200 students, and the city ambassador strongly encourages Co-op Connection to continue this tradition, as it was a super successful event. The cost was around \$175.00, and employers subsidized the remaining costs (free swag, venue booking costs, etc.). Contacts for future career fair opportunities are listed below for reference:

schua@squareup.com, priyanka.grandhi@adroll.com, bhaughney@fb.com,
cynthial@nvidia.com, mcdonoughc@google.com, kelseytibbetts@dropbox.com,
marlene@stripe.com, akuar@groupon.com, jasmine.morano@airbnb.com,
fwadley@wish.com

Ottawa

Beginning of Term

The beginning of term event for Ottawa was hosted at The Loft Board Game Lounge on May 13, 2017, starting at 11 AM. A total of 50 people attended this event, and the cost was \$261.73 CAD. The goal of the event was to meet and befriend other Waterloo students in the Ottawa area over the summer, and the city ambassador mentioned that this event was a huge hit. A lot of good feedback was received regarding the event, and everyone got to meet a variety of new people. The budget was used to purchase appetizers and other food items to share.

Middle of Term

The middle of term event for Ottawa was Britannia Beach on July 16, 2017, starting at 2 PM. A total of 15 people attended this event. The cost was \$90.54, used to purchase snacks and equipment such as soccer and volleyballs to enjoy on the beach.

End of Term

The end of term event for Ottawaw was hosted at Heart and Crown on August 24, 2017, starting at 7 PM. A total of 10 people attended this event. The cost was \$138.94, and the group enjoyed the Parliament Light show as well.

Seattle

Beginning of Term

The beginning of term event was hosted at Hard Rock Café, with a total number of 50 students attending, and a total cost of \$152.95 USD. The event happened on May 14, 2017, starting at 6 PM. Students seemed to have had a good time, and the city ambassador mentioned that he underestimated the amount of students who were going to attend, so in the end, students had to crowd at the tables. The budget was used to purchase food and appetizers for everyone, and students went to the Facebook residence to enjoy board games after dinner.

End of Term

The end of term event was hosted at The Market Hall, Axon on August 18, 2017. The total cost of the event was \$62.33 CAD, and around 24 students attended. Students attended the dinner at The Market Hall, and then enjoyed board games at the Axon office afterwards.

Hong Kong

Beginning of Term

The beginning of term event was hosted at Mong Kok, with a total number of 3 students attending, and a total cost of \$30 CAD. The event happened on May 30, 2017, starting at 12 PM. Students enjoyed a lunch from the co-op connection budget at a café, and took a walk around the Mong Kok area with the city ambassador.

End of Term

The end of term event was hosted at Tsim Sha Tsui in Hong Kong on August 10, 2017. The total cost of the event was \$121.96 CAD, and 4 students attended. Students attended the dinner at a restaurant, but the city ambassador recommended booking a table in advance for popular destinations, as they had to wait two hours to sit down. The budget was used to purchase dinner for the students.

Markham/Richmond Hill/Vaughan

Beginning of Term

The beginning of term event was hosted at Destiny in Richmond Hill, with a total number of 20 students attending, and a total cost of \$300.35 CAD. The event happened on May 11, 2017, starting at 6:30 PM. Students enjoyed appetizers and snacks on co-op connection's budget, and the city ambassador recommends this venue for future events, as it is relatively large and can accommodate a lot of people (remember to book in advance).

Middle of Term

The middle of term event was hosted at Omescape in Markham on July 11, 2017. The total cost of the event was \$102 CAD, and 15 students attended. Students enjoyed board games covered by co-op connection's budget. Once recommendation that the city ambassador had was to go on Tuesdays, as there is a special promotion at the venue on those days.

End of Term

The end of term event was hosted at Archery Circuit on August 22, 2017. The total cost of the event was \$200 CAD, and 16 students attended. Students enjoyed an evening of archery covered by co-op connection, including games such as archery tag and dodge ball. Everyone got the chance to interact with each other, which was a nice change from simply talking at a restaurant. A recommendation that the city ambassador mentioned was to call in advance to ask for a discount at the venue for large groups.

Calgary

Beginning of Term

The beginning of term event was hosted at The National Bowling, with a total number of 9 students attending, and a total cost of \$165.98 CAD. The event happened on May 16, 2017, starting at 7:00 PM. Students enjoyed bowling covered by co-op connection's budget. The attendance was slightly lower than expected due to bad weather, but students still enjoyed a great time interacting and meeting new students. There was also a restaurant connected to the venue, so it was convenient to grab dinner afterwards.

Middle of Term

The middle of term event was hosted The Calgary Stampede on July 6, 2017. The total cost of the event was \$0, and 5 students attended. A group of students attended the opening night of the Calgary Stampede along with the city ambassador, and got to explore the grounds together. The group also watched a Bollywood Dance Show and Dog Show. The city ambassador mentioned that this event is only successful with a smaller group, as the event is huge and it would be extremely difficult to coordinate a larger group.

End of Term

The end of term event was hosted at Paddle Station on August 12, 2017. The total cost of the event was \$189 CAD, and 8 students attended. Students met at the Paddle Station in Shouldice Park, where they rented a raft and then floated down the Bow River through Calgary before arriving at St. Patrick Island. This event was great because it allowed students to see the beautiful nature in the city.

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.

As for the events in the respective cities, I would generally recommend city ambassadors to book venues in advance, and contact the company to explore discounts beforehand for large groups. As well, I strongly suggest the career fair in San Francisco to continue as a tradition for future terms, as the event was strongly well received, and the employers seemed open to host events like this in the future. It is a great opportunity for students to talk and connect with employers, and this event also perfectly aligns with Co-op Connection’s goals and values as well – to provide students the opportunity to create meaningful professional and social connections. A big thank you to Hussain, the San Francisco City Ambassador for Spring 2017 for putting together and hosting this event.

5.0 PARTNERSHIPS AND SPONSORSHIPS

5.1 PARTNERSHIPS MAINTAINED

This term we have strengthened our relationship with CECA. Our CECA advisor, Franco Solimano, was able to assist us with the statistics we required for our sponsorship discussions as well as mass e-mailing services at the beginning of the term so that students are informed about the activities and events happening for their city. 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 draft to Franco and CECA books 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 Franco, 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

In the Winter 2017 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.

This term, we have been working on trying to secure sponsorship details with Shopify and Vidyard. Shopify offered to host the KW EOT event at their office, but was unwilling to provide anything else (i.e. food, entertainment ideas, etc.). After discussion with Brendan and the city ambassadors for KW, we have decided that this was not worth it, and the city ambassadors hosted their own EOT event at a board game café. In the future, we will not be accepting sponsorships that provide only the space – they must be able to provide other resources of value in order to become a sponsor. As for Vidyard, we are still in discussion with someone on their team, and if interested and possible, they will be able to provide sponsorship for Fall 2017. The contact for this is the city ambassador for KW for Spring 2017 – Kathy Jin. I recommend that the sponsorship director for Fall 2017 continue to contact more companies in order to obtain more funding for future events.

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 last term. If the company is interested, he/she can proceed by sending the Sponsorship structure document and follow up with a phone call or in person discussion. The volunteer for sponsorship this term has transitioned successfully everything to the next Sponsorship Executive for Fall 2017.

6.0 INVENTORY

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

- Two pull-up banners for on-campus use
- One tri-fold poster
- Banners for two cities (Toronto has one out)
- Business cards (~500)
- Co-op Connection logo branded pens (~150)
- A-Frame Board
- Buttons (~5)
- Co-op Connection logo branded Laptop Stickers (~150)

7.0 SPRING 2017 SPENDING BREAKDOWN

7.1 EVENTS

CITY	BOT	MOT	EOT	TOTAL
Toronto	630.07	385.05	296.65	1311.77
Markham/Richmond Hill/Vaughan	300.35	102.05	200	602.4
Ottawa	261.73	90.54	138.94	491.21
KW/Cambridge	304.64	169.75	249.6	723.99
San Francisco	281.22	152.98	175	609.2
Seattle	209.7	0	62.33	272.03
Calgary	165.98	0	189	354.98
Vancouver	330.33	0	0	330.33
Hong Kong	29.21	0	121.96	151.17
Total				4847.08

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	39.75
Subtotal	39.75

7.3 OTHER ACCOUNTS

Volunteer Appreciation	Expense	Note(s)
City Ambassadors	110	11 City Ambassadors
Exec	90	3 Executives
Subtotal	200	
Special Projects	461.65	Meet Your City Bomber Trivia Night (\$150 host + \$311.65 appetizers/drinks)
Total	661.65	

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 Coordinator on a regular basis to hand in necessary forms and to inquire about event logistics. City Ambassadors also contacted the Coordinator when they were in need of graphics (e.g. Cover photos, shareable posts, collages, etc.) for a particular event they were hosting, or if they had any general questions about reimbursement and event planning.

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. In addition, Co-op Connection's short term goal is to plan more events on campus for outgoing co-op students to feel supported and a sense of community. This will enable them to be more comfortable about leaving to work in a new city before actually setting off (i.e. hosting events to allow students to meet each other before their work term).

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 the fact that CECA 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, and obtain more sponsors so that more activities and food can be incorporated into future events.

9.0 SPECIAL THANKS

Feds

With all the staff and resources provided, Feds has been an extremely valuable stakeholder to Co-op Connection. Co-op Connection strongly values all the support we receive from all the departments we come into contact with, along with other Feds services.

Service Manager

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

VP Internal

Jill Knight has been an excellent person to ask about any questions regarding logistics of anything about our service whenever Brendan was unavailable, and to help me out with ordering gift certificates from Air Canada for our Feds Showcase event during Orientation Week.

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. I also ordered 200 Co-op Connection branded laptop stickers for marketing purposes, and the marketing co-op at Feds was super helpful in handling that order.

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	WatCACE Research	cecace1@uwaterloo.ca

2016)	Assistant	
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

APPENDIX I: COORDINATOR/CITY AMBASSADOR/EXECUTIVE/GENERAL VOLUNTEER ADVERTISEMENT

Co-op Connection Coordinator Positions for Fall 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 Fall 2017

About Co-op Connection

The mission of Co-op Connection is to connect UWATERLOO 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

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 Fall 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 one-hour training session with the coordinator.

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 Positions for Fall 2017

About Co-op Connection

The mission of Co-op Connection is to connect UW 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: 3

Volunteer Term: Fall 2017

Job Title: Sponsorship Director

Reports to: Co-op Connection (CC) - Coordinator

Duration: Fall 2017 Term

Time Commitment: 2-3 hours per week

Position Eligibility: Undergraduate student at University of Waterloo on campus in Fall 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 Fall 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: Fall 2017 term

Time Commitment: 1-3 hours per week (more during promotion periods)

Position Eligibility: Undergraduate student at University of Waterloo on campus in Fall 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 Fall 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: Fall 2017 term

Time Commitment: 1-3 hours per week (more during promotion periods)

Position Eligibility: Undergraduate student at University of Waterloo on campus in Fall 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 Fall 2017

Job Title: Volunteer, Co-op Connection (Fall 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 Fall 2017
- Must be dependable
- Must be approachable and comfortable speaking to people
- Excellent interpersonal and communication skills

Question in application:

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

APPENDIX II: CITY AMBASSADOR TRAINING MATERIAL

Co-op Connection City Ambassador Training Information – Fall 2017

A) Responsibilities

The City Ambassador plans a minimum of THREE events in their area throughout the term – Beginning of Term (BOT), Middle of Term (MOT), and End of Term (EOT). Please follow the suggested budget and not go over (EXTREMELY important because Co-op Connection has a set budget for the entire year). It is acceptable to move around your budget (for instance, use less for your MOT and use more for your BOT).

- Beginning of Term – September 5 – 19 (roughly within the first two weeks)
- End of Term – December 10 – 22 (roughly within the 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, date/time of event) to the Coordinator at coop@feds.ca or send him/her a message on Facebook/Slack.
- The City Ambassador is expected to attend all hosted events. During the event, the City Ambassador should engage with other event attendees and answer any questions that they may have about Co-op Connection. Most importantly, have fun! If you are interested in having a Co-op Connection banner for your event, please contact the Coordinator directly.
- 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 obtained from the vendor and Cheque Request Form to the address listed in the “Reimbursement” section. Please e-mail the Event Summary Form to coop@feds.ca.

B) Marketing

- For customized event Facebook banners/graphic requests, e-mail coop@feds.ca.
- Engage with the Co-op Connection community on Facebook, share events, news, etc. You are the life of the party!
- Do social media maintenance on the Facebook page as needed. You should be made the administrator of your chapter’s Facebook group by the beginning of the term, so you should post your events onto there.
- Set up a Housing and Carpool file on the page if you wish so that members can redirect all inquiries accordingly to avoid clutter/spam.

C) Reimbursement (IMPORTANT!)

- 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 the 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** that ensures how you paid. Yes, you can pay in cash, but with credit/debit, it is easier to track and has a physical receipt copy for you to keep, so please pay by card if possible. 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 alcoholic 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 **ONE WEEK** of the event, and send the Event Summary Form to coop@feds.ca within ten days. NOTE: TIPS/GRAUTUITIES FOR RESTAURANTS WILL ONLY BE REIMBURSED **UP TO 15%**.
- **Cheque Request Form:** select **70010|SPECIAL-PROJECT:EVEN01 - Events** for Account #. Leave the signature area BLANK – the coordinator and services manager will approve and sign it.

Account #: 70010|SPECIAL-PROJECT:EVEN01 - Events 
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 Form. Otherwise, you can pick them up at the FEDs office at the beginning of the following term or whenever you wish during the term (the FEDs office is open MON-FRI 9 AM - 4:30 PM) if you are in Waterloo.
- If you have questions/concerns at any time throughout the term, please e-mail me at coop@feds.ca or send me or the new Co-op Connection Coordinator a Facebook/Slack message!

Mail Cheque Request Forms to:

Feds C/O Brendan Lowther

200 University Ave West, SLC

Waterloo, ON

N2L 3G1

D) Key Contacts

- Jade Alexander: Co-op Connection Coordinator for Fall 2017. Please add her on Facebook and invite her to your events. Starting in September, you can reach her at coop@feds.ca
- Carlie Kong: Co-op Connection Coordinator for Spring 2017. Add her on Facebook too! If you have any questions between now and September 5, contact her at coop@feds.ca, or shoot her a Facebook message.
- Social Media
 - Twitter: @CoopFeds
 - Facebook: @UWCoopConnection; Co-op Connection City Ambassadors - Fall 2017

Good to Know:

- Brendan Lowther: Feds Service Manager
- Accounting – process cheque requests

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

Tentative Budgets

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

Calgary

BOT	\$150	The National on 10 th Bowling
MOT	\$0	Calgary Stampede
EOT	\$100	Rafting on the Bow, Boxcar Board Game Cafe
Total	\$250	

New York

BOT	\$230	
MOT	\$100	Boxcar Board Game Cafe
EOT	\$150	Rafting on the Bow,
Total	\$480	

KW/Cambridge

BOT	\$300	The Pub on King, Wildcraft, Huether Hotel
MOT	\$150	Ribfest, Movies in the Park, Sole Restaurant and Wine Bar, Grand River Rocks, Kinkaku
EOT	\$280	The Pub on King, Beertown
Total	\$730	

Toronto

BOT	\$700	The Fifth Social Club (do not go), Pacific Junction Hotel, Crocodile Rock (do not go), Jason Gorge, Firkin on King, Picnic at Harbour front
MOT	\$250	Escape Room, Board Game Café, Grace O'Malley's, Woodbine Beach, Nathan Phillips Square Skating, Nuit Blanche
EOT	\$400	Rivoli, Madison Ave Pub, Spice Route, Ballroom Bowl, High Park, Christmas Market
Total	\$1350	

Montreal

BOT	\$250	N/A
MOT	\$80	N/A
EOT	\$100	N/A
Total	\$430	

Ottawa

BOT	\$300	The Loft Board Game Café, Heart & Crown, Maclaren's on Elgin
MOT	\$100	Aerial Park, Go Karting, Gatineau Park
EOT	\$180	Lieutenant's Pump, Britannia Beach
Total	\$580	

San Francisco

BOT	\$350	Dolores Park Picnic/Bubble Tea, Golden Gate Bridge Park Ice Cream, Donuts near Pier 39
MOT	\$100	Six Flags, Alcatraz Island
EOT	\$250	Beach Day, Startup Sponsored Tech Talk & Networking Event, Restaurant with Reservations
Total	\$700	

Seattle

BOT	\$200	BBQ, Hard Rock Café
MOT	\$80	Games Night, Restaurant
EOT	\$200	Bubble tea, Board Game Cafe
Total	\$480	

APPENDIX III: SPONSORSHIP LIST (LIST FROM WINTER 2017)

KW

Shopify -> Declined space offer

Vidyard -> Interested

Kik → Contacted

Google

Desire2Learn → Contacted

OpenText → Contacted

Sunlife → Contacted
Manulife
Miller Thompson
Toyota Motor Manufacturing
IBM → 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 Companies

RezOne -> 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
Apotex → Contacted

Feds Off Campus Community

END OF TERM REPORT

Spring 2017

Prepared by:
Victoria Garner and Michael Pinnau
(Service Coordinators)
Sept 2017

Table of Contents

Introduction

Coordinators Victoria and Michael have just completed their first official term as Off Campus Community Coordinators. Both coordinators have been involved in the service for the past three years, and began their involvement as coordinators unofficially during the Winter 2017 term with the hiring of 34 dons for the 17/18 year. Their primary milestones thus far have been completion of the Off Campus Don training at the end of May, as well as the planning and execution of Orientation week. Orientation Week will be covered within this report, as the majority of its planning took place during the spring term, although it technically fell at the beginning of the Fall term. The service was not active for events for the spring term, but both coordinators were actively planning for the fall.

Volunteer Management

Coordinator/Executive Recruitment and Selection Interviews for the Coordinator positions were held in Winter 2016 by the 2015-2016 Off Campus Community coordinators; the coordinator positions are a year-long commitment with no foreseen changes for the 2016-2017 year. The Administrative Coordinator is Victoria Garner and the Operations Coordinator is Michael Pinna. No executives were hired for the Spring term because the Off Campus Community was an inactive Feds service.

Volunteer Recruitment

In February of 2017, the coordinators accepted applications from 58 students for the position, interviewing roughly 50 of the eligible students. From these, 35 students were chosen. One student resigned during the Spring 2017 term due to personal reasons, thus the team for the 17/18 year consists of 34 dons, with three acting as executives, and two coordinators. The executives for the Fall term were chosen at the end of July, based on applications submitted by current dons. They began their service the first week of classes, Fall 2017.

This year the process of academic checks went more smoothly than in previous years, with results coming in soon after hiring decisions were made. Due to the short timeline between hiring and training, the coordinators were unable to wait for the academic checks to be cleared before announcing their hiring decisions. This is not ideal, as it poses a risk of hiring a don, only to find that they are unable to accept the position due to academic concerns. This was almost the case with three dons who were hired, but the academic concerns were addressed by the end of the Winter 2017 term, and plans were put into place to provide those persons with adequate support. As such, the previous year's goal of being able to view academic results prior to interviews was not achieved, and remains a goal for future years.

Training

During interviews, applicants were advised to keep the last weekend of April free, in order to be able to attend the necessary training to become a don, if selected. The training provides an excellent opportunity for the team to bond and

learn valuable information about the service. For returning dons, a refresher on rules and regulations and updates to existing procedures make the training informative, and for new dons it allows them to gain context and skills not given during the interview. Above all, the training provides time and an environment to build the sense of community between dons that the service as a whole is based upon.

Training began Friday morning. This posed a barrier for some dons, as they were still at co-op jobs, sometimes out of town. We did this based on what has been done in previous years, but future years may want to consider using more of Sunday and beginning the training Friday afternoon. The dons are more tired Sunday, which can make learning more difficult, which we believe is the reasoning behind capitalizing on Friday's time for sessions. The benefits and costs should be weighed by future years, perhaps depending on how many students will still be on co-op prior to the training.

The training involved presentations by the coordinators to inform dons of expectations and responsibilities of their role, rules of the office, campus resources, and various case study examples that allowed returning dons to share their experience. The training also included a wide variety of icebreaker games to familiarize the dons with one another, as well as with the games they may use with their first years in the fall. Presentations were also done by a variety of campus resources throughout Friday and Saturday:

- Police Services (their role in the campus community and crisis response)
- Counselling Services (QPR Training and campus resources)
- The Writing Centre (Resources and email writing)
- Alaaddin Sidahmed (Mental health importance talk)
- Feds VP Internal Jill (Feds governance and her role)
- Jake, Janessa, Brendan (Feds clubs manager, special events manager, services manager)
- Student Success Office (campus resources)
- Warrior Athletics (intramurals and sports)

The presentations were praised highly by the dons, who were particularly engaged by the Police Services presentation and the mental health talk by Alaaddin, a former don. The presentation by Counselling Services was found to be lengthy and overly sensational by many in the group, who felt that it leaned more towards "tugging on heartstrings" and focusing on the dangers of mental illness, rather than a strong focus on strategies to help others and where to point them. This should be kept in mind if Counselling Services is called back next year. We feel they have valuable insight to offer, but it should be communicated that there is already several instances programmed into the training that instill the importance of mental health on our dons, and that we are looking for a presentation that is more informative of strategies rather than just facts and myths about mental health, from them.

Each of the Feds services also sent a representative to participate in a speed meeting activity with the dons to familiarize themselves with the other services and their functions. The only service absent was Co-op Connection, who was unavailable. We also attempted to have Off Campus Housing speak, but they had no

one available for the presentation times available. Instead, we received some slides from them to put on our website. The speed meeting session ended with a jeopardy game played by teams made of dons and service representatives.

A great amount of focus is placed on team building throughout the weekend. It would be impossible for our dons to foster a strong, welcoming community for our first years if they do not already have that foundation within their own group, so we place emphasis on building trust and friendships between the dons. The Off Campus Community is a team--oriented service in which member communication, understanding, and trust are absolutely necessary qualities in order for the service to run efficiently to best support our first years and the general off campus student community. Through their years with the service, the coordinators have noticed that the dons who apply the most effort to their role and become most deeply involved in the service are those who build the strongest friendships with other dons within the service. These friendships motivate dons to continue with the service throughout their degree, and to become passionate about helping it to become as accessible and widespread as possible. Much of this friendship is built initially through the icebreaker games, casual meals, and evenings in the REV residence. The most intimate of these bonding experiences is the Cross the Line activity, which illustrates for the group the importance of understanding that all of us have had very unique experiences that can't be guessed or understood merely from the surface. This activity covers sensitive topics that can be quite personal, so confidentiality and consent are stressed, building a sense of trust and openness within the dons, but also uniting them as trustworthy confidants in one another's experience.

Since dons are given a partner for the duration of the year, it is especially important that they feel bonded to that individual (or group of three). We had a short activity in which they discovered their partner:

1. Dons were given a slip of paper with a name or hint of a well known figure.
2. Dons could either search for the name of the person who would partner with theirs within a theme (ie well known couple, characters from a movie, etc.), or ask for a clue that would give further indication of who they were and who their partner would be.
3. Don partners found one another and sat down together to paint a banner on fabric using their theme, to use to lead their first years for Orientation Week.

The partner-finding activity was a little disorganized in its instructions, but the banner-making was well received and the banners were a quaint addition to Orientation Week. Previously, dons have made their banners the morning of Orientation Day 1. Making them in advance allowed for ample time for paint to dry, and saved time the day of Orientation.

Meetings

The service was not officially active for the summer team, so don meetings were not necessary. The coordinators met when necessary for planning purposes, and communicated regularly with the Services Coordinator. One meeting took place

early in the summer with the Orientation coordinators, to begin planning procedures. Most communication took place over email.

Volunteer/Executive Recognition:**

There were no funds allocated for recognition in the Spring Term.

Disciplinary Actions:

No disciplinary actions were taken this term.

Communication**

The coordinators were in charge of the social media presence of the service over the summer, and this presence was kept at a minimal level. The lack of any events or initiatives to advertise created a dearth of relevant social media topics about which to post, and so there was no significant social media posting pattern.

The coordinators have updated the internal website which our Dons can access via password with information pertaining to events, emails, updates about OCC and Don contact information. As well as maintaining this website, primary communication with the Dons, however, takes place using Facebook, as this platform is widely used by the Dons and so is the preferred channel of communication. Emails are sent as well for any important information.

OCC was active at both the Feds Open House and the You@Waterloo day hosted in the summer. During the You@Waterloo day, OCC was present with a tent which was staffed by experienced Dons with past experience for the entire day.

Events and Activities* *

There were no events hosted this term. Orientation Week, however, was planned this term and executed the first week after Labour Day. Planning for Orientation Week began in the second week of May, when the coordinators met with Becky Wroe and Savannah Richardson. Last year's activities were discussed and it was established that there would be few changes.

Throughout June and July, Action Plans were created for:

- Monday's activities
- Tuesday's dinner
- Wednesday's dinner and Single and Sexy briefings
- The Shuttle program

These were complete by the last week of July for recommendations from the orientation team. Little response was received from the Orientation team, and dinner ordering ended up being handled by Savannah Richardson. All required materials for Orientation were acquired or printed by the day prior, with any written materials produced by Michael and Tori completed by the week prior. A training refresher and briefing of the day was given to the dons on the morning of Labour Day, prior to orientation. Dons were given a handbook with all of the information they would need to know for the week, and we went through each aspect step by step, allowing for questions. Dons were fairly clear on activities, and this briefing worked well. We also

created a Facebook chat with all of the dons to communicate with them throughout the week for urgent announcements. This was particularly helpful for quick changes made to schedule, as well as during dinner to inform groups when it was their turn to grab food. The location for don to group assignment was incorrect on the first years schedules, OCC had setup in DC quad and their sheets said to meet in DC foyer. Michael went and asked and directed off campus first year students to the correct location to rectify this. This year's dinner was the most orderly in the four years that Victoria has been a don, thanks to a strategy of using the facebook chat to inform dons when their group was up, hanging numbers over the upper railing of DC foyer to announce, and announcing with a megaphone. The dinners Tuesday and Wednesday were more casual and not done by group, but also went smoothly.

Shuttle service was extremely busy the first night due to all activities ending at the same time, so heavier staffing is advised for shuttle after next year's Warrior Welcome. This was also the first evening, and the taxi company had not reminded its employees, so there were not enough cars working and the dispatch was unclear on the protocol for the orientation shuttle. This was remedied in later nights, but traffic for shuttle use significantly reduced, probably due to reductions in event attendance, as well as perhaps a negative perception of the shuttle service due to extremely long wait times on the first evening (up to 1.5 hours). Shuttle service on other nights seemed a great deal slower. A more open location could be beneficial to help increase awareness about the service.

Partnerships/Collaborations* *

No partnerships or collaborations were completed this term.

Inventory**

The items found in the office are as follows

- Occ stickers for orientation week
- Beverage making materials for coffee house and karaoke night.
- A coffee maker
- A bin of don vests
- A first aid box
- A jar of condoms
- Disposable plates and cups for events
- Arts and craft supplies (e.g. rocks, construction paper, glue, pom poms, pipe cleaners.)
- 4 rolls of duct tape
- Office supplies (sticky paper, pens, whiteboard markers, two whiteboard erasers, scotch tape, glue sticks, scissors, stapler, and a three hole punch.)
- Two rolls of tickets for admission to events.
- Halloween decorations.
- Black and Yellow face paint for black and gold day.
- Supplies for making exam kits.
- Utensils (napkins, spoons, knives forks)

- Three guitars
- Sweeper hand vacuum and a battery powered sweeper.
- 2 megaphones
- Table and coffee maker
- Various board games

Budget & Finances **

Training cost \$3867.50, as well as an additional \$167 on pizza during our pre-orientation training. Total cost for accommodations for the training weekend was \$2128 through the REV conference centre.

Operations

Regular but reduced office operation occurred to cater towards a small subset of engineering students who would still be first years during spring term. The office still saw fairly regular traffic. Key access was given to dons who would be present during spring term on the condition that they held office hours. We continued the trend of keeping the office a very relaxed and open environment where dons would only enforce rules when necessary.

Recommendations

Feds

Before the printing of schedules for first year students for orientation week, double check in a meeting to ensure that feds locations and OCC locations correspond to one another for planning and meeting purposes.

Hiring

The hiring process has been improved substantially over previous years. The coordinators this year suggest that applications and interviewing should be completed earlier. Ideally, the academic checks would be completed prior to the advent of the interview phase. This will prevent any situations that occurred where dons that we would like to hire cannot be hired due to academic circumstances.

Services Manager

The Services Manager was helpful in guiding OCC activities during this term. There was also backup and help when deciding what events OCC needed to participate in. The current coordinators have no recommendations for this term.

VP Internal

The VP internal attended our don training weekend and did an excellent job introducing Feds and her position to the students. This was appreciated as she had not technically started her role as VP internal. She also aided us with attempting to purchase couches for OCC. During orientation week she attended dinners and offered her assistance at any time. This was greatly appreciated, as sign up took longer than anticipated and she assisted us in directing first years to don groups.

Marketing

OCC's lack of activity resulted in minimal need for marketing services from Feds.
The current coordinators have no recommendations.



ICSN Spring 2017 End of Term Report

Coordinators: Anne Marie Hayman & Alyssa Manalo

Date: August 6th, 2017

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1.0 Introduction

The following document is the International and Canadian Student Network (ICSN) Spring 2017 End of Term Report. This is the tenth 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 on determining what has been successful and what we need improvement on. We put more effort into establishing connections with the other international and exchange student groups and services.

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 Café and Cultural Connections, monthly trips and new promotion strategies. As well, the report offers room for improvement in future terms.

This term, the executive term 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 a special Canada 150 6-Day Extravaganza.

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.

<i>Service Coordinator</i>	Anne Marie Hayman
<i>Service Coordinator</i>	Alyssa Manalo
<i>Internal Director</i>	Simon Liu (Resigned)
<i>Finance Director</i>	Andrew Wei
<i>Social Director</i>	Vanshika Agnihotri
<i>Communication Director</i>	Ritika Bhargo
<i>Advocacy Director</i>	Amar Nath
<i>Special Projects Director</i>	Sneh Boparai

2.0 Volunteer Management

This term the hiring process for volunteers did not involve a pre-screening stage due to the lack of applicants. The interviews were conducted by the Internal Director and one of the Coordinators and though a smaller team is expected in the Spring term, a team of 13 volunteers was hired, with 3 of them dropping out halfway due to unavailability to commit. Volunteers were selected based on their past leadership experiences, communication skills, ability to work with international students, commitment, and creativity for engaging students and event ideas.

Training was done once more at Crossroads Board Games Cafes where a seminar was given by the Coordinators along with some teamwork and communication icebreaker games of cultural Bingo and group discussions. During the seminar, the main topics of focus were different forms of effective communication, cultural differences in communication, and how to start and maintain a conversation. The training was beneficial because everyone could meet and get to know each other through the practice communication with varying personalities and speaking tones. After the seminar, half of the students stayed for the leisure board games time where we played card games where everyone could participate. One way to improve the team training session is to shorten the seminar section because it can get overly technical at times and is hard to keep their focus with. More of the night could be dedicated to just playing games in small groups and a small icebreaker at the start of the session.

Communication with volunteers was done by email and Facebook group chat, with the former for official notices and the weekly updates, and the latter for informal on-the-spot Q&A. In the first half, only the Internal Director was part of the group chat instead of the whole team so as to not be too overwhelming. The chat was not as effective as last term due to the smaller and smaller percent of highly engaged volunteers this term. Same as last term, a single Google Sheet was used for event signup for volunteers and another was used to track volunteer attendance. There was an issue this term that was more pronounced than in last terms which was that often, some volunteers would sign up for an event but never show up on time or at all. An official reminder was sent to volunteers to use the sheet in a more serious manner in response.

The main role of volunteers was to help with event setup, like setting up tables for Babble Café or maintaining student signup during weekly events, before the event and to create a warm, welcoming environment during the event. Unfortunately, we only had an average of 2 volunteers for each event, but it was still enough due to the number of executives that show up for event setup. The engaged volunteers were quite effective with this responsibility and the mainly senior (as opposed to many first years last term) team did prove to be effective.

In the future spring term, the same communication formation should be maintained, but adjust depending on the team of the term. We have noticed that the problem with volunteer turnout was a lingering problem as there are many volunteers with only around 3 weekly events attended. This can be mitigated by creating more active roles for volunteers instead of just setup duty which should be a large emphasis during event brainstorming sessions in the executive team.

3.0 Communications

The platforms most effective in engaging with students were through the Facebook page, group and event posts. This term, the ICSN Facebook page gained a total of 2406 likes and our Facebook group went up to 2249 members. We have maintained a 100% response rate for Facebook messages and usually reply within an hour.

Facebook Statistics for Spring 2017:

Sample Popular Posts

Published ▾	Post	Type	Targeting	Reach	Engagement
07/21/2017 1:12 pm	Hello everyone!! ICSN events for this term have been wrapped up j			1.1K	38 10
07/21/2017 12:53 pm	Applications for ICSN Coordinator (FALL 2017) are still open so ap			504	9 8
07/18/2017 6:50 pm	ICSN's having s'more fun at our End of Term Campfire!!!!			333	3 0
06/14/2017 12:30 pm	TOMORROW IS OUR CULTURAL CONNECTION: BBQ PARTY W			2.2K	68 3
06/14/2017 11:51 am	**IMPORTANT MESSAGE: ICSN ROLE DATES FOR FALL 2017 If			942	58 5
06/29/2017 7:01 pm	Trivia's about to start!! Come on down to the Bomber and join us!!			1.6K	62 3
06/29/2017 1:14 pm	REMINDER: --- Can150: Trivia Night with ICSN + the Bomber is T			555	32 1
06/28/2017 2:08 pm	**REMINDER FOR CAN150: --- JUNE 29TH: Tickets for Canadian			907	55 6
05/18/2017 10:35 pm	Thank you to everyone who came out to do plant potting and tie d			2K	1.9K 15
05/18/2017 5:47 pm	Change of location - due to the thunder and rain we're now in the S			312	12 1
05/18/2017 1:51 pm	Get your ticket to Canada's Wonderland now before they're gone!			540	48 0
05/18/2017 10:55 am	Just a reminder that our Cultural Connection: Hands on Crafts eve			1.9K	80 7

Our most popular posts were reminders for our more successful events and our following thank-you posts with photos from the event, as well as deadline posts for future opportunities to be involved with the ICSN team towards the end of term. Continuing into next term, we hope to continue with more follow-up event posts and promotion for the volunteer spots for this coming fall term.

As of this term, we are hoping to use email as another effective promotional platform, especially since we have officially set up our own subscription mailing list. Prior to this, we continued with using email before each bus trip to inform students of all necessary details for the coming trip. We also utilized the Feds calendar to promote upcoming events. Our ICSN website on Feds and the CLV Community Newsletter had information on all our bi-weekly Babble Cafés and Cultural Connections events.

4.0 Events & Activities

Planning Process

In the first few weeks after the term began, brainstorming sessions were held by the Social Director and other ICSN members (other execs and volunteers). 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 would be interest. At every event, it was necessary to prepare a check-in sheet (later we used an electronic sign-in instead) and have all volunteers and execs in attendance be aware of their roles for the night. Depending on whether the event was a Babble Cafe and Cultural Connections, the potential supplies list largely varied.

For Babble Cafe, it was necessary to place our food orders one week in advance if ordering off the catering menu. This term, we placed an order of fries, gravy and toppings for poutine two weeks in advance as this is not an option on their menu. This term we tried out other activities for our Babble Cafes besides just icebreakers and discussion questions. With the incorporation of these new ideas, there was no need to have to come up with as many icebreaker activities. These events still involved much discussion of potential questions and topics and Google Docs was the most efficient way for the executive team to share ideas and receive feedback.

For Cultural Connections, the majority of preparation was figuring out logically how the event would run and gathering all the supplies. Many of our events this term were outdoor activities, so much of the preparation involved was clarifying instructions, directions to locations and where each member would be stationed.

Implementation of Theme Nights

ICSN's weekly events for Babble Cafe and Cultural Connections 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 Exploring the World with ICSN and Hands-On Crafts largely due to more interest and timing.

Babble Cafés	Cultural Connections
Exploring the World with ICSN	Hands-On Crafts
Music Night	ICSN Goes on a Picnic
Speed Meeting	BBQ Party
Languages of the World	Exploring Uptown Waterloo

Since the themes for each week were finalized near the beginning of the term, it allowed the team adequate time to contact special guests or locations for each week as necessary. I advise contacting groups a minimum of three weeks in advance and following up with them a week before the event date to confirm the group's attendance. This extended time period allows you to make other arrangements in the event that the group/location needs to cancel due to emergency or is not interested.

In future terms, it is imperative to brainstorm interesting themes that will attract a large audience and to post event pages earlier.

5.0 Special Projects

Monthly Trips

Canada's Wonderland <i>May 27</i>	ICSN took students on a day trip to Canada's Wonderland. This was our most popular event and tickets had quickly sold out multiple times. In the end, three buses were taken instead of just one.
Toronto Harbourfront Cruise <i>June 10</i>	ICSN spent the day at Toronto Harbourfront, with an optional side trip to the Royal Ontario Museum, followed by a boat cruise.
CAN150: Niagara Falls <i>July 2</i>	As per ICSN tradition, ICSN took students to Niagara Falls for the day, with the option of add-ons of Journey Behind the Falls and Voyage to the Falls Boat Tour.
CAN150: Canoe Trip <i>July 3</i>	As part of our CAN150 Extravaganza, ICSN took a total of 2 buses for a trip Canoeing the Grand.

Future Trips

This coming Fall term, ICSN is hoping to host another overnight trip but for Fall term this time. We are potentially thinking of going to Tobermory for 2 days, 1 night the weekend after Thanksgiving break (October 14 + 15). The following are sites that we researched for potential activities to be held during the trip:

<http://tobermory.com/do-see/sightseeing> - Hiking/sight seeing

<http://tobermory.com/> - For Ferry and flowerpot Island

https://www.tripadvisor.ca/Hotel_Review-g670005-d625127-Reviews-Bruce_Anchor_Motel_and_Cottage_Rentals-Tobermory_Bruce_County_Ontario.html

Cottages/Motel

Bruce Peninsula National Park - for camping

<http://tobermory.com/do-see/outdoors-adventures/dive-snorkeling> - Scuba Diving

6.0 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 and learn from feedback. This term surveys were created for weekly babble cafes and cultural connection, monthly trips, Canada 150 extravaganza, and fall overnight trip.

This survey was made to understand the students' needs and how their experience with ICSN in general. Google Forms was used to make this survey and the questions mainly focused on their opinion towards the weekly activities held by ICSN. The survey asked what they liked about the events and how they could have been better. This survey was shared by the Communication Director with the students on facebook and through the mailing list. The general suggestion we received that there needs to be better coordination between the executives and the volunteers and that the volunteers need to be more organized.

Not many students responded to this survey. Next time, ICSN could hold feedback surveys during/right after the events as they had in the previous term. This term, ICSN was focused on creating more of a role for the advocacy director to create new partnerships and such with the other international student groups/services on campus over researching our current statistics.

Babble Cafes

What did you like about them?

7 responses

a good and relaxed opportunity to get to know many cool people from all around the world

they were so cosy:)

Food, meeting new people

Great way to meet other ppl

friendship

They were fun, educational and culturally fulfilling

i like all the bubble cafe events. its a good platform for new people in Canada to meet other new people and make acquaintance with them.

What could be improved?

6 responses

-

After some time the same people always stuck together. Maybe you could introduce ways to mix it up a little, like the speed dating thing

Dont promote them as english practicing event as it drives out Canadian students

organization

A better and faster way to sign up at the door

the only weak point was the team members. i believe that volunteers didnt take part actively during the sessions. i believe that before every bubble cafe meeting coordinators need to meet volunteers and have some good plan for the event participation.

Cultural Connections

What did you like about them?

6 responses

a relaxed atmosphere, many nice people, many-sided

I got to see more cool locations in Waterloo

It was good to get outside university/grad house once in a while

nature

Didn't attend most of them, but the BBQ was a nice time.

all ideas were very good.

What other themes would you like to see for future Babble Cafes and Cultural Connections?

8 responses

-

Italian food

Just your cool selves:)

dunno, German night with beer and sausages?

More outdoor :)

watersports

VR exploration of the world's most awesome natural and human-build attractions. Explore UWaterloo Campus (most engineers/science kids have no idea there are tunnels connecting arts buildings and most arts students aren't able to go from Qnc to E5 indoors). Potluck where everyone brings some homemade food.

open floor for everyone to come and speak out, whatever they want and reduce their frustration.

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 were used in the making of these surveys. In the survey, we asked about their overall experience on and any suggestions they have on how it could have been improved. Once the surveys were created, they were emailed to all of the attendees and also shared on the Facebook page.

Canada's Wonderland

What did you like about the trip?

5 responses

good organization, was fun

Everything! It's wonderland- what's not to like?

IT WAS AWESOME!

-

it was really a nice trip. i enjoyed roller coasters and so many different rides first time in my life. it was really a fun.

Toronto Harbourfront Cruise Trip

What did you like about the trip?

6 responses

I did not go

didn't go

-

boattrip

Awesome trip!

i didnt attend this trip as i was busy in some meetings.

Canada 150 Extravaganza Survey

All participants were sent a feedback survey through email and the survey was also posted on Facebook page. The attendants were asked about their overall experience as well as on how the events could have been made better.

What did you like about them?

6 responses

a relaxed atmosphere, many nice people, many-sided

I got to see more cool locations in Waterloo

It was good to get outside university/grad house once in a while

nature

Didn't attend most of them, but the BBQ was a nice time.

all ideas were very good.

What did you like about the events?

7 responses

great idea and always good organization!

I thought it was so cool, and loved how everything was planned. I wasn't looking forward to Canda150 out of fear of being an outsider, but you guys made it awesome

pretty diverse activities, lots of fun

Canoe and poutine night was great

new friends

It was a great idea, though I only went to two events. The passport was great.

i really enjoyed all the events. especially the Canada day and canoe..

What could be improved?

6 responses

I thought "Make Your Own Poutine" actually means making my own poutine and not just putting something on my table... but that was probably just a misunderstanding

More outdoor trips and events would be cool. Canoeing was great for example, how about climbing, hiking etc.

-

timing

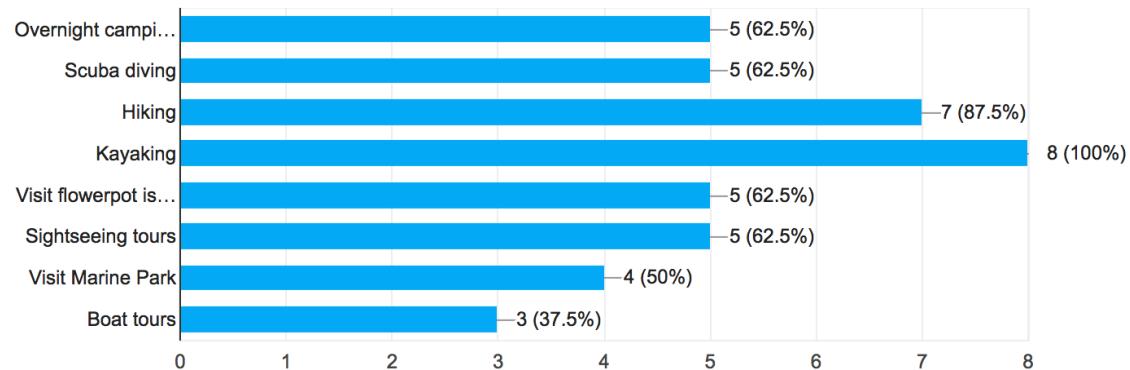
It could have been an electronic passport so people wouldn't need to carry it with them + reduce paper waste

Fall Overnight Trip Survey

In preparation of fall overnight trip, ICSN shared a survey on its mailing list and on Facebook. Students were asked what they would like to do at Tobermory and if they any other recommendation for monthly trips.

What would like to do at Tobermory?

8 responses



Event Data Analysis

On Ticketfi we gathered some data to gauge the demographics. These data do not include “Guest Tickets” and ticket resales were not taken into account.

Monthly Trips

Wonderland Trip

The trip had a total of 134 students, 77 international, 24 canadian and 33 exchange students. Of these same participants 63% were undergraduate students and 37% were graduate students with more lower year students.

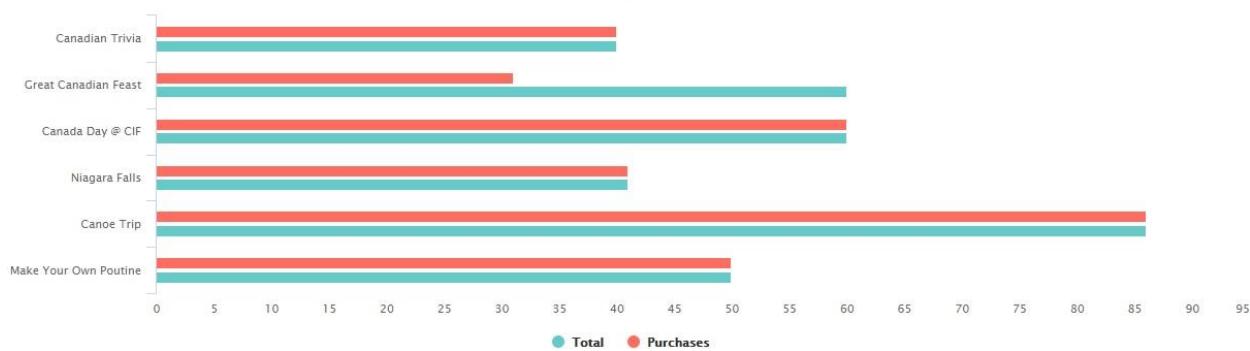
Toronto Boat Cruise

The trip had a total of 19 students, 11 international, 5 canadian and 3 exchange students. Of them 52% were undergraduate students and 48% were graduate students with more lower year students.

CAN150 Extravaganza

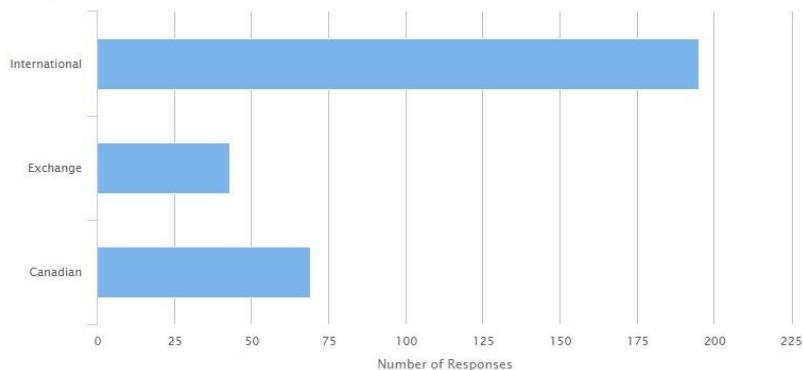
Purchases By Ticket Type

≡



1. Are you an International, Exchange or Canadian student?

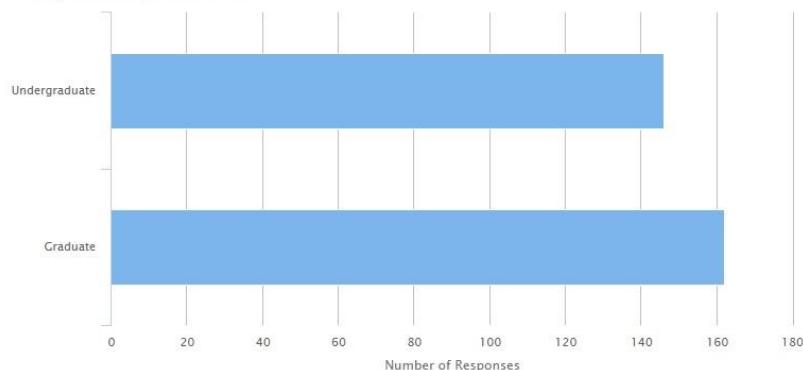
Form Type: Radio, Answered: 307



Choices	Responses	Percentage
International	195	63.52 %
Exchange	43	14.01 %
Canadian	69	22.48 %

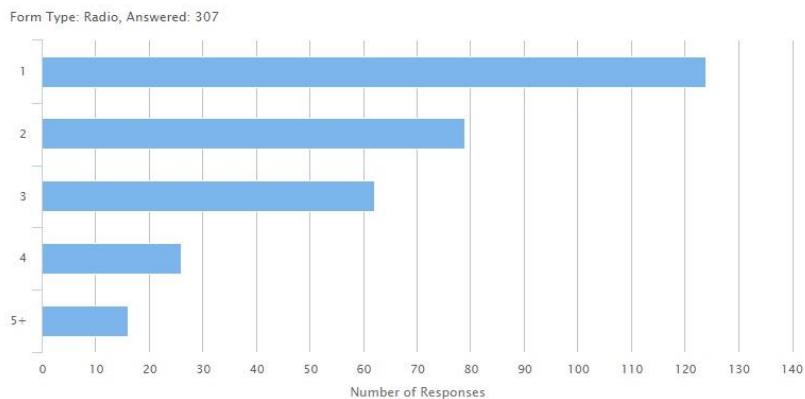
2. Are you an undergraduate or graduate student?

Form Type: Checkbox, Answered: 308



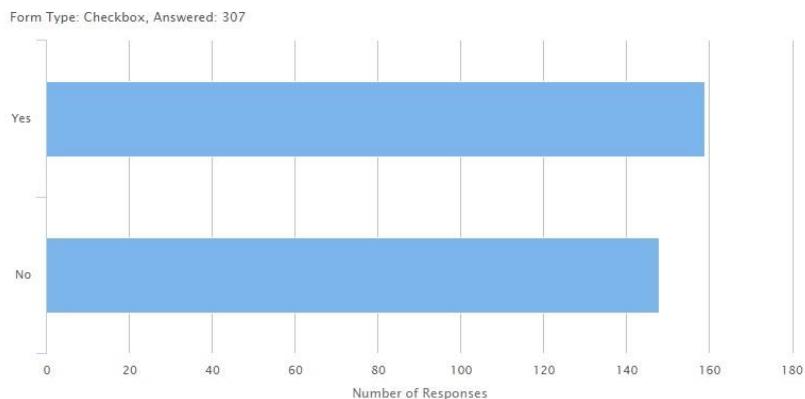
Choices	Responses	Percentage
Undergraduate	146	47.56 %
Graduate	162	52.77 %

3. What year of study are you in?



Choices	Responses	Percentage
1	124	40.39 %
2	79	25.73 %
3	62	20.20 %
4	26	8.47 %
5+	16	5.21 %

6. Is this your first ICSN event/trip?



Choices	Responses	Percentage
Yes	159	51.79 %
No	148	48.21 %

Canadian Trivia

The trip had a total of 60 students, 27 international, 7 canadian and 7 exchange students. Of them 38% were undergraduate students and 64% were graduate students.

Great Canadian Feast

The trip had a total of 30 students, 12 international, 12 canadian and 6 exchange students. Of them 60% were undergraduate students and 40% were graduate students.

Canada Day @ CIF

The trip had a total of 40 students, 42 international, 9 canadian and 9 exchange students. Of them 36% were undergraduate students and 64% were graduate students.

Niagara Falls

The trip had a total of 41 students, 30 international, 5 canadian and 6 exchange students. Of them 51% were undergraduate students and 49% were graduate students.

Canoe Trip

The trip had a total of 86 students, 57 international, 20 canadian and 9 exchange students. Of them 48% were undergraduate students and 52% were graduate students.

Make Your Own Poutine

The trip had a total of 50 students, 27 international, 16 canadian and 7 exchange students. Of them 50% were undergraduate students and 50% were graduate students.

7.0 Partnerships/Collaborations

This term, we worked on continuing previous partnerships that we made in previous terms, but we focused more on establishing new partnerships with other campus services that support international and exchange (outbound and inbound) students.

Grad House

This Spring term, we continued our partnership with Matt West by hosting our Babble Cafes in the Grad House.

Columbia Lake Village Graduate Community

We continued our partnership with CLV Graduate Residence Community to be included in their monthly newsletter to help us reach out to more students.

Acabellas

This term, we did another Music Night just as the previous Fall and Winter terms. This time around we had the Acabellas join us for the night, presenting two song performances.

Student Success Office

We are currently in talks to sign an MOU with the Student Success Office to increase our outreach to incoming undergraduate and exchange students. This would also allow us to reach out to other student success services such as International Peer Community and be involved in other events such as WaterWho services fair on September 1st and Exchange student orientation on September 4th. We can also keep our pamphlets at the SSO office.

Advocacy

FEDS are working on forming an advocacy committee and have asked how we would like to be involved. We are still in talks and have not yet formalized our role in the committee but we hope to advocate as a student cultural hub which celebrates UW's diversity and helps students transition to Canadian culture.

8.0 Inventory

ICSN still has on hand the following reusable item(s) during the Spring 2017 term:

- 5 large ICSN button pins
- 1 small ICSN button pin
- 2 ICSN flags

- 1 A-frame
- 1 tent cover
- ICSN CAN150 passports

Additional office supplies and decorations may be ordered in Fall 2017. It is recommended that ICSN begin some form of inventory management throughout the term so as to keep track of marketing supplies we need to take into account in the budget.

9.0 Budget

9.1 Overview

In terms of our overall strategy for spending money this term, we have taken a more conservative approach to ensure that there is more in the budget for the more prosperous terms, i.e. Fall term, since Spring term is slower than the others, by operating under budget and subsidizing as many events as we could to increase attendance. Considering that there is usually a lower turnout in Spring term in general, we had allocated \$150 to each Babble Cafe and Cultural Connections instead of \$200 like in the previous Fall and Winter terms. The main goal for ICSN with the weekly events was to stay under budget where possible, or if one event was over, the next would be under \$150. 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.

9.2 Current Status

We began the term with \$ on hand and took in revenues of \$ giving us a total available cash of \$. Our total spending this term was approximately \$ throughout the term and so, we...

The major areas where the funds were spent were:

A) Babble Cafe net expenditure	\$
B) Cultural Connections net expenditure	\$
C) Canada's Wonderland	\$ 6 403
D) Toronto Harbourfront Cruise	\$ 1 518.66
E) CAN150 6-Day Extravaganza	\$
a) Canadian Trivia	\$ 47.80
b) Great Canadian Feast	\$
c) Canada Day @ CIF	\$
d) Niagara Falls	\$ 1 547.50
e) Canoe Trip	\$ 3 135.75
f) Make Your Own Poutine	\$ 318.25
F) End of Term Bonfire	\$

9.3 Future Recommendations

- Ensure that all invoices are forwarded to the Finance Director ASAP so everything is up to date on the budget tracking system on the drive
- Finance Director should keep in constant communication with the Social Director and Coordinators to ensure operational efficiency
- Finance Director should be present for all discussions regarding the pricing of ticketed events, reviewing group rates and discount efforts

We stayed within the \$150 budget for the weekly Babble Cafes and Cultural Connections, but we went over than expected with the monthly trips and CAN150 Extravaganza. ICSN expects to make up for this deficit in the coming Fall term where there will be more attendance in the monthly trips compared to this Spring term. ICSN could also plan to work on more fundraising opportunities in the beginning of the term as well as have more discussions with our current funding partners such as Waterloo International.

10.0 Operations

ICSN held weekly executive meetings on Mondays from 8:00-9:00pm 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 at all other times aside from the weekly meetings.

The best tool for work productivity was the use of Google Calendar/Drive/Mail. Our primary source of communication of updates, reaching out to partners and so on cam from the use of Gmail. This platform is vital to the roles of each executive and proved very useful again this term. Using Google Calendars allowed all team members as well as the other Feds services we shared the office with to share their schedules, which allowed us to coordinate meetings and events with ease. Having all files saved on the Google Drive made it very easy for everyone to find and edit the documents, updates, drafts, etc.

This team improved its effectiveness and engagement by focusing on team bonding, namely through coming together when volunteers couldn't and talking outside of weekly team meetings.

11.0 Recommendations for FEDS Managers/Departments

Feds: ICSN is always appreciative of the support that we get for our events and initiatives. There has always been good communication between ICSN and the Feds front desk. The staff was very

approachable and sensitive to our quick timelines. In the future, it would be helpful if the front desk staff could send us their list of ticket purchases at least the night before the day of the ticketed event. This would help us to keep track of in-person purchases and resales when doing check-in.

Services Manager: Brendan was instrumental to a lot of ICSN's successes this term. While he was a great sounding board for potential ideas and advocate for enhancing our programs, he also provided us with the historical knowledge needed to avoid mistakes. His casual and welcoming approach made it very easy to raise any pressing concerns or questions. Brendan did go "on call" for ICSN a few times this term for our monthly trips, but fortunately there were no major mishaps where he needed to step in. In the future, I think it would be helpful if 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.

VP Internal: The VP Internal was very active with ICSN this term, joining us as the full-time staff member for the canoe trip for the CAN150 Extravaganza as well as going "on call" for the Niagara Falls trip. She was efficient in helping us to pay for the larger expenses and this made running trips go more smoothly. In the future, ICSN would love to see the VP Internal attend more of our events, possibly one of our weekly events!

Marketing: This term started out on a very good note because the Marketing co-op student was already on top of things, having many of our event banners prepared well in advance! The Marketing department as a whole, largely the Marketing co-op student was efficient, responsive to emails, understanding of event concepts and great with taking feedback on print drafts. We very much appreciated how friendly our relationship we had which ultimately doubled our work productivity. Even with short deadlines that may come up, the marketing team always came through for us. In the future, it would be helpful to have the current team help the incoming new team in requesting marketing materials in advance for the first month of events. This will lighten the load for the first few weeks of the term when the new co-op student is starting.

12.0 Important Contacts

Name	Club/Service/ Department	Role	Email
Sacha Geer	SSO	Manager, International Mobility & Intercultural Learning	sacha.geer@uwaterloo.ca
Candace Brown	SSO	New Manager, International Student Experience	candace.brown@uwaterloo.ca
Jennifer Jantzi	SSO	Global Learning Coordinator	studyabroad@uwaterloo.ca
Meryl Norris	SSO	Coordinator, New Student Transition	manorris@uwaterloo.ca

Matt West	UW Graduate House	Supervisor	m6west@uwaterloo.ca
Jill Knight	FEDS	VP Internal	jill.knight@uwaterloo.ca
Jenny Mackay	UW Athletics & Recreation	Marketing, Events & Outreach Manager	jmmackay@uwaterloo.ca
Mike Ulmer	Community Kitchen	Food Operations Manager	mculmer@uwaterloo.ca

13.0 Executive Reports

Service Coordinators

Anne Marie Hayman & Alyssa Manalo

The role of the Service Coordinator is to manage the direction and initiatives that ICSN is trying to achieve on campus. The service coordinators are project managers, overseeing the whole team of executives and volunteers to execute several events each term. The role of the coordinator extends beyond the management of the ICSN team, but also includes working directly with Feds, establishing partnerships with groups and services on and off campus, as well as initiating strategic planning and preparation to ensure all events are carried out smoothly and are geared towards the needs/wants of the students they serve.

Originally, we had started off this term by dividing the coordinator roles into administrative and operations positions. Anne Marie managed the internal, finance, and communication directors while Alyssa managed the social, special projects, and advocacy directors. We never made a clear division in who the executives were to report to, so we ended up dividing the work with what each of us felt more comfortable with or if we were both good with the job, it was whoever could take care of it first. This may have led to some miscommunications, but they were quickly resolved because we were in constant communication. Our success this term was mainly due to the weekly team meetings, but also due to our ICSN spring team group chat on Facebook. We held individual FB chats with each of our execs as well so we could always be in contact. We were able to communicate to the Feds Services Manager, through the use of weekly meetings and emails, to give updates on progress and future plans.

This term, we were very active in creating new partnerships for future collaborations and event facilitation. With our dedication to create these partnerships with other related services on campus, we were able to expand ICSN's network. We are now involved more than ever with International and Exchange Student Orientation, and so with this, we are now able to get in contact with the international and exchange students we've been trying to reach out to for some time now. This helps us immensely with further promotion of ICSN and other student services for students to be more aware of.

In the future, we further establish these partnerships that have only just begun to form. This was one of our withstanding goals with ICSN to increase awareness of not only our service, but also other international student groups/services, to create the safe and warm environment for local and international students on campus. By going into talks with these managers, we may be able to reach the audience we've been looking for: the local Canadian students and the international and exchange students who wish to connect with each other. We want to emphasize how important it is that there is constant communication between not only the ICSN team, but between the coordinators themselves to ensure a successful term.

Internal Director

Simon Liu (Resigned)

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 exec 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 weekly update emails to the volunteers to remind them to signup for upcoming weekly events as well as inform them about various others things like our larger events, team bonding, and midterm review sessions. The email was sent on Mondays after the executive meeting so that any details can be confirmed before sending them out to the volunteers. I am in charge of a group Facebook chat where the volunteers can quickly have their questions about event setup, ticket info, etc. answered. I use the chat as an informal platform for conversation and also keep volunteers engaged with up to date news that would be interesting for them to know. Before events, it was either me or the Social director that debriefed students on their roles for the night and to remind them of how the event is setup. Another major task I completed was volunteer midterm reviews where I would ask for volunteer feedback for events in multiple group sessions, and also see if they have good ideas for the future. Also, I contacted volunteers who did not show up enough to events to see if they can still commit to being a volunteer. This was done on Facebook chat, but should be done by email to remain more formal because we are eliminating their volunteer position. There was also a team bonding event for the whole team and another for just the executives that I was responsible for. The goal was to brainstorm ideas for a fun night where everyone can bond in an informal manner.

To manage volunteer signup and brainstorming ideas, Google Docs were used or the Facebook group chat. The Facebook group page was rarely used. 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.

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 execs 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. This may be more beneficial during the Fall and Winter terms where there is a larger volunteer team, so event structure and volunteer roles should be the main focus for next spring term.

Communications Director

Ritika Bhargo

The Communications Director is largely responsible for Marketing and Communication across campus for International and Canadian Student Network initiatives, events and engagement with students. The Communications Director is responsible for the drafting of all public communications to the email list regarding events, surveys or initiatives as well as proofreading all communications for the ICSN executive team. The Communication Director is mainly in charge of the main ICSN Facebook page and all the posts that go on the page as well as the Facebook group by making daily posts for promoting the biweekly Babble Cafes and Cultural Connections as well as the large-scale trips and for replying to comments, concerns and inquiries of students. Finally, this position also works closely with other services and departments such as Waterloo International and SSO to reach the target audience.

This term, I focused heavily on trying to reach as many students as possible through social media; however, in the middle of the term I was also in charge of drafting emails to send to students who subscribed to our mailing list. I was in charge of creating the facebook pages for all the ICSN biweekly Babble Cafe and Cultural Connection events as well as the bigger trip events, which would usually go up a few days to two weeks before the day of the event. For instance, for our Can150 event, the event pages went up much in advance since it was our biggest event of the term. For that special event, I created seven different Facebook event pages and drafted all the posts.

As a Communications Director, my strategy after creating the Facebook event page was to make at least two to three reminder posts leading up to the event as well as one on the day of the event. Throughout, volunteers and other executive members were encouraged to help promote events. Working with the Feds Marketing department entailed requesting Facebook banner images for events, other materials such as flyers to give out during clubs/services day and the U @ Waterloo day etc. As I mentioned, halfway through the term we started our mailing list for which I would draft emails regarding upcoming events especially our biggest one: Can 150 Emails were drafted to attendees by the coordinators as well for the larger trips pertaining information about the event and sent out the night before. Additionally, I think being a Community Leader in the International Peer Community was also beneficial since I was able to promote a lot of ICSN's Babble Cafes, Cultural Connections as well as the bigger events! This definitely helped us get more International attendees.

It would be nice if ICSN was officially partnered up with other services such as IPC- this would higher the turnout for both programs. In between one to two days after the Babble Cafe, Cultural Connection or the bigger trip I would make as short "Thank you for attending" post as well as post pictures of the night also encouraging attendees to post theirs!

A tool to help me with my planning was Google Calendar. I planned out the content of most posts and roughly what time I was intending to post it on the calendar. It provided me with a clear overview of the posts going up for the week, so that way I could schedule my own work.

I would improve this role by posting more structurally as well as engaging the students who follow the ICSN page or are a part of the group more often. This could mean something as simple as starting the day with a funny joke (post) or making a “ICSN wishes you a lovely day ahead” sort of post. I also 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. For example, it has happened this term that I’ve made an event page two nights before the actual event. This leads to less promoting of the event, so not a lot of students get the opportunity to make a decision of wanting to attend. Hence, if made earlier, they at least have the opportunity to decide. It is the nature of this role that it can get very hectic since it’s immediate so it’s important to plan ahead of time for events that are coming up and exactly how many posts you want to make to advertise it.

Social Director

Vanshika Agnihotri

The Social Director is responsible for brainstorming, organizing and executing ICSN’s weekly events (Babble Cafe and Cultural Connection). They’re also responsible for analyzing trends, discussing popular events with the team, and creating new events around the received feedback.

Babble Cafe

This term we started off with an “Around the World” themed babble cafe. We had a huge turnout for our first Babble Cafe, which is expected since it was the beginning of the term. We used geoguessr (<https://geoguessr.com>) it was a popular event. This theme can be used again.

Following that we did Music night, where we had a performance from the Acabellas. Our next babble cafe was themed “Speed Meeting”, an event in which we had a list of topics for each table and every table had a different theme to it, the participants followed a rotation made so that everyone could meet new people and get a chance to visit all the tables. As the term progressed we did “Languages of the World” and “Make Your Own Poutine” which was also a part of our one week Canada 150 Extravaganza. For “Languages of the World” we made two kahoot quizzes with language related trivia and translation related trivia.

Cultural Connection

For our first cultural connection for the term we did hands on crafts and potting plants. This event was very successful and we had a huge turn out. The location, SLC basement and the timing, beginning of the term, played a key role in our turn out. Following that we did “Picnic in Waterloo Park”, “Campfire”, “Canadian Trivia”, “Explore Uptown Waterloo” and “Bonfire”. Picnic had a nice turn out, we posted a map on our Facebook page to help everyone find the spot we set up and a part of our team remained on campus, to walk with participants who were not sure about navigating to our picnic spot in Waterloo Park. Canadian Trivia was a part of our Canada’s 150 extravaganza, we collaborated with The Bombshelter Pub, on campus and merged our event with their trivia night. It had a nice turn out and everyone enjoyed the event. It might

be a nice idea to collaborate with The Bombshelter Pub, since we get discounts over there and students love the location. Our last two events, Explore Uptown Waterloo and Bonfire (which was also our end of term event), didn't have a huge turn out. A reason behind that might be the ongoing construction in Uptown and approaching final examinations.

Suggestions for the future Social Director would be to plan events according to the time of the term. Students prefer to do different activities in the beginning of the term but towards the end of term, near final examination period and midterm period it might be a good idea to do events that can act as stress busters. For example, having a Colouring Night or Board Games night or doing a Tea Party can be themes that the social director can explore.

Most importantly, preparing ahead of time and having a vision of your event are practices that help with any event planning task. Always have a backup plan if the event is organized outdoors since there might be unexpected rain or snow days. Most importantly talk to the students that attend the events. Get their feedbacks and make them feel comfortable at the event. It's the social director's responsibility to set the environment and the mood of the event and getting feedback goes a long way.

Finance Director

Andrew Wei

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 included making sure that payment was received by external parties when ICSN needed to purchase supplies. This term's expenses are mostly paid by coordinators and executives, but all expenses are accurately reimbursed afterward. I filled out cheque request forms for executive members for these items and approved purchases larger than \$50. These approvals were done via weekly meetings, where I update the executive team about our financial position and the budget we had to maintain 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 also responsible for investigating investment/collaboration opportunities for ICSN, this term we mainly focused on finding potential partnerships with other organizations on campus. We discussed potential fundraising events that future teams can do such as Krispy Kreme Donut sale.

Regarding investigating for investments, we looked into the student academic society funds. Unfortunately, most student societies offer funds for events/equipment related to academic studies which make it hard for us to receive any funding. However, I still encourage future finance directors to consider this as a viable funding source for ICSN events.

One of my tasks was to make sure that ICSN's cash flow is accurate and correct. I would usually check ICSN's cash flow every time I am in the office. It is encouraged that finance directors should always keep an eye on ICSN's budget and financial situation because it will allow the team to run events confidently without/with little financial obstacles.

It is very important to make sure that communication between the Finance Director and other members of the team is clear and precise. This term, our team communicated well with each other-receipts are properly submitted, and cash reimbursements were done promptly. I would suggest that future finance directors should set up weekly meetings with social directors since social directors are responsible for purchases and event expenditures.

Advocacy Director

Amar Nath

Advocacy & Research Executive is responsible for advocating student interests to the team to help improve its operations. The executive can do so by talking to students at the events, analyzing student information from sign-in sheets and creating surveys for recommendations and feedback. The director must also research how ICSN can increase its students outreach by building long-term partnerships and relationships with other student organizations and clubs.

This term we shifted from paper to electronic sign-ins. Using Google Sheets, the executives signed in people who came to our events. This increased our efficiency as I did not have to manually input information and could easily add/remove new columns. We also collected student UW email ids and asked them if they would like to subscribe to our mailing list. Those who subscribed were sent updates about our upcoming weekly and special events. We could also utilize this and send them feedback forms at the end of every event.

We have realized a few things from the collected data

1. Babble Cafes are really popular amongst graduate students but we need to attract more undergrad students
2. Many students are not familiar about ICSN and its weekly events, particularly Canadian students. ICSN needs to promote itself as a fun, social club for all students with free food at weekly events. It can do so by setting up booths in SLC and other buildings.
3. Our most effective advertising methods are Facebook and word of mouth. So we should keep posting on Facebook and encourage students who come to our events to bring in their friends.

Lastly, we posted an End of term Survey on Facebook and mailing list to gather feedback as well as suggestions for fall terms monthly trips.

My suggestions for the next executive are to form relationships with the volunteers and participants, collect feedback from them and also ask them to bring in their friends next time. I would also recommend to form relationships with other student services and clubs and promote ICSN on MathNews and Imprint. Finally, have booths in SLC to make sure students know who we are and what we do and promote it as a free-food social club.

Special Projects Director

Sneh Boparai

The Special Projects Director is responsible for organizing and preparing the ICSN team for any university booths and partnership events on campus, and helping and organising special events for current term. This position works to implement research and events that are largely in student interest which is 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 responsible for managing the university-related booths for ICSN to promote our special events, Babble cafes and Cultural connections and ICSN in general. We held a booth at Campus Life Fair, Feds Open house and You@Waterloo Day. I remained at the booth for most of the time to make sure things are going as planned. We had a fun activity to attract students which involved them pinning thumbnails on their favourite place on the World map. There was at least one executive at the booth along with the volunteers all the time.

Apart from planning all the university booths and events, Special Project Coordinator is also responsible for planning out-of-the-city events like Canada's Wonderland, Trip to Toronto and Canada's Day 150 'Extravaganza'. I was responsible for laying out the expenditures and planning for the 'Trip to Toronto' by discussing with the museum and cruise organizers for a good price breakdown. One of the main events this term planned by ICSN was Canada's Day 150 'Extravaganza' – a 6-day long event that started off with the cultural connection on Thursday, eating through the Great Canadian Feast and closing off with the Babble Café on Tuesday. I was responsible for organizing and managing events planned for all these six days.

For the upcoming term in Fall 2017, I have planned an overnight trip to a nearby harbour village, Tobermory. Tobermory is located off the Bruce Peninsula in the province of Ontario. A ride would be provided in the morning on Day 1.

- First day would involve all the adventurous activities like camping, rafting, canoeing and scuba diving (this can be add-on if it's safe). For the night, students would be encouraged to camp out at one of the many camping spots available. If someone is not comfortable with camping, additional motel/cottage stay could be provided (extra charges apply).
- Day 2 can be spent for visiting the Fathom Five National Marine park (the only marine park in Canada) and the flowerpot Island along with the light house at Flowerpot Island

A tip for the next person on this position is to come up with a creative game/activity for our booth to attract more people to our booth. It would be a good idea to give a script or summary of all that is supposed to be said by executives and volunteers on the booths. Do not forget to use your team to get help with booth events. Lastly, when researching for events make sure to look for pricing (if group discounts are available) and providing a description of what each option entails.

14.0 Event Summary Reports

Babble Cafe					
Babble Cafe: Exploring the World with ICSN					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$ 165.82CAD	Date	May 9th, 2017		
		Times & Timing	Bi-weekly 6:30pm - 8:30pm		
		Location	Grad House Green Room		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Vanshika Agnihotri, Social Director	Total Participants	49		
Partners in organizing	N/A	Comments:			
Number of students involved in planning and execution	Planning - 2 Execution - 16 (10 volunteers)	Demographics: (students) - International: 33 - Exchange 1 - Canadian 14 Undergrad: 37 Grad: 10 -1st years: 16 -2nd years: 9 -3rd years: 1 -4+ year: 11			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
-Facebook page posted on: -20 people listed as going, 22 interested -662 people reached in total, 166 in total viewed and 46 responded -Verbal promotion during Campus Life Fair					

Goals and Learning Outcomes of the Event
As our first event of the term, we wanted to try out other activities besides just icebreakers and discussion questions. This time we wanted to do another activity in addition to the icebreaker at the beginning of the event.
Summary of Event
The main activity of the night was to play GeoGuessr, an online game where players are placed in a random location on Earth and must use Google StreetView to guess where they are within a time limit. This provided students opportunities to contribute what they know about certain international geographical features and learn from each other. Through these conversations, participants could also practice their conversational English.
Recommendations for Future Events
<ol style="list-style-type: none"> 1. Get volunteers to actively participate in icebreaker 2. Escort volunteers to separate tables rather than trusting that they will themselves because during the middle of event, the center table had 6 volunteers and no students

Cultural Connections			
Cultural Connections: Hands-On Crafts			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$168.91 CAD	Date	May 18th, 2017
		Times & Timing	Bi-weekly 6:00pm - 8:00pm
		Location	SLC Basement
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator Vanshika Agnihotri, Social Director	Total Participants	37

Partners in organizing		Comments:	
		Demographics: (students) - International 17 - Canadian 20 - Exchange 0 Undergrad: 33 Grad: 4 -1st years: 2 -2nd years: 7 -3rd years: 12 -4+ year: 9	
Number of students involved in planning and execution	Planning - 3 Execution - 13 (7 Volunteers)		
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<p>-Facebook page posted on: -19 people listed as going, 41 interested -956 in total reached, 197 viewed and 64 responded -Verbal promotion during Campus Life Fair and Feds open house</p>			
Goals and Learning Outcomes of the Event			
<p>As our first Cultural Connections for the Spring term, we wanted to open up the term with a fun, hands-on crafts. We had provided dye for tie-dye shirts and pots and seeds for plants. We thought this activity would be appropriate for the spring/summer season.</p>			
Summary of Event			
<p>Pot painting and tie dye in SLC basement. Originally planned to do so in SLC courtyard but shifted in basement due to rain. Perhaps it was due to location, but also because of promotion, this event was really popular among Canadian students and a lot of students just saw the sign and walked in</p>			
Recommendations for Future Events			
<ol style="list-style-type: none"> 1. Hold events like these that appeal to local students as much as international students 2. Keep the location in campus hotspots with high volume of students passing by (i.e. SLC Basement) especially during first few weeks. 			

Babble Cafe					
Babble Cafe: Music Night					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$ 126.99CAD	Date	May 23rd, 2017		
		Times & Timing	Bi-weekly 6:30pm - 8:30pm		
		Location	Grad House Green Room		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator Vanshika Agnihotri, Social Director	Total Participants	14		
Partners in organizing		Comments:	- Monday schedule b/c of Victoria Day		
Number of students involved in planning and execution	Planning - 2 Execution - 8 (4 Volunteers)	Demographics: (students) - International 7 - Canadian 7 - Exchange 0 Undergrad: 8 Grad: 6 -1st years: 5 -2nd years: 1 -3rd years: 3 -4+ year: 5			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
-Facebook page posted on: April 6, 2017					

<p>-10 people listed as going, 38 interested -721 in total reached, 174 viewed and 52 responded -Promotion in IPC group, on facebook</p>
Goals and Learning Outcomes of the Event
Provide a setting where students can enjoy a music performance in a small area and share their musical interests with others. Since love of music has no barriers, with many people listening to songs that they don't entirely understand the lyrics of, it was a safe and fun topic to have discussions.
Summary of Event
Not many students showed up, most likely due to the changed schedule because the past Music Nights have been quite successful. Many people took turns playing their music on their phones and sharing it to everyone. An open mic was not intended for this event due to its unpopularity in past Music Nights, however this time a student sang a couple of songs. Everybody had fun listening to each others' music and the smaller turnout may have aided in this.
Recommendations for Future Events
<ol style="list-style-type: none"> 1. This event happened on Tuesday like always, but because of the Victoria Day holiday, it was following a Monday schedule, so beware of those switches next time.

Cultural Connections			
Cultural Connections: ICSN Goes on a Picnic			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$150.89 CAD	Date	June 1st, 2017
		Times & Timing	Biweekly 6:00pm - 8:00pm
		Location	Waterloo Park
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator	Total Participants	19

	Alyssa Manalo, Coordinator Vanshika Agnihotri, Social Director		
Partners in organizing		Comments:	
Number of students involved in planning and execution	Planning - 3 Execution - 8	Demographics: (students) - International 7 - Canadian 10 - Exchange 2 Undergrad: 11 Grad: 8 -1st years: 4 -2nd years: 6 -3rd years: 5 -4+ year: 4	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<p>-Facebook page posted on: -26 people listed as going, 86 interested -3k in total reached, 599 viewed and 127 responded -Promotion in IPC group, on facebook</p>			
Goals and Learning Outcomes of the Event			
<p>There have been many suggestions for more outdoor activities for ICSN events, so we thought this would be a nice and simple event to carry out for our second Cultural Connections. We knew that we were taking into account that a good portion of students coming were international and exchange students, so we split into two teams.</p>			
Summary of Event			
<p>Some students met up with some of the ICSN team at Waterloo Park and the rest met up with the remainder of execs and volunteers to help students get to our picnic spot in Waterloo Park from SCH and also posted map directions on our Facebook page. We had subway sandwich trays, pop drinks and snacks and borrowed sports equipment, such as frisbees from CIF. We also brought our tent and some blankets.</p>			
Recommendations for Future Events			
<ol style="list-style-type: none"> 1. Bring more food and napkins and make sure the food is clearly labeled. 2. Change meeting spot from SCH. 			

Babble Cafe					
Babble Cafe: Speed Meeting					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$ 85.59CAD	Date	June 6th, 2017		
		Times & Timing	Bi-weekly 6:30pm - 8:30pm		
		Location	Grad House, Upstairs		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator Vanshika Agnihotri, Social Director	Total Participants	23		
Partners in organizing		Comments:			
Number of students involved in planning and execution	Planning - Execution -	Demographics: (students) - International 9 - Canadian 9 - Exchange 5 Undergrad: 11 Grad: 5 -1st years: 4 -2nd years: 3 -3rd years: 3 ->=4 year: 5 First timers: 3 Returning: 16			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
-Facebook page posted on: June 2, 2017 -10 people listed as going, 15 interested					

-457 in total reached, 96 viewed and 25 responded
 -Promotion in IPC group, on facebook

Goals and Learning Outcomes of the Event

We found that Speed Meeting was a popular event in the Winter term and try it out for the Spring term with some adjustments from last term. We added more questions this time around since our previous feedback was that there weren't enough discussion questions. We also added a random number order for each person so that people wouldn't always be talking with the same people.

Summary of Event

People were given a table number order on their name tags as they signed in. Each table had a category of questions like food, travel and music. People were asked to rotate after each table so that everyone has a chance to go through all the tables and meet everyone else.

Recommendations for Future Events

1. We had 9 categories of questions which was too much
2. Encourage people to separate and rotate probably by setting a time limit

Cultural Connections

Cultural Connections: ICSN Does a BBQ Party

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$ 90.38CAD	Date	June 15th, 2017
		Times & Timing	Bi-weekly 6:00pm - 8:00pm
		Location	Laurel Creek Fire Pit
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator	Total Participants	19

	Alyssa Manalo, Coordinator Vanshika Agnihotri, Social Director		
Partners in organizing		Comments:	
Number of students involved in planning and execution	Planning - Execution -	Demographics: (students) - International 9 - Canadian 3 - Exchange 6 Undergrad: 15 Grad: 4 -1st years: 3 -2nd years: 5 -3rd years: 5 -4+ year: 6	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<p>-Facebook page posted on: June 9, 2017 -53 people listed as going, 22 interested -529 in total reached, 202 viewed and 84 responded -Promotion in IPC group, on facebook</p>			
Goals and Learning Outcomes of the Event			
<p>The goal for this event was to continue our outdoor activities for Cultural Connections and provide more food incentive for people to attend. It has been a constant complaint that there hasn't been enough food when food has been provided. As well, we wanted to have more people attend to Cultural Connections just as Babble Cafe.</p>			
Summary of Event			
<p>Originally we had planned for burgers (both meat and veggie patties) and sausages, but the we were unable to attain the BBQ kit in time. We stuck with hotdogs, chips and drinks instead. It took awhile to have the fire set up, but it went well overall. There was an issue that some students were taking more food than we had told them and there were complaints that there wasn't enough food.</p>			
Recommendations for Future Events			
<ol style="list-style-type: none"> 1. Make sure someone knows how to start a fire 2. Make sure fire is properly extinguished before leaving. 			

Babble Cafe					
Babble Cafe: Languages of the World					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$ 99.01CAD	Date	June 20th, 2017		
		Times & Timing	Bi-weekly 6:30pm - 8:30pm		
		Location	Grad House, Green Room		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator Vanshika Agnihotri, Social Director	Total Participants	21		
Partners in organizing		Comments:			
Number of students involved in planning and execution	Planning - 2 Execution - 3	Demographics: (students) - International 13 - Canadian 3 - Exchange 5 Undergrad: 9 Grad: 12 -1st years: 10 -2nd years: 5 -3rd years: 1 ->=4 year: 2 First timers: 4 Returning: 17			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
-Facebook page posted on: June 18, 2017 -11 people listed as going, 14 interested					

-438 in total reached, 87 viewed and 27 responded
 -Promotion in IPC group, on facebook

Goals and Learning Outcomes of the Event

The goal of the event was to continue using new activity platforms for Babble Cafe over the typical icebreaker and set of discussion questions. This time we wanted to try using Kahoot interactive online quizzes that can be played through cellphones. Many students had enjoyed the previous trivia questions and this platform was very enjoyable in classes, so we hoped the same enjoyment would apply here.

Summary of Event

Two kahoot quizzes with eight questions each about different languages of the world. People had greatly enjoyed the quizzes, so another quiz was made on the spot with the remaining questions that didn't make the cut during our brainstorming session during our team meeting. Only two execs were present and their laptops didn't have a HDMI port for the projector.

Recommendations for Future Events

1. Make sure laptops have a HDMI port and bring a VGA connector
2. Make sure the team knows what to do if other execs/coords can't make it

Canada 150 Extravaganza

Cultural Connections: Canadian Trivia

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$47.8 CAD	Date	June 29th, 2017
		Times & Timing	6:30pm - 8:30pm
		Location	Bombshelter Pub
Participation (Organizers)		Participation (Attendance)	
Primary Organizer Name/Position	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator	Total Participants	

Partners in organizing	Bombshelter Pub	Comments:	
Number of students involved in planning and execution	Planning - Execution -	Demographics: (students) - International - Canadian - Exchange Undergrad: Grad: -1st years: -2nd years: -3rd years: -4+ year:	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<p>-Facebook page posted on: June 10, 2017 -16 people listed as going, 96 interested -6.2K in total reached, 498 viewed and 129 responded -Promotion in IPC group, on facebook, Personal social media</p>			
Goals and Learning Outcomes of the Event			
<p>The goal of the event was to start off our Canada 150 6-Day Extravaganza on a good note. We wanted to continue our earlier collaborations with the Bomber and teaming up with them for their Trivia Thursdays seemed like the perfect opportunity.</p>			
Summary of Event			
<p>Collaborated with Bombshelter Pub on hosting a Thursday Night Trivia with questions about Canada. We had a few tables reserved for us and each table could order one appetizer. Each attendant who had registered on Ticketfi didn't have to pay the cover charge. Passport Challenge: Everyone was given a passport and got a stamp for attending the CAN 150 events. For each stamp their name was entered in a draw.</p>			
Recommendations for Future Events			
<ol style="list-style-type: none"> 1. Next time, don't do this as a ticketed event, but have it as a first-come, first-serve for us to pay for their entrance 			

Canada 150 Extravaganza

Great Canadian Feast					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$ 1518.66CAD	Date	June 30th, 2017		
		Times & Timing	5:00pm - 7:00pm		
		Location	St. Jerome University Atrium,		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator	Total Participants			
Partners in organizing	St. Jerome University	Comments:			
Number of students involved in planning and execution	Planning - Execution -	Demographics: (students) - International - Canadian - Exchange Undergrad: Grad: -1st years: -2nd years: -3rd years: -4+ year:			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
-Facebook page posted on: June 10, 2017 -20 people listed as going, 97 interested -5.8K in total reached, 693 viewed and 130 responded -Promotion in IPC group, on facebook, Personal social media					
Goals and Learning Outcomes of the Event					
The goal of this second CAN150 Extravaganza was to continue our previous collaborations with St. Jerome University. In Winter term, ICSN held one of our events in the St. Jerome University Gym and this time we held our event in the Atrium.					

Summary of Event
Partnered with Saint Jerome's University to provide an all-you-can eat Canadian buffet. Posted directions on the facebook page and also had execs to guide people from SLC. Sold tickets through Ticketfi for \$16.50 but turnout wasn't great.
Recommendations for Future Events
<ol style="list-style-type: none"> 1. Try to subsidize the costs for this type of event because most people come to our events for the free food we promote 2. Provide the menu at an earlier date, so people with dietary restrictions are aware of what they would or would not be able to eat there.

Canada 150 Extravaganza			
Canada Day at CIF			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$ 44.08CAD	Date	July 1st, 2017
		Times & Timing	4:00pm - 11:00pm
		Location	Columbia Ice Fields
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator	Total Participants	
Partners in organizing	Community Relations	Comments:	
		Demographics: (students) - International - Canadian - Exchange	
Number of students involved in planning and execution	Planning - Execution -	Undergrad: Grad:	

		-1st years: -2nd years: -3rd years: -4+ year:
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>		
-Facebook page posted on: June 10, 2017 -228 people listed as going, 548 interested -26K in total reached, 2.6K viewed and 832 responded -Promotion in IPC group, on facebook, Personal social media		
Goals and Learning Outcomes of the Event		
As the third CAN150 event and it being Canada Day itself, we hoped to take advantage of the celebrations being held at CIF. We hoped that this would be minimal effort for the follow through of this event since much of the festivities were already provided.		
Summary of Event		
Third event for CAN 150, first gathering at SLC for some Canada Day swag like flags, tattoos, etc. Those who bought tickets through Ticketfi got “swagged” up first. We then walked together to CIF and reserved a spot by the lake with chairs and blankets. At least, one exec was at the spot at all times.		
Recommendations for Future Events		
1. Ask ICSN volunteers to attend, at least for setup and cleanup!		

Canada 150 Extravaganza			
Niagara Falls			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$1547.5 CAD	Date	July 2nd, 2017
		Times & Timing	10:00am - 9:30pm
		Location	Niagara Falls
Participation (Organizers)		Participation (Attendance)	

Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator	Total Participants	
Partners in organizing		Comments:	
Number of students involved in planning and execution	Planning - Execution -	Demographics: (students) - International - Canadian - Exchange Undergrad: Grad: -1st years: -2nd years: -3rd years: -4+ year:	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<p>-Facebook page posted on: June 10, 2017</p> <p>-19 people listed as going, 39 interested</p> <p>-9.7K in total reached, 453 viewed and 65 responded</p> <p>-Promotion in IPC group, on facebook, Personal social media</p>			
Goals and Learning Outcomes of the Event			
<p>We expected this trip to Niagara Falls to run more smoothly than from previous terms because there would be less students to account for. This lower turnout will allow us to establish what works best in terms of attending add-ons and departure times.</p>			
Summary of Event			
<p>Two sold-out buses for the event. Sold general tickets for \$16 plus add-ons for Maid of the mist and journey behind the falls. Event was successful with all guests arriving on time for check-in for the bus, add-ons, and for the most part, the departure. There were some students who were late, but we were able to pick them up along the way because of the traffic.</p>			
Recommendations for Future Events			
<ol style="list-style-type: none"> 1. Make sure students do not go too far from the Falls in order to avoid any tardiness. 			

Canada 150 Extravaganza					
ICSN Goes Canoeing					
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN		
Total Direct Event Costs	\$ 3135.75CAD	Date	July 3rd, 2017		
		Times & Timing	12:30pm - 4:00pm		
		Location	Grand River		
Participation (Organizers)		Participation (Attendance)			
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator	Total Participants			
Partners in organizing	Canoeing the Grand	Comments:			
Number of students involved in planning and execution	Planning - Execution -	Demographics: (students) - International - Canadian - Exchange Undergrad: Grad: -1st years: -2nd years: -3rd years: -4+ year:			
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>					
-Facebook page posted on: June 10, 2017 -32 people listed as going, 119 interested -6.1K in total reached, 832 viewed and 169 responded -Promotion in IPC group, on facebook, Personal social media					
Goals and Learning Outcomes of the Event					

Summary of Event
Canoeing the Grand River was the fifth CAN 150 Event. It was a very successful event with two sold out buses with tickets for \$30 each. It went smoothly from arrival to departure, excluding the few canoes that flipped, the guides were easily able to help them out.
Recommendations for Future Events
1. Do this trip again!

Canada 150 Extravaganza			
Babble Cafe: Make Your Own Poutine			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$318.25 CAD	Date	July 4th, 2017
		Times & Timing	6:30pm - 8:30pm
		Location	Grad House
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator	Total Participants	39
Partners in organizing		Comments:	
Number of students involved in planning and execution	Planning - Execution -	Demographics: (students) - International 17 - Canadian 16 - Exchange 6 Undergrad: 18 Grad: 22	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			

-Facebook page posted on: June 10, 2017
 -32 people listed as going, 117 interested
 -7.7K in total reached, 733 viewed and 160 responded
 -Promotion in IPC group, on facebook, Personal social media

Goals and Learning Outcomes of the Event

We had done a Poutine event for a Babble Café in a previous term so there was no worry as to whether the Grad House could provide for us. We hoped that it wouldn't turn out like the Trivia Night and Canada Day Celebrations at CIF where people reserved tickets, but did not show up.

Summary of Event

Final Canada 150 Event. Free like other Babble Cafés, but one of our more popular events thus far. We had made this a ticketed event, but then a majority of the people who had reserved a ticket did not end up showing up, but we were still able to provide poutine to all those who came.

Recommendations for Future Events

1. Don't make this a ticketed event, but a first-come, first-serve.

Cultural Connections			
Cultural Connections: Exploring Uptown Waterloo			
Participation (Organizers)		Participation (Attendance)	
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$ CAD	Date	July 13th, 2017
		Times & Timing	Bi-weekly 6:00pm - 8:00pm
		Location	Uptown Waterloo
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator	Total Participants	

	Alyssa Manalo, Coordinator Vanshika Agnihotri, Social Director		
Partners in organizing		Comments:	
Number of students involved in planning and execution	Planning - Execution -	Demographics: (students) - International - Canadian - Exchange Undergrad: Grad: -1st years: -2nd years: -3rd years: -4+ year:	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<ul style="list-style-type: none"> - 731 reached, 71 viewed, 23 responded - 9 “going”, 13 “interested” - Event page created on July 7, 2017 - Promotions through FB main page, event page + group 			
Goals and Learning Outcomes of the Event			
For this event, we wanted to continue with the outdoor activities for Cultural Connections and explore Uptown Waterloo.			
Summary of Event			
Scavenger hunt where participants had to solve clues to get to the correct cafes. They had to take selfies as a proof. Once everyone was done they had to meet at the Symposium cafe where the execs were. First 10 to complete the list received free drinks.			
Recommendations for Future Events			
<ol style="list-style-type: none"> 1. Have this in the beginning of the term when students aren't yet too familiar with Uptown Waterloo. 2. Do this next time when there isn't construction going on. 			

End-of-Term Event			
End-of-Term Campfire			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	ICSN
Total Direct Event Costs	\$ CAD	Date	June 20th, 2017
		Times & Timing	Bi-weekly 6:30pm - 8:30pm
		Location	Laurel Creek Fire Pit
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Anne Marie Hayman, Coordinator Alyssa Manalo, Coordinator Vanshika Agnihotri, Social Director	Total Participants	12
Partners in organizing		Comments:	
Number of students involved in planning and execution	Planning - 2 Execution - 8	Demographics: (students) - International 4 - Canadian 7 - Exchange 1 Undergrad: 10 Grad: 2 -1st years: 0 -2nd years: 2 -3rd years: ->=4 year: First timers: Returning:	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
<ul style="list-style-type: none"> - 470 reached, 74 viewed, 24 responded - 7 "going", 17 "interested" 			

- Event page created on July 16, 2017
- Promotions through FB main page +event page

Goals and Learning Outcomes of the Event

Summary of Event

Same idea as the barbecue but this time we had s'mores too. Not a huge turnout, maybe because of busy exam schedule.

Recommendations for Future Events

1. End of term and most people have either left early or busy with other projects, assignments that are due before the end of lectures.

**Sustainable Campus Initiative
Spring 2017 End of Term Report**



Seung Jin (June) Lee, Administrative Coordinator
Maria Nestorovska , Operations Coordinator

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1.0 Introduction

This end of term report was created by the Spring 2017 service coordinators of Sustainable Campus Initiative (SCI), Seung Jin (June) Lee and Maria Nestorovska. The Spring term of 2017 for SCI focused on working towards a number of projects including making the University of Waterloo a Fairtrade designated campus, planning washing schedules for the 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: Sustainability week. SCI did not host any SCI Talks during the Spring term, due to the advocacy executive leaving the team. SCI also participated as a speaker in the ECO summit hosted by the sustainability office. 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 Spring 2017 executive team was recruited in April 2017 by the Winter 2017 service coordinators: Sharon (Shengdi) Chan and Tristan Packwood-Greaves. Recruitment notices were posted on SCI's social media, www.feds.ca, Waterloo LEADS, and through FEDS marketing. The Winter 2017 service coordinators interviewed candidates, and new coordinators were hired.

2.2 Executive Team

Name	Position
Maria Nestorovska	Operations Coordinator
Seung Jin (June) Lee	Admin Coordinator
Edith Lam	External (Communications) Director
Jacqueline Grace Chung	Project Lead - Fair Trade
Fan Chen	Project Lead - Cutlery Rental Lead
N/A	Advocacy Director
Renee Leung	Internal Director
Rishabh Bahri	Events Lead – Sustainability Week
Qing (Ellie) Ma	Project Lead - Sustainable Fashion
Wanning Luo	Project Lead - Campus Compost
Silas Tsui	Project Lead - Campus Compost
Asha K. Virdee	Project Lead - UW Campus Market Garden

2.3 Volunteer Recruitment

General volunteers were recruited through the Spring 2017 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 administrative coordinator held one-on-one meetings with each member of the SCI team during the first week of class. 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 prior to the meeting through an email. General volunteers received training by their specific project lead through their weekly meetings.

2.5 Meetings

Weekly executive meetings were held on Mondays 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.

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. 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.

2.8 Executive Recognition and Appreciation

The executive team was recognized for their hard work this term through \$30 FEDS gift cards. 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.

2.9 Disciplinary actions

Through proper transfer of duties at the beginning of the term through the one-on-one meeting, SCI executives tended to their roles and understood their responsibilities for the term with the exception of Internal director. There was some miscommunication regarding a role for finances, which was taken up by the administrative coordinator instead of the internal director. 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 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 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 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 Spring 2017 volunteers where continuous information and volunteer opportunities were posted.

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. Facebook and twitter were most often used to inform students about current projects and upcoming events that may have been of interest to them.

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 one large event Sustainability Week and a series of smaller events throughout the term that included project specific events and several fair trade-related events.

4.1 SCI Talks

SCI did not hold any held SCI Talks during the Spring term due to a lack of an executive for the position.

4.2 Sustainability Week 2017

This term, Sustainability Week was held the week of July 10-14th, 2017. Our events included (in order): Electric Vehicle Day, Sustainability Trivia Night at the Bomber, Eco-Summit co-hosted with the Sustainability Office, Storytelling around the Bonfire with the Aboriginal Centre (cancelled due to weather), and Seed Planting with Campus Compost and Campus Market Garden. Feds Marketing created marketing materials such as Facebook cover photos and physical posters of high quality in a timely manner, which contributed to good visitor turnouts and overall success of the events. Overall, all events were largely successful, especially Electric Vehicle Day which was a new event introduced this term.

4.3 Fair Trade Events

The Fair-Trade initiative held two events this term. SCI held a hazelnut spread making workshop on June 29th from 10:00am~2:00pm using fair trade chocolates. Soap making workshop was held on Tuesday July 18th from 11:00am~2:00pm. The events were a success with a good turnout of students participating in the events. There was an excess of ingredients which will be suggested to use early for the following term.

4.4 Second Hand Clothes Washing

SCI's second-hand clothes were washed during the month of July. 10~15 loads of bags were taken to PAC on Fridays and picked up by executive members after the executive meetings on Mondays. The fashion lead was unable to have access to a new room until the second week of July, and the storage room was over-filled with clothes making the washing process difficult. MC 2015 is used to currently store washed, clean clothes.

4.5 Community and Campus Events

SCI co-hosted with the sustainability office for the eco-summit during sustainability week. In addition, SCI was able to communicate with the Electric Vehicles team to host a booth for awareness.

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. 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, the Fair Trade was not in continuous contact with EWB however the Fair Trade lead ran two successful fair trade events this term, which was mentioned in the events section of the report. For Fall 2017, it is recommended to arrange a meeting with EWB as soon as possible. The engineering faculty is currently the only not fair-trade designated.

4.6.2 Sustainable Fashion

This term, the Sustainable Fashion project continued to wash clothes with the cooperation of the Athletics department. The process was slow and currently only have around 50 bags washed that is stored in MC2015. There were a lack of volunteers and commitments for the project. The SLC-PAC expansion has put a stop to the washing process and there is a possibility that CIF laundry machines have to be used for the fall term.

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. Clothes should also be washed throughout the first three weeks of September before the sale date On September 25th and 26th.

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 Women's center purchased sustainable projects for the feminist tea party through contact with the internal director.

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. During the winter 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 proposal was submitted to the services manager for a review and food services.

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. An irrigation kit was purchased and used for the farmland this term. The UW CMG had a potted herb sale on July 21st composed of various herbs such as rosemary, thyme, oregano and more.

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. weekly 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

SCI coordinators met with Mat Thijssen 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. The eco-summit and bike day were major events that occurred for the sustainability office. SCI helped to promote the events through various social media.

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

- N/A

6.0 Inventory

6.1 Items acquired this term

SCI purchased an irrigation kit and a tiller for UW Campus Market Garden. New pull-up banner was acquired for SCI that was ordered during the previous term.

7.0 Budget

7.1 Overview

The admin coordinator handled the budget and cheques for the spring term. Each events lead were notified of the budget during the first meeting of the term. A financing report has been kept in track throughout the term. One thing to note, the fair trade lead went over the budget for the spring term, however there is enough money in our sales to compensate.

7.2 Current status

Spring term is the fiscal year for the budget allocation. Overall, a total of \$1865.89 was spent this term. This was tracked through communication with the executives and volunteers.

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. Closer contact with the executives would benefit the overall atmosphere during meetings. Forming close relationships and maintaining a good collaborative initiative is ideal in creating a team. Introducing team building activities at the beginning of the term will allow for an engaged team.

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. 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

The only major problem that SCI faced this term was the key for sustainable fashion. It took a long time for us to receive the key which slowed the process of our project. I

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. He responded very quickly to emails which helped SCI to accomplish our goals. The weekly meetings truly helped for the coordinators to get organized, and as two new coordinators he had an important role in helping SCI to succeed.

9.3 VP Internal

This term, SCI did not have too many interactions with the VP Internal like the previous term. We hope to see increased interaction with the future VP Internal.

9.4 Marketing

Feds marketing responded very quickly to emails and accomplished all tasks we enquired. Posters, and other marketing materials were created with excellent quality.

10.0 Important Contacts

Mat Thissen (mthijssen@uwaterloo.ca)

11.0 Attached Executive EOTS

11.1 Advocacy Director

N/A

11.2 Internal Director

Sustainable Campus Initiative Executive Report
(Renee Leung – Internal Director – Spring 2017)

Describe your role in SCI

My role is to maintain the SCI office space (throw out recycling boxes regularly, make sure everything is clean, etc.), maintain the SLC basement e-waste station regularly, manage SUSPUR inventory and purchases, develop schedules and take meeting minutes for every meeting.

Structure of your group and # of volunteers (If applicable)

I do not have any volunteers this term. Though it might be useful if there are more volunteers to help sort the e-wastes to save time. However, there might not be volunteers who sign up. So we might consider giving out gift cards for volunteer appreciation.

Main accomplishments of the term (include events, projects, meetings, etc.)

Provided SUSPUR items for those who ordered them. Provided assistance in finding sustainable items that were not the SUSPUR list for organizations that need them - Campus Compost terra cotta pots. Cleared out e-waste recycling station and contacted for pickup. Attended all meetings (except one for an interview) and took

meeting minutes. Attended and volunteered for other SCI events. Reorganized e-waste recycling station instructions files into a specific folder on Drive.

Lessons Learned from the term (What worked best for you? What didn't?)

I learned that the e-recycling station has to be checked more often, especially in the beginning of term and end of term when students clear out electronics for moving. Moreover, it is quite difficult and time-consuming to sort the e-wastes with only a few number of people or by yourself (as there are usually unexpected items in the bins). Also, I learned that it is more organized and easier to communicate with purchasers by creating Google Spreadsheets when ordering SUSPUR items.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

SUSPUR:

- Record inventory after purchases / uses of SUSPUR items each time so that the inventory quantities are easily traced.
- Even when SCI members use SUSPUR items for other events, it is also useful to keep track of the quantities of items used for an event.

E-waste Recycling:

- Check "E-Waste Station Information" folder under Documents on Drive. - Check the e-waste station more frequently (once a week for beginning and end of term).
- Wear gloves for unexpected waste.
- Place sorted items in separate cardboard boxes if there are no Think boxes. Cardboard boxes can be found at Tim Horton's / International News / Bookstore / FEDS office.
- Count the number of items for each category and record in the following spreadsheet (this has not been done in several terms):
https://docs.google.com/spreadsheets/d/1wYAZc2MrgTMTEP0EoyrPUTHz3vJPcKkDFfk8kxY_Wk4/edit#gid=0
- Bring volunteers when clearing out the e-waste station and give out gifts for rewards for persistent volunteers.

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

WiSTEM is going to hold a symposium in Fall 2018 and has already requested ordering of SUSPUR items (through a Google form created and used many years ago - check SUSPUR email titled "SUSPUR Application Form (Responses)" was edited recently. A Google spreadsheet is created to record the quantities of items wanted in the SUSPUR account. Since there are a lot of orders requested, SCI may need to order more SUSPUR items to reload inventory.

The partnerships your group had with other organizations

Did not have partnerships with other organizations.

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?

I like that the Service Coordinators give reminders, follow up on the tasks to ensure everything is in order. Also the Service Coordinators are supportive, try their best to help me and respond immediately when I have questions. However, it would be even better if the Service Coordinators could provide me some directions on

the work in the beginning because I was quite lost in the beginning and cannot find the information I needed on Google drive as documents were quite disorganized.

11.3 External Director

Sustainable Campus Initiative Executive Report (Edith Lam – External Director– Spring 2017)

Describe your role in SCI

As the external director, I handled social media accounts (Facebook and Twitter), emails and promotions for the executive team. On social medias, I created event pages and promoted upcoming up events for SCI. I shared content from other environment related materials when asked by others. I created a month newsletter for the volunteers and I also created and maintained the Facebook volunteer page. Last of all, along with the service coordinator, I helped edit the current Green Guide for future publishing.

Structure of your group and # of volunteers (If applicable)

N/A

Main accomplishments of the term (include events, projects, meetings, etc.)

Our main accomplishment this term was executing Sustainability Week and running two Fair Trade Workshops (Chocolate Hazelnut Spread Making Workshop and DIY Soap Making Workshop).

Lessons Learned from the term (What worked best for you? What didn't?)

The Facebook volunteer page was a good idea to keep all the volunteers updated about new opportunities. Future exec should make a new group and add all the volunteers. One issue that often occurred, was people unsubscribing to our email.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

Remember to post often and keep your audience interested. If you're not promoting something for someone, you can also post fun facts about the environment or something creative you can think of! The opportunities are endless, but just be sure it's appropriate!

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

We have a YouTube channel and it was not used this term. I think we should start using the account for future promotion videos! I also suggest running a contest on Twitter and/or Facebook to promote SCI more. It'll be great to have it during the beginning of the term when the first years are coming in.

The partnerships your group had with other organizations

During the term, we worked with many other groups on campus and off-campus. This includes (but is not limited to) Enterprise Car share, St. Paul's Greenhouse, City of Waterloo and WWF-Canada.

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?

I enjoyed working with the service coordinators this term. They were very helpful with answering questions and they were always on top of their work. I highly recommend them to come back again for future terms. I do not have any improvements or suggestions for them.

11.4 Fair Trade Project Lead

Sustainable Campus Initiative Executive Report
(Jacqueline Chung – Fair Trade Project Lead – Spring 2017)

Describe your role in SCI

My role for Spring 2017 was to raise awareness within the student population about Fairtrade products and to encourage students to make more responsible consumer decisions. Moreover, I was overseeing the progress for a Fairtrade Campus designation through communication with Food Services and Feds. Details on requirements of the designation can be found [here](#). All this was done in partnership with Engineers Without Borders(EWB) and our goal was to foster a Fair Trade culture on campus.

Structure of your group and # of volunteers (If applicable)

My group was recruited at the General Volunteer Meeting and consisted of around 10 students. However, most students could not attend meetings and thus, only around 2 committed volunteers were seen at meetings. In order to accommodate those who could not attend, one of my volunteers created detailed meeting minutes, and I communicated frequently via email, and invited students to ask questions and volunteer at events. One volunteer had a car, so she always helped me with purchasing and carrying products such as mason jars at Walmart or soap bases from Michael's.

Main accomplishments of the term (include events, projects, meetings, etc.)

1. FAIR TRADE CHOCOLATE HAZELNUT SPREAD MAKING WORKSHOP: Thurs. June 28 from 10 am to 2 pm:
<https://drive.google.com/open?id=0B8WzyFAN-KX7dzQxWDEyeHhCbm8>
 - a. The event had around 50 people come to the event
 - b. We ran out of chocolate in the first hour
 - c. We had many people register and I would to see that you email them for next term's events
 - d. Volunteer recruitment is important because my fair trade meetings did not have many people because I was not very sure about the Fair Trade designation as much
2. Sustainability Week Day 4: Bonfire - Fair Trade S'mores: Thurs. July 13 from 6:30 - 8:30 PM:
https://docs.google.com/document/d/1sgp2KOvvoou_gZ1eLhZnGrOugqZTiz4Gh65A-p3E_EA/edit
 - a. I just helped with research of fair trade s'mores ingredients
 - b. I also helped with Marketing on my page
3. DIY SOAP WORKSHOP: Tues. July 18, 2017 from 11:00 am to 2:00 pm
<https://drive.google.com/open?id=0B8WzyFAN-KX7clRSRFhteUxzNVE>
 - a. This event has not been done before, but we sold out of tickets (8 people/30 min)

Lessons Learned from the term (What worked best for you? What didn't?)

- I think Fair Trade should get \$500 budget for Winter term because Fair Trade and natural/organic products are expensive. Please convince the coordinators to bring it up, so you can do more events.

Luckily, most of the products I purchased can be used for future events and can be re-used for a long time.

- It is very important to plan ahead and keep constant communication with key stakeholders (EWB, Feds, Food Services, your team). Making a strict schedule in the beginning of the term is very important!
- Sorry I went over the budget for this term \$400, so you may not get much for next term.
- This term I didn't really meet with Akshay for EWB collaborations but it would have been good to collaborate if they had more Fair Trade volunteers, and the head head was more available in the afternoon.
 - Try to meet with EWB for a tentative timeline of events we wanted to accomplish and met regularly at least once a week. I strongly recommend this in future terms as well as the partnership with EWB is very useful and opens more connections across faculties. It will also help bridge a way to EngSoc converting into Fair Trade.
- Contact Sara, past project lead, for more of the logistics of fair trade and how to contact FEDS and Food Services to help out. Luckily, Akshay reached out to Canadian Fair Trade Network (check out the information under Partnerships)
- More specifically to events: Students love free things! Usually this is the best way to get immediate attention from students that are not interested in Fairtrade.
 - I bought gift bags with coffee pods and tea bags that would be given upon donations (just another way to get revenue)
 - Past leads gave out free hot chocolate, tea/iced tea or ice mocha to lure people in
- Timing is very important for holding events. We held our events in June and July, but many students get busy around the end of July because it's almost finals, but I think our event attracted students because it was just drop-in events. However, our event's location (SLC Multipurpose room) was not a very inclusive area and did not attract very heavy traffic. We had to put out a sign in front of the room to attract attention. I think having a person go out there once in awhile to invite students would have helped, or having a small booth in the front, so students can talk to them first. It is also good to have all the doors open in the MPR.
- We did not buy enough chocolate for the chocolate hazelnut spread workshop and too much hazelnuts (so be sure to use the bags of hazelnuts in the Fair Trade cabinet)

Refer to this document for all the lessons I learned from this semester as project lead and my past roles as event lead in SCL:

https://docs.google.com/document/d/1SJEBvHzpwn8fh78I9cPf3sWrivi_IpLHxP51OPJlv9o/edit

I know it's long, but they are very useful tips for the future. Please pass it on to your next term's project lead as well!

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

1. Arrange a meeting with EWB ASAP. For the next term, Akshay (who helped start the Fair Trade Initiative) may be your contact, who is currently using these emails (but the lead can change for next term, be sure to find out the new contact):
 - a. UW EWB Chapter President: chapterpresuw@gmail.com
 - b. Fair Trade Lead in EWB: sayeleswarapu@edu.uwaterloo.ca
2. Contact the previous Fair Trade Lead (Jacqueline Chung) to gain background information on the project: jgchung@uwaterloo.ca or message me on Facebook
3. Look through the Google drive for past documents that will help provide more background information and resources that you may need during the term.
4. 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)
5. 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
6. Set out a timeline for when you'd like to carry out events with EWB and make sure they do not coincide with students' midterms. Once you decide on the details of the event, fill out an event form and get it approved by a Service Coordinator Brendan and the room booked by Scott ASAP.
7. Have at least 3 events per term to spread awareness. Having a Marketplace booth would help as well, with free stuff.
8. Have the residences more involved in the events. Email the residence dons to put up posters for you on the billboards, and email their residents.
9. Ask Volunteer Centre to put up volunteering opportunities on their page. Ask societies and clubs to advertise your club especially environmental one.
10. I recommend hosting at least one "large" event each term. Your term will fall within Halloween which is a great time to promote Fairtrade chocolate and other candy/sweets. Perhaps hosting a food workshop would be a good idea (ask your volunteers what they think – they have some great ideas!). If you want to book a kitchen, you can book Sobeys Community Room pretty easily if you do it enough in advance (spots fill up very quickly!). You can book the Community Room by calling Sobeys on Columbia at (519)880-9143.
11. Students love free food, so I would recommend giving away free hot chocolate/coffee/tea to students at a booth next term. International News provides Hot Water and coffee in Cambro Units for you if you fill out a form and send it to the manager, Joanna. If you do this within a week or two in advance, they can accommodate (closer to the date would be pushing it but they are generally very nice and accommodating to late requests!). This is super useful as it's way cheaper than ordering from Catering Services.
 - a. Form: <https://drive.google.com/open?id=0B8WzyFAN-KX7bWZUSTcxUWFPSzQ>
 - b. You have to put down your Watcard or \$100 deposit
12. INews has Cadbury Fair Trade chocolate, so if you need milk chocolate, buy it from INews. INews also has Fair Trade Chocolate and Tea, with refillable mugs, so it would be a good place to buy mugs. You can also ask them for potentially advertising or partnerships.

13. Always create a feedback form for events and for the initiative (volunteers/executives and attendees)
14. Create sign-in sheets at events for mailing list and volunteers
 - a. ex.
<https://docs.google.com/spreadsheets/d/1fnxr2CwbYZVvNInPLrkjgk67RK0B1751QVPaArmLJh4/edit#gid=0>

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

1. Plan more events and schedule them for the rest of term, so you can get marketing (maybe have posters with a list of events for fair trade like Sustainability Week). FairTrade Week is in September, so start planning for the week.
 - a. Do a FairTrade Bonfire with S'mores?
 - b. Chocolate Hazelnut Spread was always a popular event
 - c. Continue doing the DIY events
2. Talk to Torrye from Food Network: torrye@cftn.ca for help with pushing for EngSoc to go FairTrade
3. We wanted to accomplish more with designation but did not have the chance. Food Services transferred to Fairtrade products and many of the societies have, but the Society coffeeshops are independently run - we only have EngSoc left (I believe). Maaz, the internal Feds director, is helping us reach out to the society presidents to make a case for Fairtrade.
4. Next term, I would contact the Internal FEDS to track who they have talked to from the societies and make sure to push it along. I think it'll be good to get FEDS involved because I did not have much time to go much of the internal work of the FairTrade Designation this term.
5. Perhaps create a map with them that students can use to find Fairtrade food on campus/Waterloo area or any other innovative ideas.
6. Email the person for Marketing and Communications Coordinator for Food Services to track the progress of the designation on Food Services end, mbuchneachew@uwaterloo.ca

The partnerships your group had with other organizations

Engineers without Borders. Maintain frequent communication with them and plan events and share tasks together.

UW EWB Chapter President: chapterpresuw@gmail.com

Fair Trade Lead in EWB: sayeleswarapu@edu.uwaterloo.ca

Torrye McKenzie | Fair Trade Programs Coordinator | Coordonnatrice des programmes équitables

Email: torrye@cftn.ca

Skype: torrye.mckenzie19

Cel: +1.250.991.9424 | Office: +1.604.685.6005

Canadian Fair Trade Network | Réseau canadien du commerce équitable

514 - 207 West Hastings st. Vancouver, BC, V6B 1H7

Mikie Allan | Partnerships Manager

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Canadian Fair Trade Network | Réseau canadien du commerce équitable

514 - 207 West Hastings st. Vancouver, BC, V6B 1H7

Tina Chan, Founder of Passkit, alumni of St. Paul's Greenhouse

Passkit: <http://www.mypasskit.com/>

tina@mypasskit.com

<https://www.facebook.com/mypasskit/>

Possibly partner with Sobey's for events (contact the one on Columbia or Bridgeport)

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?

Since it was the coordinators first time doing the Coordination, it was a bit unorganized at first, but it got better while we went. They are very quick in responding in Messenger, not as much in emails. They helped a lot with budgeting, scheduling, and providing materials for the event. Let me know if you would like to add anything FEDS did or mention for Fair Trade.

11.5 Cutlery Rental Project Lead

Sustainable Campus Initiative Executive Report

(Fan Chen – Cutlery Rental Executive – Spring 2017)

Describe your role in SCI

My role was to finish up the proposal for a new reusable cutlery and dishware service for Brubaker in the SLC and propose it to Food Services.

Structure of your group and # of volunteers (If applicable)

I reviewed the report on my own without help from volunteers.

Main accomplishments of the term (include events, projects, meetings, etc.)

Proposal was delivered to Food Services. It is currently being reviewed.

Lessons Learned from the term (What worked best for you? What didn't?)

Working with established services (i.e. Food Services) on campus can take a long time because each responsible has his/her own schedule. This is especially true during the summer time where many people are taking vacations which delay the process.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

Check your emails often as a day difference might be significant.

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

- Adding more recycle bins on campus (especially in the math buildings)
- Having a map of all recycle bins and compost stations on campus.

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?

The meetings are not super relevant for me since I am working on the project on my own for now.

11.6 Sustainable Fashion Project Lead

Sustainable Campus Initiative End of Term Report

(Qing (Ellie) Ma - Sustainable Fashion Lead - Spring 2017)

Your specific role in SCI

This term I was project lead of SCI's Sustainable Fashion. I maintained the services that SCI provide in the Sustainable Fashion part. I did the preparation work from collecting to the washing process by communicating and coordinating with the PAC staff and Athletics office.

Structure of your group (If applicable)

N/A

Events and projects you were involved with this term

Eco-summit

Lessons Learned/What worked best for you? What didn't?

The communication with school staff went well and due to the PAC construction, the communication for transporting and washing should be done weekly to keep up with the process and ensure the appropriate

amount of clothes washed by the sale in the next term. However, we didn't get much volunteers for the whole term which is a big problem. However, the execs in the SCI team were nice and helped did a lot of work.

Recommendations for future director of your Project/Position

The position lead need to organize well with the PAC staff(Scott) and the Athletics office(Sadig) to know the running time for the laundry service. Since the PAC is under construction, it might still need you to talk to PAC every week to know whether they provide the laundry service. Recruit as many volunteers as you can since it might be considered as a labor-intensive work to do the sorting and transporting and selling in the coming term. It might be helpful to provide the specific amount of appreciation for the volunteers for the Sustainable Fashion since it might be hard to recruit the volunteers and keep them committed for the whole term. Keep up with the collection box in EV 3 and communicate with the Faculty of Environment to collect them maybe weekly.

Future recommendations for projects

Future Lead will continue working on the second-hand clothes sale 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

PAC

- Scott Calder, sdcalder@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 for the new storage room! The execs are also helpful and nice to help out with any problems I had!

11.7 Campus Compost Project Leads

Sustainable Campus Initiative Executive Report

(Silas Tsui & Wanning Luo – Campus Compost Leads – Spring 2017)

Describe your role in SCI

This position is responsible for leading the ongoing Campus Compost project, a student-led 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 Spring 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.)

- Operations
 - Expanded locations to over 25 locations
 - Streamlined procedures to accommodate increased capacity and improve maintenance of carbon-nitrogen ratio
 - Created monthly data reports
 - Consolidated data management system into a user-friendly spreadsheet
- Marketing
 - Began revamping website to be more user-focused with more memorable URL
 - Published monthly blog posts about various aspects of composting
 - Ran DIY seed planting event in collaboration with UW Campus Market Garden
 - Promoted Campus Compost during regular SLC boozing
 - Ran educational workshops about composting for elementary-school summer camps
 - Implemented campus-wide poster awareness campaigns
 - Arranged for composting services at Orientation events for all six faculties
- Human Resources/Membership
 - Added membership bonding events during meetings
- Social Media
 - Actively engaged with community through Facebook and Twitter with Compost Meme Mondays and Fun Fact Fridays
 - Created compost cow Snapchat geofilter to raise awareness about Campus Compost (not yet approved)

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. Last term ,it was 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 Fall 2017 operations can start running as soon as possible. This also holds true for the end of term; start preparing for Winter 2018 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 [Spring 2017 initiatives](#) that were in progress and incomplete from the ones mentioned above should be carried forward into Fall 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. 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.

In particular:

- General/Administrative
 - Everything that belongs to us is in Locker 001, SCI, or MC 1027
 - Locker 001: Operations materials, some posters and boozing material
 - SCI: Posters and liners in cabinet, newspapers/sieve/gloves under white board, banner, trifold poster
 - MC 1027: two boxes of large yard waste bags on the right side of the door
 - Purchasing ideas: round black bin, large yard waste bags (if we run out), sieve, green bin liners, tarps
 - **Recommendations:**
 - Include option to request composting services on FEDs Services/Clubs Event Form
 - Hold an initial meeting with the executives to ensure that everyone is on the same page about prioritized term initiatives
 - Hold bi-weekly meetings with all of the volunteers
 - Make sure you are checking the [Feedback Form](#) responses at the beginning of term, and asking folks to complete it at the end of term as well
 - Keep track of any ideas you have over the term so you don't forget!
- Operations
 - Streamlined operations management (including C:N ratio maintenance)
 - As our capacity has increased, compost distribution has also become a key part of our operations
 - As September is a good time to lay down more compost in gardens, try and distribute as much compost as possible at the beginning of term to make room in the wooden bin
 - As both cows are quite full, we would recommend emptying one (most likely the silver one) at the beginning of term after distributing some of the ready-to-use compost.
 - Be sure to rotate usage of the cows -- try to only fill one at a time while letting the other sit and decompose
 - To deal with the increased capacity, we have started to turn the cows more and more frequently -- please continue to do this
 - We have integrated adding shredded paper into the Friday procedures -- we recommend also layering shredded paper and food waste when adding contents into the cows
 - We are mostly switched over to using paper yard bags, paper liners, and newspapers to line our bins, but we are still using some compostable plastic bags for some of our bins; we are **no longer** putting any compostable plastic into the cows though!
 - You can see more information on our bins and liners on our inventory sheets
 - [Inventory](#)
 - [Inventory with Pictures](#) (to be updated with new kitchen-sized bin)
 - We would also recommend a revamp of the [Compost Collection Bible](#) to make it a little more user friendly by simplifying procedures and adding pictures
 - Please read Meaghan's recommendations in the Appendix at the end of this document
 - Location management
 - While expansion has been great for generating awareness, we need to be wary, or at least very strategic, about further expansion as we are getting to the point where the cows are filling up faster than we can manage them
 - We are also asking locations to volunteer to do their own collections or provide their own bins and bags wherever possible to help with our resource constraints
 - It is also super important to ensure that communications are streamlined to ensure that they stay informed about what is going on

- We are in the process of confirming locations and bin allocations for next term -- see the [Consolidated Bin Location Tracker](#) for details; you may need to finish up this task if we are not able to wrap up in time
- Data management & scheduling
 - Fall 2017's Operations Director was actively involved in consolidating the data management surveys into a user-friendly [UWCC Collections and Temperature Spreadsheet](#); it will need to be tweaked, but we recommend switching over completely to using that instead of the Google Form surveys as the data is easier to manipulate
 - We have also been pre-grouping locations in "areas" and having volunteers sign up for shifts in that way
 - We recommend continuing to complete monthly data reports; these will be nice to put on our website to increase transparency to our stakeholders
 - [Transition report](#) from this term
- Marketing
 - Website
 - We are in the midst of creating a [new website](#) from scratch!
 - Silas and Thomas have been working on it this term and may potentially be interested in continuing to work on it over co-op
 - We would recommend hiring an official Website Development Lead for this role to ensure that continuous work is being done on it. Most of the content and structure is finished; there's just work to be done with the CSS/animations. They can talk to Silas or Thomas to see how we can best transition.
 - The code for the website can be found [here](#).
 - We would also recommend continuing to do monthly blog posts -- it helps with social media engagement too!
 - Campus-wide awareness campaigns
 - We still have some posters printed and leftover from last term (in locker or SCI office) -- recommend printing more and putting these up early in the term!
 - [TV screen ads](#) -- get these up early too!
 - Orientation Week composting services
 - We are in the process of setting up collaborations with each faculty's O-Week planning committee to ensure that we have presence at at least one event per faculty
 - So far we have Jameson, Debbie, and Jennifer who are able to help out, but it would be great if more of the executive team were able to
 - We are trying to have most of the scheduling and coordination completed, but you will need to continue this effort and ensure that everything goes smoothly!
 - We are hoping this will set the bar for our participation in future Orientation Weeks and that we will be able to reach more first years :)
 - You can find the tentative [scheduling sheet](#) here and any relevant emails under the Project O-Week label in our inbox
 - Branding
 - With the addition of our new website, consider revamping the Campus Compost brand e.g. logo, colours, posters, etc.
 - (Since our club is campus-based, the the goose/Waterloo association isn't too important)
 - Collaborations
 - Enactus Waterloo -- no active collaborations but worth keeping in touch
 - Game Development Club -- continue working on compost game
 - Consider obtaining stationary or portable cow cutouts as marketing material

- [Transition report](#) from this term
- Events
 - We hired an Events Lead as a new executive role in an effort to boost our presence on campus
 - The role should be quite flexible, and you can feel free to set structure around it, but some ideas include running one bigger event per lecture month (3 in total), organizing education workshops such as the ones we hosted for summer camps, and planning more frequent boothing
 - Make sure that we booth at Clubs Day -- this will be advertised in a FEDs article
- Social Media
 - Continue to engage community through Facebook and Twitter with Compost Meme Mondays and Fun Fact Fridays
 - Look into other ways to promote content too! Consider sharing posts about volunteers highlighting different location spots and/or Friday processes.
 - Continue to work on Snapchat geofilter until approved!
 - We have not hired a Social Media Director, but usually it is not too difficult to find someone to take on this role
 - [Transition report](#) from this term
- Human Resources/Membership
 - Volunteer recruitment
 - Some best practices procedures were written out in Winter 2017
 - Consider giving them LEADS access and letting them handle the bulk of recruitment activities, including job postings and interviews
 - Potential recruitment video in collaboration with Marketing?
 - There was feedback from lots of new members that the recruitment forms were excessively long and turned them off from the club. Consider shortening or making it more concise.
 - Volunteer onboarding
 - Consider adding photos to the Campus Compost Bible for easier onboarding
 - Volunteer management
 - A [volunteer tracking form](#) has been created -- continue to monitor and enforce
 -
 - Volunteer retention
 - Consider running volunteer bonding events prior to meetings
 - Plan at least one social per lecture month

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. It would be a good idea to consider planning a student forum to look at how we can improve sustainability on campus. Collaborating with other groups from the UW Sustainability Network may be a good idea as well. This could be a good way to gauge what direction Campus Compost should move in the future, as well as provide additional ideas on what new projects to implement. There was excess money left over this term, and providing food during the student forum could be a good way to build our brand and get more student data.

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. We would recommend pushing to start organizing a collaborative event for Orientation Week 2018 as such an event would require a significant amount of planning and coordination. We also ran the DIY seeding event in collaboration with UW Campus Market Garden and would highly recommend continuing to run events with them in the future.

What you would have liked from the Service Coordinators? In other words, how can we, as service coords, be more involved in helping you to fulfill your position?

It would be helpful if coordinators could make extra efforts to help us understand any changing on-campus dynamics or plans.

Appendix: Meaghan's Recommendations

Guideline links for compost certification:

<https://www.ontario.ca/page/ontario-compost-quality-standards>

http://www.ccme.ca/files/Resources/waste/compost_quality/compostgdns_1340_e.pdf

http://www.alcanada.com/index_htm_files/Compost_Handbook.pdf

Short term recommendations:

- evaluate moisture in composters - see if any liquid comes out when you tilt the opening downwards and slightly open. If liquid comes out let it drain for a day. Another option is to leave the door open facing up to allow some of the moisture to evaporate.
- Find a spot to donate or sell compost in the blue bin to make room for incoming compost.
- Remove compost from at least one or both of the compost cows. Separate plastics and put them in the garbage. Anything that is not done decomposing put back into the empty composter or in the compost cow that is still full.
- If you chose not to empty a composter then add more dry carbon. and give the composter a very good mix.
- I would use paper bags instead of plastic, just give more turned to break up the yard waste bags.

Ongoing maintenance:

- Make a schedule that allows the composters to be emptied at least once each term. So the people in the summer semester has an easier time starting the compost up again once the weather is warmer.
- After emptying the composters soon, I recommend the nest times to empty the composters to be in early to mid august to allow the compost to "cure" and be ready for compost distribution for autumn soil augmentation. The fall semester try to empty the composter by mid october to November. Then the following year I would have composter program run from April start to Mid july-beginning of august empty then mid July - early August start to to November empty.

In future (2018) Each semester team I recommend (theoretically but trial and error may result in a better management schedule):

Summer semester: Focus on compost collection, first month (April) alternate between the two cows, in May focus only on the black composter until full, in June focus only on the heated composter until full. Once both are full give them a good mix (at least five spins) once a week and keep an eye on temperature, moisture conditions, and smell. Empty the black composter first (as it does not have the heating mechanism that will aid in the cooler temperatures in the autumn) around mid to end July. Start adding organic materials to black composter. Empty silver cow by mid august then start adding compost to silver cow (but also alternate with adding organics to the black cow if the black cow is not full yet).

Autumn semester: September continue compost collection add to silver composter, let the black composter sit by end of september then empty (but monitor the black composter for temperature, moisture and smells- if the black composter looks wet add carbon, and mix once a week). Let silver composter sit by mid

October. Distribute "cured" summer compost that was removed and stored in the blue bin by the summer semester for autumn augmentation to gardens and what not. Empty both composters by end of october/early november and put the compost in the blue bin to cure and be ready for distribution in the spring.

Winter semester:

Winter term composting crew will not do compost collection instead will focus evolving the compost program making it easier for the summer and fall semester people. Some examples are:

- Determining where spring compost will be distributed.
- Test samples of compost for quality and for further improvements of the program (C/N ratios, decompositions rates, improving composter tracking (compost additions and temperature conditions), measure NPK.
- finding resources to improve the composting site - more carbon sources or better carbon materials.
- Creating some kind of carbon material dryer.
- determine better collection methods.
- find anyone that would be interested in testing composting products (i.e. compost fungi).

By April the winter semester can start the compost collection, help out summer team and distribute autumn compost, but I understand that is around exam time.

11.8 Campus Market Garden Project Lead

Sustainable Campus Initiative End of Term Report

(Asha Virdee – UW Campus Market Garden Managing Director – Spring 2017)

As of Spring 2017, UW Campus Market Garden (UW CMG) has acted as a project affiliated with Sustainable Campus Initiative (SCI) for four terms. My role consists of acting as the Managing Director for UW CMG, as well as a SCI Executive. Over the term, my responsibilities as Managing Director include regular communication with stakeholders, running weekly meetings, coordinating events, delegating tasks to UW CMG's employees, and ensuring the overall success of crop growth and selling procedures. The spring term demands that most of my time is spent in the gardens. However, I do complete one hour per week of SCI office hours, attend weekly SCI meetings, and volunteer or promote SCI events to the UW CMG network.

In Spring 2017, the structure of our group consisted of one full-time Managing Director, one full-time Garden Coordinator, and one part-time Student Farmer. These positions are paid partly by funding from the Waterloo Environment Students Endowment Fund (WESEF), as well as the Canada Summer Jobs Program. We also implemented three volunteer executive positions. These included a Workshop & Events Coordinator, a Social Media Director, and a Volunteer Coordinator. In addition to our executive team, we had a total of 20-30 student volunteers who aided with work in the gardens over the term.

This term was very important for the development of our initiative, as we implemented many projects that have been in the works for some time. Firstly, the installation of our plant nursery, an 8'x8' greenhouse, took place in early April. Throughout the spring term, it has been used as an ideal growing space for raising plants from seed, which are then transplanted into the gardens. This nursery is located beside our St. Paul's plot, which we improved by redefining growing beds, adding mulch, and planting herbs. The plant nursery was a great accomplishment for our group, and in early June we held a launch event for students and staff at St. Paul's.

Developments were also put in place for our North Campus Garden, which is our largest growing space. 2017 marks the second growing season of this plot, and we focused greatly on improving its soil structure and growing beds. Compost was mixed into the soil during the month of May, and later on mulch was added on top of the soil beds to improve moisture retention and add more nutrients to the soil. We further improved the growing space by building defined permanent beds. While this is a trying task, the tiller purchased for us by SCI last term was a great help to speed up the process of creating growing beds. These improvements have allowed for a significant improvement in productivity for this plot compared to the 2016 growing season.

Another significant accomplishment this term was the implementation of an organized student volunteer system. A weekly volunteer schedule was created, during which students worked shifts at various plots. These student volunteers helped significantly with weeding, watering, and general maintenance of the plots over the term. The schedule was created with the help of our Volunteer Coordinator, and a Google Form that allowed students to determine which shifts and plots worked best with their schedule. These developments have significantly improved the consistency of volunteers completing their weekly shifts.

Finally, our group has continued to sell produce to Watson's Eatery at St. Paul's, where it is cooked and fed to St. Paul's students. We held two other events this term, including a tour for a community garden group at Georgian College, and an Herb Sale in the SLC. We also participated in EcoSummit, and co-hosted a seeding event with Campus Compost.

This term taught us quite a bit about how much time and effort is needed to successfully run a market garden. We learned that due to restrictions on selling procedures around campus, we are no longer able to continue our EV3 Farmer's Market. This has inspired us to become more creative with how we get our produce to students. We have been in contact with UW Food Services to collaborate with their Farmer's Market, and plan to host pop-up markets in September and October. We also discovered that running three separate plots may be too much work for our group to handle. In the future, we may only remain active in our North Campus and St. Paul's gardens. Our launch of the volunteer program was extremely helpful over the term, and we plan to implement it again in the fall.

For future leads of this project, I highly suggest creating executive positions (as mentioned above). This allows for the delegation of duties, while the Managing Director can focus on stakeholder communication and administrative duties. As for future projects, I suggest creating a reliable method of selling produce to students. Although our Farmer's Market was our main source of selling directly to students, we may want to look into a CSA program or weekly pop-up markets instead. I also suggest speaking with professors in the Faculty of Environment, who may have insight in ensuring our project is able to continue successfully into the coming years. This is especially pertinent due to the fact that our WESEF funding is set to discontinue by the end of 2018.

The service coordinators this term have been very helpful overall. They have been able to understand that due to my responsibilities in the garden, I am not always available to help out with SCI events. I would have appreciated a timelier manner for receiving reimbursements for large purchases, however they were received nonetheless. All in all this was a term in which our initiative was able to accomplish many goals, and SCI continues to play an important part in our success.

11.9 Sustainability Week Project Lead

Sustainable Campus Initiative Executive Report
(Rishabh Bahri—Events Lead – Spring 2017)

Describe your role in SCI

This position is responsible for organizing, planning and implementing Sustainability Week during the Spring term. The events lead is responsible for filling out and submitting FEDS marketing menus, food forms, and creating an event action plan. This is an annual event focused on educating students about sustainable practices on campus, such as waste management and fair trade practices. The Events Lead manages a general volunteer group and works with them to develop the overall vision for the event.

Structure of your group and # of volunteers (If applicable)

Only 3 volunteers consistently showed up to the weekly meetings and volunteered their time during Sustainability Week. The way we organized our structure was that the event was headed by the Events lead along with one of the coordinators and assistance was provided by our 3 volunteers. The volunteers assisted us in the decision making process and it gathering of resources to help our events succeed.

Main accomplishments of the term (include events, projects, meetings, etc.)

Sustainability Week July 10-14 included 6 events:

- Electric Vehicle (EV day)
- SCI's-Bomber Trivia Night
- Eco-Summit (organized by the Environment faculty)
- Bonfire Evening – Story telling by ASA and Fair Trade snacks
- Seeding Event

All these events were very successful, however the Story telling –bonfire night was cancelled due to bad weather.

Lessons Learned from the term (What worked best for you? What didn't?)

What worked best for me: Working with the volunteers and the coordinators to come up with unique event ideas. I think we brought together some quite interesting and different events.

What didn't work: Marketing. I feel we could have marketed a lot better, but still the turnout to our events was a good number. Next time marketing in advance is what I would do, we did not have the posters up till like 2-3 days before the week, which was a big negative for us. Honestly, good social media marketing is a must.

Facebook events is the best way to attract people, and I would recommend having them up a month before the event and ensuring that you have a countdown to the week and some fun filled posts put up every week is something I would do and highly recommend.

Recommendations for future lead of your Project/Position (duties, responsibilities, etc.)

5-weeks of planning is the minimum time a project like this requires in order to be successful, and that's assuming that all the other deadlines (i.e. Marketing deadlines) are met on time. You need to book the locations of the events ASAP (also book the back-up locations, if the event is held outdoors, during this time as we faced the loss of one event due to bad weather conditions). It would also help if you had friends that can volunteer for you, if the general volunteer meeting was unsuccessful.

Future recommendations for projects (new projects/ initiatives to continue and/or start next term)

All the events that took place during Sustainability Week this term were very successful! Students showed a lot of interest. I would recommend any of these events to be repeated in future terms. I would highly suggest making the EV day and a Bomber trivia night annual Sustainability week events.

The partnerships your group had with other organizations

- **SEEDING EVENT**
- Campus Compost and Market Garden (part of SCI) supplied the compost for the Planting Seeds with Campus Compost event.
- **BONFIRE EVENING**
- Aboriginal Peoples Group on campus (ASA) for the bonfire night
- **BOMBER – TRIVIA NIGHT**
- Bomber- Cedric for the booking of the stage area etc.
- Mike – MC (works at the FEDS front desk)
- **EV DAY**
- University of Waterloo's Alternate Fuels team, EV Group (nathan.lee@edu.uwaterloo.ca),
- Formula 1 team- Student design team.
- Professors for EV Day – Ian Graham
- Jessica Strickler - Waterloo Institute for Sustainable Energy - University of Waterloo

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?

Be very detailed in the orientation – tell the execs everything they need to know about planning and executing an event, including the people they will need to be in contact with and for what purposes (i.e. Scott for the exam tables and SLC bookings, and of course Brendan).

I would request that the service coordinators ensure that the volunteers recruiting is done as soon as the term begins as that assists in fastening the entire event planning schedule. Other than that, I cannot think of anything that they could do different.